



# Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for BUSINESS OBJECTS CRYSTAL REPORTS. You'll find the answers to all your questions on the BUSINESS OBJECTS CRYSTAL REPORTS 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**  
**User guide BUSINESS OBJECTS CRYSTAL REPORTS**  
**Operating instructions BUSINESS OBJECTS CRYSTAL REPORTS**  
**Instructions for use BUSINESS OBJECTS CRYSTAL REPORTS**  
**Instruction manual BUSINESS OBJECTS CRYSTAL REPORTS**

Crystal Reports 2008 SP1 User's  
Guide

Crystal Reports 2008

windows



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**Manual abstract:**

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*2008-09-04 Third-party Contributors Contents Chapter 1 Introduction to Crystal Reports*

*2008 SPI 27 About Crystal Reports...*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....28 About the Crystal Reports documentation...*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.29 Locate information quickly....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*....29 Sample Reports.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*...29 Chapter 2 What's New in Crystal Reports 2008 SPI 31 Introduction..*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

*.....*

.....  
.....  
.....  
.....32 *Flash printing*.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....32 *Unicode-supported interface*.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....32 *Enhanced publishing interface*.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....32 *XML and Web Services Database Driver*.....

.....  
.....  
.....  
.....

.....33 *Viewer Accessibility*.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

33 *Chapter 3 Installing Crystal Reports 2008 SP1 35 Installation overview*.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....



.....  
.....  
.....  
.....

.....45 Setting custom banners..

.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....

.....51 Upgrading Crystal Reports components.....

.....  
.....  
.....  
.....

.....  
.....

..52 Crystal Reports 2008 SP1 User's Guide 3 Contents Chapter 4 Quick Start 53 Learning how to use Crystal Reports...

.....

.....  
.....  
.....  
.....

.....

...54 Sample data - Xtreme.mdb.

.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....

54 Report Creation Wizards.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....55 Standard.....

.....  
.....  
.....

.....  
.....

.....  
.....

.....  
.....  
.....  
.....

.....  
*55 Cross-Tab.....*

.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
*...56 Mailing Label..*

.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
*.56 OLAP....*

.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....

*.56 Quick start for new users.....*

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....56 Before you begin....

.....  
.....  
.....

.....  
.....  
.....

.....  
.....  
.....

.....57 Creating the report..

.....  
.....  
.....

.....  
.....  
.....

.....  
.....

..57 Record Selection...

.....

.....  
.....  
.....

.....  
.....  
.....

.....71 Grouping and sorting.

.....  
.....  
.....

.....  
.....  
.....

.....  
.....  
.....

.....76 Completing the report.....

.....  
.....  
.....

.....  
.....  
.....

.....

80 *Quick start for advanced users.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

.82 *Choosing a report type and data source....*

.....  
.....  
.....  
.....

..82 *Working with report elements on the Design tab.....*

.....  
.....  
.....

.....83 *Using other reporting features....*

.....  
.....  
.....  
.....  
.....  
.....

.....85 *Chapter 5 Report Design Concepts 89 Basic report design..*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

..90 *Deciding on the content of the report.....*

.....  
.....  
.....  
.....  
.....

.....90 *Stating the purpose..*

.....  
.....  
.....  
.....  
.....  
.....



.....  
.....  
.....  
*.90 Determining the layout of the report ....*  
.....

.....  
.....  
.....  
.....  
.....  
*.....92 Finding the data..*

.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

*..92 Manipulating the data.....*

.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....

*..94 Determining printing area characteristics...*

.....  
.....  
.....  
.....  
.....

*..95 Developing a prototype on paper.....*

.....  
.....  
.....

.....  
.....  
.....  
.....

*....97 To design a paper prototype.....*

.....  
.....  
.....

.....  
.....  
.....  
.....

.....98 4 Crystal Reports 2008 SP1 User's Guide Contents Chapter 6 Introduction to Reporting 99 Report creation options.

.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....

.....100 Report Creation Wizards.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

...100 Another report.....

.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....

.....100 New report...

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....

.....101 Report Creation Wizards...

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....101 Another report.....

.....





.....  
.....  
*118 Adding tables.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*.119 Linking multiple tables...*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*.....120 Placing data on the report ..*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*...122 Formatting data .....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*....131 Record selection.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*131 Grouping, sorting, and summarizing data.....*



.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....

*138 The Dependency Checker.....*

.....  
.....  
.....  
.....

.....  
.....  
.....

*.140 Opening and docking explorers.....*

.....  
.....  
.....  
.....

.....  
.....  
.....

*...142 Beyond basic reports..*

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

*.....143 Chapter 7 BusinessObjects Enterprise Repository 145 What is the BusinessObjects Enterprise Repository? ...*

.....  
.....  
.....

*.....146 Work flow.....*

.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

*.....146 Accessing the BusinessObjects Enterprise Repository...*

.....

.....  
.....

....148 To open the BusinessObjects Enterprise Repository.....

.....  
.....

.....148 Toolbar.

.....  
.....  
.....

.....  
.....  
.....

.....  
.....  
.....

....149 Adding subfolders and subcategories to the repository.....

.....  
.....  
.....

..150 To add a new subfolder or subcategory.....

.....  
.....  
.....

.....  
.....

..150 Adding items to the repository...

.....  
.....  
.....  
.....

.....  
.....  
.....

..151 Adding a text object or bitmap image.....

.....  
.....  
.....  
.....

.151 Adding a text object or bitmap image - another method....

.....  
.....

.152 Adding a custom function .....

.....  
.....  
.....

.....  
.....  
.....  
.....



.....153 Adding a command ...

.....  
.....  
.....

.....  
.....  
.....

.....  
.....  
.....

..153 Using repository objects in reports .....

.....  
.....  
.....

.....  
.....

....154 Adding a text object or a bitmap image to a report.

.....  
.....  
.....

..154 Adding a custom function to a report...

.....  
.....  
.....  
.....

.....155 Adding a command to a report....

.....  
.....  
.....  
.....  
.....  
.....

.....155 Adding a list of values to a parameter.....

.....  
.....  
.....  
.....  
.....  
.....

...156 Modifying objects in the repository.....

.....  
.....  
.....

.....  
.....  
.....

.156 To modify a repository object.....

.....



.....  
.....162 Key strategies for optimizing web reports....

.....  
.....

.....  
.....  
...163 Scale with BusinessObjects Enterprise..

.....  
.....  
.....  
.....

.....163 Evaluation times for date functions in BusinessObjects Enterprise.  
...165 Making the right design choices..

.....  
.....  
.....  
.....

.....  
.....  
.....

..215 Grouping data.....

.....  
.....  
.....  
.....  
.....

.....  
.....  
.....

..217 Group and sort direction.....

.....  
.....

.....  
.....  
.....

..218 Creating custom groups....

.....  
.....  
.....  
.....  
.....

