

CR85WIN_EN_SP3

Some of the issues resolved by this Hot Fix require the creation of new registry keys/subkeys or the editing of registry key/subkey values. In most cases where these registry keys/subkeys need to be created, the Service Pack install will create the key/subkey and set the default value. Please refer to the readme information for each specific issue for the default and recognized values. For more information on creating and editing your system registry, please refer to the following Crystal Knowledge Base article.

<http://support.crystaldecisions.com/library/kbase/articles/c2010398.asp>

If this Service Pack does not resolve a specific issue that is being experienced in your deployment, please contact a Crystal Care specialist.

<http://www.crystaldecisions.com/contact/support.asp>

Critical Issues

CR85WIN_EN_SP2

Designer

ADAPT00098308

Patch ID: 34903291

Old EID: 2237

Description:

Reports containing charts that were created with version 2.3.2.10 of the sscsdk80.dll charting component (the version shipped with Crystal Analysis Pro 8.5) are not compatible with Crystal Reports 8.0 and 8.5 or Crystal Enterprise 8.0 and 8.5 when these products are using a different version of the charting component. Crystal Reports 8 and 8.5 will GPF when users attempt to open such reports (it is possible that Crystal Reports will not close until the user scrolls to a page containing a chart). In Crystal Enterprise 8 and 8.5, the Page Server either generates an error message when users view such reports on demand, or stops responding when users view instances of such reports.

New Behavior:

Changes were made to the sscsdk80.dll, so new reports containing charts created with the new charting component are compatible with Crystal Reports 8.0 and 8.5 as well as Crystal Enterprise 8.0 and 8.5, regardless of the version of the sscsdk80.dll installed on those servers. Also, if reports containing charts that were created using version 2.3.2.10 of the sscsdk80.dll are opened and refreshed with the patched version (2.3.2.19), they will also be compatible with Crystal Reports 8.0 and 8.5 as well as Crystal Enterprise 8.0 and 8.5, regardless of the version of the sscsdk80.dll installed on those servers.

Known Limitations:

Even after Crystal Analysis Pro 8.5 has been patched to resolve this issue, reports containing charts that were created or refreshed with version 2.3.2.10 of the sscsdk80.dll will remain incompatible with Crystal Reports 8.0 and 8.5 or Crystal Enterprise 8.0 and 8.5 until these products are also patched. Patches are available for Crystal Analysis Pro 8.5 (which must be patched), Crystal Reports 8 and 8.5, and Crystal Enterprise 8 and 8.5. If it is possible that these products will be exposed to reports containing charts that were created and/or last refreshed with version 2.3.2.10 of the sscsdk80.dll, then they should be patched as well. Once all applicable patches have been applied, perform a system search to ensure that version 2.3.2.10 of sscsdk80.dll does not exist in any location.

Non-Critical Issues

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Application Development

[ADAPT00097486](#)

Patch ID: 34901429

Old EID: 2239

Description:

Custom applications that utilize u2ftext.dll display data using the default format found in the regional settings of the local computer, instead of using the data format stored in the database.

New Behavior:

The u2ftext.dll component no longer resets the current program locale to the default system locale. This alleviates any problems with data format in custom applications that utilize the u2ftext.dll component.

[ADAPT00176429](#)

Patch ID: 35543052

Description:

When exporting to SQL Server ODBC through an RDC application, the login prompt dialog box does not appear, and the user cannot continue with the export.

New Behavior:

Exporting to SQL Server ODBC through an RDC application now works.

Known Limitations:

An export to SQL Server ODBC through the makefile of the RDC application may sometimes fail. This problem occurs when the application contains section formatting in the report object.

[ADAPT00180508](#)

Patch ID: 35498685

Description:

If you save a report from the Report Designer Component, the words "Percentage of" are added to the beginning of the axis titles of charts in the report.

New Behavior:

The words, "Percentage of", are no longer added to the beginning of the axis titles.

[ADAPT00183370](#)

Patch ID: 35542276

Description:

When exporting to Microsoft Excel through rptserver.asp on a server machine, the exported report is not delivered to the client machine. This is because the export options dialog box is waiting for confirmation from the server machine.

New Behavior:

The export options dialog box is now suppressed when exported through rptserver.asp.

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Application Development

[ADAPT00189873](#)

Patch ID: 35519992

Description:

When many concurrent users export to PDF format through the ASP Report Server, the DLLHost.exe crashes. This causes IIS to hang or crash.

New Behavior:

A threading issue in the Export Modeller has been resolved to fix this issue.

[ADAPT00190526](#)

Patch ID: 35576528

Description:

The stop button must be clicked twice to stop formatting a report in the viewer. This behavior is caused by the search feature not being cancelled. When navigating from the group tree to search for a record, no check is performed to see if the search has been cancelled. If the search is cancelled, the current page tries to print anyway, and this triggers an additional attempt to format.

New Behavior:

When the search is cancelled, it is cancelled immediately.

[ADAPT00200194](#)

Patch ID: 35648056

Description:

A general product failure (GPF) occurs when users change a group condition field to a field of a different data type.

The GPF is caused by an access violation within the Print Engine, which occurs when data types are changed.

New Behavior:

This problem is resolved.

[ADAPT00216467](#)

Patch ID: 35732710

Description:

If the user closes Crystal Reports while a report is loading, the system crashes.

The crash occurs when the report engine is closed while still in operation.

New Behavior:

The fix includes a check to ensure that the report engine has time to finish its operation before Crystal Reports is closed.

CA-Report Creation

[ADAPT00152381](#)

Patch ID: 35242416

Description:

Duplicates of memo field values are not saved properly after they are read from the database, when a report is based on a Pervasive 2000 SQL database.

New Behavior:

All duplicate memo field values are now displayed correctly.

Configuration

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Configuration

ADAPT00157512

Patch ID: 35389539

Description:

The administrator cannot specify a port for the client software to communicate on, when the user connects to Crystal Enterprise through Crystal Reports from behind a firewall. This can lead to an unexpected program termination. Furthermore, using the -requestport switch on the Crystal Enterprise components has no effect on what port the client software attempts to communicate on.

New Behavior:

Two registry values control the port range that the client application may use to attempt to connect to Crystal Enterprise.

By default, the subkeys are (where 0 allows the system to pick a port):

RequestPortLower (DWORD) 0

RequestPortUpper (DWORD) 65536

Note that the default values do not affect how the applications communicate with Crystal Enterprise. To allow for proper communication with Crystal Enterprise from behind a firewall, adjust the decimal values to coincide with the ports that your Network Administrator has opened on your firewall.

Database

ADAPT00179160

Patch ID: 35634874

Description:

An error message appears when the user adds a memo field to a report in the Report Designer. The error message says "ODBC error: [Oracle][ODBC] Numeric value out of range."

The problem is caused by a flaw in the algorithm that determines whether a decimal is an integer or a double type.

New Behavior:

The algorithm logic has been updated to handle this problem. Memo fields can be added successfully to a report in the Report Designer.

ADAPT00180218

Patch ID: 35430550

Description:

Crystal reports that use query, Dictionary or Info View files as data sources cannot be published in the Crystal Enterprise environment.

New Behavior:

Crystal Reports customers have been provided the ability to utilize the reports that they have designed using queries and Dictionaries in Crystal Enterprise. Please read the "Crystal Query and Dictionary Support" document for more details.

ADAPT00183599

Patch ID: 35467185

Description:

A report containing the SQL expressions getCompanyNumber() and getCompanyName() throws an exception in the Solution Kit for Baan 2.5, but works without error with the Solution Kit for Baan 2.0.

New Behavior:

The problem is fixed.

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Database

[ADAPT00191286](#)

Patch ID: 35585115

Description:

If a report contains a formula error and is published to the BW server, the system hangs rather than display the appropriate error message.

New Behavior:

This problem is resolved.

[ADAPT00194363](#)

Patch ID: 35560939

Description:

The report designer crashes when a report uses a decimal numeric currency field, and runs off a Sybase server. When such reports are viewed over Crystal Enterprise, sometimes the report designer receives the error "Cannot submit for background processing." Also, if Crystal Reports 8.5 receives an OnWinIniChange message while accessing the final page on a report, it crashes.

These problems are caused by an insufficient data size for decimal numeric currency fields.

New Behavior:

The data size has been doubled to 8 bytes for the following Sybase data types: CS_MONEY_TYPE, CS_MONEY4_TYPE, CS_REAL_TYPE, CS_FLOAT_TYPE, CS_DECIMAL_TYPE, and CS_NUMERIC_TYPE. With this increase in the data size, the crash no longer occurs. Also, code has been added to ignore the OnWinIniChange message and prevent a crash.

Deployment

[ADAPT00182041](#)

Patch ID: 35547751

Description:

When Terminal Services is installed on the Crystal Enterprise server, reports fail to display large images on a web viewer.

New Behavior:

On NT kernels, the HALFTONE raster operation is used for rendering bitmaps, because it renders clearer images than the STRETCH_DELETESCANS raster operation. However, the HALFTONE raster operation uses more resources. StretchDIBits(), used with the HALFTONE raster operation, may run out of memory on large images. This is because Terminal Services allocates a limited, finite set of memory for clients connected to the server. Also, StretchDIBits() returns 0 to indicate that no scan lines were processed, rather than signify the issue with a GDI_ERROR.

Now when the StretchDIBits() call fails on the HALFTONE raster operation, the code falls back on STRETCH_DELETESCANS to render the bitmap. The StretchDIBits() call should succeed more often when using STRETCH_DELETESCANS than with HALFTONE, when GDI memory is limited. With the fix, large images are properly shown.

Designer

[ADAPT00186749](#)

Patch ID: 35563698

Description:

When attempting to open and refresh a query that has a selection in the SQL based off of a user-defined expression, the Query Designer may crash.

New Behavior:

This problem is resolved.

Export

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Export

ADAPT00005547

Patch ID: 35399939

Description:

When an export to a destination disk fails because the destination disk is full, no error message is generated.

New Behavior:

An error message is passed down from the export dll, and then the print engine reports the message.

Known Limitations:

This is only a partial fix, due to the different behavior of each driver. For example, certain exporting drivers will not pass down an error message; in that case, the print engine does not report a message. Those drivers that do not report an error vary from version to version.

Some drivers correctly display an error message, but generate the output file (0 or more bytes) anyway, as a blank file. This occurrence depends on which file format the report is exported to (Acrobat reader, rich text, MS word, and so on).

ADAPT00046826

Patch ID: 35238463

Description:

When opening an exported Microsoft Excel document in Excel 2002 (Office XP), an error message saying "Renamed invalid sheet name" is returned. The sheet name is then renamed to "Recovered Sheet1." This only occurs when using the u2fxls.dll export DLL and only when the spreadsheet contains invalid characters, such as ": \ / ? * { []" in the Title field found in the Summary Info section.

New Behavior:

You will no longer get this error when opening an exported Excel document in Excel 2002. The invalid characters in the title are now being stripped out upon export.

Two new registry subkeys have been added to HKEY_CURRENT_USER\Software\Crystal Decisions\Crystal Reports\Export\u2fxls. They are: "ValidateWorksheetName" and "InvalidCharReplacement". The "ValidateWorksheetName" entry can be set to "True" or "False" and "InvalidCharReplacement" is used if you wish to specify a particular character to replace invalid characters in the Title field found in the Summary Info section.

Known Limitations:

In Crystal Enterprise 8.0 or 8.5, the Page Server and Job Server must be run in a domain account in order for them to have rights to read these new registry subkeys for on-demand exporting and scheduling, respectively.

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Export

ADAPT00047213

Patch ID: 34902779

Old EID: 1804

Description:

When exporting to plain or paginated text from the Report Design Components (RDC) or Crystal Enterprise, there is no way to set the characters per inch (CPI) for the text output.

New Behavior:

Exporting from the Report Design Components (RDC):

Users can now use code to set the characters per inch when exporting to text.

Upon export from the RDC, two text properties are now added: "UseDefaultCharactersPerInch" and "UserDefinedCharactersPerInch".

When using CRPE, the new functions are called "UseDefaultCPI" and "UserDefinedCPI".

To enable this behavior in Crystal Reports 8.5, you must change the value of the new registry entry "Prompt Again", under HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Export\TextExport. Set the value to "1".

Exporting from Crystal Enterprise:

Unix:

To set the characters per inch for Crystal Enterprise on UNIX, run the following command, and choose the desired value:

```
$crystalldir/enterprise/generic/configpatch.sh adapt47213.cf
```

(where \$crystalldir is the crystal enterprise installation directory).

Windows:

To set the characters per inch for Crystal Enterprise on Windows, set the following registry entry to the desired value:

For Crystal Enterprise 8.5: HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Export\TextExport\CharPerInch".

For Crystal Enterprise 9.0: HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\TextExport\CharPerInch".

Known Limitations:

- 1.) The Local Service System account does not have access to the correct registry hive; therefore, if the Local Service System account runs the Crystal Report Job Server service, you must switch to an account that has access to the updated registry hive.
- 2.) If Crystal Reports is installed on the same machine as the Job Server, and uses the same account as the Job Server, any changes made to the value of the "CharPerInch" registry entry through the Report Designer user interface will also affect the Job Server. To avoid this situation, use a different user account to install Crystal Reports.

ADAPT00092193

Patch ID: 34928741

Description:

When you schedule a report to Microsoft Excel format through ePortfolio, or through a viewer, the resulting spreadsheet maintains the page headers and footers. As a result, the data in the spreadsheet appears to be separated by headers and footers. Headers and footers are included by default during the export of the report.

New Behavior:

An additional option has been added to enable headers and footers to be turned off when exporting reports to Microsoft Excel. For Windows, a registry subkey has been added to turn this functionality on and off. The subkey is

HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\crxf_xls\ExportPageHeaderFooter.

The default value is "Yes". Changing this value to "No" will disable the page headers and footers from the Excel export.

For UNIX, go to the enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh adapt92193.cf. At the prompt, choose option 2 to disable page headers and footers when scheduling or exporting a report to Excel format.

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Export

[ADAPT00100601](#)

Patch ID: 35214516

Description:

Reports containing Cross-Tabs with various levels of suppression in the column headers fail to export to "Microsoft Excel Data Only" format in Crystal Reports. Additionally, these same reports would generate a Page Server error when scheduled to "Microsoft Excel Data Only" format in Crystal Enterprise.

New Behavior:

Reports with Cross-Tabs now export as expected to Microsoft Excel Data Only format in Crystal Reports, and when scheduled in Crystal Enterprise.

[ADAPT00122177](#)

Patch ID: 35037110

Description:

In a Crystal Enterprise 8.5 deployment, users do not have the option of using the Crystal Reports 8.5 version of the Microsoft Excel export dll.

New Behavior:

The Excel dll from Crystal Reports 8.5 is forward-compatible with Crystal Enterprise 8.5. Users can now export to older Excel formats with this dll. To utilize the older formats, the crxf_xls.dll (the current Excel export dll) must be renamed or moved from the ..\WinNT\Crystal\ directory. Note that selecting the Excel (Data Only) format option when scheduling through ePortfolio will result in the old tabular format for the Crystal Reports 8.5 Excel export dll. Also fixed in this patch is a previously undetected crash in the u2fodbc.dll that occurred because it was attempting to access un-initialized memory structures.

Known Limitations:

Checking the Tabular Format checkbox on the Excel format screen will not result in a Tabular Format option. To export to a tabular format Excel spreadsheet, use the Excel (Data Only) format. There are no further changes planned for the Crystal Reports 8.5 Excel export dll.

[ADAPT00153591](#)

Patch ID: 35290658

Description:

Exporting reports containing Cross-Tabs with more than one row or column to Microsoft Excel 97 - 2000 format (Page-based, not Data Only) using crxf_xls.dll causes the Report Designer to crash.

New Behavior:

The Report Designer can now successfully export reports containing Cross-Tabs with more than one row or column to Microsoft Excel 97 - 2000 format.

[ADAPT00175330](#)

Patch ID: 35547868

Description:

After exporting a report to Microsoft Excel version 5, 7, or 8 Extended format, the column headers are misaligned.

New Behavior:

The columns of the report should now align properly when exported to Microsoft Excel Extended format, using the u2fxls.dll.

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Export

ADAPT00177002

Patch ID: 35508621

Description:

When exporting a report through the RDC, a crash occurs if the report contains a Cross-Tab with suppressed Grand Totals.

New Behavior:

The problem is now fixed.

ADAPT00178174

Patch ID: 35489370

Description:

Users who export to Microsoft Excel Data Only, from a Crystal Enterprise viewer, need to disable the Simplify Page Headers option, so that page headers are exported in full. That option is not available.

New Behavior:

A registry subkey has been added to enable or disable the Simplify Page Headers option when exporting to Microsoft Excel Data Only. The subkey is HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\SimplifyPageHeader and the acceptable values are Yes/No or True/False. When this subkey is set to "No", page headers are exported in full when exported to Microsoft Excel Data Only format.

Known Limitations:

When this key exists, it will override the Simplify Page Header option selected at schedule time in ePortfolio (in Crystal Enterprise 9.0 and higher). Also note that the Page Server and Report Job Servers (for viewer exports and scheduling) will have to be run under a domain account, to access the registry for this key.

ADAPT00178212

Patch ID: 35511837

Description:

Suppressed objects in a report lose their positioning when the report is exported to Microsoft Excel Data Only format.

New Behavior:

A registry subkey has been added to allow backwards compatibility with older versions of the Microsoft Excel export dll. This key controls whether the position of suppressed objects is maintained when the report is exported to Microsoft Excel Data Only format. The key is HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\IgnoreSuppressedObjects. Its default value is "Yes". Setting this subkey to "No" preserves the position of suppressed objects.

Known Limitations:

Currently, if the suppressed objects exist only in the page header, and the column width of the export is based upon the details section, the positioning of those suppressed objects are not exported. This is because the "Column width based on <report section>" export option controls the amount of cell space to accommodate suppressed objects in the report. To solve this problem, base the column width of the export on the page header section.

CR85WIN_EN_SP3

Export

[ADAPT00200438](#)

Patch ID: 35630878

Description:

Blank lines are inserted into exported text, if the exported text object contains more than 255 characters.

The problem is caused by a fault in the height approximation for text / field objects.

New Behavior:

In general, the text approximation of object position & height for report objects is more accurate.

