actxviewwin

Warning:

While this Hot Fix has not been through a full QA regression test cycle, it has been thoroughly sanity tested and has been deemed to fix the problems reported below, but may inadvertently introduce other unforeseen issues. If you have a development environment, please use it there before applying it into your production environment.

Some of the issues resolved by this Hot Fix require the creation of new registry keys/subkeys or the editing of registry key/subkey values. In most cases where these registry keys/subkeys need to be created, the Standard Hot Fix install will create the key/subkey and set the default value. Please refer to the readme information for each specific issue for the default and recognized values. For more information on creating and editing your system registry, please refer to the following Crystal Knowledge Base article.

http://support.crystaldecisions.com/library/kbase/articles/c2010398.asp

If this Hot Fix does not resolve a specific issue that is being experienced in your deployment, please contact a Crystal Care specialist.

http://www.crystaldecisions.com/contact/support.asp

Non-Critical Issues

ACTXVIEWWIN_EN_200312

ADAPT00196294   Patch ID: 35594919

Description:

The Freeze Pane feature in the ActiveX Viewer causes the viewer to crash.
This is a problem with the rendering logic, caused by the settings for the internal drawing attribute port.

New Behavior:

This problem is resolved.

ACTXVIEWWIN_EN_200310

ADAPT00005547   Patch ID: 35399939

Description:

When an export to a destination disk fails because the destination disk is full, no error message is generated.

New Behavior:

An error message is passed down from the export dll, and then the print engine reports the message.

Known Limitations:

This is only a partial fix, due to the different behavior of each driver. For example, certain exporting drivers will not pass down an error message; in that case, the print engine does not report a message. Those drivers that do not report an error vary from version to version.

Some drivers correctly display an error message, but generate the output file (0 or more bytes) anyway, as a blank file. This occurrence depends on which file format the report is exported to (Acrobat reader, rich text, MS word, and so on).

ACTXVIEWWIN_EN_200309

ADAPT00146097   Patch ID: 35403828

Description:

The font rendering technology of the ActiveX viewer was different than the one in the Crystal Report designer. Hence, various fonts were displayed differently or sometimes truncated in the ActiveX viewer.

New Behavior:

A change was made to correct the font rendering method to display various type of fonts correctly in the ActiveX viewer.

Known Limitations:

For UNIX users, go to the enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh activex.cf
At the prompt, choose option 1 to update the settings; the version of the ActiveX viewer on the server will be updated.

ADAPT00153644   Patch ID: 35313729

Description:

The ActiveX viewer does not allow users to print more than 65535 pages.

New Behavior:

The ActiveX viewer now allows large page ranges to be entered so users can print more than 65535 pages.

ADAPT00160386   Patch ID: 35301163

Description:

Clicking on a group tree entry in a RDC application displays the wrong page of the report.

New Behavior:

The page-searching algorithm now searches in page-number order rather than in the order of the page cache, so clicking on a group tree entry brings up the correct page.

ADAPT00186696   Patch ID: 35488761

Description:

Text objects with a space at the beginning or end of the line (depending on whether left or right alignment is used) are trimmed in the ActiveX Viewer.

New Behavior:

Trailing spaces in text objects is no longer trimmed. ActiveX Viewer displays text objects correctly.

Known Limitations:

Certain objects may experience very slight truncation (1-2 pixels) when the font is bolded and the object is a numeric formula field. This limitation only occurs in Crystal Enterprise 9.0 and Crystal Reports 9.0.

ACTXVIEWWIN_EN_200306

ADAPT00001773   Patch ID: 35179818

Description:

When viewing a report in the ActiveX viewer, if a user clicks the "Go to Last Page" button, the viewer goes only up to page 65,535.

New Behavior:

A change has been made to the ActiveX viewer to allow it to go up to one million pages when the "Go to Last Page" button has been clicked.

ADAPT00151989   Patch ID: 35217153

Description:

The ActiveX viewer does not allow you to enter more than five digits in the page text box.