.....  
.....  
.....  
*220 Sorting groups conditionally.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
*...221 Sorting records within groups.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
*....223 Group selection.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
*.224 Grouping data in intervals....*

*..229 8 Crystal Reports 2008 SP1 User's Guide Contents Grouping by the first letter of a company name.....*

.....  
.....  
.....  
*.....231 Grouping data hierarchically.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
*.....233 Editing groups..*

.....  
.....

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*..241 Summarizing grouped data.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....

*.241 To summarize grouped data.....*

.....  
.....  
.....  
.....  
.....  
.....

*....242 Ordering groups by summarized values.....*

.....  
.....  
.....  
.....

*...243 Selecting top or bottom N groups or percentages ..*

.....  
.....  
.....

*..244 Selecting top or bottom groups or percentages conditionally...*

*.....247 Subtotaling.*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*....248 Subtotaling data.....*

.....  
.....  
.....



....252 Suppressing group headers.

.....  
.....

.....  
.....  
.....

.....  
.....

..256 Drilling-down on group headers...

.....  
.....  
.....  
.....

....257 Chapter 11 Running Totals 259 Understanding running totals.

.....  
.....  
.....  
.....  
.....

.....  
.....  
.....

.260 How running totals work.....

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

260 Creating running totals.....

.....  
.....  
.....  
.....  
.....  
.....

.....  
.....

..262 Creating running totals in a list ...

.....  
.....  
.....  
.....

.....  
.....

262 Creating running totals for a group....

.....  
.....  
.....  
.....  
.....

.....263 *Creating conditional running totals ..*

.....  
.....  
.....

.....  
.....  
.....  
.....

264 *Creating running totals in a one-to-many linking relationship.....*

..267 *Creating running totals using a formula...*

.....  
.....

.....  
.....  
.....  
.....

...268 *To create running totals using a formula.....*

.....  
.....  
.....

.....  
.....

..269 *Crystal Reports 2008 SP1 User's Guide 9 Contents Chapter 12 Multiple Section Reports 271 About sections...*

.....  
.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....

.272 *Working with sections....*

.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

....272 *Inserting a section.....*

.....  
.....  
.....











.....303 Multiple columns....

.....  
.....  
.....

.....  
.....  
.....

.....  
.....

..303 Hiding report sections.



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..  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*304 Hiding report objects.....*

.....  
.....  
.....  
.....  
.....  
.....

*....305 Placing text-based objects.*

.....  
.....  
.....  
.....  
.....  
.....

*....308 Placing multi-line, text-based objects.*

.....  
.....  
.....  
.....  
.....

*.....312 Importing text-based objects from a file..*

.....  
.....  
.....  
.....  
.....

*...313 Spacing between text-based objects.....*

.....  
.....  
.....  
.....

*..313 Overflow Field Representation...*

.....  
.....  
.....  
.....  
.....

.....  
..320 *Selecting multiple objects....*

.....  
.....  
.....  
.....  
.....

.....  
.....  
...321 *Vertical placement..*

.....  
.....  
.....  
.....  
.....  
.....  
.....

.....322 *Inserting character and line spacing....*

.....  
.....  
.....  
.....  
.....

.....322 *Setting fractional font sizes....*

.....  
.....  
.....  
.....  
.....  
.....  
.....

323 *Setting page size and page orientation.....*

.....  
.....  
.....  
.....  
.....

..324 *Setting page margins....*

.....  
.....  
.....  
.....  
.....  
.....  
.....

.....325 *TrueType fonts.*

.....

.....  
.....

.....  
.....  
.....

.....  
.....

...326 Printer drivers.....

.....  
.....

.....  
.....

.....

...326 Formatting a report for web viewing..

.....  
.....  
.....

.....327 Formatting properties.

.....  
.....

.....  
.....

.....

.....328 Working with absolute formatting ..

.....  
.....

.....

.....328 Adding borders, color, and shading to a field ..

.....  
.....

....329 Making a report, section, area, or object read-only.....

.....







.....  
.....

....350 Changing X position conditionally.....

.....  
.....  
.....

.....  
.....  
.....

.....351 Creating footers after the first page..

.....  
.....  
.....  
.....

.....  
.....  
.....

352 Using the Highlighting Expert.....

.....  
.....  
.....  
.....

.....  
.....  
.....

.353 Undo/Redo activities.....

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....357 Using the Format Painter .....

.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....  
.....

..358 To copy and apply formatting...

.....  
.....  
.....  
.....  
.....

.....  
.....

...360 Working with barcodes..

.....

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

....360 Adding a barcode.....

.....  
.....  
.....  
.....  
.....  
.....  
.....

...361 Changing the appearance of a barcode.....

.....  
.....  
.....  
.....

.....362 Removing a barcode..

.....  
.....  
.....  
.....  
.....  
.....

..362 Chapter 14 Charting 365 Charting concepts.....

.....  
.....  
.....  
.....  
.....  
.....  
.....

.366 Charting overview....

.....  
.....  
.....  
.....  
.....

.....  
.....  
.....

.....366 *Chart layouts* .....

.....  
.....  
.....

.....  
.....  
.....

.....  
.....  
.....

367 *Chart types*.....

.....  
.....  
.....

.....  
.....  
.....

.....  
.....  
.....

.....368 *Where to place a chart* .

.....  
.....  
.....

.....  
.....  
.....

.....371 *Drill-down with charts*.

.....  
.....  
.....

.....  
.....  
.....

.....  
.....  
.....

..372 *Drill-down with legends*.....

.....  
.....  
.....

.....  
.....  
.....



.....381 Using the zooming features with bar and line charts....

.....  
.....  
.....

.382 Auto-arranging charts.....

.....  
.....  
.....  
.....  
.....  
.....

....383 Formatting charts.

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

...383 Using the underlay feature with charts.....

.....  
.....  
.....  
.....  
.....  
.....

384 Chapter 15 Mapping 387 Mapping concepts.....

.....  
.....  
.....  
.....  
.....  
.....  
.....

....388 Mapping overview.

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

..388 Map layouts.....

.....

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*388 Map types.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*.389 Where to place a map.....*

.....  
.....  
.....  
.....  
.....  
.....

*...392 Drill-down with maps..*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*.....393 Creating maps...*

.....  
.....  
.....  
.....  
.....  
.....  
.....

*.....393 Mapping on details fields (Advanced layout) ....*



.....  
.....  
.....  
.....

...393 Mapping on group fields (Group layout).....

.....  
.....  
.....

.....  
.....

...394 Mapping on Cross-Tab summaries (Cross-Tab layout)..

.....

.....

395 Mapping on an OLAP cube (OLAP layout).....

.....  
.....

.....  
.....

.....

397 Working with maps.....

.....  
.....  
.....  
.....

.....  
.....

.....

.....

.....

..398 Editing maps using the Map Expert...

.....  
.....

.....  
.....

.....

.....

.....

...398 Changing the map title.....

.....  
.....  
.....

.....  
.....

.....

.....

.....

....399 Changing the map type.

.....  
.....

.....  
.....

.....

.....

.....

.....  
.....  
.....  
.....399 *Changing map layers*.....

