

# Crystal 2016 and Client-side Printing

*SYSPRO 8 Technical Article*

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# Contents

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<b>Overview .....</b>	<b>3</b>
Audience .....	3
Scope.....	3
Consideration .....	3
<b>Uninstalling Crystal 2016 .....</b>	<b>4</b>
Uninstalling Crystal 2016 components .....	4
<b>Installing Crystal 2013 Components.....</b>	<b>5</b>
<b>Updating Configuration Files .....</b>	<b>8</b>



# Overview

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This document is designed to help you to uninstall Crystal 2016 and install Crystal 2013.

## AUDIENCE

This document is relevant if you are using SYSPRO 8 client-side printing and experience performance issues with Crystal 2016 that were not evident with Crystal 2013.

If you are using server-side reporting, then you must remain on Crystal 2016 as the performance issues are only experienced with the XML drivers used for client-side printing.

Since Crystal 2016 was only made available from SYSPRO 8 2020 R2 onwards, this document is unlikely to be relevant if you are running SYSPRO 8 2020 R1 or a prior release.

## SCOPE

You will be guided through the process of first uninstalling Crystal 2016 and then installing Crystal 2013 (you will reboot the machine in between these two steps).

The final step will be to update the SRS configuration files to indicate that Crystal 2013 is being used instead of Crystal 2016.

## CONSIDERATION

Because uninstalling and reinstalling these products can take some time (about an hour) ensure that you schedule appropriate downtime for the process to complete.

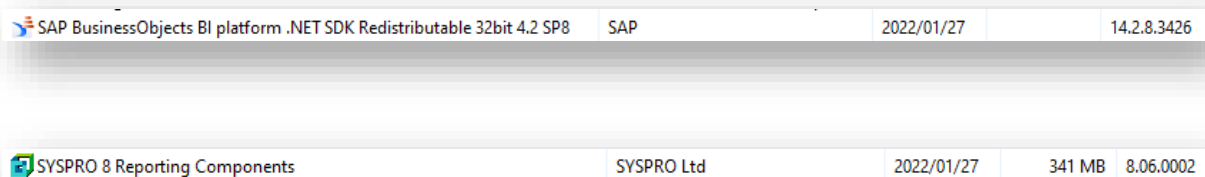
# Uninstalling Crystal 2016



On the client side, you may have only installed the SYSPRO Reporting Components (and Crystal 2016) but you may also have installed the SYSPRO 8 Reporting Designer components.

If you don't find any Reporting Designer components installed in your environment, then you can ignore the instructions for them as it not mandatory for client-side printing.

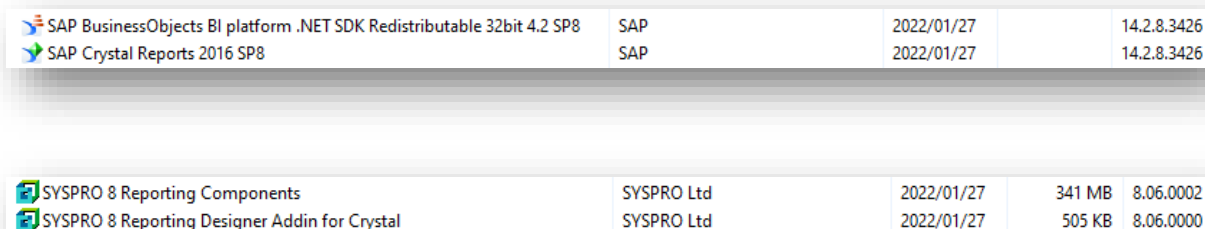
## UNINSTALLING CRYSTAL 2016 COMPONENTS





If you are using client-side reporting in SYSPRO, open the **Programs and Features** Windows application and select to uninstall the following products:



 SAP BusinessObjects BI platform .NET SDK Redistributable 32bit 4.2 SP8	SAP	2022/01/27	14.2.8.3426
 SYSPRO 8 Reporting Components	SYSPRO Ltd	2022/01/27	341 MB 8.06.0002

If you have also installed the SYSPRO 8 Reporting Designer Addin for Crystal, then you will need to uninstall the following products:



 SAP BusinessObjects BI platform .NET SDK Redistributable 32bit 4.2 SP8	SAP	2022/01/27	14.2.8.3426
 SAP Crystal Reports 2016 SP8	SAP	2022/01/27	14.2.8.3426
 SYSPRO 8 Reporting Components	SYSPRO Ltd	2022/01/27	341 MB 8.06.0002
 SYSPRO 8 Reporting Designer Addin for Crystal	SYSPRO Ltd	2022/01/27	505 KB 8.06.0000

Depending on the release of SYSPRO 8 installed, your SYSPRO 8 Reporting Components and SYSPRO 8 Reporting Designer Addin for Crystal may have a different version to the one shown above.

