

CRXIWIN_SP4 (English)

Some of the issues resolved by this Service Pack 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 Knowledge Base article.

<http://support.businessobjects.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 Business Objects Customer Support.

<http://support.businessobjects.com/support/answers.asp>

Critical Issues

CRXIWIN_SP4

Report processing

ADAPT00692724

Patch ID: 39,329,696

Description:

The Crystal Reports Designer has potential to be exploited by an attacker to execute arbitrary code on an affected system.

This problem is due to a buffer overflow. Exploitation of this vulnerability would require that the attacker coerce the target user into opening a malicious RPT file. When opening a malicious RPT file in the Crystal Reports Designer, the Designer enters an infinite loop and then either it terminates unexpectedly without displaying an appropriate dialog box, or it displays the following error message: "buffer overrun... you must terminate the process."

This problem also occurs in the version of Crystal Reports that is packaged with Visual Studio .NET.

New Behavior:

This problem is resolved.

Known Limitations:

Customer HotFixes and Service Packs are not designed for OEM versions of BusinessObjects software. Do not apply these updates if you are using an OEM version. To determine if you are using an OEM version, refer to the following web page:

http://support.businessobjects.com/updates/warning_oem.asp

Non-Critical Issues

CRXIWIN_SP4

[ADAPT00605489](#)

Patch ID: 39,331,429

Description:

Values in an instance of a report may be incorrect.

New Behavior:

This problem is resolved.

[ADAPT00630134](#)

Patch ID: 39,446,537

Description:

When a field using HTML interpretation contains the specified character entity names, the entity names lose their semi-colons and fail to be decoded.

New Behavior:

This problem is resolved.

[ADAPT00632632](#)

Patch ID: 39,499,983

Description:

Active Directory (AD) authentication fails if one of the mapped AD groups is removed from the AD environment without it first being removed from the list of mapped groups.

In that event, the AD graph build will terminate before it has been completed, resulting in slow or failed logon attempts for all AD users.

New Behavior:

This problem is resolved.

To solve the problem, the AD authentication update completes properly, and writes any missing group information to the Central Management Console (CMS) log, Application Event log, or the browser log.

Known Limitations:

The error messages reported in the log files refer to the missing groups by Simple ID (SID) only; therefore, it is recommended that the Query Builder be used to determine the name of the missing group so that it may be removed from the mapped group list. To do this, users can use the following query: `select SI_NAME, SI_ALIASES from CI_SYSTEMOBJECTS, where SI_KIND="UserGroup"`.

This query will return all the User Groups in the InfoStore. Using the browser search option, users can search for the SID reported in the error.

CRXIWIN_SP4

ADAPT00639266

Patch ID: 39,315,632

Description:

A memory leak in the Report Application Server (RAS) happens when users change a table location using the ADO.NET (crdb_adoplus) XML driver.

New Behavior:

This problem is resolved.

ADAPT00648810

Patch ID: 39,528,956

Description:

Date formats fail to be applied correctly to graphs in reports that are generated by the JRC.

New Behavior:

This problem is resolved.

ADAPT00657865

Patch ID: 39,361,548

Description:

The "MEMO" field disappears from a report after a user adds another field from the same SQL Server View.

This problem happens when the report uses more than one data source, such as an Oracle native connection along with an SQL and ODBC connection.

New Behavior:

This problem is resolved.

ADAPT00659283

Patch ID: 39,016,205

Description:

A search for a Multiple member query takes longer to perform than it did in Crystal Analysis 9.

The cause of the problem is a flaw in the MDX creation system used for generating Multiple member query searches that makes it less efficient.

New Behavior:

This problem is resolved.

ADAPT00663568

Patch ID: 39,446,430

Description:

When a report is exported to PDF format from a JRC application, and the PDF is printed to legal format, it prints in letter format instead.

New Behavior:

This problem is resolved.

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ADAPT00663943

Patch ID: 39,394,899

Description:

If the Crystal Report Design Component loads a new Crystal report, or refreshes the current Crystal Report within a custom application, the number of GDI handles increases indefinitely.

New Behavior:

This problem is resolved.

ADAPT00664804

Patch ID: 39,433,442

Description:

Scheduling crosstab reports to Excel Data Only format in Crystal Enterprise causes columns of data to be omitted from the exported copy.

New Behavior:

This problem is resolved.

ADAPT00673426

Patch ID: 39,380,213

Description:

When users run a Visual Basic version 6 application that opens a report 25 times or more using the Report Design Component, a memory leak happens in private bytes and virtual bytes.

New Behavior:

This problem is resolved.

ADAPT00686811

Patch ID: 39,583,882

Description:

After migrating reports from a version of Crystal Reports that is older than Crystal Reports version 10, text in subreports fails to be rendered properly.

The cause of the problem is that formulas within the subreports are evaluated incorrectly.

New Behavior:

This problem is resolved.

To solve the problem, the formulas are re-evaluated and the previously saved results are discarded.

ADAPT00698726**Patch ID: 39,403,673****Description:**

Calendar dates for Daylight Savings Time (DST) for the United States, Canada, and Bermuda fail to meet new regulations set by the United States Energy Policy Act of 2005.

New Behavior:

This problem is resolved, however users must also download and install the appropriate DST patches for their operating systems, Java Virtual Machine (JVM), and application servers. Users should contact their respective vendors for more information.

ADAPT00704277**Patch ID: 39,646,852****Description:**

In the Crystal Reports Designer, when the option "Export to text" is used, rows of text are truncated in the exported copy.

New Behavior:

This problem is resolved.

ADAPT00705941**Patch ID: 39,495,980****Description:**

The Report Application Server (RAS) freezes when users modify a batch of records.

The freeze happens exactly two minutes after the batch has been modified.

New Behavior:

This problem is resolved.

ADAPT00710781**Patch ID: 39,723,356****Description:**

Error messages appear when reports are viewed in InfoView and when the Page server spawns a sub-process.

These problems start when Service Pack 2 or a HotFix is installed using a non-system drive installation. The cause of the problem is that a newer version of the ActiveX viewer is installed, which changes common file directories in the Registry to a system drive.

New Behavior:

This problem is resolved.

To solve the problem, the installation programs for SP2 and the HotFix install the ActiveX viewer in the Registry for a non-system drive.

ADAPT00730137**Patch ID: 39,632,673****Description:**

The ShiftDateTime function fails to comply with the new changes to Daylight Savings Time, which take effect from March 11, 2007 to April 1, 2007 and October 28, 2007, to November 4, 2007.

The ShiftDateTime function uses the old Daylight Savings time which starts on first Sunday in April at 2am, and ends on the last Sunday in October at 2am.

The changes to Daylight Savings Time during this four-week period are a provision of the United States Energy Policy Act of 2005.

The following indicates the time settings currently produced by ShiftDateTime:

ShiftDateTime (DateTime (2007, 3, 11, 1, 0, 0), "PST,480,PDT", "EST,300") -> 4:00am

ShiftDateTime (DateTime (2007, 3, 11, 2, 0, 0), "PST,480,PDT", "EST,300") -> 4:00am <- the time is shifted on March 11 at 2 am (which correct under the new EDST system)

ShiftDateTime (DateTime (2007, 3, 11, 3, 0, 0), "PST,480,PDT", "EST,300") -> 5:00am

New Behavior:

This problem is resolved.

To solve the problem, ShiftDateTime has been modified to follow the new changes to Daylight Saving Time.

ActiveX Viewer**ADAPT00677962****Patch ID: 39,577,640****Description:**

When a search for a string is performed, the search fails to be performed on every second page.

To ensure the search does not skip a page, users have to apply the search one page at a time.

New Behavior:

This problem is resolved.

ADAPT00696606**Patch ID: 39,582,567****Description:**

When using the Crystal Reports Activex viewer within a Multiple Document Interface (MDI) child form of a .Net application, text fields formatted as hyperlinks are broken.

New Behavior:

This problem is resolved.

Chart

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Chart

ADAPT00731188

Patch ID: 39,693,991

Description:

Chart colors selected in the Chart Expert are lost when the Chart Expert is closed, and the Legend title is changed and cannot be edited.

New Behavior:

This problem is resolved.

CR.Net API

ADAPT00684695

Patch ID: 39,650,997

Description:

When a text object contains a summary, users cannot manipulate the text field at run time (for example: myTxtObj.Left = 100).

The following error message appears: "COMException was unhandled Field not found."

New Behavior:

This problem is resolved.

Data Source

ADAPT00397887

Patch ID: 39,412,815

Description:

When adding a date, time or datetime parameter, users cannot set the default date value to 9999-12-31, or set the default time value 23:59:59.

New Behavior:

This problem is resolved.

Known Limitations:

Users can set the default date value to no later than 9999-12-30.

Formulas

ADAPT00735187

Patch ID: 39,664,390

Description:

When three tables are linked together with Left Outer joins to a single database connection, the SQL statement generated is incorrect.

If the same three tables are linked with an Inner Join, the correct SQL statement is generated.

This problem happens after Service Pack 1 is installed.

New Behavior:

This problem is resolved.

Installation

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Installation

ADAPT00597566

Patch ID: 38,660,302

Description:

Microsoft Excel performance decreases when Live Office is enabled.

The problem happens when many named ranges are used in the Microsoft Excel file. Live Office tries to get the reference of each range and checks if it is in the range.

New Behavior:

This problem is resolved.

ADAPT00673294

Patch ID: 39,492,083

Description:

Editing functions in Microsoft Word, such as the Select All function, run slowly when Live Office is enabled.

New Behavior:

This problem is resolved.

Known Limitations:

Although performance has been improved, Microsoft Word files that are 5 megabytes or larger show some performance delay when the editing functions are used.

Microsoft Excel (Data Only)

ADAPT00661445

Patch ID: 39,559,540

Description:

The currency symbol for the Japanese Yen changes to a dollar mark when exporting a report to Excel with the Rubik patch installed.

New Behavior:

This problem is resolved.

Microsoft Word

ADAPT00692674

Patch ID: 39,375,003

Description:

Numeric characters disappear from text fields that use manually set character spacing for reports that are exported to Microsoft Word or Rich Text Format.

The cause of the problem is that numeric characters are not properly delimited in the function that sets character spacing in the Microsoft Word and RTF export controls.

New Behavior:

This problem is resolved.

Report processing

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Report processing

ADAPT00732087

Patch ID: 39,638,661

Description:

In Crystal Reports, the string value that is returned from the "Current CE User Time Zone" Special Field or from the equivalent formula "CurrentCEUserTimeZone" fails to comply with the new changes to Daylight Savings Time.

This problem happens when the BusinessObjects Enterprise user's time zone preference setting is set to a United States or Canadian time zone.

New Behavior:

This problem is resolved.

Crystal Reports has been updated so that when a BusinessObjects Enterprise user's time zone preference setting is set to a United States or Canadian time zone the string return value for the "Current CE User Time Zone" Special Field or the equivalent formula CurrentCEUserTimeZone reflects the change in daylight saving time rules for United States and Canadian time zones

Suite Installation

ADAPT00700338

Patch ID: 39,492,967

Description:

Dates and times in Crystal Reports do not comply with the new changes to Daylight Savings Time (DST), which take effect from March 11, 2007 to April 1, 2007 and October 28, 2007, to November 4, 2007.

The changes to Daylight Savings Time during this four-week period are a provision of the United States Energy Policy Act of 2005.

New Behavior:

This problem is resolved.

Known Limitations:

In addition to installing this HotFix, users must also apply the DST patches for their operating system and JVM and Application Servers to have this fix take effect. Please contact your vendors for the latest information.

Transversal Features

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Transversal Features

ADAPT00700340

Patch ID: 39,492,974

Description:

Dates and times in Crystal Reports do not comply with the new changes to Daylight Savings Time (DST), which take effect from March 11, 2007 to April 1, 2007 and October 28, 2007, to November 4, 2007.

The changes to Daylight Savings Time during this four-week period are a provision of the United States Energy Policy Act of 2005.

New Behavior:

This problem is resolved.

Known Limitations:

In addition to installing this HotFix, users must also apply the DST patches for their operating system and JVM and Application Servers to have this fix take effect. Please contact your vendors for the latest information.

Verify

ADAPT00664583

Patch ID: 39,365,820

Description:

In the Crystal Reports Designer, when a report based off a JDBC connection to a V5R2 AS/400 DB2 database is verified, the following message appears: "The database table "<table name>" cannot be found. Proceed to remove this table from the report?"

New Behavior:

This problem is resolved.

To solve the problem, the message no longer appears.

ADAPT00568333**Patch ID: 38,530,121****Description:**

The Crystal Reports ActiveX Viewer is difficult to open; an extra mouse click on the Active X viewer icon is required.

The problem is caused by an update to Microsoft Internet Explorer that has changed how ActiveX controls are loaded into web page

New Behavior:

This problem is resolved.

To solve the problem, the ActiveX Viewer control has been changed to load a Javascript file. For more information, see the following Microsoft knowledge base article:

http://msdn.microsoft.com/library/default.asp?url=/workshop/author/dhtml/overview/activating_activex.asp

In Business Objects Enterprise XI and BusinessObjects XI Release 2, the Java applet viewer is also fixed.

ADAPT00568339**Patch ID: 38,739,264****Description:**

When users click the Print button to activate the ActiveX Print Control, the Print Control dialog box opens but the Cancel button remains inactive until the user clicks anywhere in the dialog box.

This problem happens in Internet Explorer 7 or Internet Explorer 6 with the latest security updates installed.

New Behavior:

The problem is resolved.

To solve the problem, the ActiveX Print Control is now loaded by a Java script file according to the guidelines in the following Microsoft knowledge base article:

http://msdn.microsoft.com/library/default.asp?url=/workshop/author/dhtml/overview/activating_activex.asp

ADAPT00610590**Patch ID: 38,734,421****Description:**

When printing a report that contains many parameters with large lists of default values, using the DHTML viewer with the ActiveX Print Control, the browser terminates unexpectedly.

This problem only occurs with reports that are marked as analytics using the Analytics Properties Tool from the Performance Management applications. The browser shows a stack overflow error before terminating.

The cause of the problem is that the ActiveX Print Control uses a method that is unable to handle large sets of data when it processes parameters and default values.

New Behavior:

This problem is resolved.

To solve the problem, the method has been replaced with another method.

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ADAPT00625046

Patch ID: 38,794,435

Description:

In the Java Reporting Component, when a Date field in Oracle has a time stamp, the Javabean driver returns only the date without a time stamp.

New Behavior:

This problem is resolved.

ADAPT00629978

Patch ID: 38,861,429

Description:

When exporting a Crystal report to CSV format with the regional setting set to Dutch, the exported file contains a blank space in front of the first character of each row.

New Behavior:

This problem is resolved.

ADAPT00640480

Patch ID: 39,040,123

Description:

When publishing a report created in Crystal Reports 9 to a BusinessObjects XI system, an error message appears if the report has a parameter field with a default value larger than 256 characters.

The error message is as follows: "ReportAdd.exe - Application."

New Behavior:

This problem is resolved.

ADAPT00640977

Patch ID: 38,995,750

Description:

When blank rows and columns are suppressed on an empty OLAP grid, Crystal Reports terminates unexpectedly after the data is refreshed.

New Behavior:

This problem is resolved.

.Net Report Engine

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.Net Report Engine

ADAPT00503586

Patch ID: 37,997,313

Description:

The Crystal Reports .NET SDK is unable to accept custom paper sizes.

Standard or default paper size, such as letter or legal size, are accepted. But when users enter a custom paper size into the form, the form settings revert to the preferred paper size defined in the printer settings. As a result, the print results from the PrintToPrinter method are different than the results when users print from the Crystal Reports designer.

New Behavior:

To solve the problem, after settings for a custom paper size have been entered into the form, the id for that form can be assigned to the PaperSize property and the PrintToPrinter function will adopt the settings.

.NET SDK

ADAPT00575308

Patch ID: 38,607,457

Description:

Users cannot group on the given group condition field.

New Behavior:

This problem is resolved.

.NET WCA

ADAPT00581273

Patch ID: 38,512,607

Description:

When the function viewrpt.cwr is used to call a report, users are unable to print the report.

New Behavior:

This problem is resolved.

ActiveX viewer

ADAPT00388557

Patch ID: 38,567,932

Description:

The Search Expert in the ActiveX Viewer for the Report Document Controller (RDC) Browse list shows only the first letter of each record instead of the full field value.

New Behavior:

This problem is resolved.

CRXIWIN_SP3
ActiveX Viewer

ADAPT00585238

Patch ID: 38,533,656

Description:

Missing file from ActiveX Viewer installer may cause viewing problems.

The missing file, usp10.dll, is available from other directories and can be loaded from them; however, some versions of usp10.dll from the directories may be flawed and cause viewing problems.

New Behavior:

This problem is resolved.

The ActiveX Viewer installer installs a tested version of usp10.dll in this directory: %commonfiles%\X.X\bin directory. The ActiveX viewer will load the file from that directory to ensure consistent results.

Adobe Acrobat (PDF)

ADAPT00335103

Patch ID: 38,244,177

Description:

When reports are exported to PDF, lines and boxes in the report that have been created manually are distorted when the PDF is printed or viewed in zoom mode.

New Behavior:

This problem is resolved.

ADAPT00534481

Patch ID: 38,258,551

Description:

In Crystal Reports XI, the column header value is truncated when reports are exported to PDF.

New Behavior:

This problem is resolved.

ADAPT00601065

Patch ID: 38,740,794

Description:

Japanese special characters fail to be rendered properly when a report is exported to PDF using the Java SDK (JRC XI).

This problem is caused by installation of a previous HotFix designed to resolve issue number ADAPT00510191. The problem involves the rendering of double-byte Japanese characters.

New Behavior:

This problem is resolved.

All DHTML Java viewers

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All DHTML Java viewers

[ADAPT00561347](#)

Patch ID: 38,352,110

Description:

When drilling down in Java Infoview, the Crystal Management Console DHTML, or the Advanced DHTML viewer, an error message appears.

New Behavior:

This problem is resolved.

All viewers

[ADAPT00561455](#)

Patch ID: 38,511,852

Description:

Group drilldown fails to work properly after a user navigates past the second page in a drilldown view.

When the user attempts to drill up, the drill-up operation ends and the first page of the report is shown as text and not as a drill-up page transition.

The cause of the problem is that group return links (drill up) are deliberately disabled in the absence of a guarantee that the transition would return to the first page when drilling back up. This uncertainty is due to group transitions being cached; the subsequent overwriting of previously cached transitions leads to invalid links shown on the report.

New Behavior:

This problem is resolved.

To solve the problem, repeated group headers are encapsulated in the same way as group headers. The resulting encapsulation contains a list of group paths (nodes) that are visible, rather than contain null group header sections on the page. Also added is a condition to check for unique header sections when constructing the node list; this check prevents links from being incorrectly cached, overwritten, or made null.

[ADAPT00566263](#)

Patch ID: 38,441,514

Description:

When users call a report through a URL and pass prompt# or Promptex# parameters through the URL, the last parameter is cached and used in place of any new values entered when the report is called again.

New Behavior:

This problem is resolved.

[ADAPT00602099](#)

Patch ID: 38,812,301

Description:

When viewing the latest successful instance of a Crystal report that has charts which use a specific ordering of groups on the "On Change Of" axis, the group values are changed to "0.00".

New Behavior:

This problem is resolved.

Business View

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Business View

ADAPT00509449

Patch ID: 38,034,527

Description:

Reports that contain a subreport that is based on a Business View may not view correctly. This problem happens if fields in the subreport are used as row restriction filters.

In the report designer, the DHTML, or ActiveX viewers, the following error message appears: "There was an error retrieving data from the server: Information is needed before this report can be processed."

The cause of the problem is that, when fields are used as row restriction filters, the system temporarily discards fields, along with the data, that are not used as row restriction filters. Then, the system replaces the discarded data with new data.

New Behavior:

To solve the problem, the system no longer checks to see which fields have been temporarily discarded.

CA-Connectivity

ADAPT00549363

Patch ID: 38,286,441

Description:

When editing the properties of an Analysis Button, the member list may fail to match the members that are selected when the Specify Member(s) action is in use. When the Analysis Button is clicked at run time, OLAPi terminates unexpectedly.

New Behavior:

This problem is resolved.

CB2

ADAPT00537636

Patch ID: 38,223,266

Description:

The ActiveXViewer fails to display reports in 256-color mode screen resolution.

The viewing area is black.

New Behavior:

This problem is resolved.

ADAPT00581435

Patch ID: 38,522,888

Description:

Records that follow data stored in optional elements inside an XML file may contain values left behind by those elements.

The cause of the problem is that values in optional elements of data inside an XML file, which are validated against an XSD file, fail have their values reset to NULL after being read.

New Behavior:

This problem is resolved.

If the optional element is missing, the value is reset to NULL.

Known Limitations:

This patch introduces a new behavior, which varies depending on the XML structure: users will have fewer records in a report (instead of missing data). This happens when the optional element has a depth of three levels or more, and the total structure depth five or higher.

In this example, the optional element is c,d,e:

```
<a>  
  <b>  
    </b>  
    <b>  
      <c>  
        <d>  
          <e>String1</e>  
        </d>  
        <d>  
          <e>String2</e>  
        </d>  
      </c>  
    </b>  
  <b>  
    </b>  
</a>
```

ADAPT00602186

Patch ID: 38,669,161

Description:

The RDC application displays a General Product Failure error message when closed.

New Behavior:

This problem is resolved.

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CE rights for add-in menus

ADAPT00540168

Patch ID: 38,301,496

Description:

When saving a protected Excel spreadsheet with Live Office installed but not in use, an error message appears twice when it should appear only once.

The error message reads as follows: "The Add-In is unable to perform the requested action while the Excel Worksheet is protected."

New Behavior:

This problem is resolved.

In BusinessObjects XI R2, the appearance of the error message has been reduced from three times to two times.

Central Management Console

ADAPT00547435

Patch ID: 38,385,357

Description:

When updating authentication in the CMC, NT Authentication is disabled if any of the mapped NT groups fail to exist at the operating system level.

New Behavior:

This problem is resolved.

Chart

ADAPT00487566

Patch ID: 38,091,185

Description:

Group column titles in a crosstab report are truncated instead of being word wrapped.

This problem happens in a hierarchy of several groups.

New Behavior:

Word wrap works properly and is also applied to labels for groups.

ADAPT00543395

Patch ID: 38,285,486

Description:

For bubble charts viewed in the JRC, each bubble graphic is changed to a symbol character once the bubble size exceeds 63 pixels.

New Behavior:

This problem is resolved.

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Chart

[ADAPT00550521](#)

Patch ID: 38,460,292

Description:

When adding a Stacked Line Graph to an OLAP Intelligence report, the chart option "Plot Null Values as Zero" fails to perform its function when clicked.

New Behavior:

This problem is resolved.

[ADAPT00550638](#)

Patch ID: 38,403,367

Description:

When displaying a report containing a pie chart using Java Reporting Component, the pie chart labels are distorted.

The chart labels appear cluttered and stacked on top of each other.

New Behavior:

This problem is resolved.

[ADAPT00551572](#)

Patch ID: 38,309,692

Description:

When the settings "Numeric (X) Axis Options" for a bubble chart are changed to customize chart, the settings fail to be applied when the chart is viewed with the JRC.

New Behavior:

This problem is resolved.

[ADAPT00564026](#)

Patch ID: 38,423,181

Description:

When displaying report in the Java Reporting Component, the labels of an empty pie chart in a multiple pie chart report fail to be displayed.

In the Crystal Reports designer, this problem does not happen.

New Behavior:

This problem is resolved.

CRXIWIN_SP3

Chart

ADAPT00569148

Patch ID: 38,447,200

Description:

When creating a chart in Crystal Reports, the chart disappears when a linear regression trend line is added to a scatter chart.

This problem happens when the data has five values or less and when the data points are displayed as groups not series.

The cause of the problem is an error in the charting engine. The linear regression trend line is based on a single data point, which causes the problem.

New Behavior:

This problem is resolved.

Users are prompted to correct the type of data points being displayed without having to recreate the chart.

ADAPT00573638

Patch ID: 38,607,694

Description:

Charts with more than 16000 data points display only one data point.

The problem is caused by a limit to the number of data points allowed for a chart.

New Behavior:

This problem is resolved.

To solve the problem, an error message appears when the limit of data points has been reached.

COM SDK

ADAPT00563160

Patch ID: 38,411,953

Description:

An error occurs when using reportsourcerouter after exporting a report from an updated ActiveX Viewer.

New Behavior:

This problem is resolved.

Configuration

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Configuration

ADAPT00571524

Patch ID: 38,426,098

Description:

After applying the previous Critical HotFix, an error message appears when users view and schedule reports in Infoview or the Central Management Console (CMC).

The error message says "Operation Not Yet Implemented."

The cause of the problem is a corruption of some components in the Critical HotFix.

New Behavior:

This problem is resolved.

Connection Handling

ADAPT00551888

Patch ID: 38,321,498

Description:

Reports that use a stored procedure with no parameters, and that are based on a DB2 Z/OS mainframe that is connected through ODBC, cause the following error message to appear: "Database Connector Error: 37000:[IBM][CLI Driver] CLI0118E Invalid SQL syntax. SQLSTATE=37000 [Database Vendor Code: -99999 /"

The cause of the problem is that the Querybuilder is unable to run a DB2-stored procedure without parameters.

New Behavior:

This problem is resolved.

CR.Net API

ADAPT00555477

Patch ID: 38,537,981

Description:

Unless the Custom Tool Namespace property for a report is set to blank, a runtime error message appears.

New Behavior:

This problem is resolved.

ADAPT00572008

Patch ID: 38,456,408

Description:

When exporting a report that has a linked subreport and saved data, a logon error appears.

Because exported reports contain saved data, by design they are not expected to prompt for logon information when exported.

New Behavior:

This problem is resolved.

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CR.Net API

ADAPT00602611

Patch ID: 38,678,717

Description:

Reports based on ADO.NET tables and linked on DateTime fields cause the following error message to appear: "Unknown Databas Connector Error."

The cause of the problem is an unnecessary conversion performed on the field.

New Behavior:

This problem is resolved.

To solve the problem, the unnecessary conversion has been removed.

CRW designer

ADAPT00543146

Patch ID: 38,396,988

Description:

Row restriction cannot be applied until recurring formulas are evaluated.

New Behavior:

This problem is resolved.

ADAPT00549989

Patch ID: 38,460,227

Description:

When adding a Stacked Line chart to a report, null values appear as zeros.

New Behavior:

This problem is resolved.

An option has been added named "Break Lines for Missing Data," which inserts a line break where a null value appears in a Stacked Line chart.

Known Limitations:

This option must only be used for Stacked Line Charts. Using it for other chart types may produce unexpected results.

