



PUBLIC

SAP Crystal Reports 2020

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SAP Crystal Reports 2020 User Guide

Content

1	Document History.	18
2	Introduction to SAP Crystal Reports 2020.	19
2.1	About Crystal Reports.	19
2.2	About the Crystal Reports documentation.	20
	Locate information quickly.	20
	Sample Reports.	20
3	Quick Start.	21
3.1	Learning how to use Crystal Reports.	21
	Sample data - Xtreme.mdb.	21
3.2	Report Creation Wizards.	21
	Standard.	22
	Cross-Tab.	22
	Mailing Label.	22
	OLAP.	22
3.3	Quick start for new users.	23
	Before you begin.	23
	Creating the report.	23
	Record Selection.	35
	Grouping and sorting.	37
	Completing the report.	41
3.4	Quick start for advanced users.	42
	Choosing a report type and data source.	42
	Working with report elements on the Design tab.	43
	Using other reporting features.	45
4	Report Design Concepts.	47
4.1	Basic report design.	47
4.2	Deciding on the content of the report.	47
	Stating the purpose.	47
	Determining the layout of the report.	48
	Finding the data.	49
	Manipulating the data.	50
	Determining printing area characteristics.	51
4.3	Developing a prototype on paper.	53
5	Introduction to Reporting.	54

5.1	Report creation options.	54
5.2	Choosing data sources and database fields.	55
	The Database Expert.	55
	The Field Explorer.	57
5.3	About the report design environment.	59
	Design tab.	59
	Preview tab.	62
	HTML Preview tab.	66
5.4	Creating a new report.	67
	Selecting the data source.	67
	Adding tables.	68
	Linking multiple tables.	68
	Placing data on the report.	70
	BLOB (Binary Large Object) fields.	77
	Formatting data.	77
	Record selection.	78
	Grouping, sorting, and summarizing data.	78
	Using the drill-down option on summarized data.	79
	Using the zoom feature.	79
	Inserting page headers and footers.	79
	Adding a title page to the report.	80
	Adding summary information to the report.	81
5.5	Exploring reports and working with multiple reports.	82
	The Report Explorer.	82
	The Workbench.	83
	The Dependency Checker.	85
	Opening and docking explorers.	86
5.6	Beyond basic reports.	87
6	SAP BusinessObjects Enterprise Repository.	88
6.1	What is the SAP BusinessObjects Enterprise Repository?.	88
	Work flow.	89
6.2	Accessing the SAP BusinessObjects Enterprise Repository.	89
	To open the SAP BusinessObjects Enterprise Repository.	90
6.3	Repository Explorer toolbar.	91
6.4	Adding subfolders and subcategories to the repository.	91
	To add a new subfolder or subcategory.	92
6.5	Adding items to the repository.	92
	Adding a text object or bitmap image.	92
	Adding a text object or bitmap image - another method.	93
	Adding a custom function.	93
	Adding a command.	94

6.6	Using repository objects in reports	94
	Adding a text object or a bitmap image to a report.	95
	Adding a custom function to a report.	95
	Adding a command to a report.	96
	Adding a list of values to a parameter.	96
6.7	Modifying objects in the repository.	96
	To modify a repository object.	97
6.8	Updating connected repository objects in reports.	97
	To set the update option.	97
6.9	Deleting items from the repository.	98
	To delete an object from the repository.	98
6.10	Using Undo in the repository.	99
7	Designing Optimized Web Reports.	100
7.1	Overview.	100
	Key strategies for optimizing web reports.	101
7.2	Scale with SAP BusinessObjects Business Intelligence platform	101
	Evaluation times for date functions in SAP BusinessObjects Business Intelligence platform	102
7.3	Making the right design choices.	103
	Using faster report formats.	103
	Choosing between live and saved data.	103
	Designing summary reports.	105
	Using subreports carefully.	105
	Using other design elements effectively.	107
	Designing reports to maximize data sharing.	107
7.4	Streamlining your reporting environment.	108
	Selecting the fastest database and connection.	108
	Using table indexes.	108
	Improving table-linking choices.	108
	Using thread-safe database drivers.	109
	Using stored procedures for faster processing.	110
7.5	Using enhanced record selection formulas	110
	Pushing down record selection—an example.	111
	Record selection performance tips.	111
	Strategies for writing efficient record selection formulas.	112
	Incorporating parameter fields into record selection formulas.	116
	Using SQL expressions where appropriate.	116
7.6	Improving grouping, sorting, and totaling.	117
	Performing grouping on server.	117
	Benefits of grouping on server - an example.	118
	Using SQL Expressions for groups, sorts, and totals.	119

	Using SQL Expressions for Case Logic.	119
	Inserting summary and running total fields where possible.	119
7.7	Formatting reports for viewing on different platforms.	120
8	Record Selection.	121
8.1	Selecting records.	121
	Options for selecting records.	121
	Determining which field(s) to use.	122
	Using the Select Expert.	122
	Using formulas.	124
	Interaction of the Select Expert and the Formula Editor.	124
	Saved data selection formulas.	126
8.2	Using formula templates.	126
	Record selection formula templates.	126
8.3	Pushing down record selection to the database server.	129
8.4	Troubleshooting record selection formulas.	129
	To troubleshoot record selection formulas.	129
	Correcting selections that do not generate data.	131
9	Sorting, Grouping, and Totaling.	133
9.1	Sorting data.	133
	Understanding sort options.	133
	Sorting single and multiple fields.	135
	Sort controls.	136
9.2	Grouping data.	138
	Grouping data.	138
	Creating custom groups.	140
	Sorting groups conditionally.	141
	Sorting records within groups.	142
	Group selection.	143
	Grouping data in intervals.	147
	Grouping by the first letter of a company name.	149
	Grouping data hierarchically.	151
	Editing groups.	157
9.3	Summarizing grouped data.	157
	To summarize grouped data.	157
	Ordering groups by summarized values.	158
	Selecting top or bottom N groups or percentages.	159
	Selecting top or bottom groups or percentages conditionally.	161
9.4	Subtotaling.	162
	Subtotaling data.	162
	Extending prices and subtotaling the extensions.	163

9.5	Percentages.	164
	Calculating a percentage.	165
9.6	Group headers.	166
	Creating group headers.	166
	Suppressing group headers.	170
	Drilling-down on group headers.	171
10	Running Totals.	172
10.1	Understanding running totals.	172
	How running totals work.	172
10.2	Creating running totals.	173
	Creating running totals in a list.	173
	Creating running totals for a group.	174
	Creating conditional running totals.	175
	Creating running totals in a one-to-many linking relationship.	177
10.3	Creating running totals using a formula.	178
	To create running totals using a formula.	179
11	Multiple Section Reports.	181
11.1	About sections.	181
11.2	Working with sections.	182
	Inserting a section.	182
	Deleting a section.	182
	Moving a section.	183
	Merging two related sections.	183
11.3	Splitting and resizing sections.	185
	Splitting a section.	185
	Resizing a section.	185
11.4	Using multiple sections in reports	186
	Keeping variable length objects from overwriting each other.	186
	Eliminating blank lines when fields are empty.	187
	Adding blank lines conditionally.	188
11.5	Form letters.	189
	Working with text objects.	189
	Creating a form letter using a text object.	190
	Printing conditional messages in form letters.	196
12	Formatting.	197
12.1	Formatting concepts.	197
12.2	Using a template.	198
	Applying a template.	198
	Removing an applied template.	199

	Reapplying the last template selected.	200
	Using Template Field Objects.	200
	Template considerations.	201
12.3	Using the Report Design Environment.	203
	Section characteristics.	203
	Making an object underlay a following section.	203
	Pre-printed forms.	205
	Multiple columns.	205
	Hiding report sections.	206
	Hiding report objects.	207
	Placing text-based objects.	209
	Placing multi-line, text-based objects.	213
	Importing text-based objects from a file.	214
	Spacing between text-based objects.	214
	Deleting a field	220
	Balancing field spacing.	221
	To allow for overflow field representation.	222
	Selecting multiple objects.	223
	Vertical placement.	224
	Inserting character and line spacing.	224
	Setting fractional font sizes.	225
	Setting page size and page orientation.	226
	Setting page margins.	226
	TrueType fonts.	227
	Printer drivers.	227
	Formatting a report for web viewing.	229
12.4	Formatting properties.	229
12.5	Working with absolute formatting.	229
	Adding borders, color, and shading to a field.	230
	Making a report, section, area, or object read-only.	230
	Locking an object's size and position.	231
	Changing your default field formats.	232
	Adding and editing lines.	234
	Adding and editing boxes.	235
	Expected behavior of line and box formatting.	236
	Adding shapes to a report.	237
	Scaling, cropping, and sizing objects.	238
	Using conventional accounting formats.	239
	Repeating report objects on horizontal pages.	240
	Using white space between rows.	241
12.6	Working with conditional formatting.	244