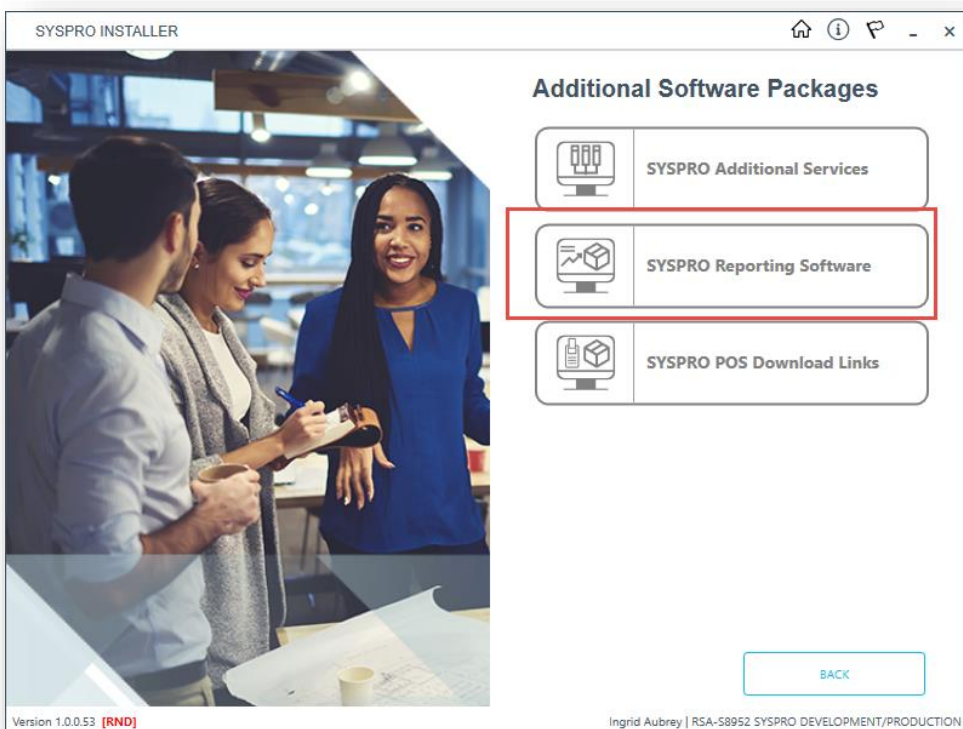
After successfully uninstalling these components, we recommend that you reboot your computer before installing the Crystal 2013 components.

# Installing Crystal 2013 Components

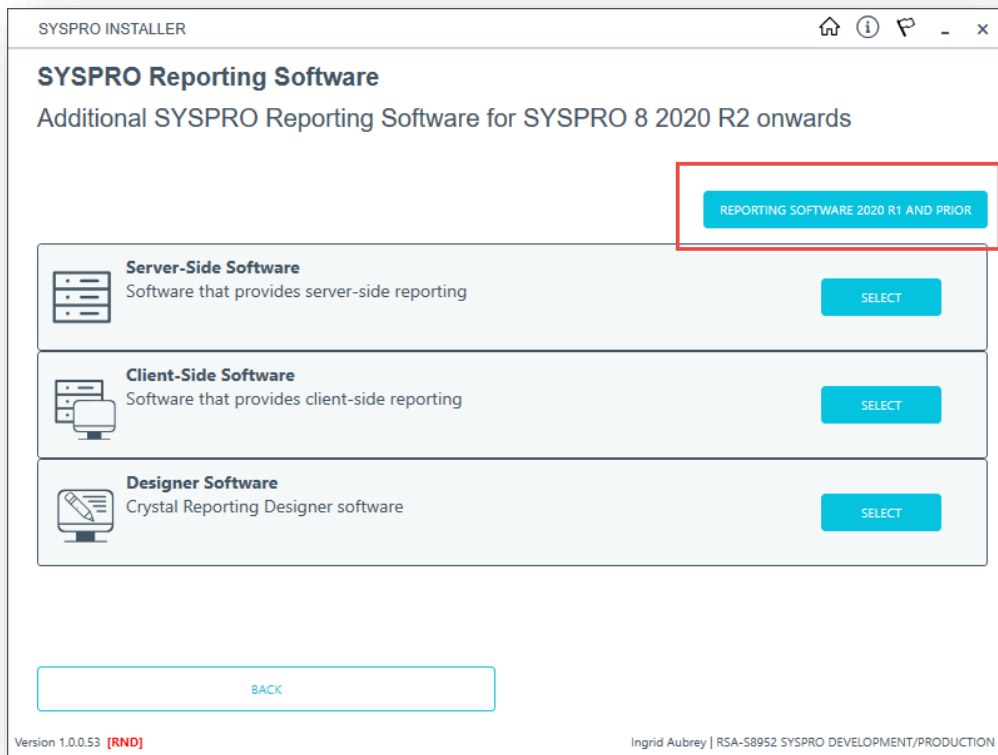
From the SYSPRO Installer application, select **SYSPRO Additional Software**:



