

2845037 - Reinstalling SAP Crystal Reports and Associated SAP Business One Components

Version	8	Type	SAP Business One Notes
Language	Inglés	Master Language	Inglés
Priority	Recommendations/additional info	Category	FAQ
Release Status	Released for Customer	Released On	07.01.2021
Component	SBO-REP-CR (SAP Crystal Reports for SAP Business One)		

Please find the original document at <https://launchpad.support.sap.com/#/notes/2845037>

Symptom

When using SAP Business One Client and SAP Crystal Reports, you experience unexpected system behavior; the system prompts error messages such as:

- *Object Reference not set to an instance of an object*
- *Error while connecting to SAP Crystal Reports 2011: check that SAP Crystal Reports 2011 was installed correctly*

Reproducing the issue

Errors are reproduced from SAP Business One when previewing or printing Crystal Reports Layouts or while trying to edit such objects from the Report and Layout Manager console.

Cause

Environment related issue

Solution

This document contains the steps to follow when reinstalling SAP Crystal Reports and associated SAP Business One components:

1. Ensure that you have access to the SAP Business One Client and SAP Crystal Reports installation packages; refer to SAP Note [2329487 - Crystal Reports for SAP Business One Matrix](#) for proper versioning.
2. Make sure that *no users are accessing the workstation/system*.
3. **Uninstall** both 32 bit and 64 bit BOERuntime and SAP BusinessObjects BI platform .NET SDK Redistributable from *Windows\Control Panel\Programs\Programs and Features*.
4. **Uninstall** SAP Business One Crystal Report Integration package from *Windows\Control Panel\Programs\Programs and Features*.
5. **Uninstall** SAP Crystal Reports for SAP Business One (all SAP Crystal Reports Designer versions) from *Windows\Control Panel\Programs\Programs and Features*.
6. **Uninstall** SAP Business One Clients and SAP Business One Client agent from *Windows\Control Panel\Programs\Programs and Features*.
7. **Uninstall** DI API packages (32 bit and 64 bit) from *Windows\Control Panel\Programs\Programs and Features*.
8. **Uninstall** 32 bit and 64 bit SAP Crystal Reports runtime Engine for .NET Framework.
9. Make sure that the machine has **at least Microsoft .NET Framework 3.5** as per SAP Note [2268956 - .NET Framework 3.5 Is Required for SAP Crystal Reports for Business One](#).

10. For the latest Operating System, in addition to having **Microsoft.NET Framework 3.5** deployed, download and install the latest [.NET Framework version](#) compatible with that Operating System.
11. Apply any pending **Windows Updates** to the machine.
12. Rename folder *C:\Program Files (x86)\SAP Business Objects* directory so that a new folder is created during installation.
13. **Restart the Operating System.**
14. **As local Administrator**, **install** SAP Crystal Reports for SAP Business One (Crystal Reports Designer); refer to SAP Note [2329487 - Crystal Reports for SAP Business One Matrix](#) for proper versioning.
15. **As local Administrator**, **install** SAP Business One Client; the installer will deploy automatically **DI API**, **SAP Business One Client Agent** and **SAP Crystal Reports Runtime Engine for .NET Framework**.
16. **Install** 32 bit DI API even though you have only 64 bit client installed. (Find it in path *\Packages.x64\DI API Legacy Package* for version 10.0)
17. To make the SAP Business One data source and the Add-ins menu available in SAP Crystal Reports designer, run the SAP Business One Crystal Reports integration script. **As local Administrator**, **install** SAP Business One Crystal Report Integration Package from *\Packages\SAP CRAddin Installation* or *\Packages.x64\SAP CRAddin Installation* for version 10.0. During troubleshooting, you might require installing only *BusinessobjectsRuntime32*. To do so, **As local Administrator**, install Crystal Server Integration from *\BusinessobjectsRuntime32*; there should be a zip file with this name in the installation package. Note that, Only 32 bit is needed. A machine reboot after the installation is done is recommended.

Note: To make the *SAP Business One data sources* and the *Add-ins* menu available in the *SAP Crystal Reports designer*, step 16 and 17 are mandatory. For more information, see the *SAP Business One Administrator's Guide*.

Other terms

Object Reference not set to an instance of an object, Error while connecting to SAP Crystal Reports 2011, check that SAP Crystal Reports 2011 was installed correctly

Products

SAP B1 VERSION FOR SAP HANA all versions

SAP BUSINESS ONE all versions

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