	Conditional on or off properties.	244
	Conditional attribute properties.	245
	Changing margins conditionally.	247
	Changing X position conditionally.	248
	Creating footers after the first page.	249
	Using the Highlighting Expert.	250
	Undo/Redo activities.	253
12.7	Using the Format Painter.	253
	To copy and apply formatting.	254
12.8	Working with barcodes.	255
	Adding a barcode.	255
	Changing the appearance of a barcode.	256
	Removing a barcode.	257
13	Charting.	258
13.1	Charting concepts.	258
	Charting overview.	258
	Chart layouts.	259
	Chart types.	260
	Where to place a chart.	263
	Drill-down with charts.	264
	Drill-down with legends.	264
13.2	Creating charts.	264
	Charting on details or formula fields (Advanced layout).	264
	Charting on summary or subtotal fields (Group layout).	265
	Charting on Cross-Tab summaries (Cross-Tab layout).	266
	Charting on an OLAP cube (OLAP layout).	267
13.3	Working with charts.	268
	Editing charts using the Chart Expert.	268
	Editing charts using the Chart Options menu items.	269
	Editing charts using other menu items.	269
	Using the zooming features with bar and line charts.	270
	Auto-arranging charts.	271
	Formatting charts.	271
	Using the underlay feature with charts.	273
14	Mapping.	274
14.1	Mapping concepts.	274
	Mapping overview.	274
	Map layouts.	274
	Map types.	275
	Where to place a map.	277

	Drill-down with maps.	277
14.2	Creating maps.	278
	Mapping on group fields (Group layout).	279
	Mapping on Cross-Tab summaries (Cross-Tab layout).	279
	Mapping on an OLAP cube (OLAP layout).	280
14.3	Working with maps.	282
	Editing maps using the Map Expert.	282
	Changing the map title.	282
	Changing the map type.	282
	Changing map layers.	283
	Resolving data mismatches.	284
	Changing the geographic map.	285
	Zooming in and out on a map.	285
	Panning a map.	286
	Centering a map.	286
15	OLE.	288
15.1	OLE overview.	288
	OLE terminology.	288
	Types of OLE objects.	289
	General OLE considerations.	289
15.2	Inserting OLE objects into reports.	290
	To copy and paste OLE objects	290
15.3	How OLE objects are represented in a report.	291
15.4	Editing OLE objects in reports.	291
	In-place editing.	291
	Dynamic OLE menu commands.	291
	OLE and the Insert Picture command.	292
15.5	Working with static OLE objects.	292
	Inserting a static OLE object.	292
	Making a static OLE object dynamic.	293
	Converting a static OLE object to a bitmap image object.	295
15.6	Working with embedded vs. linked objects.	295
	Embedded objects.	295
	Linked objects.	296
16	Cross-Tab Objects.	298
16.1	What is a Cross-Tab object?.	298
16.2	Cross-Tab example.	299
	Report of order data - no sorting/grouping.	300
	Report of order data - grouped by region.	300
	Report of order data - grouped by product.	301

	Report of order data - grouped by region and product.	302
	Order data in a Cross-Tab object.	303
16.3	Creating a Cross-Tab report.	304
	To create a new cross-tab report.	305
	To add a Cross-Tab to an existing report.	305
	Specifying the data source.	306
	Modifying the links.	307
	Adding a chart.	307
	Selecting records.	307
	Defining the structure of the Cross-Tab.	308
	Applying a predefined style and finishing the report.	308
	Adding a Cross-Tab to an existing report using the Cross-Tab Expert.	309
16.4	Working with Cross-Tabs.	311
	Showing values as percentages.	311
	Abbreviating large summarized fields.	311
	Customizing row/column labels.	312
	Using running totals in Cross-Tabs.	313
	Printing Cross-Tabs that span multiple pages.	314
16.5	Formatting Cross-Tabs.	314
	Changing width, height, and alignment of Cross-Tab cells.	315
	Formatting background color of entire rows/columns.	315
	Formatting fields individually.	315
	Formatting several fields at one time.	315
	Suppressing Cross-Tab data.	316
	Displaying summarized fields horizontally.	317
16.6	Advanced Cross-Tab features.	317
	Calculated Members.	318
	Embedded Summaries.	321
17	Building Queries.	323
17.1	Connecting to a universe.	323
	To connect to a universe.	323
17.2	Defining the data selection for a query.	324
	To build a simple query.	324
	To create a combined query.	325
	Quick reference to objects.	325
17.3	Editing an existing query.	326
	To edit an existing query.	326
17.4	Viewing the SQL behind a query.	327
	To view the SQL when you create a query.	327
	To view the SQL after you have created a query.	327
17.5	Query filters and prompts.	327

	Creating query filters.	328
	Building prompts.	329
	Combining query filters and prompts.	330
	Using And or Or to combine query filters.	330
	Quick reference to query filter operators.	331
	Editing and removing query filters.	332
17.6	Filtering data using subqueries and database ranking.	333
	What is a subquery?.	333
	Building a subquery.	333
	What is a database ranking?.	335
	Creating a database ranking.	336
18	Creating and Updating OLAP Reports.	338
18.1	OLAP reporting with Crystal Reports.	338
	OLAP grid objects.	339
18.2	Creating an OLAP report.	339
	To create an OLAP report.	339
	Specifying the data source.	339
	Defining the structure of the grid.	340
	Setting sliced dimensions and specifying the number of grids.	342
	Applying a predefined style.	343
	Inserting a chart.	344
18.3	Updating an OLAP report.	345
	To update a cube location in an OLAP grid object.	345
18.4	Formatting data in an OLAP grid.	346
	Changing the background color of a dimension.	347
	Creating an alias for a dimension.	348
	Formatting grid lines.	348
	Labeling dimensions.	348
18.5	Changing the view of OLAP data.	349
	To show or hide dimension members	349
	To create asymmetry in an OLAP grid.	349
	To add totals to an OLAP grid.	350
	To change the display format for member names.	350
	To alter the data displayed in the OLAP grid.	350
	To define the order of fields in the OLAP grid	350
18.6	Sorting and filtering OLAP grid data.	351
	Sorting data in an OLAP grid.	351
	Filtering data in an OLAP grid.	353
18.7	Adding calculations to OLAP grids.	353
19	Printing, Exporting, and Viewing Reports.	354

19.1	Distributing reports.	354
	Printing a report.	354
	Faxing a report.	355
	Exporting a report.	355
	Working with Enterprise folders.	367
19.2	Viewing reports.	369
	Report Parts and other Report objects.	369
	Creating an Enterprise Hyperlink.	381
	Using Smart View to view a report in the CMC.	382
19.3	Using smart tags.	382
	To use smart tags with a Crystal Reports object.	383
20	Report Alerts.	385
20.1	About Report Alerts.	385
20.2	Working with Report Alerts.	385
	Creating Report Alerts.	385
	Editing Report Alerts.	388
	Deleting Report Alerts.	388
	Viewing Report Alerts.	388
	Referring to Report Alerts in formulas.	389
21	Using Formulas.	390
21.1	Formulas overview.	390
	Typical uses for formulas.	390
21.2	Formula components and syntax.	392
	Formula components.	392
	Formula syntax.	393
21.3	User Function Libraries in formulas.	394
21.4	Specifying formulas.	395
	Working with the Formula Workshop.	396
	Working with the Formula Editor.	400
21.5	Creating and modifying formulas.	403
	To create a formula and insert it into a report.	403
	Creating a formula in the Formula Expert.	404
	Editing formulas.	405
	Searching for formula text.	406
	Copying formulas.	407
21.6	Deleting formulas.	409
	Removing the working formula from your report.	409
	Deleting the formula specification.	409
21.7	Debugging formulas.	409
	Debugging evaluation time errors.	410

	Debugging tutorial.	410
21.8	Error Messages and Formula Compiler Warnings.	414
22	Parameter Fields and Prompts.	432
22.1	Parameter and prompt overview.	432
	Parameter field considerations.	432
	Prompt considerations.	433
	Data and non-data parameters.	434
	Optional parameters.	434
22.2	Understanding dynamic prompts.	435
22.3	Understanding lists of values.	437
	List-of-values types.	438
	Determining which list-of-values type to use.	439
	Lists of values and prompt groups contrasted.	440
22.4	Creating a parameter with a static prompt.	440
	To create a parameter with a static prompt	440
	To incorporate the parameter into the record selection filter.	443
	To incorporate the parameter into a saved data selection formula.	444
22.5	Creating a parameter with a dynamic prompt.	444
	To create a parameter with a dynamic prompt.	445
22.6	Creating a parameter with a cascading list of values.	447
	To create a parameter with a cascading list of values.	447
22.7	The Parameter Panel.	449
22.8	Working with lists of values.	449
	Sharing common lists of values within a report.	450
	Using separate value and description fields.	451
	Using command objects as list-of-values data sources.	452
	Null handling.	452
	Long lists of values.	452
22.9	Best practices for prompting.	453
	Unmanaged reports.	454
	Managed reports.	454
	Converting unmanaged reports to managed reports.	455
	Deploying managed reports with dynamic prompts.	455
22.10	Deleting parameter fields.	455
	To delete a parameter that is not used in a formula.	455
	To delete a parameter used with the Select Expert.	456
	To delete a parameter that is used in a formula.	456
22.11	Responding to parameter field prompts.	457
	Previewing a report for the first time.	457
	Refreshing report data.	457
22.12	Advanced parameter features.	458

