

A comparison of the CView Suite and CRD

Purpose

This document attempts to compare the collective functionalities and benefits of the CView suite with CRD.

Scope

This is a broad document based on our experience of the two products. No guarantees as to the accuracy of the information, or to the relevance to the reader's needs. In all circumstances our recommendation is that you download both products, install both products, and then

What is CRD?

CRD is a report scheduler for Crystal reports and an automation tool for general use all rolled up in one. All functionalities are in a single application. It is produced by ChristianSteven Software of United Kingdom (<http://www.christiansteven.com>).

What is CView

The CView Suite consists of a number of useful and versatile tools which are cobbled together to provide end users with a range of functionalities.

Each tool has to be purchased separately, installed separately and administered separately. Each tool has its own license restrictions in terms of numbers of users permitted etc. Only some of the tools are relevant for report scheduling:

CView – A Crystal Reports Viewer

CView Manager – A Crystal Reports Desktop Application Scheduler

CView Server – An NT Service scheduler addition to CView manager

CView Batch – A command line interface for CView Manager

It is produced by Chelsea Technologies of New Zealand (<http://www.chelseatech.co.nz>).

Installation

Both products install from a standard setup file. We did not encounter a need to bring in any specialist knowledge (e.g. Crystal consultant) to complete the installation and configuration. However, CView Server required a web server to be installed and configured correctly. CRD did not require this.

Functionality differences

	CRD	Cview
General		
Max Number of Users	Unlimited	1
Number of Seats (Instalations) permitted	up to 20	1
Schedules		
Schedule Single Reports	✓	✓
Schedule Packages of reports	✓	
Automation Schedules	✓	
Dynamic Schedules	✓	
Event Based Schedules	✓	
Bursting Schedules	✓	
Parameters		
Parameters on main & Sub report	✓	✓
Single value parameter selection	✓	✓
Range of values	✓	
Read parameter from database	✓	
Parameter Functions		
Crystal Functions	✓	
CRD Functions	✓	
Write your own functions	✓	✓
Dynamic Scheduling		
Auto populate dynamic parameter from database	✓	
Pick email from same table as parameter	✓	
Pick email from different table to parameter	✓	

Limit schedule based on email field selection criteria	✓	
Dynamic email content	✓	
Auto password protect PDF output	✓	
Dynamic folder hierarchy	✓	
Dynamic output file naming	✓	
Dynamic Group Bursting	✓	
Event Based Scheduling (Triggers)		
Database Record Exists	✓	
Database record does not exist	✓	
Database record has changed	✓	
File Exists	✓	
File does not exist	✓	
File has been modified	✓	
File has not been modified	✓	
Window is present	✓	
Static Scheduling (Single reports and packages)		
Use embedded data in "with data" reports	✓	✓
Auto Populate static parameter from database	✓	
Pick email from different table to parameter	✓	
Limit schedule based on email filed selection criteria	✓	
Dynamic email content	✓	
Convert single schedule to package	✓	

Split package into single schedules	✓	
Email Delivery		
Output to email	✓	✓
Silent integration with MS Outlook/Exchange	✓	
Use Outlook/Exchange Address Book	✓	
Use CRD's Mail Server	✓	
Use Single SMTP account	✓	✓
Use Multiple SMTP accounts	✓	
Use CRD's own address book	✓	
Read email address from a database	✓	
Read email addresses from a mailing list (text file)	✓	
Add another file as attachment to email	✓	
cc and bcc fields	✓	
Print Delivery		
Output to single printer	✓	✓
Multiple copies to a single printer	✓	
Output to multiple printers (Bulk Printing)	✓	
Multiple copies to multiple printers	✓	
File Delivery		
Output to folder	✓	✓
Output to FTP folder	✓	
FAX Delivery		
Manual output to fax driver	✓	
Automated Faxing	✓	

One recipient per schedule/package	✓	
Multiple recipients per schedule/package	✓	
Other Delivery		
SMS (Cell Phone Text)	✓	
File Transfer via RAS to a remote PC	✓	
Output Formats		
Acrobat (PDF)	✓	✓
Crystal Reports (RPT)	✓	✓
Character Separated (CSV)	✓	✓
HTML	✓	✓
Excel 7	✓	✓
Excel 8	✓	✓
Excel 97-2000	✓	✓
MS Word	✓	✓
Rich Text (Exact Format) (RTF)	✓	✓
Tab Separated	✓	✓
Text	✓	✓
XML	✓	✓
Lotus (WK1, WK3, WKS)	✓	
ODBC	✓	
Tif	✓	
Frequencies		
Every day	✓	✓
Every week day	✓	✓
Every Month	✓	✓
Every Year	✓	✓
Repeat every x hours until...	✓	
Custom Frequency Calendar e.g 4-4-3	✓	
Custom Recurring Options	✓	
Event Based	✓	
DB Logon		
db logon for main report	✓	✓
db logon for sub reports	✓	✓

