



## **Crystal Reports for Visual Basic 5.0 Readme**

by

*Seagate Software Information Management Group*

### **New Features**

New features included in Crystal Reports for Visual Basic 5.0

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## **New Features in Crystal Reports for Visual Basic 5.0**

Crystal Reports for Visual Basic 5.0 is the data access solution for all your Windows platforms! New features in this version of Crystal Reports include a fully featured ActiveX, reporting off the NT Event Log (for NT installations), improved Microsoft Access support, enhanced graphing, and drilldown on graphs. For a full list of features, please see the [Crystal Reports Feature List](#).

## Reference for Commands, Functions, and Operators

Reference files covering Crystal Reports Commands and Functions & Operators available in the Formula Editor are available as Word for Windows document files.

- If you are using the CD version of Crystal Reports, you can find these files on the CD in the \doc\ directory. The files are called respectively:

\doc\Commands.doc

\doc\Formulas.doc

@@@Please delete. ● If you are not using the CD version of Crystal Reports, you can download these files from the Crystal Bulletin Board System (BBS). To contact the Crystal BBS, use your modem to dial:

### In the US or Canada:

1-800-877-2340@@@ This is the Seagate Sales number!!! not BBS.

## Crystal Reports for Visual Basic 5.0 Features List

Crystal Reports for Visual Basic 5.0 is a powerful report writer with capabilities to meet the needs of many developers. Those capabilities are listed in the left hand column of the table below. For those developers who want to take advantage of the capabilities in the Crystal Reports Professional edition (Capabilities listed in the right hand column), a convenient upgrade plan is available. Please contact Seagate Software at (800) 877-2340 for details.

Features	Crystal Reports for Visual Basic	
	Basic	Crystal Reports Professional @@@ 5.0
ActiveX	>80 properties	@@@ > 100 properties
32-bit Report Engine DLL	@@@delete>80 properties @@@ no API calls	@@@ > 120 API calls
Drilldown on graphs	Yes	@@@Yes
Improved MS Access support	Yes	@@@Yes
Export to MS Excel 5.0 format	Yes	@@@Yes
Report Options saved with report	Yes	@@@Yes
Downward Compatibility with reports	Yes	@@@Yes

### PC Data Access

ASCII	Yes via DAO @@@ NO. @@@ODBC Its thru ODBC - not sure if its shipping in VB 5 @@@### I need to know @@@KAT There is a driver that MS is shipping. We should be able to use it. However, I suggest you find out from MS directly if this is going to ship. (It may not). If it does, then we should say Yes via ODBC	
dBASE (NDX, MDX, Visual dBASE & QBE) (QBE16-bit only)	YesYes via DAO @@@ @@@DAO, Xbase, no QBE@@@### does BDE, and ODBC this mean that dBASE via ODBC, DAO ( is supported via DAO but QBE is not supported through DAO).? @@@KAT That is correct. Also, there is an ODBC driver that MS is shipping. We should be able to use it. However, I suggest you find out from MS directly if this is going to ship. (It may	

FoxPro (IDX, CDX, Visual FoxPro)

not).

Yes via DAO @@@ no @@@DAO, Xbase, Visual FoxPro@@@### ODBC  
does this mean that  
FoxPro is supported  
through DAO but Visual  
FoxPro isn't supported?  
@@@KAT There is a  
driver that MS is shipping  
that should support Visual  
Fox. (The DAO driver -  
as far as we know - does  
not) We should be able  
to use it. However, I  
suggest you find out from  
MS directly if this is going  
to ship. (It may not).  
ODBC, DAO (Visual  
FoxPro through ODBC  
only)

Microsoft Access (1.0-2.0) & Access Queries

Yes via ODBC, DAODAO @@@DAO, ODBC  
@@@KAT ODBC was  
also added (MS is  
shipping the driver).  
Same deal applies here.  
Better ask MS.

Microsoft Excel (XLS)

Yes via DAO@@@ NO. @@@ODBC  
Its thru ODBC - not sure if  
its shipping in VB  
5@@@### I need this  
clarified @@@KAT There  
is a driver that MS is  
shipping. We should be  
able to use it. However,  
I suggest you find out  
from MS directly if this is  
going to ship. (It may  
not). If it does, then we  
should say Yes via ODBC

Paradox (3.5-5.5)\*\*@@@ where are the \*\*  
resolved? dont see it anywhere.

