Crystal Reports for Eclipse Release Notes

2010-04-22

About these release notes

These notes contain important information about this product release, including installation issues, other known issues, and information for existing customers upgrading from an earlier release. Please read the entire document before you install this product.

These notes were updated for Crystal Reports for Eclipse version 2.0.3. The version number is displayed in the Eclipse **Help** > **About** dialog.

Documentation errata

The following report part preference attributes are listed in the *Crystal Reports for Eclipse Developer Guide*. These attributes have been deprecated.

- enableImageForMobileDevices
- MobileDevicesCharSet

Installing or updating Crystal Reports for Eclipse

You can install or update Crystal Reports for Eclipse to your Eclipse 3.4 environment, or you can add Crystal Reports for Eclipse to your Eclipse 3.5 environment.

To install Crystal Reports for Eclipse to an Eclipse 3.4 environment

Use the following steps to install Crystal Reports for Eclipse to your Eclipse 3.4 environment.

1. From the **Help** menu, click **Software Updates**.
2. Select the "Available Software" tab and then click **Manage Sites**.
3. Click **Add**, type the following URL: `http://downloads.businessobjects.com/akdlm/crystalreportsforeclipse/2_0/update_site`, and then click **OK**.

4. Click **OK**.
5. On the "Available Software" tab, expand the `downloads.businessobjects.com` check box.

   Select **Crystal Reports for Eclipse** and the language packs that you wish to install.
6. Click **Install**.

   The "Progress Information" dialog box will be displayed.
7. When the "Install" dialog box appears, verify that the correct items are selected and then click **Next**.
8. Accept the license agreement and then click **Finish**.

   The Crystal Reports for Eclipse install will begin.
9. Restart Eclipse when prompted to do so.

To update Crystal Reports for Eclipse in an Eclipse 3.4 environment

Use the following steps to update Crystal Reports for Eclipse.

1. From the **Help** menu, click **Software Updates**.
2. Select the "Available Software" tab and then click **Manage Sites**.
3. Select the following node: *http://downloads.businessobjects.com/akdlm/crystalreportsforeclipse/2_0/update_site*
4. Click **OK**.
5. Select the" Installed Software" tab and then select "Crystal Reports for Eclipse".
6. Click **Update**.

To install Crystal Reports for Eclipse to an Eclipse 3.5 environment

If you would like to add Crystal Reports for Eclipse to your Eclipse 3.5 environment, use the following steps.

1. In Eclipse, select **Help** > **Install New Software**.

   The "Install" dialog box is displayed.

2. Click **Add** and fill in the following details:
   - "Name: "SAP Business Objects - Crystal Reports for Eclipse
   - "Location: "http://downloads.businessobjects.com/akdlm/crystalreports foreclipse/2_0/update_site
3. Click **OK**.

   Eclipse wlll connect to the URL and search for software.
4. When updates are found, select the Crystal Reports for Eclipse check box; this will automatically select all the items in the hierarchy: the product and language packs.
5. Click **Next**.

   The program will calculate requirements and dependencies.
6. Verify that the correct items have been selected and then click **Finish**.

   Crystal Reports for Eclipse will be installed to your Eclipse 3.5 environment.

Restrictions

The following restrictions apply to this version of Crystal Reports for Eclipse:

- Crystal Reports Java will only process reports created using Crystal Reports 9 or later.
- Reports cannot be used that access the following data sources:
  - OLAP
  - Business Views
  - Universes
- The following capabilities are not supported in this release:
  - Report templates.
  - Geographic mapping.
  - Crystal Reports Repository.
  - Report alerts.
- Reports containing groups with the group sort option set to “original order” can be opened, but the sort order will not change automatically. If you require a different sort order, you must manually change the sort order.
- To export a report with Crystal Reports Java, `java.io.tmpdir` must be set to an absolute path.

