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You can read the recommendations in the user guide, the technical guide or the installation guide for BUSINESS OBJECTS CRYSTAL REPORTS XI. You'll find the answers to all your questions on the BUSINESS OBJECTS CRYSTAL REPORTS XI in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual BUSINESS OBJECTS CRYSTAL REPORTS XI
User guide BUSINESS OBJECTS CRYSTAL REPORTS XI
Operating instructions BUSINESS OBJECTS CRYSTAL REPORTS XI
Instructions for use BUSINESS OBJECTS CRYSTAL REPORTS XI
Instruction manual BUSINESS OBJECTS CRYSTAL REPORTS XI

A large rectangular area containing a faint, light blue watermark of a document cover. The cover features a vertical line on the left side and the text "Crystal Reports XI User's Guide" in the center. In the bottom right corner, there is a small logo and the text "Crystal Reports XI".

Crystal Reports XI User's Guide

Crystal Reports XI



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Built-in report experts guide you step by step through building reports and completing common reporting tasks. Formulas, cross-tabs, subreports, and conditional formatting help make sense of data and uncover important relationships that might otherwise be hidden. Geographic maps and graphs communicate information visually when words and numbers are simply not enough. Extend reporting to the Web The flexibility of Crystal Reports doesn't end with creating reports -- your reports can be published in a variety of formats including Microsoft Word and Excel, E-mail and even over the Web. Advanced Web reporting lets other members of your workgroup view and update shared reports inside their web browser. Incorporate reports into applications Application and web developers can save time and meet their users needs by integrating the report processing power of Crystal Reports into their database applications. Support for most popular development languages makes it easy to add reporting to any application. Whether it's the web master in IT, the promotion manager in marketing, the database administrator in finance or the CEO, Crystal Reports is a powerful tool designed to help everyone analyze and interpret the information that's important to them. 22 Crystal Reports User's Guide Introduction to Crystal Reports XI About this guide 1 About this guide This guide includes procedures for typical reporting tasks such as placing fields, formatting reports, and sorting records. It also contains information on more specific areas of interest such as advanced formula creation and accessing different types of data.

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Use this guide as a reference for your basic reporting needs as well as an introduction to new concepts in report creation. Online help Crystal Reports online help includes all topics within the user's guide. It also provides additional reference material ranging from specific information on the function of a button to general information on how to create a report formula based on a sample business scenario. Locate information quickly Access online help from the Crystal Reports help menu. Use the Contents tab to view all major sections in the online help and drill down to specific headings within each section, the Index tab to view topics in alphabetical order, and the Search tab to enter a keyword to view all the sections that relate to the keyword.

Sample Reports Many topics in the Crystal Reports online help include a list of related sample reports. Use these reports to illustrate concepts the topic describes. The sample reports can be adapted to your own needs. Sample reports are located in the Crystal Reports directory under \Samples\En\Reports.

Business Objects information resources For more information and assistance, see Appendix D: Business Objects Information Resources.

This appendix describes the Business Objects documentation, customer support, training, and consulting services, with links to online resources. Crystal Reports User's Guide 23 1 Introduction to Crystal Reports XI About this guide 24 Crystal Reports User's Guide What's New in Crystal Reports XI chapter 2 What's New in Crystal Reports XI Introduction Introduction This section provides a high-level overview of the components, features, and benefits that are provided by the latest release of Crystal Reports. The major themes for Crystal Reports XI include: . . . "Powerful report authoring" on page 26. "Improved usability" on page 27. "Expanded application-development capabilities" on page 28. "Integration with BusinessObjects Enterprise XI" on page 32. You can find new features within all of the major themes. Significant enhancements have also been added to the existing feature set. Powerful report authoring Dynamic and cascading prompts Dynamic and cascading prompts are now available in Crystal Reports. This new feature allows you to populate prompt values from values in a database.

Prompts can be arranged in a cascade, where one value in the prompt constrains values in subsequent pick lists. Report designers no longer need to maintain static prompt lists in individual reports. A single prompt definition can be stored in the repository and shared among multiple reports, improving both runtime scalability and design-time productivity. New RTF export format A new RTF Export format is available. This new format is optimized for ease of editing the files that it generates. This feature complements the existing RTF export that is optimized for accuracy and forms processing. The result is that you can now choose from two different RTF export formats, depending on whether you require accuracy or the ability to edit. Dynamic graphic location You can now place pictures and graphics in a report through a link stored in a database, so that it is no longer necessary to store images within the database. This new feature supports the common practice of storing images on a web server and storing references to those images in a database. 26 Crystal Reports User's Guide What's New in Crystal Reports XI Improved usability 2 Parameterized sorting Group sort order and top or bottom N reports can now have their sort values driven by a formula.