ADAPT00550416

Patch ID: 38,460,695

Description:

Users are unable to run a report created in Crystal Reports version 8.5 if the case of the path to the Pervasive database files is different from the case under which the report was designed.

The path to the Pervasive database files is case sensitive.

New Behavior:

This problem is resolved.

ADAPT00587101

Patch ID: 38,555,146

Description:

When modifying the Record Selection of a report that has been saved with data that contains linked subreports and shared variables, the user is prompted to log on to the database.

The cause of the problem is that, for any subreport linked to a recurring field in the main report, linked parameter values are compared only when subreport datasource is fetched.

New Behavior:

This problem is resolved.

Known Limitations:

Note that this fix will change the behavior of a report that has multiple subreport instances using the same linked parameter values but a different state of shared variable. The first datasource that matches the linked parameter values is returned; therefore, the shared variable values in the second subreport instance and next may be incorrect. For example:

Main report:

Group1: Country

Group2: Region

Shared variable: Shared NumberVar test := 0;

Subreport:

Link to field "Country" in main report

Shared variable: Shared NumberVar test := test+1;

Insert this subreport to Group2 Region

Before this HotFix is installed:

Group1 Canada

Group2

BC: subreport instance 1 - shared variable value "0"

ON: subreport instance 2 - shared variable value "1"

NS: subreport instance 3 - shared variable value "2"

After this HotFix is installed :

Group1 Canada

Group2

BC: subreport instance 1 - shared variable value "0"

ON: subreport instance 2 - shared variable value "0"

NS: subreport instance 3 - shared variable value "0"

ADAPT00587104

Patch ID: 38,598,024

Description:

Report Designer fails to recognize JAR files whose names contain periods when Java Bean is used as a data source.

The cause of the problem is that the function that retrieves the JAR file extension uses the wrong call.

New Behavior:

This problem is resolved.

CRXIWIN_SP3
CRW designer

ADAPT00589893

Patch ID: 38,652,644

Description:

The values for a page margin decrease each time the "OK" button is clicked in the Crystal Reports Page Setup dialog box.

New Behavior:

This problem is resolved.

Known Limitations:

For certain values, the first time users click the "OK" button, the values decrease by 0.01. The values remain the same afterward. When the option "Adjust Automatically" is selected, the values are not reduced.

Crystal Report

ADAPT00549101

Patch ID: 38,419,444

Description:

Exported reports are blank after the report is exported to editable RTF and a page break has been inserted into the report.

New Behavior:

This problem is resolved.

When a page break has been inserted, a blank page is added after the last page in the report.

Data Explorer

ADAPT00553823

Patch ID: 38,438,143

Description:

When the owner of an Oracle table opens the list of fields for that table, the fields may fail to appear.

This problem happens when another user, one who doesn't own the Oracle table, creates a private synonym in a schema based on the table. This problem happens only when a JDBC connection to Oracle is used.

New Behavior:

This problem is resolved.

Data Foundation

ADAPT00524668

Patch ID: 38,539,125

Description:

When opening a Data Foundation based on a JDBC connection to Oracle, and selecting Tools > Verify Database, the Business View Manager may freeze, display an error message, or terminate unexpectedly.

The cause of the problem is that the correct table type, which is retrieved from the database, fails to be used.

New Behavior:

This problem is resolved.

Data Server

CRXIWIN_SP3

Data Server

ADAPT00543777

Patch ID: 38,262,788

Description:

When a report is refreshed against a Holo data source, the report may fail, and then the following error message appears: "Reading OLAP meta data failed."

No data is returned to the report. The cause of the problem is that requests for calculated members and empty tuples fail to be properly formed.

New Behavior:

This problem is resolved.

Data Source

ADAPT00397901

Patch ID: 38,371,200

Description:

After changing the JDBC connection and changing a registry key, the following error message appears when users preview a report "Failed to open the connection. xxx.rpt."

This problem happens when changing the JDBC connection in the custom logon information in the Central Management Console (CMC), and then setting the following registry key to "Yes": HKEY_LOCAL_MACHINE\Software\Business Objects\Suite 11.5\Crystal Reports\DatabaseOptions\MergeConnectionProperties.

The cause of the problem is that setLocation is disabled for JDBC reports in the CMC.

New Behavior:

This problem is resolved.

Known Limitations:

This HotFix allows users to change databases, but the database types must be the same. For example, the location of one SQLServer database can only be changed to another SQLServer database. The source class name must use the same name for the destination class.

When setting the location of the database through a URL, the complete URL must be used. This HotFix does not support setting the location by only the server name.

ADAPT00528561**Patch ID: 38,290,005****Description:**

The Crystal Reports Designer is unable to properly read Chinese characters that are set with the "American_America.WE8ISO8859P (instead of UTF-8) language setting and stored in an Oracle Database.

A flaw in the Oracle native driver causes the problem.

New Behavior:

To solve the problem, a new Oracle native driver is available to install.

To install the new Oracle native driver on machines that use Windows, do the following:

- Install the patch and set the key "UseOSLocaleForConversion" to "Yes" under the following registry key:
[HKEY_LOCAL_MACHINE\Software\Business Objects\Suite 11.0\Crystal Reports\Database\Oracle]

Note: The same registry key is also used for Business Objects Enterprise.

To install the new Oracle native driver on machines that use Unix platforms, do the following:

- 1) Go to the following folder: /bobje/enterprise11/generic
- 2) Run the script that installs the registry files:
./configpatch.sh adapt528561.cf
An installation wizard opens.
- 3) Click the option to install the fix.
- 4) Restart the processing servers.

Note: For most configurations, it is recommended to set the NLS_LANG to the same NLS_LANG used by the Oracle server character set.

For example:

```
export NLS_LANG=AMERICAN_AMERICA.WE8ISO8859P1
```

ADAPT00545809**Patch ID: 38,244,667****Description:**

The Xbase driver for Crystal Reports may fail to return all records.

When tables are linked, fewer records are returned when the report is refreshed.

New Behavior:

This problem is resolved.

ADAPT00548274**Patch ID: 38,605,448****Description:**

The Unicode UTF-8 charset fails to be recognized by native Informix ODBC drivers.

New Behavior:

This problem is resolved.

ADAPT00552887**Patch ID: 38,288,056****Description:**

When the crdb_adoplus driver is used, reports that link two tables to report against data tables display only one row from each table. If the join type is set to "Left Outer," the complete tables are displayed.

New Behavior:

This problem is resolved.

ADAPT00552984**Patch ID: 38,288,164****Description:**

Reports that are created with the .NET dataset driver and use table linking may not preview properly, and then an error message appears.

This problem happens if the field that links the tables contains a space. The error message that appears may be one of the following:

"Failed to retrieve data from the database."

"Unknown Database Connector Error"

This problem was introduced by these HotFix updates:

XI - CRDB_ADOPLUS.DLL version 11.0.0.1976

XIR2 - CRDB_ADOPLUS.DLL version 11.5.1.377

New Behavior:

This problem is resolved.

ADAPT00560622**Patch ID: 38,341,204****Description:**

A Crystal report that uses the IDAPI database driver may fail to return all records in a report when tables are linked, even when the report is refreshed.

New Behavior:

All data is returned when the report is refreshed.

ADAPT00580685**Patch ID: 38,684,090****Description:**

When creating a report with a Java Web Service that is parsed by AXIS, the following error message appears: "Type Array@http://schemas.xmlsoap.org/soap/encoding/ not found."

The problem appears to be caused by a tag in AXIS that references an array that Crystal Reports is unable to validate.

New Behavior:

This problem is resolved.

CRXIWIN_SP3

Data Source

[ADAPT00585791](#)

Patch ID: 38,507,014

Description:

Performance is slow when using the native XML driver to report from large and complex XML files.

New Behavior:

This problem has been resolved to increase performance by 20 times.

Known Limitations:

It is recommended to increase the value of <JVMMaxHeap> in CRConfig.xml to have more memory for handling large XML files. For example, to increase the memory capacity to 256MB, change the value as follows: <JVMMaxHeap>256000000</JVMMaxHeap>.

[ADAPT00587892](#)

Patch ID: 38,589,271

Description:

Reports created from an XML file fail to refresh with new data if the XML file has been changed.

This problem happens when the refresh is performed by clicking the Refresh button or the Verify Database button.

The cause of the problem is a condition in the code that prevents refreshXmlConnectionStream() from being invoked to create a data store and get the latest data.

New Behavior:

This problem is resolved.

[ADAPT00591532](#)

Patch ID: 38,684,762

Description:

Crystal Reports calls getDouble() on a BigDecimal dataset object instead of calling getBigDecimal().

New Behavior:

This problem is resolved.

CRXIWIN_SP3

Data Source

[ADAPT00598195](#)

Patch ID: 38,647,387

Description:

When using a Btrieve database in Crystal Report, the following problems happen:

- A record selection formula of the form {x.type} <> "y" returns no data.
- Selecting the "Use Indexes or server for Speed" option in "Report Options" causes different records to be returned than when the "Use Indexes or server for Speed" option is left unchecked; the "Use Indexes or server for Speed" option is for optimization purposes only and should not affect record retrieval.
- 3. Changing or reversing links between tables causes incorrect records to be returned.

New Behavior:

All three problems are resolved.

[ADAPT00606071](#)

Patch ID: 38,672,889

Description:

When opening Btrieve databases to return data to text fields, records either fail to be returned, or they're returned truncated.

New Behavior:

This problem is resolved.

This fix provides a final solution to the problem, over other workarounds that had mixed results.

[ADAPT00627883](#)

Patch ID: 39,198,561

Description:

Exporting a report to PDF format fails on a system that uses the datatype LongRawSmall (created by a command) over an Oracle9 jdbc native connection.

New Behavior:

This problem is resolved.

[ADAPT00630143](#)

Patch ID: 38,822,283

Description:

When connecting to Data Direct ODBC drivers using a connection string, a Licensing warning appears.

New Behavior:

This problem is resolved.

Database

ADAPT00532103**Patch ID: 38,233,110****Description:**

The JRC function, getParameterFields(), may return an incorrect value.

This problem happens when getParameterFields() is applied to a report that uses parameters in its record selection, and the report data source changes from JDBC SQL to JDBC Oracle.

The value is cleared and the function returns a zero. The problem is caused by an error in how the database is verified. The result is that the data source becomes invalidated, and the list of parameters are subsequently cleared.

New Behavior:

To solve the problem, the data source is revalidated after verification.

ADAPT00568570**Patch ID: 38,621,357****Description:**

Performance of report viewing is slow when the location of the database and server are changed in the JRC.

This problem happens for a command table report that is based on an Oracle or SQL Server. In that configuration, the database query is more times than needed; the extra queries affect report viewing performance.

New Behavior:

This problem is resolved.

Known Limitations:

Note that the setLocation() function is sent a flag telling setLocation() not to check the fields of the command, making the assumption that the fields have not changed. This logic may lead to runtime errors in the rare event that the assumption is incorrect.

ADAPT00568575**Patch ID: 38,621,373****Description:**

Report viewing performance may be slow when viewing a command table report in JRC.

This problem happens when a command table report is based on an Oracle or SQL Server. In that configuration, the database query runs more times than necessary. The extra querying affects report viewing performance.

New Behavior:

The problem is fixed.

Known Limitations:

Note that the setLocation() function is passed a flag telling setLocation() not to check the fields of the command, operating on the assumption that the fields have not changed. This may result in runtime errors in the rare event that the assumption is incorrect.

CRXIWIN_SP3

Deployment

ADAPT00564104

Patch ID: 38,415,940

Description:

Clicking the Export button twice in the Report Document Controller resets the default value of the export format to Adobe PDF.

New Behavior:

This problem is resolved.

Clicking the Export button twice resets the default value to last exported value.

ADAPT00605657

Patch ID: 38,696,558

Description:

The Import wizard fails to import objects when only categories that contain the objects are selected to be imported, such as Parent, Child, or Grandchild.

Objects can be imported when the folders that contain them are explicitly selected for import.

New Behavior:

This problem is resolved.

Destination - Application

ADAPT00407613

Patch ID: 38,589,862

Description:

Exporting a report to ODBC fails if the report has over 100 visible objects.

New Behavior:

This problem is resolved.

DHTML interactive viewer (COM)

ADAPT00566134

Patch ID: 38,451,199

Description:

Crystal report cannot be displayed through a URL with DHTML viewer.

New Behavior:

This problem is resolved.

Document Preview

ADAPT00576658**Patch ID: 38,571,270****Description:**

The line/box thickness in a report is distorted when the report is viewed in the .NET viewer at 100+% zoom levels.

This problem does not happen in the Crystal Report Designer.

New Behavior:

This problem is resolved.

Known Limitations:

Due to the implementation method used for .NET viewer, the line/box thickness might have slight differences at certain zoom level. Report printing is not affected.

ADAPT00599651**Patch ID: 38,624,772****Description:**

Images in WMF format change to smaller size when viewed in the Java viewer.

New Behavior:

This problem is resolved.

[Download as excel](#)**ADAPT00608540****Patch ID: 38,789,788****Description:**

When viewing a WebIntelligence report that contains crosstabs with breaks, the data is truncated even if the column width has been expanded to an adequate size.

New Behavior:

This problem is resolved.

To solve the issue in .NET, users must ensure the following files (located in commonXIwin) are installed: BOMLTransform_HTML40.xsl and webi.jar. To solve the issue in Java, users must ensure the following files (located in beXIwin) are installed: webi.jar, desktop.war, and jsfadmin.war.

[Efficiency](#)

ADAPT00566975**Patch ID: 38,449,466****Description:**

When scheduling or viewing on demand a report that is based on a universe, the List of Values (LOV) for the prompt fails to be regenerated; instead, the LOV has the same values it had when the report was last saved to the Enterprise folders.

New Behavior:

This problem is resolved.

A property has been added that can be set to regenerate the LOV when the report object is refreshed in InfoStore. Set the property as follows:

```
Java:
rpt = (IReport) oInfoObjects.get(0);
option = rpt.getReportRefreshOptions();
rpt.properties().add("SI_REFRESH_UNIVERSE_LOV", Boolean.TRUE, IProperty.NO_COPY);
rpt.refreshProperties();
iStore.commit(oInfoObjects);
```

```
C#:
foreach(InfoObject oInfoObject in oInfoObjects)
{
    rpt = (Report)oInfoObject;
    options = rpt.ReportRefreshOptions;
    rpt.Properties.Add("SI_REFRESH_UNIVERSE_LOV", Boolean.TrueString,CePropFlags.cePropFlagNoCopy);
    rpt.RefreshProperties();
}
iStore.Commit(oInfoObjects);
```

Known Limitations:

The property can be used with report objects, but not report instances.

In XI Release 2, to enable this fix, the checkbox for the "Always Refresh List of Values" option must be selected. To access this option Crystal Reports, open the Query Panel, go to the Query Filters section of the Query Panel, and click the Properties for the object. This option is selected by default.

In the Universe, to enable this fix, the object being used must have the "Automatic refresh before use" property enabled. For more information, see the "Using lists of values" section in chapter five of the Designer Guide.

CRXIWIN_SP3

Encyclopedia

ADAPT00509114

Patch ID: 38,564,405

Description:

Encyclopedia data is deleted when an object that has an encyclopedia topic is deleted.

This problem can happen when an object that contains an Encyclopedia topic is copied to another folder and then deleted. Because a copy contains a link to the same Encyclopedia topic as the original object, when the copy is deleted, the Encyclopedia topic is also deleted; therefore, the original object loses its Encyclopedia data.

New Behavior:

This problem is resolved.

To solve the problem, copies of objects no longer contain Encyclopedia topics. Each copy is handled as a separate object, and their Encyclopedia topics must be recreated.

This behavior is consistent with future versions of Business Objects Enterprise.

Enterprise SDK (.NET)

ADAPT00588187

Patch ID: 38,574,321

Description:

When setting the horizontal alignment of a text object with the ObjectFormat property or Report Application Server (RAS) SDK, the default horizontal alignment is applied instead.

The cause of the problem is that object-level alignment fails to be respected by the report engine.

New Behavior:

This problem is resolved.

Excel

ADAPT00542061

Patch ID: 38,301,563

Description:

A filter fails to be applied to a view after the filter has been added from the Live Office Wizard. This problem happens when Live Office is used in an Excel spreadsheet that is based on a Business View.

The filter is applied to the view when the filter is added manually.

New Behavior:

This problem is resolved.

Formulas

CRXIWIN_SP3

Formulas

[ADAPT00559625](#)

Patch ID: 38,467,509

Description:

A class cast exception occurs when using comparison formulas.

New Behavior:

This problem is resolved.

General

[ADAPT00627459](#)

Patch ID: 38,871,790

Description:

When viewing a Web Intelligence document in drill mode, where one cell contains multiple lines of text, the text fails to wrap.

The text wraps correctly when the document is viewed in edit mode or non-drill mode.

New Behavior:

The issue is resolved.

To solve the issue in .NET, users must ensure the following files (located in commonXIwin) are installed:

BOMLTransform_HTML40.xml and webi.jar. To solve the issue in Java, users must ensure the following files (located in beXIwin) are installed: webi.jar, desktop.war, and jsfadmin.war.

General Desktop Issues

[ADAPT00564646](#)

Patch ID: 38,434,580

Description:

After setting the database location to a new SAP BW System, the parameter value appears as single discrete value rather than a multiple discrete value.

This problem also happens when a variable is used as a parameter for a range of values.

New Behavior:

This problem is resolved.

Global

[ADAPT00563458](#)

Patch ID: 38,470,131

Description:

Calculated members based on other calculated members are sometimes represented as null data rather than being calculated correct

This problem happens only when calculated members are added in a certain order.

New Behavior:

This problem is resolved.

Globalization

CRXIWIN_SP3

Globalization

ADAPT00581715

Patch ID: 38,572,573

Description:

The title for the Export dialog box in InfoView changes to English from Japanese after the latest HotFix is installed.

New Behavior:

This problem is resolved.

Grid

ADAPT00148401

Patch ID: 38,389,056

Description:

Labels on pie charts are difficult to place in specific locations, because options to place labels are limited to "Place inside the pie" and "Place outside the pie."

New Behavior:

This problem is resolved.

More options have been added to allow flexibility in setting labels on pie charts. A drop-down list under the Chart Options has been added with the following selections: Outside Pie, Outside Edge, Inside Edge, Centre Slice, and Side of Frame.

Import

ADAPT00602535

Patch ID: 38,981,014

Description:

When importing users who have both SAP and Enterprise aliases, the import fails and the following error message appears in the Import wizard: "Could not add alias."

New Behavior:

This problem is resolved.

Java applet viewer

ADAPT00541745

Patch ID: 38,342,358

Description:

When a report is viewed in the Java applet viewer, a security message appears saying the application's digital signature has an error

New Behavior:

This problem is resolved.

Java SDK

ADAPT00554375

Patch ID: 38,372,488

Description:

When the setBold() function in RAS is applied, text beyond the first field fails to be rendered in bold type when used on multiple fields with identical IFont properties.

New Behavior:

This problem is resolved.

Job Processing

ADAPT00602556

Patch ID: 38,649,034

Description:

Crystal Reports OLAP reports fail when scheduled.

The following error message appears: "Reading OLAP cube data failed."

The problem happens when an OLAP grid in the report has zero members selected for display in the rows. The JobServer regards this configuration as an illegal state, and fails the job. In Crystal Reports, the problem occurs only when the report is saved without data. In that case, the empty grid causes data to be discarded for the whole report.

New Behavior:

This problem is resolved.

In Crystal reports, saving the report without data ignores the empty grid and saves data for all other grids.

JSR 168

ADAPT00566597

Patch ID: 38,481,475

Description:

When users log on to BusinessObjects Enterprise from the Portal Integration Kit, the logon is denied and a null value is returned.

This problem happens with all user accounts except the Administrator account.

New Behavior:

This problem is resolved.

To solve the problem, a component has been included with this Hot Fix.

Known Limitations:

Users must deploy a war file that is installed to the following directory: C:\program File\Businessobjects\BusinessObjectsEnterprise11\Java\applications.

Lancelot

CRXIWIN_SP3

Lancelot

ADAPT00543482

Patch ID: 38,259,816

Description:

LiveOffice fails to correctly save logon information.

New Behavior:

This problem is resolved.

LDAP Authentication

ADAPT00562049

Patch ID: 38,366,334

Description:

If LDAP authentication is used, and the LDAP server is a Novell eDirectory server, LDAP users may be unable to log on.

The following error message appears: "An error has occurred: An internal error has occurred in the secLDAP plug-in."

The cause of this problem is that Novell eDirectory is unable to match substrings on attributes that have a DN syntax.

New Behavior:

This problem is resolved.

To solve the problem, if substrings must be matched, after the attempt fails and LDAP_INAPPROPRIATE_MATCHING is returned Novel eDirectory uses a simpler query.

ADAPT00603787

Patch ID: 38,647,185

Description:

An LDAP user attempting to authenticate may be denied access.

New Behavior:

This problem is resolved.

Microsoft Excel (Data Only)

ADAPT00576409

Patch ID: 38,598,280

Description:

Date columns are prefixed with "(" when a report is exported to Excel (Data Only).

New Behavior:

This problem is resolved.

Object import

CRXIWIN_SP3

Object import

[ADAPT00415130](#)

Patch ID: 37,706,782

Description:

Recurring instances of a report fail to use the parent file after the recurring instances are imported from a Crystal Enterprise version environment to a Business Objects Enterprise XIr2 environment.

The cause of the problem is that, when objects are copied during the import process, new flags are created and handled as recurring objects; in this scenario, recurring objects fail to use the parent file.

New Behavior:

To solve the problem, new flags are no longer created.

To create the recurring objects, Business Objects Enterprise XIr2 copies the SI_FILES properties from the parent object of the destination environment.

[ADAPT00562575](#)

Patch ID: 38,478,612

Description:

The Import Wizard "update" option fails to update a universe and its user rights after it is imported.

New Behavior:

This problem is resolved.

[ADAPT00588481](#)

Patch ID: 38,601,269

Description:

The Import Wizard fails to import universes when identical universes are in the root folder of both the source and destination servers.

New Behavior:

This problem is resolved.

To solve the problem, universes are given a unique name upon import.

[ADAPT00588657](#)

Patch ID: 38,732,115

Description:

Security rights on Users and Groups fail to import successfully.

New Behavior:

This problem is resolved.

Object model

CRXIWIN_SP3

Object model

[ADAPT00572571](#)

Patch ID: 38,433,142

Description:

When using the Report.PrintOut method in the RDC, the number of copies argument is ignored when attempting to print Crystal Report documents that were created with Crystal Reports 9 or earlier.

The cause of this problem is the specified number of copies is overwritten by a value that is stored in the report.

New Behavior:

This problem is resolved.

[ADAPT00596533](#)

Patch ID: 38,685,031

Description:

Some objects in a .DSR report cannot be referenced by name using code in the Report Designer Component (RDC).

New Behavior:

This problem is resolved.

[ADAPT00629683](#)

Patch ID: 38,933,146

Description:

The Crystal Reports ActiveX Designer Runtime component displays Left-to-Right and Right-to-Left characters as arrows on a paper copy of the report.

New Behavior:

This problem is resolved.

Parameters

[ADAPT00592351](#)

Patch ID: 38,605,391

Description:

Dynamic cascading prompting reduces the performance of Crystal Reports.

New Behavior:

This problem is resolved.

To solve the problem, this HotFix reduces the number of CMS queries issued by the DCP system, which improves performance significantly under most circumstances. It adds a commandline switch, -doNotWaitToShare, to the cache server. The switch improves performance when all users in the system have different business view restrictions; however, the switch may decrease performance all other scenarios.

For more information, see "CrystalReportsXIandXIR2PromptPerformance.doc" in ...\\BusinessObjects Enterprise 11.5\\win32_x86.

CRXIWIN_SP3

Parameters

ADAPT00592362

Patch ID: 38,605,877

Description:

Prompt pages cannot be cached automatically on the cache server.

New Behavior:

This problem is resolved.

For more information, please see "Crystal Reports XI and XIR2 Prompt Performance.doc" located in ...\\BusinessObjects Enterprise 11.5\\win32_x86.

ADAPT00595259

Patch ID: 38,617,480

Description:

The function reportServerControl.getParameterFields() returns only one parameter (the non-stored process parameter) when it should return two.

Reports have two parameters: one is from the stored process and the other is a common parameter.

New Behavior:

This problem is resolved.

Known Limitations:

Note that the function ReportServerControl.getParameterFields() returns the number of parameters that are missing current values. The number returned may not always match the number of parameters defined in the report.

Performance

ADAPT00538220

Patch ID: 38,288,040

Description:

When using Business Objects XIr2 unmanaged Report Application Server (RAS) and the Java Bean viewer, users are unable to successfully export documents from the viewer.

The exported file is blank.

The problem is that the Java bean viewer is unable to export successfully to a page-based format if the IReportSource object is generated by RAS; however, users can successfully export with an in-process JRC IReportSource.

New Behavior:

This problem is resolved.

To solve the problem, an internal object has been serialized.

Platform .NET SDK

CRXIWIN_SP3
Platform .NET SDK

ADAPT00304000

Patch ID: 36,302,546

Description:

The Crystal Enterprise .Net Web Viewer does not pass NULL parameter values correctly when it uses the Page Server. Instead, it passes a value of zero.

The problem is that the Page Server does not verify the parameter value before sending it.

New Behavior:

This problem is resolved.

ADAPT00541070

Patch ID: 38,352,575

Description:

When using the .Net WebForm viewer to export a report to Microsoft Excel format, the menu bar is absent from the web browser that displays the exported report.

New Behavior:

This problem is resolved.

ADAPT00556608

Patch ID: 38,641,491

Description:

A .NET application that changes database servers at runtime and exports a report will cause a memory leak.

New Behavior:

Several major memory leaks are fixed in the .NET print engine, the query engine, and the database and export libraries.

ADAPT00562071

Patch ID: 38,517,516

Description:

The viewer search function fails to find text in a caption for a subreport.

New Behavior:

This problem is resolved.

Platform COM SDK

ADAPT00528282

Patch ID: 38,129,562

Description:

The printer paper size cannot be set when using the ActiveX viewer for Crystal Reports in Visual Basic.

New Behavior:

This problem is resolved.

Platform Java SDK

ADAPT00610966

Patch ID: 39,043,744

Description:

Requests sent to the function `getSystemInfoProperties()` in InfoView causes the thread count in Weblogic to increase when the call follows a long query.

The cause of the problem is that the threads become blocked on a locked mutex. The block is caused by a cache flush and reload, which blocks access to system information (contained in the cache) during the information fetch and reload cycle.

New Behavior:

This problem is resolved.

