Business Objects™

Crystal Reports

Citrix Server and Windows Terminal Server

Overview

This document provides troubleshooting information applicable to Crystal Reports within Citrix Server and Windows Terminal Server environments.

<table>
<tr><td><strong style="color:red">CAUTION</td><td>Crystal Reports (CR) 10 and earlier have not been tested in the Citrix and Terminal Server environments. Therefore, troubleshooting issues in these environments is limited by the ability to reproduce the issue in Technical Support.</td></tr>
<tr><td></td><td>When a thick-client Windows application that integrates Crystal Reports technology is hosted on a Citrix MetaFrame Server or Terminal Server, it is considered to be a server-based application. This means that the application is then subject to the Crystal Reports licensing terms and conditions for server-based applications.</td></tr>
<tr><td></td><td>Licensing</td></tr>
<tr><td></td><td>To ensure that your Citrix Server or Terminal Server environment is not in violation with the Crystal Reports licensing terms and conditions, call Sales and Customer Service at 800-877-2340 or 604-681-3435 by telephone in North America. For locations outside of North America, refer to the contact information at:</td></tr>
<tr><td></td><td>http://www.businessobjects.com/contact/offices.asp</td></tr>
<tr><td></td><td>Licensing Examples for Citrix Server:</td></tr>
<tr><td></td><td>If you host Crystal Reports in a Citrix Server environment, every user that will access Crystal Reports requires a named user license for Crystal Reports.</td></tr>
<tr><td></td><td>If you host a client/Windows application created using Crystal Reports in a Citrix Server environment for end users to access, the client/Windows application is effectively considered a server-based application. Therefore the licensing terms and conditions of server-based applications are required.</td></tr>
<tr><td></td><td>If you are using CR 10, the license terms and conditions for server-based applications differ based on the CR edition. Visit our web site for additional information.</td></tr>
<tr><td></td><td>http://www.businessobjects.com/products/reporting/crystalreports/licensing/details.asp</td></tr>
<tr><td></td><td>If you are using CR 9, the license terms and conditions for server-based applications differ based on the CR edition. For additional scalability, purchase Processor License.</td></tr>
<tr><td></td><td>If you are using CR 8.5, each application supports up to 5 concurrent users at no additional cost. To allow more than five concurrent users, purchase Server Software Access Licenses.</td></tr>
<tr><td></td><td>Licensing examples for Terminal Server are not currently available.</td></tr>
</table>

Contents

Introduction

Review the scenarios that occur in Citrix Server and Terminal Server environments, the solution and the troubleshooting tip.

Scenarios in Citrix

Err Msg: "No Database DLLs Found…"

This scenario occurs on a computer with a Citrix Metaframe environment when working with the Report Designer in Crystal Reports.

When attempting to create a new Crystal Reports file (RPT) by a native (direct) connection to a PC-type database, the following series of error messages appear:

"No Database DLLs found (PD***.dll). Please ensure that the application is installed in the same directory as the database DLLs."

Click **OK**.

"Error recognizing file. File <filename> is not a known database type. Please choose again."

However, creating a new RPT file to a PC-type database by an ODBC connection is successful. The error messages do not appear.

Err Msg: "Export DLL cannot be found" and missing Formula Functions

This scenario occurs when Crystal Reports (CR) is installed as a Full Network installation on a computer with a Citrix WinFrame environment.

When attempting to export an RPT file, the following error message appears:

"Export DLL cannot be found"

In addition, several Crystal Reports formula functions are missing from the Crystal Reports functions list.

Scenarios in Terminal Server

Err Msg: "No Export DLLs Found"

From the Crystal Report Designer, exporting fails and the following error message appears:

"No Export DLLs Found"

Err Msg: "Pdsoledb.dll cannot be found"

This scenario occurs when Crystal Reports 8.5 Developer Edition is installed on a computer with a Windows 2000 Terminal Server environment.

When attempting to open an existing report that uses an OLE DB connection, the following error message appears:

"Pdsoledb.dll could not be found"

OLE DB data sources not available

Crystal Reports 8.5 Developer edition is installed on a Terminal Server computer. After logging on as a named user and opening Crystal Reports, an attempt is made to create a new report. When you go into the Data Explorer and open the 'More Data Sources' node, there are no OLE DB data sources.

Solution

This solution is provided for the scenarios described in this document that occur in Citrix Server and Terminal Server environments.

These errors occur because Citrix Server and Terminal Server use the User Path Variable rather than the System Path Variable for clients.

This solution has been written for Crystal Reports 8.5. The directory path to the Crystal folder may be different in other versions. For example, in Crystal Reports 9, copy files from c:\program files\Common Files\Crystal Decisions\2.0\bin to winnt\crystal.

By default, the Crystal Reports export drivers (DLLs) are installed to the %systemroot%\Crystal directory (generally C:\Winnt\Crystal), which is not included in the User Path Variable. Each user will have a specific User Path Variable making it difficult to update each one.

Steps to Resolve:

Therefore, to resolve these issues, copy files from the Crystal directory to the Citrix Server's or Terminal Server's System directory.

1. Copy the files from the following directory:

   %systemroot%\Crystal

CAUTION	Do not delete the %systemroot\Crystal directory. Other Business Objects products may require this directory.

2. Paste the files to the System directory. For example, in Terminal Server, the System directory is generally:

   Winnt\System32

NOTE	Verify the correct directory location in your environment.

With the DLLs in the System directory, the User Path Variable will be able to locate them. The error messages should be resolved and exporting should be successful.

Troubleshooting Tip

To troubleshoot issues in Citrix and Terminal Server environments, the first step is to isolate where the issue is occurring. Test the issue in a non-Citrix or non-Terminal Server environment such as a local desktop computer. If the issue can be reproduced in a local Windows desktop computer environment, then it is consistent with the Crystal Reports Designer. However, if the issue only occurs in the Citrix or Terminal Server environment, then the issue is specific to these environments.

Finding More Information

Citrix Server web site:

http://www.citrix.com/

Terminal Server web site:

http://www.microsoft.com/ntserver/ProductInfo/terminal/default.asp

Contacting Business Objects for Technical Support

We recommend that you refer to the product documentation and that you visit our Technical Support web site for more resources.

Self-serve Support:
http://support.businessobjects.com/

Email Support:
http://support.businessobjects.com/support/answers.asp

Telephone Support:
http://www.businessobjects.com/contact/support.asp

► www.businessobjects.com