



Object Manager for Crystal Enterprise

Installation & Administration Guide

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The logo for Crystal Partner consists of a cluster of four blue dots arranged in a diamond shape, followed by the text "crystal partner" in a lowercase, sans-serif font. Below this, the words "ENTERPRISE SOLUTIONS" are written in a smaller, uppercase, sans-serif font.

crystal partner
ENTERPRISE SOLUTIONS

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OVERVIEW

Object Manager for Crystal Enterprise provides the capability to search for and select specific Crystal Enterprise objects and then apply action commands to one or more report instances simultaneously. In addition, Crystal Report files stored outside the Crystal Enterprise environment can be selected for bulk actions.

For example, an administrator may be interested in copying specific report objects from a Crystal Enterprise test system to a Crystal Enterprise development system. Or, perhaps the administrator needs to select a group of reports and change their data connectivity settings. Or, perhaps the administrator has one report that must be 'exploded' to a large number of folders.

Object Manager Lite for Crystal Enterprise enables only specific functionality related to:

- Crystal Enterprise Processing Extensions management
- View Time Security entitlement database maintenance

Object Manager is a standalone application that must be installed on any workstation where it is to be used.

DEMO VERSION LIMITATIONS & LICENSING

The demo version of *Object Manager* is a fully functional application with a few of artificial limitations. Firstly, 'Add To List' will only display the first 10 objects; secondly, only 2 objects can be migrated. These limitations are removed in the purchased version.

After purchasing a license for *Object Manager*, a license file will be emailed to you in order to remove the demo limitations. Apos.lic is a license file that incorporates a number of servers limitation. This apos.lic file should be copied into the directory where you installed *Object Manager*, replacing any existing apos.lic file that may already be there.

INSTALLATION OVERVIEW

Please follow these steps to install *Object Manager*:

- a) Ensure that the computer workstation is running Windows NT SP6, Windows 2000 (SP1 or greater) or Windows XP. Windows 98 is not supported at this time.
- b) Do not install *Object Manager* on a production server; it is a client workstation application.
- c) Ensure that the current computer user has Administrator rights for the computer where you are installing *Object Manager*.
- d) Stop all unneeded applications, virus scan utilities, etc.
- e) If testing on a Windows NT workstation, download and run the Windows Installer for Windows NT from the downloads area of our web site.
- f) For Crystal Enterprise v.8 and v.8.5 systems only . . .
Install Crystal Reports Developer Edition (not required for *Object Manager Lite*)
- g) For Crystal Enterprise v.8 and v.8.5 systems only . . .
Skip this step if you are installing *Instance Manager* on a computer that already has Crystal Enterprise installed. Otherwise, using your Crystal Enterprise installation CD, select Custom installation and install ONLY Crystal Publishing Wizard, Custom Charting and Mapping Support. Make sure to disable the other options - Servers, Data Access, etc.
- h) For Crystal Enterprise v.9 systems only . . .
Skip this step if you are installing *Instance Manager* on a computer that already has Crystal Enterprise installed. Otherwise, using your Crystal Enterprise installation CD, select Custom installation and install ONLY the Developer components, you do not need to install the other options - Servers, Data Access, etc.
- i) Download the *Object Manager* Demo setup program from the Downloads area of www.apos.on.ca and save it to your local system environment.
- j) Run the *Object Manager* Demo setup program (ObjectManagerCESetup?.exe) - please contact apos@apos.on.ca to obtain the set-up password. The set-up program may require a system reboot when it finishes.

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INSTALLATION OVERVIEW

k) From the Start menu, run *Object Manager* for Crystal Enterprise and test all elements.

l) We recommend that the first time this program is run on a workstation, use a user id that has Crystal Enterprise Administrator rights. This will ensure that rights are available if any system components need to be downloaded the first time.

m) When logging in, log into one of the APS machines, not the APS cluster name.

INSTALLATION GUIDELINES

A few tips and tricks regarding installation . . .

LOCAL WORKSTATION SETTINGS

Before installing on a Windows NT or Windows 2000 computer, ensure that the current user logged on to the local computer has administrator rights for that local machine. Also before installing, ensure that any unneeded services that are running on the local workstation are stopped - IIS, Virus scan services, etc.

