SAP BusinessObjects™

SAP Crystal Reports Viewer Installation Guide
■ SAP Crystal Reports 2013 Viewer

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SAP

Contents

Installing SAP Crystal Reports 2013 viewer

1.1 To download the installation program

1. Go to https://service.sap.com/bosap-support > **Software Downloads**.
2. On the "Find your software" tab, under the "A–Z Index", select **Installations and Upgrades**.
3. Select **C > CRYSTAL REPORTS VIEWER > CRYSTAL REPORTS 2013 VIEWER**.
4. Select **Installation and Upgrade**.
5. Select the object titled "SAP CRYSTAL REPORTS 2013 VIEWER <version> <platform> (32B)", then follow the instructions on the website to download and extract the objects.

Note:

The software may take a long time to download, and you may need to contact the system administrator to ensure your company's firewall will not terminate the download process.

1.2 Installation overview

On a Microsoft Windows platform, the SAP Crystal Reports 2013 viewer Installation Wizard works with Microsoft Windows Installer to guide you through the installation process.

Note:

- If you cancel your SAP Crystal Reports 2013 viewer upgrade on a Microsoft Windows machine, you may not be able to run the upgrade again on that machine. Refer to the release notes for the workaround.
- Installing SAP Crystal Reports 2013 viewer side-by-side with another version of Crystal Reports viewer is not supported.
- Although Crystal Reports viewer is supported on 64-bit operating systems, it is only available as a 32-bit application. When installing a database driver for Crystal Reports viewer on 64-bit operating systems, ensure that you install the 32-bit version. A 32-bit application cannot use a 64-bit driver.

For information about installation requirements, see the *Supported Platforms* document available on the SAP BusinessObjects Enterprise support site: http://www.sdn.sap.com/irj/boc/articles

1.3 Installing SAP Crystal Reports 2013 viewer on Windows

You have two options to install Crystal Reports viewer on a Windows platform: the installation program or the silent mode.

If you already have a version of Crystal Reports viewer installed, you will be prompted to do one of the following options depending on what version is installed:

• Older version such as Crystal Reports viewer 2008 or Crystal Reports viewer 2011

  You will be prompted to upgrade to the newest version.

• Another version of SAP Crystal Reports 2013 viewer

  You will be prompted to repair or remove the installed version.

1.3.1 To run an interactive installation on Windows

1. Locate and run `setup.exe`.

   If you are installing from a physical media, look for `setup.exe` in the top-level folder. If you are installing from a compressed download, extract it and locate `setup.exe`

   Note:
   Depending on your system configuration, a dialog box may appear, informing you to update existing files. If this happens, click **Yes** and restart your machine. The Installation Wizard updates the required files.

2. Choose a language for the setup program to use during the installation process.
3. When the "Welcome" dialog box appears, click **Next**.
4. In the "Choose Language Packs" dialog box, select the languages that you want to install and click **Next**.
   The "Start Installation" dialog box appears.
5. Click **Next**.
   The installation process begins.
6. Click **Finish** to complete the installation.

1.3.2 To run a silent installation

Every option in the installation wizard can be read from a response file invoked at the command-line. This type of installation is called a silent install.

The silent installation for Crystal Reports viewer is particularly useful when you need to do multiple installations and do not want to interrupt people who are working on machines in your system. You can also add the silent installation command in your own installation scripts.

Note:
When you perform a silent installation, you accept the Crystal Reports viewer end-user license agreement by default. You can find a copy of the license agreement in the `Docs` folder of your product distribution. Silent installations are intended for new installations; do not use them for upgrades.

1.3.2.1 Installation option parameters

The following tables list the parameters that can be used to select installation options in response files.

Note:
Parameters that are not listed in this table may be available, but they have not been tested. Untested parameters are not supported.

Table 1-1: Installation option parameters

Parameter	Description	Example
setupuilanguage	The language that you want to use during the installation. You can select only one language. The languages are listed in a separate table.	setupuilanguage=en
installdir	The SAP BusinessObjects installation path. **Note:** If you have already installed an SAP BusinessObjects product, the desktop client will be installed into the default *<INSTALLDIR>* directory.	installdir="C:\Program Files\SAP BusinessObjects\"

Parameter	Description	Example
selectedlan guagepacks	The language packs that you want to install. You can select more than one language. The languages are listed in a separate table. **Note:** Separate language packs with a semicolon (;).	selectedlanguagepacks=en;ja
installtype	The type of installation: • **Default** installs all components automatically.	installtype=Default
-q	Performs a "quiet" or background install; no prompts are displayed.	
-r	Runs the install from a previously created response.ini file.	`setup.exe -r C:\response.ini`
-w	Creates a response.ini file and writes it to the specified destination.	setup.exe -w C:\response.ini

Table 1-2: Language parameters

These values are used for both the setup and for installing language packs.