This new feature means that you can now use parameters to control sort order and the N value of a top or bottom N report. The result is a single report that is more flexible and can meet the needs of more users, reducing the total number of reports for you to create and support. Hierarchical grouping improvements Enhanced hierarchical grouping provides increased layout control so that groups are now nested in a hierarchy, and you now have more fine-grained control over hierarchy indenting. You can now indent specific objects in a section according to their hierarchy level, instead of automatically indenting all objects in the hierarchy. Save export configuration options For many export formats, you can now save report export-configuration information with the report itself. This feature means that the report designer can preset the appropriate export options, and end users will use those options when exporting through the report viewers. This process results in more accurate export output with less end-user training. Improved usability HTML preview Crystal Reports now offers a new HTML preview that lets you see how your reports will look when published to the web. This feature is found in the familiar Crystal Reports design environment as an additional view tab. When you use this feature, you can save time by not having to repeat the iterative task of publishing your reports to the web as you design them.

Updated Repository Explorer The new Repository Explorer makes it easier to navigate within the BusinessObjects Enterprise system. You are better able to share reporting components with other users through the repository. **Workbench** The Workbench lets you keep projects organized and allows you to group reports in folders according to your preference. Crystal Reports User's Guide 27 2 What's New in Crystal Reports XI Expanded application-development capabilities Drag-and-drop charts and cross-tabs New drag-and-drop charts and cross-tabs introduce intelligent charting and cross-tab design by letting Crystal Reports automatically create a chart or cross-tab that is based on the data in your report. Chart and cross-tab design is now faster and easier.

Update patch installation This new feature is similar to Windows Update in that it allows you to stay current with the latest updates to Crystal Reports.

Enhanced report viewer The resizable group tree improves report viewing for long group names, and the toolbar has been updated to be more consistent across viewers. **Expanded application-development capabilities** General description Control over report formats Developers now have the same fine-grained control over the report format as they do within the Crystal Reports designer. Server-side printing and subreport configuration New and improved cross-platform application programming interfaces include server-side printing, as well as the ability to configure subreports as if they were full Crystal reports.

Java User Function Libraries Custom Java User Function Libraries let Java developers incorporate their own code within Crystal Reports.

Java Server Faces User-Interface development is simplified with support for Java Server Faces (JSF) through a new JSF viewer Software Developer Kit.



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Developer documentation This version offers enhanced developer documentation that provides coverage for the most common reporting use cases. 28
Crystal Reports User's Guide What's New in Crystal Reports XI Expanded application-development capabilities 2 Report Application Server (RAS) Report Application Server XI contains many new features. Notable among these is dynamic prompting and cascading lists of values, an editable RTF export format, single-sign on support, complete programmatic control for subreports, and dynamic image locations. Backward compatibility continues to be a critical feature--no APIs or major features were removed from this release when compared with version 10. New APIs Full programmatic control for exporting has been added. New cross-platform printing support from RAS SDK has been added. Full programmatic control to retrieve, modify, and create subreport objects--to the same level of detail as the main report--has been added. Images in BMP, JPG or PNG format can be added programmatically to any section of the report. Single Sign-On is supported for major databases with managed reports.

New extensible URL Reporting components allow easy report viewing over the web with the ActiveX, Java Plug-in, or DHTML viewers. Enhanced deployment options . . There is now one merge module that works for all RAS, .NET, and COM deployment scenarios to IIS Web Application Servers. Enhanced configurable deployment options allow full control over deployed database and exporting DLLs. As well, a configurable option for whether the crystalreportviewers11 IIS virtual directory is created has been added.

Improved report viewers . . The ActiveX, .NET Winform and Webform, and DHTML viewers have all been enhanced to use the dynamic prompting functionality, and they all have the ability to export to the editable RTF format. See the Viewer Java SDK Guide for a complete list of enhancements to the report viewers. *Crystal Reports User's Guide 29 2 What's New in Crystal Reports XI Expanded application-development capabilities Report Designer Component (RDC)* The new features in version XI of the RDC are primarily focused on format compatibility with reports created in Crystal Reports XI. This focus includes maintaining compatibility with applications created in previous versions of the RDC.