Logon credentials include server name	✓	✓
Exception Handling		
On failure retry scheduling	✓	
If report is blank do some action	✓	
If report is blank, send alternative email	✓	
Output Options		
Custom naming of output file	✓	✓
Selection of date/time stamp format	✓	
Custom date/time stamp for single reports	✓	✓
Global custom date/time stamp for package	✓	
Specify output extension (.xyz)	✓	
Output Compression	✓	
Embed output into email body	✓	✓
Group Bursting	✓	
Section Bursting	✓	
Sub report Bursting	✓	
Custom date/time stamp for reports in packages	✓	✓
Special Excel Output Options		
Burst report groups into individual worksheets in one workbook	✓	
Merge a package of multiple reports into individual worksheets in one workbook	✓	

Modify Excel File Properties e.g. Title, Author, etc	✓	
Special PDF Output Options		
Merge a package of multiple reports into a single PDF	✓	
PDF export with navigation tree	✓	
Password protect PDF output	✓	
Watermarks in PDF output	✓	
Custom Actions		
Run action after the schedule is executed	✓	
Run action before the schedule is executed	✓	
Run action before and after the schedule is executed	✓	
Run action on successful execution of schedule	✓	
Run action on successful delivery of report	✓	
Custom Action Types		
Run a program (exe, com, bat)	✓	
Open a document	✓	
Print a Document	✓	
Wait/Pause	✓	
Send an email	✓	
Bcc for above	✓	
Open a web address	✓	
Move a file	✓	
Delete a file	✓	
Copy a file	✓	
Rename a file	✓	
Compress (zip) a file	✓	

Uncompress (unzip) a file	✓	
Create a text file	✓	
Update a text file	✓	
Copy a folder	✓	
Create a folder	✓	
Rename a folder	✓	
Delete a folder	✓	
Run another schedule/package	✓	
Database - Create a table	✓	
Database - Drop a table	✓	
Database - Create a record	✓	
Database - Delete a record	✓	
Database - Update a record	✓	
Execute a SQL Stored Procedure	✓	
Execute a SQL script from a file	✓	
Create/Write a SQL script	✓	
FTP - Upload file	✓	
FTP - Download file	✓	
FTP - Create directory	✓	
FTP - Delete Directory	✓	
Registry - Add a key	✓	
Registry - Delete a key	✓	
Registry - Modify a key/value	✓	
Automation Schedules (Macros) Actions		
Run a program (exe, com, bat)	✓	
Open a document	✓	
Print a Document	✓	
Wait/Pause	✓	
Send an email	✓	
Bcc for above	✓	
Open a web address	✓	

Move a file	✓	
Delete a file	✓	
Copy a file	✓	
Rename a file	✓	
Compress (zip) a file	✓	
Uncompress (unzip) a file	✓	
Create a text file	✓	
Update a text file	✓	
Copy a folder	✓	
Create a folder	✓	
Rename a folder	✓	
Delete a folder	✓	
Run another schedule/package	✓	
Database - Create a table	✓	
Database - Drop a table	✓	
Database - Create a record	✓	
Database - Delete a record	✓	
Database - Update a record	✓	
Execute a SQL Stored Procedure	✓	
Execute a SQL script from a file	✓	
Create/Write a SQL script	✓	
FTP - Upload file	✓	
FTP - Download file	✓	
FTP - Create directory	✓	
FTP - Delete Directory	✓	
Registry - Add a key	✓	
Registry - Delete a key	✓	
Registry - Modify a key/value	✓	
Schedulers		
Application Scheduler	✓	✓
NT service scheduler	✓	✓
Scalability and Administration		

System Monitor	✓	✓
Multi-threading	✓	
Email Report Request Function	✓	
Multiple client polling (Master and Slaves)	✓	
Remote Administration	✓	✓
Secure User logon and profiles	✓	
Schedules Stored in local SQL installation (provided)	✓	
Stored in your own ODBC compliant database	✓	
Folder Housekeeping	✓	
Report history "Snapshots"	✓	
Archive disabled schedules	✓	
Email, Fax, File, FTP and Print in the SAME schedule	✓	
Manual system backup/restore	✓	
Scheduled system backups	✓	
Export now, deliver later (separate export and delivery schedules)	✓	
Command Line Options		
Run schedules by command line	✓	✓
Run packages by command line	✓	
Run a system backup by command line	✓	

Specify email address in command line	✓	
Specify parameter values in command line	✓	
Create a schedule by command line	✓	
Yearly Maintenance - 1st Year		
FREE support	✓	✓
FREE upgrades - minor and major	✓	✓
FREE CRDMail	✓	
Additional Hardware and Network Requirements		
IIS Server		✓

As you can see from the grid above, CView contains just the basic functionalities required for a standard no-frills Crystal Reports Scheduler. CRD provides the complete set of scheduling and automation tools required by an MIS administrator in a single application.