To solve the problem, the lockout time has been reduced by ensuring the lock happens only while the cache is updated, not when the data is fetched.

Prompt Engine

ADAPT00525521

Patch ID: 38,272,797

Description:

Users have no way to select a port through which the BOEOrb can communicate with Business Objects XI.

For reports that use a List of Values or Dynamic Cascading Parameters, the BOEOrb selects a port at random to communicate with Business Objects XI.

New Behavior:

To solve the problem, users can specify a port through the property `BOEOrbPort` within `crconfig.XML`.

Known Limitations:

To specify a port for use by the BOEOrb, do the following:

- 1). Locate the file `CRConfig.xml`, and open it in a text editor.
- 2) Under `<DataDriverCommon>`, add `<BOEOrbPort>XXXX</BOEOrbPort>`.

For example:

```
<DataDriverCommon>
<NumberOfThreads>100</NumberOfThreads>
<BOEOrbPort>XXXX</BOEOrbPort>
</DataDriverCommon>
```

Substitute XXXX with the number of the port that's open on the firewall.

CRXIWIN_SP3
Prompt Engine

ADAPT00536792

Patch ID: 38,291,078

Description:

A report that uses one or more parameters and a data provider driver will fail to run in Business Objects Enterprise.

When an attempt to run the report is made, varying error messages appear, depending on which viewer is used.

In the Crystal Reports Designer, the report can be previewed without error.

New Behavior:

This problem is resolved.

To solve the problem, a change has been made to how the print engine sets parameter values.

ADAPT00571037

Patch ID: 38,501,288

Description:

An extra parameter prompt appears for a report that has 79 footer sections with a subreport in each footer.

New Behavior:

This problem is resolved.

Query Builder

ADAPT00411368

Patch ID: 37,723,346

Description:

When users report against a DB2 AS400 through ODBC, the incorrect library may be used to retrieve data. This problem may occur if multiple libraries contain tables of the same name.

New Behavior:

To solve the problem, the schema is referenced when the tables are queried.

Known Limitations:

This change will only take effect for newly designed reports.

Query Engine

ADAPT00583360

Patch ID: 38,518,803

Description:

The options on the Report menu for retrieving data from a database, "Record selection formula," and "Use Indexes or server for speed" cause an error to appear: "Failed to retrieve data from database."

New Behavior:

This problem is resolved.

ADAPT00597116**Patch ID: 38,625,765****Description:**

Scheduled reports based on universes fail to run as scheduled when the registry key avoidEmptyPasswordLogon is set to "yes."

The following error message appears: "Incorrect logon parameters."

Also, successfully scheduled historical instances from the same reports will not be viewable. For those instances, the following error messages appear: "Null page: Unable to create page from report source" or "The operation was completed successfully. Unable to retrieve Object."

New Behavior:

This problem is resolved.

ADAPT00601419**Patch ID: 38,769,362****Description:**

An error message appears when a parameter that has no value is added to a report.

The error message is sent by the Lawson OLE DB Provider and reads as follows: "Error: Failed to retrieve data from database."

New Behavior:

This problem is resolved.

Rather than display an error message, a blank report is displayed if the parameter value used does not return any data.

Known Limitations:

Because this fix is designed for runtime use, the error message will still appear in the Crystal Reports Designer when a parameter value entered returns no data.

RDC Designers**ADAPT00570898****Patch ID: 38,491,411****Description:**

An ad hoc filter placed on a universe date field generates a datetime prompt, instead of date prompt, in Crystal Reports.

New Behavior:

This problem is resolved.

CRXIWIN_SP3
RDC Designers

[ADAPT00585138](#)

Patch ID: 38,604,301

Description:

Colour Highlighting does not work for Bar charts or XY Scatter charts.

The problem happens when the highlight expression is based on a field not found in the chart.

New Behavior:

This problem is resolved.

A change has been made so that now the highlighting expression does not have to be based on a related field.

[ADAPT00589246](#)

Patch ID: 38,554,075

Description:

The "Incorrect date format string" error message appears when a report contains formulas using month names in English and the browser locale is set to French.

New Behavior:

This problem is resolved.

Relational Database

[ADAPT00538959](#)

Patch ID: 38,253,353

Description:

Reporting off a Pervasive database that uses a NOTE data field causes Crystal Reports to terminate unexpectedly.

New Behavior:

This problem is resolved.

[ADAPT00548876](#)

Patch ID: 38,407,424

Description:

An error message appears when a JDBC connection is based on an Oracle 10G client and used for Crystal Reports.

The cause of the problem is that Crystal Reports uses an N literal against an Oracle 8i server. This configuration causes a SQL statement parsing failure. The error message says "SQL Exception: [SQL State] 72000 [Error Message] ORA-12704: character set mismatch [database Vendor Code 12704]."

New Behavior:

This problem is resolved.

To solve the problem, the JDBC driver checks the server's version to determine whether to add the N literal.

[ADAPT00567099](#)

Patch ID: 38,437,825

Description:

An incorrect Join syntax and recordset for Crystal Reports is generated when reporting against Teradata ODBC V2R5.

This problem happens after updates have been applied.

New Behavior:

This problem is resolved.

[ADAPT00570736](#)

Patch ID: 38,570,949

Description:

Some data fails to be returned to Crystal Reports that uses two or more tables linked with a Pervasive connection.

The cause of the problem is that, in a Pervasive connection, blanks are added to a string value that is an index followed by another index field. In the final index field, a blank is added instead of a NULL. The absence of the NULL causes the problem.

New Behavior:

The problem is resolved.

Known Limitations:

To enable this fix, users must set the string registry value "DoNotPadWithBlanksToFillCharColumns" to "yes".

The string registry in HKEY_CURRENT_USER, in the following directory: ...\\Crystal Reports\\Database\\Btrieve\\DoNotPadWithBlanksToFillCharColumns. If the directory does not exist, users must create it.

[ADAPT00571227](#)

Patch ID: 38,522,826

Description:

When connecting to Progress OpenEdge 10 using JDBC, the following error message is displayed, and tables cannot be selected: "Database Connector Error..." .

New Behavior:

This problem is resolved.

To enable this fix, users must adjust the Generic JDBC driver settings:

Specific to Crystal Reports XI (11.0), the Generic JDBC settings in CRConfig.xml for Progress OpenEdge 10 must be set as follows:

```
<GenericJDBCDriver>
  <Option>Yes</Option>
<DatabaseStructure>schemas,tables</DatabaseStructure>
<StoredProcType>Standard</StoredProcType>
  <LogonStyle></LogonStyle>
</GenericJDBCDriver>
```

CRXIWIN_SP3

Relational Database

ADAPT00572480

Patch ID: 38,553,744

Description:

A report that uses a Pervasive database returns incomplete data, with empty fields and inaccurate values.

This problem does not happen in Crystal Reports version 8.5.

New Behavior:

This problem is resolved.

Reliability

ADAPT00483597

Patch ID: 37,876,079

Description:

Exporting a report using Crystal Enterprise Embedded Edition (unmanaged RAS) may generate an error if the report being exported is larger than 75 megabytes.

In that case, the following error message appears: "windows -2147217387 failed to receive reply from server 'servername' error returned from windows sockets API 10055."

The cause of the problem is how Winsock operates. Winsock is a Microsoft component.

New Behavior:

This problem is resolved.

ADAPT00555977

Patch ID: 38,400,892

Description:

The Crystal ActiveX viewer, when used with Siteminder or SSL, may freeze when users browse through report pages.

New Behavior:

This problem is resolved.

ADAPT00557679

Patch ID: 38,352,302

Description:

When using the JRC to export to RTF a report that's in landscape format, the report is exported instead to portrait format.

New Behavior:

This problem is resolved.

CRXIWIN_SP3

Reliability

ADAPT00602549

Patch ID: 38,648,853

Description:

Crystal Reports OLAP reports remain in an endless run state in Business Objects Enterprise.

This problem happens when when an OLAP grid in the report attempts to return more than 65521 rows or columns.

New Behavior:

This problem is resolved.

To indicate that the report has reached its expired time limit, the report job fails and the Job Server returns a Print Engine error.

Known Limitations:

To prevent this problem altogether, ensure that OLAP grids contain fewer than 65521 rows or columns.

Report formatting

ADAPT00561421

Patch ID: 38,375,969

Description:

Suppressed blank sections fail to be suppressed when viewing, exporting, or printing the report with JRC.

New Behavior:

This problem is resolved.

Report presentation

ADAPT00496400

Patch ID: 38,139,051

Description:

Color-highlighted charts in JRC XI fail to show their highlighting; instead, the default colors are displayed.

New Behavior:

This problem is resolved.

To solve this problem, the values for the highlights are marked when loaded and saved into their correct location.

Known Limitations:

To apply this fix to previously created Color Highlighted reports that do not have sections, users must reopen and save the reports.

ADAPT00543738

Patch ID: 38,361,903

Description:

When setting EnableExportButton, EnableGroupTree, EnablePrintButton to FALSE by code, the toolbar of the ActiveX Viewer is disabled and the Business Objects Logo disappears.

New Behavior:

This problem is resolved; however to display the logo, users must set EnableAnimationCtrl to TRUE.

CRXIWIN_SP3

Report presentation

ADAPT00546570

Patch ID: 38,392,909

Description:

In a Visual Basic 6 application, the application terminates unexpectedly when users re-import a subreport using the `reimportsubreport()` method.

New Behavior:

This problem is resolved.

To solve the problem, the `createAllSubReportProxies` method is called on the main report document proxy to generate a subreport document proxy after the subreport is re-imported.

Report processing

ADAPT00497035

Patch ID: 38,071,741

Description:

The Java Reporting Component (JRC) may generate an error when it runs a SQL Query after the location of the database server has been changed in the JRC.

The error message is as follows: "JDBC Error: [Microsoft][SQLServer 2000 Driver for JDBC][SQLServer]Line 1: Incorrect syntax near

After changing the database server location in a Java Reporting Component application, which connects using JDBC (Microsoft drivers), the SQL query that is used to generate data in the report becomes corrupted. This problem happens when the record select formula has two AND clauses on either side of an OR operator that uses "Date" type database fields.

New Behavior:

This problem is resolved.

ADAPT00561291

Patch ID: 38,511,854

Description:

A database error happens when generating a report from the Report Document Controller.

The problem happens when using the command `setSQLQueryString` in the record selection formula of a report that contains a field that fails to exist in another area on the report.

New Behavior:

This problem is resolved.

To solve the problem, the WHERE clause in both the query and the report record selection formula work sequentially.

ADAPT00575240

Patch ID: 38,476,439

Description:

When a limit is imposed on the number of records that a report returns, subreports for that report fail to comply with that limit.

New Behavior:

This problem is resolved.

CRXIWIN_SP3

Report processing

ADAPT00582235

Patch ID: 38,676,740

Description:

LogonFailureException errors are logged to the log4j log each time a report that requires database logon information is refreshed.

This problem happens whether or not the log4j.property file is set to "ERROR."

New Behavior:

This problem is resolved

ADAPT00587354

Patch ID: 38,572,175

Description:

Shared variables fail to be evaluated correctly in the Java Reporting Component (JRC) when used inside a cross-tab report.

This problem does not happen in the Crystal Reports designer.

The cause of the problem is that the logic does not evaluate the variable in every cell.

New Behavior:

This problem is resolved.

ADAPT00595291

Patch ID: 38,759,555

Description:

Line break characters fail to be exported when exporting a report to RTF.

New Behavior:

This problem is resolved.

ADAPT00601964

Patch ID: 38,664,702

Description:

A parameterised Crystal Reports OLAP report, using a Holos data source, fails when refreshed.

The following error message appears: "Reading OLAP metadata failed."

The failure is caused by an OLAP grid that has no members selected for the rows or columns.

New Behavior:

This problem is resolved.

To solve the problem, empty OLAP grids are not rendered.

CRXIWIN_SP3

Report processing

ADAPT00602220

Patch ID: 38,650,144

Description:

When creating a Crystal Report using ODBC against SQL Server and a table whose name uses an underscore character, more columns are available to use than actually exist in the table.

The problem is known to happen with Microsoft SQL Server and Sybase Adaptive Server.

The cause of the problem is that the underscore character is a wildcard character in some databases. When the wildcard is taken into account, the columns from any tables that match the wildcard are returned. For example, two tables exist with the following columns:

test_a (columns alpha, beta, gamma)

test1a (columns delta, epsilon, zeta)

Choosing test_a as the table in Crystal Reports will return the following columns to choose from: alpha, beta, gamma, delta, epsilon and zeta.

The extraneous column requests cause extra processing on the backend database server. In more complex scenarios that involve many wildcards, more columns, and more matches, the extra processing can be significant. The column list is checked when the report is run (as one of the tasks in verifying the database). When many extra columns are returned for each report, and many reports are running in batch, severe performance issues can be caused.

New Behavior:

This problem is resolved.

Report Servers

ADAPT00508008

Patch ID: 38,145,858

Description:

When viewing reports on demand, the page server tries to log on with a blank password before prompting users to enter their login information.

New Behavior:

This problem is resolved.

To enable this fix, users must set the value of the following registry key to "Yes": HKEY_LOCAL_MACHINE\software\Business Objects\Suite 11.0\Crystal Reports\Database\AvoidEmptyPasswordLogon.

Setting the value of the registry key to "No" will enable use of the empty password logon.

To enable this fix for Crystal Reports 9, do the steps above and replace "Business Objects" with "Crystal Decisions" and replace "Suite 11.0" with "9.0".

If the registry key does not exist after this HotFix is installed, users must create it as a String Value.

Reporting

CRXIWIN_SP3

Reporting

[ADAPT00567597](#)

Patch ID: 38,446,567

Description:

When users click "Verify the Database" on a report created in Crystal Reports version 8.5 and that contains a sub-report based on a stored procedure with parameters, an error message appears.

The Same error message may also be displayed when viewing the report on demand with Crystal Reports Server XI R2 or Business Objects Enterprise XI r2.

The cause of the problem is that when a stored procedure with parameters is used in a subreport, the prompts are identified, but the prompt information fails to be collected and passed to the prompting engine.

New Behavior:

This problem is resolved.

[ADAPT00568920](#)

Patch ID: 38,626,449

Description:

When viewing an instance, sometimes the group tree has duplicate values, and some values are missing.

New Behavior:

This problem is solved.

[ADAPT00589831](#)

Patch ID: 38,633,700

Description:

The "Send | To BusinessObjects Inbox" option in InfoView fails to work on report instances that are configured to be processed by a specific server group.

The following error message appears: "An error has occurred: An error occurred at the server : Invalid machine on object ###: the machine=0 is not a valid server group. ()"

New Behavior:

This problem is resolved.

Rich Text Format (Editable)

[ADAPT00408450](#)

Patch ID: 38,512,055

Description:

After exporting a report to RTF, if the report has a hyperlink to an email, the hyperlink is broken on the exported report.

An error message appears: "Cannot open the specified file."

New Behavior:

This problem is resolved.

Server functionality

CRXIWIN_SP3

Server functionality

ADAPT00541043

Patch ID: 38,408,330

Description:

Reports created in version 4.0.8.1 of the Lawson OLE DB provider fail to run in versions of Crystal Enterprise 10 or later that use version 4.0.8.3 (or later) Lawson OLE DB provider.

This problem occurs when importing or publishing the original report created in Crystal Reports version 8.5 to the new system. The import works only if the database is verified first in Crystal Reports (in the same version of the new CE or BOE system) before saving the new system.

The cause of the problem is that two logon properties, "Lawson Server Type" and "Initial Catalog," fail to be accepted by the Lawson OLEDB provider 4.0.8.3; therefore, the provider returns an error if those logon properties are found in the connection string.

New Behavior:

The problem is resolved.

To solve the problem, "Lawson Server Type" has been added to the Omit property list. "Initial Catalog" will no longer be added to connection string if the logon property is a Lawson provider.

ADAPT00575245

Patch ID: 38,489,780

Description:

Errors in evaluating a recurring formula in a report may happen if a variable that is initialized in a constant formula is in the beginning of the subreport.

The cause of the problem is that the global variable fails to be properly initialized; therefore, the recurring formula evaluation result an error.

New Behavior:

This problem is resolved.

To solve the problem, the print engine re-evaluates the constant formulas if the recurring formulas size has changed, and the constant formulas depend on global variables or shared variables.

Server management

ADAPT00537012

Patch ID: 38,607,952

Description:

When the Tomcat SSL setting is enabled, logon errors to the CMS happen.

New Behavior:

This problem is resolved.

To solve the problem, users can log on using HTTPS.

CRXIWIN_SP3

Server management

[ADAPT00602362](#)

Patch ID: 38,792,609

Description:

On Windows 2003 SP1, after installing the Crystal Enterprise Service Pack 4 (SP4) and logging on to ePortfolio or the CMC, using an Active Directory user, every 2 seconds the following Events are written to the Security Event log: 538, 540; 576.

New Behavior:

This problem is resolved.

To solve the problem, the Active Directory login is checked only every 15 minutes.

Set Location

[ADAPT00440458](#)

Patch ID: 38,425,516

Description:

No records are returned when viewing or scheduling a report in Crystal Reports or BusinessObjects Enterprise.

The problem happens when the Lawson OLE DB provider is used and when trying to change to a new Lawson server using a custom database logon from the Central Management Console (CMC).

New Behavior:

The problem is resolved.

Users can change from one Lawson server to another using a custom database logon from the CMC.

[ADAPT00537963](#)

Patch ID: 38,352,779

Description:

The path to a Btrieve data file is limited to no more than 128 characters.

New Behavior:

The limit of the path length to a Btrieve data file has been extended to 255 characters.

[ADAPT00601125](#)

Patch ID: 38,696,910

Description:

The Number field format changes to Currency format when users set the datasource location using the "Add Command" option with Oracle JDBC.

New Behavior:

This problem is resolved.

CRXIWIN_SP3

Set Location

ADAPT00631760

Patch ID: 39,046,793

Description:

Command objects fail to be updated when users set the Datasource Location to a different server using Lawson OLE DB Provider in Crystal Reports.

New Behavior:

This problem is resolved.

To solve the problem, the Command objects are updated to the new server automatically; users have no need to edit the command objects to force an update.

SFDC

ADAPT00598285

Patch ID: 38,629,273

Description:

The Sales Force driver cannot logon when the EROM is in process mode.

New Behavior:

This problem is resolved.

Sort order

ADAPT00570589

Patch ID: 38,533,719

Description:

New-line (carriage return) ASCII characters are removed from data that is viewed in the Designer.

New-line and linefeed characters are treated as white space by design and stripped out of the data once retrieved from the database

New Behavior:

This problem is resolved.

Users have the option to disable the feature that removes white space from data. Set the value of the following registry key to "yes" 1

For Crystal Reports XI:

HKEY_CURRENT_USER\Software\Business Objects\Suite 11.0\Crystal Reports\DatabaseOptions\TrimTrailingSpace

For Crystal Reports XIR2:

HKEY_CURRENT_USER\Software\Business Objects\Suite 11.5\Crystal Reports\DatabaseOptions\TrimTrailingSpace

CRXIWIN_SP3

Sort order

ADAPT00584330

Patch ID: 38,600,347

Description:

A record selection formula applied to subreports in a .NET application may fail to filter the records for all subreports.

The cause of the problem is that the modifying parameters for the record selection formula are lost before the report is run; a memo clean-up routine removes all modifying parameters for the record selection formula instead of removing only those not in use.

New Behavior:

This problem is resolved.

To solve the problem, requests for record filter modifications are removed only if they come from the same subreport or from the main report.

Templates

ADAPT00597897

Patch ID: 38,895,332

Description:

When a report containing a graph object is created in a localized (translated) version of Crystal Reports, and the graph object's axis labels are changed, the changes fail to appear when the report is opened in an English version of Crystal Reports.

This problem only happens if the original value of the axis label is based off a summary operation. The cause of the problem is that the axis label contains localized text that fails to translate properly when opened in Crystal Reports English. Crystal Reports is unable to determine the exact value of the modified axis label; therefore, it displays the default value instead of the modified value.

New Behavior:

This problem is resolved.

To solve the problem, the system tracks modifications of axis labels independently of localized strings.

Known Limitations:

Reports will need to be reopened and resaved in the localized version of Crystal Reports to enable this fix.

Text

ADAPT00592279

Patch ID: 38,654,598

Description:

When exporting a report to text format, the entire contents of subreports that are large fail to be exported.

New Behavior:

This problem is resolved.

Tools

ADAPT00553899**Patch ID: 38,389,397****Description:**

Reports that use a universe as a data source may not display an updated list of values (LOV) for prompts when the report is refreshed.

The LOV are updated only if the universe was resaved to Enterprise after the report was last refreshed.

The cause of the problem is that, instead of forcing the system to regenerate the LOV, objects placed in the Query Filters section of the Query Panel have the option to prompt users for a LOV that are valid for this object. Therefore, in most cases, the list will only display the values from the last time the query was edited.

New Behavior:

This problem is resolved.

A registry key has been added to force the LOV to be regenerated each time a Crystal Report is opened. Although the report won't display a live LOV for a given prompt when the report is refreshed, the LOV will be updated the next time the report is opened or when the user operates the Query Panel.

Scheduling a report in Business Objects Enterprise presents users with the LOV as stored in the InfoStore (system database). Users have two ways to update this LOV:

- Refresh the report by using the Refresh Report button in the Central Management Console (Report Object > Properties Tab > Refresh Options subsection > Refresh Report).
- From Crystal Reports, save the report to the Enterprise Folders.

Successful report instances are saved with the LOV at the instances' scheduling time. If an instance is refreshed within a viewer, the values in the list are drawn from the values that were saved at the report's scheduling time; a live LOV isn't generated.

Known Limitations:

When this registry key is in use, it may take longer to open a universe report in Crystal Reports designer or to view a report on-demand in a Business Objects Enterprise web application. Performance is affected because the Business Objects Enterprise Web Intelligence Report Server is called when a report that is based on a universe is opened, which adds more work to the server.

In XIR2, the "Always Refresh List of Values" check box must be selected within the report. This option is on the Query Panel of Crystal Reports, within the properties of the object in the Query Filters section for each object that uses a list. By default, the "Always Refresh List of Values" option is enabled.

In a universe, the object being used must have the "Automatic refresh before use" property enabled. For more information, see the "Using lists of values" section in chapter five of the Designer Guide.

CRXIWIN_SP3

Tools

[ADAPT00580510](#)

Patch ID: 38,549,394

Description:

Importing Business Views, and their associated Data Foundation objects, may fail when the Data Foundations contain Command tables.

This problem happens when the Command tables use dynamic parameters with identical names, which are based upon the same List of Values (LOV) object.

The cause of the problem is a conflict in ID-overlapping with Command table parameters.

New Behavior:

This problem is resolved.

Usability

[ADAPT00521787](#)

Patch ID: 38,291,812

Description:

The mergeboar utility fails to merge comment tags or nodes that don't exist in the web.xml of the default Business Objects .war files.

New Behavior:

This problem is resolved.

[ADAPT00548515](#)

Patch ID: 38,512,921

Description:

When using Crystal Reports XI to connect to a Business Objects Enterprise XI r2 Central Management Server with LDAP authentication, logons fail with the error "An internal error has occurred in the secLdap plugin."

The problem is caused by a limitation in the LDAP plugin.

New Behavior:

This problem is resolved.

To solve the problem, the LDAP plugin has been modified.

Known Limitations:

Users must apply this fix to all XI clients and XI based applications that connect to Business Objects Enterprise XI r2 Central Management Server with LDAP authentication.

User management

CRXIWIN_SP3

User management

ADAPT00599563

Patch ID: 38,769,797

Description:

When viewing a report, the session created fails to expire after the timeout period has elapsed.

The cause of the problem is that the viewrpt_cache.aspx is missing an <html> tag. As a result, the callback function, which is designed to log off the enterprise session, fails to be called when the session has timed out.

New Behavior:

This problem is resolved.

Visual Linking

ADAPT00629016

Patch ID: 38,927,109

Description:

A report created in Crystal Reports version 9 Report, based on SQL Server stored procedures, may return different data in a more recent version of Crystal Reports.

This problem happens with reports that have a rowset (returned by stored procedure) that is linked at twice or more, with one of the links being an outer join. Crystal Reports version 9 handles such data correctly.

The cause of the problem is that the outer join means keeping two separate rowsets in memory, and these are combined incorrectly when the report is migrated to a newer version of Crystal Reports.

New Behavior:

This problem is resolved.

Web Authoring

ADAPT00410237

Patch ID: 38,324,918

Description:

Attempting to add a calculated member to a report using the HAPI essbase driver causes the Olapworker to terminate unexpectedly.

The cause of the problem is that Crystal Analysis fails to check for child objects before it processes the request to add the calculated member.

New Behavior:

This has been corrected to check for children before processing them.

CRXIWIN_SP2**.Net report engine****ADAPT00386966****Patch ID: 37,748,258****Description:**

The function RowsetController.GetSQLStatement() fails to work properly with Subreports.

The cause of the problem is failure to properly retrieve the ReportOptions for the subreport.

New Behavior:

This problem is resolved.

To solve the problem, the function retries the ReportOptions for a subreport from ISCDSubreportClientDocument.

.Net viewers**ADAPT00494201****Patch ID: 37,850,533****Description:**

An error message appears in the .NET viewer when users view a report page that contains >= 128 OLE objects.

The error message says " System.Exception: Fail to get the specific page."

New Behavior:

This problem is resolved.

_All SDKs**ADAPT00523980****Patch ID: 38,136,695****Description:**

If users try to modify the default properties that control how values are sorted, no warning or error message appears.

New Behavior:

If users try to modify DefaultValueSortMethod or DefaultValueSortOrder, the Parameter Field Controller displays the following error message: "The DefaultValueSortOrder property of a parameter field cannot be changed."

Known Limitations:

If developers use the DefaultValueSortMethod or DefaultValueSortOrder properties in their code, an error message will appear.

ActiveX viewer**ADAPT00412543****Patch ID: 38,070,421****Description:**

The ActiveXViewer displays blank pages on reports that are transferred over slow network connections.

New Behavior:

This problem is resolved.

ADAPT00412769

Patch ID: 37,837,360

Description:

A looping database logon prompt page happens in the ActiveX viewer if a subreport requires a database logon name that contains characters that need URL encoding.

New Behavior:

To solve the problem, the URL reporting bridge skips the server name, database name, or subreport name before encoding them.

ADAPT00504676

Patch ID: 37,896,793

Description:

In the .NET InfoView, if users view a Crystal report using the ActiveX Viewer or Java Viewer, the error message "User has logged on" may appear.

Subsequent attempts to view the report work as expected.

New Behavior:

This problem is resolved.