	Creating a parameter with multiple prompting values.	458
	Applying conditional formatting using parameter fields.	459
	Creating a report title using parameter fields.	460
	Specifying single or ranges of values.	460
	Incorporating a parameter into a formula.	461
	Defining sort order using parameter fields.	462
	Defining entry type and format using the Edit Mask.	463
	Creating a saved-data record filter using parameter fields.	464
	To create a parameter appearing on the Parameter Panel.	465
	To incorporate the parameter into a saved data selection formula.	466
	Adding dynamic grouping using parameter fields.	466
23	Subreports.	468
23.1	What are subreports?.	468
	Unlinked vs. linked subreports.	469
	How subreport linking works.	470
23.2	Inserting subreports.	471
	Previewing subreports.	472
	Saving a subreport as a primary report.	473
	Updating subreports.	473
23.3	Linking a subreport to the data in the primary report.	474
	To link a subreport to the data in the primary report.	474
23.4	Linking a subreport to the main report without modifying the selection formula.	475
	To link a subreport to a main report without modifying the selection formula.	476
23.5	Combining unrelated reports by using subreports.	476
	To combine two unrelated reports.	476
	To combine three or more unrelated reports.	476
23.6	Using subreports with unlinkable data.	477
	Linking to/from a formula field.	477
	Linking unindexed tables.	478
23.7	Creating an on-demand subreport.	478
	To create an on-demand subreport.	479
23.8	Adding captions to on-demand subreports.	479
	To add a caption.	479
23.9	Showing different views of the same data in a report.	480
24	Understanding Databases.	481
24.1	Databases overview.	481
	Relational database basics.	481
	Indexed tables.	483
24.2	Using SQL and SQL databases.	484
	What is SQL?.	485

	SQL DBMS.	487
	How does Crystal Reports use SQL?.	489
	The SQL language.	489
	Defining an SQL Command.	492
24.3	Changing data sources.	495
	To change the data source.	495
24.4	Working with aliases.	496
24.5	Linking tables.	497
	Link from and link to.	498
	Link relationships.	498
	Performance considerations in one-to-many links.	498
	Data file considerations.	500
	SQL database considerations.	502
	Performance considerations for all reports.	503
	The Database Expert Links tab.	505
	Linking indexed tables.	505
	Link processing order.	506
	Linking options.	506
24.6	Server-side processing.	517
	How server-side grouping affects the SQL query.	518
24.7	Mapping database fields.	519
	About the Map Fields dialog box.	520
	Remapping processes.	520
	Remapping altered database fields.	522
24.8	Saved Data Indexes.	523
	How Report Indexing works.	523
	Considerations for using Saved Data Indexes.	524
	Indexing the right field(s).	524
24.9	Unicode support in Crystal Reports.	525
24.10	Working with databases.	525
	Using Access queries.	525
	Using ODBC data sources.	528
24.11	Advanced database features.	530
	One-to-many links	530
	Reporting on an NT Event Log.	531
24.12	For additional information.	532
25	Integrating Business Applications with Crystal Reports.	533
25.1	Integrating with SAP.	533
	Introduction.	533
	Reporting with SAP.	538
25.2	Integrating with Oracle E-Business Suite.	599

	Overview.	599
	To access data in SAP Crystal Reports.	600
25.3	Integrating with Siebel.	600
	Connecting to Siebel.	600
	Configuring the connection.	602
	Selecting business components.	607
	Refreshing reports with Siebel data.	607
	Updating reports created in earlier versions of Crystal Reports.	608
	Security.	609
	Views.	609
	Using Siebel formatting.	610
	Linking tables in reports.	611
	Multi-value columns.	614
	Data Types.	614
25.4	Integrating with PeopleSoft.	615
	Overview.	615
	To access data in SAP Crystal Reports.	616
25.5	Integrating with JD Edwards.	617
	Overview.	617
	To access data in SAP Crystal Reports.	617
26	Accessing Data Sources.	619
26.1	Introduction.	619
	Four types of data.	619
26.2	Direct access database files.	620
	Advantages.	620
	Disadvantages.	620
	Three layers.	620
	Common database formats.	621
26.3	ODBC data sources.	626
	Advantages.	626
	Disadvantages.	627
	Five layers.	627
	Installing database clients.	629
	Common ODBC database formats.	630
26.4	JDBC data sources.	632
	JNDI.	633
	Five layers.	633
	Supported JDBC database formats.	634
	Configuring the Crystal Reports JDBC driver.	635
26.5	Business Objects universes.	635
26.6	Business Views.	636

27	Report Processing Model.	637
27.1	Overview.	637
	What is a "pass"?	637
	Pre-pass 1.	637
	Pass 1.	637
	Pre-pass 2.	638
	Pass 2.	638
	Pass 3.	639
28	Crystal Reports Error Messages.	640
28.1	Drive:\filename.extension.	640
28.2	Drive:\test.rpt.	640
28.3	Failed to load database connector.	641
28.4	Failed to open the connection. Details: [Database Vendor Code: <vendor code number>].	641
28.5	Failed to retrieve data from the database. Details: [Database Vendor Code: <vendor code number>].	642
29	Creating Accessible Reports.	644
29.1	About accessibility.	644
	Benefits of accessible reports.	644
	About the accessibility guidelines.	645
	Accessibility and Business Objects products.	646
29.2	Improving report accessibility.	646
	Placing objects in reports.	647
	Text.	648
	Color.	651
	Navigation.	653
	Parameter fields.	653
29.3	Designing for flexibility.	654
	To create an accessibility parameter field.	654
	Accessibility and conditional formatting.	654
	Accessibility and suppressing sections.	655
	Accessibility and subreports.	656
29.4	Improving data table accessibility.	657
	Text objects and data table values.	657
	Other data table design considerations.	661
29.5	Accessibility and BusinessObjects Business Intelligence platform.	662
	Setting accessible preferences for SAP BusinessObjects Business Intelligence platform.	663
29.6	Accessibility and customization.	663
29.7	Resources.	664

1 Document History

The following table provides an overview of the most important document changes:

Version	Date	Description
SAP BusinessObjects BI Platform 4.3	June, 2020	Added information about the new Microsoft Excel .xlsx export format support in Export format types [page 356]. Updated the Accessing Data Sources [page 619] and Mapping [page 274] sections.

2 Introduction to SAP Crystal Reports 2020

CRYSTAL REPORTS

Help | Aide | Hilfe | Guida in linea | Ayuda | 帮助 | 説明 | 도움말 | ヘルプ

Access our product documentation online at: https://help.sap.com/viewer/p/SAP_ANALYTICS

2.1 About Crystal Reports

SAP Crystal Reports 2020 (Crystal Reports) is designed to work with your database to help you analyze and interpret important information. Crystal Reports makes it easy to create simple reports, and, it also has the comprehensive tools you need to produce complex or specialized reports.

Create any report you can imagine

Crystal Reports is designed to produce the report you want from virtually any data source. Built-in report experts guide you step by step through building reports and completing common reporting tasks. Formulas, cross-tabs, subreports, and conditional formatting help make sense of data and uncover important relationships that might otherwise be hidden. Geographic maps and graphs communicate information visually when words and numbers are simply not enough.

Extend reporting to the Web

The flexibility of Crystal Reports doesn't end with creating reports — your reports can be published in a variety of formats including Microsoft Word and Excel, E-mail and even over the Web. Advanced Web reporting lets other members of your workgroup view and update shared reports inside their web browser.

Incorporate reports into applications

Application and web developers can save time and meet their users needs by integrating the report processing power of Crystal Reports into their database applications. Support for most popular development languages makes it easy to add reporting to any application.

Whether it's the web master in IT, the promotion manager in marketing, the database administrator in finance or the CEO, Crystal Reports is a powerful tool designed to help everyone analyze and interpret the information that's important to them.

2.2 About the Crystal Reports documentation

The Crystal Reports documentation includes procedures for typical reporting tasks such as placing fields, formatting reports, and sorting records. It also contains information on more specific areas of interest such as advanced formula creation and accessing different types of data. Use the documentation as a reference for your basic reporting needs as well as an introduction to new concepts in report creation.

2.2.1 Locate information quickly

- Access online help from the Crystal Reports help menu.
Use the Contents tab to view all major sections in the online help and drill down to specific headings within each section, the Index tab to view topics in alphabetical order, and the Search tab to enter a keyword to view all the sections that relate to the keyword.
- Access a PDF version of the Crystal Reports documentation online at help.sap.com.
The PDF version contains a subset of the topics found in the online help, along with additional sections—such as a Quick Start—that can help you learn Crystal Reports.

2.2.2 Sample Reports

Many topics in the Crystal Reports documentation include a list of related sample reports. Use these reports to illustrate concepts the topic describes. The sample reports can be adapted to your own needs.

Samples reports can be downloaded from the [SAP Knowledge Base Article 1231843](#) .