New Behavior:

To handle reports with 100,000 or more pages, the page number edit box needed to have its digit limit increased. It was previously limited to five digits. The limit has been increased to eight digits.

ACTXVIEWWIN_EN_200305

ADAPT00125455   Patch ID: 35139951

Description:

The scroll keys (Page Up, Page Down, Home, End, and all of the arrow keys) do not work in any .NET applications that are using the ActiveX viewer.

New Behavior:

The ActiveX viewer has been fixed to properly translate the keystrokes into scrolling commands. Previously, these keys sometimes functioned as expected, but due to the secure implementation of .NET, additional handling is now required.

ADAPT00138850 — Patch ID: 35143624

Description:

When a user viewed a report in the ActiveX viewer, and the report contained an FTP hyperlink in Internet Explorer, opening the link caused the browser to stop responding.

New Behavior:

FTP hyperlinks are now launched using the same mechanism as HTTP instead of using the Win32 ShellExecute API. This resolves the problem of Internet Explorer not responding.

ADAPT00138893 — Patch ID: 35137974

Description:

The special characters "@" and "\" in parameter names are not accepted by Crystal Enterprise 8.0 servers through the ActiveX viewer. Instead of loading the report as expected, the user is continuously prompted for the parameter(s).

New Behavior:

The ActiveX viewer now verifies the version of the CE servers to determine if it is necessary to ignore the special characters "@" and "\".

Known Limitations:

This only corrects issues with parameters that include the "@" character as the first character in the parameter name. However, CE 8.0 has a known issue with "@" characters being placed anywhere else in the prompt name. This issue cannot be fixed without upgrading the server to CE 8.5.

ACTXVIEWWIN_EN_200304

ADAPT00138261 — Patch ID: 35122867

Description:

If reports are hosted on a different web server and are linked from an HTML frame, the client browser displays an "Access Denied" message when the user attempts to view a report on the web.

New Behavior:

The "Access Denied" message no longer appears.

ACTXVIEWWIN_EN_200303

ADAPT00084423 — Patch ID: 34939744

Description:

When using the ActiveX viewer in Crystal Enterprise, both the description and the value are visible to user regardless of the parameter settings in Crystal Reports.

New Behavior:

The ActiveX viewer will now show only the description or both the description and the value, depending on the options chosen when the report was created in Crystal Reports.

ADAPT00097640   Patch ID: 34926981

Description:

When a report is created with a "Range Value" and a "Force Uppercase" Edit Mask, the user cannot enter anything into the dialog box when the ActiveX viewer prompts for parameters. This only occurs when the report is viewed with the ActiveX viewer.

New Behavior:

All Edit Mask enabled reports now work with the ActiveX viewer in Crystal Enterprise.

ADAPT00105655   Patch ID: 34902999   Old EID: 2322

Description:

The Search Expert and the Select Expert buttons are missing from the client-side GUI when a user views a report from a Seagate Info 7.5 server. This occurs after the ActiveX viewer version 8.6.1.401 is applied.

New Behavior:

The Select Expert and the Search Expert buttons are now visible on the client-side GUI when a user views reports off of a Seagate Info 7.5 server using the ActiveX viewer. The buttons were incorrectly unloaded in the .INF file, but this issue is now fixed.

ADAPT00128422   Patch ID: 35062905

Description:

The ActiveX viewer does not print the second column of a multi-column report if the column is not within the width of the first page.

New Behavior:

The adjust-to-fit logic will be turned off if the page layout cannot be adjusted to fit onto one page (this is done so that multiple pages print properly).

Known Limitations:

For UNIX users, go to enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh activex.cf
At the prompt, choose option 1 to update settings.
The version of the ActiveX viewer on the server will be updated.

ADAPT00130619   Patch ID: 35043372

Description:

If a user does not select a combo-box control, the edit text value in the combo box is treated like a parameter value. This behavior is incorrect because the edit text value may be a description and not the current parameter value.