Language value	Description
en	English
fr	French
de	German
ja	Japanese
es	Spanish
zh_CN	Simplified Chinese
it	Italian
nl	Dutch
ru	Russian
ko	Korean

Language value	Description
zh_TW	Traditional Chinese
pt	Portuguese
sv	Swedish
pl	Polish
nb	Norwegian Bokmal
da	Danish
th	Thai
fi	Finnish
cs	Czech
hu	Hungarian
sk	Slovakian
tr	Turkish

1.3.2.2 To use a response file

During an installation, you can optionally indicate that you want the installation program to create an INI file to act as a response file for subsequent installations. The installation program then records the installation options that you select as you install Crystal Reports viewer, and saves the file to your machine.

The created INI file can be read by the installation program to silently install Crystal Reports viewer with the same options specified during the creation of the file.

Note:
The INI response file that is created during an installation must be included with the installation files.

1.3.2.2.1 To create a response file for a silent installation

Before you run a response file silent installation, use the Crystal Reports 2013 viewer media and these steps to create a `response.ini` file.

1. Run `setup.exe -w C:\response.ini` from the installation media.

   The interactive installation wizard appears.

2. Proceed through the wizard, selecting your installation options. Follow the instructions in the "To run an interactive installation on Windows" section.

3. On the "Start installation" page, click **Next**, and then click **OK**.

   The installation program writes your installation options to the `response.ini` file, and closes.

You can now open `response.ini` in a text editor to review your installation options.

Note:

When creating a response file with the GUI installation program, the license key and any passwords entered via the GUI are not written to the response file in plain text format. You must replace the starred entries (********) with your license key or passwords before performing a silent installation.

Example:

In this example, the selected installation options include English and Japanese language packs, and the English installation language.

```
### Installation directory
installdir=<INSTALLDIR>

### Language Packs Selected to Install
selectedlanguagepacks=en;ja

### Setup UI language
setupuilanguage=en

features=CrystalReportsViewerRoot
```

Note:

If you want to add a note or comment to the `response.ini` file, you can add `###` to the beginning of a line. Lines that begin with `###` are not processed by `setup.exe`

Related Topics

• To run an interactive installation on Windows

1.3.2.2.2 To run a response file installation

You can change the values in the response file before you run it. Open the response.ini file and change the values. For more information, refer to the installation option parameters section.

1. Click **Start > Run** and type cmd to open the "Command Prompt" window.

2. In the "Command Prompt" window, type cd <Installer Path>.

3. Run `setup.exe -r <response file path>\response.ini`

   The installation program runs.

Related Topics

• Installation option parameters

1.3.3 Maintaining or uninstalling Crystal Reports viewer on Windows

Use "Add or Remove Programs" and select one of the following options to maintain or uninstall Crystal Reports Viewer:

Option	Description
"Repair"	This option lets you repair or fix the Crystal Reports viewer installation program.
"Remove"	This option lets you remove the Crystal Reports viewer installation program.

1.3.3.1 To repair SAP Crystal Reports 2013 viewer

1. Click **Start > Settings > Control Panel**.
    The "Control Panel" window opens.

2. Double-click **Add or Remove Programs**.
    The "Add or Remove Programs" dialog box opens.

3. Select **Crystal Reports 2013 viewer** and click **Uninstall/Change**.
    The "Crystal Reports 2013 viewer setup" dialog box appears.

4. Click **Repair** and then click **Next**.
    The repair process begins.

5. When the process is complete, click **Finish**.
    The Crystal Reports viewer application has been repaired, and you are returned to the "Add or Remove Programs" dialog box.

1.3.3.2 To uninstall SAP Crystal Reports 2013 viewer on Windows

1. Click **Start > Settings > Control Panel**.
    The "Control Panel" window opens.

2. Double-click **Add or Remove Programs**.
    The "Add or Remove Programs" dialog box opens.

3. Select Crystal Reports viewer, and click **Uninstall/Change**.

The "Crystal Reports 2013 viewer setup" dialog box appears.