Known Limitations:

This fix is limited by other settings that can be made to report objects. For example, if the "Can Grow" feature has been switched off for a report object, that object may become truncated, depending on the settings for object's field width, and settings made for "CPI layout." If truncation occurs, you can increase field width, increase "CPI layout" setting during export, or turn on the "Can Grow" field property for the truncated object.

Report Content Presentation

[ADAPT00153701](#)

Patch ID: 35577480

Description:

Upon first opening a query file (.QRY) in the Query Designer, the decimal place for numbers display correctly; however, on subsequent viewings, the numbers are rounded and decimal places are removed.

New Behavior:

The problem is resolved.

[ADAPT00155072](#)

Patch ID: 35245135

Description:

A Report that used a processing extension to change a selection formula would result in Print Engine errors when the report was being viewed.

New Behavior:

Reports that use processing extensions to change their selection formulas now behave as if that selection formula had been added to the report using the Crystal Reports designer.

[ADAPT00164896](#)

Patch ID: 35316515

Description:

An error occurs during on-demand viewing when the system converts a float to a string, if the float has no decimal value: "Your request was cancelled. Reasons for the cancellation are shut down of the server or inactivity. Please try again later. [On PageServer:<servername>.cacheserver]". This generates a core file, and then restarts the PageServer.

New Behavior:

The system now converts the floating-point number properly, when the float does not contain a decimal point.

Report Functionality

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Report Functionality

[ADAPT00058974](#)

Patch ID: 35400346

Description:

Certain resolutions of picture files (BMP and JPG) would cause the Crystal Reports designer and RDC to crash when the picture files were inserted into the report.

New Behavior:

The function for retrieving the file size for inserted pictures included an erroneous parameter that would cause an exception to occur. An alternate function is now used and inserting different resolutions of pictures should no longer cause the program to crash.

[ADAPT00102001](#)

Patch ID: 35321914

Description:

When a user drills down on a report with saved data, the user is prompted to enter database logon information for the hidden subreport.

New Behavior:

The architecture is changed to not prompt the user for the database logon information, even when a subreport is hidden. Therefore, users do not need to log on to the database again for subreports when users drill down. The problem is fixed.

[ADAPT00159338](#)

Patch ID: 35320881

Description:

When a page formatter that uses placeholder objects encounters a placeholder that interrupts it (such as a subreport or a cross-tab), it continues to format further sections of the page. This behavior can create problems. For example, if the subreport or cross-tab object shares values that are used in the report, the sub-report or Cross Tab may modify those values in the report; therefore, the values that the page formatter changes may be invalid.

The page formatter also attempts to format the page footer, even when interrupted by a subreport or Cross-Tab. It also attempts to format the page header, when the report header is very large, but leaves enough room to fit the page header.

New Behavior:

The page formatter no longer formats the page footer when interrupted by a placeholder object (subreport or Cross-Tab).

Known Limitations:

This fix restricts page formatting not only on the footer of the report, but on the entire report. The page formatter no longer formats any report that contains subreports or cross-tabs.

[ADAPT00187406](#)

Patch ID: 35511910

Description:

When a report has the underlay feature enabled, it does not work properly with sections below the underlay that are conditionally suppressed.

New Behavior:

Fixed the algorithm on how to calculate the bottom of the section, when all the sections in between are suppressed. With the fix, the underlay feature works as expected.

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Report Functionality

[ADAPT00188134](#)

Patch ID: 35581402

Description:

Upon entering correct database logon information, the user receives the error: "Cannot open SQL Server. [On Cache/Page Server: machinename.pageserver]". This happens when viewing a report with a conditionally suppressed on-demand subreport, because saved data is not generated for the instance.

New Behavior:

We've added a check to determine if the section or the object is conditionally suppressed. If conditionally suppressed, saved data is generated for the instance. As a result, the error should not occur.

Scheduling

[ADAPT00145033](#)

Patch ID: 35308234

Description:

The Tab-Separated Value and character-Separated Value export formats in Crystal Reports and Crystal Enterprise do not repeat group names or subtotals at each row. That causes the delimited data to be improperly aligned when the data is exported to Excel.

New Behavior:

The Tab-Separated Value and Character-Separated Value export formats have been fixed so that data is now properly aligned when exported to Excel.

Viewers

[ADAPT00001773](#)

Patch ID: 35179818

Description:

When viewing a report in the ActiveX viewer, if a user clicks the "Go to Last Page" button, the viewer goes only up to page 65,535.

New Behavior:

A change has been made to the ActiveX viewer to allow it to go up to one million pages when the "Go to Last Page" button has been clicked.

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Viewers

ADAPT00121631

Patch ID: 34985771

Description:

The HTML frame viewer in Crystal Enterprise does not HTML-encode the "<" and ">" characters into "<" and ">". That behavior poses a threat to security, because it enables users to execute their own scripts in a report page or tree, from the parameter prompt.

New Behavior:

By default, the "<" and ">" characters are HTML-encoded into "<" and ">" in the HTML frame viewer in CE. This default behaviour applies to all text objects, field objects, (regular or in cross-tab), and group-tree elements.

The default behaviour can only be disabled from a registry key:

for CE8.5:

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\Web Component Server\Components\viewrpt

for CE8.0:

HKEY_LOCAL_MACHINE\SOFTWARE\Seagate Software\8.0\Web Component Server\Components\viewrpt

For each version, to disable HTML-encoding of the "<" and ">" characters into "<" and ">", add the string value "EncodeHTMLTags" and set it to "No" (case sensitive).

Known Limitations:

Note that the registry entry has no affect on the new HTML "non-framed" viewer and the HTML Interactive viewer in Crystal Enterprise 9; however, those viewers always HTML encode the "<" and ">" characters into "<" and ">".

ADAPT00142955

Patch ID: 35195729

Description:

When a user viewed a report with the Crystal Enterprise Java Plug-in viewer, the viewer appeared but no report details were shown. When the user refreshed the report, a "No Response from Server" message appeared. This occurred when the web server had been configured to use SSL security and the Java Virtual Machine version was JRE 1.3.1_01.

New Behavior:

There appears to be a bug in JRE 1.3.1_01 where the MIME type of the server's response is always reported as "content/unknown" when the viewer is using HTTPS. JRE 1.3.1_03 appears to work correctly. The Java Plug-in viewer now accepts a MIME type of "content/unknown" if it's communicating with the server secured with SSL and using JRE 1.3.1_03. The Java Plug-in viewer now displays reports correctly in this configuration.

ADAPT00146097

Patch ID: 35403828

Description:

The font rendering technology of the ActiveX viewer was different than the one in the Crystal Report designer. Hence, various fonts were displayed differently or sometimes truncated in the ActiveX viewer.

New Behavior:

A change was made to correct the font rendering method to display various type of fonts correctly in the ActiveX viewer.

Known Limitations:

For UNIX users, go to the enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh activex.cf
At the prompt, choose option 1 to update the settings; the version of the ActiveX viewer on the server will be updated.

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Viewers[ADAPT00151989](#)

Patch ID: 35217153

Description:

The ActiveX viewer does not allow you to enter more than five digits in the page text box.

New Behavior:

To handle reports with 100,000 or more pages, the page number edit box needed to have its digit limit increased. It was previously limited to five digits. The limit has been increased to eight digits.

[ADAPT00153644](#)

Patch ID: 35313729

Description:

The ActiveX viewer does not allow users to print more than 65535 pages.

New Behavior:

The ActiveX viewer now allows large page ranges to be entered so users can print more than 65535 pages.

[ADAPT00160386](#)

Patch ID: 35301163

Description:

Clicking on a group tree entry in a RDC application displays the wrong page of the report.

New Behavior:

The page-searching algorithm now searches in page-number order rather than in the order of the page cache, so clicking on a group tree entry brings up the correct page.

[ADAPT00186696](#)

Patch ID: 35488761

Description:

Text objects with a space at the beginning or end of the line (depending on whether left or right alignment is used) are trimmed in the ActiveX Viewer.

New Behavior:

Trailing spaces in text objects is no longer trimmed. ActiveX Viewer displays text objects correctly.

Known Limitations:

Certain objects may experience very slight truncation (1-2 pixels) when the font is bolded and the object is a numeric formula field. This limitation only occurs in Crystal Enterprise 9.0 and Crystal Reports 9.0.

[ADAPT00196294](#)

Patch ID: 35594919

Description:

The Freeze Pane feature in the ActiveX Viewer causes the viewer to crash. This is a problem with the rendering logic, caused by the settings for the internal drawing attribute port.

New Behavior:

This problem is resolved.

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Administration

[ADAPT00115635](#)

Patch ID: 34970425

Description:

Scheduled instances of reports that had utilized bursting indexes on a field could not be filtered on that field. Using that field in the selection formula would result in no records being returned, either when viewing the instance from Crystal Enterprise or from Crystal Reports. This was due to the index being built incorrectly during schedule time.

New Behavior:

Using the bursting indexed field of a scheduled instance for a selection formula now returns the correct data.

Application Development

[ADAPT00010491](#)

Patch ID: 34979280

Description:

The PrinterSetup method does not have a cancel event.

New Behavior:

A PrinterSetupEx method has been added. This new method allows the user to catch the cancel action. If the cancel button is clicked, the method returns 1; otherwise, it returns 0.

[ADAPT00038969](#)

Patch ID: 34902493

Old EID: 1893

Description:

The ActiveX viewer's events (that is, drill down, page navigation, and so on) do not work in a .NET application for Windows.

New Behavior:

The ActiveX viewer now functions as expected in a .NET environment.

[ADAPT00070936](#)

Patch ID: 34902665

Old EID: 1970

Description:

Batch printing a report based on a SQL native connection crashed intermittently in a CRPE application. This was due to p2ssql.dll erroneously reading an 8-byte numeric field as 19 bytes.

New Behavior:

Now, there is no crash during batch printing.

[ADAPT00071407](#)

Patch ID: 34961541

Description:

When using Visual Basic applications with a Report Designer Component, attempting to view a report when another is already being processed causes a Viewer error.

New Behavior:

The ActiveX viewer's IsBusy property was not indicating a busy status in the period of time between assigning a new report source and retrieving the first page. The flag now works correctly and it can be trapped so that the application is allowed to finish its current process.

CR85WIN_EN_SP2

Application Development

[ADAPT00073837](#)

Patch ID: 34902777

Old EID: 1999

Description:

When using SQL Server and Sybase connections in one ASP application, the smaller SQL Server report does not refresh until the larger Sybase report has finished refreshing.

New Behavior:

The SQL Server and Sybase reports can now be refreshed independently of each other.

[ADAPT00085534](#)

Patch ID: 34902401

Old EID: 2083

Description:

When a chart had a value of zero or null, it would display that value in the chart.

New Behavior:

There was a floating point roundoff error which caused a 0 width pie slice (for example) to show up on the chart. This has been corrected and zero or null values do not appear on charts.

[ADAPT00090786](#)

Patch ID: 34903241

Old EID: 2137

Description:

Unpredictable effects on the Page Server, such as hanging or stopping, would occur when previewing a report based on a stored procedure with string input parameters. Also, when such a report is scheduled, the instance may fail. This problem only occurred when connecting to the database using the OLEDB driver (ps2oledb.dll). When the last input parameter is a string, the program does not reserve enough memory for both the string parameter and the terminating null value. The result is corrupted memory which can have unpredictable consequences.

New Behavior:

The program now reserves enough memory for both the final string parameter and the terminating null value. Memory will no longer be corrupted.

[ADAPT00095367](#)

Patch ID: 34903009

Old EID: 2191

Description:

Images that are changed using Section Format events no longer scale properly.

New Behavior:

A conditional compilation error was causing images to scale incorrectly. Fixing the compilation error resulted in images scaling properly.

[ADAPT00098880](#)

Patch ID: 34902801

Old EID: 2241

Description:

In Microsoft Visual Basic applications that use the RDC, running total fields in a subreport fails to print, despite being displayed correctly in a window.

New Behavior:

Running total values in subreports are now printed correctly.

CR85WIN_EN_SP2

Application Development

[ADAPT00101597](#)

Patch ID: 34925707

Description:

Setting the DateWindowsDefaultType property does not override the date format applied in the report.

New Behavior:

The setting for the DateWindowsDefaultType property now takes precedence over the date formatting applied in a report.

[ADAPT00140201](#)

Patch ID: 35172484

Description:

When users tried to insert a version 8.5 Crystal report based on a query into a Visual Basic 6 module, the application would return an error and shut down.

New Behavior:

This feature now allows users to insert reports based on queries into Visual Basic 6.

[ADAPT00142135](#)

Patch ID: 35183051

Description:

While a user was running a Visual Basic 6 RDC application, the link object returned from using the AddSubreportLinks method was not properly instantiated. Attempting to use the object would cause an access violation.

New Behavior:

The AddSubreportLinks method now creates the link between the main report and subreport correctly.

CA-Report Viewing

[ADAPT00135893](#)

Patch ID: 35093520

Description:

When viewing (on demand) multiple reports based on a ODBC SQL server data source, the report viewer displays the "Loading" prompt for approximately 15 minutes and then displays the following error message: "communication error. No error details given."

After this, it is no longer possible to view any reports on demand. It is also not possible to restart the Page Server service; it remains stuck at the stopping state. The machine must be rebooted in order to restart the Page Server service. There are no issues with viewing scheduled reports. This problem started occurring after the dbexdrvwin_en.zip hot fix was applied and p2sodbc.dll was updated to version 8.6.2.225.

New Behavior:

It has been determined that the 8.6.2.225 version of p2sodbc.dll is causing this problem. The issue has been resolved and a user can now view multiple ODBC SQL-based reports.

Client Desktop

CR85WIN_EN_SP2

Client Desktop

[ADAPT00096113](#)

Patch ID: 34980990

Description:

The Java viewer would recognize the null parameter value it received from the server, but it would return it as if it were an empty string. This problem only affected string parameters.

New Behavior:

Changes were made such that the promptex parameter value assignments are named and not numbered. If they are numbered, the Java viewer will assume that the print engine version is from a version that is prior to 8.0.

[ADAPT00104487](#)

Patch ID: 34950346

Description:

A parameter with an edit mask forcing users to enter strings in a specific format (for example, 123-555-999) is not enforced when the report is published to the Crystal Enterprise system. The user can enter a string of any format.

New Behavior:

Previously, when a report was published to the Crystal Enterprise system, its edit mask information was not loaded into the APS database. This behaviour has now been corrected.

[ADAPT00129382](#)

Patch ID: 35031499

Description:

In Crystal Reports 8.5, the Save to Enterprise Folders feature is not available if the version of crw32.exe is between 8.5.3.855 and 8.5.3.859.

New Behavior:

The Save to Enterprise Folder feature is available now.

[ADAPT00130619](#)

Patch ID: 35043372

Description:

If a user does not select a combo-box control, the edit text value in the combo box is treated like a parameter value. This behavior is incorrect because the edit text value may be a description and not the current parameter value.

New Behavior:

A change has been made so that when the combo box is initialized, the current value and the actual values stored in the combo box are compared. If a current value exists, that value is set as the selection in the combo box.

Known Limitations:

For UNIX users, go to enterprise/generic folder under the Crystal directory and run this command: `./configpatch.sh activex.cf`
At the prompt, choose option 1 to update settings.
The version of the ActiveX viewer on the server will be updated.

Database

CR85WIN_EN_SP2

Database

[ADAPT00012464](#)

Patch ID: 35023573

Description:

When reporting off of memo fields from an XML data source, there is a limit of 255 characters. Any memo field values that have more than 255 characters are truncated. To allow for more than 255 characters, the string value "TreatMemoAsString" must be added to the registry. The value is under the HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\DatabaseOptions\ODBC registry subkey. After setting the string value, Crystal Reports 8.5 still displays only 255 characters.

New Behavior:

When adding the string value "TreatMemoAsString" to the HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\DatabaseOptions\ODBC registry subkey, memo fields greater than 255 characters are displayed properly.

Known Limitations:

Note that with the field mapping restrictions in Crystal Reports 8.5, you cannot map a memo field to a string field. This means that a previously created report that has an XML memo field will not be able to map to the same memo field after the registry string value "TreatMemoAsString" has been created. The memo field in an existing report can be removed and re-added to resolve field mapping problems. Newly created reports are not affected.

[ADAPT00069420](#)

Patch ID: 34902713

Old EID: 1964

Description:

When the user is redefining or reselecting dimension members in the Field Picker dialog box, leaf-level members disappear.

New Behavior:

When the user is redefining or reselecting dimension members in the Field Picker dialog box, leaf-level members appear as the last nodes on the tree.

[ADAPT00081867](#)

Patch ID: 34902955

Old EID: 2036

Description:

English Crystal Reports 8.5 returns incorrect decimal placement for Oracle number fields when the Oracle client is set to French.

New Behavior:

The decimal placement for Oracle number fields now displays correctly when English Crystal Reports 8.5 is used with the Oracle client set to French.

[ADAPT00088721](#)

Patch ID: 34901703

Old EID: 2124

Description:

When reporting off a SQL Server stored procedure through OLEDB, removing the reference to the database name and owner causes a database error. The stored procedure expects a parameter that was not supplied.

New Behavior:

The component has been modified to allow references to a data source that is not qualified by a database name and owner.

CR85WIN_EN_SP2

Database

[ADAPT00089399](#)

Patch ID: 34902399

Old EID: 2125

Description:

On Microsoft Windows XP, when refreshing a report that has subreports with summaries in the details section and uses an ODBC connection to Microsoft Access, the report shuts down.

New Behavior:

The data for such a report is now retrieved without error.

[ADAPT00092270](#)

Patch ID: 34903085

Old EID: 2289

Description:

In Crystal Reports 8.5 and 9, when a record selection formula uses the "Like" or "Not Like" pattern operators ("is like" or "is not like" in the Select Expert drop-down list) and passes them a backslash (\), no data is returned when strings are compared. Also, no data is returned if the backslash is passed in a string parameter that uses the "Like" or "Not Like" operators. The forward slash (/) works as expected.

New Behavior:

This issue occurred because the backslash (\) was being ignored when passed in a record selection formula. With the updates, the backslash (\) is no longer ignored. Additional protection has been added to the database dlls to honor both the single (\) and double backslash (\\) when comparing string values using the "Like" or "Not Like" operators in a selection formula.

[ADAPT00093651](#)

Patch ID: 34903065

Old EID: 2183

Description:

The version 8.6.0.32 of p2smon.dll, dated 12/03/2001 crashes any VB application that called the CreateReportOnRuntimeDS() function.