Help and Support

CView's help file is small and not very informative. One has to have a fair amount of knowledge of the Crystal product, CView's own processes and requirements, and one's operating system and network environment. Support is by email.

CRD comes with a very comprehensive help file including instructions and screenshots. This is available in the application as a standard windows help file or viewable online with the full functionality of a standard windows help file. There is a comprehensive online searchable knowledgebase, and a well-thumbed through user forum with hundreds of questions and answers.

For support, you can fill in an online form (which is packed with hints and suggestions). You can access the form by going to the website or by going to Help – Technical support. If you use the latter, CRD actually answers some of the online questions for you automatically! Finally, christiansteven can recreate your system at their support centre for speedy analysis of your problem. They simply ask you to go to Help – Support – Create Support Files and email them the resulting file.

A full printable user manual is available for download online, and the Member Area is dotted with suggestions on the most common problems you might encounter.

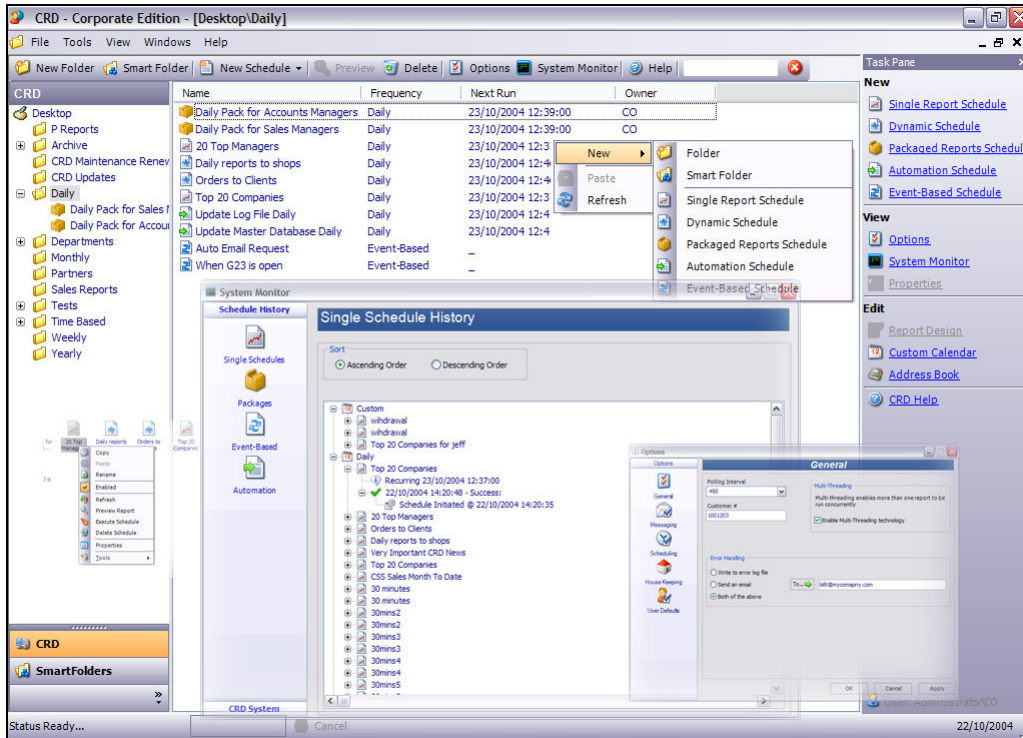
User Interface

CView



CView's interface is bland, but straight-forward. Above is the screenshot that CView provide on their website!

CRD



CRD provides a feature-rich interface. Schedules are stored in folders, making them easy to organize. Full right-click options are provided for all objects – schedules, files and folders. The built-in wizards walk you through the creation of schedules and the various related options. More importantly, when an error occurs, CRD tells you what the error is, what has caused it, and even suggests how to resolve the issue.

Other concerns:

Hidden hardware costs

To obtain acceptable conditions for scheduling and monitoring, CView requires the installation of Microsoft's IIS Server (a web server) and thus encumbers the user with all the hardware, networking and administrative costs. CRD runs as an application. Remote Administration is done through the network from one PC to another, or via a SQL database. So no web server is required.