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

.....400 *Resolving data mismatches*...

.....  
.....  
.....  
.....  
.....  
.....  
.....

.....  
402 *Changing the geographic map*.....

.....  
.....  
.....  
.....  
.....  
.....

.....402 *Zooming in and out on a map*.

.....  
.....  
.....  
.....  
.....  
.....  
.....

.....  
403 *Panning a map*.....

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

.....403 *Centering a map*.....

.....  
.....  
.....  
.....  
.....  
.....



.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
*409 General OLE considerations.....*

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
*..410 Inserting OLE objects into reports.....*

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
*.410 To copy and paste OLE objects .....*

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
*...411 How OLE objects are represented in a report..*

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
*.....411 Editing OLE objects in reports.*

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
*....412 In-place editing.....*

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....

.....  
.....



.....  
.....  
.....  
.....416 Linked objects..

.....  
.....  
.....

.....  
.....  
.....

.....  
.....  
.....

..417 Integrating Shockwave Flash (SWF) objects.....

.....  
.....  
.....

.....419 Printing Shockwave Flash (SWF) objects....

.....  
.....  
.....

.....  
.....

..420 Adding an Xcelsius SWF object to a report ...

.....

.....  
.....  
.....

.....420 Using data binding to bind an Xcelsius SWF object to a report...

.....421 Chapter 17 Cross-Tab Objects 423 What is a Cross-Tab object?.....

.....  
.....  
.....

.....  
.....  
.....

...424 14 Crystal Reports 2008 SP1 User's Guide Contents Cross-Tab example..

.....  
.....

.....  
.....  
.....

.....  
.....  
.....

.....425 Report of order data - no sorting/grouping.....

.....  
.....  
.....  
.....  
.....  
.....  
*.426 Report of order data - grouped by region....*  
.....

.....  
.....  
.....  
.....  
.....  
.....  
*.....427 Report of order data - grouped by product.*

.....  
.....  
.....  
.....  
.....  
.....  
*428 Report of order data - grouped by region and product....*  
.....  
.....

*...428 Order data in a Cross-Tab object.....*  
.....  
.....  
.....

.....  
.....  
.....  
.....  
*.....429 Creating a Cross-Tab report..*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

*.....431 To create a new cross-tab report....*  
.....  
.....  
.....  
.....  
.....  
.....

*..431 To add a Cross-Tab to an existing report.....*  
.....  
.....  
.....

.....  
.....  
.....  
*431 Specifying the data source.....*  
.....

.....  
.....  
.....

.....  
.....  
.....  
.....  
.....  
*433 Modifying the links.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

.....*434 Adding a chart..*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

.....*434 Selecting records.....*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

.....*434 Defining the structure of the Cross-Tab.....*

.....  
.....  
.....  
.....

.....*435 Applying a predefined style and finishing the report..*

.....  
.....  
.....

.....*436 Adding a Cross-Tab to an existing report using the Cross-Tab Expert.436 Working with Cross-Tabs.....*

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.....456 To connect to a universe...

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.....

456 Defining the data selection for a query.....

.....  
.....  
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.....457 To build a simple query...

.....  
.....  
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.....  
.....

...457 To create a combined query..

.....  
.....  
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.....  
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.....

.458 Quick reference to objects.....

.....  
.....  
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.....459 Editing an existing query...

.....

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.....  
*.460 To edit an existing query....*

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*461 Viewing the SQL behind a query.....*

.....  
.....  
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*.461 To view the SQL when you create a query.....*

.....  
.....  
.....  
.....

*..461 To view the SQL after you have created a query.....*

.....  
.....  
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*...462 Query filters and prompts.....*

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*462 Creating query filters.....*

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.....462 Building prompts.

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463 Combining query filters and prompts.....

.....  
.....  
.....  
.....

.....465 Using And or Or to combine query filters.

.....  
.....  
.....  
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.....

..465 Quick reference to query filter operators.....

.....  
.....  
.....  
.....

.....466 Editing and removing query filters...

.....  
.....  
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.....

469 Filtering data using subqueries and database ranking.....

.....  
.....

.....470 What is a subquery?..

.....  
.....  
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...470 Building a subquery..

.....  
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.....  
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.....471 What is a database ranking?.

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.....  
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.474 Creating a database ranking.....

.....  
.....  
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...474 Chapter 19 Creating and Updating OLAP Reports 479 OLAP reporting with Crystal Reports.....

.....  
.....  
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.....480 OLAP grid objects..

.....  
.....  
.....  
.....  
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.480 16 Crystal Reports 2008 SP1 User's Guide Contents Creating an OLAP report....

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.....481 To create an OLAP report.

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.....481 *Specifying the data source....*

.....  
.....  
.....  
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.....

.....481 *Defining the structure of the grid....*

.....  
.....  
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.....  
.....

.....482 *Setting sliced dimensions and specifying the number of grids...*

.....

.....484 *Applying a predefined style..*

.....  
.....  
.....  
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.....486 *Inserting a chart.....*

.....  
.....  
.....

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.....487 *Updating an OLAP report.*

.....  
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.....  
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.....

.....487 *To update a cube location in an OLAP grid object....*

.....  
.....  
.....  
.....488 Updating the database location.....

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....489 Formatting data in an OLAP grid.....

.....  
.....  
.....  
.....  
.....  
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.....  
.....489 Changing the background color of a dimension.....

.....  
.....  
.....  
.....490 Creating an alias for a dimension...

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.....  
.....491 Formatting grid lines.....

.....  
.....  
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.....492 Labelling dimensions..  
.....  
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.....  
.....492 Changing the view of OLAP data .....  
.....



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.....  
*492 To show or hide dimension members .....*

.....  
.....  
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.....*493 To create asymmetry in an OLAP grid..*

.....  
.....  
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.....*493 To add totals to an OLAP grid.....*

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.....  
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.....*493 To change the display format for member names.*



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<http://yourpdfguides.com/dref/3803421>



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..498 Chapter 20 Printing, Exporting, and Viewing Reports 499 Distributing reports...

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.....500 Printing a report.....

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.....500 Crystal Reports 2008 SPI User's Guide 17 Contents Faxing a report...

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500 Exporting a report.....

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.....501 Working with Web folders.

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*.515 Working with Enterprise folders ....*

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.....  
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*...516 Viewing reports..*

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*.519 What are Report Parts?....*

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*.520 What is navigation?.....*

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*.....520 The Report Part Drilldown option...*

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*..524 The Another Report Object option.....*

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*.....527 Hyperlinks displayed in the viewers.....*

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*.534 Creating an Enterprise Hyperlink...*

.....  
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*.536 Using smart tags...*

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*.....537 To use smart tags with a Crystal Reports object...*

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.....  
.....

*.....538 Chapter 21 Report Alerts 539 About Report Alerts .*

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*.....540 Working with Report Alerts.*

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*.....540 Creating Report Alerts.*

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*.540 Editing Report Alerts.....*

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*.....543 Deleting Report Alerts.....*

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.....  
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*..543 Viewing Report Alerts...*

.....  
.....  
.....  
.....  
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.....  
.....