New Behavior:

The initial problem was that when we added COM connectivity support into p2smon.dll, we largely depended on the table type being StoredProc. This conflicted with the table created with the CreateReportOnRuntimeDS() function, which is also of StoredProc table type. Now, to determine whether a data source is a COM data source, we use both the tableType and serverType. This resolves the conflict and the CreateReportOnRuntimeDS() function no longer crashes.

[ADAPT00094778](#)

Patch ID: 35004999

Description:

Memo fields would truncate at 1022 characters when a user is connecting to a Microsoft SQL Server 2000 database via ODBC.

New Behavior:

Memo fields are now retrieved properly; SQL Server character fields are no longer being truncated at 1K.

CR85WIN_EN_SP2

Database

[ADAPT00095682](#)

Patch ID: 34903301

Old EID: 2194

Description:

When viewing an on-demand report in ePortfolio that has extra tables that are not in use and calling the method PEGetNthTableType, the method incorrectly returns true and a blank password is cached. When the cache is refreshed, a database access error occurs because the actual database password is not blank (secure).

New Behavior:

Now, in order for the method PEGetNthTableType to return true, the table must be in use. This ensures that invalid database credentials are not cached.

[ADAPT00104327](#)

Patch ID: 34999015

Description:

The Crystal Enterprise Solution Kit for My SAP (R/3) InfoSet driver (p2srfcfa.dll) used parameter identifiers that were not language independent (the reason being was that the description was included).

New Behavior:

p2srfcfa.dll now passes a unique parameter identifier and the description separately. crpe32.dll has been changed to accept the description separately.

[ADAPT00116267](#)

Patch ID: 35045683

Description:

Since the Dutch regional setting uses a comma as the decimal symbol, the number 2.0 is converted to string 2,0. This causes a problem when a stored procedure is executed on the server.

New Behavior:

The difference in numeric decimal separation is now accounted for.

[ADAPT00116710](#)

Patch ID: 35010014

Description:

Memo fields would return different data from Native and ODBC connections.

New Behavior:

Data has been aligned between Native and ODBC connections.

[ADAPT00117202](#)

Patch ID: 34942242

Description:

There are obsolete calls to Co-initialize and Co-uninitialize in p2soledb.dll. In some Report Design Component (RDC) scenarios, these calls can cause a GPF because the RDC client is initializing on one thread and terminating on a different one.

New Behavior:

These calls are not needed in any database dll, except by the Dictionary Designer and Query Designer. Since these designers cannot use p2soledb.dll, they are not impacted by the change. These obsolete calls have been removed from p2soledb.dll.

CR85WIN_EN_SP2

Database

[ADAPT00118799](#)

Patch ID: 35054828

Description:

Parameter values are not passed unless a "Verify Database" is done every time Crystal Reports is opened. Because the database manager and field manager have different flags, the prompting variable in the database code becomes invalidated, and adding a new current value fails. This problem only occurs when reporting off an SAP data source.

New Behavior:

The database manager and field manager now use the same logic.

[ADAPT00122217](#)

Patch ID: 35025314

Description:

When viewing a report that contains saved data, the user may be prompted for database logon information. This occurs when the report contains one or more subreports that are based on a secured database, and the data set that is generated contains no records.

New Behavior:

The user is no longer prompted to provide database logon information when viewing a report with subreports that contain no records. The user now sees the report correctly.

[ADAPT00128255](#)

Patch ID: 35050474

Description:

When using Baan or Oracle as the reporting database, the message "Error in compiling SQL Expression" is generated when attempting to save or check a valid expression. This occurs with Crw32.exe version 8.5.2.789.

New Behavior:

Valid SQL Expressions can now be saved and validated by the checking function. Note that only the four system functions are supported for Baan: GetCompanyNumber, GetCompanyName, GetReportLanguageCode, and GetReportLanguageName.

[ADAPT00139432](#)

Patch ID: 35222307

Description:

When converting from the PeopleSoft ODBC driver to the native driver in Crystal Reports 8.5, the parameters in the report are no longer displayed.

New Behavior:

The existing parameter vendor type is now updated to the new one so that the parameters are displayed correctly in the report. This vendor type is only used for PeopleSoft.

CR85WIN_EN_SP2

Database

ADAPT00142114

Patch ID: 35179010

Description:

When a user publishes a report that is based on a native Sybase connection to Crystal Enterprise, the value for decimal places in Numeric type data fields is reset to 0.

New Behavior:

New registry subkeys have been provided to enable users to set a value that ensures decimal places in Numeric type data fields are retained. In Crystal Reports 8.5, the registry subkey is in the following locations:
HKCU\Software\Seagate Software\Crystal Reports\DatabaseOptions\SYBASE and
HKLM\Software\Seagate Software\Crystal Reports\DatabaseOptions\SYBASE.

In Crystal Reports 9, the subkeys are in the following locations:
HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Database\SYBASE and
HKLM\Software\Crystal Decisions\9.0\Crystal Reports\Database\SYBASE

The key is a string value, "OverrideNumericConversion". Set it to "Yes" to ensure that the decimal places are kept. The default value is "No."

ADAPT00148561

Patch ID: 35208329

Description:

Reporting off stored procedures on DB2/OS390 through a native connection failed with the error message "[IBM] [CLI] [DB2] SQL4040N No function by the name 'StoredProcName' having compatible arguments was found in the function path sqlstate=42884."

New Behavior:

The connection logic has been changed to use fully qualified names. Reporting off stored procedures through a native connection to DB2/OS390 can now be performed without error.

Designer

ADAPT00011227

Patch ID: 35164161

Description:

When a user exported a report to Character-Separated Values (CSV) format from a Report Designer Component (RDC) application, it was not possible to set an empty delimiter value. Instead, the value would default to a comma (,) when empty.

New Behavior:

The comma (,) is no longer used to replace an empty delimiter value. Setting an empty delimiter value in an RDC application will work as expected.

ADAPT00082631

Patch ID: 34902855

Old EID: 2313

Description:

A bitmap contained within a Microsoft Access database will not print properly from within Crystal Reports when running on a Windows 98 OS and using an HP Laserjet 4 Plus printer. The bitmap is not printed at all, even though it is displayed properly in the Print Preview screen. This only occurs if the bitmap is resized.

New Behavior:

The bitmap now prints properly regardless of the bitmap size.

CR85WIN_EN_SP2

Designer

[ADAPT00093477](#)

Patch ID: 34903011

Old EID: 2175

Description:

Crystal Reports causes a GPF when a user attempts to save a report with data, or to export a report to Crystal Reports format, when the report is based on an ODBC connection to a DB2 database on an IBM AS/400 platform. This occurs only when the Perform Query Asynchronously option is enabled in the Report Options. The GPF occurs because Crystal Reports receives unrecognized information from the DB2 database when attempting to query the database asynchronously.

New Behavior:

Asynchronous querying has been disabled for DB2 connections to prevent this GPF from occurring.

[ADAPT00117668](#)

Patch ID: 34957977

Description:

If a report file has been opened from a Crystal Enterprise system and the user attempts to select 'Save As' from the File menu the 'Save As' dialog box will not appear.

New Behavior:

This problem occurs when using unacceptable characters in the title of the report. A change has been made so that invalid characters in the file name field are replaced with underscores.

[ADAPT00124853](#)

Patch ID: 35104073

Description:

When upgrading a report from Crystal Reports 8 or 8.5 to Crystal Reports 9, certain formatting options are lost:

- 1) The number style changes from "Custom Style" to "System Default Number Format".
- 2) The "Suppress If Zero" option is cleared.
- 3) Settings on the Number tab for Rounding and Decimal are not maintained.

This also occurs when the p2sodbc.dll file in Crystal Reports 8.5 is upgraded to the most recent version.

New Behavior:

Crystal Reports now maintains all report formatting options after a report is upgraded to version 9.

Known Limitations:

If the original report contains a currency field and uses Microsoft Access as the reporting database, the user must modify a new registry subkey in Crystal Reports 9:

change HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\CurrencyAsNumber or HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\CurrencyAsNumber to "Yes". The default setting is "No".

Export

[ADAPT00010926](#)

Patch ID: 35065027

Description:

Exporting to text format adds a leading space at the front of the text.

New Behavior:

The text formatting rule has been modified to avoid the inclusion of extra spaces.

CR85WIN_EN_SP2

Export

[ADAPT00066667](#)

Patch ID: 34903215

Old EID: 1934

Description:

The Info Desktop crashes when exporting an instance to a Microsoft Access DSN that is not associated with a database file. The prompt for the database name is appearing twice and the crash occurs during the process of selecting the database the second time.

New Behavior:

The prompt for the database name now appears only once, which is the correct behavior, and the instance is now exported successfully.

[ADAPT00069626](#)

Patch ID: 34903157

Old EID: 1973

Description:

When a report is exported from the ActiveX viewer to PDF format, the PDF report does not open in Adobe Acrobat 5 the first time the user selects the option to open the exported report.

New Behavior:

After exporting from ActiveX to PDF format, when the user clicks "Yes" in the message that asks if he or she would like to open the exported report, the report opens successfully in the Adobe Acrobat window.

[ADAPT00072836](#)

Patch ID: 34902323

Old EID: 1992

Description:

The characters per inch setting for exporting to text is not being recognized so the columns are truncated and misaligned.

New Behavior:

The characters per inch setting for exporting to text is now being recognized. Now, when exporting to text, columns are not truncated or misaligned.

[ADAPT00082905](#)

Patch ID: 34901621

Old EID: 2048

Description:

When exporting to Microsoft Word from the DHTML viewer, the user is prompted to save the file as a *.cwr file rather than a *.doc file.

New Behavior:

When exporting to Word from the DHTML viewer, by default the file is saved with the appropriate file extension.

[ADAPT00097517](#)

Patch ID: 34903077

Old EID: 2228

Description:

The SQL Query Designer displays an "export failed" message box when a user clicks the Export button on the toolbar or the Export menu command.

New Behavior:

There was an issue in PEGetExportOptions where, if the incoming options were smaller than expected, the call would fail. Smaller options are now handled gracefully. The size-checking code has been modified to use the method PECheckStruct and to create a temporary structure for use during the call. Incoming export options now get checked with this method. Data is copied into a regular-sized export option structure for use during the function call to retrieve the options, and as much as possible is copied into the structure for return.

CR85WIN_EN_SP2

Export

[ADAPT00099981](#)

Patch ID: 34902763

Old EID: 2263

Description:

In a Crystal Enterprise 8.5 deployment, users do not have the option of using the Crystal Reports 8.5 version of the Microsoft Excel export dll.

New Behavior:

The Excel dll from Crystal Reports 8.5 has been made forward-compatible with Crystal Enterprise 8.5. Users can now export to older Excel formats with this dll. Selecting the Excel (Data Only) format option when scheduling through ePortfolio will result in the old tabular format for the Crystal Reports 8.5 Excel export dll. To utilize the Excel dll from Crystal Reports 8.5, the crxf_xls.dll (the current Excel export dll) must be renamed or moved from the \WinNT\Crystal\ directory. Also fixed in this patch is a previously undetected crash in the u2fodbc.dll that occurred because it was attempting to access uninitialized memory structures.

Known Limitations:

Checking the Tabular Format checkbox on the Excel format screen will not result in a Tabular Format option. To export to a tabular format Excel spreadsheet, use the Excel (Data Only) format. There are no further changes planned for the Crystal Reports 8.5 Excel export dll.

[ADAPT00100805](#)

Patch ID: 34931739

Description:

When exporting to PDF format, incorrect pages are exported when the user specifies a page range greater than 65536 pages.

New Behavior:

The data type for the page number variable was incorrect as it prohibited a page range greater than 65536. The page number variable is now updated with the appropriate data type and any page range can be exported into PDF format.

[ADAPT00118085](#)

Patch ID: 35059616

Description:

When exporting a report that contains strings encoded in a particular character set (for example, German) to Text format on a system using a different code page than that set (for example, Japanese, or simplified Chinese), the export can enter into an infinite loop. The cause was that some characters were misinterpreted as the lead byte of a double byte character. This would result in the export to loop on the character following the misinterpreted one.

New Behavior:

A different function is used to process the encoded strings so the export no longer loops indefinitely.

Known Limitations:

This fix prevents the export from going into a loop. It does not correct the exported data. Because the print engine does not support Unicode, the export must assume the input is from the system default character set. Beginning with version 9, the Crystal print engine supports Unicode.

CR85WIN_EN_SP2

Export

[ADAPT00118108](#)

Patch ID: 35054235

Description:

When exporting multiple summarized fields from a Cross-Tab to text format in the Crystal Reports designer, many fields are missing in the resulting text file.

New Behavior:

All summarized fields from a Cross-Tab are now exported to the text file.

Known Limitations:

A registry subkey "CharPerInch" can be used to adjust the quality of the exported text file if it is from a Cross-Tab. The recommended value is between 8 and 16. The subkey is located at HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Export\TextExport\CharPerInch. Note: This does not apply to Crystal Reports 9.

[ADAPT00120240](#)

Patch ID: 34997476

Description:

If a report contains features that were not supported by Crystal Reports 7, an export to Crystal Reports 7 will fail. After the export fails, all other exports thereafter will fail, regardless of the format.

New Behavior:

After one failed attempt to export to Crystal Reports 7, exporting to other formats will succeed.

[ADAPT00142244](#)

Patch ID: 35183090

Description:

When exporting a report to comma-separated values (CSV) format, and the report is more than 22.75 inches wide, the ordering of the exported data is incorrect. This problem was due to an overflow limit being reached which caused fields to be moved when they should not have been.

New Behavior:

A report larger than 22.75 inches in width that is exported to CSV format is now exported correctly. The overflow limit will not be reached unless the report being exported is greater than approximately 1.4 million inches wide.

[ADAPT00143154](#)

Patch ID: 35164395

Description:

When a user exported a report to the Microsoft Excel (Data only) format, the resulting export was missing object formatting and images. Additionally, summary fields would no longer align under their respective columns.

New Behavior:

Additional functionality has been added to the Microsoft Excel (Data only) export format to enable column alignment, object formatting, and images. These options are available through the Report Designer.

Installation

CR85WIN_EN_SP2

Installation

[ADAPT00104524](#)

Patch ID: 34979846

Description:

When an attempt is made to publish a report to Crystal Enterprise 8.0, the following error occurs: "Insufficient user rights to save to directory."

New Behavior:

The method used to publish the report was not understood by the Crystal Enterprise 8.0 environment. Users can now publish a report successfully.

N/A

[ADAPT00105118](#)

Patch ID: 34901573

Old EID: 811

Description:

Enhancement: the ability for a user to freeze a pane while scrolling through a report has been added to the ActiveX viewer and also to the Info Viewer when it is used from the Info Desktop.

New Behavior:

When a user selects "Freeze Pane" from the shortcut menu, the report is frozen from the top left corner of the selected object, which is enclosed by a solid red line. Dashed vertical and horizontal lines will appear and intersect at the top left corner of the selected object. A user can also cancel this action in the shortcut menu. Once a user has frozen a pane, he or she can still scroll through the report horizontally or vertically. The portion of the report to the left of the vertical line and above the horizontal line is frozen. The user can scroll the portion of the report that is to the right of the vertical line and below the horizontal line.

[ADAPT00105138](#)

Patch ID: 34901237

Old EID: 832

Description:

Previously, when a user wanted to print multiple copies of a report, extra copies would be printed.

New Behavior:

A user can now specify the exact number of copies that he or she wishes to print.

[ADAPT00105291](#)

Patch ID: 34901259

Old EID: 1035

Description:

The ActiveX viewer does not return the page that corresponds to the Group Tree value when multiple Group Tree nodes are selected quickly.

New Behavior:

The ActiveX viewer now returns the correct page.

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N/A

[ADAPT00105295](#)

Patch ID: 34901309

Old EID: 1039

Description:

Extra pages may be printed to fit the original width of a report (that is, the size set at design time) when the user prints that report on paper that is of a different size or the user changes the orientation of the report from the design-time orientation. Often, the extra pages appear as extra blank pages for each page of the report that was printed.

New Behavior:

Extra pages will no longer be printed to accommodate the paper size format in the original design of the report.

Known Limitations:

Data that was accommodated in the original paper size of the report may be trimmed if the output paper size is narrower or shorter. The user is warned of this possibility with a dialog box displaying the following message: "The report you are about to print is a pre-formatted image of the actual report data. Changing orientation or paper size may result in loss of objects on each printed page. Do you wish to continue? Yes. No."

[ADAPT00105320](#)

Patch ID: 34901397

Old EID: 1065

Description:

In the ActiveX viewer, when a user prints a report that uses the A4 paper size to a printer other than the one used in the Report Designer, extra blank pages may be printed due to the margin difference between the two printers.

New Behavior:

A user can now print a report that uses the A4 paper size to a printer other than the one used in the Report Designer without extra blank pages being printed.

Known Limitations:

Data at the outer edges of the report's page setup may be trimmed from the printed report.

[ADAPT00105333](#)

Patch ID: 34901597

Old EID: 1089

Description:

A report passed via HTTP through a proxy with SSL retains the HTTP protocol instead of HTTPS.

New Behavior:

To correct this issue, the ActiveX viewer now supports relative URLs when using Microsoft Internet Explorer 4.0 or higher.

Known Limitations:

Internet Explorer 4.0 or higher must be used in order for relative URLs to be supported.

[ADAPT00105405](#)

Patch ID: 34901277

Old EID: 1183

Description:

The Netscape Navigator Plug-In viewer crashes when a user pages through a report more than one page at a time, or when a user prints a report with more than 10 pages. This issue, caused by a limitation in Netscape, occurs only under Windows 9x with Netscape 4.6 or higher.

New Behavior:

The Navigator Plug-In viewer's toolbar is now disabled while records are being read. Also, during printing, the pages are retrieved one at a time, so reports no longer overload Netscape browsers.

CR85WIN_EN_SP2

N/A

[ADAPT00105406](#)

Patch ID: 34901813

Old EID: 1184

Description:

The Netscape Navigator Plug-In viewer loses the report's last parameter when a user refreshes a report.

New Behavior:

The correct number of parameters are now displayed when a user refreshes a report.

[ADAPT00105466](#)

Patch ID: 34902335

Old EID: 1273

Description:

When printing a report designed with one specific paper size format to a different output paper, the content of the report is not automatically centered.