Crystal Reports Designer

- The Crystal Reports Designer does not allow you to edit the same report in multiple windows at the same time.
- Reports that contain a named group condition with fields other than the **<group by>** field will not be displayed properly in previous versions of the Crystal Reports Designer.
- The "Interactive Sort" feature, including the sorting controls, is not supported on the report designer's Preview page.
- OLE images with a transparent background do not show up correctly in the viewers; they will be displayed with a black background.

  Workaround: Before adding the object to the report, set the background color to white or another suitable color.
- The following capabilities are not supported in this release:
  - Embedding and editing integrated Flash objects.
  - Creating a Saved Data Selection Formula.
  - Creating or editing crosstab calculated members.

Crystal Reports Java

- The JSF viewer must be in server-side state saving mode.
- Web applications that store the runtime instance of a report object in a Session object to improve efficiency, may find that reloading the jsp page does not show report changes.

  Workaround: To resolve the issue, load a new browser window to get a new HTTP session, or restart the application server to clear the current session cache.

Report functionality

- FormulaSyntax does not support SQL syntax. (This feature is known as SQL Expressions in the Crystal Report 2008 Designer.)
- Original-order sorting is not supported for groups in crosstabs.

- The problem view will not display the list of unsupported features in your report if you open the report outside of the workspace (for example, using **File** > **Open**).

  Workaround: To see the list of unsupported features, import your report into the workspace before opening it.
- If there is an error while generating saved data (for example, a Database error or missing parameter values exception), the report will be saved without the saved data. However, you will not be notified that there is an error. This is a known limitation.
- Changes to the crosstab "Column Totals on Top" property are not updated or shown in the Preview page.
- "Set location" during refresh of a subreport as a resolution will fail.

  Workaround: From the Layout page, go to **Crystal Reports** > **Set Database Location** and change the subreport's datasource location.
- If you attempt to create or change a sort order on a customized group, you will encounter a NullPointerException.
- When you are working in the "Preview" page, if **CanGrow** is set to true you may not be able to move an object such as a memo field to a different section.

  Workaround: Switch to the "Layout" page and then move the object.
- The "Custom Grouping" setting on the "Properties" panel does not get saved if sorting is set to "Sort by Summary Field" with **Ascending** or **Descending** sort order.
- When you insert an image object and then undo the action, the object will not be removed from the report canvas.

  Workaround: To remove an object, select it and then click the delete key.
- Report objects that were created using new features in Crystal Reports 2008 cannot be modified if the feature that was used to create them is not part of Crystal Reports for Eclipse.
- When you open a report that contains an unsupported object in Crystal Reports 2008 and in Crystal Reports for Eclipse, the unsupported object may not be in the same position in both versions.

Platform-specific issues

- On Sun's JVM, the following error message may appear:

  "java.lang.OutOfMemoryError: PermGen space"

  Workaround: update your eclipse.ini file with the following settings:

  - -vmargs
  - -Xms40m
  - -Xmx512m
  - -XX:MaxPermSize=256m

  Refer to Eclipse Bugzilla bugs 129490 and 92250 for more details.

- Removing a facet removes files from the lib directory but not from the build path. This may cause errors to appear in the Problems view.
- On IBM Websphere 6.0, exporting doesn't work for all export formats.
- On Sun JVMs before version 1.5.0_07, a java.awt.color.CMMException may occur in a multi-threaded environment when loading a report that contains an OLE Object image.
- When using the BEA WebLogic server, it may be unable to resolve the report location and you may see the error, "Report cannot be found". There are two ways to resolve this problem.

  Workaround 1:

  1. Remove the **<reportlocation>** element from the CRConfig.xml file.
  2. Place your .rpt files in the WEB-INF/classes folder of the WAR file. Alternatively, package the .rpt files in a JAR file and place it in the WEB-INF/lib folder.
  3. When invoking the `ReportClientDocument.open` method to obtain a report client document, use the report name as the value of the report location parameter. For example, the report location could be specified as `/myReport.rpt`, where *`myReport.rpt`* is either located in the `/WEB-INF/classes` folder or in a JAR file located in the `/WEB-INF/lib` folder.