*543 Referring to Report Alerts in formulas.....*

.....  
.....  
.....  
.....

*...545 Chapter 22 Using Formulas 547 Formulas overview..*

.....  
.....  
.....  
.....  
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*.548 Typical uses for formulas....*

.....

.....  
.....  
.....  
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.....  
.....  
.....548 *Formula components and syntax.*  
.....

.....  
.....  
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.....  
.....  
.....549 *Formula components .*  
.....

.....  
.....  
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.....  
.....  
.....549 *Formula syntax.....*  
.....

.....  
.....  
.....

.....  
.....  
.....551 *User Function Libraries in formulas.....*  
.....

.....  
.....  
.....

.....  
.....  
.....552 *18 Crystal Reports 2008 SP1 User's Guide Contents Specifying formulas.....*  
.....

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.....  
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...553 Working with the Formula Workshop..

.....  
.....

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..554 Working with the Formula Editor.....

.....  
.....  
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.....560 Creating and modifying formulas..

.....  
.....  
.....  
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.....565 Creating a formula and inserting it into a report.

.....  
.....  
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.....

..565 Creating a formula in the Formula Expert .....

.....  
.....  
.....

.....  
...566 Editing formulas..

.....  
.....  
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.....568 Searching for formula text.....

.....  
.....  
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.....  
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.568 Copying formulas....



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.....  
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*569 Deleting formulas.....*

.....  
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*.....571 Removing the working formula from your report.....*

.....  
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*.....572 Deleting the formula specification...*

.....  
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*.572 Debugging formulas.....*

.....  
.....  
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*..572 Debugging evaluation time errors...*

.....  
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.....  
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.....

*.....572 Debugging tutorial....*

.....  
.....  
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.....  
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.....

.....584 Understanding lists of values.

.....  
.....  
.....  
.....

.....587 List-of-values types....

.....  
.....  
.....  
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.....

.....588 Determining which list-of-values type to use...

.....  
.....  
.....  
.....

591 Lists of values and prompt groups contrasted.....

.....  
.....  
.....

.....593 Creating a parameter with a static prompt....

.....  
.....  
.....  
.....

.....594 To create a parameter with a static prompt...

.....  
.....  
.....  
.....

.....594 To incorporate the parameter into the record selection filter.....

.....597 To incorporate the parameter into a saved data selection formula....

.598 Crystal Reports 2008 SP1 User's Guide 19 Contents Creating a parameter with a dynamic prompt...

.....  
.....  
.....  
.....

...599 To create a parameter with a dynamic prompt.....

.....  
.....  
.....

.....599 Creating a parameter with a cascading list of values..

.....  
.....  
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.....601 To create a parameter with a cascading list of values..

.....  
.....  
.....

..602 The Parameter Panel.....

.....  
.....  
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.604 Working with lists of values....

.....  
.....

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.....  
.....  
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.605 Sharing common lists of values within a report.....

.....  
.....  
.....

.....606 Using separate value and description fields.....

.....  
.....  
.....  
.....

...608 Using command objects as list-of-values data sources.....

.....  
.....  
.....

.....609 Null handling.....

.....  
.....  
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.....  
..609 Long lists of values.....

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.....610 Best practices for prompting.

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..611 Unmanaged reports...

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...611 Managed reports.....

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...611 Converting unmanaged reports to managed reports.....

.....  
.....

...612 Deploying managed reports with dynamic prompts..

.....  
.....  
.....

613 Deleting parameter fields.....

.....  
.....  
.....





.....  
.....  
.....

.....633 *How subreport linking works...*

.....  
.....  
.....

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.....

.....634 *Inserting subreports.*

.....  
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636 *Previewing subreports.....*

.....  
.....  
.....

.....  
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..637 *Saving a subreport as a primary report...*

.....  
.....  
.....

.....  
.....  
.....

.....637 *Updating subreports..*

.....  
.....  
.....

.....  
.....  
.....

...638 *Linking a subreport to the data in the primary report..*

.....  
.....  
.....

....639 *To link a subreport to the data in the primary report.*

.....





.....  
.....  
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*..645 To create an on-demand subreport.....*

.....  
.....  
.....

.....  
.....  
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*....645 Adding captions to on-demand subreports.....*

.....  
.....  
.....  
.....

*....646 Showing different views of the same data in a report.....*

.....  
.....  
.....

*....647 Chapter 25 Understanding Databases 649 Databases overview.....*

.....  
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*....650 Crystal Reports 2008 SP1 User's Guide 21 Contents Relational database basics.....*

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*.....650 Aliases ..*

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*...652 Locating files.....*

.....



.....  
.....  
.....  
.....659 *Data file considerations.*

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

.....663 *SQL database considerations.*

.....  
.....  
.....  
.....  
.....  
.....  
.....

.....665 *Performance considerations for all reports.*

.....  
.....  
.....

.....666 *The Database Expert Links tab.*

.....  
.....  
.....  
.....  
.....

.....668 *Linking indexed tables.*

.....  
.....  
.....  
.....  
.....

.....669 *Link processing order.*

.....  
.....  
.....  
.....  
.....  
.....  
.....

.670 Linking options....

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

...671 Using SQL and SQL databases.....

.....  
.....  
.....  
.....  
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.....

.....688 What is SQL?....

.....  
.....  
.....  
.....  
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.....

.688 SQL DBMS.....

.....  
.....  
.....  
.....  
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.....  
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.....

691 How does Crystal Reports use SQL? .....

.....  
.....  
.....  
.....

..692 The SQL language...

.....  
.....  
.....  
.....

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.....  
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.....

....693 *Server-side processing*.....

.....  
.....

.....  
.....  
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.....  
.....

696 *How server-side grouping affects the SQL query*.....

.....  
.....

697 *Mapping database fields*.....

.....  
.....  
.....

.....  
.....  
.....

....699 *About the Map Fields dialog box*.....

.....  
.....

.....  
.....  
.....

699 *Remapping processes*.....

.....  
.....

.....  
.....  
.....

..700 *Remapping altered database fields*...

.....  
.....

.....  
.....  
.....

....702 Saved Data Indexes.....

.....  
.....  
.....

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.....  
.....  
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.....  
.....  
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....703 How Report Indexing works.....

.....  
.....  
.....  
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.....

.....704 Considerations for using Saved Data Indexes...

.....  
.....  
.....  
.....

..705 Indexing the right field(s).....

.....  
.....  
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705 Unicode support in Crystal Reports.....

.....  
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.....706 22 Crystal Reports 2008 SP1 User's Guide Contents For additional information...

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.....  
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....706 Chapter 26 Accessing Data Sources 707 Introduction.

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*...708 Six types of data.....*

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*....708 Direct access database files .*

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*.709 Advantages.....*

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*....709 Disadvantages.*

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*...710 Three layers..*

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*710 Common database formats.....*

.....  
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.....  
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*...711 ODBC data sources .*

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*...722 Advantages.....*

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*..723 Disadvantages.....*

.....  
.....  
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.....  
.....