New Behavior:

When a report is printed, it will be automatically re-centered if there is space between the outer left/right edges of the report's page setup margins and the left/right edges of the printable area of the output paper. That is, where sufficient margins exist between the report's viewable area (determined using page setup) and the paper's printable area, there is enough room for the report to be re-centered on the paper.

Known Limitations:

The printable area of the output paper may differ according to the printer. Typically, Crystal Reports sets the page setup margins to be the same as the printable area of the selected printer. For a report to be centered, the user must change the paper size during print time to correspond to the output paper. For example, to print a report designed for A4 paper to letter size paper, the print properties must be changed so that the paper size is set to letter.

[ADAPT00105600](#)

Patch ID: 34901811

Old EID: 1530

Description:

The Refresh button cannot be disabled in the Java Bean viewer using the `setHasRefreshButton()` method.

New Behavior:

Calling `setHasRefreshButton(false)` will now hide the refresh button.

[ADAPT00105613](#)

Patch ID: 34902475

Old EID: 1561

Description:

When viewing a report through the Report Designer Component (RDC), the sort order of the Group tree is reversed when a user views reports that have two or more topN groups and when hierarchical grouping is turned on.

New Behavior:

When viewing a report through the RDC, the sort order of the Group tree is now correct.

CR85WIN_EN_SP2

N/A

[ADAPT00105655](#)

Patch ID: 34902999

Old EID: 2322

Description:

The Search Expert and the Select Expert buttons are missing from the client-side GUI when a user views a report from a Seagate Info 7.5 server. This occurs after the ActiveX viewer version 8.6.1.401 is applied.

New Behavior:

The Select Expert and the Search Expert buttons are now visible on the client-side GUI when a user views reports off of a Seagate Info 7.5 server using the ActiveX viewer. The buttons were incorrectly unloaded in the .INF file, but this issue is now fixed.

[ADAPT00105687](#)

Patch ID: 34903211

Old EID: 2281

Description:

Crystal Reports 8.5 offers the user the ability to log on to a Crystal Enterprise APS, but when a user logs off in Crystal Reports, the connection to Crystal Enterprise is not instantly released. This is due to a missing COM call in the APS logon session.

New Behavior:

When a user logs off in Crystal Reports, the Crystal Enterprise connection is instantly released.

Report Content Presentation[ADAPT00008910](#)

Patch ID: 34901257

Old EID: 1255

Description:

Using the ActiveX viewer, a user cannot export a report to Microsoft Excel 7 format.

New Behavior:

The ability to export a report to Excel 7 format using the ActiveX viewer is now available.

[ADAPT00140232](#)

Patch ID: 35154300

Description:

In Crystal Enterprise, an error appears when users view a scheduled instance of a report, if the report contains a subreport in a conditionally suppressed report section. The error, "Cannot Open SQL Server", appears when the subreport contains specific record selection formulas that restrict the amount of data to be contained in the subreport.

The problem is caused by the section restriction in the report and the selection formula in the subreport. No saved data is generated for the scheduled instance. Because CE is unable to find data for the subreport, it throws the error.

New Behavior:

This problem is resolved.

Known Limitations:

Report instances that were created before the patch is applied continue to display the error when viewed. Only new instances created after the patch has been applied can display without error.

Also, this fix does not work for subreports that are hidden and conditionally suppressed (drill is down ok for unsuppressed instances).

Report Functionality

CR85WIN_EN_SP2

Report Functionality

[ADAPT00002655](#)

Patch ID: 34902775

Old EID: 1965

Description:

When the user creates a report with a pie chart that happens to have only one value, the pie fill color does not print.

New Behavior:

The one-value pie chart now displays the fill colour when printed.

[ADAPT00069171](#)

Patch ID: 35186354

Description:

If a formatted report object (for example, an OLE image) spanned multiple pages, Crystal Reports would divide it across the pages appropriately. However, the logic in the function performing the division did not set a flag to inform later processing that the object was indeed divided. This caused the drawing code to incorrectly determine the image dimensions.

New Behavior:

OLE images and bitmaps are now encapsulated correctly when they span multiple pages.

[ADAPT00073256](#)

Patch ID: 34903189

Old EID: 1994

Description:

A BlobFieldObject image from SQL Server DB is truncated when viewed through Crystal Enterprise.

New Behavior:

The BlobFieldObject image now appears correctly.

Known Limitations:

Users who are using the Crystal Enterprise 8.0 DHTML viewer to view their reports should update exlate32.dll (contained in the CE80com.zip patch) in order to ensure that the BlobFieldObject image appears correctly.

[ADAPT00075404](#)

Patch ID: 34902359

Old EID: 2011

Description:

When the user is creating report off of SAP R/3 4.5b in Crystal Reports 8.5, ABAP query parameters are not displayed.

New Behavior:

ABAP query parameters are now displayed when reporting off SAP R/3.

Known Limitations:

When the parameter is a Date field and today's date is entered as the input value, the value may be displayed as blank, but this won't affect the result.

[ADAPT00081980](#)

Patch ID: 34946015

Description:

Null values appear as zero values on OLAP charts even though "Convert null values to default" is unchecked.

New Behavior:

Null values are no longer appearing on the chart.

CR85WIN_EN_SP2

Report Functionality

[ADAPT00085212](#)

Patch ID: 34926226

Description:

Charts created with Crystal Reports 8.5 version 8.5.2.663 or higher are displayed incorrectly on some laptop computers. The cause is one of the following:

- 1) The fax printer driver is returning the wrong dimensions.
- 2) There is a bug in the code of the charting dll.
- 3) There is a problem involving font conversion.

New Behavior:

The Report Designer now uses the printer metrics instead of the screen metrics when displaying charts.

[ADAPT00086043](#)

Patch ID: 34901789

Old EID: 2122

Description:

Weighted averages were not displaying the correct values when inserted on multiple group levels.

New Behavior:

Weighted averages are now displaying the correct values when inserted on multiple group levels.

[ADAPT00089645](#)

Patch ID: 35026282

Description:

When a report that contains a BLOB field is previewed, the image may not be displayed in full if it is at the end of the page. This occurs when the report section containing the BLOB field has the "Keep Together" option selected.

New Behavior:

When a BLOB field is contained in a report section that has the "Keep Together" option selected, the full BLOB field is displayed. If the page is not large enough to display the section in its entirety, the section is generated on the following page.

[ADAPT00098305](#)

Patch ID: 34902581

Old EID: 2242

Description:

Crystal Reports does not reflect metric measurement in the Rulers in Design or Rulers in Preview. That is, it incorrectly retains the U.S. measurement systems when the Regional Options are changed in the Control Panel [as when the measurement system is changed to metric with the regional locale set to English(Australia)]. This happens only with versions 8.5.2.706 to 8.5.2.785 of crw32.exe.

New Behavior:

Crystal Reports now reflects the Metric measurement in the Rulers in Design or Rulers in Preview. Changes were made to use LOCALE_USER_DEFAULT when getting locale information.

[ADAPT00100454](#)

Patch ID: 34922700

Description:

In Crystal Reports, when setting the abbreviation for a value in a chart to Millions, the value shown is incorrect. For example, when using 900 K as the setting, the value shows up as 0.00 M instead of 0.90 M.

New Behavior:

The value is now shown correctly when setting the chart value to higher abbreviations (million, billion, etc).

CR85WIN_EN_SP2

Report Functionality

[ADAPT00103870](#)

Patch ID: 34903303

Old EID: 2338

Description:

A Visual Basic UFL function that returns a string greater than 254 characters causes Crystal Reports to crash. When a Visual Basic UFL returns a string greater than 254 characters, 254 characters are copied, but there is no terminating null character added. Thus, when Crystal Reports copies this string using StrCpy(), it causes a buffer overrun in the memory pool that will eventually cause the program to crash.

New Behavior:

A null character is always written into the last byte (index 254) of the return string to prevent Crystal Reports from crashing when a Visual Basic UFL returns a string that is greater than 254 characters.

[ADAPT00117396](#)

Patch ID: 34963340

Description:

When an attempt is made to set the cube location for an OLAP grid report to a new cube whose dimensions are a subset of the original cube, the user cannot change the grid through the OLAP expert because a "Not Supported" error message is returned.

New Behavior:

When updating the grid, if a dimension is removed, a warning message is returned. The warning message was being handled as an error message, which would cause the set cube location method to fail. This behavior has been corrected, and the cube location can now be changed.

Known Limitations:

In extreme cases where the new cube differs greatly from the original, then after the new cube location has been set, the user needs to verify the database prior to entering the OLAP expert.

[ADAPT00122948](#)

Patch ID: 35043909

Description:

When a report created in Crystal Reports 8.5 contains a multi-colored group chart and is opened in Crystal Reports 9, the chart contains the same color for each bar as if it was a single series. This problem occurs because Crystal Reports 8.5 does not correctly show the Color Mode in the Chart Expert, whereas Crystal Reports 9 reads the setting correctly.

New Behavior:

Now when opening a report created with Crystal Reports 8.5 in Crystal Reports 9, the chart retains the color settings correctly.

[ADAPT00123023](#)

Patch ID: 35019597

Description:

Running total fields in a report return incorrect values after exporting to PDF or printing the report.

New Behavior:

Incorrect values were being returned for running total fields because when doing a minimal format, the space taken up by an underlayed section was miscalculated when all of the subsequent sections were suppressed. This problem has been fixed and now the running total values return the correct totals.

CR85WIN_EN_SP2

Report Functionality

[ADAPT00130297](#)

Patch ID: 35077807

Description:

After a subreport parameter has been renamed and then re-imported, two parameter prompts appear (a correct one and an incorrect one) when refreshing the report.

New Behavior:

After a subreport parameter has been renamed and then re-imported, the correct parameter prompt (only one) is shown.

[ADAPT00130678](#)

Patch ID: 35069546

Description:

When a chart is created in a report from a BW query, only technical names are displayed regardless of the options set in the Report Designer.

New Behavior:

When a chart is created in a report from a BW query, the names are displayed in accord with the options set in the Report Designer.

[ADAPT00137781](#)

Patch ID: 35165594

Description:

When a user saved a report created from a native Oracle data source to Crystal Enterprise 8.0, an error message, "Critical error while attempting to communicate with the APS." was returned.

New Behavior:

A linking problem between libraries has been corrected. A report created from a native Oracle data source can now be successfully saved to Crystal Enterprise 8.0.

[ADAPT00142370](#)

Patch ID: 35203496

Description:

The previous version of the charting DLL (sscsdk80.dll version 2.3.2.25) would automatically convert the "Color by Series" option in a chart into the "Color by Group" option when the "For All Records" option is turned on in the data tab of the Chart Expert.

New Behavior:

The "Color by Series" option is preserved regardless of any other option or setting.

Scheduling

[ADAPT00117390](#)

Patch ID: 35073114

Description:

Instances are not generated when a user is saving conditionally suppressed subreports with data.

New Behavior:

The logic to check whether the subreport object is conditionally suppressed or not has been added. If the subreport is conditionally suppressed, pages will be regenerated.

Viewers

CR85WIN_EN_SP2

Viewers[ADAPT00010358](#)

Patch ID: 34902471

Old EID: 1525

Description:

When the ActiveX viewer is downloaded to a user's machine, a "logger_asserts.log" file is created on the user's desktop.

New Behavior:

When a user downloads the ActiveX viewer, the "logger_asserts.log" file is no longer created.

[ADAPT00010402](#)

Patch ID: 34902179

Old EID: 1417

Description:

On systems using a character other than the period as the decimal symbol, the ActiveX viewer crashes when many default parameter values using that character are displayed in the parameter dialog.

New Behavior:

The crash is due to the fact that the Selection Expert control for the ActiveX viewer ignores the locale setting for the decimal symbol, and the control always displays numbers using a period. For example, if the locale specified that a comma should be used, the control would still use a period. After the fix, numbers, currencies, dates, and date-times are now displayed using the locale and control panel settings of the user (a crash no longer occurs).

[ADAPT00010957](#)

Patch ID: 34902469

Old EID: 1473

Description:

In the current release of the ActiveX viewer, when a user clicks a hyperlink from within a report, a new window opens. There is no option for a report to open in the current window.

New Behavior:

There is a new ActiveX viewer property called LaunchHTTPhyperlinksInNewBrowser. Setting this property to "False" enables reports to be opened in the current window. The additional property to enter in the viewer's HTML OBJECT tag is formatted as follows:

```
<PARAM NAME="LaunchHTTPhyperlinksInNewBrowser" VALUE=0>
```

Setting this value to "VALUE=1" will result in a new window being opened whenever a user clicks a hyperlink from within a report.

[ADAPT00012638](#)

Patch ID: 34901417

Old EID: 1606

Description:

When exporting a report in the ActiveX viewer, Microsoft Excel format is not in the drop-down list. This issue only affects the Japanese version of Seagate Info.

New Behavior:

Excel format is now in the drop-down list when a user exports a report in the ActiveX viewer.

CR85WIN_EN_SP2

Viewers

[ADAPT00035626](#)

Patch ID: 34902587

Old EID: 1639

Description:

Viewing a report through the ActiveX viewer in Crystal Enterprise results initially in a gray screen which contains no data.

New Behavior:

The report can be viewed successfully after a registry subkey value from Microsoft is applied. As this registry subkey affects Microsoft Internet Explorer, users will need to run a report in order to be able to download the ActiveX viewer which will set the subkey. Users must then close and reload their browsers for Internet Explorer to load the new registry settings. The registry subkey is set by the swebrs.dll in the ActiveX Viewer at HKCU\Software\Microsoft\Windows\CurrentVersion\Internet Settings\SendExtraCRLF. The DWORD value should be set to "0".

Known Limitations:

There are no known limitations at this time to setting this registry subkey. It is designed to remove the last 4 bytes of data from a message being sent by the Internet Explorer browser. According to Microsoft, the last 4 bytes of data are discarded anyway. Microsoft is creating a knowledge base article to this effect, but it has yet to be published.

[ADAPT00036123](#)

Patch ID: 34901937

Old EID: 1711

Description:

With SSL enabled on the web server, the Java Plug-in Viewer comes up blank when attempting to view a report. A 'URLConnection.getContentType' request is being made and is returning a null value when the HTTP request is secure. This is a known bug (#4417386) in Sun's Java Plug-in version 1.3. This is reported to be fixed in version 1.4, which will be released later this year.

New Behavior:

With SSL enabled, reports are now displayed correctly in the Java Plug-in Viewer. The workaround when a URLConnection.getContentType request is made is that null values are ignored and thus, reports can be viewed.

Known Limitations:

The patch prevents the Java Plug-in Viewer from knowing the content type of the server's response. The viewer will assume that it is an EPF, ETF, or EMF stream. If the request is any other content type, the viewer will display spurious error messages in the Java console. This is only a problem when an HTTPS request is made. When Sun releases the Java Plug-in version 1.4, the viewer will again require a valid content type.

[ADAPT00037822](#)

Patch ID: 34901915

Old EID: 1326

Description:

When a user prints a report from the ActiveX viewer using Netscape Navigator with the Netscape Navigator Plug-In, the report printing fails.

New Behavior:

This issue occurs when the length limit for the logon token is reached. Users are now able to print because the size of the document name that is part of the token is now within the length limit.

CR85WIN_EN_SP2

Viewers

[ADAPT00038080](#)

Patch ID: 34901949

Old EID: 1665

Description:

Using the ActiveX viewer, when a user prints a report using the A4 Landscape report format to Letter paper, an extra blank page is printed when any version of the crviewer.dll between 8.5.0.232 to 8.5.0.331 is used. The ActiveX viewer attempts to print pages formatted for one paper size on another if the content area within the margins fit the desired paper dimensions. This extra blank page issue occurs when a user prints a page that is formatted for a paper width greater than the output paper size.

New Behavior:

The additional page is no longer printed. When a page is adjusted to fit a different paper size, the width of the formatted page and the destination paper size are not compared, since it is assumed that the margins have been adjusted accordingly.

Known Limitations:

Note that this adjustment, in order to make a page fit, is not used when Cross-Tabs are found on a page. In this case, the page content may be wider than the printed page.

[ADAPT00042883](#)

Patch ID: 34902657

Old EID: 1738

Description:

Viewing a report in Netscape Navigator while using the Netscape Navigator Plug-In results in all of the hyperlinks in the report defaulting to the Netscape search page.

New Behavior:

Clicking hyperlinks in a report viewed with the Netscape Navigator Plug-In in Netscape Navigator will now take the user to the designated URL. Note that all users connecting to the patched server must download the latest iteration of npviewer.exe and run it locally. In order to be prompted to download this file, the ActiveX viewer must be uninstalled from the operating system (Start | Control Panel | Add/Remove Programs). Users will be prompted to download the executable upon viewing a report after the ActiveX viewer is uninstalled.

[ADAPT00045136](#)

Patch ID: 34902675

Old EID: 1769

Description:

The ActiveX viewer will always collate copies of a report when the report is being printed, regardless of whether the Collate option is selected or not.

New Behavior:

The copies of a report are no longer collated when the Collate option is not selected.

[ADAPT00045506](#)

Patch ID: 34901979

Old EID: 1779

Description:

The LaunchHTTPHyperlinksInNewBrowser functionality locks up in Microsoft Internet Explorer.

New Behavior:

The process on Internet Explorer is now released from memory and no locking occurs.

CR85WIN_EN_SP2

Viewers

[ADAPT00046530](#)

Patch ID: 34902617

Old EID: 1739

Description:

An unmanaged report, hosted off an Active Server Page and viewed with the Netscape Navigator Plug-In viewer will take an extremely long time (15 to 30 minutes) to refresh properly (with report data and group tree information).

New Behavior:

The report can now be properly refreshed with the viewer's (Netscape Navigator Plug-In) refresh button.

Known Limitations:

Clicking the Reload button in the Netscape browser will still result in the viewer not displaying the report. (This is a Netscape-specific issue.) Use the viewer's Refresh button to refresh the report.

[ADAPT00048671](#)

Patch ID: 34902811

Old EID: 1811

Description:

When spooling a print job to a printer from the ActiveX viewer, the viewer scrolls through all of the pages in a report that contains subreports. When the print job ends, the data in the subreport is displayed incorrectly and a manual refresh is required.

New Behavior:

After the print job is spooled (or stopped prematurely), the viewer automatically refreshes the data on the current page so that all data on the current page (subreport or otherwise) is displayed properly.