INI FILE

Object Manager utilizes an ini file for a number of settings - see Online help for the details. Some of the ini file settings are set by the installation procedure and can be edited later using any text editor.

INSTALLATION LOG

Installing *Object Manager* creates an Install.log file in the directory chosen as the main program location during setup. This log file can be reviewed with any editor to see a complete log of the installation process, including all dll's installed or bypassed due to version checking being performed. Please check this log file if you require any information on what files were actually installed.

BACKUP DURING INSTALLATION

Installing *Object Manager* checks the version and date of a number of critical files and if appropriate will replace and try to register them automatically. Any files that are replaced during installation will be copied to a \Backup directory within the directory chosen as the main program location during setup. Please check this directory to see what files have been replaced. This step is provided to ensure that you have a copy of any older dll's, etc. that have been replaced in case you need them for some reason.

REBOOT DURING INSTALLATION

Some computers have older versions of some system dll's that cannot be updated without a reboot. If the installation procedure tries to replace such a file, Windows will force you to reboot your computer before continuing. If you are asked to reboot, simply run the setup program again after the reboot.

ENVIRONMENT REQUIREMENTS

Object Manager must be installed on each workstation where you want to run the program from.

CRYSTAL ENTERPRISE SERVER REQUIREMENTS

Crystal Enterprise v.8, v.8.5 or v.9

WORKSTATION REQUIREMENTS

Windows NT v.4 SP6, Windows 2000 (SP1 or greater) or Windows XP

Windows Installer for Windows NT (Windows NT workstations only)

Crystal Publishing Wizard (Crystal Enterprise v.8 & v.8.5 only)

Custom Charting (Crystal Enterprise v.8 & v.8.5 only)

Mapping Support (Crystal Enterprise v.8 & v.8.5 only)

Crystal Reports Developer Edition (Crystal Enterprise v.8 & v.8.5 only - not required for

Object Manager Lite)

Developer Components (Crystal Enterprise v.9 only)

OBJECT MANAGER CAPABILITIES

Please refer to Online Help.

TIPS AND TRICKS

INSTALL.LOG

Install.log is created by the setup procedure. You can check it for a detailed list of what was successfully installed or anything that failed. It can be found in the *Object Manager* directory location you specified during the setup procedure.

CONVERT TO UPPER CASE

Object Manager may be used to maintain the View Time Security database (Crystal Enterprise v.8.5 & v.9 only). It is recommended that the User, User Group and Report Name fields of the View Time Security database be stored in upper case. Therefore the 'Convert to Upper Case' setting should always be set to Yes. Here are some general rules for different supported databases:

Microsoft Access

The contents of the User, User Group and Report Name fields of the View Time Security database must always be stored in upper case. The Convert to Upper Case setting of *Object Manager* must always be set to Y.

Oracle or SQL Server

If your Oracle/SQL Server system is set to be 'not case-sensitive' . . .

The contents of the User, User Group and Report Name fields of the View Time Security database must always be stored in upper case. The Convert to Upper Case setting of *Object Manager* must always be set to Y.

If your Oracle/SQL Server system is set to be 'case-sensitive' . . .

The contents of the User, User Group and Report Name fields of the View Time Security database does not have to be stored in upper case. The Convert to Upper Case setting of *Object Manager* may be set to Y or N as you wish. Storing all data in upper case is still recommended.

TECHNICAL SUPPORT

EMAIL SUPPORT

If you are unsuccessful installing *Object Manager* and require assistance, please email the details of your problem to support@apos.on.ca

HELP DESK

Telephone help desk support is available at 519-653-8332.

ERROR MESSAGES

Potential error messages include:

UNABLE TO CONNECT TO APS

This message normally indicates that the Crystal APS service is not running or that *Object Manager* is unable to connect to it. Confirm that the APS service is running and try again. If necessary, try to 'ping' the APS by name from the command window. If you are unable to 'ping' the APS successfully, you may need to add it to your workstation's hosts file.

Some columns are empty . . .

If the Select statement in the report contains double carriage returns, some fields that should have data may be empty. If this occurs, please open the report in Crystal Designer and remove the extra carriage return and try again. Please contact our Help Desk for additional information.

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