*.....724 Five layers....*

.....

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.....  
.....

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.....  
.....

.....724 Installing database clients....

.....  
.....  
.....

.....  
.....  
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.....

..727 To ensure correct ODBC DSN configuration.....

.....  
.....  
.....

.....  
727 Common ODBC database formats....

.....  
.....

.....  
.....  
.....  
.....

..728 JDBC data sources .....

.....  
.....  
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...731 JNDI .....

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.....  
*.732 Five layers.....*

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*.732 Supported JDBC database formats.....*

.....  
.....  
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.....  
.....

*..734 Configuring the Crystal Reports JDBC driver.....*

.....  
.....  
.....

*.....734 Business Objects universes.*

.....  
.....  
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.....

*.....735 Business Views...*

.....  
.....  
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*.....736 Crystal SQL Designer files.....*

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*....742 Pre-pass 2.....*

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*....743 Pass 2.....*

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*.....743 Pass 3.....*

.....  
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*.744 Appendix B Crystal Reports Error Messages 745 Drive:\filename.extension...*

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*.....746 Drive:\test.*



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.....  
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.....

.....747 Failed to open the connection.

Details: [Database Vendor Code: <vendor code number>].....

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.....747 Failed to retrieve data from the database.

Details: [Database Vendor Code: <vendor code number>].....

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.....

748 Appendix C Creating Accessible Reports 751 About accessibility .....

.....  
.....

.....  
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.....752 Benefits of accessible reports...

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.....  
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.....752 About the accessibility guidelines...

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*.764 Parameter fields...*

.....  
.....

.....  
.....  
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*..765 Designing for flexibility.....*

.....  
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*....765 Accessibility and conditional formatting.*

.....  
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*....766 Accessibility and suppressing sections.....*

.....  
.....  
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*767 Accessibility and subreports.....*

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.....  
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*...768 Improving data table accessibility.....*

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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.

28 Crystal Reports 2008 SP1 User's Guide Introduction to Crystal Reports 2008 SP1 About the Crystal Reports documentation 1 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. About the Crystal Reports documentation The Crystal Reports documentation 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. Use the documentation as a reference for your basic reporting needs as well as an introduction to new concepts in report creation. 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. · Access a PDF version of the Crystal Reports documentation online at <http://support.businessobjects.com/documentation>. The PDF version contains a subset of the topics found in the online help, along with additional sections--such as a Quick Start--that can help you learn Crystal Reports.

Sample Reports Many topics in the Crystal Reports documentation 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 on the Business Objects Technical Support web site

<http://support.businessobjects.com/samples/>. Crystal Reports 2008 SP1 User's Guide 29 1 Introduction to Crystal Reports 2008 SP1 About the Crystal Reports documentation 30 Crystal Reports 2008 SP1 User's Guide What's New in Crystal Reports 2008 SP1 2 2 What's New in Crystal Reports 2008 SP1 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 following is an overview of the new features in Crystal Reports 2008 SP1. . . . . Flash printing on page 32 Unicode-supported interface on page 32 Enhanced publishing interface on page 32 XML and Web Services Database Driver on page 33 Viewer Accessibility on page 33 Flash printing Crystal Reports 2008 allows you to print SWF objects in your report without the need to first export the report to PDF. The printing option can print SWF objects that have data binding as well as SWF objects that do not have data binding.

Unicode-supported interface Crystal Reports 2008 now has a Unicode-capable interface that allows you to use User Function Libraries (UFLs) for multilingual information processing. For example, in a multilingual report, you can use the UFLs to access and translate the multilingual text. Enhanced publishing interface The Crystal Reports 2008 Publishing page now allows you to set parameter values for all recipients from the Personalization page. Other improved usability functions include selecting destinations, PDF merging, and a better shared publishing workflow. 32 Crystal Reports 2008 SP1 User's

Guide What's New in Crystal Reports 2008 SP1 Introduction 2 XML and Web Services Database Driver Web services created with SOAP 1.2 are now accessible to Crystal Reports XML and Web Services driver. This includes new architectures such as .NET 3.0 (Windows Communication Foundation). Also, the Crystal Reports XML Web Services driver recognizes a Web Service that returns an ADO.

NET DataSet. Viewer Accessibility The Webform (DHTML) viewer is now accessible. The enhanced cross-tab objects can now be navigated by a screen reader. Crystal Reports 2008 SP1 User's Guide 33 2 What's New in Crystal Reports 2008 SP1 Introduction 34 Crystal Reports 2008 SP1 User's Guide Installing Crystal Reports 2008 SP1 3 3 Installing Crystal Reports 2008 SP1 Installation overview Installation overview The Crystal Reports Installation Wizard works with Microsoft Windows Installer to guide you through the installation process.



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The Installation Wizard automatically recognizes your computer's operating system and updates files as required.

Note: Data-Direct ODBC driver installers are not included as part of the Crystal Reports installer. Instead, you must download and run these installers separately. Installing Crystal Reports 2008 SP1 This section provides step-by-step instructions for installing Crystal Reports and shows how to customize your installation. The main topics are: . . . . . Installation requirements on page 37 Installing Crystal Reports on a local machine on page 37 Creating an installation point and installing from a network server on page 40 Customizing your installation on page 43 Running a silent installation on page 45 Setting custom banners on page 51 Upgrading Crystal Reports components on page 52 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.

36 Crystal Reports 2008 SP1 User's Guide Installing Crystal Reports 2008 SP1 Installation requirements 3 Installation requirements Minimum installation requirements Windows Vista and Vista SP1 Windows XP Professional SP2 Operating Systems Windows 2003 Server Windows 2008 server 450 MHz or higher Pentium-compatible CPU At least 128 megabytes (MB) of RAM. 256 MB recommended. 4 gigabytes (GB) maximum 1.0 gigabyte minimum. 1.5 gigabytes recommended CD-ROM or DVD drive Computer/Processor Memory Disk space Drive Note: The Java components require a J2EE 1.6 compatible runtime, which is automatically installed at the same time as Crystal Reports. 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 on page 37 above), you must have Administrator privileges. The installation Crystal Reports 2008 SP1 User's Guide 37 3 Installing Crystal Reports 2008 SP1 Installing Crystal Reports on a local machine 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 43. To install on a local machine 1. Unless Autoplay is enabled for your CD-ROM drive, run Setup.exe from the win32\_x86 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. Choose the language in which you want to install Crystal Reports. 3.

Indicate whether or not you want to create a log file during installation (it is enabled by default ). 4. Click OK. 5. When the Welcome dialog box appears, click Next.

6. Read and accept the License Agreement to proceed with the installation. 7. In the User Information dialog box, type your name, organization, and the product activation keycode. 8.

Click Next. 9. In the Choose Language Packs dialog box, select the languages that you want to install. 10. Click Next. The Select Installation Type dialog box appears. 38 Crystal Reports 2008 SP1 User's Guide Installing Crystal Reports 2008 SP1 Installing Crystal Reports on a local machine 3 11. 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 43 .