[ADAPT00050688](#)

Patch ID: 34902877

Old EID: 1832

Description:

When viewing reports with one of the Java viewers, users will notice that the digital signature has expired. This issue does not affect the functionality of Crystal Decisions' products. VeriSign Commercial Software Publishers CA has issued the signature certificate to ensure integrity and validity of Crystal Decisions' products. The Java viewer and Java plug-in viewer have expiry dates of Sept. 2/02 and Sept. 5/02, respectively.

New Behavior:

Java certificates have now been renewed.

[ADAPT00061278](#)

Patch ID: 34902953

Old EID: 1900

Description:

When using the Java Plug-In viewer, some users may experience a delay when viewing reports. This happens because each GIF for the buttons is being downloaded from the server separately and making separate HTTP requests. The Java Plug-In viewer should get the GIFs from the ReportViewer.JAR file because when this is downloaded it includes all the necessary files to view a report, including all the GIFs.

New Behavior:

The Java Plug-In viewer will only use a separate HTTP request for a GIF if it can't find the GIF in the ReportViewer.JAR file, otherwise it will now use the ones in this ReportViewer.JAR file.

CR85WIN_EN_SP2

Viewers

[ADAPT00066311](#)

Patch ID: 34901451

Old EID: 1949

Description:

When a user is previewing a report from a Lotus Notes 5.05 application, the toolbar buttons on the ActiveX viewer are not repainted with icons after the user navigates to other pages or documents in Lotus Notes.

New Behavior:

When a user is previewing a report, the toolbar buttons on the ActiveX viewer are repainted with icons after the user navigates to other pages or documents in the Lotus Notes 5.05 application.

[ADAPT00071707](#)

Patch ID: 34903201

Old EID: 1996

Description:

In the ActiveX viewer, when the parameter LaunchHTTPhyperlinksInNewBrowser is set to "1", a new browser window will be opened only once when any hyperlink is clicked. Any and all hyperlinks clicked thereafter will open the page in that same window.

New Behavior:

When the LaunchHTTPhyperlinksInNewBrowser parameter is set to "1", a new browser window will be opened for every hyperlink that is clicked.

[ADAPT00084423](#)

Patch ID: 34939744

Description:

When using the ActiveX viewer in Crystal Enterprise, both the description and the value are visible to user regardless of the parameter settings in Crystal Reports.

New Behavior:

The ActiveX viewer will now show only the description or both the description and the value, depending on the options chosen when the report was created in Crystal Reports.

[ADAPT00090600](#)

Patch ID: 34902435

Old EID: 2188

Description:

Characters using small Japanese fixed fonts do not appear clearly in the ActiveX Viewer.

New Behavior:

Font handling is fixed to ensure that font hints are used on the screen. The Japanese fonts now appear clearly.

[ADAPT00091493](#)

Patch ID: 34901785

Old EID: 2144

Description:

Null values in charts are appearing as zeros in the Crystal Enterprise Viewers.

New Behavior:

The null values should not appear at all in charts.

CR85WIN_EN_SP2

Viewers

[ADAPT00093545](#)

Patch ID: 34901461

Old EID: 2197

Description:

A report that contains a wide Cross-Tab is truncated when it is exported to DHTML.

New Behavior:

The size and grid of a Cross-Tab are now calculated dynamically based on the number of row and column records. Truncation of wide Cross-Tabs no longer occurs.

[ADAPT00097640](#)

Patch ID: 34926981

Description:

When a report is created with a "Range Value" and a "Force Uppercase" Edit Mask, the user cannot enter anything into the dialog box when the ActiveX viewer prompts for parameters. This only occurs when the report is viewed with the ActiveX viewer.

New Behavior:

All Edit Mask enabled reports now work with the ActiveX viewer in Crystal Enterprise.

[ADAPT00103772](#)

Patch ID: 34960589

Description:

When drilling down on a report with a chart using the Report Application Server, the user sometimes sees incorrect information displayed in the chart. The chart displays information that has been previously generated.

New Behavior:

The chart now displays correctly when drilling down on a report using the Report Application Server. All chart information is based on the current report data.

[ADAPT00105585](#)

Patch ID: 34901831

Old EID: 1488

Description:

In Crystal Reports version 8.0, the report viewer Java Bean by default had a Print button in its toolbar but no Export button. If the version 8.5 of the bean was used by a trusted applet, it had an Export button but no Print button unless it was explicitly requested. When the 8.5 version was used by an applet that is not trusted, the Export button was present (and non-functional) and the Print button could not even be requested.

New Behavior:

The viewer bean now initializes its default behavior correctly. If used by a trusted applet, it has both the Print and Export buttons. If used by an applet that is not trusted, it has only the Print button.

[ADAPT00105660](#)

Patch ID: 34901473

Old EID: 2330

Description:

The digital signature for the Crystal Enterprise Report Viewer expired on August 29, 2002.

New Behavior:

The digital signature for the Crystal Enterprise Report Viewer has been extended to September 5, 2003.

CR85WIN_EN_SP2

Viewers

[ADAPT00120213](#)

Patch ID: 34976068

Description:

The image block indexing in a report is incorrect. It causes a runtime exception in the Java viewer. This only occurs in a report that contains visible images and multiple subreports, at least one of which is suppressed.

New Behavior:

The image block indexing in a report is now correct. It is now written as the visible subreport instance index.

[ADAPT00123935](#)

Patch ID: 34993985

Description:

The ActiveX viewer takes several minutes to expand a large group tree (about 100 groups), while the Java viewer takes several seconds to do the same task. When adding items to the group tree, the ActiveX viewer makes a number of checks that increases load times significantly. For example, when items are added to a group tree in a drill-down view, and then the same node is expanded in the main view, a check is done to see if the content is already in the viewer so that it will not be requested again from the server. Checking to see if the nodes have already been added to a view's tree control includes a number of messages sent to the tree control.

New Behavior:

A more efficient tracking mechanism has been added so that messages are not sent to the tree control. With this new method, it takes only a few seconds to expand a large group in the ActiveX viewer.

Known Limitations:

For UNIX users, go to enterprise/generic folder under the Crystal directory and run this command: `./configpatch.sh activex.cf`
At the prompt, choose option 1 to update settings.
The version of the ActiveX viewer on the server will be updated.

[ADAPT00125455](#)

Patch ID: 35139951

Description:

The scroll keys (Page Up, Page Down, Home, End, and all of the arrow keys) do not work in any .NET applications that are using the ActiveX viewer.

New Behavior:

The ActiveX viewer has been fixed to properly translate the keystrokes into scrolling commands. Previously, these keys sometimes functioned as expected, but due to the secure implementation of .NET, additional handling is now required.

[ADAPT00128422](#)

Patch ID: 35062905

Description:

The ActiveX viewer does not print the second column of a multi-column report if the column is not within the width of the first page.

New Behavior:

The adjust-to-fit logic will be turned off if the page layout cannot be adjusted to fit onto one page (this is done so that multiple pages print properly).

Known Limitations:

For UNIX users, go to enterprise/generic folder under the Crystal directory and run this command: `./configpatch.sh activex.cf`
At the prompt, choose option 1 to update settings.
The version of the ActiveX viewer on the server will be updated.

CR85WIN_EN_SP2

Viewers

[ADAPT00128662](#)

Patch ID: 35036611

Description:

When a report has several fonts with empty face names, the Java viewer throws an exception when it attempts to examine the non-existent first character of one of the face names.

New Behavior:

The Java viewer now checks the length of the face name before examining the first character. If the face name is empty, the viewer will not try to read it.

[ADAPT00129818](#)

Patch ID: 35089523

Description:

A report containing a zero-height OLE object causes an "Out of Memory" error message when viewed through any viewer in Crystal Enterprise 8.5. This was due to an unhandled exception when the page was encapsulated. Additionally, if the report was opened in Crystal Reports 8.5, the designer would crash if the OLE object was formatted in any way.

New Behavior:

The zero-height OLE object will no longer cause an error message to appear in the viewers. Also, the OLE object can be formatted without resulting in the designer crashing.

Known Limitations:

A report containing a zero-height OLE object cannot be exported to PDF format. Once the object is deleted from the report, exporting can continue.

[ADAPT00138261](#)

Patch ID: 35122867

Description:

If reports are hosted on a different web server and are linked from an HTML frame, the client browser displays an "Access Denied" message when the user attempts to view a report on the web.

New Behavior:

The "Access Denied" message no longer appears.

[ADAPT00138850](#)

Patch ID: 35143624

Description:

When a user viewed a report in the ActiveX viewer, and the report contained an FTP hyperlink in Internet Explorer, opening the link caused the browser to stop responding.

New Behavior:

FTP hyperlinks are now launched using the same mechanism as HTTP instead of using the Win32 ShellExecute API. This resolves the problem of Internet Explorer not responding.

CR85WIN_EN_SP2

ViewersADAPT00138893

Patch ID: 35137974

Description:

The special characters "@" and "\" in parameter names are not accepted by Crystal Enterprise 8.0 servers through the ActiveX viewer. Instead of loading the report as expected, the user is continuously prompted for the parameter(s).

New Behavior:

The ActiveX viewer now verifies the version of the CE servers to determine if it is necessary to ignore the special characters "@" and "\".

Known Limitations:

This only corrects issues with parameters that include the "@" character as the first character in the parameter name. However, CE 8.0 has a known issue with "@" characters being placed anywhere else in the prompt name. This issue cannot be fixed without upgrading the server to CE 8.5.

CR85WIN_EN_SP1

Application Development

[ADAPT00008671](#)

Patch ID: 34902215

Old EID: 1883

Description:

Through the Report Designer Component (RDC), the Name property of the EventInfo's CRField object returns "Text" for String fields of any size.

New Behavior:

The Name property now returns the correct field name. String fields were rendered as Text objects in the EPF. Some further processing was required to get the field name. This processing is now implemented.

[ADAPT00012370](#)

Patch ID: 34902021

Old EID: 1906

Description:

CRPE would create an event.log file in the same directory as the application or report if any API call failed.

New Behavior:

CRPE will no longer create the event.log on failed API calls.

[ADAPT00038915](#)

Patch ID: 34902129

Old EID: 1678

Description:

OLEDB reports that are created and use NT Authentication cannot be switched to SQL Authentication at runtime using the Craxdr.dll.

New Behavior:

OLEDB reports that are created and use NT Authentication can now be switched to SQL Authentication at runtime using the Craxdr.dll.

[ADAPT00039917](#)

Patch ID: 34901611

Old EID: 1875

Description:

The Location property of the table object in the Craxdr.dll would not pass a database object containing a backslash character.

New Behavior:

Setting a database location that contains a backslash now succeeds. This was also a problem in the CRPE and the fix has been applied to crpe32.dll as well as craxdr.dll.

[ADAPT00043204](#)

Patch ID: 34902089

Old EID: 1741

Description:

When a text object has a total page count as an element and has the setting "Can Grow," an incorrect total page number is shown when using the print engine (CRPE32).

New Behavior:

The correct total page number is now shown and a user can now navigate to all pages within a report.

CR85WIN_EN_SP1

Application Development

[ADAPT00043208](#)

Patch ID: 34902211

Old EID: 1742

Description:

When a text object has a total page count as an element and has the setting "Can Grow," an incorrect total page number is shown when using Report Designer Component (CRAXDRT.DLL).

New Behavior:

The correct total page number is now shown and a user can navigate to all pages within a report.

[ADAPT00048121](#)

Patch ID: 34901431

Old EID: 1855

Description:

Exporting to some formats (DIF, Record Style, and Lotus123) through a compiled Visual Basic Report Designer Component (RDC) application caused the application to crash.

New Behavior:

The export dlls for the DIF, Record Style, and Lotus123 formats have been made thread-safe. The export now succeeds and the RDC application does not crash.

[ADAPT00048204](#)

Patch ID: 34902783

Old EID: 1805

Description:

When you export to Word (Exact), you do not have the option (through properties) to set Pages to export through CRAXDRT.DLL.

New Behavior:

Users are able to set Pages to export through code when exporting to Word (Exact) format. Three properties have been added: WORDWExportAllPages, WORDWFirstPageNumber, and WORDWLastPageNumber. These properties enable you to choose the range of pages when you export to crEFTWordForWindows. When using CRPE, the new functions are called exportPageRange, firstPageNo, and lastPageNo.

[ADAPT00052327](#)

Patch ID: 34902937

Old EID: 1848

Description:

When using the Report Designer Component (RDC) with craxdrt.dll version 8.5.0.386, BLOB picture fields are being cropped instead of being scaled at run time.

New Behavior:

The handling of picture objects was previously changed to eliminate scaling at run time for the print engine; however, the same code affected the RDC. Picture objects are now treated conditionally depending upon the product being used and are scaled for the RDC.

[ADAPT00056329](#)

Patch ID: 34902371

Old EID: 1882

Description:

Exporting to HTML32 format in a Borland C++ 5.02 application fails if the report contains a subreport.

New Behavior:

A report containing a subreport can be successfully exported to HTML 32 format in a Borland C++ 5.02 application.

CR85WIN_EN_SP1

Application Development

[ADAPT00064930](#)

Patch ID: 34902409

Old EID: 1923

Description:

When an application is created using the Report Designer Component (RDC) and an Oracle data source is added to a report, the connection is not released when the report is closed.

New Behavior:

The Oracle connection will be released when the report is closed.

CRWTRACK Import

[ADAPT00007242](#)

Patch ID: 34901469

Old EID: 920

Description:

A report that has been exported to Microsoft Excel format causes Excel to crash when printing to HP LaserJet 4000 series printers.

New Behavior:

Users can now print report files that have been exported to Excel format when using an HP LaserJet 4000 printer.

Database

[ADAPT00007563](#)

Patch ID: 34901243

Old EID: 1005

Description:

When a user creates a record selection based on date using the Lotus Notes ODBC driver, a GPF occurs.

New Behavior:

Users can use the Lotus Notes ODBC driver to select records based on date without causing a GPF.

[ADAPT00010187](#)

Patch ID: 34901425

Old EID: 1373

Description:

When a third-party ODBC driver is used, a GPF may occur when the DSN name is three or three plus any multiple of four characters long (for example 3, 7, 11, or 15).

New Behavior:

An ODBC DSN name of any length can now be used with third-party ODBC drivers.

[ADAPT00010534](#)

Patch ID: 34901577

Old EID: 1436

Description:

The Query Designer is not returning Japanese data when connecting to Oracle or Microsoft Access via ODBC. Saving and reopening such a query causes the Query Designer to return a GPF.

New Behavior:

Japanese data is properly returned and handled by the p2lodbc.dll.

CR85WIN_EN_SP1

Database

[ADAPT00010536](#)

Patch ID: 34902077

Old EID: 1407

Description:

A report was created against two Foxpro 2.6 tables. Using P2bxbse.dll version 8.0.0.0, the data was returned correctly. However, using P2bxbse.dll 8.5.0.7, almost all of the data disappeared from the child table (tdiv). Using P2bxbse.dll 8.6.0.1, data does not appear from the child table (tdiv) when the field {tdiv.TV_LOB} contains the values "L" or "M".

New Behavior:

Now, when a report is created, the data no longer disappears from the child table and the data is returned correctly.

[ADAPT00010815](#)

Patch ID: 34901221

Old EID: 1600

Description:

A double-byte character cannot be used as an alias name in the Alias Name dialog box in the Report Designer. This problem does not occur if there is more than one double-byte character.

New Behavior:

A double-byte character can now be used as an alias name.

[ADAPT00011310](#)

Patch ID: 34901765

Old EID: 1504

Description:

Reports built in Crystal Reports 8 with DAO 36 and opened in 8.5 give a looping "database has changed proceed to fix up the report" message. This is due to the size of date/time fields being changed to a different format.

New Behavior:

The size of date/time fields is now no longer changed as the information is read from the database.

[ADAPT00011445](#)

Patch ID: 34902225

Old EID: 1609

Description:

Date ranges with values on the ending date do not return the ending date records when "Convert Date-Time Field to Date" is chosen under the report options.

New Behavior:

The correct results are now returned when the date-time field is converted to a date.

[ADAPT00011513](#)

Patch ID: 34901423

Old EID: 1528

Description:

The Report Designer executable is not reading existing ODBC DSNs if the registry branch for Seagate Info is not present.

New Behavior:

The Report Designer executable now reads ODBC DSNs when the Seagate Info registry branch is not available.

CR85WIN_EN_SP1

Database

[ADAPT00012389](#)

Patch ID: 34901629

Old EID: 1610

Description:

P2bbde.dll from versions 8 and 8.5 does not return any data in the designer.

New Behavior:

Data is now returned in the designer. The number lookup fields are always used to determine whether full linking or partial linking is being used.

[ADAPT00034716](#)

Patch ID: 34901599

Old EID: 1631

Description:

The performance of P2bbde.dll (version 8.6.0.5) has dropped dramatically as compared to previous versions.

New Behavior:

The performance of P2bbde.dll has now greatly improved.

[ADAPT00037066](#)

Patch ID: 34902607

Old EID: 1687

Description:

Users of non-English versions of Crystal Reports could not use the Date() function in a Selection Formula when connecting to Microsoft SQL Server through the native driver: an SQL error occurred. The function was translating the date into an "English" format in the SQL statement, which caused errors in non-English language versions. For example, Date(1999,1,25) became "Jan 25 1999" in the SQL statement.

New Behavior:

The date format has been changed to make it acceptable for the non-English versions of Crystal Reports. A date such as "Jan 25 1999" now appears in the SQL statement as "1999/1/25", and no SQL error is returned.

[ADAPT00038203](#)

Patch ID: 34902289

Old EID: 1718

Description:

Some users may experience application errors in Crystal Reports when "use indexes or server for speed" is enabled. This may occur when reports contain complex selection formulas.

New Behavior:

Indexes for speed can now be used to run reports without any application errors occurring.

[ADAPT00038922](#)

Patch ID: 34901895

Old EID: 1673

Description:

OLEDB reports result in a blank database error when a user attempts to access the database menu.

New Behavior:

The blank database error no longer occurs when a user attempts to access the database menu. When connection string information is missing, the user is prompted to enter it again. To avoid being prompted for information for each table individually, the user must set the location for all of the tables.

CR85WIN_EN_SP1

Database

[ADAPT00039332](#)

Patch ID: 34901951

Old EID: 1686

Description:

Unsigned Smallint fields are not being mapped to the correct Crystal Reports data types, which results in incorrect data.

New Behavior:

Unsigned Smallint fields are now being mapped to the correct Crystal Reports data types.

[ADAPT00041056](#)

Patch ID: 34902491

Old EID: 1716

Description:

When using the SQL Designer, parameter values are not fully enclosed in quotation marks in the Where clause.