Hidden licensing costs

Each CView tool has its own licensing conditions. In some cases you have to purchase a license per user – even if you only have one installation. CRD is licensed per installation. An unlimited number of users can walk up to a given installation (or take remote control using VNC, PCAnywhere etc) and use it. The pricing structure is such that if you require 10 installations, the price per installation becomes lower than the price of a collection of CView user licenses required by CView – And you still get huge quantities of functionality which simply does not exist in CView.

Scalability

- Through its licensing model, CRD ensures that the more you install, the cheaper it becomes.
- If you require new functionality you didn't previously require, you simply upgrade to a higher Edition and the functionality is switched on. If the functionality you require does not exist, ChristianSteven will put it in for you at no extra charge. Turn-around time is usually 10-14 days.
- As Crystal releases new versions, CRD is adapted quickly for those versions. On average, ChristianSteven release a new version of CRD within 10 days of a new release from Crystal. CView takes somewhat longer. For example, at the time of writing this, Crystal version XI had been released for 8 weeks, and a version of CRD compatible with XI had been available for 9 weeks. There is, at this time, no version of CView which is compatible with Crystal XI.
- Each new minor release of CRD includes functionality enhancements as well as bug fixes. ChristianSteven publish full information on their website. The result is that between Version 4.5 and version 5, 150 new functionality enhancements were introduced into CRD. In comparison, CView boasts of 4.
- CRD happily sits at the beginning, middle or end of your complete information process. Automation schedules enable you to do anything from running a batch file to updating registry details. Event-Based scheduling completes the cycle of

complete automation and dissemination of information to recipients. This functionality is non-existent in CView.

- As well as SMTP, CRD Integrates seamlessly with Exchange Server and the Exchange Address Book thus ensuring that it fits into your organizational infrastructure without any administrative and policy changes. CView only offers SMTP.
- CRD stores its scheduling, passwords (encrypted), parameter values, instructions etc in an MS Access database or your own SQL database. The tables and columns are in plain English so it is easy to see what is stored where. This means that you can interface with CRD using any ODBC compliant tool through an ODBC DSN. You can write your own web interface, set up triggers and stored procedures, and integrate CRD into your regular systems and processes. As your company grows, CRD grows with you.
- You can zip up reports before they are emailed. Encrypt and password-protect zip files, use PGP encryption, amend excel and word output properties, password protect excel files etc. There are no security and file manipulation functions in CView
- As CRD does not install Crystal runtime components (it uses components you install when installing Crystal Reports) it does not uninstall them when you decide to uninstall CRD. By comparison, CView uninstalls the components as part of its uninstallation process. So any other applications that were reliant on these (including any development you may have been doing) will stop working.

Legal Complexities

The Crystal Reports End User License forbids the distribution of Crystal runtime components licensed for the use by an author as part of a competitive product. CView's viewer and scheduler *could* be classed as competitive to Crystal's own viewer and to Crystal Enterprise (or Crystal Server). We would question the legality of installation and using runtime components which are licensed to CView's developers, and we believe, so would Business objects.

In comparison, CRD does not come with Crystal runtime components bundled with it. You are required to purchase your own copy of Crystal developer and to install it on the PC that houses CRD. That way, the license to the runtime components belongs to you, and you are not illegally using someone else's license. In addition, Crystal Developer and Developer Advanced come with Crystal Enterprise bundled with it. So, for no extra cost, you get to use the superb and dependable web functionality of Crystal Enterprise as well as the complex delivery functionality of CRD.

Conclusion

As basic Crystal Reports schedulers go, CView is pretty good. But if you want a basic Crystal Reports scheduler, why not get one for free? Simple search for “CrystalPassage” on Google and download it. It’s free.

If you are looking for a solid, stable, feature-rich, scalable application, then CRD is the one for you.

FAQ

These questions can be found at http://www.recrystallize.com/merchant/chelsea/cviewmanager_faq.htm. We have shown the original answers given by CView on the left. Our answers, if asked the same questions about CRD, are shown on the right.