ADAPT00529546

Patch ID: 38,126,835

Description:

In RDC, when users click the Cancel button to close the Print dialog box after they've clicked the Apply button, the print job fails to be cancelled.

The cause of the problem is that the PrintDlgEx WINAPI function returns ID_OK when the Apply button is clicked, regardless of whether the user afterwards closes the dialog box by clicking the Cancel button.

New Behavior:

This problem is resolved.

To solve the problem, special handling code has been added to the code for the Apply button.

ADAPT00530930

Patch ID: 38,169,893

Description:

When users use the ActiveX viewer, hosted by Tomcat with SSL, users are re-prompted by the parameter screen.

This problem happens when the parameters have been selected and the report is processed.

New Behavior:

This problem is resolved.

CRXIWIN_SP2
ActiveX viewer

ADAPT00533569

Patch ID: 38,157,731

Description:

When users view a report on demand with the ActiveX viewer, the viewer freezes after the user selects a value from the List of Value (LOV) on the parameter screen.

This problem happens when the ActiveX viewer has a LOV over 3000.

New Behavior:

This problem is resolved.

ADAPT00534720

Patch ID: 38,188,483

Description:

In the ActiveX viewer, when drilling down on a group more than once, nodes in the group tree fail to expand.

New Behavior:

This problem is resolved.

AD authentication

ADAPT00486334

Patch ID: 37,899,312

Description:

When an XI client, such as Crystal Reports XI, attempts to connect to a Business Objects XIr2 system using Active Directory authentication, the following error appears: "Security plugin error: Failed to set parameters on plugin."

The cause of the problem is that the Active Directory authentication plug-in checks the version number of the Central Management Server it is connecting to and fails if this is not the same as its own version.

New Behavior:

This problem is resolved.

ADAPT00491004

Patch ID: 38,117,984

Description:

Constrained delegation with Active Directory Kerberos authentication is not possible.

New Behavior:

This problem is resolved.

Known Limitations:

To configure constrained delegation with Business Objects, users must define an SPN in Active Directory for the user account that is being used to run the Business Objects services. This SPN must be provided from the Central Management Console (CMC), under the Windows AD authentication section. Use the following format: servicename/hostname.

Adobe Acrobat (PDF)

CRXIWIN_SP2
Adobe Acrobat (PDF)

ADAPT00504179

Patch ID: 37,913,593

Description:

When reports are exported to PDF in version XI, the export fails if the report was created in Crystal Reports version 9 and contains a suppressed subreport.

New Behavior:

This problem is resolved.

ADAPT00510191

Patch ID: 38,013,238

Description:

Double-byte characters are distorted when a report is exported to PDF from the Java Reporting Component.

New Behavior:

This problem is resolved.

To solve the problem, character code replacement logic has been added to map the full width ASCII codes to standard ASCII character codes inside the PDF Exporter.

ADAPT00527974

Patch ID: 38,199,152

Description:

X-axis endpoint values appear directly on the Y-axis borders for line charts that are displayed through the Java Reporting Component.

When such reports are exported through the JRC, the charts in the exports display the same problem.

New Behavior:

This problem is resolved.

To solve the problem, additional white-space buffer has been added to line charts to make the formatting clearer. This behavior is consistent with the formatting of line charts in Crystal Reports.

All DHTML COM viewers

ADAPT00512061

Patch ID: 37,993,963

Description:

Users are unable to view a report in either the DHTML or Advanced DHTML viewers, if the report has null images. The following error message appears: "Error caught in |CrystalReportViewerImpl::Render |."

This problem was introduced with the file reportrenderer.dll, which was installed in an earlier HotFix.

New Behavior:

This problem is resolved.

CRXIWIN_SP2

All DHTML COM viewers

ADAPT00533509

Patch ID: 38,182,021

Description:

The problem occurs when an ActiveX Printcontrol is used to print a Crystal Report that has a parameter prompt containing French characters.

The error message is as follows: "Unable to retrieve Object. Information is needed before this report can be processed."

New Behavior:

This problem is resolved.

All DHTML Java viewers

ADAPT00451977

Patch ID: 37,812,041

Description:

The DHTML viewer fails when users navigate through a sub-level of a group tree.

When users click on an item in the group tree before they click another location, the viewer goes to the group footer instead of the group header.

This problem occurs when a report has both suppressed and unsuppressed group headers within the report. The print engine miscalculates the encapsulated page.

New Behavior:

This problem is resolved.

All Page Based Formats

ADAPT00505246

Patch ID: 37,929,039

Description:

Reports fail to export to PDF or RTF if they have a blank and unsuppressed subreport.

New Behavior:

This problem is resolved.

All viewers

ADAPT00479829

Patch ID: 37,923,475

Description:

When a report is refreshed, BusinessObjects Enterprise fails to retain the parameter values displayed in the Parameter Prompt Window.

The viewer discards the values after a refresh is done.

New Behavior:

This problem is resolved.

Auditing

CRXIWIN_SP2

Auditing

ADAPT00421490

Patch ID: 37,522,610

Description:

The Central Management Server fails to load the Oracle audit database subsystem for Oracle 10 clients.

The library named liboracleauditdbss.so.10.0 is not included in the original install CD.

New Behavior:

The missing component is added with this HotFix.

Build

ADAPT00509907

Patch ID: 38,007,390

Description:

The default LOV parameters for single-level LOVs fail to be preserved.

New Behavior:

This problem is resolved.

Business View

ADAPT00257787

Patch ID: 37,821,621

Description:

The Business View Manager crashes when users try to create two parameters by the same name in a Command Object.

New Behavior:

To solve the problem, an internal flag is reset after the duplicate parameter name detection.

ADAPT00481099

Patch ID: 37,733,882

Description:

When reporting off a Business View, reports run more slowly on a Dynamic Data Connection than on a static Data Connection.

Slower performance is caused by the way data is refreshed over a Dynamic Data Connection. On a Dynamic Data Connection, the data model is rebuilt with each refresh. On a static Data Connection, the data model is not rebuilt.

New Behavior:

To improve performance, the data model for Dynamic Data Connections are stored in memory and reused until the data model must be updated.

Central Management Console

CRXIWIN_SP2

Central Management Console

ADAPT00460855

Patch ID: 37,780,363

Description:

The URL Reporting (viewrpt.cwr) method ignores the sessionState timeout.

The cause of the problem is that, when a user modifies the sessionState timeout to a number less than the default value of 20, the Enterprise license count fails to be reduced accordingly when the session times out.

New Behavior:

To solve the problem, the Enterprise session is logged off when the session times out.

Known Limitations:

The sessionState timeout can be modified in the Web.config file located at the following directory: C:\Program Files\Common Files\Business Objects\3.0\crystalreportviewers11.

ADAPT00502566

Patch ID: 37,928,195

Description:

LDAP authentication fails if the LDAP server is Lotus Domino.

The cause of the problem is the absence of an attribute on the Lotus Domino servers. Enterprise LDAP checks for that attribute and causes the authentication to fail when it isn't found.

New Behavior:

To solve the problem, Enterprise LDAP is able to continue with authentication even when the attribute is absent.

Chart

CRXIWIN_SP2

Chart

[ADAPT00443173](#)

Patch ID: 37,480,917

Description:

When users view a report with the DHTML viewer, if the report contains charts and the Crystal Enterprise servers reside on Solaris, the charts are pixilated.

New Behavior:

New settings have been added to control the image quality of charts when viewing with the DHTML viewer.

Known Limitations:

Crystal Enterprise 10

To change the magnification of charts in UNIX, run the following command in the enterprise/generic folder under the crystal directory:

```
./configpatch.sh adapt443173.cf
```

At the prompt, choose option 1 to update the settings to the optimized setting for UNIX; option 2 maintains the current behavior.

Crystal Enterprise XI

To change the magnification of charts in UNIX, run the following command in the enterprise11/generic folder under the bobje directory:

```
./configpatch.sh adapt443173.cf
```

At the prompt, choose option 1 to update the settings to the optimized setting for UNIX; option 2 maintains the current behavior.

[ADAPT00451519](#)

Patch ID: 37,714,392

Description:

The option "Customise Group Field Name" produces incorrect results when used to create or view a report with a chart that has three group levels.

New Behavior:

This problem has been resolved.

To solve the problem, charts always use the underlying condition field when they group data.

[ADAPT00499267](#)

Patch ID: 37,929,956

Description:

When users create a chart that has a mixed bar and line chart, the line labels fail to align. Instead, they are positioned like a multi-bar chart, such that the labels are beside the bar.

New Behavior:

This problem is resolved.

CRXIWIN_SP2

Chart

ADAPT00517207

Patch ID: 38,122,706

Description:

Date values on the X-axis of a line chart fail to be displayed in a correct format.

The cause of the problem is that, when a region is changed, chart labels are generated from saved data using the new region's default date formatting settings.

New Behavior:

This problem is resolved.

To solve the problem, two groupOptions retrieval methods have been added.

Charting

ADAPT00479312

Patch ID: 37,876,259

Description:

Pie Chart labels overlap when showing the Values Label, if the Data Labels option is set to display side labels.

This problem was introduced with version 10.0.0.9 (12/22/2004) of sscsdk80.dll.

The cause of the problem is an error in the code that assumes all labels have the same height.

New Behavior:

This problem is resolved.

Compile

ADAPT00496854

Patch ID: 37,913,334

Description:

Crystal reports that contain Cross-Tabs fail to correctly show color changes made in Crystal Reports.

This problem occurs when the report is viewed with ActiveX Viewer within BusinessObjects Enterprise XI.

The cause of the problem is that grand total rows are drawn incorrectly, which causes color changes to appear incorrectly on the ActiveX Viewer.

New Behavior:

This problem is resolved.

Connection Handling

CRXIWIN_SP2

Connection Handling

ADAPT00507868

Patch ID: 38,055,679

Description:

When a Lawson OLE DB provider is upgraded from version 4.0 to version 4.1, existing logon information is removed from the saved reports.

The problem is caused by two properties of the OLE DB provider: "Lawson User Default Product Line" and "Lawson IOS Version." Lawson OLE DB provider version 4.1 does not use those properties.

New Behavior:

To solve the problem, the properties "Lawson User Default Product Line" and "Lawson IOS Version" have been removed from the list of OLE DB provider properties.

CR.Net API

ADAPT00511100

Patch ID: 37,980,135

Description:

Certain .NET XI components fail to connect properly through File DSN.

New Behavior:

This issue is resolved.

ADAPT00526059

Patch ID: 38,216,166

Description:

Setting application culture to invariant culture during runtime will interrupt report viewing.

The cause of the problem is that, on Windows 2000, if the appropriate language support is not installed for the Operating System, the compare string function fails. As a result, even identical binary strings are compared and considered unequal. This is a Microsoft limitation, according to articles on MSDN. If the locale is set to LOCALE_INVARIANT on Windows 2000, before using the StringCompare, the locale is designed to be changed to US English.

New Behavior:

This problem is resolved.

To solve the problem, the Compare String function makes its comparisons from the system's default locale if the print engine fails.

CRXIWIN_SP2
CR.Net API

ADAPT00534409

Patch ID: 38,179,207

Description:

The ADO.NET driver is slow to load data.

For example, the driver may take 15 minutes to load the first page of an 18 megabyte XML file.

The cause of the poor performance is that the query engine is given the task of joining tables and removing records at such volume; scenario that the query engine is not designed to handle data efficiently.

New Behavior:

This problem is resolved.

Because filtering using ADO.NET has been implemented, the task of joining tables and removing records is performed by ADO.NET before the result set is returned to the query engine. As a result, ADO.NET returns the first page of an 18 megabyte XML file in under two minutes.

CRJava

ADAPT00442070

Patch ID: 37,678,571

Description:

When the Java Reporting Component is used to view a report that is set to landscape-orientation in the DHTML Viewer, the page orientation defaults to portrait instead of landscape when the report is printed. This problem occurs when the ActiveX print control is used.

The cause of the problem is that the Java Print Engine uses the PageOrientationType enum to represent page orientation. It copies the java.awt.print.PageFormat enum where landscape orientation is 0, and portrait orientation is 1. However, the EPF specification differs in that landscape orientation is represented as 2. When an IFormattedPage object is being encapsulated, the value of the PageOrientationType is inserted directly to the EPF. Because the type's values do not match the expected values in the EPF (0 or 1), the ActiveX control uses the default page orientation, which is portrait.

New Behavior:

This problem is resolved.

To solve the problem, the page and printer information is encoded in the EPF (in the EncapsulatedPageArchive encapsulate() method) and the PageOrientationType is converted to the correct integer constant, rather than coding the enumerated value straight to the file.

CRW designer

ADAPT00478652

Patch ID: 37,836,103

Description:

The Informix datetime column types Year to Second, Year to Minute, Year to Hour, Year to Day, Year to Month, and Year to Year are handled as strings by Crystal Reports.

New Behavior:

Crystal Reports handles Informix datetime column types as datetime entities.

CRXIWIN_SP2
CRW designer

[ADAPT00489746](#)

Patch ID: 37,857,147

Description:

A report that has a boolean dynamic parameter cannot be saved and re-opened again.

The cause of the problem is that the value and description are set in the pickList, but the pickList contains only the "Value" slot.

New Behavior:

This problem is resolved.

[ADAPT00489950](#)

Patch ID: 37,996,421

Description:

When using either Windows XP or Windows 2003, Russian words within text boxes are incorrectly separated across lines.

The cause of the problem is that the usp10.dll, included with Microsoft Office, failed to be loaded. The usp10.dll handles Russian words in text boxes correctly.

New Behavior:

This problem is resolved.

Known Limitations:

Because this patch relies on loading the usp10.dll from Microsoft Office, it is a prerequisite that Office be installed to have this patch correct the issue.

[ADAPT00497870](#)

Patch ID: 37,938,610

Description:

Crystal Reports terminates unexpectedly when users refresh a report that uses specific grouping and record selection formula.

A problem has been found in the record selection formula. The formula loses the datasource name and location and replaces them with a NULL pointer. NULL pointer datasources fail to be handled correctly, and therefore Crystal Reports terminates.

New Behavior:

This problem is resolved.

[ADAPT00518234](#)

Patch ID: 38,099,830

Description:

Crystal Reports cannot open any report files that reside on a Read-Only medium such as a CD.

This problem is introduced in MFC 7.1.

New Behavior:

This problem is resolved.

ADAPT00523406

Patch ID: 38,156,718

Description:

The date format of a numeric charts does not use the format set in the regional language settings.

New Behavior:

This problem is resolved.

ADAPT00524190

Patch ID: 38,216,756

Description:

When using Lawson OLE DB Provider, a Stored Procedure parameter is removed after setting the database location to a new server.

New Behavior:

This problem is resolved.

ADAPT00526290

Patch ID: 38,195,183

Description:

Users are unable to create reports off a universe that has a prompting LOV based on a hidden object.

New Behavior:

This problem is resolved.

ADAPT00528621

Patch ID: 38,138,848

Description:

When users select the report option "Perform Grouping on Server," an incorrect SQL query is generated when grouping and summarizing work is done on a SQL Expression Field.

New Behavior:

This problem is resolved.

ADAPT00531111

Patch ID: 38,135,559

Description:

Date values in two-digit format are transposed.

This problem happens when the date values are retrieved from the saved data rather than the data source.

The cause of the problem is that the function originally created to convert two digit dates that have been transposed by the registration key "NumberOfYearToShift" has been accidentally copied into other date handling functions.

New Behavior:

This problem is resolved.

ADAPT00441533

Patch ID: 37,807,055

Description:

Filters cannot be applied to empty values in database fields that are of the string type.

When users add a filter to a Business View that must allow for an empty value, the following error message appears: "Unable to apply filter. Current field range is invalid. Failed to set value: Missing value".

New Behavior:

This problem is resolved.

Data Source

ADAPT00398396

Patch ID: 37,233,017

Description:

For OLEDB ADO, if the ADO field collection object contains multiple fields that have the same name, the data returned is inaccurate.

This problem occurs when DbFieldBindingInfo::occurrence is set to zero. In that case, the field name is used as the index to search for the ADO field object from ADO field collection object.

New Behavior:

To solve this problem, the search is performed on each field in the field collection.

Known Limitations:

Multiple fields with the same name in a hierarchical recordset are not supported. For example, when the fieldname is found in the child rowset, as well as the root rowset, the data returned may be inaccurate.

ADAPT00480358

Patch ID: 37,755,098

Description:

Running a report that is based on Lawson Command Query causes the Crystal Report Writer to terminate unexpectedly.

The cause of the problem is that a null pointer exception is created when the report accesses the ChildRowList, because two iterators point to the same rowset. One of the iterators deletes the object while the other points to it.

New Behavior:

To solve the problem, before the object is deleted, the second iterator is moved if it points to the same object.

ADAPT00481744

Patch ID: 37,818,554

Description:

When viewing a scheduled instance of a report, users cannot prevent the report from being refreshed.

New Behavior:

A new option has been added to Job Server to let users share the same instance of a report with different users, and also share the same print job. The new option for Job Server is as follows:

-procreportoptions __noViewTimeSecurityOnManagedRptData

ADAPT00498770**Patch ID: 38,019,028****Description:**

The Crystal Reports DB2 Unicode driver named crdb_db2cli.dll incorrectly displays DBCS characters.

This problem happens when the DBCS characters are stored in a DB2 database created with codepage 819 (iso8859-p1).

New Behavior:

To enable reporting off a non-Unicode DB2 database with DB2codepage=819:

1. Change the value of the following registry to "Yes": [HKEY_LOCAL_MACHINE\Software\Business Objects\Suite 11.0\Crystal Reports\Database\DB2] UseOSLocaleForConversion.
- 2) Ensure that DB2 client environment variable DB2CODEPAGE matches the DB2 database codepage.
For example, for database codepage iso8859-p1, set the DB2 client environment variable to DB2SET DB2CODEPAGE=819.
- 3) Set the Regional Options for the Windows account on which the Crystal Reports Designer, Page Server, Crystal Report Application Server, and/or Job Server processes are running, to match the language locale of the DB2 database.
For example, for Simplified Chinese DBCS data, go to Control Panel > Regional Settings > Options, and set Regional Options to "Chinese (PRC)".

Known Limitations:

DB2 table and field names with DBCS characters are not supported.

If the Crystal DB2 driver is enabled to report off non-unicode data, the same Crystal Reports Designer, Page Server, Job Server, and F process fail to report off DB2 Unicode data.

To limit this Hot Fix behavior to a specific user process:

1. Delete the UseOSLocaleForConversion registry key and install a corresponding registry key in the following directory:
HKEY_CURRENT_USER\Software\Business Objects\Suite 11.0\Crystal Reports\Database\DB2.
2. Under the specific user account, set UseOSLocaleForConversion to "Yes".
3. Configure a specific Page Server, Report Job Server, or RAS process, or assign the Crystal Reports designer to run under a specific Windows account.

ADAPT00504797**Patch ID: 38,086,623****Description:**

Record selection formulas fail to work properly.

For example, when the record formula {Customer.Customer Name} [1 to 4] = {Customer.Contact First Name} is used, it may fail to return a record whose Customer Name is similar to the Contact First Name. For example, the Customer Name is "Johnson" and the Contact First Name is "John."

New Behavior:

This problem is resolved.

CRXIWIN_SP2

Data Source

ADAPT00515556

Patch ID: 38,037,049

Description:

After users modify the "Default Value" in a command object parameter, after the command object has been connected and disconnected from the repository, an error message appears. Then, the changes to the command object are discarded.

New Behavior:

This problem is resolved.

Users are prompted to provide values for parameters.

ADAPT00522151

Patch ID: 38,118,441

Description:

The Btrieve driver fails to return all records in a report.

New Behavior:

This problem is resolved.

Data Sources

ADAPT00464006

Patch ID: 37,929,528

Description:

A custom OLEDB provider displays an error message because ADO fails to allow adCmdTableDirect to be used with an ADO Command object.

The error message says "Failed To Retrieve Data from the Database error." Another error message then appears: "Invalid Argument Provided Details Error Code 0X800a0bb9."

New Behavior:

This problem is resolved.

To solve the problem, the adCmdTableDirect function is used directly with the ADO Recordset and the table is filtered, even though the custom provider returns all the tables.

ADAPT00495627

Patch ID: 37,856,451

Description:

When users refresh a report in Crystal Report XI with the Firebird ODBC driver, an error message appears: "TODO: <File Descriptio has encountered a problem and need to close" or "Table not found."

The problem is caused by an improper memory allocation with the Firebird ODBC driver.

New Behavior:

This problem is resolved.

CRXIWIN_SP2

Data Sources

ADAPT00532395

Patch ID: 38,207,784

Description:

Data fails to be returned in an ACT! Database.

New Behavior:

This problem is resolved.

DHTML page viewer (COM)

ADAPT00523909

Patch ID: 38,064,715

Description:

When users view multiple instances of a report with viewrpt.aspx, users may be prompted for parameters even though the parameters have been passed through the URL.

New Behavior:

This problem is resolved.

To solve the problem, a unique identifier has been added to each initial request to view an instance of a report, which ensures the proper information is passed to the system.

Before this HotFix was created, only two methods were available to identify unique requests: session ID and report ID.

DHTML page viewer (Java)

ADAPT00456434

Patch ID: 38,106,788

Description:

When trying to view a report with a null username, a NullPointerException exception is made.

The exception is thrown when the null username is added to the property bag.

New Behavior:

This problem is resolved.

To solve the problem, the username is not added to the property bag when it is null.

Document Preview

ADAPT00513322

Patch ID: 38,053,754

Description:

The .NET Winform viewer displays an error message when users use the keyboard keys to page down while clicking.

The cause of the problem is a recursive search through the parents in the PageControl class, when the parent is sometimes unavailable.

New Behavior:

This problem is resolved.

Enterprise SDK (.NET)

CRXIWIN_SP2
Enterprise SDK (.NET)

ADAPT00415065

Patch ID: 37,813,346

Description:

The Windows .Net Web Viewer fails to collect all the style sheet class attributes.

The problem is caused by the ordering method (Z-ordering) for Report Object, which is incompatible with the ordering for the COM viewer.

New Behavior:

This problem is resolved.

Known Limitations:

Users must add "width:100%" to the CSS file.

EROM wizard

ADAPT00515024

Patch ID: 38,007,881

Description:

The RAS server fails to initialize and run when the -requestport option is used in the command line.

The cause of the problem is in the Winsock API.

New Behavior:

This problem is resolved.

Excel

ADAPT00511042

Patch ID: 38,068,492

Description:

After refreshing a query in Excel (LiveOffice) that previously returned no data, the refreshed query fails to maintain the original layout of the column headings.

The column headings appear on the last row following the new data.

New Behavior:

The column headings are now in the first row and correctly formatted.

GET

ADAPT00533596

Patch ID: 38,142,803

Description:

When using a .Net application to export reports based on a dataset dll that returns dataset objects, memory fails to be released by the CrystalRas process.

New Behavior:

This problem is resolved.

Globalization

CRXIWIN_SP2
Globalization

ADAPT00405011

Patch ID: 37,813,720

Description:

Error messages thrown by Report Application Server are not localized to languages other than English.

New Behavior:

This problem is resolved.

HTML 3.2

ADAPT00427390

Patch ID: 37,584,810

Description:

When users export a report to HTML format onto a drive that does not have sufficient disk space, an access violation occurs, and an appropriate error message fails to appear.

The cause of the problem is that the Report Renderer module has a memory leak that can cause an Access Violation.

New Behavior:

This problem has been corrected, and improvements have been made to the error handling code in the HTML Exporter module.

Java applet viewer

ADAPT00530697

Patch ID: 38,141,480

Description:

When viewing a report through a URL, the date format is converted to mm/dd/yy format when entered as dd/mm/yy format.

This problem happens on the java viewer.

New Behavior:

This problem is resolved.

To solve the problem, the country code formatting has been corrected.

Java InfoView

ADAPT00509597

Patch ID: 38,019,338

Description:

When using the option "SendTo" to email a successful instance that is based on an event, the email is sent only when the event happens a second time.

The cause of the problem is that the SI_DEPENDS property fails to be removed from the infoobject when the "SendTo" option is used.

New Behavior:

This problem is resolved.

To solve the problem, the SI_DEPENDS property is deleted from the SDK map only; therefore, no order is sent to delete the property from the infoobject. A call to the function remove(key) is made to set the property to null, before the property is sent for background processing.

ADAPT00523531

Patch ID: 38,067,194

Description:

When users disable custom parameter current values in the Crystal Report Writer, the change fails to be made in the Reporting SDK

Pre-XI versions of the Crystal Report Writer and the Reporting SDK required that two or more default values existed before users could disable custom parameter current values. In CRW XI, the requirement has been reduced to one default value; however, this new problem was introduced with that change.

New Behavior:

The custom parameter current values in the Crystal Report Writer can be disabled, provided at least one default value exists.

ADAPT00524702

Patch ID: 38,090,172

Description:

On Solaris, string fields are truncated when runtime Java Resultsets are sent to RAS.

The cause of the problem is that the field buffer-length calculation uses the wrong value.

New Behavior:

This problem is resolved.

To solve the problem, the field buffer-length calculation uses the value of -4t for sizeof(wchar_t). This value works on Solaris and Windows systems.

Job Processing

ADAPT00459635

Patch ID: 37,812,366

Description:

A database logon error happens when users drill down on an instance to a sub-report when using the DHTML or ActiveX Viewers.

The cause of the problem is that the Viewers attempt to access the database.

New Behavior:

This problem is resolved.

Known Limitations:

The following registry keys must also be added to generate data for all subreport instances:

```
[HKEY_CURRENT_USER\Software\Business Objects\Suite 11.0\Crystal Reports\SavedData]"GenerateDataForAllSubreportInstances"="Yes"
```

```
[HKEY_LOCAL_MACHINE\Software\Business Objects\Suite 11.0\Crystal Reports\SavedData]"GenerateDataForAllSubreportInstances"="Yes"
```

LDAP authentication

CRXIWIN_SP2

LDAP authentication

ADAPT00444827

Patch ID: 37,616,845

Description:

The LDAP security plugin does not conform to the LDAP RFC2251 namespace when a search for the root DSA-specific entry (DSE) is done.

New Behavior:

This problem is resolved.

ADAPT00527068

Patch ID: 38,121,586

Description:

When attempting to log on to Crystal Enterprise, the following error message may appear: "LDAP Error: LDAP authentication could not log you on. Please make sure your logon information is correct."

This problem occurs when a user name contains comma (,).

The cause of the problem is that the secLDAP plug-in is unable to import the information for an LDAP user that contains a comma in the name. If the LDAP server formats the DN as "CN=Lastname\, Firstname, OU=Department, O=Organization, C=Country", the authentication fails on the escaping backslash used in the DN.