New Behavior:

A change has been made so that when the combo box is initialized, the current value and the actual values stored in the combo box are compared. If a current value exists, that value is set as the selection in the combo box.

Known Limitations:

For UNIX users, go to enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh activex.cf
At the prompt, choose option 1 to update settings.
The version of the ActiveX viewer on the server will be updated.

ACTXVIEWWIN_EN_200301

ADAPT00071407   Patch ID: 34961541

Description:

When using Visual Basic applications with a Report Designer Component, attempting to view a report when another is already being processed causes a Viewer error.

New Behavior:

The ActiveX viewer's IsBusy property was not indicating a busy status in the period of time between assigning a new report source and retrieving the first page. The flag now works correctly and it can be trapped so that the application is allowed to finish its current process.

ADAPT00123935   Patch ID: 34993985

Description:

The ActiveX viewer takes several minutes to expand a large group tree (about 100 groups), while the Java viewer takes several seconds to do the same task. When adding items to the group tree, the ActiveX viewer makes a number of checks that increases load times significantly. For example, when items are added to a group tree in a drill-down view, and then the same node is expanded in the main view, a check is done to see if the content is already in the viewer so that it will not be requested again from the server. Checking to see if the nodes have already been added to a view's tree control includes a number of messages sent to the tree control.

New Behavior:

A more efficient tracking mechanism has been added so that messages are not sent to the tree control. With this new method, it takes only a few seconds to expand a large group in the ActiveX viewer.

Known Limitations:

For UNIX users, go to enterprise/generic folder under the Crystal directory and run this command: ./configpatch.sh activex.cf
At the prompt, choose option 1 to update settings.
The version of the ActiveX viewer on the server will be updated.

ACTXVIEWWIN_EN_200207

ADAPT00004291   Patch ID: 34901235   Old EID: 749

Description:

In Visual Basic 6 (SP3), a project containing a report viewer control, a data control, and a textbox control will make the VB Properties window go blank when the .DataSource property is selected for the textbox.

New Behavior:

The VB Properties window will no longer go blank when selecting the .DataSource property for the textbox.

ADAPT00008671   Patch ID: 34902215   Old EID: 1883

Description:

Through the Report Designer Component (RDC), the Name property of the EventInfo's CRField object returns "Text" for String fields of any size.

New Behavior:

The Name property now returns the correct field name. String fields were rendered as Text objects in the EPF. Some further processing was required to get the field name. This processing is now implemented.

ADAPT00008910   Patch ID: 34901257   Old EID: 1255

Description:

Using the ActiveX viewer, a user cannot export a report to Microsoft Excel 7 format.

New Behavior:

The ability to export a report to Excel 7 format using the ActiveX viewer is now available.

ADAPT00010358   Patch ID: 34902471   Old EID: 1525

Description:

When the ActiveX viewer is downloaded to a user's machine, a "logger_asserts.log" file is created on the user's desktop.

New Behavior:

When a user downloads the ActiveX viewer, the "logger_asserts.log" file is no longer created.

ADAPT00010402   Patch ID: 34902179   Old EID: 1417

Description:

On systems using a character other than the period as the decimal symbol, the ActiveX viewer crashes when many default parameter values using that character are displayed in the parameter dialog.

New Behavior:

The crash is due to the fact that the Selection Expert control for the ActiveX viewer ignores the locale setting for the decimal symbol, and the control always displays numbers using a period. For example, if the locale specified that a comma should be used, the control would still use a period. After the fix, numbers, currencies, dates, and date-times are now displayed using the locale and control panel settings of the user (a crash no longer occurs).

ADAPT00010957   Patch ID: 34902469   Old EID: 1473

Description:

In the current release of the ActiveX viewer, when a user clicks a hyperlink from within a report, a new window opens. There is no option for a report to open in the current window.