New APIs . You can now retrieve the fully qualified database table name for a Table item in a report. Enhanced deployment options . . . The RDC merge modules are now automatically installed to Program Files\Common Files\Merge Modules. The merge modules have been enhanced to support recent versions of InstallShield. Enhanced configurable deployment options allow full control over deployed database and exporting DLLs. Improved ActiveX viewer

The new exporting dialog box supports the editable RTF format. Page drawing performance has been dramatically improved in many scenarios through caching of the rendered output. The visual quality of output and printing has been improved to match the Crystal Reports preview tab. Objects displayed in the ActiveX viewer can be highlighted individually or in groups and then copied and pasted to applications such as Microsoft Word, Excel, and Outlook. Page navigation now supports the page-up and page-down keys. Printing now supports multiple page ranges from the print dialog box.

Crystal Reports .NET Crystal Reports .NET contains many new features. Notable among these is dynamic prompting and cascading lists of values, an editable RTF export format, single-sign on support, and dynamic image locations. Backward compatibility continues to be a critical feature--no APIs or major features were removed from this release when compared with version 10. 30 *Crystal Reports User's Guide What's New in Crystal Reports XI Expanded application-development capabilities* 2 New APIs . . . Full programmatic control for exporting has been added. For managed reports and unmanaged reports that run in-process RAS, Single Sign-On is supported for major databases. Significant speed improvements have been made when connecting Crystal Reports .NET view-only applications to BusinessObjects Enterprise. Enhanced deployment options . . There is now one merge module that works for all Crystal Reports .

.NET deployment scenarios. Enhanced configurable deployment options allow full control over deployed database and exporting DLLs. As well, a configurable option for whether the crystalreportviewers11 IIS virtual directory is created has been added. Improved Winform viewer The new exporting dialog box supports the editable RTF format. The new dynamic prompts are supported at run time.

Tooltips can be disabled. An error-event handler has been added. The viewer now allows developer-written dynamic-resource localization to unsupported languages. Improved Webform viewer The new exporting dialog box supports the editable RTF format. The new dynamic prompts are supported at run time.

Tooltips can be disabled. The viewer now respects the Culture attribute of the ASP.NET Page Directive. The viewer now allows developer-written dynamic-resource localization to unsupported languages. *Crystal Reports User's Guide 31 2 What's New in Crystal Reports XI Integration with BusinessObjects Enterprise XI Integration with BusinessObjects Enterprise XI Integration between the Crystal Reports Designer and BusinessObjects Enterprise* has been substantially enhanced in the following ways: The Repository Explorer has been enhanced to allow for easier logon and easier browsing of Enterprise objects and repository items. The Repository Explorer can open the BusinessObjects Enterprise Central Management Console (CMC). The Dependency Checker allows you to confirm that all repository objects in your report are valid. The Workbench allows you to publish a group of reports individually or combined into a single object package. Single Sign-On Single Sign-On is now available so that a Crystal report can be integrated into an existing security infrastructure. URL reporting URL-based report integration has been re-implemented as ASP, ASPX, and JSP pages that are fully backward compatible with the old viewrpt.

cwr technology. This easy and popular method of report integration will continue to be supported on standard application-server platforms. Business Objects universes Crystal reports based on Business Objects Universes (the semantic layer for Business Objects query-and-analysis tools such as Web Intelligence) can now support Universe run-time security and union queries.



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These enhancements allow for most overloads defined in the Universe to be supported when you report off that Universe in Crystal Reports. Contextual report linking Contextual report linking enables you to invoke Business Objects and Web Intelligence documents from Crystal Reports and vice versa. This feature allows report designers to specify associations for documents residing in either a Crystal Reports environment (unmanaged) or a BusinessObjects Enterprise environment (managed). Once these associations are created, users follow the resulting navigational paths embedded in the linked documents. 32 Crystal Reports User's Guide Installing Crystal Reports XI chapter 3 Installing Crystal Reports XI Installing Crystal Reports XI Installing Crystal Reports XI The Crystal Reports Installation Wizard works with Microsoft Windows Installer to guide you through the installation process.

The Installation Wizard automatically recognizes your computer's operating system and updates files as required. This chapter provides step-by-step instructions for installing Crystal Reports and shows how to customize your installation.

The main topics are: "Installation requirements" on page 34 "Installing Crystal Reports on a local machine" on page 35 "Creating an installation point and installing from a network server" on page 36 "Customizing your installation" on page 38 "Running a silent installation" on page 41 "Upgrading Crystal Reports components" on page 43 As one of the final steps in the installation process, you'll be asked if you want to register the product. Follow the on-screen instructions to complete this process. Installation requirements Minimum installation requirements Operating Systems Windows 2000 Windows XP Professional Windows 2003 Server 133 MHz; or higher Pentium-compatible CPU At least 128 megabytes (MB) of RAM. 256 MB recommended. 4 gigabytes (GB) maximum 320 Megabytes CD-ROM or DVD drive Computer/Processor Memory Disk space Drive Note: . . The .

