

CRD Pre – Requisites

The following must be installed on your PC. If any of the following requirements are not in place, some or all of CRD's functionalities will not work as designed.

Operating System - Main	
Please ensure ONE of the following is in place	
32bit or 64bit version of:	
<input type="checkbox"/> Windows NT4 with SP 6a and all the latest updates applied <input type="checkbox"/> Windows 2000 with the very latest service pack and all the latest updates applied <input type="checkbox"/> Windows XP with the very latest service pack and all the latest updates applied <input type="checkbox"/> Windows 2003 with the very latest service pack and all the latest updates applied <input type="checkbox"/> Windows Vista with the very latest service pack and all the latest updates applied <input type="checkbox"/> Windows Server 2008 with the very latest service pack and all the latest updates applied <input type="checkbox"/> Windows Server 2008R2 with the very latest service pack & the latest updates applied <input type="checkbox"/> Windows 7 with the very latest service pack and all the latest updates applied	
Where can I get it?	

Operating System - Additional	
Please ensure ALL of the following are in place	
<input type="checkbox"/> Latest .NET Framework	Where can I get it?
<p style="color: red; margin: 0;">User Account Control (Windows 7, Windows Server 2008 and Windows Vista)</p> <ul style="list-style-type: none"> - Ensure that UAC is switched off. <p style="margin: 0;">How do I do this?</p>	

Crystal Reports* - Main	
Please ensure that ONE of the following is in place	
<input type="checkbox"/> Crystal Reports 8.5 Developer or Developer Advanced Edition <input type="checkbox"/> Crystal Reports 9.xx Developer Edition or Developer Advanced Edition <input type="checkbox"/> Crystal Reports 10.xx Developer Edition or Developer Advanced Edition <input type="checkbox"/> Crystal Reports XI (11.xx) Developer Edition or Developer Advanced Edition <input type="checkbox"/> Crystal Reports 2008 (12.xx) <input type="checkbox"/> Crystal Reports 2010 (13.xx) <input type="checkbox"/> Crystal Reports 2011 (14.xx)	
*Please see the last section of this document for important information about Crystal Reports	

Crystal Reports - Additional	
Please ensure that ALL of the following are in place	
<input type="checkbox"/> All available Service Packs for your version	Where can I get them?
<input type="checkbox"/> All Hotfixes for your version	Where can I get them?

CSSWeb Interface

If you will deploy CRD's Web interface, please ensure that **ALL** of the following is in place

- Windows components for Internet Information Services (IIS 7 only) including**
- FTP Server Components
- Web Management Tools
- World Wide Web Services
- Application Development Features
 - .NET Extensibility
 - ASP.NET Components
 - ISAPI Extensions
 - ISAPI Filters
 - Server Side Includes
- Common HTTP Features
 - Default Document
 - Static Content
- Health And Diagnostics
- Performance Features
- Security

These Windows features can be found in Add/Remove Programs.

Microsoft Office

If you will use extended Output functions e.g. Excel Bursting, Document Properties, etc please ensure that **ONE** of the following is in place

- Outlook/Office 2000
- Outlook/Office XP
- Outlook/Office 2003
- Outlook/Office 2007 **32 Bit Version Only**
- Outlook/Office 2010 **32 Bit Version Only**

Please ensure that you have applied the latest Service Pack.

Microsoft Outlook

If you will use Outlook to send email from CRD, please ensure that **ONE** of the following is in place

- Outlook/Office 2000
- Outlook/Office XP
- Outlook/Office 2003
- Any version of Outlook/Office released after January 2006

Please ensure **ALL** the following are in place (where applicable)

- Run your Outlook or Office installer again and make sure that "**Collaboration Data Objects**" option is selected and installed on your PC. CDO must be installed on your PC for Outlook integration to work.
- If you are using **Outlook 2000** or **Office 2000, SP3 or above must also be installed**. [Where can I get it?](#)
- If you are using any other versions of Outlook or Office, ensure you have installed the latest service packs and updates. [Where can I get them?](#)

Microsoft Exchange

If you use Exchange to process email, please ensure that **ONE** of the following is in place

- Exchange 5.5 with SP 4 or above and all the latest updates applied. [Where can I get them?](#)
- Exchange 2000 with SP3 or above and all the latest updates applied. [Where can I get them?](#)
- Exchange 2003 with SP2 or above and all the latest updates applied. [Where can I get them?](#)
- Any version of Exchange released after January 2006 (Exchange 2007, Exchange 2010, etc)

Note:

- Integration with Exchange 5.5 is **NOT possible if SP4 is not installed**.
- Integration with other versions of Exchange **may** work even if the latest service packs are not installed, but some functionality **may** error or be unavailable. For best results, please ensure you have applied the latest service pack and all updates.

SMTP Server

If you use SMTP to process email, please ensure that **ALL** of the following are in place

- You must know your mailbox security credentials. [Contact your email administrator.](#)
- Your server must allow relaying. [Contact your email administrator.](#)

Windows (NT) Service Scheduler

CRD installs an application scheduler by default. If you wish to use the Windows (NT) Service scheduler you can do so by going to Options – Scheduling. You must ensure **ALL** of the following:

- The Windows Service user has full security rights to the mailbox to be used (if you will be emailing reports).
- The above user has full security rights to network files and folders (if you are reading reports across the network and if you are exporting to network folders).
- The above user has full security rights to any FTP location you may be exporting to.
- The above user has “**Log on as service**” rights on the local PC.
- The above user has “**Act as part of the operating system**” rights on the local PC.
- The above user is a **local administrator** (or a member of the local administrators group) of the PC.

[Contact your system administrator.](#)

Important things you should know about CRD and Crystal Reports

- CRD has been developed to save you the time and energy in creating your own custom report distribution application. Buying CRD is the equivalent of hiring a competent developer to develop a report distribution application for you using your own licensed Crystal components.
- **CRD does not come with Crystal runtime components included.** It will interface with these components if they exist on your PC. The components are required by CRD in order to read your Crystal Reports, run them and export them. **You must obtain the components yourself** by buying and installing a copy of Crystal Reports Developer or Developer Advanced Edition from your regular software reseller, or from Business Objects. Your Crystal Reports developer, or your Crystal Reports account manager should be able to help you with this.
- Whilst **CRD will read and schedule reports which are written in earlier versions of Crystal**, it uses the components (dlls, exes etc) found in Crystal Developer or Developer Advanced editions to read current and older reports. It will not modify or upgrade your reports to the newer version. It will simply read them.
- Make sure you visit the Crystal website and **update your installation** of Crystal with **ALL the service packs and Hotfixes** that have been released for your version of Crystal Reports.
- CRD may not be able to schedule some reports that were written in versions of Crystal earlier than 8.5.

It is your responsibility when installing Crystal Reports editions and components to ensure that you are licensed to use these components within your organisation, and that you do not exceed the number of licenses you have bought from Business Objects. Please read your Crystal Reports License very carefully.

By carrying on with this installation and using CRD you confirm that you understand your Crystal Reports License Agreement, and that you assume full responsibility for ensuring that Crystal Reports Licensing terms are met.

For complete details on the Crystal Reports License, view your **Crystal Reports License Agreement**