3 Quick Start

3.1 Learning how to use Crystal Reports

You can teach yourself how to use Crystal Reports by choosing from the methods available in this section:

- You can study the sample reports and sample database included with Crystal Reports.
The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#).
- You can use the detailed descriptions and instructions in the [Quick start for new users \[page 23\]](#).
- You can use the summaries and topic cross-references in the [Quick start for advanced users \[page 42\]](#)—especially useful if you're already familiar with reporting concepts.

Each method is a helpful way to learn and understand Crystal Reports and, although any one might be enough to get you up and running, you can always come back to this section and consult the other methods as you need them.

3.1.1 Sample data - Xtreme.mdb

A sample database, Xtreme.mdb, is available for you to use while you are learning Crystal Reports. Xtreme.mdb is a Microsoft Access database and all of the necessary drivers are included. You should be able to open the database directly and begin designing reports. Virtually all of the examples in this manual are based on Xtreme.mdb data.

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#).

Xtreme.mdb is a database that contains data for Xtreme Mountain Bikes, a fictitious manufacturer of mountain bikes and accessories.

i Note

The sample data has been designed to illustrate various reporting concepts in a training environment, not to teach database design. While there are alternative ways of designing a database, this design was selected to keep the tutorials and examples focused on reporting, not on data manipulation.

3.2 Report Creation Wizards

The tutorials in this section show you how to build a report from scratch. As a complement or an alternative, however, you may want to use the Report Creation Wizards available on the Start Page. There are four Report Creation Wizards:

- [Standard \[page 22\]](#)

- [Cross-Tab \[page 22\]](#)
- [Mailing Label \[page 22\]](#)
- [OLAP \[page 22\]](#)

Each wizard guides you through the creation of a report by providing a series of screens. Many of the wizards have screens unique to a specific type of report. For example, the Mailing Labels Report Creation Wizard has a screen that allows you to specify the type of mailing label you want to use.

i Note

After you've clicked the Finish button in a Report Creation Wizard, you can click the Stop button on the Navigation Tools toolbar if you don't want the program to gather all the data from your data source. This is useful if you want to make adjustments to the report layout that the wizard created.

3.2.1 Standard

The Standard Report Creation Wizard is the most generic of the wizards. It guides you through choosing a data source and linking database tables. It also helps you add fields and specify the grouping, summarization (totals), and sorting criteria you want to use. Finally, the Standard Report Creation Wizard leads you through chart creation and record selection.

The Templates screen contains predefined layouts for you to apply to your report to give it more impact.

3.2.2 Cross-Tab

The Cross-Tab Report Creation Wizard guides you through the creation of a report in which your data is displayed as a cross-tab object. Two special screens (Cross-Tab and Grid Style) help you create and format the cross-tab itself.

3.2.3 Mailing Label

The Mailing Labels Report Creation Wizard lets you create a report that is formatted to print on any size mailing label. You can use the Label screen to select a commercial label type, or you can define your own layout of rows and columns for any multi-column style report.

3.2.4 OLAP

The OLAP Report Creation Wizard lets you create a report in which your OLAP data is displayed as a grid object. Although similar to the Cross-Tab Report Creation Wizard in several ways, the OLAP Report Creation Wizard appears to be different due to the requirements of working with OLAP data sources. You first specify the location of your OLAP data, and then you choose the dimensions you want to include in the grid. Next you filter

the report data and choose the style of the grid object, which you can also customize. Finally, you can define labels for your grid and insert a chart, if you wish.

3.3 Quick start for new users

The following tutorial has been designed to give you confidence when creating your first report.

In this tutorial, you will get an introduction to the program as you create a Customer List report. The Customer List is one of the most basic business reports and typically has information such as Customer Name, City, Region, and Contact Name.

You begin by learning the basic concepts: selecting a database, placing some fields on the report, and then selecting specific records to be included. You will then learn how to:

- Insert and move database fields.
- Add and format a title.
- Display a report in the Preview tab so you can fine-tune your work.
- Use the Select Expert to ensure the report includes only the data you need.
- Move objects.
- Group and sort data.
- Insert pictures.
- Print a report.

3.3.1 Before you begin

This tutorial assumes you are familiar with Microsoft Windows and uses conventional terms and procedures common to the Windows environment. If you are not familiar with Windows, please refer to the documentation that came with Microsoft Windows for further explanation.

The default font for all report sections in the program is set to Arial, 10 point. If you have changed the default font, or if your printer does not support this font, the field size, field spacing, and screen shots will look different than those included in this tutorial.

This tutorial has been designed using Microsoft Windows 2000. Screen shots may vary slightly if you are using a different platform.

If you are not familiar with the Crystal Reports environment, review [Formatting \[page 197\]](#), which describes working with the grid, using guidelines, and formatting activities.

3.3.2 Creating the report

1. In Windows, click *Start > Programs > SAP Business Intelligence > Crystal Reports*, and then select *Crystal Reports 2020*.
The *Start Page* appears.

2. In the *Start a New Report* area, click *Blank Report*.

The Database Expert dialog box appears.

i Note

You can create reports based on database files, SQL/ODBC data sources, Business Views, and a variety of other data sources.

3.3.2.1 Selecting a database to use

The next step in creating a report is to select a database. Use the Xtreme.mdb sample database for this tutorial.

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#) .

Copy Xtreme.mdb to a location on your machine that you can access for the tutorial.

3.3.2.1.1 To select a database

1. In the Database Expert dialog box, expand the *Create New Connection* folder and then expand the *Database Files* folder; then search for the *Xtreme.mdb* sample database.

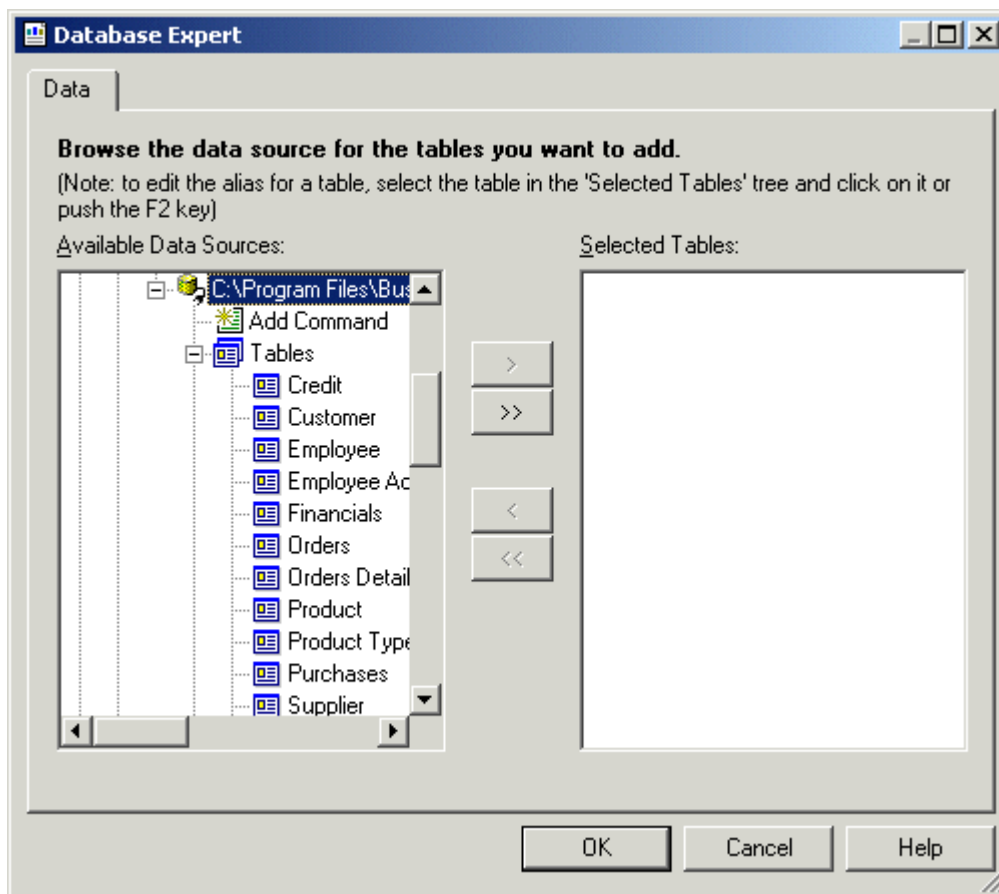
i Note

You have to use the Open dialog box to find the Xtreme database.

i Note

If you wish to see database and server properties after you have selected a database, right-click the database node in the Database Expert and select Properties from the shortcut menu.

2. Expand the *Tables* node of the *Xtreme.mdb* connection to see a list of tables.



Because you are dealing only with customers in this tutorial, you will select the Customer table.

3. Select Customer and click the > arrow to add it to the Selected Tables list, and then click **OK**.

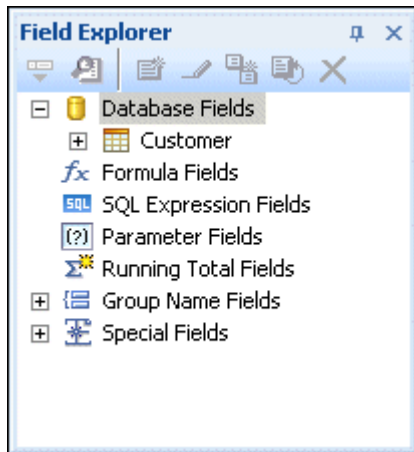
The Design tab of the Report Designer appears.