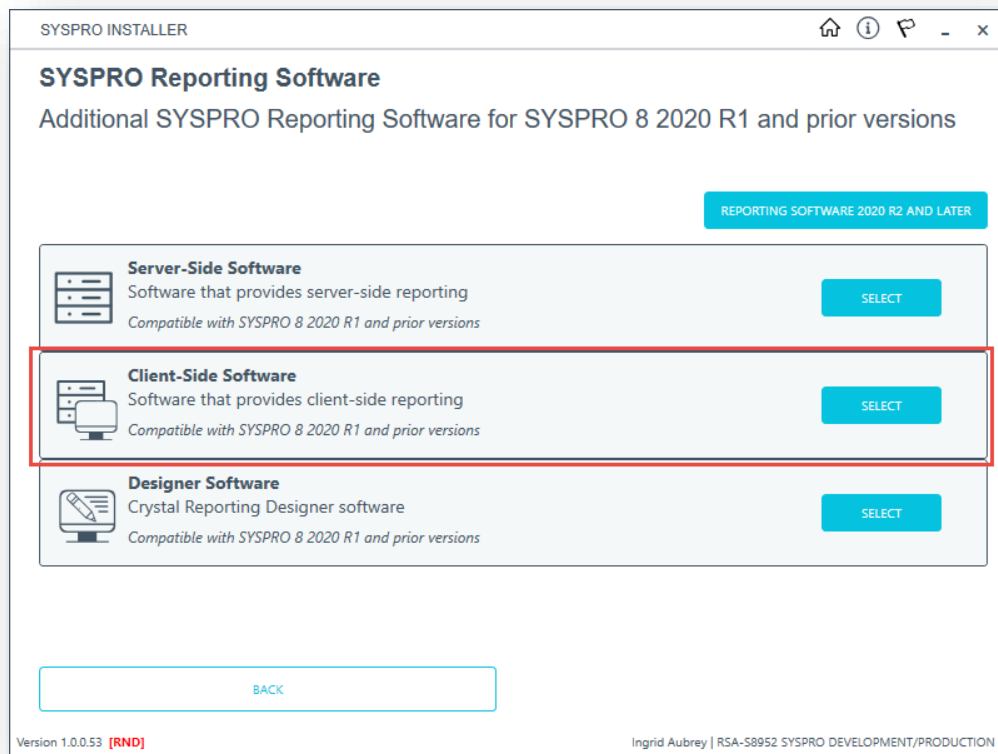
Select **SYSPRO Reporting Software**.