  Workaround 2:

  1. Remove the **<reportlocation>** element from the CRConfig.xml file.

2. Modify your JSP to use the absolute path to the report name. For example, you could call `clientdoc.open(application.getRealPath("") + "\\" + "YourReport.rpt", 0)`.

Note:
For workaround 2, you do not need to move the report files.

- When running JSP code to view a report in Konqueror, an error message may appear. Konqueror is not a supported browser.

  Workaround: Use a supported web browser.

- Viewing Crystal Reports applications with the Crystal Reports DHTML Viewer on installations of Business Objects Enterprise using the Tomcat web server results in the following error: `NoClassDefFoundError`.

  Workaround: Include the `xalan.jar` library when deploying DHTML Viewer applications on Business Objects Enterprise installations with Tomcat.

- When running web applications through the Eclipse IDE using the JBoss server, some files may not be deployed and some JSP pages may appear to be blank.

  Workaround: restart the JBoss server.

- On Microsoft Vista, you cannot use the default double-click speed for the mouse to open a subreport.

  Workaround: Set the double-click speed to a slower speed, such as twenty-five percent (25%).

Formatting and rendering

- Vertical text object rendering in the DHTML Viewer is not supported for Firefox. It is supported only for Internet Explorer.
- To undo a drag and drop action within a text object, click **Undo** twice.
- In text-object editing mode, the first tab mark inserted before a field object at the beginning of a paragraph is not displayed.
- When you create a new text object in a report, if the property “first line indentation” of the text object is set to a negative value, the text will be displayed only after the cursor has passed the left indentation.

- When editing a paragraph in a text object, the text object displays the first tab mark but not any other tab marks.
- In a text object, formatting the text in a multi-line paragraph will cause the text being formatted to break away as a new line.
- The following table describes how Crystal Reports Java behaves when opening and saving reports at runtime with the following unsupported features:

Feature	Crystal Reports Java behavior when opening a report with this feature	Crystal Reports Java behavior when saving a report with this feature
Report alerts	Alerts are not triggered	Alerting information in the report definition is preserved. However, alerting views are not preserved.
Geographic maps	Converted to a text object.	The original state is not preserved.
Crystal Reports 9 report charts with textures and pictures	Converted to a text object.	The original state is not preserved.
Chart label placement	If labels are moved, they are reset to their default positions.	Preserved in the report definition.
Parameterized sorting	Supported.	Full support.
Hierarchical group sorting	Supported.	Full support.

Feature	Crystal Reports Java behavior when opening a report with this feature	Crystal Reports Java behavior when saving a report with this feature
Formula function additions	Supported (except Crystal Enterprise time zone)	Full support.
Dynamic prompts	Supported.	You cannot edit a dynamic cascading prompt. If the prompt is not a parameter, it will be converted to a parameter.
Grid enhancements	Supports flattening column headings for crosstabs.	Flattened column headings are preserved. Drill-through view is not preserved.

Printing and exporting issues

Exporting to Excel (page based) issues

Crystal Reports for Eclipse may not have the same results as Crystal Reports 2008 when you use a page-based Export to Excel feature.

- When there is a cross-tab in the report, column truncation may not be at the same point.
- Report outputs may take up more rows in Java due to differences in how characters are rendered in Java and Windows. For example, a description field that would export to 21 rows in Crystal Reports 2008 may take 23 rows in Crystal Reports for Eclipse.
- If the report contains a subreport, only the information that is displayed on the current page will be exported ("What you see is what you get"). For example, if you have a text object in your subreport, but it is in a field that is not displayed when you choose to export the report, it will not be included in the output
- If you use System Default Format for the date and time style in your report, you may notice a slight difference in the appearance of the date format in your exported report.
- For content that crosses pages, there will no longer be a blank row where the page end would have been in the report.