4.  Click *Field Explorer* on the Standard toolbar.

The Field Explorer dialog box appears.

i Note

Depending on how it appeared when you last used Crystal Reports, the Field Explorer dialog box might be docked or in floating mode. For more information about docking explorers, see [Opening and docking explorers \[page 86\]](#).



3.3.2.2 Report sections

The Design tab is divided into five sections: Report Header (RH), Page Header (PH), Details (D), Report Footer (RF), and Page Footer (PF). If at any time you are unsure of the report section in which you are working, simply look at the shaded area to the left of the report which always displays either the section names or the initials that designate the names. See [Design tab \[page 59\]](#).

If the Short Section Names check box is selected in the Design View area of the Options dialog box, then the Report Header, Page Header, Details, Report Footer and Page Footer section names will appear as RH, PH, D, RF and PF respectively.

3.3.2.3 Inserting a field

You'll use the Field Explorer dialog box to insert database fields when you create a new report.

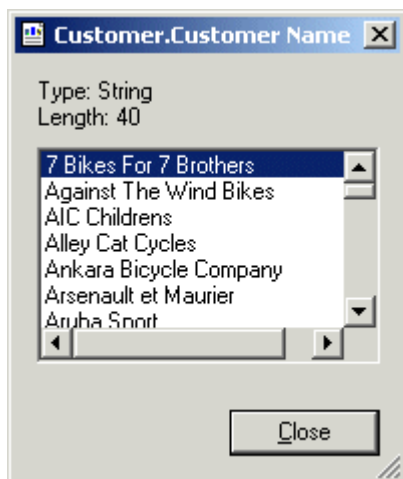
This dialog box is set to remain on-screen until you close it. All the tables available for use are listed in this box.

You will now start placing objects on the report by inserting the Customer Name field.

3.3.2.3.1 To insert a field

1. Expand the *Database Fields* node in the Field Explorer dialog box and expand a table.
2. Highlight a field name by clicking the name once.

When you highlight a field name, you can review a subset of the values for that field as well as the field type and size by right-clicking the field and selecting Browse Data from the shortcut menu.



3. Click the *Customer Name* field and drag it into the *Details* section of the report.

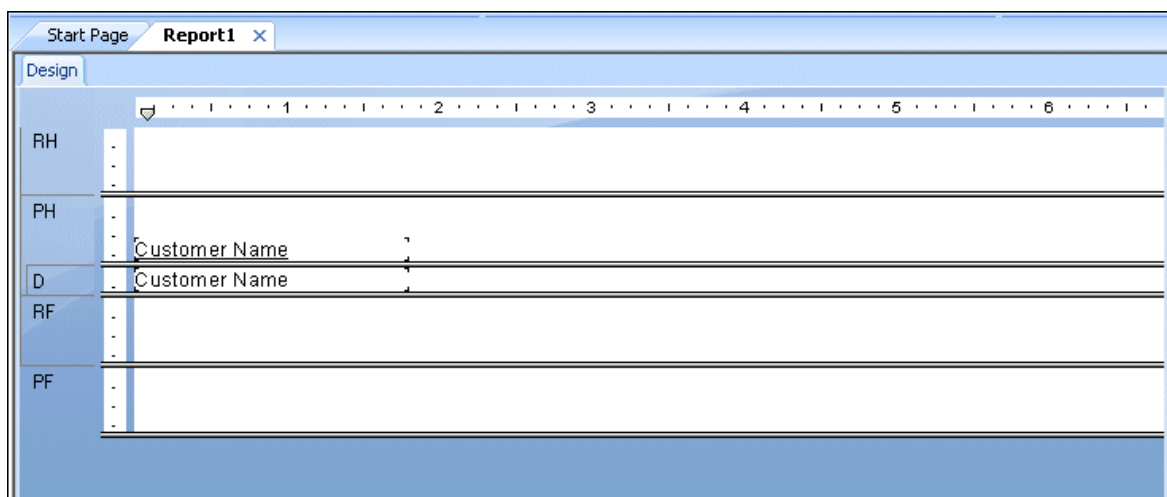
An object frame appears with the Arrow cursor as you drag the field onto the report:



- The object frame represents the object you have just selected for placement.
 - The size of the object frame approximates the size of the data in the field selected.
4. Move the object frame as far to the left as you can in the Details section.

If you move the field too far to the left, the Arrow cursor turns into a Stop cursor, indicating that you cannot drag the field that far. Keep in mind that you cannot place any objects outside the page margin.

The Design tab should look similar to this:



3.3.2.4 Understanding fields

Before going any further, take a look at the field you just placed in the Details section:

- First of all, the object frame indicates that when the report is printed, a field value will appear where the box is positioned.
- If you haven't selected the Show Field Names check box on the Layout tab of the Options dialog box, the object frame contains Xs to indicate that the database field contains a text string. Other data types have different character representations. For example, a currency data type is represented by \$55,555.56.
- If your report is not showing field names, the number of Xs in the object frame is the data width, the maximum number of characters in the field as defined by the database. Whether or not your report shows field names, the width of the object frame is the field width (the amount of space allocated to the field for printing). Initially it is set to the width needed to display the maximum number of characters in the field (using the font selected for the field). You can change this width by resizing the field.
- The size of the characters or Xs indicates the point size selected for the characters in the field.
- The font and style (Bold, Underline, and so on) used in displaying the characters or Xs indicate the font and style selected for the characters in the field. Later in this tutorial you will learn how to make changes to these properties.
- The line spacing is adjusted to the point size selected for the characters in the field.

3.3.2.5 Adding additional fields

Next, you will insert two additional fields in the report. This time, however, you will use the [Ctrl-click](#) combination to add them at the same time.

3.3.2.5.1 To add additional fields

1. Highlight the [City](#) field in the Field Explorer dialog box, press the [Ctrl](#) key on your keyboard, and then highlight the [Country](#) field. Release the [Ctrl](#) key.

If you scroll through the field list, you will notice that both fields remain selected.

i Note

Using the Ctrl-click combination allows you to select a non-continuous range of fields. The Shift-click combination can be used to select several fields from the list that are contiguous.

2. Drag the fields to place them.

As the cursor is moved over the report, an object frame appears along with the Arrow cursor.

3. Place the fields to the right of the [Customer Name](#) field.

Both fields appear in the Details section of the report in the same order in which they are listed in the Field Explorer dialog box.

3.3.2.6 Selecting fields

When a field is selected, the object frame appears with a handle (box) on its right, left, top, and bottom edge. These handles indicate that the field is selected, and therefore active. To do anything with a field (change the font, move it, and so on), you first have to select it:

- Position the cursor inside the object frame and click once. The handles appear, indicating the object is selected.
- Move the cursor away from the object frame and click in an empty part of the window. The handles disappear.

That's all it takes to select and deselect objects.

3.3.2.7 Resizing fields

To resize the field, follow these steps:

1. Click the *Customer Name* field in the Details section to select it.
2. Press the *Ctrl* key and click the field heading to select both objects.
3. Move the cursor over the resizing handle on the right edge of the fields until the cursor turns into a Resizing cursor.
4. Resize the fields to the right until they are approximately two inches in length.

3.3.2.8 Reviewing your work

Now let's see how the report looks with three fields placed and positioned.

1.  Click *Print Preview* on the Standard toolbar to activate the *Preview* tab.

The screen should look similar to this:



<u>Customer Name</u>	<u>City</u>	<u>Country</u>
City Cyclists	Sterling Heights	USA
Pathfinders	DeKalb	USA
Bike-A-Holics Anonymous	Blacklick	USA
Psycho-Cycle	Huntsville	USA
Sporting Wheels Inc.	San Diego	USA
Rockshocks for Jocks	Austin	USA
Poser Cycles	Eden Prairie	USA
Spokes 'N W heels Ltd.	Des Moines	USA

i Note

The first time you preview a report, you must click Print Preview on the Standard toolbar to activate the Preview tab. The Preview tab appears to the right of the Design tab. You can then switch between designing and previewing the report by clicking the corresponding tab.

You have the beginnings of a customer list report, but you still have several fields to add.

2. When you are finished reviewing the report, return to the *Design* tab by clicking it.

3.3.2.9 Displaying field names

Field pictures (object frames containing character representations) have been discussed, but there may be times when you want to see the field names in the Design tab.

3.3.2.9.1 To display field names

1. On the *File* menu, click *Options*.

The Options dialog box appears with the Layout tab active.

2. Select the *Show Field Names* check box and click *OK*.

Now in the Design tab you will see the actual field names instead of character representations (X, \$, #, and so on).

3.3.2.10 Combining database fields in a text object

Instead of adding the Contact First Name and Contact Last Name fields as separate objects, you can insert both fields in a text object. This allows you to control the formatting of both fields by making changes to only one object. When you insert fields in a text object, the fields are automatically trimmed (they do not have any extra white space on either side). This is important because a field is a fixed size but the data in the fields can vary in size, leaving various amounts of unwanted white space.