New Behavior:

This problem is resolved.

Localize

ADAPT00425750

Patch ID: 37,550,764

Description:

When users export a report to Microsoft Excel or Microsoft Word from the Windows Form Viewer in a .Net application, an extra ".x" is added in front of file extension. For example: filename.x.xls.

The problem is caused by trailing spaces in one of the export files.

New Behavior:

This problem is resolved.

Microsoft Excel

ADAPT00084464

Patch ID: 37,866,115

Description:

Boolean field values are exported incorrectly to Excel.

New Behavior:

This problem is resolved.

Microsoft Excel (Data Only)

CRXIWIN_SP2

Microsoft Excel (Data Only)

[ADAPT00424121](#)

Patch ID: 37,611,338

Description:

When users export data from to Microsoft Excel format, the export fails and an error message appears: "Not enough memory to perform operation."

This problem occurs when the details section is blank (NULL). In that case, the export operation returns from its first function without exporting the Group Header and Group Footer sections. The absence of Group Header and Group Footer information causes incorrect formula results, and multiple attempts to fetch data, which terminates the export.

In some cases, a subreport may cause the Details section to appear as NULL, which results in a failed export. The problem occurs when the option "Perform Grouping on Server" is enabled when a subreport is in one of the Group areas.

New Behavior:

To solve the problem, the Details section is processed if it is available. If the Details section is not available, it is not processed; however, the group headers and footers are processed appropriately, as though the details sections were not NULL.

Known Limitations:

Before installation of this Hot Fix, if "Perform Grouping on Server" was enabled for a report with one or more groups with suppress Details sections, no sections from the Group areas would be exported to Excel format. With this Hot Fix, rows from unsuppressed sections of Group areas are exported.

[ADAPT00477601](#)

Patch ID: 37,849,953

Description:

An error message appears when users schedule a report to the Excel data-only format after installing the Microsoft Excel compatibility patch.

The error message says "Operation not yet implemented."

The cause of the problem is that, when the format options are translated incorrectly when translated to a format that is compatible with the xlscompat.dll.

New Behavior:

This problem is resolved.

CRXIWIN_SP2

Microsoft Excel (Data Only)

ADAPT00478427

Patch ID: 38,086,216

Description:

Multi Line text objects contain carriage return symbols in reports that are exported to Excel Data Only format and viewed with Microsoft Excel 2000.

The cause of the problem is that the word wrap feature is disabled when reports are exported to Excel Data Only format.

New Behavior:

A registry key lets users enable or disable the word wrap feature:

[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.0\Crystal Reports\Export\Excel]
WrapTextInDataOnly

By default, the registry key is set to value of true, which allows the carriage return symbols to appear. To prevent carriage return symbols from appearing, change the value to false.

Object Import

ADAPT00463519

Patch ID: 37,904,307

Description:

When users import categories and related documents, some documents fail to import, and then the following error message appears: "Parent Folder Not Found."

The problem is caused when the document being imported exists on the system it is imported from and the system it is imported to.

New Behavior:

This problem is resolved.

ADAPT00492025

Patch ID: 37,808,887

Description:

The Import Wizard cannot add universes from a subfolder.

The wizard fails to query subreports for universes.

New Behavior:

This problem is resolved.

CRXIWIN_SP2

Object Import

ADAPT00528129

Patch ID: 38,110,451

Description:

Corporate Tiered Dashboard objects that contain Encyclopedia information cannot be imported from one BusinessObjects Enterprise environment to another through the Import Wizard.

The error message returned is as follows: "Committing the export object to the destination CMS failed. Reason: The property list name 'SI_TOPIC_TOPIC_FOR_SUBJECT_GENERICENTITY' of the object named '<dashboard name>' with id number ##### contained a reference to a non-existing object with id number #####."

The cause of the problem is that Corporate Tiered Dashboard objects require additional checking when linked with an Encyclopedia object.

New Behavior:

This problem is resolved.

ADAPT00532427

Patch ID: 38,188,980

Description:

Importing universes with the Import Wizard fails to import Restriction Sets that have been applied to the universes.

New Behavior:

This problem is resolved for version XI or above.

The Import Wizard is able to bring over the Restriction Sets applied on the universes without importing users or groups at the same time.

Object model

ADAPT00307335

Patch ID: 36,339,235

Description:

When users set the location on a native Oracle report in the Crystal Reports 10 Report Designer Component (RDC), the numerical fields return incorrect data. This problem only occurs in reports that were created in a previous version of Crystal Reports.

The cause of problem is an incompatibility between the native Oracle database driver and reports that were created in previous versions of Crystal Reports.

New Behavior:

This problem is resolved.

ADAPT00533316

Patch ID: 38,155,080

Description:

In the Report Document Controller, the SubReportLinks.delete() method fails, and then throws an error message.

New Behavior:

This problem is resolved.

CRXIWIN_SP2

Parameter Manager

ADAPT00505512

Patch ID: 37,953,425

Description:

The number of records that can be displayed in the second hierarchy of a List of Values in Crystal Reports is limited to 100.

The cause of the problem is that the number that is used to determine how many items in the list to retrieve fails to be reset on the second prompt.

New Behavior:

This problem is resolved.

The number that determines the number of items to be retrieved is set to zero before each prompt.

Parameters

ADAPT00456550

Patch ID: 37,961,149

Description:

When users change a command object, duplicate values are appended to the default value list for the parameter of the command object.

For example, if a command object has a parameter with a default value of "Argentina" and a change is made to that command object the default values list displays "Argentina" twice. Each time the command object is edited, the current default value is added to the end of the default value list. The default value may be appended many times.

New Behavior:

To solve the problem, a check is performed against the default values list to ensure there are no duplicate values. Any duplicate values found are removed from the list.

ADAPT00476862

Patch ID: 37,796,778

Description:

Modified prompting text of a .NET dataset provider parameter is lost when the report is closed.

The cause of the problem is that the Parameter Text is overwritten by its default value.

New Behavior:

This problem is resolved.

ADAPT00491623

Patch ID: 37,977,005

Description:

The Java Reporting Component returns an error message upon viewing certain reports.

The error message says "java.lang.NullPointerException." This problem happens with reports that contain a subreport that report of native XML database with HTTP parameters. Such reports fail to accept a value for the HTTP parameters.

New Behavior:

This problem is resolved.

CRXIWIN_SP2

Parameters

ADAPT00495137

Patch ID: 37,992,760

Description:

When creating a report off an Oracle stored procedure with a string parameter, an Oracle database error appears if the Oracle server version is earlier than Oracle 9i.

The cause of the problem is that, when a string parameter is used, the system binds and processes the connection as Unicode. However, an Oracle 8 server strictly enforces the rule requiring N for a Unicode string (NChar, NVarChar) and no N for non-Unicode string (Char, VarChar).

New Behavior:

To solve the problem, the system checks whether the string is Unicode.

Performance

ADAPT00524699

Patch ID: 38,200,558

Description:

When viewing multiple reports from the same IIS 6.0 session, requests may be serialized.

New Behavior:

This problem is resolved.

To solve the problem, the session is no longer used; therefore, multiple requests may be processed simultaneously on IIS 6.

Platform .NET SDK

ADAPT00387265

Patch ID: 38,020,933

Description:

Left-aligned text objects are center-aligned instead.

New Behavior:

This problem is resolved.

To solve the problem, Crystal Reports overrides the left alignment attribute when appropriate.

ADAPT00482716

Patch ID: 37,748,183

Description:

Drilling up in the .NET Crystal Reports Viewer may cause a page to appear which reads "Unknown View."

The problem happens when the drill-up feature in the report is configured to open a page that has not been previously viewed in a session.

New Behavior:

This problem is resolved.

To solve the problem, the naming routine has been revised so that a page is given a meaningful title that is consistent with the data displayed.

ADAPT00508607

Patch ID: 38,003,423

Description:

When users drill down on certain charts in a Crystal Reports XI .NET application, a background processing error happens.

New Behavior:

This problem is resolved.

To fix this issue the following have changed:

- When we calculate grids at certain group levels, the system gets the data source at the same group level to obtain sufficient record for the grid calculation.
- The group selection formula is re-evaluated during initialization of the data context when the data source is changed.
- Rather than copy the running total in the original data context, a new running total starts. (The running total in the original data context contains the results after the first record in the original data source.)

ADAPT00511733

Patch ID: 38,036,849

Description:

Stored procedure parameters cannot be retrieved from the .NET Viewer, although they are required to run the report.

New Behavior:

If the report requires a stored procedure parameter value to run, the viewer will show the parameter in the ParameterFieldInfo collection, and the system allows the parameter to be set with code.

Known Limitations:

A recent BEXI_win.zip HotFix must be installed to enable this HotFix.

ADAPT00516607

Patch ID: 38,195,574

Description:

When changing the ODBC data source name at runtime and connecting as a user who has DBA role, the report displays the column structures of a table that belongs to another user.

New Behavior:

This problem is resolved.

ADAPT00520874

Patch ID: 38,052,230

Description:

Images in a report appear underlined.

This problem happens when reports are viewed in the .NET Viewers.

New Behavior:

This problem is resolved.

CRXIWIN_SP2
Platform COM SDK

ADAPT00479163

Patch ID: 37,727,793

Description:

An object's subfolders may not correctly inherit rights that are assigned to objects through roles in the Java SDK. That is, if the role of a parent folder is changed to a less powerful role, the child objects of the parent folder retain the more powerful role.

For example, a Java application can set a user to have the "Full Control" role on a Folder. The sub-folders will correctly show "Inherited" and "Full Control." rights. If the same application then sets the Folder to "No Access," the subfolder incorrectly shows "Inherited" and "Full Control" rights.

New Behavior:

This problem is resolved.

ADAPT00507877

Patch ID: 38,037,611

Description:

Users cannot drill down on certain reports in a group tree request.

New Behavior:

This problem is resolved.

Platform Java SDK

ADAPT00499657

Patch ID: 38,050,905

Description:

When users overwrite a report already published to Enterprise XI with a report that has not been published, and then call the refreshProperties() method, the following Java exception occurs: java.lang.UnsupportedOperationException.

The cause of the problem is that, when logon information is refreshed, items in certain properties are removed when a report is overwritten.

New Behavior:

To solve the problem, the read-only flag is temporarily reset before the properties are overwritten.

Preferences

ADAPT00444165

Patch ID: 37,798,867

Description:

When reports contain many parameters and parameter prompts, performance of the report is adversely affected.

New Behavior:

This problem is resolved.

Prompt Engine

CRXIWIN_SP2

Prompt Engine

ADAPT00394232

Patch ID: 37,047,928

Description:

A slow response time may occur when users view a report with Dynamic Cascading Prompts(DCP) through the DHTML, Java, ActiveX or Interactive viewer. The slow down occurs because reports with DCP use the Cache Server or Page Server, or RAS.

New Behavior:

This problem is resolved.

ADAPT00408559

Patch ID: 37,908,559

Description:

When the Report Application Server (RAS) is overworked, memory leaks occur while users view reports that contain static paramet

The cause of the problem is a fault in an error handling module inside RAS that leaks memory.

New Behavior:

This problem is resolved.

ADAPT00476841

Patch ID: 37,780,765

Description:

Parameter Prompting text for a procedure-based data source is lost when the report is saved.

The cause of the problem is that the Parameter Prompting text is overwritten in error by its default value.

New Behavior:

This problem is resolved.

ADAPT00486169

Patch ID: 37,770,591

Description:

Parameter prompts fail to render properly when a load-balancing virtual address is used through the .NET InfoView from the Activ Viewer. However, the parameter prompts work with the DHTML or Java Viewer.

The cause of the problem is that the HTML text files are downloaded to the client machine; therefore, the client needs the absolute p to access the .JS files in the server machine, which it cannot return.

New Behavior:

To solve the problem, winsock is used to convert the IP address to DNS name.

ADAPT00501329

Patch ID: 37,953,487

Description:

In Business View Manager, a multi-value dynamic parameter behaves like a single value parameter does inside Crystal Reports.

New Behavior:

This problem is resolved.

CRXIWIN_SP2

Prompt Engine

ADAPT00511234

Patch ID: 38,046,441

Description:

When users specify custom database information in the Central Management Console, and then preview a report that has a linked subreport, the system continually prompts for the sub report parameter.

The cause of the problem is that both the report and its linked subreport call the same stored procedure, with different parameters, to return different database fields.

New Behavior:

This problem is resolved.

The main report passes the linked parameter value to the subreport stored procedure to retrieve a second schema that differentiates from the main report.

Relational Database

ADAPT00442756

Patch ID: 37,490,920

Description:

An "N" literal appears in a SQL statement when reporting from an Oracle table that uses record selection.

The appearance of the N causes a performance problem, because it prevents the use of database indexes. In that case, a full tablescan is done for each request.

New Behavior:

The N no longer appears.

ADAPT00489552

Patch ID: 37,803,226

Description:

Because the Auto Translate property in an OLEDB connection fails to be honored, distorted characters may appear in reports.

New Behavior:

This problem is resolved.

ADAPT00511264

Patch ID: 38,099,422

Description:

Crystal Reports XI generates a SQL statement that contains an "N" literal character.

This problem happens when reporting from an Oracle 9.2 database, which uses Crystal Reports XI with a JDBC connection and an Oracle 10G client, and then creating record selection from a string field.

New Behavior:

This problem is resolved.

Reliability

CRXIWIN_SP2

Reliability

ADAPT00476630

Patch ID: 37,798,780

Description:

The JRC setTableLocationEx function fails to work with Oracle-stored procedures.

The cause of the problem is that the cursor parameter fails to be filtered out while the table is resynchronized.

New Behavior:

To solve the problem, the cursor parameter is filtered out when the query is built.

Report presentation

ADAPT00492544

Patch ID: 37,916,170

Description:

In a Report Document Controller (RDC) application, when an image is modified in the section format events and sent to the printer, the image fails to retain the modifications.

The cause of the problem is that the scaling factor for the image is ignored. Therefore, the image may not fit into the report object container.

New Behavior:

This problem is resolved.

ADAPT00495333

Patch ID: 37,927,502

Description:

A logon to the DHTML viewer will loop indefinitely when the Java Reporting Component (JRC) is used under the following conditions: the database user name and password for the DB2 on an AS400 database is not embedded in the JDBC Connection String in the report.

Although the user name and password is successfully passed to the report through the JRC SDK, this problem occurs. The cause of the problem is that the username and password fails to be added to the logon function if neither exist in the connection string.

New Behavior:

This problem is resolved.

Report processing

ADAPT00219500

Patch ID: 37,832,822

Description:

The Java Print Engine fails to recognize the chart series and line style options.

New Behavior:

Information for multi-risers is imported in the graph converter.

CRXIWIN_SP2

Report processing

[ADAPT00413203](#)

Patch ID: 37,348,558

Description:

When users run a report that has unlinked tables or stored procedures in a Sybase 12.5 database, the report may fail to process.

The cause of the problem is that the Sybase native driver does not support multiple queries on one connection, a situation that causes an infinite loop to occur.

New Behavior:

An error message appears if two unlinked tables or stored procedures are used to create a report. The error says: "Failed to open a rowset. Only one command can execute at a time."

[ADAPT00423129](#)

Patch ID: 37,818,800

Description:

When users make a third attempt to remove a field from a report, retrieve the rowset, and then save the report, the report fails. The following error message then appears: "Invalid file handle. The file is in use by another application. Unable to load report."

The cause of the problem is that RAS saves the current document, and then saves a copy of the report file, which RAS regards as a file that is in use.

New Behavior:

This problem is resolved.

RAS detects when a save is performed on a cloned job, and then disconnects the job from the original job's saved data when that condition is true.

[ADAPT00481503](#)

Patch ID: 37,750,270

Description:

The error message "Operator/operand type mismatch" appears when connecting to a logical field type in a FoxPro VFP file-based database.

The cause of the problem is that the FoxPro VFP driver logical field type is incorrectly defined as a "0" or "1" instead of the correct values of False or True (".F." or ".T.").

New Behavior:

This problem is resolved.

CRXIWIN_SP2

Report processing

[ADAPT00484984](#)

Patch ID: 37,998,935

Description:

An error message appears in place of a warning message in the jpe.log file when the Java Reporting Component (JRC) is used with reports that contain parameters.

The error message says "Some parameters are missing values."

New Behavior:

To solve the problem, the `com.crystaldecisions.reports.formatter.formatter.objectformatter.ExceptionLogger.LogException ()` method has been updated to check for a `MissingParameterException`. If a parameter is missing, a warning message is logged.

Known Limitations:

Although this HotFix addresses only the `com.crystaldecisions.reports.formatter.formatter.objectformatter.ExceptionLogger.LogException ()` method, other components and layers may issue the error message.

[ADAPT00507983](#)

Patch ID: 38,035,145

Description:

When reports are opened and closed with the Report Document Controller, the handle count increases indefinitely.

This behaviour may cause access violations that may crash the application.

New Behavior:

The handle count will self-regulate.

[ADAPT00511514](#)

Patch ID: 37,977,799

Description:

Users cannot drill down on another subreport, after they drill down on any subreport, without a JRC error message appearing.

New Behavior:

This problem is resolved.

ADAPT00520082**Patch ID: 38,121,481****Description:**

The syntax used to successfully call managed reports in Crystal Enterprise 10 fails to work when used in Business Objects Enterprise .NET.

Users call managed reports by making a viewrpt.cwr request and passing parameters in the URL.

New Behavior:

To solve this problem, modify the web.config file:

1. Locate the web.config file in the following directories:

- For version XI, go to ... \ Common Files \ Business Objects \ 3.0 \ crystalreportviewers11 \.
- For version XI R2, go to ... \ Program Files \ Business Objects \ common \ 3.5 \ crystalreportviewers115 \.

2. Modify the web.config file as follows: add `<add key = "viewrpt.emptyIsNULL" value = "false" />` immediately below the line `<add key = "viewrpt.toolbar" value = "" />`.

Known Limitations:

If the empty string is set to the number parameter, the report cannot be viewed.

CRXIWIN_SP2
Reporting

ADAPT00486203

Patch ID: 37,813,158

Description:

Single sign-on authentication is unable to authenticate users who view reports in BusinessObjects Enterprise that are based off a secured database.

New Behavior:

A new feature lets users use single sign-on to view reports in BusinessObjects Enterprise that are based off a secured database.

To activate the new feature, users must do the following:

1. In the Central Configuration Manager, open Crystal Reports Cache Server.
2. On the Command textbox, add the switch “-useSecondarySSO” before “-restart”.
3. Click Apply, and then click OK.
4. Go to \Program Files\Common Files\Business Objects\3.0\java\, and open CRConfig.xml in a text editor.
5. In the CRConfig.xml file, add “<UseDBUSERInsteadOfSSO/>” immediately before the last line.
6. Save CRConfig.xml, and then close the editor.
7. Restart all services.

For each report where single sign-on viewing and scheduling is preferred, the administrator must manually enable the single-sign on option. Log on to the Central Management Console and, in the Database properties, enable the “Use SSO context for database logon option.

For reports that use Business Views, the Single Sign-On option is available from the Data Connections settings used by the Business Views. To enable this option, administrators must open the Business View Manager, and set the option “Use Single Sign On when viewing” to True for the Data Connections.

For reports that use Universes, the administrator or Universe designer can enable the new single-sign on feature by modifying the Universe connection:

1. Open the Designer.
2. On the Tools menu, click Connections.
3. Edit the connection.
4. For the User name, enter “@Variable(‘DBUSER’)”.
5. For the Password, enter “@Variable(‘DBPASS’)”.

Enterprise users who want to use the new feature must have their secondary credential properties set, using a sample script provided by Business Objects named SetSecondaryCredential.jsp. The script is in the following directory: \Program Files\Common Files\Business Objects\3.0\java\lib\.

To set secondary credential properties in the SetSecondaryCredential.jsp script:

1. In the first section of the code, read the comments about how to hard code information about the Enterprise system.
Note: the "String credUser" variable refers to the Enterprise users for whom you want to add the DBUSER/DBPASS information. Those users must exist on the system before you run the JSP script.
3. In the line "firstPropBag.add("SI_VALUE", "dummyPassword", Property.ALL);", update "dummyPassword" with the appropriate DBPASS.
4. In the line "secondPropBag.add("SI_VALUE", "dummyUser", Property.ALL);", update "dummyUser" with the appropriate DBUSER.
5. Save the changes you've made to SetSecondaryCredential.jsp.
6. Close the editor, and then execute the JSP script.

Known Limitations:

CRXIWIN_SP2

Reporting

A Crystal report that is based on a Universe will be unable to honor the Single Sign-On feature if the Universe's connection is set up with @Variable('DBUSER')/ @Variable('DBPASS'). As a result, the report designer will prompt users for their logon information. On the report is published to Enterprise, on-demand viewing works with the SSO option enabled; however, scheduling works only when the User and Password fields are set inside the Central Management Console. This behavior is by design.

Repository

[ADAPT00523542](#)

Patch ID: 38,107,487

Description:

When users import user names from BusinessObjects Enterprise 6.5.1 to BusinessObjects Enterprise XI, user names from the Security domain fail to be imported; only groups are imported.

The problem happens when a user password contains invalid characters. Because passwords are interpreted as UTF8, invalid characters cause a conversion error when translated to UCS2.

New Behavior:

This problem is resolved.

To solve the problem, the Import Wizard disables user accounts that use passwords with invalid characters before it imports such accounts.

Known Limitations:

Users are prompted to change their password at next log on after the administrator has re-enabled the user's account.

Rich Text Format

[ADAPT00432022](#)

Patch ID: 37,999,313

Description:

Empty lines on a document that use Rich Text Format(RTF) are distorted when the document is exported.

The line spacing for the empty lines in the document is incorrect on the exported copy.

New Behavior:

This problem is resolved.

Rich Text Format (Editable)

[ADAPT00505193](#)

Patch ID: 38,061,633

Description:

When a report is exported to RTF Editable format, a black border appears around the OLE object.

New Behavior:

This problem is resolved.

CRXIWIN_SP2

Rich Text Format (Editable)

ADAPT00529465

Patch ID: 38,120,821

Description:

Scaled settings for objects in Crystal Reports fail to be applied after exporting a report to RTF Editable.

New Behavior:

This problem is resolved.

Security Applications

ADAPT00404865

Patch ID: 37,477,646

Description:

When a query is executed against a MySQL server query from the CMS, the database returns an "invalid query error."

This problem is caused by the way that MySQL handles backward slashes in query strings.

New Behavior:

This problem is resolved.

Separated values

ADAPT00005184

Patch ID: 38,055,491

Description:

A blank line appears at the end of the text file when a report is exported to text format. This blank line can be disruptive to applications that are parsing the text file for data.

New Behavior:

A registry subkey lets users add or remove blank lines that appear at the end of a text export. This subkey is called SuppressTrailingNewlines. The default value of this subkey is 0 (default behavior). When the subkey is given a value of 1, blank line won't appear at the end of a text export. The final character of data in a text file marks the end of the text file.

Note that Crystal Reports reads from the HKEY_CURRENT_USER registry tree; BusinessObjects Enterprise services, which run in the local system account, read from the HKEY_LOCAL_MACHINE registry tree.

CRXIWIN_SP2

Separated values

ADAPT00448232

Patch ID: 37,655,101

Description:

When a report is exported to Character-Separated Values (CSV) and the double-quote character (") is used as a delimiter, the exported copy is incorrect in fields that contain more than one set of double quotes.

New Behavior:

This problem is resolved.

To solve the problem, double-quote characters are properly padded with an escape character (another double quote) when reports are exported to CSV.

Known Limitations:

For number/date/time fields, delimiters are removed because characters wrapped in quotes are handled as strings. That is, numbers (1234) are interpreted as strings ("1234").

Server functionality

ADAPT00390267

Patch ID: 37,813,425

Description:

After a subreport is modified and users try to print the subreport, the Report Application Server presents this error message: "The request could not be submitted for background processing."

New Behavior:

This problem is resolved.

ADAPT00410482

Patch ID: 37,303,552

Description:

In the Report Application Server (RAS) SDK, when users add a Sort field with a date, time, or datetime field that has been grouped on, the following error message appears: "Sort Field already exists."

By default, record sorting is ignored when a group is sorted on the same condition field.

New Behavior:

Users are allowed to add a Sort field with a date, time, or datetime field that has been grouped on.

Known Limitations:

The index overloads must be used, to enable the remove/modify methods. You must use the following lines:
`crReport.DataDefController.SortController.Remove(1);`

Rather than the following:

`crReport.DataDefController.SortController.Remove (crReport.DataDefinition.Sorts[1]);`

CRXIWIN_SP2

Server functionality

ADAPT00527137

Patch ID: 38,180,597

Description:

A report fails to refresh data correctly when the report is exported.

As a result, the exported data may be incorrect.

New Behavior:

This problem is resolved.

Set Location

ADAPT00494355

Patch ID: 37,939,749

Description:

When users set the datasource location on reports that are based on OLEDB connections through the Java Reporting Component, a null pointer exception is returned.

The cause of the problem is that a null pointer exception is returned when one of the connection properties contains no value.

New Behavior:

This problem is resolved.

Sharepoint

ADAPT00432112

Patch ID: 37,748,745

Description:

Users are unable to view Crystal Report document through a Sharepoint Web Part viewer.

New Behavior:

This problem is resolved.

Sort order

ADAPT00437911

Patch ID: 37,521,177

Description:

In a .NET application, when users drill down on a group that has no data the following error message appears: "Report Application Server failed."

New Behavior:

An extra check for groups has been added: when a group does not contain data, an empty data set is returned.

CRXIWIN_SP2

Sort order

[ADAPT00510115](#)

Patch ID: 38,071,166

Description:

The suppression property of a main section in the Section Expert fails when sub-sections of that section are deleted.

The cause of the problem is that Crystal Reports shares the section properties for area objects and a section objects. When only one section in the area exists, the section properties for the area are used for formatting. In that event, the preview may hide records if the area's suppression formula suppresses the area; however, the Section Expert is also free to display suppression formulas from the section, which may conflict with the suppression formulas for the area's section.

New Behavior:

In a report containing multiple details section, if a conditional suppression formula exists in the main details section and one of the sub-details sections are deleted. The formula associated with the main details section is removed. In a report containing multiple "detail" sections, if a conditional suppression formula exists in the main "detail" section and one of the "sub-detail" sections is deleted, the formula associated with the main "detail" section is removed.

Text

[ADAPT00477655](#)

Patch ID: 37,771,516

Description:

When exporting a report to text format and setting characters per inch to 35, some of the rows and headers may not export.

The problem was introduced by a previous HotFix that caused the line height calculation to be done incorrectly.

New Behavior:

To solve the problem, the error in the line height calculation has been fixed.