NET components require the .NET 1.0 or .NET 1.1 runtime.

The Java components require a J2EE 1.3.x or J2EE 1.4.x compatible runtime. 34 Crystal Reports User's Guide Installing Crystal Reports XI Installing Crystal Reports on a local machine 3 Installing Crystal Reports on a local machine If you are installing Crystal Reports on a computer running any of the supported operating systems (see Minimum installation requirements above), you must have Administrator privileges. The installation process creates registry entries and may update some system files that require Administrator rights. Close all currently running programs and stop as many services as possible when installing Crystal Reports. If you want to limit the features you install, see "Customizing your installation" on page 38. u 1.

To install on a local machine Unless Autoplay is enabled for your CD-ROM drive, run Setup.exe from the win32 directory of your product distribution. Note:

Depending on the configuration of your current system, you may receive a dialog box informing you to update existing files. If this happens, click Yes and restart your machine. The Installation Wizard updates the required files. 2. 3. 4. Read and accept the License Agreement to proceed with the installation. In the User Information dialog box, type your name, organization, and the product activation keycode.

Click Next. The Select Installation Type dialog box appears. Crystal Reports User's Guide 35 3 Installing Crystal Reports XI Creating an installation point and installing from a network server 5. Choose the type of installation that you want to perform: . . Typical installs the most common application features.

Custom enables you to choose the features that you want installed, to specify where they will be installed, and to check the disk space required by each feature.

For details, see "Customizing your installation" on page 38. 6. Click Browse if you want to install Crystal Reports or its common files to a directory different from the default location. The default location for Crystal Reports is C:\Program Files\Business Objects\ The default location for the Crystal Reports common files is C:\Program Files\Common Files\Business Objects\3.0\ Note: These location fields may be unavailable if you have BusinessObjects Enterprise installed on the same machine.

7. Click Next. The Start Installation dialog box appears. Note: If you install Crystal Reports on a machine with an Internet connection, you can choose to disable the automatic Web Update Service feature. This features lets you check for updates and service packs each time you open Crystal Reports; if you disable it, you cannot activate it later. 8. Click Next to begin copying files to your local drive. Creating an installation point and installing from a network server Installing Crystal Reports from a central network location involves two steps: 1. Make a copy of your Crystal Reports product distribution on a server machine on the network (this copy becomes your installation point). See "Creating an installation point for Crystal Reports" on page 37.

Access the server machine from a workstation, and run Setup.exe to install Crystal Reports on the workstation. See "Installing Crystal Reports from a network" on page 37. 2. 36 Crystal Reports User's Guide Installing Crystal Reports XI Creating an installation point and installing from a network server 3 Creating an installation point for Crystal Reports This procedure must be performed by a network administrator who has write access and network privileges.

When this procedure is complete, end users will be able to access Setup.exe from the network to install Crystal Reports onto their local machines. Note: If users do not have the Microsoft Windows Installer configured on their machines, the setup process detects the workstation's operating system and installs the appropriate Microsoft Windows Installer package. u 1. 2.

3. To create an installation point Create a folder on your network, and share this folder for the users who need to run the Setup.exe. Copy the entire contents of your Crystal Reports product distribution to the folder that you created in step 1. Assign rights to the users who need to install Crystal Reports from this folder.

Note: Restricting access to this folder lets you stay within your license limit. Installing Crystal Reports from a network If your network administrator has copied Crystal Reports to the network, make sure you have read privileges to that network before beginning this process. If you are installing Crystal Reports on a computer running any of the supported operating systems (see "Minimum installation requirements" on page 34), you must have Administrator privileges on the computer.



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The installation process creates registry entries and may update some system files that require Administrator rights. Close all currently running programs and stop as many services as possible when installing Crystal Reports.

u 1. 2. To install Crystal Reports from a network Access the folder on the network that contains the Crystal Reports installation files. Double-click Setup.exe. Note: Depending on the configuration of your current system, you may receive a dialog box informing you to update existing files. Click Yes and restart your machine. The Installation Wizard updates the required files. Crystal Reports User's Guide 37 3 Installing Crystal Reports XI Customizing your installation 3.

4.

