SAP Crystal Reports 2008

Service Pack 3 Known Issues and Limitations

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About these Known Issues and Limitations

Intended for anyone involved in installing, configuring, administering or supporting users of Crystal Reports 2008 Service Packs, these release notes contain important information about known issues and limitations in this software.

This Service Pack can only be applied on top of SAP BusinessObjects Enterprise XI3.1 / Crystal Reports 2008 SP1. This Service Pack includes all XI 3.1 FixPacks up to and including 2.5 and 1.10.

You have two options for installing SAP BusinessObjects Enterprise XI 3.1 SP3 and its associated programs:

• An update install that can upgrade your current SAP BusinessObjects Enterprise XI 3.1 or SAP BusinessObjects Enterprise XI 3.1 SP2 deployment to the SP3 level. See the Update Installation and Deployment Guide for SAP BusinessObjects XI 3.1 Service Pack 3.

• A refresh install will perform a full installation of SAP BusinessObjects Enterprise XI 3.1 SP3. See the SAP BusinessObjects Enterprise XI 3.1 Installation guide for Unix or Windows.

Note: This Service Pack is neither intended for BusinessObjects Edge Series 3.0 nor for BusinessObjects Edge Series 3.1 and should not be installed on top of these releases.

Where to find more information about this release:

For more informaton on	See
Installing this release, What's new in this release, Software issues that have been fixed with this release Follow the link, and on the Downloads page, click the Info link to access the documents.	http://service.sap.com/patches
Crystal Reports release-specific documents	http://www.sdn.sap.com/irj/sdn/ businessobjects-downloads
Known issues with web application deployment to Java web application servers Follow the link, and open the BusinessObjects XI 3.1 SP3 Web Application Deployment Guide for Windows or Unix available in the "Product Guides" section.	http://service.sap.com/bosap-support
Supported hardware and software for use with this release (for all products except Crystal Reports) Follow the link, and open the Supported Platforms document available by selecting Documentation and then Supported Platforms/PARs. Note: Before deploying this or any other Business Objects software offering, check this document for the latest information on third-party support	http://service.sap.com/bosap-support
Supported hardware and software for Crystal Reports	http://www.sdn.sap.com/irj/sdn/ businessobjects-articles
Product Documentation To display, print and download documents and manuals in PDF format, follow the link and see the Product Guides section.	http://service.sap.com/bosap-support

Read the entire document before installing your SAP BusinessObjects software. Issues are sorted by functional category and in ascending order by ADAPT tracking number.

Performance

ADAPT01318812

Adjusting Voyager performance

You can adjust performance by modifying two registry settings: one to enable the Microsoft Analysis Services connection property named Cache Ratio, and the other to disable prefetch facts. Ensure that the MSAS2005 client is installed with Service Pack 2, and then modify the settings as follows:

HKLM\Software\Business Objects\Suite 12.0\MDA\ODBO\MSOLAP
Value name : CacheRatio
Value type : DWORD
value: 100

HKLM\Software\Business Objects\Suite 12.0\MDA\ODBO\MSOLAP
Value name : DisablePrefetchFacts
Value type : DWORD
value : 1

Note: If a registry key is set without the Microsoft Analysis Services 2005 client and proper Service Pack being installed, you may experience issues working in Voyager.

See SAP Note 1420454, which also describes this issue.

Functional Correctness

ADAPT01195235

Voyager: Partial result when exporting drill-through

When you export a "drill-through" on a large dataset to Excel, the worksheet contains only 10,000 records.

To ensure that a MAXROWS argument can be sent to the MDX query, you must add the following DWORD registry value:
HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\MDA\ODBO\MSOLAP
\DrillthroughMaxRows.

ADAPT01297138

Enable large fonts registry setting to maintain field positions in PDF export for migrated reports

When Crystal Reports 10 reports are migrated to Crystal Reports 2008 and then exported to PDF, the layout of the information may not be as expected. Some fields may not have the same relative positions as in a report exported from Crystal Reports 10.

You may need to enable the "ForceLargeFonts" registry setting to get the proper output.

[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\Crystal Reports\Export\pdf]
"ForceLargerFonts"=dword:00000001

Set "ForceLargerFonts" = 1 to enable it.