New Behavior:

Parameter values are now fully enclosed in quotation marks.

[ADAPT00041887](#)

Patch ID: 34902147

Old EID: 1752

Description:

An SQL Server report on an integer field is adding two decimal places on a field that is defined with no decimals in Oracle.

New Behavior:

Decimal places are not added to an integer field when the scale of the Oracle data type is set to zero.

[ADAPT00044188](#)

Patch ID: 34902869

Old EID: 1755

Description:

Quotations around field names and table names cause problems when switching from MSSQL to Oracle in an ODBC report.

New Behavior:

Code has been added to recognize a new registry entry that allows users to specify whether or not they wish to have quotations generated in the Show SQL Query window in Crystal Reports. This string-type subkey is located at HKCU\Software\Seagate Software\Crystal Reports\DatabaseOptions\ODBC and is named "IdentifierQuoted". It is created by the Crystal Decisions Database and Export Patch with the initial value set to "Yes" to enable the default behaviour of the dll. Set this subkey to "No" to avoid generating quotations in the Show SQL Query window.

[ADAPT00044849](#)

Patch ID: 34902677

Old EID: 1761

Description:

An ODBC error occurs in the SQL and Dictionary Designer from the Unsigned Smallint fields.

New Behavior:

A user can now successful report on Unsigned Smallint fields.

Known Limitations:

There is a known limitation in this version when users are reporting on Unsigned BigInt fields.

CR85WIN_EN_SP1

Database

[ADAPT00045288](#)

Patch ID: 34902533

Old EID: 1770

Description:

A blank error message box is being displayed by Crystal Reports when the p2smon.dll is used to connect to the custom OLEDB provider.

New Behavior:

The error is now correctly interpreted and an appropriate message is displayed in the error message box.

[ADAPT00046964](#)

Patch ID: 34902625

Old EID: 1795

Description:

Crystal Reports adds a "Location" parameter for the custom OLEDB provider in the OLEDB connect string when it connects to OLEDB using an ADO connection through p2smon.dll.

New Behavior:

A change was made to p2smon.dll. Now, the "Location" portion of the connect string is not set when the dll detects that the custom OLEDB provider is in use.

[ADAPT00047325](#)

Patch ID: 34902719

Old EID: 1798

Description:

Users are not able to launch their own query builder when building an ADO record set against a custom OLEDB provider.

New Behavior:

Users can launch their own query builder after creating and setting two new registry subkeys. The entry to create is: HKEY_CURRENT_USER\SOFTWARE\Seagate Software\Crystal Reports\DatabaseOptions\<providerName>.

The subkeys to create are:

- 1) QueryBuilderProgID, which contains the string value of the ProgID of the COM server.
- 2) QueryBuilderFunctionName, which contains the string value for the function name which can return a query. The declaration of this function name should follow this form: "(BSTR FunctionName([IN] BSTR inStr, [IN] VARIANT inUnknown))".

[ADAPT00049306](#)

Patch ID: 34902615

Old EID: 1818

Description:

The p2smon.dll cannot connect to a COM application when COM+ is configured to run the object in a dedicated server process.

New Behavior:

The p2smon.dll is now able to connect to COM applications when the object is configured to run in a dedicated server process.

CR85WIN_EN_SP1

Database

[ADAPT00049926](#)

Patch ID: 34902917

Old EID: 1825

Description:

When a user adds a table from the Synergy ODBC driver, Crystal Reports hangs.

New Behavior:

Crystal Reports does not hang when a user adds a table from the Synergy ODBC driver. The ODBC drivers are expected to provide an SQL_QUALIFIED_NAME_SEPARATOR when adding a table, but the Synergy ODBC driver did not provide one. Now, when this ODBC driver is encountered, P2sodbc.dll assumes that the SQL_QUALIFIED_NAME_SEPARATOR is a period ("."). This resolution requires the creation of the registry entry HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\DatabaseOptions\ODBC\SQL_ATTR_ACCESS_MODE to enable compatibility with older Oracle ODBC drivers. When this value is set to "0" (Read/Write), the Synergy ODBC driver produces an error when tables are selected. The default value of "1" (Read) disables this error.

[ADAPT00050472](#)

Patch ID: 34902633

Old EID: 1831

Description:

The p2soledb.dll does not specify an owner name when calling a Stored Procedure. Thus, when connecting to Stored Procedures that have the same name, an error message is displayed: "Error in parameter, too many arguments."

New Behavior:

The error no longer occurs because p2soledb.dll now specifies the owner name when a report is created.

[ADAPT00052704](#)

Patch ID: 34902899

Old EID: 1852

Description:

Incorrect data is returned (based on a link to two indexed Dbase IV tables).

New Behavior:

Data is now returned correctly.

[ADAPT00064053](#)

Patch ID: 34902019

Old EID: 1922

Description:

If a Hyperion Essbase cube contains numerous dimensions, not all of the dimensions will be retrieved.

New Behavior:

All data from a Hyperion Essbase cube with multiple dimensions can now be retrieved and thus reported off of.

Designer

[ADAPT00007618](#)

Patch ID: 34902109

Old EID: 1929

Description:

When using RTF text interpretation in Crystal Reports, the strikethrough and underline ending tags are not recognized, and this causes incorrect formatting to be displayed.

New Behavior:

A library used by Crystal Reports does not fully support the "\strike-" command. It supports "strike", but not "strike-" with the additional "-" parameter. The problem was solved by checking the additional parameter. The formatting is now displayed correctly with proper handling of strikethrough and underline ending tags.

CR85WIN_EN_SP1

Designer

[ADAPT00010078](#)

Patch ID: 34902141

Old EID: 1364

Description:

When a user is selecting a large DB2 table through the native driver, the Report Designer stops responding because the entire database is read to get the column information.

New Behavior:

A new registry subkey, HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Databaseoptions\UseDb2SysTable, lets the user determine the method by which column information will be gathered from the database. The default value for this key is "No". The default value will cause the designer to read the columns from the database directly. Setting this value to "Yes" will cause the designer to read the columns from the systable, reducing the time required to return the information.

[ADAPT00010544](#)

Patch ID: 34901837

Old EID: 1408

Description:

Stored procedures are not available to a user who is logged on as a non-owner of the stored procedures. This happens when stored procedures are declared inside of a package.

New Behavior:

Users are now able to report against stored procedures that are declared inside of a package.

[ADAPT00011150](#)

Patch ID: 34901399

Old EID: 1487

Description:

Opening a report in the Report Designer fails with a memory full error when opening certain reports which use both local and shared/global variables in the formulas.

New Behavior:

This patch fixes the problem of handling local and shared/global variables, as users will now be able to open and save reports without a memory full error.

[ADAPT00011295](#)

Patch ID: 34901909

Old EID: 1505

Description:

A memory full error occurs when paging to next page.

New Behavior:

When opened, the report now processes to the last page, and paging occurs normally.

[ADAPT00011474](#)

Patch ID: 34901595

Old EID: 1534

Description:

When using the RDC component, the following error message appears: "430 Class does not support Automation or does not support expected interface."

New Behavior:

The error message no longer appears.

CR85WIN_EN_SP1

Designer

[ADAPT00034661](#)

Patch ID: 34901675

Old EID: 1629

Description:

If a user is reporting off any numeric fields (through ODBC), the values are smaller by a factor of 100 when using p2sodbc.dll version 8.6.0.8 or 8.6.0.9.

New Behavior:

Numeric values are now displayed correctly when using p2sodbc.dll version 8.6.0.8 or 8.6.0.9.

[ADAPT00045701](#)

Patch ID: 34902679

Old EID: 1778

Description:

A user receives a Dr. Watson error in the designer after he or she adds a subreport and then changes the page orientation from Portrait to Landscape.

New Behavior:

The error resulted from an attempt to propagate the change of page orientation to the subreport object's PageManager. However, since only main reports use the PageManager, this call was unnecessary. The report will no longer result in a GPF upon examination of the page orientation in the subreport.

[ADAPT00056120](#)

Patch ID: 34902959

Old EID: 1876

Description:

When printing pages over 65535 from a report, an error message is not generated consistently. If the "From" value and "To" value in the print dialog are not within the range from 1 to 65535, printing will be looped back to reprint starting from page 1 of the report.

New Behavior:

An error message stating the print limit of "1 to 65535" pages is displayed consistently when the user attempts to enter a number in either the "From" value or "To" value, which is greater than 65535.

Known Limitations:

Users that already have Crystal Offline Viewer installed, must uninstall the old viewer before installing the new Crystal Offline Viewer.

[ADAPT00075657](#)

Patch ID: 34902119

Old EID: 2016

Description:

When using the NotesSQL version 3.01a driver, an application error occurs in crw32.exe when using the select expert with date functions.

New Behavior:

There is no longer an application error when using the select expert with date functions with the 3.01a NotesSQL driver.

Export

CR85WIN_EN_SP1

Export

[ADAPT00007961](#)

Patch ID: 34902139

Old EID: 1059

Description:

Exporting a report to Lotus 123 format fails when a report contains more than one OLAP grid. The workaround is to export the report to Microsoft Excel format, open and save it in Excel, and then open the .xls file in Lotus 123.

New Behavior:

The workaround has been enhanced to allow Lotus 123 to open the exported file without first having to open and save it in Excel.

[ADAPT00007981](#)

Patch ID: 34901709

Old EID: 1251

Description:

After installing the Microsoft Office 2000 SR-1 patch, reports can be exported to Microsoft Excel 8.0 format (normal and extended formats) but cannot be opened in Excel.

New Behavior:

Users are now able to successfully export a report to Excel 8.0 format (normal and extended) and are able to open it and view it properly.

[ADAPT00008436](#)

Patch ID: 34901467

Old EID: 1168

Description:

Some reports exported to RTF could not be opened by Microsoft Word.

New Behavior:

All reports exported to RTF can now be opened correctly in Word.

Known Limitations:

This patch does not fix the problem of some reports failing when exported to Word format.

[ADAPT00008819](#)

Patch ID: 34901601

Old EID: 1234

Description:

When exporting a report to Record Style (REC) format in Crystal Info, version 7 ensures that there is always at least two spaces between every field, whereas version 6 does not place any spaces between fields. The version 7 format is not compatible with some customer applications that are based on the previous format.

New Behavior:

When exporting to Record Style format, users can now choose between two different output formats: "Record Style (columns no spaces)" and "Record Style (columns with spaces)" at export time.

Known Limitations:

No option is available from the Crystal Info 7.x schedule dialog to determine the export format. A new registry subkey can be set to schedule to version 6 record format by default. The registry subkey is HKEY_LOCAL_MACHINE\SOFTWARE\Seagate Software\Seagate Info\Options. Create a new entry, "ExportRecln6Format", and enter "Yes" as the value.

CR85WIN_EN_SP1

Export

[ADAPT00011016](#)

Patch ID: 34901763

Old EID: 1472

Description:

The temporary files created during the export of a report to PDF format are not removed after the export process has been completed.

New Behavior:

The temporary files are now removed upon the completion of the export to PDF format.

[ADAPT00011202](#)

Patch ID: 34901929

Old EID: 1692

Description:

When exporting a report to Microsoft Excel format, on demand subreports are also exported when they should be suppressed.

New Behavior:

On demand subreports are no longer exported as regular subreports when exporting to Excel format.

[ADAPT00011234](#)

Patch ID: 34901525

Old EID: 1577

Description:

In a compiled Visual Basic application that is using the RDC component, when exporting to text or paginated text format, an exception error occurs at runtime.

New Behavior:

The exception error no longer occurs when exporting to text or paginated text.

[ADAPT00011333](#)

Patch ID: 34901299

Old EID: 1586

Description:

A compiled Visual Basic executable that is using the RDC to export to HTML causes a GPF.

New Behavior:

The GPF no longer occurs when using the RDC to export to HTML.

CR85WIN_EN_SP1

Export

[ADAPT00012104](#)

Patch ID: 34901809

Old EID: 1580

Description:

The user cannot export to RTF when there is a subreport in the page header or footer. Also, the export hangs when run as a service.

New Behavior:

The export to RTF either skips or fails when there is a subreport in either the page header or the page footer, depending on a registry setting (no hanging occurs). The user can modify this behaviour by editing the following subkey: HKEY_LOCAL_MACHINE\SOFTWARE\Seagate Software\Crystal Reports. The following setting "RTFExport_FailWhenSubreportInHeader"=dword:00000000 will skip subreports in the page header or footer. Any value other than 0 causes a failure and returns an error string: "PEstartPrintJob: Operation not yet implemented." Note that 0 is the default (skips subreports), and the key will be added automatically if it doesn't already exist.

Known Limitations:

The subreport in the page header or page footer cannot be exported to RTF regardless of the value of the registry subkey "RTFExport_FailWhenSubreportInHeader."

[ADAPT00012142](#)

Patch ID: 34901613

Old EID: 1576

Description:

When exporting a report to HTML format in a VFP RDC app programmatically using constant values instead of literal values, an error message appears.

New Behavior:

No error message appears and the user can now export to HTML format successfully.

[ADAPT00012536](#)

Patch ID: 34902813

Old EID: 1603

Description:

When exporting a report to Rich Text Format (RTF), the fonts used in the resulting RTF file are different from the ones used in the Report Designer.

New Behavior:

The fonts used in the output RTF file are now the same fonts that are used in the Report Designer.

[ADAPT00034251](#)

Patch ID: 34901535

Old EID: 1622

Description:

For RTF and PDF files, images are exported poorly.

New Behavior:

The print engine has been changed, which improves the quality of image exports.

Known Limitations:

In order to improve the image quality of graphics in exported reports, more information regarding the graphics needs to be exported. The files resulting from the export may be larger than the exported files from before this fix.

CR85WIN_EN_SP1

Export

[ADAPT00034584](#)

Patch ID: 34901893

Old EID: 1627

Description:

When users export a report to a Lotus Domino database destination, the Lotus form fields containing the values for report name, comments, and attached filename are corrupted and unreadable.

New Behavior:

Users can export a report to a Lotus Domino database successfully. Corruption of characters no longer occurs and all characters are displayed properly after exporting to a Lotus Domino database.

[ADAPT00036364](#)

Patch ID: 34901471

Old EID: 1649

Description:

When trying to export to RPT format a report that contains subreports that are are linked to the main report, and the main report and subreport do not contain any data, an error message is displayed.

New Behavior:

No error message occurs and the report can be exported successfully.

[ADAPT00037217](#)

Patch ID: 34901713

Old EID: 1656

Description:

Column headings disappear when users export to Microsoft Excel from a cross-tab report in Crystal Reports 8.5 or from a viewer in Crystal Enterprise.

New Behavior:

Column headings are properly exported along with everything else in the cross-tab report.

Known Limitations:

Exporting to Excel from Crystal Reports 8.5 can sometimes leave cells in slightly different positions from the original and this may require some extra manual formatting. This is especially evident when exporting cross-tab reports to Excel files. Please refer to EID 1648 in this readme for further information.

[ADAPT00038939](#)

Patch ID: 34901639

Old EID: 1676

Description:

Exporting to HTML 4.0 (DHTML) with the Separate HTML pages option not selected results in random formatting issues. Objects and text lose formatting characteristics, such as font, font style, font size, and font colour.

New Behavior:

When exporting to HTML 4.0 (DHTML), if the Separate HTML pages option not selected, no formatting is lost.

[ADAPT00045939](#)

Patch ID: 34902715

Old EID: 1780

Description:

When a report that contains groups is exported to comma-separated values (CSV) format, a carriage return <CR> and a line feed <LF> is added between the group headers for each record.

New Behavior:

Each record now exports the field title, group headers, and then the record fields on one line of the exported CSV file.

CR85WIN_EN_SP1

Export

[ADAPT00046346](#)

Patch ID: 34901943

Old EID: 1794

Description:

Setting ExportOptions.FormatType=crEFTDataInterchange when exporting using craxdrt produces a Microsoft Word document instead of a DIF file.

New Behavior:

A DIF file is created instead of a Word document--no corruption of data occurs.

[ADAPT00046809](#)

Patch ID: 34902333

Old EID: 1799

Description:

When exporting to excel using the CRAXDRT.dll, all of the fields that are suppressed in a crosstab show up when the report is exported.

New Behavior:

Suppressed rows are no longer exported.

[ADAPT00047661](#)

Patch ID: 34902901

Old EID: 1806

Description:

When a user exports a report to a PDF file, partial truncation of string fields occurs.

New Behavior:

Now, when a user exports a report to a PDF file, string fields are no longer truncated.

Known Limitations:

Adobe uses its own rendering function instead of the rendering function found within Microsoft Windows (which Crystal Reports uses). This rendering results in fonts being slightly smaller (instead of fonts being the same size that Adobe uses).

[ADAPT00049486](#)

Patch ID: 34902865

Old EID: 1823

Description:

Exports to Microsoft Excel are distorted when the report has data that exceeds 22.75 inches in page width.

New Behavior:

New 32-bit members to data structures have been added; thus, reports with large pages are exported properly to Excel. The new structures can handle up to 1.4 million inches in page size.

CR85WIN_EN_SP1

Export

[ADAPT00051191](#)

Patch ID: 34902963

Old EID: 1841

Description:

When a user exports a report to text or CSV (comma-separated values) format to a mapped UNIX drive, an error message appears: "This file is in use by another application."

New Behavior:

A user can now successfully export a report to text or CSV to a mapped UNIX drive. Previously, there were some file locking issues with the UNIX drive because the server was not releasing the file lock that was created by the File Open Dialog. This issue would occur when a report was exported to a simple text format and when the exporting of the report would be completed very quickly. A registry subkey is added under \HKCU\software\seagate software\crystal reports\export\DiskDestination\DiskSleepTime and the default value is set to decimal "1000" (in milliseconds).

[ADAPT00051797](#)

Patch ID: 34902971

Old EID: 1840

Description:

Previously, Cross-Tab reports with multiple row fields that had subtotals suppressed (but not the labels) would lose the row labels when the reports are exported to Excel. This problem was introduced with version 8.5.0.368 of crw32.exe and version 8.6.0.101 of u2fxls.dll.

New Behavior:

Cross-Tab reports with suppressed row subtotals will export properly now. Refer to EID 1648 and 1656 in this readme for more information.

[ADAPT00052753](#)

Patch ID: 34902931

Old EID: 1853

Description:

When a report is exported to text format, a space is added in front of each value in the resulting text file.