12. Click Browse if you want to install Crystal Reports to a directory different from the default location. The default location for Crystal Reports is C:\Program Files\Business Objects\ 13. Click Next. The Start Installation dialog box appears. Note: If you install Crystal Reports in Custom Installation Mode 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 Crystal Reports 2008 SP1 User's Guide 39 3 Installing Crystal Reports 2008 SP1 Creating an installation point and installing from a network server service packs each time you open Crystal Reports; if you disable it, you cannot activate it later. 14. 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 40. 2. 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 41. 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.

To create an installation point 1. Create a folder on your network, and share this folder for the users who need to run the Setup.exe. 2. Copy the entire contents of your Crystal Reports product distribution to the folder that you created in step 1. 3. Assign rights to the users who need to install Crystal Reports from this folder. 40 Crystal Reports 2008 SP1 User's Guide Installing Crystal Reports 2008 SP1 Creating an installation point and installing from a network server 3 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 37), you must have Administrator privileges on the computer.

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. To install Crystal Reports from a network 1. Access the folder on the network that contains the Crystal Reports installation files.



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2. 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. If this happens, click Yes and restart your machine. The Installation Wizard updates the required files.
3. Choose the language in which you want to install Crystal Reports. 4. Indicate whether or not you want to create a log file during installation (it is enabled by default ). 5.

Click OK. 6. When the Welcome dialog box appears, click Next. 7. Read and accept the License Agreement to proceed with the installation, then click Next.

8. In the User Information dialog box, type your name, organization, and the product activation keycode. Crystal Reports 2008 SP1 User's Guide 41 3 Installing Crystal Reports 2008 SP1 Creating an installation point and installing from a network server Tip: You may need to contact your Administrator for the product activation keycode. 9. Click Next. 10. In the Choose Language Packs dialog box, select the languages that you want to install. 11. Click Next. The Select Installation Type dialog box appears.

12. 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 43 . 13. Click Browse if you want to install Crystal Reports to a directory different from the default location. 42 Crystal Reports 2008 SP1 User's Guide Installing Crystal Reports 2008 SP1 Customizing your installation 3 The default location for Crystal Reports is C:\Program Files\Business Objects\ 14. 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. 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). Crystal Reports 2008 SP1 User's Guide 43 3 Installing Crystal Reports 2008 SP1 Customizing your installation · 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. Use the following table to determine your installation options for each feature or subfeature: Type of feature installation 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. Installs the feature or subfeature from the product distribution/network when first used. Neither the feature nor its subfeatures are installed. Will be installed on local hard drive · Entire feature will be installed on local hard drive · Feature will be installed when required · Entire feature will be unavailable 44 Crystal Reports 2008 SP1 User's Guide Installing Crystal Reports 2008 SP1 Running a silent installation 3 Note: Subfeatures are listed below each feature. A subfeature can have a different type of installation than its parent feature. Running a silent installation A silent installation is one that you can run either from the command line or by use of a response file to automatically install Crystal Reports on any machine in your system, without the installation program prompting for information during the installation. 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 in the Docs folder of your product distribution. Silent installations are intended for new installations; do not use them for upgrades. Command line silent installation The silent installation command consists of the command setup.exe, followed by a number of parameters that provide information about the installation. The following example creates a sub-directory /Crystal Reports and installs Crystal Reports into it: setup.exe ADDLOCAL=ALL

CLIENTLANGUAGE=<%langcode%> IN STALL.LP.<%langcode%>.SELECTED="1" REBOOT=ReallySuppress PID KEY=<%keycode%>%

INSTALLDIR="C:\Program Files\Business Objects" /qn · <%langcode%> Replace this variable with a valid language code from the following table.

Crystal Reports 2008 SP1 User's Guide 45 3 Installing Crystal Reports 2008 SP1 Running a silent installation · <%keycode%> Replace this variable with a valid product activation keycode. The example uses the most common parameters. You can choose any number of valid parameters, but it is good practice to keep the silent installation as simple as possible. The following table lists the most common parameters used in a command-line silent installation. To use a parameter, place it on the command line after the setup.

exe command. Note: Parameters that are not listed in this table may be available, but they have not been tested. Untested parameters are not supported. 46 Crystal Reports 2008 SP1 User's Guide Installing Crystal Reports 2008 SP1 Running a silent installation 3 Installation parameter Description Use this to specify the language version code for the install.



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· For English, enter EN.

· · · · · For French, enter FR. For German, enter DE. For Spanish, enter ES. For Japanese enter JA. For Simplified Chinese, enter zh\_CN For Traditional Chinese, enter zh\_TW. For Italian, enter IT. For Korean, enter KO. For Dutch, enter NL. For Portuguese (Brazilian), enter PT. For Swedish, enter SV.

CLIENTLANGUAGE= · · · · · Note: If you don't enter this parameter, the regular language-selection screen appears at the beginning of your install, even if you specified the parameters for a no-prompt installation. Crystal Reports 2008 SP1 User's Guide 47 3 Installing Crystal Reports 2008 SP1 Running a silent installation Installation parameter Description INSTALLDIR="filepath" Specifies the machine and directory where you want to create the Crystal Reports sub-directory, Crystal Reports and install Crystal Reports into. Replace filepath with the path where to create the installation subdirectory. For example, setting filepath to, C:\Program Files\Business Objects would create the path, C:\Program Files\Business Objects\Crystal Reports\ and install the files there. PIDKEY=00000-00000000000000-0000 Specifies your product activation keycode. REBOOT=ReallySuppress Prevents Crystal Reports from prompting the user to reboot the machine. Performs the installation silently, but prompts the user when the installation is complete. Performs the installation silently, without prompting the user. /qn+ /qn 48 Crystal Reports 2008 SP1 User's Guide Installing Crystal Reports 2008 SP1 Running a silent installation 3 Installation parameter Description Specifies a list of features, delimited by commas, that you want to install. For example, ADDLOCAL=ALL ADDLOCAL

Note: When using any of the EXCLUDE parameters in this table, you must also use ADDLOCAL.

For example, ADDLOCAL=ALL EXCLUDEJAVAFILES =1 Specifies whether the .NET developer components should be installed. For example, EXCLUDEDOTNETFILES=1 EXCLUDEDOTNETFILES The default value is 0, which indicates that the .NET developer components should be installed. The value 1 indicates these components should not be installed.

INSTALL.LP.<%langcode%>.SE Specifies a particular language pack LECTED="1" to install. A silent install log file is created in the %TEMP% folder to capture all placeholder DLL errors.