	CView	CRD
Email		
Q:	Can I send one recipient an Excel Worksheet and another a PDF Acrobat document? Similarly can another user receive a Word document etc?	
A:	Yes. Select the MultiRun feature and click 'Custom' for the output format. Each run can output a different format	Yes. Create as many "Destinations" as you like. Select a different output format for each destination. If you want 1 recipient to receive 10 reports of different formats but all in the same email, the set up a "Package"
Q:	My report is processed but the email message doesn't get	
A:	<p>There may be several reasons for this.</p> <ul style="list-style-type: none"> • Use Server/View STMP log and see if anything obvious is revealed in the discussion with the SMTP server. • You may need to increase the timer value in the SMTP configuration form. • Increase the timer value in steps of 10 to see what setting works on your site 	<p>There may be several reasons for this depending on whether you are using SMTP, MAPI or CRDMail.</p> <ul style="list-style-type: none"> • Use System Monitor - Error Log to see if anything is revealed. If you are using the Windows service integrated with Exchange server, your Windows Event Log may also show some messages. Check the Email log to see if CRD thinks it actually did send the email. Check the Email monitor to see if the email is still in the queue waiting to go. • You may need to increase the SMTP timeout. Go to Options - Messaging and increase the timeout value. • In Options - Messaging, check the options "Retry failed mails". This option ensures that if anything happens to your mail server, CRD will keep trying until the server is back on line.
Q:	What mail server and clients do cViewMANAGER, cViewSERVER work with? For instance, can I receive reports sent by cViewSERVER to my email? I am using Outlook.	
A:	<p>They will work in most environments.</p> <p>The schedulers cViewMANAGER and cViewSERVER will work with any SMTP compliant mail server such as Exchange, Notes, MDAEMON, etc. They send email using SMTP direct to the mail server.</p> <p>The reason they work with most email systems is because they are not dependent on your environment:</p> <ul style="list-style-type: none"> - cViewMANAGER has its own SMTP spooler built into the software. - cViewSERVER uses the SMTP service included with Windows 2000 and Windows XP. <p>This means that any email client eg Outlook, Outlook Express, Pegasus Mail, Lotus Notes, can view the reports sent from the scheduler.</p>	<p>CRD uses its own SMTP server (CRDMail), your SMTP server and your MAPI compliant server e.g Outlook or Exchange.</p> <ul style="list-style-type: none"> - Emails can be viewed by all known email clients. - If you are using SMTP or CRDMail you can embed the report into the email as part of the email body instead of as an attachment. These emails can be read by all email clients which can read HTML emails. - There is support for Japanese character sets.

Q: Error message 'Unable to relay' What do I do?	
A: 'Unable to relay' is not a cViewMANAGER error message. The error message is being generated by your mail server. Fix: Please ask you mail administrator to permit relay for that workstation	<p>Ask your mail administrator to allow relaying for the CRD user.</p> <ul style="list-style-type: none"> - But you would already know this because the CRD error message also has a "Suggestions" section which tells you exactly what has caused the error and what you should do to resolve it. - The comprehensive Help File available locally and online is full of hints and tips. - The searchable online Knowledgebase gives you quick answers. - The free User Forum lets you see how other users have dealt with the same problem. - Finally, you can link directly to our technical helpdesk by simply going to Help -> Support -> Technical Support from within the application.
Q: I want to send a report to my manager and another party. I need to do this for many 15 reports. How do I send the report to two email addresses?	
A: The current version supports multiple email addresses separated by semi colons (;) Older versions required a list file. Create a text file using a text editor or the list editor within cViewMANAGER. Invoke the list by surrounding the file name with angle brackets If you do not include a drive or folder, cViewMANAGER expects to find the file in the cViewMANAGER program folder.	<p>CRD allows you to enter email addresses into "to", "CC" and "BCC" fields.</p> <ul style="list-style-type: none"> -Separate email addresses using semi-colons. -Simply pick multiple email addresses from your Outlook/Exchange address book or from CRD's own Internal Address Book. - Pick distribution groups from your Outlook/Exchange address book or from CRD's own Internal Address Book. - Use a SQL statement to define your list of email addresses right out of any odbc compliant database. - Select a standard text file which has email addresses in it using a standard windows browse dialogue. CRD knows what you have selected and programming is required.. - Use a mixture of the above.
Q: Will cViewMANAGER or cViewSERVER work with my MS Exchange Server?	
A: Yes. The Exchange server will need to be configured so that it will accept SMTP relay from the cViewMANAGER/cViewSERVER machine. If this isn't acceptable to your SMTP server administrator, then you will need to identify a SMTP server that you can access.	<p>Yes. The Exchange server does NOT have to be configured for SMTP. If you wish (and lets face it, its what most email administrators prefer), CRD simply integrates with the Exchange server silently.</p> <p>This means that you can use your Outlook and Exchange address books and the emails are subject to all the system policies set up in Exchange by your email administrator.</p> <p>If you cannot or refer not to use an internal SMTP or Exchange server, you can simply use CRDMail, which is ChristianSteven's own SMTP server. Its free!</p>
Q: I've created a list of email addresses so I can email a report to multiple people. Where do I put the name of the list file? When I put the path/name of the file into the field where its looking for the email address - I get an error as it's trying to use the path/filename AS the email address.	