New Behavior:

The report is now exported properly: no space is added to the front of each value when a report is exported to text format.

[ADAPT00055782](#)

Patch ID: 34902961

Old EID: 1874

Description:

When a user exports a report to Microsoft Excel format, the resulting spreadsheet contains blank columns where there are vertical spaces in the report. The blank columns in the spreadsheet are present in order to make the exported report look similar to the original report.

New Behavior:

The option for users to export reports to an Excel spreadsheet with no column spacing is now available. To enable this option, a registry String value called "ExcelDataDump" is created automatically at \HKCU\SOFTWARE\Seagate Software\Crystal Reports\Export. The default value is "False," which creates blank columns where vertical spaces are present in the report. Setting the value to "True" enables Excel "Data only" export. Note that, once a user sets the value to "True," all Excel exports become "Data only" exports.

Known Limitations:

For Crystal Enterprise on UNIX systems, a configuration file named exceldataonlyformat.cf is installed to the enterprise/generic folder. Running the configpatch.sh with this file allows the Excel "Data only" option to be turned on or off. To run configpatch.sh, type ".\configpatch.sh exceldataonlyformat.cf" at the prompt when in the enterprise/generic folder.

CR85WIN_EN_SP1

Export

[ADAPT00066450](#)

Patch ID: 34901841

Old EID: 1931

Description:

The latest u2frtf.dll cannot export subreports in RTF format.

New Behavior:

All subreports can be exported to RTF format. The u2frtf.dll uses the new Export Modeller and TSLV reader, which are located in the new location: Program Files\Common files\Crystal Decisions\2.0\Bin. After applying this fix, the system will have two sets of Export Modellers and TSLV readers; the dll will know which set to pick up.

N/A

[ADAPT00105069](#)

Patch ID: 34901377

Old EID: 746

Description:

When a user attempts a native log on to Oracle 8i, a logon error is returned.

New Behavior:

Users can now log on to Oracle 8i natively. If there is an older version of Oracle installed, remove its home path from the system environment path. For example, if the 803 client home directory is at "c:\orant" and the newly installed 815 client home directory is at "c:\Oracle815", remove the "c:\orant" path from the system environment path variable.

[ADAPT00105088](#)

Patch ID: 34901291

Old EID: 771

Description:

Crystal Reports is not interpreting the use of numeric 1 and 0 to be the same as Boolean TRUE and FALSE.

New Behavior:

Crystal Reports now accepts numeric 1 and 0 to be the same as Boolean TRUE and FALSE.

Known Limitations:

Crystal Reports recognizes 1 and 0 as Boolean values in formulas, but not in parameters. TRUE and FALSE must be used for Boolean parameters.

[ADAPT00105106](#)

Patch ID: 34901327

Old EID: 796

Description:

Crystal Reports automatically sets the isolation level to "read uncommitted," which causes a problem with the ODBC driver.

New Behavior:

The isolation level can now be set manually. The registry entry HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\DatabaseOptions\ODBC has been added. The entry for the value name is "IsolationLevel" and the values can be "1", "2", "4", or "8".

CR85WIN_EN_SP1

N/A

[ADAPT00105120](#)

Patch ID: 34901279

Old EID: 813

Description:

When verifying a Btrieve/Pervasive database, Crystal Reports causes a GPF.

New Behavior:

The GPF no longer occurs when Crystal Reports is verifying a Btrieve/Pervasive database.

[ADAPT00105156](#)

Patch ID: 34901465

Old EID: 853

Description:

Users cannot export from the Info Report Designer or schedule from the Info Desktop to HTML format when more than 999 inclusions (subreports) are contained within a report.

New Behavior:

Users can now export reports that contain more than 999 inclusions to HTML format.

[ADAPT00105227](#)

Patch ID: 34902361

Old EID: 944

Description:

When exporting a report to HTML format, the resulting *.htm and *.jpg files begin with a tilde (~) character. When running under a Netscape Enterprise Web Server, tilde characters cannot be used at the beginning of a filename due to Windows security issues.

New Behavior:

Exported images (*.jpg files) no longer contain a tilde character in the file name. The default name of the main HTML file cannot be modified and still begins with a tilde. To work around this problem, instead of using the default file name for exporting, select a specific file name. The main HTML file will be renamed upon successful completion of the export.

[ADAPT00105289](#)

Patch ID: 34901329

Old EID: 1030

Description:

Oracle database fields of data type Long are returned blank when queried.

New Behavior:

Oracle fields of data type Long (memo and BLOB fields) can now be seen properly when queried.

[ADAPT00105290](#)

Patch ID: 34901321

Old EID: 1031

Description:

Crystal Reports incorrectly qualifies tables from Oracle Lite 8i which causes errors when a report is refreshed.

New Behavior:

Oracle Lite 8i tables are now qualified correctly.

CR85WIN_EN_SP1

N/A

[ADAPT00105326](#)

Patch ID: 34901627

Old EID: 1080

Description:

An XBase error is returned (“Bad Data generated on Info SQL Designer”) when a user is previewing a query containing a data type of BigInt.

New Behavior:

An XBase error is no longer generated. The user must add a new string value called BigIntToString. Go to the registry subkey HKEY_LOCAL_MACHINE\SOFTWARE\Seagate Software\Seagate InfoOptions. Set it to "Yes" to convert BigInt to String; set it to "No" to return a float data type.

Known Limitations:

Rounding occurs after 15 significant digits of the BigInt values.

[ADAPT00105338](#)

Patch ID: 34901313

Old EID: 1097

Description:

Exporting would hang if a text object in a report was sized so that:

- 1) A space, comma, semicolon, or period was positioned at the start of a line;
- 2) There were no other occurrences of these characters on the remainder of the line; and/or
- 3) The remaining text did not fit in the allocated space.

New Behavior:

Text objects are now exported properly.

[ADAPT00105388](#)

Patch ID: 34901379

Old EID: 1161

Description:

When exporting a report to paginated text, the page footer section is duplicated and misplaced in the resulting text file.

New Behavior:

The report is now exported correctly to paginated text. The page footer section of the report is now exported only once and is placed correctly in the text file.

[ADAPT00105395](#)

Patch ID: 34902351

Old EID: 1171

Description:

When using the Info Viewer for HTML to view a report, users cannot drill down on grouped data that contains a subreport.

New Behavior:

Users are now able to drill down on grouped data in any of the Info Viewers.

[ADAPT00105430](#)

Patch ID: 34901281

Old EID: 1212

Description:

Two Active Data tables cannot be linked on a string data type.

New Behavior:

Active Data tables can now be linked on a string data type.

CR85WIN_EN_SP1

N/A

[ADAPT00105439](#)

Patch ID: 34901369

Old EID: 1227

Description:

Crystal Reports causes a GPF in the Btrieve database driver when a user adds a Pervasive database table. Using Seagate Info 7.5, the user receives an ODBC error stating "Specified driver could not be loaded due to system error 1114(Pervasive ODBC Client Interface)." when trying to connect to a Pervasive database.

New Behavior:

The GPF no longer occurs when a user adds a database, and Seagate Info users can now successfully connect to Pervasive data.

[ADAPT00105471](#)

Patch ID: 34901271

Old EID: 1279

Description:

The page layout for groups in a columnar report is calculated differently from earlier versions.

New Behavior:

The page layout calculation for groups in columnar reports matches older versions.

[ADAPT00105472](#)

Patch ID: 34901681

Old EID: 1282

Description:

Large reports from Crystal Reports 6 that users could previously export properly to Microsoft Word format are no longer exported successfully.

New Behavior:

Large reports from Crystal Reports 6 can now be exported to Word format successfully.

[ADAPT00105476](#)

Patch ID: 34901343

Old EID: 1290

Description:

Users cannot drill down on a report with subreports from the Info Viewer for HTML.

New Behavior:

Users can now drill down on a report with subreports from the Info Viewer for HTML.

[ADAPT00105485](#)

Patch ID: 34901717

Old EID: 1305

Description:

When using the SQO32_73.dll Oracle 7 ODBC driver, the date condition in a record selection formula that is translated to SQL results in an ODBC error in Crystal Reports.

New Behavior:

No error is generated in Crystal Reports when using the SQO32_73.dll driver with a date record selection.

CR85WIN_EN_SP1

N/A

[ADAPT00105496](#)

Patch ID: 34901449

Old EID: 1323

Description:

When a user creates a report with subreports in Crystal Reports 8 against a Paradox database on a Microsoft Windows 2000 machine, the report initially previews successfully to the last page. After the user closes and reopens the report and the report is previewed to the last page, a memory error is generated and Crystal Reports shuts down.

New Behavior:

Users are now able to refresh reports based on a Paradox database and preview to the last page in consecutive attempts.

Known Limitations:

This only occurs on a Windows 2000 machine with Msvcr.dll version 6.1.8637.0 and BDE 5.0.

[ADAPT00105498](#)

Patch ID: 34902081

Old EID: 1325

Description:

Users are unable to see database objects after connecting with an Oracle 8.0.6.x client. The problem occurs because the Oracle client will not return objects to a read-only connection.

New Behavior:

Data objects are now visible and a registry subkey is added to force the Oracle client to return the objects despite the presence of a read-only connection. The registry subkey HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\DatabaseOptions\ODBC\SQL_ATTR_ACCESS_MODE is set to a default value of "1" (Read). This value should be set to "0" (Read/Write) to allow all of the data objects to be visible.

Known Limitations:

This patch is intended for use with Version 7.5.2.0 of Seagate Info only. Since this is an issue within the Oracle 8.0.6 client, users are advised to upgrade to Oracle 8i to resolve this issue when using another version of Seagate Info or a different Crystal Decisions product.

[ADAPT00105501](#)

Patch ID: 34901463

Old EID: 1330

Description:

A report created using a record selection based on a date field in a secondary index is subject to reduced performance when refreshed. The record selection is not passed to the database because there is no function to handle date-time indexing in the P2BBDE driver. As a result, performance suffers because Crystal Reports reads all of the records. This occurs only with reports created against Paradox and dBase databases.

New Behavior:

New functionality is added to allow date-time indexing. Where possible, records are retrieved based upon an available index.

[ADAPT00105503](#)

Patch ID: 34901677

Old EID: 1332

Description:

A report with a suppressed on demand subreport prompts for the subreport's database logon when it is exported to Microsoft Excel.

New Behavior:

When exporting a report with a suppressed on demand subreport to Excel, the database logon prompt will not appear when the subreport is suppressed.

CR85WIN_EN_SP1

N/A

[ADAPT00105504](#)

Patch ID: 34901401

Old EID: 1335

Description:

A memo field is inserted into a report that is created natively against a Paradox database and a record selection formula is placed on an indexed field. When the user refreshes the report, the following error message is generated: "IDAPI Error: Beginning of Virtual table."

New Behavior:

The error message is no longer generated in this situation; new functionality uses a different mechanism to save the current position of a cursor.

[ADAPT00105511](#)

Patch ID: 34901625

Old EID: 1345

Description:

Resaving a query in the Info SQL Designer generates a Dr. Watson error in cqw32.exe. Accessing the SQLQueryString property will not execute the SQL statement.

New Behavior:

Users can now resave a query without generating a Dr. Watson error in cqw32.exe.

Known Limitations:

This issue has not been through a full QA test cycle. It was released as a beta patch and later confirmed by the reporting customer.

[ADAPT00105512](#)

Patch ID: 34901293

Old EID: 1346

Description:

A TIFF image is inserted into a Microsoft SQL Server image field using the BCP utility. When reporting off this field via ODBC, the image does not appear when the report is refreshed.

New Behavior:

The image now successfully appears when the report is refreshed.

[ADAPT00105522](#)

Patch ID: 34901683

Old EID: 1362

Description:

In the SQL Designer, currency fields are being multiplied by a factor of 100 when native drivers are used.

New Behavior:

Currency fields are no longer multiplied by a factor of 100, but instead are read in as their correct value.

Known Limitations:

Currently, a native connection to a Microsoft SQL Server is not possible in the German version of Seagate Info 7.5.

CR85WIN_EN_SP1

N/A

[ADAPT00105523](#)

Patch ID: 34901715

Old EID: 1363

Description:

A report was created against two FoxPro 2.6 tables, where the tables are linked with fields in a composite index. Refreshing a report only returns data from the parent table.

New Behavior:

The data in the child table is now visible when the report is refreshed.

[ADAPT00105536](#)

Patch ID: 34901419

Old EID: 1387

Description:

Crystal Reports version 8.5 does not provide the ability to set how many characters are printed per inch when exporting to text. This functionality was part of the u2ftext.dll version 8.0.0.6 but is not in version 8.5.0.98.

New Behavior:

The ability to set the number of characters per inch when exporting to text has been added to version 8.5.0.99 of u2ftext.dll.

[ADAPT00105539](#)

Patch ID: 34902107

Old EID: 1390

Description:

Charting of running totals worked only if the "for each record" option is used. If the "on change of" option is used, only the value for the running total of the first record in the group is used. In order to work around this issue, some customers used the Maximum summary operation. This, however, would work only if the summary operation that was used by the running total was count, maximum, or sum if there were no negative values.

New Behavior:

When running totals are graphed, the final value from each group is used regardless of the summary option chosen to ensure the value is correct.

[ADAPT00105559](#)

Patch ID: 34901745

Old EID: 1432

Description:

The BigInt issue is returning the wrong data in the SQL Designer.

New Behavior:

The correct data is now returned in the SQL Designer. A new registry subkey "BigIntToString" has been added to HKEY_CURRENT_USER\Software\Seagate Software\Seagate Info\Options. When the value of this new registry entry is "YES", it forces the conversion of BigInt data to a string, which allows the SQL Designer to display the correct information. The default value is "NO".

CR85WIN_EN_SP1

N/A

[ADAPT00105566](#)

Patch ID: 34902183

Old EID: 1447

Description:

When reporting off of JD Edwards Media Object fields (Memo fields) that are larger than 1024 characters, the characters get truncated.

New Behavior:

Memo fields larger than 1024 characters are no longer truncated.

Known Limitations:

This issue has not been through a full QA test cycle. It was released as a beta patch and later confirmed by the reporting customer as fixed.

[ADAPT00105568](#)

Patch ID: 34901739

Old EID: 1450

Description:

No data is returned when the record selection is used on two tables with p2bbde.dll.

New Behavior:

Data is now returned as expected when record selection is used on two tables with p2bbde.dll.

[ADAPT00105570](#)

Patch ID: 34901301

Old EID: 1456

Description:

The format of an exported Microsoft Word document was not as structured as the format of an exported RTF file.

New Behavior:

The format of exported Word documents have been updated to resemble the format of exported RTF files.

Known Limitations:

This dll works only for Seagate Info 7.5 and Crystal Enterprise 8 and later.

[ADAPT00105593](#)

Patch ID: 34902427

Old EID: 1501

Description:

A simple number parameter passed to an SQL-type database does not work when the decimal format allows for commas. Because the comma is not a legitimate SQL format for a decimal separator, the number is converted to a string in order to preserve the comma.

New Behavior:

Number parameters using commas as separators can now be passed to SQL databases. The regionalized settings are queried for the decimal separator format and commas are converted to periods before the numbers are passed to the database server.

CR85WIN_EN_SP1

N/A

[ADAPT00105610](#)

Patch ID: 34902585

Old EID: 1554

Description:

A Boolean formula that checks a summary field returns an incorrect value. For example, using a Boolean formula that should return TRUE if summary = 0 and FALSE if summary <> 0, may give incorrect results.

New Behavior:

Boolean formulas that check summary fields return the correct value when p2sodbc.dll is used. When this new dll is used, strings are scaled before they are converted to a number. This will return the correct results.

Known Limitations:

The issue is resolved for decimal data types because the new p2sodbc.dll gets the value as a string by default. However, there is no guarantee that the issue will be resolved if the scale is bigger than three.

[ADAPT00105620](#)

Patch ID: 34901819

Old EID: 1585

Description:

When selecting the Change Line Height option from the Format menu while Free-Form Placement is not selected, you will receive an exception error in Crystal Reports (a GPF with the following message: "CRW32.exe Exception error: access violation").

New Behavior:

You are now able to select the Change Line Height option without any errors occurring.

Report Content Presentation[ADAPT00045949](#)

Patch ID: 34902265

Old EID: 1784

Description:

You are unable to disable the group tree for a DHTML or HTML viewer, even if you disable the group tree in Crystal Reports (and then use the DHTML or HTML viewer to view the report).

New Behavior:

You are now able to disable the group tree so that the report, when displayed in the DHTML or HTML viewer, does not display the group tree.

Report Functionality[ADAPT00010598](#)

Patch ID: 34901351

Old EID: 1422

Description:

The Report Header section that is formatted to be suppressed is being displayed.

New Behavior:

The Report Header section that is formatted to be suppressed is now correctly hidden from the report.

CR85WIN_EN_SP1

Report Functionality

[ADAPT00010886](#)

Patch ID: 34901947

Old EID: 1913

Description:

When inserting a text object in the RDC designer, an error message will be generated if the user tries to execute the program upon editing the text object.

New Behavior:

When inserting a text object in the RDC designer, the program can be successfully executed upon editing the text object.

[ADAPT00011481](#)

Patch ID: 34902809

Old EID: 1751

Description:

Crystal Reports is unable to return data from Btrieve files that are stored with long file names on older versions of the Novell operating system.

New Behavior:

Crystal Reports now returns data from Btrieve files with long file names.

Known Limitations:

In testing, it was not possible to reproduce the original problem as it occurs only on older versions of the Novell operating system. The code provided by Pervasive was successfully tested for the above functionality against a Novell server using version 4.11 SP6. Pervasive has previously verified the code with older versions of the Novell operating system.

[ADAPT00034166](#)

Patch ID: 34902127

Old EID: 1623

Description:

Exporting to PDF using LoadPicture method in Visual Basic to change a picture image at run time does not work properly. For example, take an application that depends on Last Year Sales and displays a different image for each customer. When the report is exported to PDF, only the first image is exported and it is displayed to all customers, although there should be a different image for each customer.

New Behavior:

The correct image now appears as expected when exporting to PDF. A flag is set on encapsulation if an OLE object is assigned its image at run time via Visual Basic code (OLEObject.FormattedPicture). If the flag is set, the modeller does not cache the image.

[ADAPT00038927](#)

Patch ID: 34902267

Old EID: 1674

Description:

When previewing a report, a page size error that states that "the page size was not large enough to format the contents of an object in the report" may occur when Suppress Blank Section is enabled in subreport section(s).