[ADAPT00521450](#)

Patch ID: 38,067,343

Description:

When users export a report to plain text, no option is available to let users specify the Characters Per Inch settings.

Only the default CPI setting is available.

New Behavior:

This problem is resolved.

UI

CRXIWIN_SP2

UI

ADAPT00499239

Patch ID: 37,920,371

Description:

When Live Office is installed, the clipboard is cleared once MS Word is loaded.

As a result, when users paste images to Microsoft Paintbrush, the following error message appears: "Error getting the clipboard data"

This problem occurs when users use the Copy and Paste commands from the toolbar in Live Office. The problem is caused by a limitation within the copy function for Live Office.

New Behavior:

This problem is resolved.

CRXIWIN_SP1

ADAPT00133893

Patch ID: 35,113,756

Description:

Reports cannot be scheduled if a parameter field is null or empty.

New Behavior:

A new registry subkey allows users to specify that a parameter value be set to null or [empty] and enables Crystal Enterprise to schedule reports that have use those values:

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\9.0\Enterprise\Desktop
Plugins\CrystalEnterprise.Report\SetEmptyParamValue

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\8.5\Enterprise\Desktop
Plugins\CrystalEnterprise.Report\SetEmptyParamValue

Set the registry subkeys to "yes" (case sensitive) to set the blank parameter fields to a value of [null]. Set the registry subkeys to "no" (case sensitive) to set the blank parameter fields to [empty]. Set the registry subkeys to "zero" to set the parameters to their default values.

The registry subkeys are not required for the Crystal Enterprise XI registry key.

Known Limitations:

On UNIX, users must go to enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh adapt133893.cf

At the prompt, choose option 1 to update the settings.

.Net Report Engine

ADAPT00381168

Patch ID: 36,931,239

Description:

In a Crystal Reports .NET application, the ReportDocument.PrintToPrinter function causes a System.IndexOutOfRangeException exception error when a custom paper source is used.

New Behavior:

This problem is resolved.

To fix this problem, values that represent custom paper sources are converted by casting between the enumeration types.

.NET SDK

CRXIWIN_SP1
.NET SDK

ADAPT00367540

Patch ID: 37,375,099

Description:

When the Java viewer is used to view a report with default time value in the .Net Infoview CMC, the time format fails to be correctly displayed.

The cause of the problem is an error in how the PromptString is converted from PS to parameter field value when the prompt type is TIME.

New Behavior:

This problem is resolved.

.Net viewers

ADAPT00416124

Patch ID: 37,224,690

Description:

Users are unable to print or export reports in a Crystal Reports .NET Webform application where only some of the parameter fields passed by code.

The cause of the problem is that the parameter field that is received from the prompting response is removed when users print or export the report.

New Behavior:

To solve the problem, the parameter field that is received from the prompting response is merged into the parameter fields of the report agent when users print or export the report.

_All SDKs

ADAPT00359432

Patch ID: 37,477,107

Description:

The default DateTime parameter with the time of 12:00:00AM or 12:00:00PM is not displayed in the parameter prompt drop-down list.

The cause of the problem is that the Enterprise reporting object model is unable to process the time of 00:00:00 (12:00:00 is a variant of 00:00:00). Because 12:00:00 fails to be correctly interpreted, it is not displayed.

New Behavior:

This problem is resolved.

ActiveX viewer

ADAPT00368909

Patch ID: 37,015,996

Description:

When users view a report, and an updated ActiveX Viewer is available, their ActiveX viewer fails to be updated.

New Behavior:

This problem is resolved.

The problem was caused by an error in the routines that check versions.

CRXIWIN_SP1
ActiveX viewer

ADAPT00371278

Patch ID: 36,984,635

Description:

Active X Viewer fails to load, and then gets a browser detection logic error in bridge.

New Behavior:

This problem is resolved.

ADAPT00371390

Patch ID: 36,984,730

Description:

In a COM or .Net environment, the Active X Viewer fails to load, and then issues a browser detection logic error on the bridge.

New Behavior:

This problem is resolved.

ADAPT00396882

Patch ID: 37,131,166

Description:

When users set a parameter to null in .NET InfoView, the ActiveX and Java Viewers fail to operate correctly.

New Behavior:

This problem is resolved.

ADAPT00400555

Patch ID: 37,233,987

Description:

In the RDC ActiveX viewer for Crystal Reports 11, the EnableAnimationCtrl property fails to disable display of the Business Objects logo when set to false.

New Behavior:

The ActiveX viewer has been changed accept the EnableAnimationCtrl property.

ADAPT00410702

Patch ID: 37,248,918

Description:

In Crystal Reports, when users view a report with saved data that contains an invalid link in a subreport, the subreport attempts to connect to the data source.

New Behavior:

When the report opened, the invalid sub-report link is removed.

CRXIWIN_SP1
ActiveX Viewer

ADAPT00423239

Patch ID: 37,413,949

Description:

Binary files that are owned by Business Objects in the ActiveXviewer.cab file fail to carry a digital signature.

New Behavior:

The following binary files owned by Business Objects in the ActiveXviewer.cab file carry digital signatures:

CRViewer.dll
CSElExpt.ocx
sviewhlp.dll
swebres.dll

ADAPT00425887

Patch ID: 37,550,444

Description:

The ActiveX viewer fails to send print jobs to the print queue when it uses the special field "Page N of M" in a report.

The cause of the problem is that, by default, the ActiveX viewer requests an incomplete page count first. When the user click on the print button, the ActiveX viewer asks for a complete page count. However, the report source is unable to process both types of page counts.

New Behavior:

To solve the problem, the report source has been modified to processes both incomplete and complete page counts.

ADAPT00467131

Patch ID: 37,724,392

Description:

Dates in reports still appear in U.S. date format, even when Regional settings are changed to a language other than U.S. English.

The cause of the problem is that the English local is mapped to U.S. English.

New Behavior:

This problem is resolved.

Adobe Acrobat (PDF)

ADAPT00096349

Patch ID: 37,006,772

Description:

When reports are exported to Adobe PDF and the page size is greater than 22.75", fields that have been positioned to the right of 22.75" will overlap.

New Behavior:

This problem is resolved.

The PDF exporter used the twip as the unit of measurement for page size, which resulted in a maximum page size of only 22.75" inches by 22.75", rather than the maximum page size limit that Acrobat Reader accepts: 455" x 455". The layout unit in the PDF exporter has been altered from twips to points, to enable a maximum page size of 455" x455".

CRXIWIN_SP1

All

[ADAPT00407463](#)

Patch ID: 37,288,930

Description:

When a user browses reports in InfoView, the user's session continues to be active after it has timed out.

The problem is caused by the way that session tokens operate. By default, when a session expires the user session is automatically restarted by logging in with the information in the previous token.

New Behavior:

The default functionality of tokens can be changed to summon the logon prompt when the session has expired.

.NET servers

Set logonTokenEnabled to false in the file \Program Files\Business Objects\BusinessObjects Enterprise 11\Web Content\Enterprise11\InfoView\web.config in the WebDesktopSettings block. For example:

```
<!-- Set to false to disable logon with token when session times out -->  
<add key="logonTokenEnabled" value="false"/>
```

JAVA servers

Modify the web.xml under the Tomcat directory to set logontoken.enabled to false. For example:

```
<!-- Set to false to disable logon with token. -->  
<context-param>  
  <param-name>logontoken.enabled</param-name>  
  <param-value>>false</param-value>  
</context-param>
```

Known Limitations:

A re-deployment may be required. The .java and .xml files are put into the default deployment area. Those files must be copied to the associated location in the customer application deployment area.

All DHTML Java viewers

[ADAPT00436927](#)

Patch ID: 37,637,538

Description:

The Page viewer or Parts viewer cannot be inserted into other page content even when the ownPage property is set to false.

New Behavior:

This problem is resolved.

Known Limitations:

Users must set the ownpage property to true, and then pass the appropriate parameters.

All viewers

CRXIWIN_SP1

All viewers

[ADAPT00366979](#)

Patch ID: 36,983,059

Description:

An error message appears when stored procedure parameter values are not set through URL commands.

New Behavior:

This problem is resolved.

[ADAPT00372811](#)

Patch ID: 37,007,043

Description:

When WindowsNT is used as authentication through single-sign on, the user logon fails.

New Behavior:

This problem is resolved.

[ADAPT00388041](#)

Patch ID: 37,063,101

Description:

When users view reports in Crystal Enterprise that contain memo fields with the "Can Grow" option selected and the "Keep Object Together" deselected, the memo field shows the last line of text at the bottom of the page and sometimes repeats that line at the top of the next page.

New Behavior:

This problem is resolved.

[ADAPT00399843](#)

Patch ID: 37,180,769

Description:

OLE objects that are linked to a report may become locked after the print engine loads the report.

The cause of the problem is that, when the print engine updates the links to OLE objects in a report, it attempts to bind the OLE object to its source application. However, after the print engine binds the OLE object source, it fails to close the connection, and then the link remains active. The source application continues to run and maintains a write lock on the linked document.

New Behavior:

The print engine no longer binds the OLE object to its source application as a means to verify the links to the OLE object. Also, the Crystal application is closed after the links are updated.

Auditing

CRXIWIN_SP1

Auditing

[ADAPT00410057](#)

Patch ID: 37,414,188

Description:

When users view or schedule a report with the Jobserver or Cacheserver, the name of the report is not recorded in the auditing database.

New Behavior:

The report name information is passed from the JobServer and CacheServer to the auditing database, where it appears in the field "Detail_Text" in the AUDIT_DETAIL Table.

Known Limitations:

This HotFix does not affect reports that are viewed with the RAS Server.

[ADAPT00444599](#)

Patch ID: 37,646,654

Description:

When a user views a report in the Advanced DHTML viewer, the name of the report viewed fails to be recorded in the auditing database.

New Behavior:

The name of a report that viewed through the Advanced DHTML viewer appears in the "Detail_Text" field of the AUDIT_DETAIL table.

Known Limitations:

This HotFix applies only to reports that are viewed in the Advanced DHTML viewer. The fix that will enable the name of reports to appear in other viewers will be added to a future HotFix release, per fix request number 410057.

Automation

[ADAPT00409854](#)

Patch ID: 37,159,024

Description:

When users export a cross-tab report to RTF format from the JRC, some grid lines in the report may be missing in the exported copy

This problem occurs when the cross-tab report uses customized background colors or gridline colors. The cause of the problem is the order in which elements are exported.

New Behavior:

This problem is resolved.

Browse

CRXIWIN_SP1

Browse

[ADAPT00414019](#)

Patch ID: 37,307,640

Description:

The error message "HYT00:Unknown field in field list" appears when users browse fields in a Data Foundation that is based on an ODBC MySQL Data Connection.

New Behavior:

To resolve this problem, some methods in COdbcMySQLApi have been re-implemented.

Business Element

[ADAPT00374958](#)

Patch ID: 37,052,211

Description:

When a Business View is the data source for a report, all joins are enforced if parameters exist in one or more of the Business Element

New Behavior:

A third option has been added to the Business Element Filter Combination called "AND (not enforced)". This third option allows joins to remain as "AND," but are not enforced.

CA-Connectivity

[ADAPT00427275](#)

Patch ID: 37,365,525

Description:

If multiple hierarchies in a single dimension in a Microsoft Analysis Services Cube are used, calculated members on those hierarchies (added through Microsoft Analysis Services) can lead to problems in OLAP. The calculated members may fail to appear in the OLAP member selector, or the member selector may be blank when opened for the dimension.

The cause of the problem is that, when trying to get the children from the hierarchy, an MDX query is sent to the Server against the parent of each member. The parent of a calculation at the top level uses the hierarchy name. Therefore, the MDX query fails, because hierarchy name is not a member name.

New Behavior:

A check has been added to see if the parent of a calculation matches the hierarchy name and if it does, no query is performed.

Also corrected is the way that server calculations are loaded. A server calculation's parent was being set as the dimension, rather than the hierarchy, which was unsuitable for multi-hierarchical dimensions.

Chart

[ADAPT00343196](#)

Patch ID: 36,767,292

Description:

When formatting the markers on a scatter chart, if there are more than 64 markers the marker shape is not saved for all data points.

New Behavior:

This issue has been resolved.

CRXIWIN_SP1

Chart

ADAPT00358210

Patch ID: 36,972,360

Description:

Values on the Y-axis of a bar or line chart are displayed incorrectly. For example, numbers are displayed as 0.0, 0.0, 0.1 when they should be displayed as 0.02, 0.04, 0.06.

New Behavior:

This problem is resolved.

Compile

ADAPT00430353

Patch ID: 37,416,931

Description:

A column is missing from a cross-tab report after the report is exported to Microsoft Excel (data-only).

The cause of the problem is that the crosstab exporting code in the export supervisor skips a column for certain suppression criteria.

New Behavior:

This problem is resolved.

ADAPT00442042

Patch ID: 37,685,082

Description:

The command table parameter is duplicated when a data source is changed with the Report Application Server (RAS).

This problem occurs when the main report and a subreport both have a parameter with the same name.

The cause of the problem is how RAS builds the object model for stored procedures. The parameter for the ConnectionInfo for store procedures iterates through all parameters, when it should only iterate through parameters for a particular subreport.

New Behavior:

This problem is resolved.

CR.Net API

ADAPT00374476

Patch ID: 37,089,498

Description:

The Winform viewer displays the error "Information is needed before this report can be processed" when it displays a Page Server report with a parameter.

New Behavior:

This problem is resolved.

CRXIWIN_SP1
CR.Net API

[ADAPT00416201](#)

Patch ID: 37,238,579

Description:

The library file named CRPE32.DLL V.11.0.0.998 causes a system failure in Crystal Reports .NET applications, and then the following error message appears: "An unhandled exception of type 'System.Exception' occurred in crystaldecisions.crystalreports.engine.dll. Additional information: Load report failed."

This problem occurs when users attempt to open unmanaged reports in Crystal Reports .NET applications.

New Behavior:

This problem is resolved.

CRW designer

[ADAPT00096995](#)

Patch ID: 37,469,548

Description:

The functions "AllDatesFromToday" and "AllDatesFromTomorrow" generate the year 10000 as the end date for the range and cause the following error message to appear: "Failed to open a rowset."

The "AllDatesFromToday" and "AllDatesFromTomorrow" functions create an end date that is one second larger than the database can handle.

New Behavior:

This problem is resolved.

[ADAPT00308320](#)

Patch ID: 37,706,175

Description:

When users publish a report to BusinessObjects Enterprise XI from Crystal Reports XI or the Publishing Wizard, the following error message appears:

"Failed to read data from report file (name and location of file). Reason: Failed to read parameter object."

The problem happens when a column in a database is deleted while it holds a list of values. If a verify database operation is then performed without correcting the unmapped field, the URI for the list of values is set to "INVALID," which allows the dependency checker to flag the parameter as having its list of values removed.

New Behavior:

This problem is resolved.

[ADAPT00374675](#)

Patch ID: 36,950,468

Description:

A command object fails to accept a new parameter once a parameter is removed.

New Behavior:

This problem is resolved.

CRXIWIN_SP1
CRW designer

[ADAPT00409740](#)

Patch ID: 37,223,329

Description:

Parameters that contain multiple values in an HTTP XML-based report fail to be passed to the Web Application Server.

New Behavior:

Parameters that contain multiple values are converted to several single parameters, and each one is passed individually to the Web Application Server.

[ADAPT00411844](#)

Patch ID: 37,584,731

Description:

Reports fail to be sorted alphabetically when the Import Wizard is used.

Instead, reports are sorted by last modified date.

New Behavior:

This problem is resolved.

[ADAPT00422432](#)

Patch ID: 37,343,144

Description:

If parameter values for a report that is based on a stored procedure are changed in the CMC from null to another value, users cannot change the value back to null without causing the report to fail when scheduled. When the value is changed back to null, the system automatically sets the value to [EMPTY].

New Behavior:

Parameter values can be successfully set to null in the CMC.

[ADAPT00435607](#)

Patch ID: 37,477,799

Description:

Reports that are designed against a Visual Fox Pro table and a MS SQL Server in Crystal Reports 9 do not return the same data after Crystal Reports 9 is upgraded to Crystal Reports XI.

The cause of the problem is that a new feature for external joins has been added since the version 9 release of Crystal Reports, which causes external joins function incorrectly.

New Behavior:

A registry key has been added to fix the problem: CannotSupportExternalJoins.

Known Limitations:

By default, the registry will be set to exhibit current behavior. To disable the use of external joins, change the value of the key to 1.

CRXIWIN_SP1
CRW designer

[ADAPT00436076](#)

Patch ID: 37,693,227

Description:

After users upgrade from Crystal Reports version 9 to Crystal Reports XI, reports with a cross-data source join may fail to display data from memo fields.

The source of the problem is in the caching operation.

New Behavior:

To solve the problem, the caching operation is no longer applied in this case. Absence of the caching operation in this scenario does not affect performance.

[ADAPT00437432](#)

Patch ID: 37,515,026

Description:

Incomplete data is returned when the Record Selection formula contains formulas and "Use Indexes or Server for speed" is enabled. That is, end cases are missing in record selections. For example, [formula1 to formula2] appears as follows: formula1= "AA" and formula2="dd".

This problem did not happen in Crystal Reports 8.5, where formulas were evaluated at the Crystal Reports application level and not the driver level. At the driver level, string comparisons functions use the locale, which causes the problem.

New Behavior:

The driver no longer uses the locale when it evaluates a Record Selection formula that contains formulas.

[ADAPT00456246](#)

Patch ID: 37,550,659

Description:

No data is returned when upper-and-lower limit range formulas are used in a record Selection formula and the option "Use index or server for speed" is enabled.

Crystal Reports normalizes the range and any subsequent changes, in accordance with Unicode standards. For example, (in "ZZ" to "dd") to (in "dd" to "ZZ"). However, the problem is that, in this scenario, normalization takes place at the driver level, outside of Crystal Reports.

New Behavior:

Functionality has been added to the crdb_pc wrapper to re-normalize if necessary at driver level. The start and end of the range are compared in binary. If the start value in binary is greater than the end value in binary, the range will be re-normalized. The result is that data is returned.

[ADAPT00474433](#)

Patch ID: 37,690,815

Description:

When a report is created over a large Universe, unpredictable behaviors occur, such as General Protection Fault errors.

The cause of the problem is that a CDC object is being created for each Universe object.

New Behavior:

To solve this problem, each Universe object now shares a singleton CDC object.

CRXIWIN_SP1
Crystal Report

ADAPT00390468

Patch ID: 37,305,306

Description:

The number format for negative numbers fails to be displayed properly when reports are exported to Excel and viewed on a machine with regional settings that are set to languages other than English (United States).

The cause of the problem is that the built-in cell format strings that are used by MS-Excel are different across languages.

New Behavior:

The problem is resolved by not using the format strings that are used by Excel.

CVW

ADAPT00409449

Patch ID: 37,309,170

Description:

The following error appears when users install the BusinessEnterprise XI Offline Viewer on a machine that runs no other Business Objects Enterprise XI components: "Error 1904. Module C:\Program Files\Business Objects\BusinessObjects Enterprise 11\win32_x86\plugins\auth\secLDAP\secldap.dll failed to register. HRESULT -2147024770. Contact your support personnel."

New Behavior:

Some dependency files that were missing have been added to the installer.

Known Limitations:

Users must follow the steps here to install the patch for CVWSETUP:

- 1.Install the patch on the server that hosts Business Objects XI.
- 2.Share the upgraded CVWSETUP (in the preferred language) with the Client boxes.
- 3.Clients install CVWSETUP from the shared network.

Copies of .MST files and CVWSETUP language unspecific will be installed on the Server that hosts Business Objects XI.

ADAPT00433855

Patch ID: 37,428,743

Description:

The Offline Viewer fails to open reports on a machine that has no Crystal Components installed.

New Behavior:

The missing components are now installed, so that the viewer will open report.

ADAPT00444359

Patch ID: 37,531,149

Description:

The XI version of the Crystal Offline viewer does not have the ability to export to the Comma Separated Value (CSV) file format.

New Behavior:

This feature has been added.

Data Explorer

CRXIWIN_SP1

Data Explorer

ADAPT00381253

Patch ID: 37,001,579

Description:

The user interface in the Database Explorer is misaligned and some letters fail to appear.

New Behavior:

This problem is resolved.

Data Foundation

ADAPT00382125

Patch ID: 37,005,781

Description:

Start and end dates of the parameter disappear when users close the Create Parameter dialog box.

New Behavior:

This problem is resolved.

Data Source

ADAPT00283737

Patch ID: 37,274,029

Description:

Reports cannot be created from data in an Oracle database when the database table name is more than 28 characters long and the ODBC driver is SQORA32.dll.

The cause of the problem is that Crystal Reports supports case-insensitive table matching; however, the ODBC driver supports case insensitive table matching only when the table name is surrounded by quotation marks.

New Behavior:

This problem is resolved.

To solve the problem, a check is made to determine if an Oracle database is used for reports that have table names longer than 28 characters. Under those conditions, the system accepts two more characters, to raise the limit from 28 to 30 characters.

Known Limitations:

Database table names longer than 28 characters must be in uppercase letters. The limit for database table names is 30 characters. By not quoting 29 and 30 character strings, only all-uppercase characters are sure to work.

ADAPT00327440

Patch ID: 36,996,596

Description:

In Crystal Reports, users are prompted for universe connection details.

New Behavior:

This problem is resolved.

CRXIWIN_SP1

Data Source

[ADAPT00334652](#)

Patch ID: 36,838,807

Description:

The command SET ANSI_PADDING = OFF fails to disable pervasive CHAR columns and adjust the width of columns to equal the number of characters they contain.

The cause of the problem is that, in Crystal Reports 10 and higher, the look-up buffer respects the field type and sets columns to match the width of the defined field. So, if the number of characters in a column does not equal the width of the defined field, the column is appended with extra character spaces to equal the width of the field.

New Behavior:

Users can set a registry key to ensure that no extra character spaces are automatically appended to columns. The registry key is a string value named "DoNotPadWithBlanksToFillCharColumns," and it is stored in the following directory: Software\Crystal Decisions\10.0\Crystal Reports\Database\Btrieve. To enable the fix, set the value to YES.

Users must first create the registry key, and then perform the following steps in Crystal Reports:

- 1) On the Database menu, click "Database Expert."
The Database Expert dialog box opens.
- 2) On the Links tab, click Order Links.
- 3) Click "Link ordering is enforced," and then click OK.

Known Limitations:

Users must decide to have their database follow a rule that applies equally to all columns. Based on that rule, apply the patch and create the registry key.

[ADAPT00362101](#)

Patch ID: 36,982,757

Description:

When MySQL JDBC Table is added with unsigned numerics, the following error message appears: "Not Implemented Error."

New Behavior:

This problem is resolved.

[ADAPT00363592](#)

Patch ID: 36,982,769

Description:

A connection matching problem occurs in the API of DbMatchLogonInfo of the XML database driver.

New Behavior:

This problem is resolved.

[ADAPT00365356](#)

Patch ID: 37,010,132

Description:

When a report is opened with @Variable('BOUSER'), the saved data fails to be discarded.

New Behavior:

This problem is resolved.

CRXIWIN_SP1

Data Source

ADAPT00366957

Patch ID: 36,983,017

Description:

When users create a universe report with SSO, the first logon that is created is a false or "dummy" one, which may succeed and force the SSO to fail.

New Behavior:

This problem is resolved.

ADAPT00366965

Patch ID: 36,983,021

Description:

When users create a report that is based on a command in repository with SSO, the first logon that is created is a false or "dummy" one which may succeed and force the SSO to fail.

New Behavior:

This problem is resolved.

ADAPT00367225

Patch ID: 36,984,362

Description:

Certain prompts fail to be recognized correctly in Crystal Reports.

New Behavior:

This problem is resolved.

ADAPT00367234

Patch ID: 36,984,372

Description:

Double-quote characters sometimes fail to be correctly serialized.

New Behavior:

This problem is resolved.

ADAPT00368269

Patch ID: 36,984,547

Description:

Multiple-nested prompts are not supported in Crystal Reports.

New Behavior:

This problem is resolved.

CRXIWIN_SP1

Data Source

ADAPT00370824

Patch ID: 36,984,592

Description:

The Query panel freezes when users change a universe and a report requires a context.

New Behavior:

This problem is resolved.

ADAPT00372636

Patch ID: 36,996,354

Description:

The Teradata ODBC Driver is not thread-safe.

New Behavior:

This problem is resolved.

ADAPT00373023

Patch ID: 36,979,865

Description:

Multiple parameters from multiple commands cannot be created with the Lawson OLE DB driver.

New Behavior:

This problem is fixed.

Known Limitations:

To enable this HotFix, Lawson will also have to make changes to its OLE DB driver to generate parameter names with the command name as the prefix.

ADAPT00374177

Patch ID: 36,995,832

Description:

In Crystal Reports, when the ODBC DSN of Data Direct ODBC-XML driver is used, it fails to retrieve data from the database when three-table links are used, which include left outer join or right outer join.

New Behavior:

This problem is resolved.

ADAPT00383258

Patch ID: 37,041,141

Description:

Crystal Reports terminates when it makes multiple new connections that are related to the Web service and come from the repository.

New Behavior:

This problem is resolved.

CRXIWIN_SP1

Data Source

[ADAPT00397507](#)

Patch ID: 37,103,832

Description:

When users design report against a universe, the universe date objects map to Crystal date field objects.

New Behavior:

This problem is resolved.

Known Limitations:

For existing reports that have universe date objects mapped to Crystal date field objects, these reports remain unchanged. However, the query Command Object is edited through the Query Panel, those date fields will need to be remapped. When prompted to recheck "Match Type" and remap the report fields back to the same Universe objects. The fields will now appear as Crystal datetime fields. Re-save the report.

Also, if an existing report contains Crystal date fields that are mapped to datetime fields, users need to be aware of the following:

- Field formats for the remapped datetime field may need to be modified accordingly.
- Formula fields that reference old date fields must be converted to use remapped datetime fields. For example, use the CDate(datetime) function or a similar function.

[ADAPT00403787](#)

Patch ID: 37,122,138

Description:

Crystal Reports XI displays a logon error message when it attempts to connect to an ACT! 6.0 data source. This message appears regardless of what logon credentials are used.

The cause of the problem is that the logon information fails to be properly passed between the database drivers.

New Behavior:

This problem is resolved.

[ADAPT00404843](#)

Patch ID: 37,160,099

Description:

When BusinessObjects Enterprise 6.x is installed, the crdb_universe.dll file cannot be loaded.

The cause of the problem is that the BusinessObjects Enterprise 6.x installation program installs its bin directory in the PATH variable.

New Behavior:

This problem is resolved.

