

Troubleshooting Crystal Reports

How do I install Crystal Reports viewer on my computer?

Go to:

<http://www.ettoreports.com/npviewer.exe> and follow the steps to install the viewer.

When I click on a link to open a Crystal Report, nothing happens. Why?

The most likely explanation is that **pop-up blockers** are getting in the way.

What are Pop-Up blockers? A Pop-Up blocker is software that prevents new web browser windows from launching and can be useful for stopping unwanted advertisements from popping up unexpectedly. The problem is Crystal Reports always launches in a new window, so we'll need to disable your computer's pop-up blocking software in order to make Crystal Reports work properly.

How do I find out if I have Pop-Up blocking software on my computer, and how do I disable it?

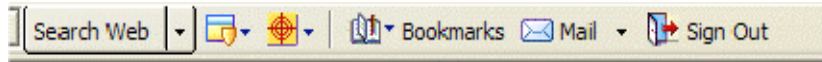
There are so many different brands and types of Pop-Up blocking software products out there that it is unfortunately not possible to document them all here. However, **here are the three most common sources of pop-up blocking** on our customers' computers along with tips for disabling them.

- i. **Internet Explorer 6.0** itself now has built-in Pop-Up blocking functionality. To disable it, go to the Tools menu, then choose Pop-Up Blocker, and from the menu that appears to the right, select "Turn off Pop-Up Blocker".

- ii. **Google Toolbar** blocks Pop-Ups, including Crystal Reports. To disable Google Toolbar's Pop-Up blocking functions altogether, follow these steps (from <http://www.google.com/support/toolbar/bin/answer.py?answer=9160&topic=116>)
 - Click the "Settings" button on your Toolbar and choose "Options."
 - Select the "More" tab.
 - Un-check the box next to "Popup Blocker."
 - Click "OK."

- iii. **Yahoo Toolbar** is another common source of Pop-Up blocking.

According to a Yahoo! Help document (published here: <http://help.yahoo.com/help/us/toolbar/pub/pub-13.html>), you can turn the Yahoo! Pop-Up Blocker on or off by following these steps:



1. Click the Pop-Up Blocker menu
2. Select "Enable Pop-Up Blocker"
3. If the checkmark was present, Pop-Up Blocker is now off. If the checkmark was not present, Pop-Up blocker is now enabled.

For more comprehensive instructions on disabling and managing the Yahoo! Toolbar and its Pop-Up blocking functionality, please consult Yahoo!'s help documentation, starting here: <http://help.yahoo.com/help/us/toolbar/pub/pub-13.html>

For additional help with disabling these or other Pop-Up blockers, you may want to check out an excellent Internet-accessible document published by the National Association of College and University Business Officers, available here:

http://www.nacubo.org/documents/prof_dev/PopUpBlockers.pdf

When I click on a link for a Crystal Report, a new window *does* launch, but the problem is that it contains nothing but a little red 'X', like this one:



So where's my report?

In this case, the problem is not Pop-Up blocking software. (We can be sure of that because the new window did in fact pop up; it just doesn't contain the Crystal Report we were expecting). If all you're seeing in that new window is a red 'X' inside of a white rectangle, then you will need to install the Crystal Reports Viewer software. It is available here:

<http://www.etoireports.com/npviewer.exe>

This process will only take a few minutes. Simply click on the link above, and when the new window appears click 'Run' to install the file.

As is the case with many .exe files (or "executable" files), you may encounter warning messages or confirmation messages along the way which ask you whether you are sure you want to install this software. Please answer in the affirmative to all such questions, as this application is harmless and necessary for the viewing of Crystal Reports.

I tried to install the Crystal Reports viewer (<http://www.etoreports.com/npviewer.exe>) but I am still seeing the red 'X' and no Reports. What should I do now?

First, please try restarting your computer. That is sometimes all it takes to get the Crystal Reports viewer working.

If rebooting does not help, please contact your network administrator for help with installing the Crystal Reports viewer. You might not have administrative access to the computer on which you are trying to install the Crystal Reports viewer. (If you got a message during the install process that InstallShield was in use, you probably do not have administrative access to this computer). In that case, only your network administrator will be able to assist you.

If your organization does not have a network administrator (or an IT department), please consult whomever in your office is responsible for installing new software applications on your computers.