New Behavior:

There is a new ActiveX viewer property called LaunchHTTPHyperlinksInNewBrowser. Setting this property to "False" enables reports to be opened in the current window. The additional property to enter in the viewer's HTML OBJECT tag is formatted as follows:
<PARAM NAME="LaunchHTTPHyperlinksInNewBrowser" VALUE=0>
Setting this value to "VALUE=1" will result in a new window being opened whenever a user clicks a hyperlink from within a report.

ADAPT00012447   Patch ID: 34902043   Old EID: 1595

Description:

Crviewer version 8.5.0.289 causes an error in the existing Report Designer Component's (RDC) compiled EXE files.

New Behavior:

Crviewer version 8.5.0.289 no longer causes an error in the existing RDC's compiled EXE files.

ADAPT00012638   Patch ID: 34901417   Old EID: 1606

Description:

When exporting a report in the ActiveX viewer, Microsoft Excel format is not in the drop-down list. This issue only affects the Japanese version of Seagate Info.

New Behavior:

Excel format is now in the drop-down list when a user exports a report in the ActiveX viewer.

ADAPT00035626   Patch ID: 34902587   Old EID: 1639

Description:

Viewing a report through the ActiveX viewer in Crystal Enterprise results initially in a gray screen which contains no data.

New Behavior:

The report can be viewed successfully after a registry subkey value from Microsoft is applied. As this registry subkey affects Microsoft Internet Explorer, users will need to run a report in order to be able to download the ActiveX viewer which will set the subkey. Users must then close and reload their browsers for Internet Explorer to load the new registry settings. The registry subkey is set by the swebrs.dll in the ActiveX Viewer at HKCU\Software\Microsoft\Windows\CurrentVersion\Internet Settings\SendExtraCRLF. The DWORD value should be set to "0".

Known Limitations:

There are no known limitations at this time to setting this registry subkey. It is designed to remove the last 4 bytes of data from a message being sent by the Internet Explorer browser. According to Microsoft, the last 4 bytes of data are discarded anyway. Microsoft is creating a knowledge base article to this effect, but it has yet to be published.

ADAPT00037822   Patch ID: 34901915   Old EID: 1326

Description:

When a user prints a report from the ActiveX viewer using Netscape Navigator with the Netscape Navigator Plug-In, the report printing fails.

New Behavior:

This issue occurs when the length limit for the logon token is reached. Users are now able to print because the size of the document name that is part of the token is now within the length limit.

ADAPT00038080   Patch ID: 34901949   Old EID: 1665

Description:

Using the ActiveX viewer, when a user prints a report using the A4 Landscape report format to Letter paper, an extra blank page is printed when any version of the crviewer.dll between 8.5.0.232 to 8.5.0.331 is used. The ActiveX viewer attempts to print pages formatted for one paper size on another if the content area within the margins fit the desired paper dimensions. This extra blank page issue occurs when a user prints a page that is formatted for a paper width greater than the output paper size.

New Behavior:

The additional page is no longer printed. When a page is adjusted to fit a different paper size, the width of the formatted page and the destination paper size are not compared, since it is assumed that the margins have been adjusted accordingly.

Known Limitations:

Note that this adjustment, in order to make a page fit, is not used when Cross-Tabs are found on a page. In this case, the page content may be wider than the printed page.

ADAPT00038969   Patch ID: 34902493   Old EID: 1893

Description:

The ActiveX viewer's events (that is, drill down, page navigation, and so on) do not work in a .NET application for Windows.

New Behavior:

The ActiveX viewer now functions as expected in a .NET environment.

ADAPT00042883   Patch ID: 34902657   Old EID: 1738

Description:

Viewing a report in Netscape Navigator while using the Netscape Navigator Plug-In results in all of the hyperlinks in the report defaulting to the Netscape search page.

New Behavior:

Clicking hyperlinks in a report viewed with the Netscape Navigator Plug-In in Netscape Navigator will now take the user to the designated URL. Note that all users connecting to the patched server must download the latest iteration of npviewer. exe and run it locally. In order to be prompted to download this file, the ActiveX viewer must be uninstalled from the operating system (Start | Control Panel | Add/Remove Programs). Users will be prompted to download the executable upon viewing a report after the ActiveX viewer is uninstalled.