Yes via ODBC, @@@ DAO, ODBC,  
DAOSupports versions BDE  
prior to 5.0Yes via DAO;  
@@@ no support for  
Paradox 5.0 and later  
@@@KAT There is a  
driver that MS is shipping.  
We should be able to use  
it. However, I suggest  
you find out from MS  
directly if this is going to  
ship. (It may not). If it  
does, then we should say  
Yes via ODBC. Also,  
you will need to ask MS if



up to version 7.0 of  
Paradox is supported.

### SQL DATA ACCESS

ODBC	Yes	@@@Yes
MS SQL Server	Yes via ODBC	@@@ ODBC, Native
Oracle	Yes via ODBC	@@@ ODBC, NAative
Stored Procedure support	Yes	@@@Yes
Ability to sort data on SQL Server	Yes	@@@Yes
Case Sensitive SQL data	Yes	@@@Yes
Ability to convert database drivers	Yes, I @@@limited selection	@@@ all drivers

### File names for 32-bit version of Crystal Reports

For the 32-bit version of Crystal Reports some files have different names than their 16-bit versions.

CRW.EXE (16-bit)	CRW32.EXE (32-bit)
CRPE.DLL (16-bit)	CRPE32.DLL (32-bit)
CRRUN.EXE	CRRUN32.EXE (32-bit)

In addition, DLL support files for the 32-bit version of Crystal Reports have a number 2 as the second character of the filename. Example: p2bjet.dll

## Compatibility between 16-bit and 32-bit Crystal Reports

Visual Basic 5.0 ships with a 32-bit version of Crystal Reports. If you have an earlier 16-bit version and are running both the 16-bit and 32-bit versions of Crystal Reports, there are several compatibility issues to consider.:

1. If your report was created using 32-bit Crystal Reports, and the database it accesses is located in a directory that has a Win32 long file name, 16-bit Crystal Reports will report an error if you try to run the report. Use the Database|Set Location command to change the location of the database to a 16-bit directory.
2. If you are running 16 and 32-bit versions of CRW on the same machine, CRW uses the same CRW.INI for both versions. As a result, the *last five opened reports* info is shared as well, so if your report name is a long name, and you try to open it on the *last five opened reports* list, you will get an error due to the naming difference.

## Technical Support Index



Click the topic of interest below for more information:

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## Areas to seek assistance before calling technical support

1. Look in the Users@@@ Guide. This book contains dozens of mini-tutorials that will walk you through many of the most common reporting situations.
2. Check the [Online Help System](#). You'll find hundreds of help topics covering a wide variety of reporting and development issues.
3. Dial into the [Facts on Demand](#) system for an index of technical papers that are available by FAX.
4. Browse the [Crystal Reports Web Site](#) at <http://www./@@@img.seagatesoftware.com/.@@@>

### See Also

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[Technical Support Index](#)

## Troubleshooting Crystal Reports

1. Should a problem arise, try to duplicate the problem before calling technical support. Take note of the steps performed to duplicate this problem. When calling in for support pertaining to a specific problem inform the technical support person of the problem and the steps which have been carried out to duplicate the problem.
2. Take note of any error messages found and notify the technical support person of the exact wording of the error message.
3. Should problems be found on existing reports, create a new report to check whether or not the same problem be found under the new report. Always choose the Verify Database command (Database menu) when encountering error messages. This will ensure that the database will be cross-checked with the report and any changes made to the database, will then be reflected within Crystal Reports.
4. Insert DebugMode=Yes into the CRW.INI file under the [Crystal Reports] section. This will report further on error messages being encountered. Look in the manual or CRPE.H file to the meaning of error codes.
5. Should the problem be encountered in an environment other than the development environment, take note of what is different in the environments. Ensure that all of the required files and correct version of these files exist on that computer. Run WPS.EXE (which is located in the VB\CDK directory) in both environments. This file shows which files are being loaded and from which directory they are being loaded. Missing files or incorrect versions of these files can then be traced using this utility.