Read and accept the License Agreement to proceed with the installation. In the User Information dialog box, type your name, organization, and the product activation keycode. Tip: You may need to contact your Administrator for the product activation keycode. 5. 6. Click Next. The Select Installation Type dialog box appears. Choose the type of installation that you want to perform: · · Typical installs the most common application features. Custom enables you to choose the features that you want installed, to specify where they will be installed, and to check the disk space required by each feature. For details, see "Customizing your installation" on page 38.

7. Click Browse if you want to install Crystal Reports or its common files to a directory different from the default location. The default location for Crystal Reports is C:\Program Files\Business Objects\ The default location for the Crystal Reports common files is C:\Program Files\Common Files\Business Objects\3.0\ 8. Click Next.

The Start Install dialog box appears. Note: If you install Crystal Reports on a machine with an Internet connection, you can choose to disable the automatic Web Update Service feature. This feature lets you check for updates and service packs each time you open Crystal Reports; if you disable it, you cannot activate it later. 9. Click Next to begin copying files to your local drive.

Customizing your installation Selecting the Custom installation option invokes the Select Features dialog box, which allows you to install specific features, to change the default location of various features, and to check the amount of disk space required by each feature. 38 Crystal Reports User's Guide Installing Crystal Reports XI Customizing your installation 3 The icons in the feature tree indicate whether the feature and its subfeatures will be installed or not: · · · · A white icon means that the feature and all its subfeatures will be installed. A shaded icon means that the feature and some of its subfeatures will be installed. A yellow 1 means that the feature will be installed when required (installed on demand). A red X means that the feature or subfeature is either unavailable or will not be installed. Crystal Reports uses an "install on-demand" technology for some of its features. As a result, the very first time a particular feature is used after being installed, there may be an extra wait for the "install on-demand" to complete. This behavior will affect new installations only once and will not occur when features are restarted. To select the configuration and location of a feature or subfeature, click its icon. Note: Each feature or subfeature can have its own configuration and location.

Crystal Reports User's Guide 39 3 Installing Crystal Reports XI Customizing your installation Use the following table to determine your installation options for each feature or subfeature: Type of feature installation Will be installed on local hard drive Description of what is installed · · · · Installs the feature on the local hard drive. Uses the Typical install settings to install some of the feature's subfeatures to the local hard drive. Installs the feature and all of its subfeatures on the local hard drive. Runs the feature and its Typical subfeatures off the product distribution/ network. Entire feature will be installed on local hard drive Will be installed to run from product distribution/network Note: Some subfeatures are not set up to run from the product distribution/network. These subfeatures will be installed on your local hard drive. Entire feature will be installed to run from product distribution/network · Runs the feature and all of its subfeatures off the product distribution/network. Note: Some subfeatures are not set up to run from the product distribution/network. These subfeatures will be installed on your local hard drive. Feature will be installed when required Entire feature will be unavailable · · Installs the feature or subfeature from the product distribution/network when first used.

Neither the feature nor its subfeatures are installed. Note: Subfeatures are listed below each feature. A subfeature can have a different type of installation than its parent feature. 40 Crystal Reports User's Guide Installing Crystal Reports XI Running a silent installation 3 Running a silent installation A silent installation is one that you run from the command line to automatically install Crystal Reports on any machine in your system, without the installation program prompting for information during the installation. To install silently, you run an msixec command from the command line.

The command must include a series of parameters that provide information for installation settings and directory paths. The silent Crystal Reports installation is particularly useful when you need to perform multiple installations and do not want to interrupt people who are working on machines in your system. You can also use the silent installation command in your own scripts. For example, if your organization uses scripts to install software on machines, you can add the silent Crystal Reports installation command to your scripts. Note: · · · The silent installation is not available from the Crystal Reports Setup program and is intended only for experienced administrators of Crystal Reports.

When you perform a silent installation, you accept the Crystal Reports end-user license agreement by default. You can find a copy of the license agreement (license.pdf) in the Docs folder of your product distribution. Silent installations are intended for new installations; do not use them for upgrades. The silent installation command consists of the command msixec, followed by the location of the installation executable file, and a number of parameters that provide information about the installation. The following example installs Crystal Reports on mymachine: Msixec /i "\mymachine\Business Objects\Crystal Reports\1\scr.msi" REBOOT=ReallySuppress /qn+ PIDKEY=A1234-ABCD123-12345A6-AB12 INSTALLDIR="C:\Program Files\Business Objects\Crystal Reports\11" COMMONVERDIR="C:\Program Files\Common Files\Business Objects\3.



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