ADAPT00045136   Patch ID: 34902675   Old EID: 1769

Description:

The ActiveX viewer will always collate copies of a report when the report is being printed, regardless of whether the Collate option is selected or not.

New Behavior:

The copies of a report are no longer collated when the Collate option is not selected.

ADAPT00045506   Patch ID: 34901979   Old EID: 1779

Description:

The LaunchHTTPHyperlinksInNewBrowser functionality locks up in Microsoft Internet Explorer.

New Behavior:

The process on Internet Explorer is now released from memory and no locking occurs.

ADAPT00046530   Patch ID: 34902617   Old EID: 1739

Description:

An unmanaged report, hosted off an Active Server Page and viewed with the Netscape Navigator Plug-In viewer will take an extremely long time (15 to 30 minutes) to refresh properly (with report data and group tree information).

New Behavior:

The report can now be properly refreshed with the viewer's (Netscape Navigator Plug-In) refresh button.

Known Limitations:

Clicking the Reload button in the Netscape browser will still result in the viewer not displaying the report. (This is a Netscape-specific issue.) Use the viewer's Refresh button to refresh the report.

ADAPT00048671   Patch ID: 34902811   Old EID: 1811

Description:

When spooling a print job to a printer from the ActiveX viewer, the viewer scrolls through all of the pages in a report that contains subreports. When the print job ends, the data in the subreport is displayed incorrectly and a manual refresh is required.

New Behavior:

After the print job is spooled (or stopped prematurely), the viewer automatically refreshes the data on the current page so that all data on the current page (subreport or otherwise) is displayed properly.

ADAPT00066311   Patch ID: 34901451   Old EID: 1949

Description:

When a user is previewing a report from a Lotus Notes 5.05 application, the toolbar buttons on the ActiveX viewer are not repainted with icons after the user navigates to other pages or documents in Lotus Notes.

New Behavior:

When a user is previewing a report, the toolbar buttons on the ActiveX viewer are repainted with icons after the user navigates to other pages or documents in the Lotus Notes 5.05 application.

ADAPT00069626   Patch ID: 34903157   Old EID: 1973

Description:

When a report is exported from the ActiveX viewer to PDF format, the PDF report does not open in Adobe Acrobat 5 the first time the user selects the option to open the exported report.

New Behavior:

After exporting from ActiveX to PDF format, when the user clicks "Yes" in the message that asks if he or she would like to open the exported report, the report opens successfully in the Adobe Acrobat window.

ADAPT00071707   Patch ID: 34903201   Old EID: 1996

Description:

In the ActiveX viewer, when the parameter LaunchHTTPHyperlinksInNewBrowser is set to "1", a new browser window will be opened only once when any hyperlink is clicked. Any and all hyperlinks clicked thereafter will open the page in that same window.

New Behavior:

When the LaunchHTTPHyperlinksInNewBrowser parameter is set to "1", a new browser window will be opened for every hyperlink that is clicked.

ADAPT00105118   Patch ID: 34901573   Old EID: 811

Description:

Enhancement: the ability for a user to freeze a pane while scrolling through a report has been added to the ActiveX viewer and also to the Info Viewer when it is used from the Info Desktop.

New Behavior:

When a user selects "Freeze Pane" from the shortcut menu, the report is frozen from the top left corner of the selected object, which is enclosed by a solid red line. Dashed vertical and horizontal lines will appear and intersect at the top left corner of the selected object. A user can also cancel this action in the shortcut menu. Once a user has frozen a pane, he or she can still scroll through the report horizontally or vertically. The portion of the report to the left of the vertical line and above the horizontal line is frozen. The user can scroll the portion of the report that is to the right of the vertical line and below the horizontal line.