4. Click **Remove** and then click **Next**.

   The "Uninstall Confirmation" dialog box appears.

5. Click **Next**.

   Wait while files are removed and the necessary configuration is done.

6. Click **Finish**.

The Crystal Reports viewer application has been uninstalled, and you are returned to the "Add or Remove Programs" dialog box.

1.4 Installing or upgrading SAP Crystal Reports 2013 viewer on a Mac

If you already have a version of Crystal Reports viewer installed on your Mac, you must uninstall it before you can upgrade to a newer version.

1.4.1 To install SAP Crystal Reports 2013 viewer on a Mac

1. Browse to the location where you downloaded `Crystal Reports 2013 viewer.dmg`.
2. Double-click `Crystal Reports 2013 viewer.dmg`.

   A dialog box displays the progress of the disk image mounting. After mounting is complete, the contents of the disk image are automatically displayed.

   Note:
   This step is unnecessary if you downloaded `Crystal Reports 2013 viewer.dmg` from the web; in this scenario, the disk image automatically mounts.

3. Select the **Crystal Reports 2013 viewer** icon and drag it to the adjacent folder called "Applications".

   A copy-progress dialog box appears. Once copying is complete, the Applications directory is displayed. The Crystal Reports viewer application is now present with the other applications.

4. To open the viewer, double-click the **Crystal Reports 2013 viewer** icon in the Applications folder.

   A loading banner for the viewer appears.

5. Accept the User License Agreement.

   Note:
   This step is necessary only the first time you run Crystal Reports viewer. If you do not accept the license agreement, you cannot use the viewer.

   Crystal Reports viewer opens.

1.4.2 To uninstall SAP Crystal Reports 2013 viewer on a Mac

1. Using the **Finder**, delete SAP Crystal Reports 2013 viewer from the "Applications" folder.
2. Click **Applications > Utilities > Terminal**.
3. Type in the command to go to your home directory: cd ~.
4. Delete the hidden `.crv2013` folder by typing the command: rm -rf .crv2013.
5. Exit the terminal.

More Information

Information Resource	Location
SAP BusinessObjects product information	http://www.sap.com
SAP Help Portal	Navigate to http://help.sap.com/businessobjects and on the "SAP BusinessObjects Overview" side panel click **All Products**. You can access the most up-to-date documentation covering all SAP BusinessObjects products and their deployment at the SAP Help Portal. You can download PDF versions or installable HTML libraries. Certain guides are stored on the SAP Service Marketplace and are not available from the SAP Help Portal. These guides are listed on the Help Portal accompanied by a link to the SAP Service Marketplace. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.
SAP Service Marketplace	http://service.sap.com/bosap-support > Documentation • Installation guides: https://service.sap.com/bosap-instguides • Release notes: http://service.sap.com/releasenotes The SAP Service Marketplace stores certain installation guides, upgrade and migration guides, deployment guides, release notes and Supported Platforms documents. Customers with a maintenance agreement have an authorized user ID to access this site. Contact your customer support representative to obtain an ID. If you are redirected to the SAP Service Marketplace from the SAP Help Portal, use the menu in the navigation pane on the left to locate the category containing the documentation you want to access.
Docupedia	https://cw.sdn.sap.com/cw/community/docupedia Docupedia provides additional documentation resources, a collaborative authoring environment, and an interactive feedback channel.
Developer resources	https://boc.sdn.sap.com/ https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary

Information Resource	Location
SAP BusinessObjects articles on the SAP Community Network	https://www.sdn.sap.com/irj/boc/businessobjects-articles These articles were formerly known as technical papers.
Notes	https://service.sap.com/notes These notes were formerly known as Knowledge Base articles.
Forums on the SAP Community Network	https://www.sdn.sap.com/irj/scn/forums
Training	http://www.sap.com/services/education From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style.
Online customer support	http://service.sap.com/bosap-support The SAP Support Portal contains information about Customer Support programs and services. It also has links to a wide range of technical information and downloads. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.
Consulting	http://www.sap.com/services/bysubject/businessobjectsconsulting Consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in topics such as relational and multidimensional databases, connectivity, database design tools, and customized embedding technology.

Index