If the installation is successful, it is copied to the logging folder. If the installation fails for any reason, the installation log file remains in the %TEMP% folder. Response file silent installation During an installation, you can optionally indicate that you want the installer to create an INI file to act as a response file during subsequent installs. The Crystal Reports 2008 SP1 User's Guide 49 3 Installing Crystal Reports 2008 SP1 Running a silent installation installer then records the installation options you select as you install Crystal Reports, and saves the file to disk. The created INI file can be read by the installer to silently install Crystal Reports with the same options specified during the creation of the file. This is helpful for quickly producing a Silent Installation of Crystal Reports without having to figure out complicated command-line parameters. Once created during an installation, the INI response file must be included with the set of Crystal Reports installation files. The following table lists the parameters used to create and use an INI response file for silent installation. To use a parameter, place it on the command line after the setup.exe command.

Installation parameter Description Creates an INI response file at the path specified by filepath. Note: You can follow all the steps of the installation up to the final dialog in the sequence, then cancel the installation. This creates the INI response file without installing Crystal Reports. -w "filepath" Reads the INI response file at the path specified by filepath, and installs Crystal Reports based on the settings in the file. -r "filepath" Note: In the INI response file, there is a section "others". Set the key to /qb to perform an install with a progress meter. Set the key to /qa to perform a completely silent install. 50 Crystal Reports 2008 SP1 User's Guide Installing Crystal Reports 2008 SP1 Setting custom banners 3 Installation parameter Description To be used with the -r parameter. Creates a silent install log file at the path specified by filepath. -l "filepath" If this parameter is not set, the default location for the creation of the silent install log file is the %TEMP% folder.

This log captures all the placeholder DLL errors. Setting custom banners The installer can be configured to display customized or re-branded banners along the top and as the background of the Crystal Reports installer. Typically, this functionality is intended only for partners who have signed agreements with Business Objects. In order to use custom banners, find the directory where the MSI installer is located. Create a sub-directory called res and copy your banner images to it: Image filename Description top.

bmp Banner that is shown along the top of the installation window. Size: 500 x 59 pixels Banner that is shown as the backdrop for the installation window. Size: 1024 x 768 pixels full.bmp Crystal Reports 2008 SP1 User's Guide 51 3 Installing Crystal Reports 2008 SP1 Upgrading Crystal Reports components Image filename Description The Crystal Reports splash screen that is shown after installation. splash.

bmp This must be placed in the win32x86 folder. The images must be in Windows bitmap format. Upgrading Crystal Reports components If you have purchased an upgrade product activation keycode, you will find that the installation program does not remove your previous version of Crystal Reports. In general, upgrading Crystal Reports components provides you with a side-by-side installation (that is, an installation in which you can run either your old or new version of Crystal Reports). Note: Crystal Reports 2008 SP1 side-by-side installation is supported when upgrading from Crystal Reports XI R2 , Crystal Reports XI, Crystal Reports 10, or Crystal Reports 9. This side-by-side behavior applies to Crystal Reports and the various Software Development Kits (SDKs). Crystal Reports 2008 for Visual Studio .NET can be used in side-by-side mode at runtime (that is, applications written using Crystal Reports XI R2 or Crystal Reports 10 for Visual Studio .NET will continue to run with Crystal Reports XI R2 or Crystal Reports 10 for Visual Studio .NET assemblies).

However, Visual Studio integration is not side by side; only one version of Crystal Reports can be integrated into the Visual Studio .NET IDE at any given time. Note: For further information that may pertain to your reporting environment, consult the Release Notes included with your product distribution (release\_en.



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pdf). 52 Crystal Reports 2008 SP1 User's Guide Quick Start 4 4 Quick Start Learning how to use Crystal Reports Learning how to use Crystal Reports You can teach yourself how to use Crystal Reports by choosing from the methods available in this section: · You can study the sample reports and sample database included with Crystal Reports. You will find the sample reports and sample database for Crystal Reports at the Business Objects Technical Support web site: <http://support.businessobjects.com/samples/> · You can use the detailed descriptions and instructions in the Quick start for new users on page 56. You can use the summaries and topic cross-references in the Quick start for advanced users on page 82--especially useful if you're already familiar with reporting concepts. Each method is a helpful way to learn and understand Crystal Reports and, although any one might be enough to get you up and running, you can always come back to this section and consult the other methods as you need them.

*Sample data - Xtreme.mdb* A sample database, Xtreme.mdb, is available for you to use while you are learning Crystal Reports. Xtreme.mdb is a Microsoft Access database and all of the necessary drivers are included.

You should be able to open the database directly and begin designing reports. Virtually all of the examples in this manual are based on Xtreme.mdb data. Xtreme.mdb is located on the Business Objects Technical Support web site <http://support.businessobjects.com/samples/>.

*businessobjects.com/samples/*. Xtreme.mdb is a database that contains data for Xtreme Mountain Bikes, a fictitious manufacturer of mountain bikes and accessories. Note: The sample data has been designed to illustrate various reporting concepts in a training environment, not to teach database design. While there are 54 Crystal Reports 2008 SP1 User's Guide Quick Start Report Creation Wizards 4 alternative ways of designing a database, this design was selected to keep the tutorials and examples focused on reporting, not on data manipulation. Report Creation Wizards The tutorials in this section show you how to build a report from scratch. As a complement or an alternative, however, you may want to use the Report Creation Wizards available on the Start Page. There are four Report Creation Wizards: · · · Standard on page 55 Cross-Tab on page 56 Mailing Label on page 56 OLAP on page 56 Each wizard guides you through the creation of a report by providing a series of screens. Many of the wizards have screens unique to a specific type of report.

For example, the Mailing Labels Report Creation Wizard has a screen that allows you to specify the type of mailing label you want to use. Note: After you've clicked the Finish button in a Report Creation Wizard, you can click the Stop button on the Navigation Tools toolbar if you don't want the program to gather all the data from your data source. This is useful if you want to make adjustments to the report layout that the wizard created. Standard The Standard Report Creation Wizard is the most generic of the wizards. It guides you through choosing a data source and linking database tables. It also helps you add fields and specify the grouping, summarization (totals), and sorting criteria you want to use. Finally, the Standard Report Creation Wizard leads you through chart creation and record selection. The Templates screen contains predefined layouts for you to apply to your report to give it more impact. Crystal Reports 2008 SP1 User's Guide 55 4 Quick Start Quick start for new users Cross-Tab The Cross-Tab Report Creation Wizard guides you through the creation of a report in which your data is displayed as a cross-tab object. Two special screens (Cross-Tab and Grid Style) help you create and format the cross-tab itself.

Mailing Label The Mailing Labels Report Creation Wizard lets you create a report that is formatted to print on any size mailing label. You can use the Label screen to select a commercial label type, or you can define your own layout of rows and columns for any multi-column style report. OLAP The OLAP Report Creation Wizard lets you create a report in which your OLAP data is displayed as a grid object. Although similar to the Cross-Tab Report Creation Wizard in several ways, the OLAP Report Creation Wizard appears to be different due to the requirements of working with OLAP data sources. You first specify the location of your OLAP data, and then you choose the dimensions you want to include in the grid.

Next you filter the report data and choose the style of the grid object, which you can also customize. Finally, you can define labels for your grid and insert a chart, if you wish. Quick start for new users The following tutorial has been designed to give you confidence when creating your first report. In this tutorial, you will get an introduction to the program as you create a Customer List report. The Customer List is one of the most basic business reports and typically has information such as Customer Name, City, Region, and Contact Name.