<p>A: The list file is used where you would enter the email address. Use the file name surrounded by angle brackets <>. If the list file is in the same folder as cViewMANAGER, no file or path is required. cViewSERVER has a \lists subfolder where it expects to find list files.</p>	<p>There is no programming to do. Simply select the "text file" option and browse to your file. CRD does the rest.</p>
<p>File and Printer Output</p>	
<p>Q: Can my report create a unique file name each time it runs under cViewMANAGER or cViewSERVER?</p>	
<p>A: Yes, you can do this by using the Date stamp feature.</p> <ul style="list-style-type: none"> • Use %d, %m, %s or %h in the output file name. • This only works with Disk Output • It does not apply to printed or emailed reports. 	<p>Yes.</p> <ul style="list-style-type: none"> - You can do this by using the Date Stamp Feature. - You can also use the "Naming" module to change the name of the output file to whatever you want using CRD Constants. - You can also give your exported file a different extension to what Crystal normally gives it. e.g. an RTF output can be given a "DOC" extension to make it more easily recognizable by the recipient. - Works with email, ftp, and disk outputs. - Does not apply to printer and sms (cellphone text) outputs.
<p>Q: Can I direct report output to an FTP folder?</p>	
<p>A: Not currently within cViewMANAGER or cViewSERVER. Here are a few options:</p> <p>Fix 1: You can save to a local or remote disk folder, and then use FTP inside a BAT file.</p>	<p>Yes. CRD includes simple and complex FTP functionality. Do it with a couple of clicks.</p>
<p>Q: Can I control the schedule so that some of my reports print landscape and some print portrait?</p>	
<p>A: Yes - The version (v 8.13/9.13 and above) of cViewMANAGER and cViewSERVER allow you to control page orientation and the number of copies</p>	<p>Yes. And you can choose paper size too. You even get a choice of using CRD's default printing method, or Crystal's built-in printing module. Each offers different printing properties to choose from.</p>
<p>Q: cViewMANAGER trial version only prints to the default printer. Is this true of the full product?</p>	
<p>A: No. The trial version of cViewMANAGER does not have the full functionality of the full product and one of the restrictions is that it will only print to the default printer.</p> <p>When you purchase the full version, it will print to all printers, not just the default printers</p>	<p>The CRD Evaluation does not suffer from this problem as we give you full functionality. We believe that you should be able to use the product as if you owned it. After all, how many of us would buy a car if, during the test drive, we could only use 1st gear?</p>
<p>Q: Why does cViewMANAGER print only to the default printer?</p>	
<p>A: It should print to any printer you designate. There are two possible reasons if it does not:</p> <ul style="list-style-type: none"> • The trial version of cViewMANAGER has restricted functionality and will only print to the default printer. The full version will print to non-default printers • There was an error on versions prior to 9.25 of cViewMANAGER. We can send you the latest version. 	<p>The CRD Evaluation does not suffer from this problem as we give you full functionality. We believe that you should be able to use the product as if you owned it. After all, how many of us would buy a car if, during the test drive, we could only use 1st gear?</p>
<p>Database Connectivity</p>	
<p>Q: I am having trouble connecting to the database</p>	
<p>A: cView, cViewMANAGER and cViewSERVER all require live connections to the database. If you are having problems with database access check the following:</p> <ul style="list-style-type: none"> • The Database client must be installed on the cView machine. This includes any SQL client, Oracle client etc. • If you are using ODBC, the DSN must be configured the 	<p>There are no known database connectivity issues in CRD. The intuitive wizards guide you through the process of database connectivity and will tell you where a required setting has been missed out.</p> <p>Database clients do not need to be installed on</p>