3.3.2.10.1 To combine fields in a text object

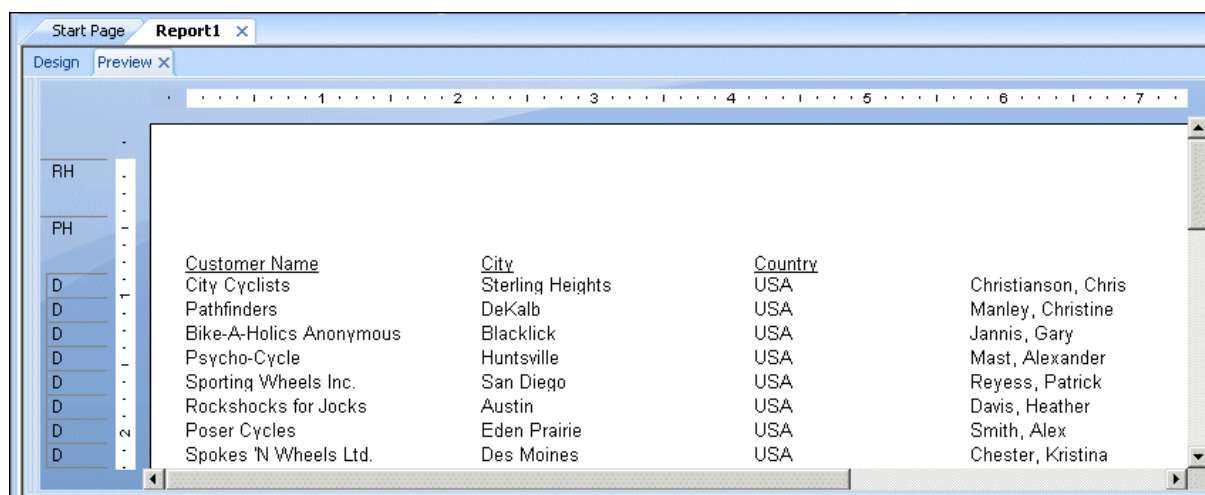
1.  Click *Insert Text Object* on the Insert Tools toolbar. As you move the cursor over the report, an object frame appears next to it.
2. Insert the field to the right of the fields in the *Details* section.

As you drag the field, the Design tab automatically scrolls to the right, if necessary. When you click to place the object, a text object appears and the horizontal ruler of the Design tab changes to a ruler/tab selector

that is used for editing the text object. If you click an empty area of the report or a field object, the standard Design tab ruler appears.

3. Click once on the border of the text object to select it for resizing. Handles appear on all sides of the object.
4. Move the cursor over the right sizing handle of the text object and increase the width by about 1 inch. You may need to scroll to the right and continue resizing.
5. Double-click inside the text object to select it for editing. Notice the insertion point is now flashing within the text object.
6. Select the *Contact Last Name* field in the Field Explorer dialog box. Remember, you can move the Field Explorer dialog box by dragging and dropping it by its title bar.
7. Drag the field to the text object.
8. Move the cursor over the text object until the cursor becomes a Drag and Drop cursor.
9. Release the mouse button to place the field in the text object. The cursor now appears after the *Contact Last Name* field, within the text object.
10. Type a comma and a space after *Contact Last Name*.
11. In the Field Explorer dialog box, highlight the *Contact First Name* field.
12. Drag the field to the text object.
13. Move the cursor over the text object until the cursor becomes a Drag and Drop cursor. Move the cursor to the right of the comma and space you just typed, and release the mouse button. The field will be inserted to the right of the comma and space.
14. Click the *Preview* tab to look at the fields you just placed.

The report should now look similar to this:



	<u>Customer Name</u>	<u>City</u>	<u>Country</u>	
D	City Cyclists	Sterling Heights	USA	Christianson, Chris
D	Pathfinders	DeKalb	USA	Manley, Christine
D	Bike-A-Holics Anonymous	Blacklick	USA	Jannis, Gary
D	Psycho-Cycle	Huntsville	USA	Mast, Alexander
D	Sporting Wheels Inc.	San Diego	USA	Reyess, Patrick
D	Rockshocks for Jocks	Austin	USA	Davis, Heather
D	Poser Cycles	Eden Prairie	USA	Smith, Alex
D	Spokes 'N Wheels Ltd.	Des Moines	USA	Chester, Kristina

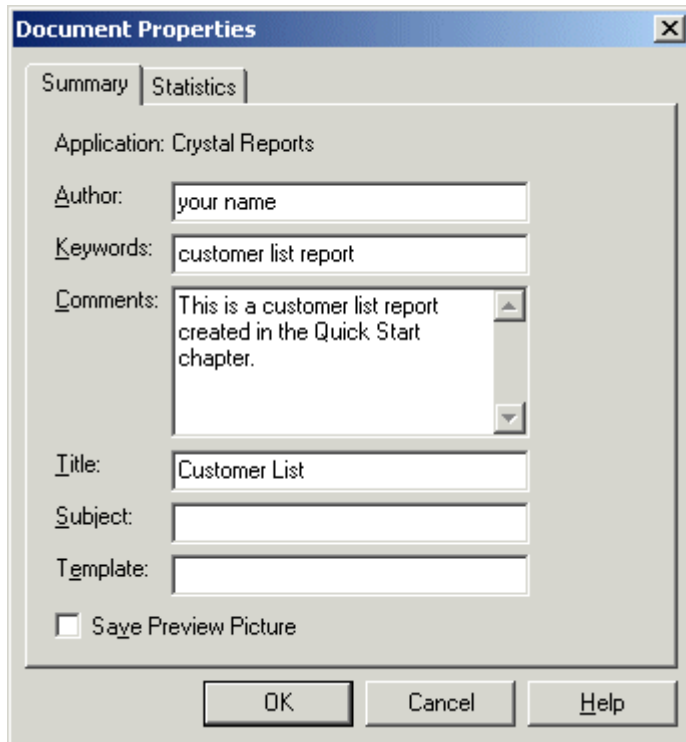
3.3.2.11 Adding summary information

The next step is to add summary information to your report. Adding summary information allows you to specify the author, title, and subject of the report, as well as any keywords or comments related to the report. When you add summary information, users can find information related to the report quickly.

3.3.2.11.1 To add summary information

1. On the [File](#) menu, click [Summary Info](#).

The Document Properties dialog box appears with the Summary tab active.



2. Enter information about your report in the text boxes provided. Be sure to enter the title "Customer List" in the [Title](#) text box. This information will be used in the next section of the tutorial.
3. Click [OK](#) when finished.

3.3.2.12 Adding a title

As you can see, the report looks incomplete without a title. Although you can add a title using a text object, you can also tell the program to take the title information directly from the Title text box in the Document Properties dialog box.

3.3.2.12.1 To add a title

1. Click the [Design](#) tab.
2. In the Field Explorer, scroll down to [Special Fields](#) and expand it.

3. Choose [Report Title](#).
4. Drag the cursor over the report. An object frame appears.
5. Position the object frame in the upper left-hand corner of the Page Header (PH) section of the report and release the mouse button to place the object.
6. Click the [Preview](#) tab or [Refresh](#) to review your changes.

The report title object now displays the title that you entered in the Title text box of the Document Properties dialog box.

3.3.2.13 Formatting objects

Now you can format the report title. This time, however, you will remain in the Preview tab to do the work. This will make it easier to see your work while you are formatting the title.

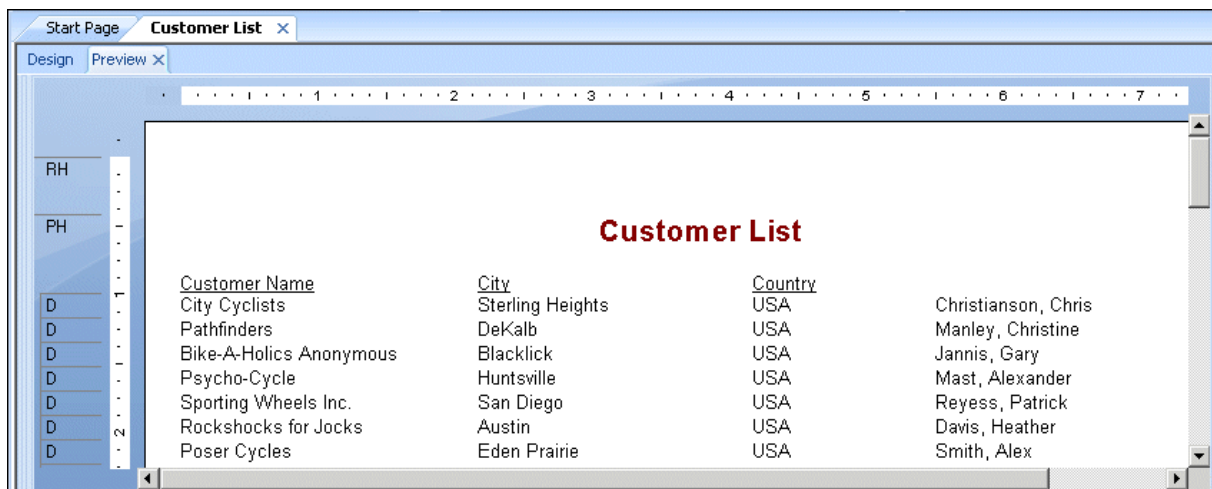
3.3.2.13.1 To format an object

1. To center the title, you will first need to expand the [Title](#) field so that it's about the same width as the data in your report. To do this, select the object by clicking it.
2. Position the cursor on the right edge of the object until the cursor turns into a Resizing cursor. Drag the right edge of the field box until it is even with the right edge of the data in the [Contact Name](#) field object.