[ADAPT00408561](#)

Patch ID: 37,197,287

Description:

Reports that are based on Business Objects XI Universes are slow to load.

The problem is caused by inefficient loading mechanisms.

New Behavior:

The loading mechanisms have now been updated to improve performance.

CRXIWIN_SP1

Data Source

[ADAPT00410227](#)

Patch ID: 37,464,039

Description:

Users cannot preview a report from RAS or the Page Server when a report contains a subreport that is based on a Universe.

New Behavior:

This problem is resolved.

[ADAPT00413152](#)

Patch ID: 37,207,551

Description:

The Query Panel in Crystal Reports has a hard-coded limit of 1000 for the List of Values.

New Behavior:

Upon retrieving the List Of Values, the Query Panel reads a registry key to obtain its maximum number of values, rather than accept the hard-coded limit.

Note that a value of zero retrieves all values.

[ADAPT00413283](#)

Patch ID: 37,177,543

Description:

When users update data in reports that use the overload feature and that are based on a Universe that has the overload feature enabled too, the new data fails to appear when the report is refreshed.

The cause of the problem is that the SQL query fails to be regenerated. A change to an overload in a report can be independent from change to the Universe overload, and the new overload for a user goes undetected in that case.

New Behavior:

This problem is resolved. When a Universe with overload is involved, CE checks if the overload itself has changed. If true, the SQL is regenerated.

[ADAPT00419399](#)

Patch ID: 37,354,847

Description:

A report that is based on a JDBC connection to a MySQL datasource cannot be previewed in the Java Reporting Component (JRC). A SQL syntax error appears.

The cause of the problem is that, when the JDBC query engine receives a single qualifier for a field in a report, it attempts to process single qualifier as a schema rather than the SQL catalog.

New Behavior:

To solve the problem, the query engine queries the driver to see if the lone qualifier is the schema or the catalog.

CRXIWIN_SP1

Data Source

[ADAPT00456421](#)

Patch ID: 37,581,556

Description:

In the Crystal Reports designer, the java bean data source that connects to Sybase fails to return values for string fields.

New Behavior:

To solve the problem, field length is required to retrieve the string data when the return value is 0, which executes an alternative call internally to get the field length. This behavior ensures that the values of the string field are returned.

[ADAPT00456617](#)

Patch ID: 37,678,633

Description:

String parameters in JavaBean methods are passed with no values.

The cause of the problem is that C++ improperly converts DbValue to OCA_OCAdbdlI_DbValue in init_DbValue as the string type. The conversion only works for 2-byte wchar_t, but Solaris Sparc uses 4-byte CORBA_WChar.

New Behavior:

This problem is resolved.

The type of string (2-byte or 4-byte) is evaluated, and then the appropriate conversion method is used to enable the parameter string values to be passed.

[ADAPT00474247](#)

Patch ID: 37,708,603

Description:

Auto-aliasing is reset when more than 10 fields share the same name. On the second occurrence of the same field name, data from the first occurrence is returned.

The cause of the problem is that the QueryEngine supports a maximum of 10 fields with shared names.

New Behavior:

This problem is resolved.

Data Sources

[ADAPT00399834](#)

Patch ID: 37,088,407

Description:

A report that uses the Pervasive database engine fails to return all data if the report has a cross data source join and has defined a record selection formula.

New Behavior:

This problem is resolved.

The query engine now always calls DbUpdateFilters in a cross data source join, regardless of the size of numRecordsToCache.

CRXIWIN_SP1

Data Sources

[ADAPT00416800](#)

Patch ID: 37,257,153

Description:

In Crystal Reports 11, special characters cannot be used in the names for table aliases when the OLE DB datasources database connection is used, regardless of the setting of the following registry key: "HKEY_CURRENT_USER\Software\Business Objects\Suite 11.0\Crystal Reports\Database\InvalidAliasCharList."

The settings for that registry key are not honored.

New Behavior:

This problem is resolved.

Known Limitations:

Crystal reports has a generic list of characters that cannot be used in table alias names, although some are valid for certain databases. If users want to use those characters outside of the names of table aliases, they can override the generic list from the following registry key: HKEY_CURRENT_USER\Software\Business Objects\Suite 11.0\Crystal Reports\Database\InvalidAliasCharList. Crystal Reports will not allow any characters listed in that key value to be used in a table alias name. All other characters will be deemed valid.

[ADAPT00439624](#)

Patch ID: 37,480,750

Description:

A report that is based off a Universe may display and use an invalid query if an error occurs.

The cause of the problem is that the connection properties are updated prematurely, before the connection succeeds.

New Behavior:

This problem is resolved.

Deployment

[ADAPT00338564](#)

Patch ID: 36,855,983

Description:

When datasets are set to a report with two or more tables, the following error message appears: "exception of type 'CrystalDecisions.CrystalReports.Engine.LogOnException' occurred in crystaldecisions.reportappserver.datasetconversion.dll." The error message is thrown by the merge modules in CrystalReportsXX_NET_EmbeddedInstall.msi.

New Behavior:

This problem is resolved.

[ADAPT00354996](#)

Patch ID: 36,782,657

Description:

There is an installation conflict between the Crystal Reports Offline Viewer and the Report Designer Component Merge Modules that can cause the Windows Installer dialog to flash several times during installation or removal.

New Behavior:

This issue has been resolved.

CRXIWIN_SP1

Deployment

ADAPT00373924

Patch ID: 36,950,341

Description:

Dynamic linking with the keycode.dll fails to work properly in a custom application.

New Behavior:

This problem is resolved.

ADAPT00464512

Patch ID: 37,637,114

Description:

An error message appears when users view a report instance in .NET InfoView after the following HotFix has been installed: commonXIwin_en.zip, which contains the CEReportSource.dll version 11.0.0.1387 or newer. The error message reads as follows: "Unable to retrieve Object. Object reference not set to an instance of an object."

The cause of the problem is that the rptdefmodel.dll is a dependency file of the cereportsource.dll, which was not included with the HotFix.

New Behavior:

This problem is resolved.

DHTML Report Grid Viewer (Java)

ADAPT00307217

Patch ID: 37,694,691

Description:

On the Data tab in Crystal Reports Explorer, the date format does not appear as the format specified in the Regional Settings of the operating system.

The cause of the problem is that the grid viewer defaults to US format for the date(date time) fields if the operating system is English. The reason is that getLocaleID method returns "en-us" for English language and ignores the region.

New Behavior:

A check is done for the region as well as the language when the local ID is returned.

DHTML Report Page Viewer (Com)

ADAPT00430747

Patch ID: 37,340,827

Description:

In the COM viewer, the style and format of a text object fails to be rendered properly if the IsSeparatePages property is set to false.

The cause of the problem is the limit on the number of styles that a browser can support. If a style is rewritten rather than reused, after a certain number of rewrites the browser will fail to render the style.

New Behavior:

To solve the problem, the viewer now compares styles and reuses the existing ones.

Document Preview

CRXIWIN_SP1

Document Preview

ADAPT00360615

Patch ID: 36,863,650

Description:

In the ActiveX viewer, when users copy a specific value in a column of data, the entire contents of the column is copied instead.

The cause of the problem is that the viewer is misaligned with the CRW.

New Behavior:

This problem is resolved.

ADAPT00412209

Patch ID: 37,217,039

Description:

The Crystal Reports JRC installation fails to create certain directories in the crystalreportviewers11\images folder. As a result, toolbars fail to display correctly.

New Behavior:

This problem is resolved.

The "Direction", "misc", "toolbar", and "tree" directories, which contain multiple .gif files, are installed within crystalreportviewers11\images.

E6 Migration

ADAPT00371230

Patch ID: 37,002,144

Description:

When BusinessObjects Enterprise 6.X inbox documents are imported, they are placed in the Favorites folder rather than the user Inbox.

New Behavior:

This problem is resolved.

ADAPT00386684

Patch ID: 37,005,372

Description:

All users are permitted to log on to the Import Wizard in BusinessObjects Enterprise.

New Behavior:

Only users with administrative rights are permitted to log on to the Import Wizard in BusinessObjects Enterprise.

Efficiency

[ADAPT00417333](#)

Patch ID: 37,263,911

Description:

The BusinessObjects 11 Crystal Reports Server may terminate due to a memory leak.

The cause of the memory leak is that the program fails to free the memory that is used when it communicates through TCP port 156 after users connect to that port and send data. The crystalras.exe process then consumes all memory that belongs to the server. By design, memory is freed only after a message is received.

New Behavior:

This problem has been fixed by freeing the memory even when no message is received after a connection attempt.

Enterprise SDK (.NET)

[ADAPT00416925](#)

Patch ID: 37,394,812

Description:

In .NET Infoview, the report database logon control fails to render the default encrypted password ("*****") after users enter their password.

New Behavior:

This problem is resolved.

Error Messages

[ADAPT00409752](#)

Patch ID: 37,181,875

Description:

After users open a report in the embedded Crystal Reports Designer in Crystal Reports for Visual Studio .NET or in a custom application, they are unable to set the datasource for the report or to show the SQL query. In that case, one of the the following error message appears: "Invalid Argument Provided" or "Unknown Query Engine Error."

This problem occurs under the following conditions:

- the report has been created in a custom application, one that creates a connection to an ODBC datasource and uses the "LogonServerWithPrivateInfo" method to re-use the handle to the database.
- the custom application changes the table location before it presents the reports.
- the user exports the report from the viewer.

It is under those conditions that the exported report inherits the problem because, in that configuration, the connection information a table is removed from a report.

New Behavior:

If users apply the "LogonServerWithPrivateInfo" method and then change the table location the connection information for a table will still be removed from the saved or exported copy of the report. (The ODBC handle cannot be available when the report is later open. However, Crystal Reports can locate enough information about the connection data to change the database location. When users try use the "Show SQL Query" option, they are prompted for information on the database connection.

Known Limitations:

Reports that were created in a custom application described here will be unable to have their database locations set or be able to use the "Show SQL Query" option. Only reports that are saved or exported by a custom application after this patch has been applied will be able to use those options.

CRXIWIN_SP1

Formulas

[ADAPT00371093](#)

Patch ID: 36,915,512

Description:

In a formula field, the "IN" operator doesn't respect the case-insensitive flag under the report options.

New Behavior:

This problem is resolved.

General

[ADAPT00307997](#)

Patch ID: 36,915,835

Description:

Incorrect data type and size information is produced when users create a report in Crystal Reports that uses DB/C FS as a data source and then choose "Browse Data" to query available fields.

New Behavior:

This problem is resolved.

[ADAPT00362386](#)

Patch ID: 36,775,398

Description:

The maximum size of an SQL query in the SQL Command edit window is 30k.

New Behavior:

The limit has been increased to 64k.

General CMC Issues

[ADAPT00422728](#)

Patch ID: 37,418,175

Description:

In .Net InfoView, the database password fails to be maintained when it is set in the Central Management Console (CMS).

New Behavior:

The default password is rendered whenever a specified password exists in the logon information for the CMS.

General Desktop Issues

[ADAPT00347436](#)

Patch ID: 36,871,458

Description:

Field descriptions are not displayed in the Visual Linking Expert in Crystal Reports version 10. This problem occurs when users open a version 8.5 SAP R/3 Crystal Report.

New Behavior:

This problem is resolved.

Installation

CRXIWIN_SP1

Installation

ADAPT00373788

Patch ID: 36,950,222

Description:

When users install the Offline Viewer, the following error message appears: "Error 1904. Module C:\Program Files\Common Files\Business Objects\3.0\bin\crqe.dll failed to register. HRESULT -2147024770. Contact your support personnel."

The error message appears when the crqe.dll tries to register.

New Behavior:

This problem is resolved.

ADAPT00396528

Patch ID: 37,054,123

Description:

When cvwsetup.msi for version 11 is installed, cvw32.exe cannot be loaded.

New Behavior:

This problem is resolved.

Java applet viewer

ADAPT00380849

Patch ID: 36,983,032

Description:

JavaViewer does not support FireFox, or other Mozilla-based browsers, when they perform URL reporting.

New Behavior:

This problem is resolved.

ADAPT00407439

Patch ID: 37,207,633

Description:

The Barcode font fails to display properly in the Java viewer.

The cause of the problem is that the Java Runtime Environment (JRE) maps the glyphs of a symbol font to a Unicode location that is different to the Unicode location that is used for Basic Latin and Latin-1.

New Behavior:

This problem is resolved.

Java SDK

ADAPT00385538

Patch ID: 37,673,107

Description:

In the SDK, it is not possible to delete a custom property locally. No local deleted method is provided.

The only option is to set the property to NULL to signal to the server that it should be deleted on the next IInfostore.commit().

New Behavior:

A delete method has been added, .report.properties().delete(id), when the report is stored as an IInfoObject.

ADAPT00472019

Patch ID: 37,694,674

Description:

An error message appears when server-side printing is used with the printoutputcontroller.printreport method of the Report Application Server (RAS) Java SDK.

The error message reads as follows: "Class 'com.crystaldecisions.Utilities.Environment' signer information does not match signer information of the other classes in the same package."

The cause of the problem is that the ReportPrinter.jar includes a copy of the metafile renderer classes, but has no requirement that the MetafileRenderer.jar be placed in the class path. In situations where both ReportPrinter.jar and MetafileRenderer.jar are needed, trouble occurs with the class loader.

New Behavior:

To solve the problem, users must add MetafileRenderer.jar to the classpath for ReportPrinter.jar.

Job sharing

ADAPT00358913

Patch ID: 36,983,176

Description:

Hyperlinks from an Enterprise object package in the .Net web viewer generate the error "The given document UID cannot be recognized."

New Behavior:

This problem is resolved.

Lancelot

ADAPT00474657

Patch ID: 37,727,441

Description:

In Live Office, slice dimension names may fail to be resolved, and "#ERR" appears in their place.

New Behavior:

This problem is resolved.

LDAP Authentication

CRXIWIN_SP1
LDAP Authentication

ADAPT00360910

Patch ID: 37,000,213

Description:

LDAP users from the referral LDAP server fail to logon to InfoView through Java SDK.

New Behavior:

This problem is resolved.

ADAPT00414907

Patch ID: 37,707,029

Description:

When users map a group from a Microsoft ADAM server that contains more than 1500 users, the users' accounts fail to import.

New Behavior:

A workaround for this problem is available: for multi-valued attributes on an object (such as the "member" attribute for a group), values must be retrieved with ranged querying for the attribute.

ADAPT00442865

Patch ID: 37,707,081

Description:

When users map a group from a referral Microsoft ADAM server, the following error is returned: "SecLdap Error: an unknown error occurred in GetFirstAttributeAndBaseFromDN()," and the operation terminates.

The cause of the problem is the type of error returned by Microsoft ADAM LDAP servers. When an LDAP server is unable to locate tentative base DN, it returns an error stating that the object could not be found, and then continues the operation. However, Microsoft ADAM LDAP servers return an operations error, which terminates the operation.

New Behavior:

This problem is resolved.

Load/Save

ADAPT00397755

Patch ID: 37,116,768

Description:

When a Crystal Report is exported to PDF from the JRC, and then the PDF is opened with Acrobat Reader, an error message appears: "bad /BBox".

New Behavior:

This problem is resolved.

Loading from CE

ADAPT00381553

Patch ID: 36,983,028

Description:

In Live Office, smart tags generate an error message when used to navigate to an object that is stored in an in-coming email.

New Behavior:

This problem is resolved.

CRXIWIN_SP1
Loading from CE

[ADAPT00411094](#)

Patch ID: 37,543,574

Description:

When Microsoft Office Applications connect to Business Objects XI from Live Office and create a report view that is based on the latest instance of the report, when users click the "Refresh All Data" button the following error message appears: "Unable to refresh Report View. Unspecified error."

The cause of the problem is that the "Refresh All Data" option uses the view's refresh option, rather than the report's refresh option.

New Behavior:

The main report's refresh option is used instead.

Microsoft Excel

[ADAPT00338484](#)

Patch ID: 36,959,067

Description:

When a numeric field is formatted with the "reversed sign" and exported to Excel, the sign for the value in the exported copy may reverse back to its original sign.

The problem occurs because the wrong Number format is exported to Excel when different combinations of "reverse sign" and "sign positioning" are used. The format string in Excel has separate portions for positive and negative numbers. When the reverse sign is used, portions in the format string are swapped, to maintain the correct display. However, initially only the sign of the strings is swapped.

New Behavior:

To correct the problem, both the sign and the display portion of the string are swapped.

Microsoft Excel (Data Only)

[ADAPT00407232](#)

Patch ID: 37,209,464

Description:

Reports that are exported to Excel Data Only fail to export if they have a suppressed Details section, and the option "Perform Grouping On Server" is enabled. The following error message appears: "Error retrieving data from the server: Not enough memory for operation."

The cause of the problem is that the Details section isn't available when the "Perform Grouping On Server" option is enabled; therefore, the Details section is NULL. The exporter cannot locate a section that is set to NULL and, therefore, the exporter fails.

New Behavior:

This problem is resolved. If the details section is NULL, the export will continue.

NT authentication

CRXIWIN_SP1
NT authentication

ADAPT00371027

Patch ID: 36,909,352

Description:

When the domain name for a user contains an unmatched set of parentheses, the query for the batch of users that contains this user fails, and then an incomplete list of users appears in the "Users" page of Crystal Management Console.

New Behavior:

This problem is resolved.

The cause of the problem is that the parentheses fail to be escaped properly.

Object Import

ADAPT00368029

Patch ID: 37,005,257

Description:

Reports that are imported from one instance of BusinessObjects XI to another instance of BusinessObjects XI fail to handle dashboards that contain objects.

New Behavior:

This problem is resolved.

The cause of the problem was that objects failed to be properly indexed upon import.

ADAPT00376535

Patch ID: 37,069,382

Description:

When an Excel recurring instance is imported from Seagate Info 7.5, and scheduled to a UNC share through Crystal Enterprise 10 or BusinessObjects XI, the recurring instance fails. The following error message appears within the new environment: "File I/O error ..."

New Behavior:

This problem is resolved.

ADAPT00381608

Patch ID: 36,931,649

Description:

Some settings are lost on reports that are imported from Seagate Info 7.5 into Crystal Enterprise 10. For example, recurring .xls instances that have the option "Constant column width (in points)" set to False will be changed to True after the file is imported.

New Behavior:

This problem is resolved.

Changes were made to the import logic.

CRXIWIN_SP1

Object Import

ADAPT00383326

Patch ID: 37,077,814

Description:

The Import Wizard is unable to import encyclopedia and process tracker objects.

New Behavior:

This problem is resolved.

The ability to import encyclopedia and process tracker objects has been added to this HotFix.

ADAPT00402749

Patch ID: 37,163,515

Description:

When user names are imported into Crystal Enterprise 10 and Business Objects 11, the users' email addresses fail to be imported.

New Behavior:

This problem is resolved.

ADAPT00407504

Patch ID: 37,164,444

Description:

The Import Wizard fails to import LOV objects from one CMS to another.

New Behavior:

This problem is resolved.

Object management

ADAPT00391988

Patch ID: 37,079,017

Description:

If some reports are set to be processed by a certain server group, those reports cannot be scheduled after they are imported to BusinessObjects XI without importing the servergroup too.

New Behavior:

This problem is resolved.

The cause of the problem was that some properties of the report objects were missing after the importing process. The Job Server was not equipped to handle that situation.

Object model

ADAPT00208927

Patch ID: 36,998,113

Description:

In a Microsoft Visual Basic 6 application, an exception error occurs when users pass an RDO recordset to a report.

New Behavior:

This problem is resolved.

The ODBC driver has been modified to accept RDO recordsets. Only the rdUseClientBatch cursor driver is supported. For example myRDOConnection.CursorDriver = rdUseClientBatch

ADAPT00343628

Patch ID: 36,602,083

Description:

When users create a temporary table in a temporary database, and then use the table as the datasource for a report, the report may fail to locate the table. In that case, the report will not run, because it is unable to verify that the table exists.

New Behavior:

The process of verifying the existence of a table has been modified to consider temporary databases. This problem is resolved.

ADAPT00345803

Patch ID: 37,021,362

Description:

Any application that has been created in Visual Basic 6, uses the Report Designer Component, and then connects to the disconnected recordsets, will create a memory leak. Eventually, the system crashes.

New Behavior:

This problem is resolved.

The problem stemmed from a Rowset that holds on to another Rowset when data is fetched.

ADAPT00372019

Patch ID: 36,982,501

Description:

The BusinessObjects XI sample Visual Basic application terminates and displays the error message "Change Runtime Location of OI Object."

New Behavior:

This problem is resolved.

ADAPT00388759

Patch ID: 37,032,010

Description:

The Editable RTF export format is not exposed in the RDC API for BusinessObjects XI.

New Behavior:

This problem is resolved.

CRXIWIN_SP1

Object model

[ADAPT00401207](#)

Patch ID: 37,126,595

Description:

When the Report Designer Component (RDC) opens a report, the NeedsCurrentValue property fails to return False for subreport parameter fields that are linked to the parameter fields in the main report.

New Behavior:

This problem is resolved.

[ADAPT00401621](#)

Patch ID: 37,073,588

Description:

Reports that contain OLE Objects that have a scale factor other than 100% are scaled incorrectly in the Report Designer Component.

New Behavior:

This problem is resolved.

[ADAPT00422944](#)

Patch ID: 37,388,934

Description:

Report Designer Component (RDC) fails to add an ADO recordset to a report.

The cause of the problem is that no serverHandle property is available when the recordset is attached.

New Behavior:

To solve the problem, if no serverHandle is available, the connection is handled as though it is based on the attached rowset.

[ADAPT00434731](#)

Patch ID: 37,474,401

Description:

The Report Document Component's (RDC) Printout methods do not accept new printer selections from Crystal Reports, and they print only to the default printer.

The Print Page method uses the printer that is stored within the report definition, which is why the default printer is always chosen.

New Behavior:

This problem has been fixed to allow users to choose a printer.

CRXIWIN_SP1

Object model

[ADAPT00464626](#)

Patch ID: 37,695,057

Description:

After the PaperSource property is set and the SelectPrinter method of the RDC is called, the value of the new PaperSource setting is ignored.

In the RDC, when the printer name is set, the original DEVMODE fails to be retained when a new printed is created. This behavior disables the current PaperSource setting and prevents further changes to the setting.

New Behavior:

To solve the problem, the existing DEVMODE is maintained when the printer name, printer driver, and so on are set.

Parameters

[ADAPT00377384](#)

Patch ID: 36,983,039

Description:

In Live Office, the default parameter fails to be used when the global option "prompt on refresh" is turned off.

New Behavior:

This problem is resolved.

[ADAPT00438385](#)

Patch ID: 37,394,089

Description:

When users report from a JavaBean with a string parameter greater than one character, an error message appears: "Failed to Retrieve Data from database."

A calculation error prevents proper processing of string parameters greater than one character.

New Behavior:

This problem is resolved.

[ADAPT00455133](#)

Patch ID: 37,620,930

Description:

NULL values cannot be submitted to a Sybase 12.5 stored procedure with a "datetime" type parameter when a native connection is used.

The cause of the problem is that the parameter checking function fails to account for the "Set to NULL" option; therefore, the function produces an error because it considers the NULL value to be invalid.

New Behavior:

The parameter checking function checks to see if the "Set to NULL" option is set, and then it generates a specific SQL command line send a NULL datetime parameter as part of the database query.

Performance

CRXIWIN_SP1

Performance

[ADAPT00407417](#)

Patch ID: 37,185,656

Description:

The performance of the Page Server is slow while it handles static parameter prompting and delivers reports for viewing. This problem occurs when parameter picklists contain hundreds of values.

New Behavior:

To improve the Page Server's performance, a new command line option is available with this Hot Fix. Add the following text to the command line for the Page Server:

-procreportoptions __nosupportforoldviewers

Note: The option value contains two underscores.

Platform .NET SDK

[ADAPT00351196](#)

Patch ID: 36,984,382

Description:

When the sort order is changed for a group field in a Crystal Reports .Net application, the following error message is generated: "Invalid field number."

New Behavior:

The problem is resolved.

Group sorting was handled the same way as record sorting and were not taking into account that the group sort indexes are different than record sort indexes. To resolve this, record sorting and group sorting are done separately with different functions.

[ADAPT00353801](#)

Patch ID: 36,872,041

Description:

When using a hyperlink to an executable that has a command line parameter, when the hyperlink is clicked on, the following error is returned: "The System cannot find the file specified"

New Behavior:

This problem is resolved.

The command line parameters being passed incorrectly.

[ADAPT00374783](#)

Patch ID: 36,948,296

Description:

In Crystal Reports .NET windows application, after many exports to PDF format, an error message "Server is out of memory" appears.

New Behavior:

This problem is resolved.

A memory leak in CRPE caused the set logon info mechanism to fail.

CRXIWIN_SP1

Platform .NET SDK

ADAPT00409934

Patch ID: 37,177,281

Description:

When a HotFix that contains crpe32.dll versions 10.0.5.742 to 10.0.5.981 is applied, an error message appears when users change a Microsoft Access file that uses OLE DB and a Command table.

The error message is as follows: "Query engine error: this value is write-only."

The cause of the problem is that, when all connection properties involved are merged, the password properties fail to be merged.

New Behavior:

To solve the problem, the password properties are no longer merged.

ADAPT00433262

Patch ID: 37,436,001

Description:

Charts in a .NET application fail to be localized when the call CrystalDecisions.Shared.SharedUtils.RequestLcid is used to change the locale.

The cause of the problem is that the locale function that uses the CrystalDecisions.Shared.SharedUtils.RequestLcid call isn't correctly implemented for charting, and so it resets the localization function to the default language, which is English(US).

New Behavior:

This problem is resolved.

Platform COM SDK

ADAPT00408930

Patch ID: 37,165,753

Description:

In the Java Runtime Component (JRC) SDK, a Java exception named "NullPointerException" is thrown when users view a report that is linked to a subreport by a parameter.

New Behavior:

This problem is resolved.

CRXIWIN_SP1
Platform COM SDK

ADAPT00434468

Patch ID: 37,491,021

Description:

When reports are viewed in Microsoft Internet Explorer 4 or later they may not render with all formatting. However, reports render correctly in other web browsers.

The cause of the problem is a function that compares styles (used during the processing of the report output). The HTML produced the web page contains an excessive number of style tag (re)declarations. The function returns false, even though the styles being compared are often the same. The result is a re-declaration of a style that's already active.

New Behavior:

This problem is resolved.

Known Limitations:

Microsoft Internet Explorer 4 or later sets the limit of style tags that can be present on one Web page to 30. This HotFix does not address that limitation. So, pages with extensive formatting may still not render correctly. The style tag limitation is documented at following site:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;262161>

Platform Java SDK

ADAPT00423164

Patch ID: 37,285,275

Description:

When the "View objects" permission of the top level (root) Enterprise folder is restricted for the Everyone group, and users log in to Java InfoView without Administrator rights, Crystal Enterprise displays the following error message: "An error has occurred: java.lang.NullPointerException."