- The blank space between the last object and the page footer is ignored.

Other printing and exporting issues

- The Export button is enabled from the "Preview" page only, not from the "Layout" page.
- You may experience problems when exporting images to Excel (Data only) if you are using a version of Java that is older than Java 5 update 7.

  Workaround: Ensure that you are using Java 5 or Java 6 with Crystal Reports for Eclipse.
- The print outputs from Mac OS X 10.4 (Tiger) may have problems such as improper scaling or unclear text.
- You should be notified that licensed fonts are not embedded when exporting a report to PDF format. However, no warning message is displayed.
- When exporting to PDF format, Right-to-Left languages may not be exported properly.
- Printing reports with mixed page orientation using the Java Applet Viewer, Java Bean Viewer, or Java Print Control may not print correctly or may freeze the application.

  Workaround: To print these reports, please export the report to PDF.
- When you export to PDF on a Unix machine, the text will not be exported properly if the font is not found.

  Workaround: Place the font in a location where it can be loaded. For example, place the fonts in `JRE/lib/fonts` .
- The "ActiveX Print Control" does not work for DHTML viewers in web applications deployed on the Netweaver (SAP) Web Application Server.

  Workaround: Either export the report to PDF and then print, or use **Print to PDF** from within the DHTML viewer.
- When you export a report with snippet code (for example, `CRJava Helper.exportXXX()`) using the Report Page Viewer's runtime, the viewer jsp will not check or prompt for database logon. A Logon Error will be encountered if database logon credentials are not supplied in the code.

Workaround: Use the following Crystal Reports code snippet to specify the logon information when creating the report viewer jsp

```
Set Runtime database credentials
```

Relational databases and SQL statements

- When loading a report on the SunOne8 application server or the Oracle 10g application server, you must specify the absolute path instead of a relative path.
- Using the Crystal Reports Java Set Location commands to change the location of a table from ODBC to JDBC/JNDI enables the report to be refreshed only in Crystal Reports Java.

  Workaround: To enable a report refresh to work in the Crystal Reports Designer, provide the JNDI server information in the Set Location command.
- If the Datafields field in a report is a formula field, the **Don't summarize** option will be absent from the field's properties.
- When adding multiple SQL statements into a SQL scrapbook page (right-click **Crystal Reports** > **Add to New Report**), only the first SQL statement is added to the report. This problem happens when using a Derby database.
- Searching a list of values (LOV) is case sensitive when using an Oracle reporting database. This is due to a limitation in Oracle.
- Picture, memo, and other blob fields will not be mapped to a new location when you use the Data Source Explorer to change the datasoure location. This is a known issue for the Data Source Explorer within Eclipse specific to Microsoft SQL Server with blob fields.

  Refer to Eclipse Bugzilla #201120 for more details.

Language-specific issues

- Crystal Reports Java interprets right-to-left text at the paragraph level, but not at the character level; therefore a mix of right-to-left and left-to-right texts in a paragraph may be displayed incorrectly.

- When exporting to RTF format, Arabic and Hebrew characters will be encoded properly if you use Unicode. If you use a different character set, they may not be encoded properly.
- In operating system locales that use a comma as the decimal separator, such as German or Italian, decimal alignment doesn't work properly due to a Swing bug.
- The Numeric Format selection choices show the decimal separator characters as they appear in the EN locale. However, the numeric formats in the reports are displayed with the correct decimal separator character for your locale.
- The following locale-dependent functions are supported in the EN locale only:
  - Totext() -- Number, Currency, Date, Time, and DateTime
  - CStr() -- Number, Currency, Date, Time, and DateTime
  - CDate(String)
  - CTime(String)
  - CDateTime(String)
  - IsDate(String)
  - IsTime(String)
  - IsDateTime(String)
  - DateTimeValue(String)
  - TimeValue(String)
  - DateValue(String)

Developer issues

- Before you can open a report using a relative path, you must first verify that your web server expanded the .WAR files during deployment.
- Projects created by the Crystal Reports Java wizard contain a helper class, `CRJavaHelper`. The methods in this class are not thread-safe. If you call the methods in the `CRJavaHelper` class from your application at the same time another thread is accessing the report engine (for example, from a viewer) a `ConcurrentAccessException` may be thrown.