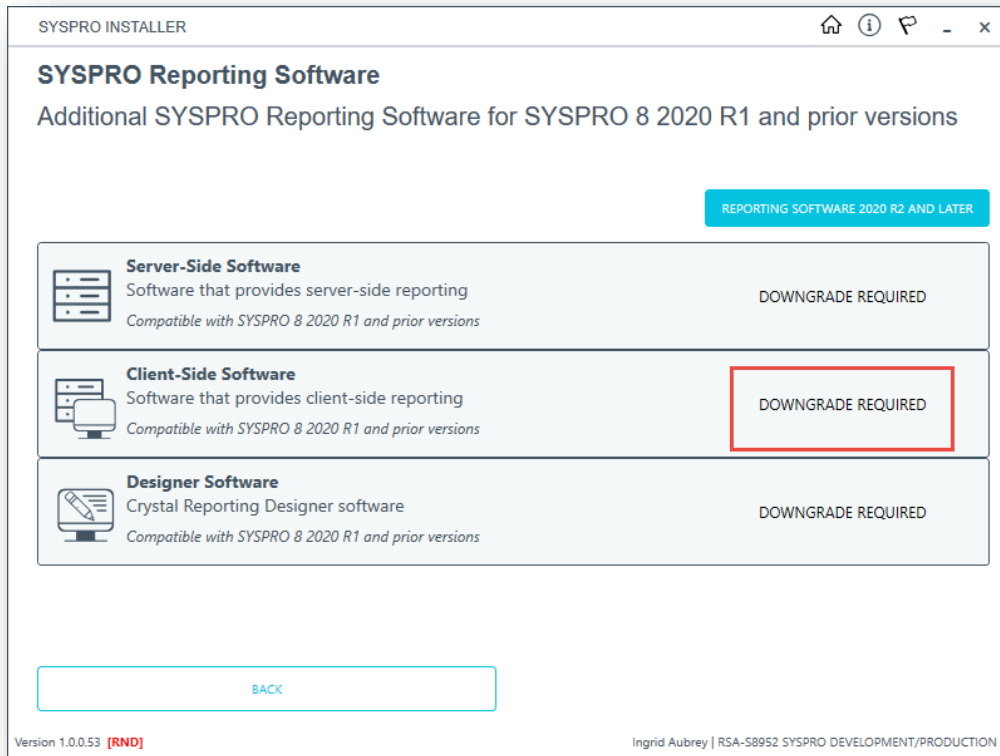
Select the **REPORTING SOFTWARE 2020 R1 AND PRIOR** option.



Select the **Client-Side Software** option.



**Note:** If the **DOWNGRADE REQUIRED** option is displayed, it indicates that you haven't uninstalled all the necessary components:



Uninstall the required components, reboot the computer, and run the Installer again.

After successfully installing the client-side printing components, you should see the following installed products:

SAP Crystal Reports runtime engine for .NET Framework (32-bit)	SAP	2022/01/26	216 MB	13.0.14.1720
SYSPRO 8 Reporting Components	SYSPRO Ltd	2022/01/26	19.0 MB	8.02.0000

If you also choose to install the Report Designer software, you should see the following after successfully installing:

SAP BusinessObjects BI platform .NET SDK Redistributable 32bit 4.1 SP6				14.1.6.1702
SAP Crystal Reports 2013 SP6				14.1.6.1702
SAP Crystal Reports 2013 SP8 update				14.1.8.2060
SAP Crystal Reports runtime engine for .NET Framework (32-bit)			216 MB	13.0.14.1720
SYSPRO 8 Reporting Components			19.0 MB	8.02.0000
SYSPRO 8 Reporting Designer Addin for Crystal			505 KB	8.05.0000