<p>same as the report designer machine</p> <ul style="list-style-type: none"> • Password information is stored in the File/Settings/Connections form. Make sure you "Save" the settings here. • Our report engine appears to work best with Server authentication rather than NT authentication • If your database requires a reference to a mapped drive on a remote you will not be able to use cViewSERVER. You will need to revert to cViewMANAGER or use a UNC path if available. cViewSERVER, like all services cannot see mapped drives. 	<p>the CRD machine.</p> <p>-If you are using ODBC, the DSN must be configured the same as the report designer machine.</p> <p>-Password information is stored in CRD. CRD can use credentials which are stored in your report, or use Windows authentication. CRD deals expertly with sub-report logon requirements, and will even allow you to set table level logon credentials for main as well as sub reports.</p> <p>-The report engine will work equally as well with both server and Windows authentication.</p> <p>-If you use a mapped driver, CRD will convert the path to UNC format automatically.</p>
<p>Q: What server authentication do I need to use?</p>	
<p>A: Our report engine appears to work best with Server authentication rather than NT authentication</p>	<p>CRD's report engine will work equally as well with both server and Windows authentication or a mixture of both.</p>
<p>Capabilities and Limits</p>	
<p>Q: Is there a maximum number of parameters in cViewMANAGER or cViewSERVER?</p>	
<p>A: • cViewMANAGER has a maximum of 3000 parameters in the schedule database. Older versions had a limit of 1000 parameters.</p> <p>• cViewSERVER does not have a limit on the number of parameters</p>	<p>No. There are no limits in CRD.</p>
<p>Q: Can cViewMANAGER or cViewSERVER process On-Demand Subreports</p>	
<p>A: No. This is because on-demand subreports are not run at the same time as the main report but are run when requested. So a scheduled report is not a request for an on-demand subreport. It doesn't know when or if the on-demand subreport is required, so does not process it.</p> <p>Fix 1: One solution is to make the on-demand subreport a separate external report and run that separately in the schedule.</p> <p>Fix 2: Another solution is to use cView, our report viewer which can view the report with saved data. If the on-demand subreport is requested, then it will process the subreport with the correct values. This is not a solution for remote users because cView would need access to the database to refresh the data.</p>	<p>Yes.</p> <p>- Right-click a schedule and select "Execute" whenever you want.</p> <p>- Use command-line options in a batch file to execute a schedule whenever you want.</p>
<p>Q: Can the cViewMANAGER scheduler run as a service?</p>	
<p>A: No - cViewMANAGER runs as a process on your workstation. This is because it is designed as a personal report scheduler. Therefore you will need to start the machine and re-boot it if it stops for any reason.</p> <p>Fix 1: Our product cViewSERVER includes all of the functionality of cViewMANAGER and runs as a Windows service.</p> <ul style="list-style-type: none"> • This means the process starts when the machine starts and will automatically restart if the machine is 	<p>Yes. All Editions of CRD give you a choice of using the Windows Service Scheduler or the Desktop Application Scheduler.</p>

rebooted.	
<ul style="list-style-type: none"> • Another advantage is that you do not need to be logged in as a user or as administrator – this is an important security consideration. 	
Q: Can cViewMANAGER or cViewSERVER run under Windows Terminal Server	
A: Yes. However for performance reasons we would not recommend you run either scheduler on a heavily used terminal server machine. When the scheduled report is processing the Crystal run time will use any spare resources. This may compromise the performance of your interactive users.	Yes. However for performance reasons we would not recommend you run either scheduler on a heavily used terminal server machine. When the scheduled report is processing the Crystal run time will use any spare resources. This may compromise the performance of your interactive users.
Please see the separate FAQ on pricing when using our products under Terminal Services.	There is no special pricing. Just buy the number and type of licenses your require and install.
Q: Can cViewMANAGER or cViewSERVER only schedule a Crystal Report	
A: Not only Crystal Reports. Besides Crystal Reports, you can also schedule an EXE, BAT and cViewGLOBAL command file.	In addition to scheduling Crystal Reports, CRD comes with the ability to create "Automation Schedules". You can schedule bat files, exes etc to run at specified times, run a number of processes and routines e.g. create folders, send emails, delete files, change registry values, update databases and hundreds more actions.
Q: Does cViewMANAGER or cViewSERVER support multi value parameters?	
A: Yes - You can enter multi value parameters when setting up the schedule	Yes - You can enter multi value parameters for both main and sub reports when setting up the schedule.
Q: Do cViewMANAGER or cViewSERVER support range parameters?	
A: No - range parameters are not currently supported in our schedulers. They are planned for a future release (You can enter multi value parameters) Range parameters are supported within cView	Yes. CRD Supports range parameters for both main and sub reports.
Q: Can the schedulers include a sub-list in a list?	
A: Yes. Include an entry in the list file of and it will be processed correctly. This enables you to create groups of lists and include each one where required. You can go down several levels, but circular references are not permitted	CRD does not use lists. This is old technology and time-consuming to maintain. CRD uses Dynamic Schedules to run parameter lists on the same report and you get the option of sending each uniquely generated report to a specified destination. All this is done with a few clicks.
Q: Can I view the cViewMANAGER or cViewSERVER schedule status from another machine?	
A: Yes. With the release of versions 8.20 and 9.20 and above we now include a web status page. If your machine is running web services, make the help folder a virtual web folder and point your browser to http://machine/cViewMANAGER/server.htm or just open the \Web subfolder to view the current log or status.	Yes. - Simply use the Remote Administration module to connect to your remote installation. - Store your CRD database in an ODBC compliant database e.g. SQL or Oracle and connect each installation to the same database. - Have status reports (SmartFolders) automatically generated and emailed, saved to disk or printed.
Q: cViewMANAGER trial version only allows two reports. What is the limit in the full version	
A: The trial version of cViewMANAGER has restricted functionality and will only allow you to schedule two reports The full version of cViewMANAGER has a limit of 2,000 reports. • If you need more than 2000 reports you could either change to cViewSERVER which has an unlimited number of reports or we can offer an increase in a later version of cViewMANAGER.	There are no limits in either the Evaluation Edition or the full version of CRD.