  Note:
  `CRJavaHelper` class and its methods are intended to be used as samples only.

- To use ws-security with the XML and Web Services driver, you must add the BouncyCastle security provider to the project and the CRConfig.xml file.
  1. Download the BouncyCastle provider, `bcprov-jdk15-132.jar`, from http://www.bouncycastle.org and copy it to your classpath (for example, `JRE\lib\ext`) .
  2. Edit the `JRE\lib\security\java.security` file to include the following line:

     ```
     security.provider.n=org.bouncycas
     tle.jce.provider.BouncyCastleProvider
     ```

  3. Edit the CRConfig.xml file to add the **<AdditionalClasspath>** element. If a rampart password handler is used, replace *`pathname`* with the system path to the rampart password handler:

     ```
     <Javaserver-configuration>
       ...
       <XML>
        ...
        <AdditionalClasspath> pathname <AdditionalClass
     path>
       </XML>
     </Javaserver-configuration>
     ```

- Report Functionality
  - Crosstab charts and group-level charts are not supported by the SDK.

    Workaround: You can simulate group-level charts and crosstab charts by creating detail-level charts with similar grouping.
  - The `writeExternal` method of the ReportClientDocument class is not supported.
  - Loading a crosstab object with the `XMLObjectSerializer` class does not preserve Border and ObjectFormat properties of the crosstab object.
  - The `getCurrentValues` method of the `ParameterField` class returns integer values as strings when they are set as strings. This differs from previous releases, where integer values set as strings were returned as integers.

Example:

```
setCurrentValue("1234");
```

Old behavior:

```
getCurrentValue(); returns the integer 1234
```

Current behavior:

```
getCurrentValue(); returns the String "1234"
```

- When using specified grouping with dates, times, or date/times, use the `SpecifiedDateGroupOptions` class instead of the `SpecifiedGroupOptions` class.
- Using the `SubreportController` class to add or remove subreport links changes the client model but does not maintain the change when the report is saved and reloaded.

  Workaround: Clone the SubreportLinks object before modifying the subreport links.

  Example: The following code snippet modifies subreport links, but does not maintain the change when the report is saved and reloaded:

```
String subrptName = "Employee";
SubreportLinks subrptLinks = null;
subrptLinks = rptDoc.getSubreportController().get
SubreportLinks(subrptName);
subrptLinks.remove(0);
rptDoc.getSubreportController().setSubre
portLinks(subrptName, subrptLinks);
```

  Workaround: Clone the SubreportLinks object before using the controller to modify the links:

```
SubreportLinks newSubrptLinks = (SubreportLinks)
subrptLinks.clone(true);
newSubrptLinks.remove(0);
rptDoc.getSubreportController().setSubre
portLinks(subrptName, newSubrptLinks);
```

- When changing the order of a group to specified order, you must change the sort direction to `noSort` in order for the changes to take

effect. In previous versions, setting the sort direction to noSort happened automatically.

Example:

```
IGroup oldGroup = …;
IGroup newGroup = (IGroup)((IClone)old
Group).clone(true);
ISpecifiedGroupOptions sOpt = …;

newGroup.setOptions(sOpt);

ISort sort = new Sort();
sort.setDirection(SortDirection.noSort);
newGroup.setSort(sort);

rptdoc.getDataDefController().getGroupCon
troller().modify(oldGroup,newGroup);
```

- Crystal Reports for Eclipse does not support modifying Flash objects. If a Flash object is bound to a dropped or changed Database field, then you will see a `NullPointerException` error when you try to call `DatabaseController.verifyDatabase()` or `DatabaseCon troller.checkDatabaseAndUpdate()`.
- Sometimes there are more values in the list of values then are available when prompting.