You have created a large field that extends from the left edge to the right edge of the report.

3.  With the report title object still selected, click [Align Center](#) on the Formatting toolbar. The title is centered within the object.
4. Right-click the object and choose [Format Field](#) from the shortcut menu.
5. When the Format Editor appears, click the [Font](#) tab.
6. Set the report title to a larger, bolder version of the active font by selecting [Bold](#) from the [Style](#) list and [16](#) (or a point size suitable to the font you are using) from the [Size](#) list.
7. Change the color of the text by selecting [Maroon](#) from the [Color](#) palette. Notice that the Sample box shows an example of how the text will look.
8. Click [OK](#) when finished.
9. Resize the report title object vertically to accommodate the increased size of the title.

The title is now formatted to stand out on the report.



3.3.2.14 Adding a field heading

As you can see, the Contact Name field is the only field without a heading. In this section you will create a heading.

3.3.2.14.1 To add a field heading

1.  Click *Insert Text Object* on the Insert Tools toolbar.
2. Insert the text object in the *Page Header* section directly above the Contact Name field.
3.  Click *Underline* on the Formatting toolbar, and then type *Contact Name* into the text object.
4. Click your cursor outside the text object.

The Contact Name field now has a heading that looks just like the other field titles.

3.3.2.15 Saving the report

1.  Click *Save* on the Standard toolbar to save your work.

Since this is the first time you are saving the report, the Save As dialog box appears displaying the default directory where the file will be saved. Notice that a default file name, based on the report title you defined earlier, is also displayed.

2. Type Custlist.rpt in the *File name* box and click *Save*.

Your report is saved to the default directory or another directory you chose.

3. Click the *Preview* tab to view the report.

The report should now look similar to the following:



<u>Customer Name</u>	<u>City</u>	<u>Country</u>	<u>Contact Name</u>
City Cyclists	Sterling Heights	USA	Christianson, Chris
Pathfinders	DeKalb	USA	Manley, Christine
Bike-A-Holics Anonymous	Blacklick	USA	Jannis, Gary
Psycho-Cycle	Huntsville	USA	Mast, Alexander
Sporting Wheels Inc.	San Diego	USA	Reyess, Patrick
Rockshocks for Jocks	Austin	USA	Davis, Heather
Poser Cycles	Eden Prairie	USA	Smith, Alex

Congratulations! You have just created a basic listing report. You will continue to refine this report throughout the rest of this tutorial.

Note

Locally stored documents are not protected by SAP Crystal Reports. Protection needs to be provided by the respective device management (e.g. access control, encryption, etc.)

3.3.3 Record Selection

Crystal Reports allows you to limit or restrict the records that are to be included in a report. In this section you will learn how to:

- Select the records you want included in the report.
- Save a report, including the selection criteria.

For example, it may be useful to have a customer list that only lists customers from the USA. The sample data contains records from the United States and International customers. It is easy to restrict lists like this using the Select Expert.

3.3.3.1 Entering the selection criteria

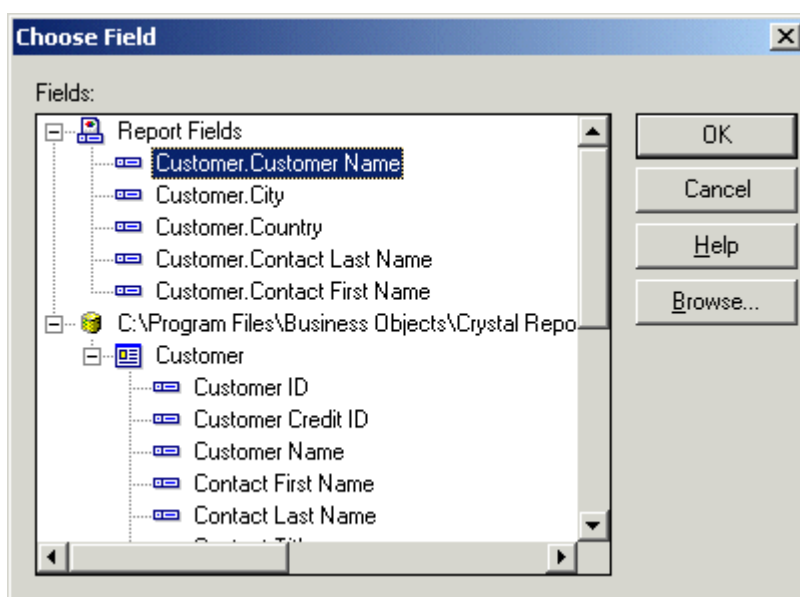
When you scroll through the report, you will see that it contains information for customers from many different countries. In this step, you will limit the number of countries displayed to the USA.

3.3.3.1.1 To enter selection criteria

1. To begin, click the *Design* tab to return to design mode.
2. Click an empty area of the report to make sure all fields are deselected.

3.  Click *Select Expert* on the Expert Tools toolbar.

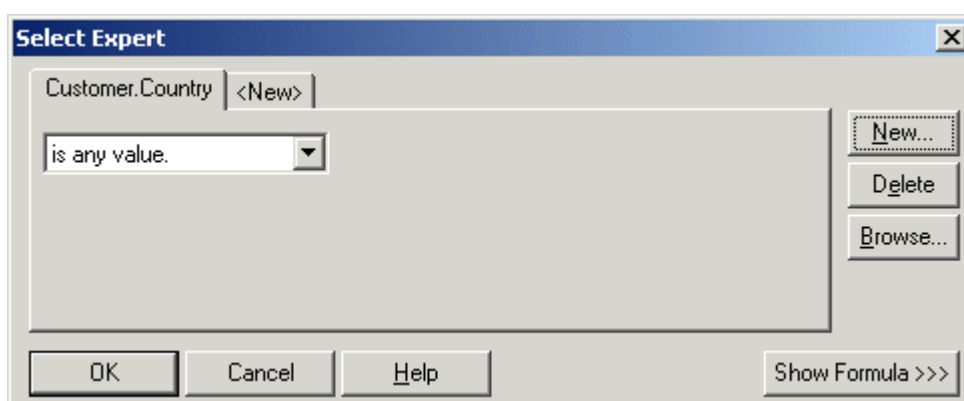
The Choose Field dialog box appears.



This dialog box lists all the fields currently in the report in the Report Fields section and then lists all fields that are available from each table in the database fields section.

4. Since you are going to base record selection on the country field, select Country in the *Fields* list and click *OK*.

The Select Expert appears.



Imagine that you are completing the following sentence:

```
Select all records where a customer's country is
```

You complete the sentence with the condition you want the program to use when selecting records for your report. Right now the condition is any value, which implies there is no restriction on the record selection.

5. Click the arrow on the operators box to see what other options you have. Since you want only those records where the Country is USA, select the *is equal to* condition.

A new box appears on the right. The dialog box sentence now reads:

```
Select all records where a customer's country is equal to
```

All that you need to complete the sentence is the value USA.

6. Click the arrow on the empty list. A list of all the country values appears. Select *USA* from the list.

The sentence now reads:

```
Select all records where a customer's country is equal to USA
```

7. Click *OK* to return to the *Design* tab.
8. Click the *Preview* tab to review the results of your work.

The Change In Record Selection Formula dialog box appears.

9. Click *Refresh Data*.
10. Save this version of the report without overwriting the original report by choosing *Save As* from the File menu and giving the new report the name USA.rpt.

Congratulations! You have started formatting your report and have added selection criteria to it. More than that, you have learned how to manipulate your data. By now, you have a good idea of the powerful kinds of reports you can prepare.

3.3.4 Grouping and sorting

Data in reports can be grouped and sorted in a variety of ways. Sorting and grouping tools provide a great deal of flexibility for customizing reports.

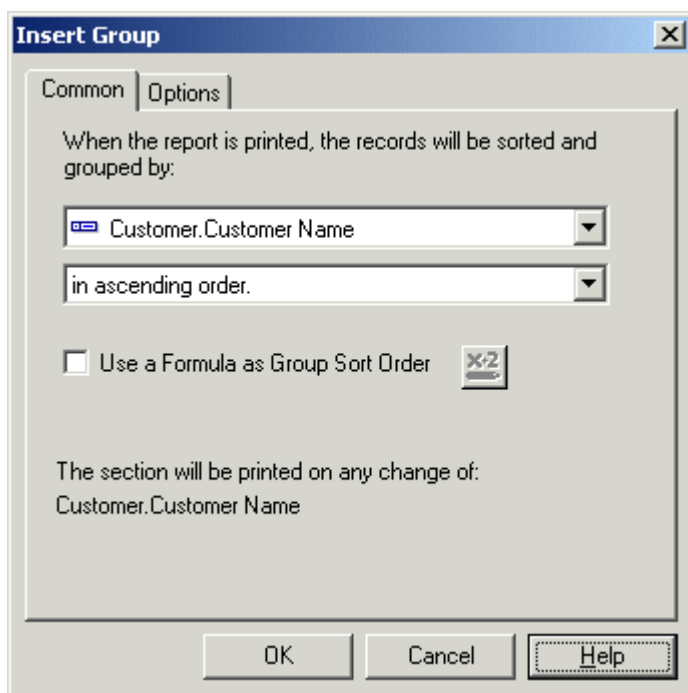
3.3.4.1 Grouping the report

In many reports you need to break the data into groups in order to make it easier to read and to understand. Crystal Reports lets you do this easily. For this customer list, you will group the customers by region and then sort the customers alphabetically within each group.