New Behavior:

The error no longer occurs.

Known Limitations:

A report may end with a completely blank page if space on that page is allocated but is left empty. This behaviour will not be changed.

CR85WIN_EN_SP1

Report Functionality

[ADAPT00039510](#)

Patch ID: 34901705

Old EID: 1688

Description:

The incorrect total page number is shown in the report designer.

New Behavior:

The correct total page number is now shown.

[ADAPT00047247](#)

Patch ID: 34902213

Old EID: 1801

Description:

After applying crw32.exe version 8.5.0.368, the Suppress Grand Totals (row and column) functionality in a cross-tab report is inadvertently disabled.

New Behavior:

The Suppress Grand Totals options--row and column--work as intended. This change is also reflected in the RDC.

[ADAPT00050309](#)

Patch ID: 34901939

Old EID: 1873

Description:

When a user views a report on demand, or schedules a report, extra lines appear on the first page of a report with Cross-Tabs.

New Behavior:

When a user views (on demand) or schedules a report with Cross-Tabs, the report is now formatted correctly and no longer contains any extra lines on any page of the report.

[ADAPT00050361](#)

Patch ID: 34902879

Old EID: 1829

Description:

Running totals and print time formula values on a specific page get converted to NULL values (their print state is lost) if the previous page has exactly zero spaces left on it and the next section after that page is a zero height, unsuppressed section. All running totals and print time formula values on successive pages are also converted to NULL values.

New Behavior:

Running totals and print time formula values now appear properly. The print state is copied whenever a page has exactly zero spaces left on it since the proceeding section will always appear on the next page despite its height.

[ADAPT00059348](#)

Patch ID: 34901341

Old EID: 1896

Description:

RTF text interpretation of a memo field is truncated while printing or previewing a report.

New Behavior:

RTF text interpretation of a memo field is no longer truncated while printing or previewing a report.

CR85WIN_EN_SP1

Report Functionality

[ADAPT00061617](#)

Patch ID: 34903123

Old EID: 1902

Description:

Formatting multi-column reports may add sections below the bottom of the page. The vertical offset was not being updated correctly when formatting a non-multi-column section that follows a multi-column section. In this case, the formatter can incorrectly believe that there is enough space left on the page and thus, formats the section. When adding the section to the report, it will be added in the "correct" location, but if there is not enough room on the page, then the section will be drawn off from the bottom. The page footer can also be pushed lower than it should be.

New Behavior:

When formatting a section that does not contain multi-columns in a multi-column report, the vertical offset is now updated appropriately.

Known Limitations:

With some printer drivers, some users may experience a small shift in the page footer between pages.

Scheduling

[ADAPT00044337](#)

Patch ID: 34902707

Old EID: 1820

Description:

Scheduled SAP reports in Seagate Info and Crystal Enterprise do not run in batch mode on the SAP server but instead only run in dialog mode.

New Behavior:

SAP reports will now schedule in batch mode on the SAP server.

Viewers

[ADAPT00004291](#)

Patch ID: 34901235

Old EID: 749

Description:

In Visual Basic 6 (SP3), a project containing a report viewer control, a data control, and a textbox control will make the VB Properties window go blank when the .DataSource property is selected for the textbox.

New Behavior:

The VB Properties window will no longer go blank when selecting the .DataSource property for the textbox.

[ADAPT00011217](#)

Patch ID: 34901421

Old EID: 1503

Description:

If the Can Grow property of an object is not zero, the DHTML and HTML viewers do not display field objects that are character data types.

New Behavior:

Field objects are now displayed when their Can Grow property is set to a value other than zero.

CR85WIN_EN_SP1

Viewers[ADAPT00012297](#)

Patch ID: 34902029

Old EID: 1953

Description:

Drilling down on subreports does not work in the DHTML viewer if the "Can Grow" option for the subreport is not selected.

New Behavior:

Drilling down on subreports whose "Can Grow" option is not selected is now possible in the DHTML viewer using both Microsoft Internet Explorer and Netscape Navigator.

Known Limitations:

In order for drilling down to be successful in Netscape, there must be a visible data object in the subreport within the main report so that it can be clicked to initiate the drill down. A simple text object in the Report Header of the subreport will suffice. Drilling down will fail for objects formatted with a border (the default for a subreport object). Also note that when exporting from a subreport, the main report will be exported, not the subreport.

[ADAPT00012447](#)

Patch ID: 34902043

Old EID: 1595

Description:

Crviewer version 8.5.0.289 causes an error in the existing Report Designer Component's (RDC) compiled EXE files.

New Behavior:

Crviewer version 8.5.0.289 no longer causes an error in the existing RDC's compiled EXE files.

[ADAPT00036925](#)

Patch ID: 34902111

Old EID: 1661

Description:

The group name in the group tree is corrupted in the DHTML viewer when the group tree has a long URL.

New Behavior:

The DHTML viewer should now display group trees correctly, even when the URL is long.

[ADAPT00037879](#)

Patch ID: 34901643

Old EID: 1660

Description:

Some of the records are not shown in the ActiveX viewer and other viewers.

New Behavior:

All records are shown properly.

[ADAPT00052127](#)

Patch ID: 34902785

Old EID: 1843

Description:

Decimal values are displayed as xxx.00 when the report is scheduled and the instance is viewed through Crystal Enterprise with the SAP native driver.

New Behavior:

Decimal values are now displayed correctly when the report is scheduled and the instance is viewed through Crystal Enterprise with the SAP native driver.

CR85WIN_EN_SP1

Viewers

[ADAPT00064589](#)

Patch ID: 34902519

Old EID: 1930

Description:

When exporting an instance that was previously scheduled in Crystal Enterprise or when exporting a saved data report, the database is hit and new data is retrieved if there is a hidden or suppressed linked subreport in the report.

New Behavior:

The database is not hit when exporting an instance with hidden subreport in it.

[ADAPT00066695](#)

Patch ID: 34901945

Old EID: 1921

Description:

There is a formatting issue when a report is viewed using the DHTML viewer (Netscape 4.75): data is not properly lined up.

New Behavior:

Data is properly lined up when a report is viewed in the DHTML viewer using Netscape 4.75.

Known Limitations:

Upon resizing of the Netscape browser window, some data may overlap.

[ADAPT00072559](#)

Patch ID: 34901565

Old EID: 1981

Description:

When a user has drilled down into a subreport in the DHTML viewer, a second group tree frame would be opened when navigating the group tree.

New Behavior:

There is now only one group tree frame open at any one time in the DHTML viewer.

[ADAPT00073254](#)

Patch ID: 34902721

Old EID: 1995

Description:

After applying the method "SelectPrinter" to a report using the Report Designer Component (RDC), page navigation crashes the application.

New Behavior:

The problem is fixed by the proper handling of null values. Now, page navigation does not crash the application.

[ADAPT00074155](#)

Patch ID: 34901325

Old EID: 2001

Description:

When a report hyperlink that goes to a new page is clicked and opened in the same browser window, the DHTML viewer remains in the browser window.

New Behavior:

The DHTML viewer is no longer visible on pages where it should not appear.

Registry Keys/ Subkeys

ADAPT00008819	Patch ID: 34901601	Old EID: 1234
HKEY_LOCAL_MACHINE\SOFTWARE\Seagate Software\Seagate Info\Options\ExportRecln6Format		
Subkey Type:	STRING	Created by User
Recognized Values:	Yes, No	Default Value: Yes
ADAPT00010078	Patch ID: 34902141	Old EID: 1364
HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Database Options\UseDB2SysTable		
Subkey Type:	STRING	Created by Hot Fix Installation
Recognized Values:	No; Yes	Default Value: No
ADAPT00035626	Patch ID: 34902587	Old EID: 1639
HKCU\Software\Microsoft\Windows\CurrentVersion\Internet Settings\SendExtraCRLF		
Subkey Type:	DWORD	Created by Hot Fix Installation
Recognized Values:	1;0	Default Value: 0
ADAPT00046826	Patch ID: 35238463	
InvalidCharReplacement		
Subkey Type:	STRING	Created by Hot Fix Installation
Recognized Values:	Any Valid Character	Default Value:
ValidateWorksheetName		
Subkey Type:	STRING	Created by Hot Fix Installation
Recognized Values:	True;False	Default Value:
ADAPT00047213	Patch ID: 34902779	Old EID: 1804
HKEY_CURRENT_USER\Crystal Decisions\9.0\Crystal Reports\Export\TextExport		
Subkey Type:	DWORD	Created by Hot Fix Installation
Recognized Values:	8,9,10,11,12,13,14,15,16	Default Value: 9
HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Export\TextExport		
Subkey Type:	DWORD	Created by Hot Fix Installation
Recognized Values:	8,9,10,11,12,13,14,15,16	Default Value: 9
ADAPT00047325	Patch ID: 34902719	Old EID: 1798
HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\DatabaseOptions\QueryBuilderProgID		
Subkey Type:	STRING	Created by User
Recognized Values:	string value of the ProgID of the	Default Value:
ADAPT00049926	Patch ID: 34902917	Old EID: 1825
HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\DatabaseOptions\ODBC\SQL_ATTR_ACCESS_MODE		
Subkey Type:	STRING	Created by Hot Fix Installation
Recognized Values:	0; 1	Default Value: 1
ADAPT00055782	Patch ID: 34902961	Old EID: 1874
HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Export\EXcelDataDump		
Subkey Type:	STRING	Created by Hot Fix Installation
Recognized Values:	True; False	Default Value: FALSE
ADAPT00072836	Patch ID: 34902323	Old EID: 1992
HKEY_CURRENT_USER\software\Seagate Software\Crystal Reports\Export\Text Export\PromptAgain		
Subkey Type:	DWORD	Created by Hot Fix Installation
Recognized Values:	0;1	Default Value: 0

ADAPT00092193 Patch ID: 34928741

HKCU\Software\Crystal Decisions\9.0\Crystal Reports\Export\crxf_xls\Ex

Subkey Type: STRING Created by Hot Fix Installation
 Recognized Values: yes;no Default Value: yes

ADAPT00105106 Patch ID: 34901327 Old EID: 796

Hkey_Current_User\Software\Seagate Software\Crystal Reports\DatabaseOptions\ODBC\IsolationLevel

Subkey Type: STRING Created by Hot Fix Installation
 Recognized Values: 1; 2; 4; 8 Default Value: 1

ADAPT00105326 Patch ID: 34901627 Old EID: 1080

HKEY_LOCAL_MACHINE\SOFTWARE\Seagate Software\Seagate Info\Options\BigIntToString

Subkey Type: STRING Created by Hot Fix Installation
 Recognized Values: No; Yes Default Value: No

ADAPT00105498 Patch ID: 34902081 Old EID: 1325

HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\DatabaseOptions\ODBC\SQL_ATTR_ACCESS_MODE

Subkey Type: STRING Created by Hot Fix Installation
 Recognized Values: 0; 1 Default Value: 1

ADAPT00118108 Patch ID: 35054235

HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\Export\TextExport\CharPerInch

Subkey Type: DWORD Created by Software
 Recognized Values: 8;9;10;11;12;13;14;15;16 Default Value:

ADAPT00121631 Patch ID: 34985771

HKEY_LOCAL_MACHINE\SOFTWARE\Seagate Software\8.0\Web Component Server\Components\viewrpt

Subkey Type: STRING Created by User
 Recognized Values: Yes;No Default Value: Yes

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\Web Component Server\Components\viewrpt\EncodeHTMLTags

Subkey Type: STRING Created by User
 Recognized Values: Yes;No Default Value: Yes

ADAPT00124853 Patch ID: 35104073

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\CurrencyAsNumber

Subkey Type: STRING Created by Hot Fix Installation
 Recognized Values: Yes;No Default Value: No

HKEY_LOCAL_MACHINE\Software\Crystal Decisions\9.0\Crystal Reports\Database\ODBC\CurrencyAsNumber

Subkey Type: STRING Created by Hot Fix Installation
 Recognized Values: Yes;No Default Value:

ADAPT00142114 Patch ID: 35179010

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Database\SYBASE\OverrideNumericConversion

Subkey Type: STRING Created by Hot Fix Installation
 Recognized Values: Yes;No Default Value: No

HKEY_CURRENT_USER\Software\Seagate Software\Crystal Reports\DatabaseOptions\SYBASE\OverrideNumericConversion

Subkey Type: STRING Created by Hot Fix Installation
 Recognized Values: Yes;No Default Value: No

ADAPT00157512

Patch ID: 35389539

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\CER\RequestPortLower

Subkey Type: DWORD Created by Software
Recognized Values: 0 through 65536 Default Value: 0

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\CER\RequestPortUpper

Subkey Type: DWORD Created by Software
Recognized Values: 0 through 65536 Default Value: 65536

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\CER\RequestPortLower

Subkey Type: DWORD Created by Software
Recognized Values: 0 through 65536 Default Value: 0

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\CER\RequestPortUpper

Subkey Type: DWORD Created by Software
Recognized Values: 0 through 65536 Default Value: 65536

ADAPT00178174

Patch ID: 35489370

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\SimplifyPageHeader

Subkey Type: STRING Created by Hot Fix Installation
Recognized Values: Yes; No; True; False Default Value: Yes

ADAPT00178212

Patch ID: 35511837

HKEY_CURRENT_USER\Software\Crystal Decisions\9.0\Crystal Reports\Export\Crxf_xls\IgnoreSuppressedObjects

Subkey Type: STRING Created by Hot Fix Installation
Recognized Values: Yes; No; True; False Default Value: Yes

ADAPT00194363

Patch ID: 35560939

HKCU\Software\Seagate Software\Crystal Reports/MainFrameOptions/HandleWinIniChange

Subkey Type: STRING Created by Hot Fix Installation
Recognized Values: True,False Default Value: False

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Supported Platforms for Crystal Reports 8.5 Service Pack 2

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INSTALLATION TESTING

Windows 95
Windows 95 B
Windows 98
Windows 98 Second Edition
Windows ME
Windows NT Workstation 4.0 SP6a
Windows NT Server 4.0 SP6a
Windows 2000 Professional SP4
 Windows 2000 Server SP4
Windows 2000 Advanced Server SP4
Windows XP SP1

SOFTWARE TESTING

Core Components

Windows 95
Windows 95 B
Windows 98
Windows 98 Second Edition
Windows NT Workstation 4.0 SP3-6
Windows 2000 Professional SP4
Windows ME
Windows XP SP1

Database Connectivity

Clients:

DB2 5.2
DB2 6.1
DB2 7.1
Essbase 5.0
Essbase 5.1
Informix 9.14
Informix 2000
Lotus Notes 4.6
Lotus Domino R5
MetaCube 4.2
Microsoft SQL Server 6.5
Microsoft SQL Server 7.0 SP4
Microsoft SQL Server 7.0 SP4 OLAP Services
Microsoft SQL Server 2000 SP3a
Oracle 8.0.3
Oracle 8.0.4
Oracle 8.0.5
Oracle 8.1.5
Oracle 8.1.6
Sybase 11.5
Sybase 11.9.2
Sybase ASE 12.01

Servers:

DB2 Universal Server 5.2 (Fix Pak 9) (Intel)
DB2 Universal Server 6.1 (Intel)
DB2 UDB 7.1 (Intel)
Essbase OLAP Server 5.0 (Intel)
Informix Dynamic Server 7.3 (Intel)
Informix Universal Server 9.11 (UNIX)
Informix 9.12 (Unix)
Informix 9.14 (Intel)
Informix 2000 (Intel)
Lotus Domino R5 (Intel)
Microsoft Exchange Server 5.5 (Intel)
Microsoft Internet Information Server 2.0 (Intel)
Microsoft Internet Information Server 3.0 (Intel)
Microsoft Internet Information Server 4.0 (Intel)
Microsoft SQL Server 6.5.416 (Intel)
Microsoft SQL Server 7.0.699 (Intel) SP4
Microsoft SQL Server 2000 SP3a
Netscape Enterprise Server 3.6 (Intel)
Oracle Server 7.3 (Intel)
Oracle Server 8.0.3 (UNIX)
Oracle Server 8.0.4.2.3 (Intel)
Oracle Server 8.0.5 (Intel)
Oracle Server 8.1.5 (Intel)
Oracle Server 8.1.7 (Unix)
Sybase Adaptive Server 11.0.2 (UNIX)
Sybase Adaptive Server 11.5 (Intel)
Sybase Adaptive Server 11.9.2 (Intel)
Sybase Adaptive Server 12

Other:

ACT! 4.02
ACT! 2000
BDE 5.1
Btrieve Pervasive SQL 7
Btrieve Pervasive SQL 2000
Microsoft Access 97
Microsoft Access 2000
Paradox 8
Paradox 9
Microsoft Outlook 97
Microsoft Outlook 98
Microsoft Outlook 2000

Web Components

ASP Server:

Windows NT Workstation 4.0 SP6a
IIS 4.0
Internet EXplorer 4.01
Internet EXplorer 5.5
Internet EXplorer 5.0

Netscape 4.61
Netscape 4.75

Windows NT Server 4.0 SP6a

IIS 4.0
Internet Explorer 4.01
Internet Explorer 5.5
Internet Explorer 5.0
Netscape 4.61
Netscape 4.75

Windows 2000 Professional SP4

IIS 5.0
Internet Explorer 4.01
Internet Explorer 5.5
Internet Explorer 5.0
Internet Explorer 6
Netscape 4.61
Netscape 4.75

Windows 2000 Server SP4

IIS 5.0
Internet Explorer 4.01
Internet Explorer 5.5
Internet Explorer 5.0
Internet Explorer 6
Netscape 4.61
Netscape 4.75

Development Components

RDC (Report Designer Component)

With Visual Basic 5:

Windows 95
Windows 95 B
Windows 98
Windows 98 Second Edition
Windows NT Workstation 4.0 SP3-6
Windows 2000 Professional SP4
Windows ME

With Visual Basic 6:

Windows 95
Windows 95 B
Windows 98
Windows 98 Second Edition
Windows NT Workstation 4.0 SP3-6
Windows 2000 Professional SP4
Windows ME

API (Application Program Interface)

Visual C++ 6.0

- Windows 95 B
- Windows 98 Second Edition
- Windows ME
- Windows NT Workstation 4.0 SP6
- Windows 2000 Professional SP4
- Windows 2000 Server SP4

Visual Basic 6.0

- Windows NT Workstation 4.0 SP3-6
- Windows 2000 Server SP4