  When retrieving an LOV (List of Values) , the fields from lower-level LOVs are not included in the generated query in order to improve performance by retrieving less data for each row. However, if a field in a lower-level LOV is joined to the table used by the LOV, then excluding the lower-level field has the side-effect of excluding the join operation.

  Workaround: If the join operation is required in order for the LOV to return the desired results, then define the LOV to a use a command table (SQL Command) which includes the required fields and joins.
- The parameter field usage returned is “not in use” after a subreport parameter field is added to a saved data formula and the `reportdoc ument` is refreshed.

  Workaround: You will need to resync the subreports by setting the database logon and using `ReportClientDocument.verify Database()`

- Importing an existing project that uses the Crystal Reports components may cause errors such as the following:

  ```
  <classname> cannot be resolved to a type.
  ```

  <classname> is a Crystal Reports Java SDK class. There are two ways to resolve this problem.

  Workaround 1:

  1. Uncheck the **Build Automatically** option in the Project menu.
  2. Import the project.
  3. Recheck the **Build Automatically** option.

  Workaround 2:

  1. Delete the imported project.
  2. Re-import the project.

  Note:
  Before deleting the project, verify that you have a backup of the original project.

- To avoid `ConcurrentAccessExceptions`, applications that use the Crystal Reports DHTML viewer should always ensure that the same ReportSource object is used for each request. Cache the report source object returned from the `ReportClientDocument` in the current session and re-use it until the document is properly closed.

- Formatting and rendering
  - Crystal Reports Java does not currently process page headers or page footers in the drill-down views.

    If you have a print-time side-effecting formula in the page header or page footer, it will not be evaluated. Formulas that depend on the side-effect will show different results in the drill-down view than in the main report view.

  - Web pagination functions are not supported in the Crystal Reports for Eclipse SDK at this time.
- Relational databases and SQL statements
  - SDK does not correctly set null values for stored procedure parameters.
  - Verify on reports with stored procedures - or command objects that use parameters - will only work if the stored procedure or command can be executed with empty/default values.

- As of Crystal Reports for Eclipse version 2.0 SP2, `setTableLocation` and `replaceConnection` can be used to change a database connection for a parameterized table (for example, a stored procedure) or to change an SQL command. However, adding new parameters is not supported.
- When using the `setDataSource` method of the DatabaseController class with a report that uses POJO datasources, setting both `oldTableAlias` and `newTableName` parameters to the empty string causes the POJO data source to be returned as the data source for all tables in the report.
- When you use the `setDataSource` for an XML table and the table name in the new schema does not match either the `oldTableAlias` or the `newTableName` value, the table will be removed from the report.

  Where possible, ensure that the table name in the new schema is the same as the original table name.

- The `mapFields` method of the DatabaseController class does not support mapping a string field to a memo field.
- The XML driver does not support the case where the XML and XSD logon information is not identical. The XML driver uses the same user name and password for both XML and XSD access.
- The `CONNINFO_CRQE_LOGONPROPERTIES` property of the `PropertyBagHelper` class is no longer supported. To access the server name, server type, and database name, use the following properties:
  - `CONNINFO_CRQE_SERVER_NAME`
  - `CONNINFO_CRQE_SERVER_TYPE`
  - `CONNINFO_CRQE_DATABASENAME`

  Migrated applications that use the `CONNINFO_CRQE_LOGONPROPERTIES` property will need to be modified to access these properties individually.