56 Crystal Reports 2008 SP1 User's Guide Quick Start Quick start for new users 4 You begin by learning the basic concepts: selecting a database, placing some fields on the report, and then selecting specific records to be included. You will then learn how to: · · · · · · · · · · Insert and move database fields. Add and format a title. Display a report in the Preview tab so you can fine-tune your work. Use the Select Expert to ensure the report includes only the data you need. Move objects. Group and sort data. Insert pictures. Print a report. Before you begin This tutorial assumes you are familiar with Microsoft Windows and uses conventional terms and procedures common to the Windows environment.

If you are not familiar with Windows, please refer to the documentation that came with Microsoft Windows for further explanation. The default font for all report sections in the program is set to Arial, 10 point. If you have changed the default font, or if your printer does not support this font, the field size, field spacing, and screen shots will look different than those included in this tutorial. This tutorial has been designed using Microsoft Windows 2000. Screen shots may vary slightly if you are using a different platform. If you are not familiar with the Crystal Reports environment, review Formatting on page 291, which describes working with the grid, using guidelines, and formatting activities. Creating the report 1. Click the Start Page tab if the Start Page is not already visible in Crystal Reports. Crystal Reports 2008 SP1 User's Guide 57 4 Quick Start Quick start for new users The New Reports area of the Start Page contains a number of wizards to guide you through the creation of specific types of reports. Since you will be learning reporting concepts here, you can skip the wizards and build your report from scratch.



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After you have completed this tutorial, you may want to build some reports using the wizards to decide which method of report construction you are most comfortable with. 2. In the New Reports area, click Blank Report. The Database Expert dialog box appears. Note: You can create reports based on database files, SQL/ODBC data sources, Business Views, and a variety of other data sources.

Selecting a database to use The next step in creating a report is to select a database. Use the Xtreme.mdb sample database for this tutorial. The Xtreme.mdb file is located on the Business Objects Technical Support web site <http://support.businessobjects.com/samples/>. Copy Xtreme.mdb to a location on your machine that you can access for the tutorial. To select a database 1. In the Database Expert dialog box, expand the Create New Connection folder and then expand the Database Files folder; then search for the Xtreme.mdb sample database. Note: You have to use the Open dialog box to find the Xtreme database. 58 Crystal Reports 2008 SP1 User's Guide Quick Start Quick start for new users 4

If you wish to see database and server properties after you have selected a database, right-click the database node in the Database Expert and select Properties from the shortcut menu. 2.

Expand the Tables node of the Xtreme.mdb connection to see a list of tables. Because you are dealing only with customers in this tutorial, you will select the Customer table. 3. Select Customer and click the > arrow to add it to the Selected Tables list, and then click OK. The Design tab of the Report Designer appears. 4. Click Field Explorer on the Standard toolbar. The Field Explorer dialog box appears. Crystal Reports 2008 SP1 User's Guide 59 4 Quick Start Quick start for new users Note: Depending on how it appeared when you last used Crystal Reports, the Field Explorer dialog box might be docked or in floating mode.

For more information about docking explorers, see Opening and docking explorers on page 142. Report sections The Design tab is divided into five sections: Report Header (RH), Page Header (PH), Details (D), Report Footer (RF), and Page Footer (PF). If at any time you are unsure of the report section in which you are working, simply look at the shaded area to the left of the report which always displays either the section names or the initials that designate the names. See Design tab on page 108. If the Short Section Names check box is selected in the Design View area of the Options dialog box, then the Report Header, Page Header, Details, Report Footer and Page Footer section names will appear as RH, PH, D, RF and PF respectively. If this check box is not selected, follow these steps: To show short section names 1. On the File menu, click Options. The Options dialog box appears with the Layout tab active. 2. In the Design View area, select the Short Section Names check box.

3. Click OK to return to the report. 60 Crystal Reports 2008 SP1 User's Guide Quick Start Quick start for new users 4 Inserting a field You'll use the Field Explorer dialog box to insert database fields when you create a new report. This dialog box is set to remain on-screen until you close it. All the tables available for use are listed in this box. You will now start placing objects on the report by inserting the Customer Name field. To insert a field 1. Expand the Database Fields node in the Field Explorer dialog box and expand a table. 2. Highlight a field name by clicking the name once.

When you highlight a field name, you can review a subset of the values for that field as well as the field type and size by right-clicking the field and selecting Browse Data from the shortcut menu. 3. Click the Customer Name field and drag it into the Details section of the report. An object frame appears with the Arrow cursor as you drag the field onto the report: Crystal Reports 2008 SP1 User's Guide 61 4 Quick Start Quick start for new users · · The object frame represents the object you have just selected for placement. The size of the object frame approximates the size of the data in the field selected. 4. Move the object frame as far to the left as you can in the Details section. If you move the field too far to the left, the Arrow cursor turns into a Stop cursor, indicating that you cannot drag the field that far. Keep in mind that you cannot place any objects outside the page margin. The Design tab should look similar to this: Understanding fields Before going any further, take a look at the field you just placed in the Details section: · · First of all, the object frame indicates that when the report is printed, a field value will appear where the box is positioned.

If you haven't selected the Show Field Names check box on the Layout tab of the Options dialog box, the object frame contains Xs to indicate that the database field contains a text string. Other data types have different character representations. For example, a currency data type is represented by \$55,555.56. If your report is not showing field names, the number of Xs in the object frame is the data width, the maximum number of characters in the field as defined by the database.

Whether or not your report shows field names, · 62 Crystal Reports 2008 SP1 User's Guide Quick Start Quick start for new users 4 the width of the object frame is the field width (the amount of space allocated to the field for printing). Initially it is set to the width needed to display the maximum number of characters in the field (using the font selected for the field). You can change this width by resizing the field. · · The size of the characters or Xs indicates the point size selected for the characters in the field. The font and style (Bold, Underline, and so on) used in displaying the characters or Xs indicate the font and style selected for the characters in the field.

Later in this tutorial you will learn how to make changes to these properties. The line spacing is adjusted to the point size selected for the characters in the field. · Adding additional fields Next, you will insert two additional fields in the report. This time, however, you will use the Ctrl-click combination to add them at the same time. To add additional fields 1. Highlight the City field in the Field Explorer dialog box, press the Ctrl key on your keyboard, and then highlight the Country field. Release the Ctrl key. If you scroll through the field list, you will notice that both fields remain selected. Note: Using the Ctrl-click combination allows you to select a non-continuous range of fields. The Shift-click combination can be used to select several fields from the list that are contiguous.

2. Drag the fields to place them. As the cursor is moved over the report, an object frame appears along with the Arrow cursor. 3. Place the fields to the right of the Customer Name field.

2. Drag the fields to place them. As the cursor is moved over the report, an object frame appears along with the Arrow cursor. 3. Place the fields to the right of the Customer Name field.



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