Q:	Is it possible to save sub report parameters, as well as parameters for the main report?	
A:	Yes. The solution is to create a parameter in the main report and link it into the subreport parameter. Then cViewMANAGER will process it correctly	Yes. If you don't want to modify your report, you can simply enter the values in CRD.
General Questions		
Q:	What happens if a scheduled report time is missed?	
A:	Once a report has completed processing, the schedule is incremented until a future date is found. It will not rerun an overdue report.	<p>Lets say you had a power cut for a couple of hours. Wouldn't you want reports that should have run during the power cut to run? Well, CRD will run overdue reports and save you the trouble of having to run them manually.</p> <p>However, once a report has been run the schedule will reset to the next specified run date/time. To re-run it, you would have to manually execute the schedule.</p>
Q:	Do I get free upgrades?	
A:	<p>Yes – for the first 12 months we offer free upgrades.</p> <p>This includes</p> <ol style="list-style-type: none"> 1. Any product enhancements 2. Where we have developed a new version of our product to support a new version of Crystal Reports, we can offer this to you as part of the maintenance agreement <p>You can continue receiving these two benefits after 12 months from purchase date by either</p> <ol style="list-style-type: none"> 3. Paying 15% of the product price at the time of purchase 4. Paying 15% of the current price of the product. <p>If you do not have a maintenance agreement or if the maintenance agreement has lapsed, please contact contact your reseller or us for the cost of a new maintenance agreement or for the cost of an upgrade</p>	<p>In the first 12 months you get free minor AND major version updates, free technical support and access to the Member Area.</p> <p>This means that if we develop a new version of CRD to support a new version of Crystal Reports or any other technology you get the new version free as part of your maintenance.</p> <p>We are constantly releasing new builds to fix bugs and add enhancements. So you get all these free too. After all, why should you pay to have bugs fixed? And why should you be out of pocket simply because Crystal chooses to release a new version?</p> <p>After 12 months, you simply purchase maintenance to continue getting these benefits.</p>
Q:	Do I need to install Crystal Reports on the machine running cViewMANAGER?	
A:	<p>No. cViewMANAGER includes the required Crystal run time files.</p> <p>Depending on what version of Crystal Reports you use to design your reports, we currently have versions of cViewMANAGER that support</p> <ul style="list-style-type: none"> • Crystal Reports version 8.5 run time files • Crystal Reports version 9 run time files. 	<p>Yes. If you look at the latest Crystal Reports End User Agreement (available at www.businessobjects.com), you will find that it forbids the inclusion of the runtime files in third party automated report distribution products. However, there is no limitation on users using these products as long as they install a licensed copy of Crystal for each installation of the third party product.</p> <p>ChristianSteven is committed to ensuring that users are not encouraged to breach the Crystal EULA. Consequently, we require the installation of Crystal Developer or Developer Advanced on the CRD machine. CRD will use the runtimes contained in in these to communicate and process reports.</p> <p>If you have purchased the Crystal license but do not wish to install Crystal on the CRD machine, we will advise you on how to install your own licensed runtime components.</p> <p>One advantage to the non-inclusion of the runtime files is that we can produce versions of CRD for all</p>

		<p>new versions of Crystal.</p> <p>That is why CRD supports CR 8.5, 9.xx, 10.xx and 11.xx (XI) whilst CView only supports CR 8.5 and 9.xx.</p>
<p>Q: What happens if I schedule two reports for the same time?</p>		
<p>A: cViewMANAGER is a single threaded report processor, so the first report will process, and then the second report will start as soon as the first is completed. Which comes first is based on the report numbers within the schedule.</p> <p>If several reports are overdue, then the most overdue report is run first.</p>		<p>CRD will run in single-thread or multi-thread mode. Simply decide how you want your reports processed in Options - General.</p>
<p>Q: I am looking for the schedule file. Where is it stored?</p>		
<p>A: All the files are stored in the folder where you installed the product - eg cViewSERVER configuration files might be in C:\Program Files\cViewSERVER.</p> <p>The individual details are: The schedule is stored in the cView.xml file. The Database connection is in Connect.xml. The log file is in cViewLOG.xml. Your license is in license.xml. If you are using List files, they are stored in the same folder as the cViewSERVER or cViewMANAGER. Multirun control files are usually in the same folder as the report.</p>		<p>CRD Schedules are stored in a database and not in single files. You can choose to use a local file database, or run CRD using an ODBC compliant database. Database tables and columns are in plain English so you can quickly write reports, triggers, stored procedures etc.</p>