**NOTE:** *Please perform these above mentioned procedures before calling in to technical support. Your call is of utmost importance to us and we would like to assist in the most efficient way possible.*

### See Also

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[Technical Support Index](#)

## How to register your copy of Crystal Reports via modem

If you have a modem, you can register your copy of Crystal Reports electronically and receive your registration number while you are online. Here is all you have to do:

1. Choose the Register/Change Address command from the Help menu. The Crystal Reports Registration dialog box appears.
2. Enter your name, address, phone, and fax in the edit boxes provided, and click OK when finished. The Crystal Reports User Survey dialog box appears.
3. Fill in the appropriate answers to the survey questions on the form. Each question is self-explanatory.
4. Click the Save Responses button and then the Continue button. Your responses are saved, and the Crystal Reports Registration dialog box appears.
5. Click the Register via Modem button. The Send via Modem dialog box appears. Use this dialog box to tell the program about your system.
6. In the Baud Rate box, select the baud rate that matches your modem.
7. In the Port box, select the serial port that you have your modem hooked up to.
8. In the Phone box, indicate whether your phone uses Tone or Pulse dialing. The program automatically enters the registration phone number in the Number edit box. Edit the country area code to dial to Canada.
9. The Modem box is intended to mimic the LEDs on your modem. The indicators in the box turn on and off to give you a play-by-

-play of the data transfer operation. The buttons are:

### **DSR**

Data Set Ready

### **CD**

Carrier Detect

### **RD**

Receiving Data

### **CTS**

Clear To Send

### **SD**

Sending Data

Consult your modem documentation or any standard data communications text if you need additional information.

6. Click the Modem button and the Modem Settings dialog box appears.
7. Select your modem from the Modem drop down box. If your modem is not on the list, try the Hayes compatible selection since many modems are compatible with the Hayes command set. When you select a modem, the program fills in the rest of the boxes in the dialog box. You can edit the settings in each box if you wish.
8. When finished, click OK to return to the Send via Modem dialog box, and click Connect there to begin the Modem Registration procedure. The Program:
  - calls Seagate Software, IMG,
  - enters your registration information into the Registration database,

- downloads your registration number,
  - enters that number in the Enter Serial Number edit box on the Crystal Reports Registration form, and
  - signs off.
9. That is it! You are registered and in line for all the benefits that come with registration.

***NOTE: The Crystal Reports manual provides an extensive index, and this online Help facility provides comprehensive topical and alphabetical indexes and an extensive keywords search index.***

## See Also

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[Technical Support Index](#)

## How to register your copy of Crystal Reports via fax or mail

Registering your copy of Crystal Reports via fax or mail is easy to do.

1. Click the Edit Registration Info button. The Crystal Reports Registration dialog box appears.
2. Enter your name, address, phone, and fax in the edit boxes provided, and click OK when finished to return to the Crystal Reports Registration dialog box.
3. Click the Print Registration Form button. Crystal Reports prints out a copy of your completed registration form.
4. Fax the form to Seagate Software, Inc. at (604) 681-5147 or mail it to Seagate Software, Inc. at the address that appears on the form.
5. In a few days, the company will mail or fax you back your registration number.
6. Enter the serial number in the *Enter serial number* edit box, and click the *Proceed to Crystal Reports* button when finished. This takes you to Crystal Reports and disables the dialog box so it no longer appears when you start the program.

### See Also

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## To understand the Help System

This online Help system included with Crystal Reports is a superset of the information provided in the Crystal Reports Users Guide. That is, it includes all of the key information from the manual and a lot more as well. Sample formulas, sample record and group selection formulas, sample code, and hundreds and hundreds of topics on virtually anything related to reporting – online Help has it all.

If you want help to learn to use the menu commands for example, online Help gives you an explanation of what the command does, then a thorough explanation of any dialog boxes the menu command activates, and finally, tutorials for performing tasks using the menu command. By working through the topics for any menu command, you can find out why you would use it and become an expert in its use.

You can traverse Crystal Reports online Help by using a contents tree, you can use the Index to look up topics by keywords, or you can use the full-text search facility to find topics that contain the work of interest. It is suggested that you access online Help often while learning Crystal Reports.

The help system is easy to use. If you have used help systems in other Windows programs (or in Windows itself, for that matter), you probably know enough to begin using the Crystal Reports help system without further study. If you need help understanding the Windows help system, see the documentation that you received with Microsoft Windows.

The program offers two kinds of help: context sensitive help and indexed help.



**NOTE:** *Some topics in Crystal Reports Help are identified with a Pro Only logo. Topics identified with this logo are available only in the Professional version of Crystal Reports. For information on upgrading to this version, please contact Seagate Software IMG at (800) 877-2340.*

### Context sensitive help

*Context sensitive help* gives you immediate help with a screen element of interest (menu command, dialog box, etc.). The program takes you directly to the help information you seek without the need to traverse the indexing system.

- To get context sensitive help on a dialog box, press F1 when the dialog box is active.
- To get context sensitive help on a specific menu command, click the menu name and then use the Down Arrow key to highlight the command of interest. Once the command is highlighted, press F1.