The cause of the problem is that initial access by the Java SDK to certain plugins involves the aggregation of root folder rights.

New Behavior:

This problem is resolved.

Prompt Engine

ADAPT00371618

Patch ID: 36,983,141

Description:

An error message appears when users shut down a process (IIS, Tomcat, webservices) that has launched the java server that has been used for DCP prompting.

New Behavior:

This problem is resolved.

CRXIWIN_SP1

Prompt Engine

ADAPT00394232

Patch ID: 37,047,928

Description:

A slow response time may occur when users view a report with Dynamic Cascading Prompts(DCP) through the DHTML, Java, ActiveX or Interactive viewer. The slow down occurs because reports with DCP use the Cache Server or Page Server, or RAS.

New Behavior:

This problem is resolved.

ADAPT00420280

Patch ID: 37,581,836

Description:

If Swiss Regional Settings are used, users are unable to add or select a number parameter value that uses the " " character as a numeric separator, even though those values are standard in Switzerland. An error message appears, which begins with the following: "Dies ist ein Parameter vom Typ "Zahl", der nur ein vorangestelltes Minuszeichen, Ziffern ("0-9"), Zifferngruppierungssymbole oder ein Dezimalsymbol enthalten darf...".

New Behavior:

This problem is resolved.

Prompt Group

ADAPT00407982

Patch ID: 37,269,017

Description:

In Crystal Enterprise 11, a report with more than four prompt groups cannot be published, and then an error message appears.

The cause of the problem is that the Crystal Enterprise publisher uses separate Enterprise sessions for every parameter, and then it releases the sessions. However, sessions failed to be released. When the sessions exceed the number of available licenses, an error is displayed.

New Behavior:

To solve this problem, only one session is used for all parameters, so that the report can be published successfully.

Prompting

ADAPT00371883

Patch ID: 36,984,773

Description:

The List of Values converter requires an alternative way to create SI_LOV_KEY.

New Behavior:

This problem is resolved.

CRXIWIN_SP1

Prompting

[ADAPT00384030](#)

Patch ID: 37,007,124

Description:

The List Of Values causes a memory leak when MissingInfo contains incorrect database logon.

New Behavior:

This problem is resolved.

[ADAPT00406818](#)

Patch ID: 37,368,067

Description:

When a Dynamic Parameter is based on a DateTime or Time data type, many of the available values fail to appear in the Dynamic Cascading Prompt.

The cause of the problem is that when a group is created in a report for a DateTime (or Time) field, Crystal Reports defaults to grouping by day (or hour). Values for the time (or seconds) portion of the DateTime (or Time) are ignored and only the first value for that day or hour appears in the List of Values.

New Behavior:

This problem is resolved.

[ADAPT00412643](#)

Patch ID: 37,249,354

Description:

In Crystal Reports 11, the Crystal Report Designer terminates when users create a static parameter from a prompted base query.

The cause of the problem is that, when performing background processing to convert the parameters, a NULL case causes the termination.

New Behavior:

This problem is resolved, by taking into account the NULL case.

Query Builder

[ADAPT00363507](#)

Patch ID: 36,990,126

Description:

Table Alias names fail to be automatically renamed for database drivers that don't permit tables and aliases to share names.

New Behavior:

The querybuilder.dll appends "1" to table alias names, to accommodate drivers that don't allow tables and aliases to use the same names.

Known Limitations:

In Crystal Reports 9, to fix the problem users need only the cr90dbexwin_xx.zip Hot Fix ("xx" represents the two-letter language abbreviation).

In Crystal Reports 10, to fix the problem users need both the component crdb_odbc.dll from the dbex10win_xx.zip Hot Fix and querybuilder.dll from the common10win_xx.zip Hot Fix with the same release date or later.

CRXIWIN_SP1

Query Builder

ADAPT00384981

Patch ID: 37,053,448

Description:

The DataDirect Kronos ODBC SQL Server driver fails to properly handle store procedures in Crystal Reports.

New Behavior:

This problem is resolved.

ADAPT00433152

Patch ID: 37,501,822

Description:

Using Alias function in Oracle SQL Expression wraps the expression in brackets, which may cause a syntax error.

Almost all SQL statements are wrapped in brackets before they are transferred to the database. Sometimes the wrapping of the SQL statement over several lines can cause a syntax error to occur due to unmatched brackets.

New Behavior:

To fix this problem, no brackets are added to SQL statements when the Alias function is used.

Query Engine

ADAPT00467196

Patch ID: 37,707,649

Description:

If a report is designed with an OLEDB cross-data source join, some of the data may fail to be returned if record-set caching is enable

New Behavior:

This problem is resolved.

RDC Designers

ADAPT00370532

Patch ID: 36,860,851

Description:

A rowset error occurs and no data is returned to Crystal Reports. This problem is caused by SQL statements that reference Informix datetime datatypes (datetime xxx to xxx).

New Behavior:

This problem is resolved.

Known Limitations:

For UNIX:

- None.

For Windows:

- This Hotfix applies to the following drivers:-

CR Informix ODBC Driver 4.20 (Datadirect)

INFORMIX 3.80 32 BIT (Informix)

INFORMIX 3.34 32 BIT (Informix)

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Relational Database

[ADAPT00370567](#)

Patch ID: 36,896,988

Description:

Oracle procedures that are stored in a package will fail to return data for a native connection unless certain fields are on the report.

New Behavior:

This problem is resolved.

The problem was caused by a bug in Oracle. If a LONG field is not retrieved before the next record is fetched, it will crash crw32.exe. The bug also affects the LONG RAW field for the same reason. To solve the problem, a coding workaround was developed. This workaround has been extended to include the LONG field to prevent the problem.

[ADAPT00371610](#)

Patch ID: 37,175,158

Description:

When a native connection to Pervasive 2000i is used for a report that has two or more linked tables, the returned records loop infinitely once a memo field is added to the report.

New Behavior:

This problem is resolved.

[ADAPT00372928](#)

Patch ID: 36,876,343

Description:

The error message "Failed to open rowset..." appears when a command object is disconnected.

New Behavior:

The problem is resolved.

This problem occurred with command objects that were created by the Data Source Migration tool after a Seagate Info 7.5 query is converted.

Reliability

[ADAPT00364211](#)

Patch ID: 36,886,619

Description:

The Report Application Server (RAS) service freezes periodically and issues a Windows Sockets API error in an unmanaged environment.

New Behavior:

This problem is resolved.

The cause of the problem was that connections were initiated but failed to send data.

The thread that listens for and dispatches connections will timeout after 30 seconds when a connection initiates and does not send data. The previous timeout was infinity.

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Reliability

ADAPT00369549

Patch ID: 37,031,466

Description:

CSLIB uses a function that scopes static objects for mutual exclusion.

New Behavior:

This problem is resolved.

ADAPT00407226

Patch ID: 37,167,640

Description:

Some ports for the Report Application Server versions XI, 10 and 9 fail to respond due to a memory leak.

The ports fail to respond because the program fails to free the memory from TCP port 1566 for versions XI and 10 and port 1560 for version 9, after users connect to that port and send data. In that case, the crystalras.exe process consumes all memory that belongs to the server.

By design, memory is freed from TCP port 1566 and 1560 only when it receives a message.

New Behavior:

This problem has been resolved by freeing the memory even when no message is received after a connection attempt.

ADAPT00433566

Patch ID: 37,479,177

Description:

When data is sent to the crystalras.exe file, RAS will stop servicing legitimate requests when the server is locked.

The cause of the problem is that the TCP connection handling code for the crystalras.exe file has not been written to handle multiple connections.

New Behavior:

This problem is resolved.

ADAPT00436936

Patch ID: 37,537,203

Description:

Memory fails to be released when the connection to an OLAP server is terminated.

The method to create sessions is called twice when the cube is opened. The double call creates two sessions, and only one is destroyed when the connection to the OLAP server is terminated, which leaves memory in use.

New Behavior:

The second call has been removed so that only one session is created.

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Reliability

[ADAPT00440394](#)

Patch ID: 37,716,224

Description:

Multiple .cwr requests for report files result in errors from the PageServer when the apsuser url parameter is used.

New Behavior:

To solve the problem, if an apsuser tag is in the URL, the tag will log off from the current Enterprise session and log on with the new apsuser tag.

Report File

[ADAPT00342155](#)

Patch ID: 36,904,836

Description:

When the command line "-new" is used to create a new report in Crystal Reports 10, it invokes the report wizard, but fails to successfully apply the report template.

New Behavior:

This problem is resolved.

Report presentation

[ADAPT00408650](#)

Patch ID: 37,235,242

Description:

In Crystal Reports 11, when images are resized in a section format event of the Report Designer Component, they do not fit the value that are specified in the code for the OLE Object.

The cause of the problem is an internal function that returns the incorrect size of the image.

New Behavior:

This problem is resolved.

[ADAPT00434039](#)

Patch ID: 37,583,754

Description:

The formatted picture that is contained within an OLE object appears to be smaller than expected after scaling is performed.

Images are scaled, according to the object size, before they are rendered to an Encapsulated Page Format (EPF). However, the EPF requires non-scaled images. The result is that the object is skewed.

New Behavior:

This problem is resolved.

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Report presentation

ADAPT00456358

Patch ID: 37,660,711

Description:

When Crystal Reports version 10 is used to view an instance of a report that contains saved data and was created in Crystal Reports version 9, the logon prompt appears when users click the link to the report's subreport.

This problem happens when a field in the main report with a NULL value is linked to a parameter field in the subreport. In that case the parameter value in the subreport will also have null value and bCurrentValueSet is then set to false. Because the data source for the subreport is not found, users are prompted for database logon credentials.

New Behavior:

This problem is resolved.

The value for bCurrentValueSet is set to true once the report is opened.

Report processing

ADAPT00306461

Patch ID: 36,319,708

Description:

Record selection formula special fields do not appear when a report is viewed on demand.

New Behavior:

This problem is resolved.

ADAPT00343591

Patch ID: 36,963,024

Description:

A report that uses an OLEDB connection to Microsoft Directory Services cannot be refreshed after the report has been closed and re-opened.

This problem only occurs when the static authentication to the Active Directory is used. If SSO/Integrated Security is used, the problem does not occur.

New Behavior:

A change has been made so that the user will be prompted for the credentials to connect to the Active Directory.

ADAPT00364073

Patch ID: 36,827,817

Description:

When reports are viewed through the JRC with parameters, an error message appears in the JPE log. The error message reads as follows: "Some parameters are missing."

New Behavior:

This problem is resolved.

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Report processing

ADAPT00398073

Patch ID: 37,090,546

Description:

The Memos field sometimes shows the incorrect row in the record set for some fields when a report meets all of the following conditions:

- Recurring formulas are based on memo fields.
- Memos have duplicate values.
- A record selection filter is applied to the report.

New Behavior:

This problem is resolved.

ADAPT00409835

Patch ID: 37,239,332

Description:

In the Report Document Component (RDC), sometimes the Print dialog box fails to appear when the Print option is clicked.

The cause of the problem is that the PrintOut method in the Report Document Component (RDC) requires one of its five optional arguments besides True or False. The PrintOut method will not accept NULL arguments.

New Behavior:

This problem is resolved.

ADAPT00429832

Patch ID: 37,495,941

Description:

The function CrystalAssert writes logs to the file System.error rather than write logs only to log4j.

New Behavior:

This problem is resolved.

Known Limitations:

This HotFix copies files to <Crystal Reports Install Directory>\Common Files\Business Objects\X.0\java\lib. Users must copy the corrected files to <Tomcat Install Directory>\webapps\<Folder>\WEB-INF\lib.

ADAPT00442273

Patch ID: 37,542,621

Description:

The PEVerifyDatabase call in the CRPE32.dll that is made through Visual Studio 6 does not perform callback for a field-mapping event.

The cause of the problem is that field-mapping events are disabled, because RAS and PageServer do not need them.

New Behavior:

Field-mapping events are enabled.

Reporting

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Reporting

ADAPT00390223

Patch ID: 37,070,377

Description:

When reports contain an OLE object with spaces or special characters (for example @#\$%, and so on) in the object name, they fail to open in Crystal Reports or published through the publishing wizard.

New Behavior:

This problem is resolved. All spaces and special characters are replaced with the characters '_' when reports are run.

Repository

ADAPT00419514

Patch ID: 37,647,418

Description:

Inconsistencies with query result sets may occur when using internal column values for database fields that can contain NULL data, such as the ScheduleStatus and UserFlags columns.

The cause of the problem is that the internal function CMySQLStatement::FetchNext() fails to reset the NULL value indicator for each item in Read batch from database. This problem is triggered when the raw database values are serialized into an internal InfoObject Database column values are used to populate some of the internal member vars.

The problem doesn't affect query result sets that are retrieved with the client SDKs because values are retrieved from the Properties blob data and not from the internal column data.

New Behavior:

This problem is resolved.

Rich Text Format (Editable)

ADAPT00423967

Patch ID: 37,404,010

Description:

When Exporting to Editable RTF, Fonts whose names contain dashes fail to be exported or displayed in MS Word.

This cause of the problem is that special characters in font names are improperly encoded.

New Behavior:

To solve the problem, special characters in font names are retained rather than encoded.

Known Limitations:

For files that are exported to MS-Word, only the dash "-" and "tab" special characters are not encoded.

SDK

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SDK

[ADAPT00343414](#)

Patch ID: 36,995,153

Description:

When a packaged stored procedure is added to a report through EROM, COM causes the program to freeze or terminate.

New Behavior:

This problem is resolved.

[ADAPT00393826](#)

Patch ID: 37,132,822

Description:

In Crystal Reports for Visual Studio .NET, when the LogonServerWithPrivateInfo function is used to log on to a database, the following error messages are displayed: "Invalid Argument" or "Unknown Database Connector Error."

The cause of the problem is that Visual Basic 6 fails to reuse an existing ODBC connection when LogonServerWithPrivateInfo is called.

New Behavior:

This problem is resolved.

Server functionality

[ADAPT00312278](#)

Patch ID: 37,024,147

Description:

When a stored procedure with a parameter is used, the CanBrowseField property returns true; however, zero records are returned.

New Behavior:

This problem is resolved.

The function that browsed parameter values has been modified so it will properly count the fields.

[ADAPT00381529](#)

Patch ID: 37,010,604

Description:

On the Job Server, users have no option to select the custom paper size for the RAS server.

New Behavior:

This problem is resolved.

Known Limitations:

To print and export reports, the custom paper size that is defined through RAS may truncate contents on the page. To avoid that problem, when users modify a report through RAS, they must work to the paper size that is defined in Crystal Reports.

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Server functionality

[ADAPT00423424](#)

Patch ID: 37,431,020

Description:

When a browser is set to the "Chinese Taiwan" locale, the formula function DateTime fails to run on Crystal Enterprise. The following error message appears: "Bad date-time string. Details errorKind."

The cause of the problem is that the correct locale fails to be used when the string parsing functions are called.

New Behavior:

The correct locale is retrieved and passed to the print engine.

Set Location

[ADAPT00356807](#)

Patch ID: 36,982,791

Description:

The set location for the native xml driver fails to work properly.

New Behavior:

This problem is resolved.

[ADAPT00386919](#)

Patch ID: 37,015,128

Description:

When a report is saved in Crystal Reports or the RDC after the table location has been changed, an extra query is sent to the Oracle (native) database.

New Behavior:

This problem is resolved.

[ADAPT00403821](#)

Patch ID: 37,106,162

Description:

The function setTableLocationByServerDatabaseName() does not work against DB2 database.

New Behavior:

This problem is resolved.

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Set Location

ADAPT00414967

Patch ID: 37,361,141

Description:

The JRC login prompt re-appears after users enter connection details to view data in the Java Reporting Component that is retrieved JDBC from a MySQL database.

The cause of the problem is that, when a JDBC MySQL report is created in Crystal Reports, the string "user={userid}!password={password}" is absent from the JDBC Connection String. The missing string causes the JRC to repeatedly prompt for a user name and password.

New Behavior:

To solve this problem, the string "user={userid}!password={password}" is added to the JDBC Connection String.

Known Limitations:

Users must refresh the report in Crystal Reports to enable the fix.

Sort order

ADAPT00467856

Patch ID: 37,708,024

Description:

A Top N sort, based on a formula that uses a parameter in subreport , uses a value that was entered previously.

In a subreport, if a TopNValueFormula is using a parameter and that parameter is linked to main report parameter, a TopN/Percentage group sort based on this formula fails to be updated after the parameter value is changed; therefore, the previous entered value is used instead.

New Behavior:

This problem is resolved.

Subreports

ADAPT00411121

Patch ID: 37,283,381

Description:

Crystal Reports may terminate when users drill down on an on-demand subreport.

The cause of the problem is that, when users drill down on an on-demand subreport, the process engine may be triggered to delete references for formatted objects that are still being used.

New Behavior:

This problem is resolved.

Support 8.5 DLL

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Support 8.5 DLL

ADAPT00372144

Patch ID: 36,976,428

Description:

When users export reports to Excel from the RDC, the application terminates. This problem occurs after users install the Excel Compatibility Patch.

New Behavior:

This problem is resolved.

Templates

ADAPT00410508

Patch ID: 37,289,077

Description:

In Crystal Enterprise 10, the SuppressIfDuplicate function is incorrect when SuppressIfDuplicate is contained in a section that has a section immediately below it. This problem also occurs if the lower section contains a conditional suppression.

This problem has been created by an earlier the Hot Fix (ADAPT00281243). The code that processes sections loses focus on the previous field entry. So, when a comparison of the previous field is tested for duplication, a false value always occurs.

New Behavior:

This problem is resolved.

Text

ADAPT00369935

Patch ID: 36,854,581

Description:

When a report is exported to text format, trailing spaces are not included in the exported copy.

New Behavior:

The problem is resolved.

UI

ADAPT00380216

Patch ID: 36,983,035

Description:

In Live Office, the Help button in Crystal Report Wizard dialog box does not load the help file.

New Behavior:

This problem is resolved.

Usability

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Usability

ADAPT00372012

Patch ID: 37,209,625

Description:

In Crystal Analysis Pro and OLAP Intelligence, when users create an Action on the members of a dimension that has multiple hierarchies, an error message appears.

The cause of the problem is that the rowspec function in the MDX causes confusion with the name of the dimension when multiple hierarchies are used.

New Behavior:

To solve the problem, the rowspec function has been removed.

ADAPT00423739

Patch ID: 37,575,238

Description:

The Highlighting Expert in the Crystal Analysis designer fails to color-code cells accurately, when a table is based on the result of a calculation, and if the calculation returns NULL values.

The cause of the problem is that, if the value of a cell being highlighted is NULL, no attempt is made to evaluate the calculation.

New Behavior:

To solve the problem, NULL value cells are properly evaluated for highlighting.

User Rights and Rights-Checking

ADAPT00419194

Patch ID: 37,270,072

Description:

A dialog box error message appears at the list of values (LOV) prompt when users refresh a LOV report from the Crystal Reports Designer or from any Crystal Report Viewer.

The error message, which reads "List of values error: failed to get values. [Cause of error: InitializationEx Exception [Error message] Null]," occurs when the "View objects" right to the Top Level folder in Crystal Enterprise is restricted for users in the Everyone group.

The cause of the problem is that, the first time the Java SDK creates an InfoStore service, appropriate access to certain plugins demands the aggregation of root folder rights.

New Behavior:

This issue is resolved.

Known Limitations:

Users must add the JAR files that are fixed with the Hot Fix to the WAR files (admin.war, desktop.war, webcompadapter.war and jsfadmin.war, or customised versions of those files). Users must then re-deploy the WAR files to the Web Application Server(s).

Verify

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Verify

ADAPT00408689

Patch ID: 37,389,527

Description:

When users run a report on command, the command is executed multiple times.

If the "Verify Stored Procedures On First Refresh" option is enabled, the command is execute three times. If the option is disabled, th command is executed twice.

New Behavior:

This problem is resolved.

Visual Linking

ADAPT00430069

Patch ID: 37,453,685

Description:

The XML driver links tables no further than three levels deep.

The cause of the problem is that tables that do not contain fields may cause a failure when links are created between tables in an XM data source.

New Behavior:

A new field named "Internal_ID" is added to tables that have no fields.

ADAPT00435099

Patch ID: 37,431,655

Description:

Tables that do not contain fields may cause a failure when users create links between tables in an XML data source.

New Behavior:

To solve the problem, a new field "Internal_ID" is now added to tables that have no existing fields.

The field has an unsigned, long-value type.

VS integration

ADAPT00381610

Patch ID: 37,021,957

Description:

When a report contains malformed UTF-16 strings (for example, a high surrogate fails to be followed by a low surrogate) and is exported to HTML 4.0 or HTML 3.2 format, the report fails to export, and then it returns an error message.

New Behavior:

This problem is resolved.

ADAPT00435607**Patch ID: 37,477,799**

HKEY_CURRENT_USER\Software\Business Objects\Suite 11.0\Crystal Reports\Database\Querybuilder\Joinbuilder\CannotSupportExternalJoins

Subkey Type: STRING Created by Hot Fix Installation

Default Value: 0

Recognized Values: 1;0

ADAPT00443173**Patch ID: 37,480,917**

HKEY_CURRENT_USER\Software\Business Objects\Suite 11.0\Crystal Reports\Export\BitMapMagnifDenominator

Subkey Type: DWORD Created by Hot Fix Installation

Default Value: 00000064

Recognized Values: 00000064

HKEY_CURRENT_USER\Software\Business Objects\Suite 11.0\Crystal Reports\Export\BitMapMagnifNumerator

Subkey Type: DWORD Created by Hot Fix Installation

Default Value: 00000060

Recognized Values: 00000060

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Export\BitMapMagnifDenominator

Subkey Type: DWORD Created by Hot Fix Installation

Default Value: 00000064

Recognized Values: 00000064

HKEY_CURRENT_USER\Software\Crystal Decisions\10.0\Crystal Reports\Export\BitMapMagnifNumerator

Subkey Type: DWORD Created by Hot Fix Installation

Default Value: dword:00000060

Recognized Values: 00000060

ADAPT00498770**Patch ID: 38,019,028**

HKEY_LOCAL_MACHINE\Software\Business Objects\Suite 11.0\Crystal Reports\Database\DB2\UseOSLocaleForConversion

Subkey Type: STRING Created by Hot Fix Installation

Default Value: No

Recognized Values: Yes, No

ADAPT00528561**Patch ID: 38,290,005**

HKEY_CURRENT_USER\Software\Business Objects\Suite 11.0\Crystal Reports\Database\Oracle\UseOSLocaleForConversion

Subkey Type: STRING Created by Hot Fix Installation

Default Value: No

Recognized Values: Yes,No

HKEY_CURRENT_USER\Software\Business Objects\Suite 11.5\Crystal Reports\Database\Oracle\UseOSLocaleForConversion

Subkey Type: STRING Created by Hot Fix Installation

Default Value: No

Recognized Values: Yes,No

ADAPT00549101**Patch ID: 38,419,444**

HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.0\Crystal Reports\Export\rtfeditable\EliminateBlankLinesToFitPage

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

HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.0\Crystal Reports\Export\rtfeditable\PageHeightErrorFactor

Subkey Type: DWORD Created by Hot Fix Installation
Default Value: 0000012C
Recognized Values: 0000012C - 5A0

HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.5\Crystal Reports\Export\rtfeditable\EliminateBlankLinesToFitPage

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

HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.5\Crystal Reports\Export\rtfeditable\PageHeightErrorFactor

Subkey Type: DWORD Created by Hot Fix Installation
Default Value: 0000012c
Recognized Values: 0000012c-5A0

ADAPT00553899**Patch ID: 38,389,397**

HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.0\Crystal Reports\Database\AlwaysRefreshUniverseLOV

Subkey Type: STRING Created by Hot Fix Installation
Default Value:
Recognized Values: Yes, 1

HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.5\Crystal Reports\Database\AlwaysRefreshUniverseLOV

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

ADAPT00570589**Patch ID: 38,533,719**

HKEY_CURRENT_USER\Software\Business Objects\Suite 11.0\Crystal Reports\DatabaseOptions\TrimTrailingSpace

Subkey Type: STRING Created by User
Default Value: Set to Yes.
Recognized Values: Functionality triggered by presence.

HKEY_CURRENT_USER\Software\Business Objects\Suite 11.5\Crystal Reports\DatabaseOptions\TrimTrailingSpace

Subkey Type: STRING Created by User
Default Value: Set to Yes.
Recognized Values: Functionality triggered by presence.

ADAPT00570898**Patch ID: 38,491,411**

HKCU\Software\Business Objects\Suite 11.0\Crystal Reports\Database\DB2iSeriesUniversePromptType
Subkey Type: STRING Created by Hot Fix Installation
Default Value:
Recognized Values: Date, DateTime

HKCU\Software\Business Objects\Suite 11.5\Crystal Reports\Database\DB2iSeriesUniversePromptType
Subkey Type: STRING Created by Hot Fix Installation
Default Value:
Recognized Values: Date

HKLM\Software\Business Objects\Suite 11.0\Crystal Reports\Database\DB2iSeriesUniversePromptType
Subkey Type: STRING Created by Hot Fix Installation
Default Value:
Recognized Values: Date, DateTime

ADAPT00572480**Patch ID: 38,553,744**

HKCU\Software\Business Objects\Suite 11.0\Crystal Reports\Database\Btrieve\DoNotPadWithBlanksToFillCharColumns
Subkey Type: STRING Created by Hot Fix Installation
Default Value: YES
Recognized Values: DoNotPadWithBlanksToFillCharColumns

HKCU\Software\Business Objects\Suite 11.5\Crystal Reports\Database\Btrieve\DoNotPadWithBlanksToFillCharColumns
Subkey Type: STRING Created by Hot Fix Installation
Default Value: YES
Recognized Values: YES; NO

ADAPT00587101**Patch ID: 38,555,146**

HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.0\Crystal Reports\FomatOptions\IgnoreSharedVarStateInLinkedSubRpt
Subkey Type: STRING Created by Hot Fix Installation
Default Value: Yes
Recognized Values: Yes, No

HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.5\Crystal Reports\FormatOptions\IgnoreSharedVarStateInLinkedSubRpt
Subkey Type: STRING Created by Hot Fix Installation
Default Value:
Recognized Values: Yes, No

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\10.0\Crystal Reports\FormatOptions\IgnoreSharedVarStateInLinkedSubRpt
Subkey Type: STRING Created by Hot Fix Installation
Default Value:
Recognized Values: Yes, No