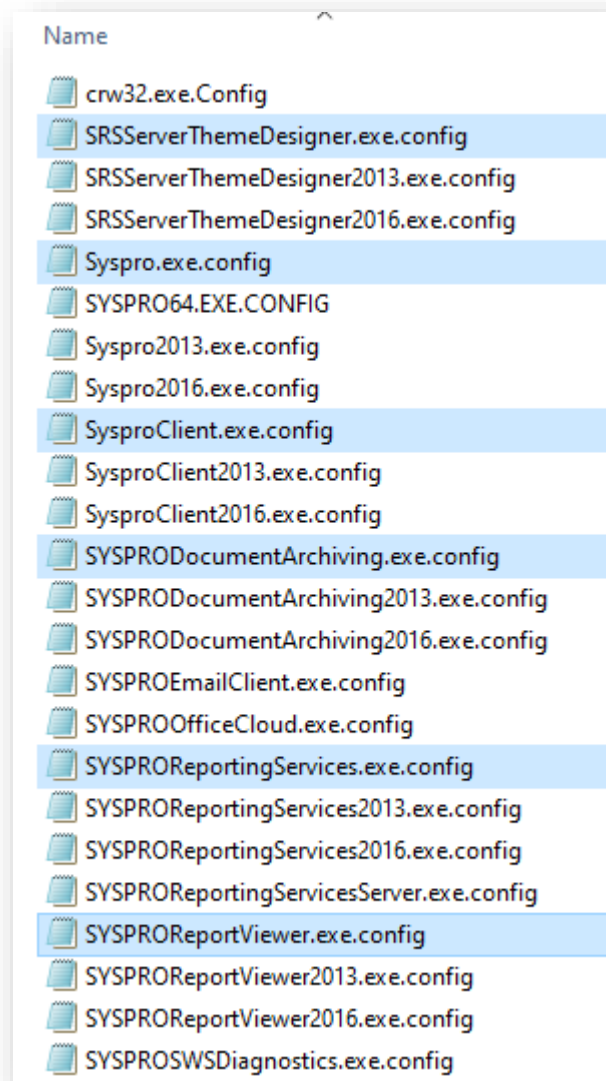
# Updating Configuration Files

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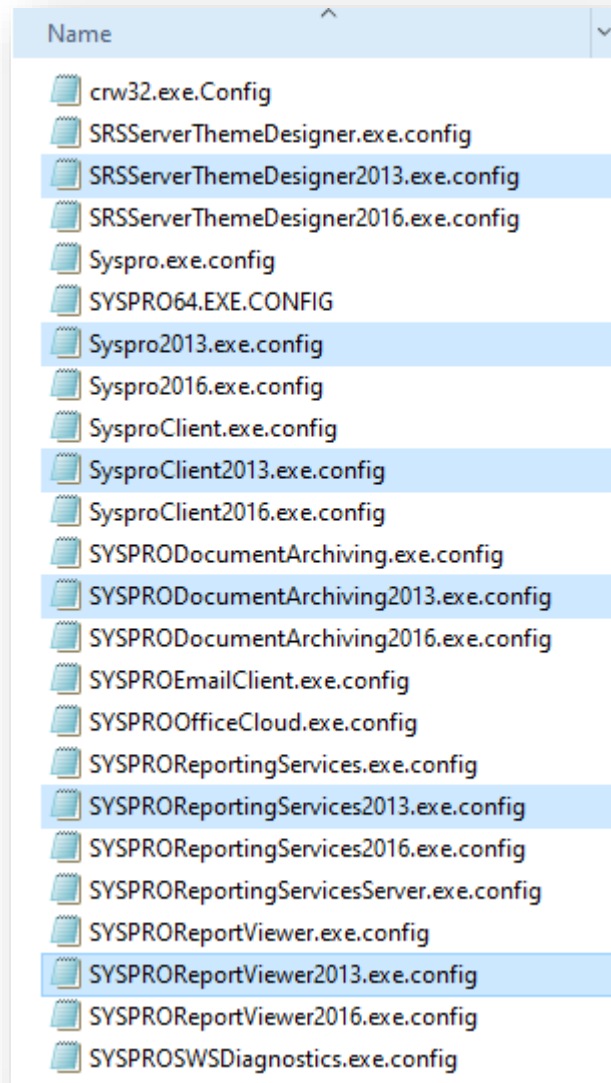
To ensure that SRS printing works as expected, we recommend that you update all the appropriate configuration files (located in the SYSPRO *Base* folder on both the server and the client) with the contents of the matching 2013 configuration file.

In each case, you can simply copy the contents of the file with 2013 prefixing the `.exe.config` extension and paste this in the appropriate highlighted file.

In other words, update the following files:

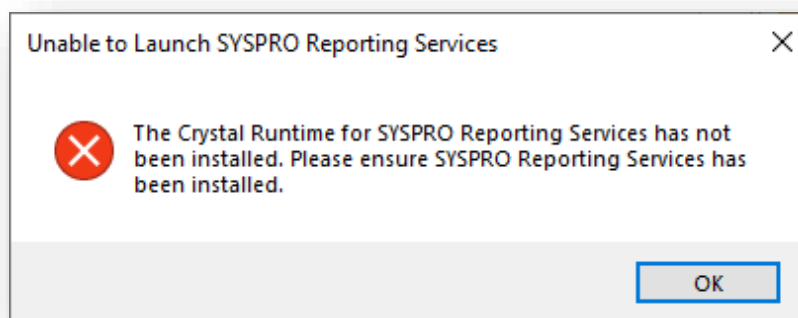


with the contents of these files:



You must update the corresponding files manually on the client machine(s). You can copy the files from the server to the relevant clients. Only those clients that perform any kind of SRS Report or Document printing need to be updated.

Failure to do this will result in the client reporting an error that the SRS Reporting Components haven't been installed:





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