### Indexed help

Indexed help takes you to the help indexing system, a hierarchy of indexes which is designed to help you target your topic of interest. Using the indexing system, you can select a broad topic of interest from the first index and then narrow your selection using the next index that appears, then the next, etc. For example:

- if you are interested in learning what arithmetic functions are built into Crystal Reports, you might first select *Functions/Indexed by function type* from the Reference Information section of *Index to Crystal Reports Help*, the first (main) index that appears when you call up indexed help. That selection takes you to the *Functions Index* which lists the various categories of functions available. Arithmetic functions is one of those categories.
- When you select *Arithmetic Functions*, Crystal Reports takes you to the *Arithmetic Functions Index* which lists all arithmetic functions by name.
- From that point you can choose a function of interest and Crystal Reports displays a window of information about the function and its usage.

The Crystal Reports indexing system lists all of the topics that relate directly to screen elements as well as many topics that do not. For example, the main index lists a glossary which defines report-related terms, many of which are not tied directly to screen elements (case sensitive, empty string, etc.).

### Jumps within the help system

Crystal Reports online Help was designed to provide comprehensive technical support. Each help screen contains important information about the topic of interest. Many screens contain examples and

comments as well.

## **Underlined text**

Most screens also contain underlined text. (On color systems, underlined items are colored green as well.) When an item is underlined, it means that there is additional information immediately available on that item.

There are two kinds of underlines:

### **Solid**

The solid underline indicates a cross reference. Clicking on a word with a solid underline takes you directly to the help screen for that topic.

### **Dotted**

The dotted underline means that a definition is available for the topic. To call up the definition, click the topic of interest.

***NOTE: As a visual aid, the cursor changes to the shape of a tiny hand whenever it is over one of these underlined expressions.***

## **See Also**

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[Technical Support Index](#)

## Product Support

Crystal Reports is a very powerful report writer for the Windows environment. Seagate Software IMG, Inc. is proud of the quality of the product and has spent a great deal of time trying to make it intuitive to use. If, however, there is something you can not figure out how to do, we suggest you consult the extensive Crystal Reports online Help System. The Help System can be accessed by clicking on any Help button, by pressing the F1 key, or by choosing the Contents command from the main Crystal Reports Help menu. The Help system includes all of the information from the User's Guide, as well as in-depth information and numerous examples.

***NOTE: Product support plans vary from region to region. Contact your local distributor for a list of product support plans available in your region. See README.HLP for a list of International distributors.@@@ Were IN the Readme. Should we not pull this? It is not in here that I can see.***

### See Also

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[Technical Support Index](#)

## Facts On Demand

If you have a fax machine, you can get technical and marketing documents from Seagate Software IMG, Inc. by calling (604) 681-3450. Listen to the menu, select the documents you would like to receive, and enter your fax number. Seagate Software IMG, Inc. will fax the documents to you automatically.

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**SEAGATE SOFTWARE FACTS ON DEMAND (604) 681-3450**

### See Also

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## Fax Support – FREE

Another efficient way to receive support on Crystal Reports is to fax in your technical support request. To do this, first fill in the bottom part of the Technical Support Request form in the product. This form appears when you choose the Technical Support Request command from the Crystal Reports Help menu. When you have completed the form, click the Print button to print it.

Fax the completed form to us 24 hours a day, Monday through Friday. After a technical support representative has had a chance to review your fax, one of our support representatives will respond to you by return fax. Your technical support request will be responded to within 24 hours or by the next business day.

**NOTE:** *Product support plans vary from region to region. Contact your local distributor for a list of product support plans available in your region. See README.HLP for a list of International distributors. .@@@ Were IN the Readme. Should we not pull this? It is not in here that I can see.*

**SEAGATE SOFTWARE FAX SUPPORT (604) 681-7163**

### See Also

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## **CompuServe**

You can receive support on Crystal Reports via CompuServe. Once in CompuServe, issue the GO REPORTS command and you will enter a forum for Crystal Reports users that is monitored by Crystal staff.

## Mail-in Support

### - FREE

If you prefer, you can contact Seagate Software, IMG by mail with written questions or comments, and we will respond by return mail.

If you believe that your questions are such that we should review all of your related files (such as databases, etc.) to help solve your problem, then copy all of the related files and the Crystal Reports report file (FILENAME.RPT) onto a diskette of any PC compatible format and send it to us. We will investigate the problem and mail back a response to you as soon as possible with your original diskette.