ADAPT00105138   Patch ID: 34901237   Old EID: 832

Description:

Previously, when a user wanted to print multiple copies of a report, extra copies would be printed.

New Behavior:

A user can now specify the exact number of copies that he or she wishes to print.

ADAPT00105291   Patch ID: 34901259   Old EID: 1035

Description:

The ActiveX viewer does not return the page that corresponds to the Group Tree value when multiple Group Tree nodes are selected quickly.

New Behavior:

The ActiveX viewer now returns the correct page.

ADAPT00105295   Patch ID: 34901309   Old EID: 1039

Description:

Extra pages may be printed to fit the original width of a report (that is, the size set at design time) when the user prints that report on paper that is of a different size or the user changes the orientation of the report from the design-time orientation. Often, the extra pages appear as extra blank pages for each page of the report that was printed.

New Behavior:

Extra pages will no longer be printed to accommodate the paper size format in the original design of the report.

Known Limitations:

Data that was accommodated in the original paper size of the report may be trimmed if the output paper size is narrower or shorter. The user is warned of this possibility with a dialog box displaying the following message: "The report you are about to print is a pre-formatted image of the actual report data. Changing orientation or paper size may result in loss of objects on each printed page. Do you wish to continue? Yes. No."

ADAPT00105320   Patch ID: 34901397   Old EID: 1065

Description:

In the ActiveX viewer, when a user prints a report that uses the A4 paper size to a printer other than the one used in the Report Designer, extra blank pages may be printed due to the margin difference between the two printers.

New Behavior:

A user can now print a report that uses the A4 paper size to a printer other than the one used in the Report Designer without extra blank pages being printed.

Known Limitations:

Data at the outer edges of the report's page setup may be trimmed from the printed report.

ADAPT00105333 Patch ID: 34901597 Old EID: 1089

Description:

A report passed via HTTP through a proxy with SSL retains the HTTP protocol instead of HTTPS.

New Behavior:

To correct this issue, the ActiveX viewer now supports relative URLs when using Microsoft Internet Explorer 4.0 or higher

.

Known Limitations:

Internet Explorer 4.0 or higher must be used in order for relative URLs to be supported.

ADAPT00105405 Patch ID: 34901277 Old EID: 1183

Description:

The Netscape Navigator Plug-In viewer crashes when a user pages through a report more than one page at a time, or when a user prints a report with more than 10 pages. This issue, caused by a limitation in Netscape, occurs only under Windows 9x with Netscape 4.6 or higher.

New Behavior:

The Navigator Plug-In viewer's toolbar is now disabled while records are being read. Also, during printing, the pages are retrieved one at a time, so reports no longer overload Netscape browsers.

ADAPT00105406 Patch ID: 34901813 Old EID: 1184

Description:

The Netscape Navigator Plug-In viewer loses the report's last parameter when a user refreshes a report.

New Behavior:

The correct number of parameters are now displayed when a user refreshes a report.

ADAPT00105466 Patch ID: 34902335 Old EID: 1273

Description:

When printing a report designed with one specific paper size format to a different output paper, the content of the report is not automatically centered.

New Behavior:

When a report is printed, it will be automatically re-centered if there is space between the outer left/right edges of the report's page setup margins and the left/right edges of the printable area of the output paper. That is, where sufficient margins exist between the report's viewable area (determined using page setup) and the paper's printable area, there is enough room for the report to be re-centered on the paper.

Known Limitations:

The printable area of the output paper may differ according to the printer. Typically, Crystal Reports sets the page setup margins to be the same as the printable area of the selected printer. For a report to be centered, the user must change the paper size during print time to correspond to the output paper. For example, to print a report designed for A4 paper to letter size paper, the print properties must be changed so that the paper size is set to letter.

Description:

When viewing a report through the Report Designer Component (RDC), the sort order of the Group tree is reversed when a user views reports that have two or more topN groups and when hierarchical grouping is turned on.

New Behavior:

When viewing a report through the RDC, the sort order of the Group tree is now correct.