  Example:

```
PropertyBagHelper.getAttributes().getStringVaue(CON
NINFO_CRQE_SERVER_NAME);
PropertyBagHelper.getAttributes().getStringVaue(CON
NINFO_CRQE_SERVER_TYPE);
PropertyBagHelper.getAttributes().getStringVaue(CON
NINFO_CRQE_DATABASENAME);
```

- The `setTableLocation`, `replaceConnection`, and `mapFields` methods of the DatabaseController class should not be used in an application that uses the designer SDK (extension points), as a user is able to undo these actions from the **Edit** menu. Undoing these actions is not supported.

- Language-specific issues
  - If any of the following fields in a report are formatted using the System Default format (long or short), some languages may not format the values correctly in Crystal Reports Java:
    - Date
    - Time
    - DateTime
    - Number

    Workaround: To maintain the same formatting result, the report designer should specify the actual format.

- When you use `GroupController.modify` to set the conditional formula for group sort order, you will need to make a deep clone of the old group to create your new group.

  1. Type the following to create a new group:

     ```
     IGroup theNewGroup = (IGroup) theGroup.clone(true);
     ```

  2. To modify the new group, type something like the following command:

     ```
     theNewGroup.setOptions(dateGrpOption);
     ```

  3. Then modify the group using `GroupController.modify` as in the following example:

     ```
     rptDoc.getDataDefController().getGroupCon
     troller().modify(theGroup, theNewGroup);
     ```

  The sample code that follows shows how to use this information:

```
public static void setDataGroupOption(ReportClientDoc
ument rptDoc, String text)
{
      DataDefController m_dataDefController = null;
      IGroup theGroup = null;
      try
```

```
      {

           m_dataDefController = rptDoc.getDataDefCon
troller();
            theGroup = m_dataDefController.getDataDef
inition().getGroups().getGroup(0);

            IGroup theNewGroup = (IGroup) the
Group.clone(true);
            IGroupOptions newGrpOption = theNew
Group.getOptions();
          GroupOptionsConditionFormulas conditionFor
mulas = null;

            IDataConditionFormula conditionalFormula
= (IDataConditionFormula) new DataConditionFormula();

            conditionalFormula.setText("1");

           conditionFormulas = (GroupOptionsCondition
Formulas)theNewGroup.getOptions().getConditionFormu
las();
            conditionFormulas.setFormula(GroupOption
sConditionFormulaType.sortDirection, conditionalFormu
la);
            newGrpOption.setConditionFormulas(condi
tionFormulas);
            theNewGroup.setOptions(newGrpOption);
            rptDoc.getDataDefController().getGroupCon
troller().modify(theGroup, theNewGroup);

}
```

Accessibility

- To have a screen reader, such as JAWS, work properly with the Crystal Reports Designer, you must install the Java Access Bridge. You can download the Java Access Bridge from the following location: `http://www.sun.com/accessibility/downloads.jsp`.

  To use the Java Access Bridge with IBM JVM 1.5, you must redistribute some jar files. For more information, see the readme.txt file at the following location: `http://java.sun.com/javase/technologies/accessibility/accessbridge/`.

- The screen reader, JAWS, maps shortcut keys that are different than the key combinations used in Crystal Reports.

  Workaround: In the JAWS Keyboard Manager, reset the key bindings of Alt+Up Arrow, Alt+Down Arrow, Ctrl+Home, and Ctrl+End to match the functionality of those key combinations in Crystal Reports
- The drill-down feature in the Preview page is unavailable from the keyboard.
- JAWS fails to announce the fields in the Crystal Reports designer palette. For more information, see Eclipse Bugzilla bug 146620.
- JAWS announces the Crystal Reports designer palette label as a slider. For more information, see Eclipse Bugzilla bug 146859.

Viewer issues

- Characters that should be displayed vertically in a report may not be exported to PDF format with the correct orientation.
- In order to properly view Flash objects in reports, you must first have a flash player installed on your system.
- An empty chart will show up as a grey rectangle when you use Internet Explorer 6 to view the report, and as a white rectangle when you use either Internet Explorer 7 or FireFox.