**NOTE: Product support plans vary from region to region. Contact your local distributor for a list of product support plans available in your region. See README.HLP for a list of International distributors. .@@@ Were IN the Readme. Should we not pull this? It is not in here that I can see.**

Our mailing address is:

**Seagate Software IMG, Inc.  
4th Floor – 1095 West Pender Street  
Vancouver, BC, Canada V6E 2M6**

### See Also

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[Technical Support Index](#)

## Telephone Support

Registered users of Crystal Reports are entitled to free telephone support (subject to availability) for 60 days from the time of purchase. Telephone support is available from 8 a.m. to 5 p.m., P.S.T. Monday to Thursday and 8 a.m. to 4 p.m. P.S.T. on Friday. If you are calling from out of the Vancouver, B.C. area, long distance charges apply.

Before you call technical support, make sure you do the following:

- check the manual
- check help
- check facts on demand
- check the Internet

### **Please have the following information available:**

- registration number,
- If you are registered, you can find the registration number by choosing the About Crystal Reports command on the Help menu.
- If you are not registered, you will need to register first to obtain your serial number.
- product name and version number,
- operating system you are using (i.e., Windows 95, Windows NT or Windows 3.1) and whether you are using a 16-bit or 32-bit version of Crystal Reports,
- version of database and other software you are using with Crystal Reports (if required)
- Btrieve, Sybase, Paradox, etc.,
- Technical Support Request form from the product,
- network information if you are on a network,
- contents of AUTOEXEC.BAT and CONFIG.SYS files,
- a list of steps necessary to recreate the problem,
- the database type you are using, and
- the programming environment (if applicable).

***NOTE: Product support plans vary from region to region. Contact your local distributor for a list of product support plans available in your region. See README.HLP for a list of International distributors.***

**SEAGATE SOFTWARE Telephone Number (604) 669-8379**



## Extended Technical Support Policy

Registered users may purchase an extended support policy which entitles the user to unlimited technical support for a one year period. Support plan members will receive a special phone number which they can use to get directly through to the Technical Support team. Call (604)681-3435 for detailed information about this plan.

**NOTE:** *The extended technical support policy is available in the United States and Canada only.*

**@@@ add this in I think:** **NOTE:** *Product support plans vary from region to region. Contact your local distributor for a list of product support plans available in your region. See README.HLP for a list of International distributors. .@@@ Were IN the Readme. Should we not pull this? It is not in here that I can see.*

### See Also

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## Product Registration

When using Crystal Reports for the first time, it will ask for your name, address, and related information. Then the product will suggest that you register Crystal Reports to receive your product Serial Number. The program will ask for the Serial Number the next time you run Crystal Reports. When you enter the Serial Number, you have completed the registration process.

You can register Crystal Reports using three different methods:

1. Fill out the Registration form that is built into Crystal Reports and then register by modem using the Crystal Reports communications program. The procedure will register your copy of the program, assign a serial number, and enter that number automatically into your system.
2. Print the Registration Form that is built into Crystal Reports and then fax it to us at (604) 681-5147. We will then fax back to you a Serial Number that can be entered into the product the next time it asks for it.
3. Fill out the enclosed Registration Form and mail it to us. We will mail a Serial Number back to you so you can enter it into the product.

Registering Crystal Reports will ensure that you are kept up to date with all product advancements, and it will allow us to provide quality technical support to people that are properly registered with Crystal Services.

**REGISTRATION FAX (604) 681-5147**

### See Also

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## Crystal Reports Upgrade Plan

If you would like to automatically receive upgrades to Crystal Reports, you can purchase Crystal Reports Upgrade plan. This will entitle you to receive free upgrades for one year for only \$150.00 per year. You will automatically get upgrades shipped by UPS ground. (You can receive them by air, if you wish, at an additional expense.) This upgrade plan includes all product upgrades as well as any documentation changes during the year. If you want worry free software maintenance, then this is the plan for you.

***NOTE: The upgrade plan is available in the United States and Canada only.***

**ORDER PHONE LINE (604) 681-3435**

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**See Also**

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### See Also

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## **Web Site Technical Support**

Visit our Web Site at

<http://www.img.seagatesoftware.com/@@@>

The Web Site contains a wide variety of technical support tools including the Crystal Knowledge Base, Top N Technical Solutions, Technical Documents, and White Papers. If you have a problem, the chances are good you can find a solution here.

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