3.3.4.1.1 To group a report

1.  While on the *Design* tab, click *Insert Group* on the Insert Tools toolbar.

The Insert Group dialog box appears.



2. Select *Region* from the Customer table in the first drop-down list.

The program takes all records with the same value in the region field and places them together in a group on the report.

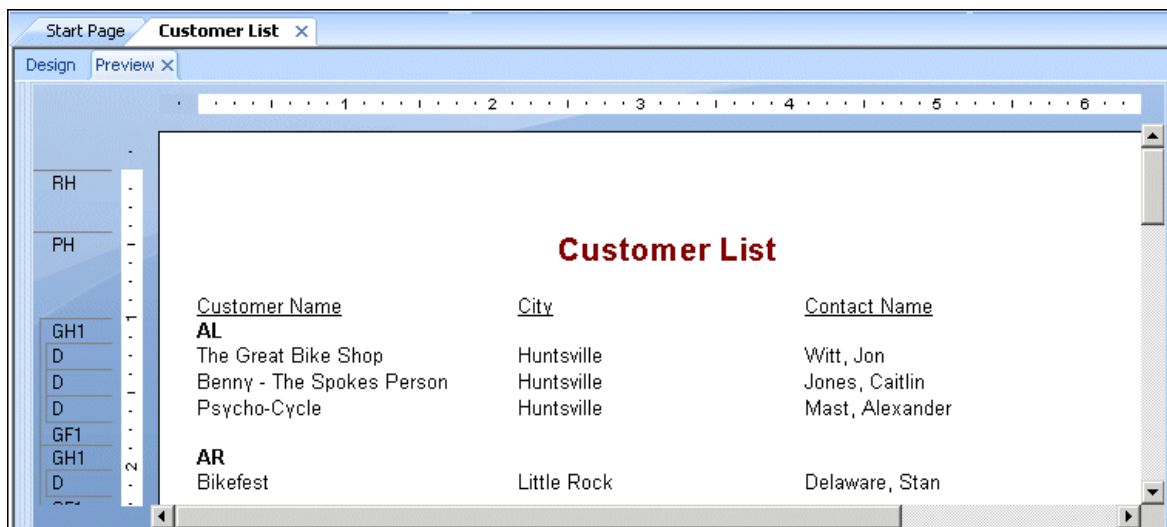
3. Select *in ascending order* from the second drop-down list.

The region grouping will be displayed on the report in alphabetic ascending order.

4. Click *OK*.

Notice that two new sections now appear in the Design tab: GH1 (Group Header #1) and GF1 (Group Footer #1). This is how the program shows that the report has been grouped.

5. Click the *Preview* tab to see what the report looks like.



6.  If the group tree is not visible, select [Toggle Group Tree](#) on the Standard toolbar to see the groups included in the report.

You can view the group of interest by clicking on the group name in the Group Tree. For example, to see the Texas customer group, click TX in the Group Tree. The program jumps to the Texas group, displaying that group in the Preview tab. The Group Tree allows you to quickly jump to a specific group of interest instead of scrolling through the report looking for the group. For more information on the group tree, see [Group Tree \[page 64\]](#).

i Note

For many reports, you will want to insert summaries, subtotals and grand totals. For example, when creating a sales report rather than a customer list, you would want to calculate the total sales amount for each region. See [Sorting, Grouping, and Totaling \[page 133\]](#).

3.3.4.2 Understanding "live" group headers

When a group is inserted, a group name field is automatically inserted in the Group Header section of the report. The group name field displays the current group's name. For example, if you group by region, and preview the report, the group header for the CA (California) group shows "CA."

The group field name is automatically formatted to stand out from the records in the group.

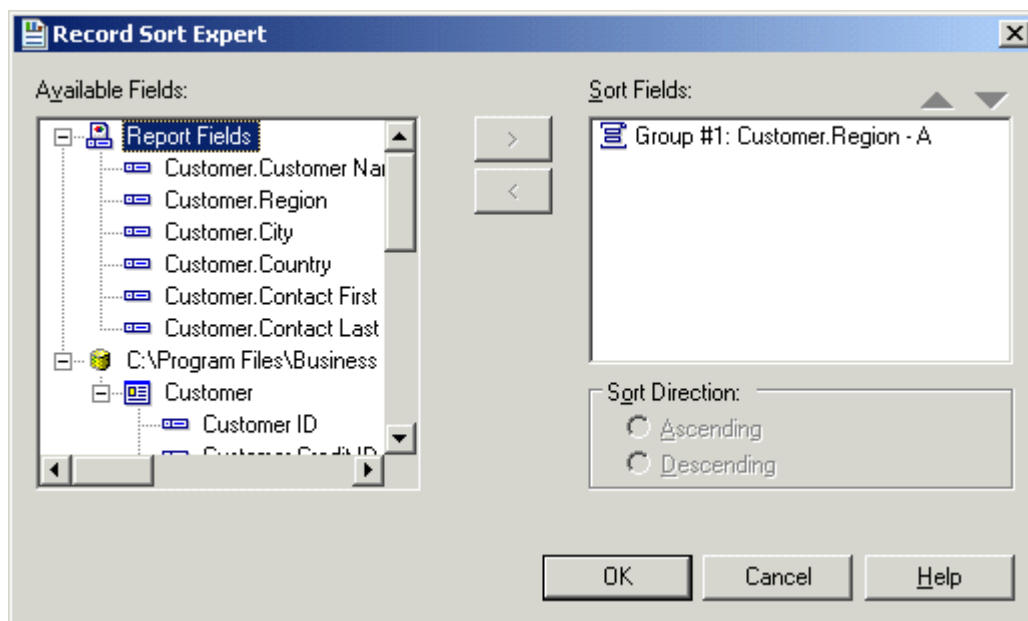
3.3.4.3 Sorting records

In a typical customer list report, customer names are listed alphabetically. In this example, you will sort the customer names alphabetically within each region.

3.3.4.3.1 To sort records

1.  While on the *Preview* tab, click *Record Sort Expert* on the Expert Tools toolbar.

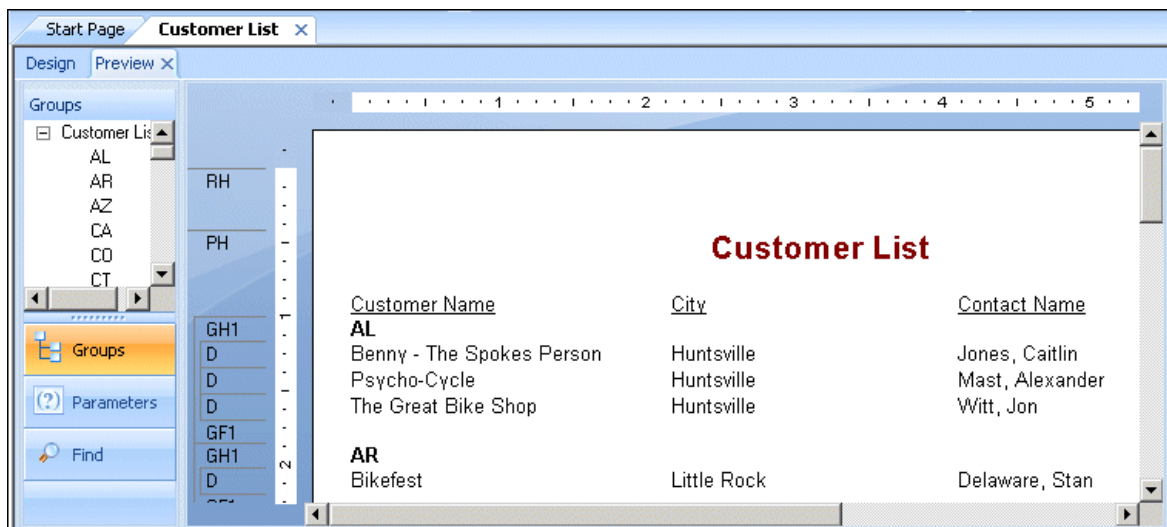
The Record Sort Expert appears.



The Available Fields list box displays all fields currently on your report and all the fields in the data source. You can choose to sort based on any of these fields.

The Sort Fields list box displays the fields that are already sorted in the report. Since the region field has already been sorted, the sorting you are about to do will be within each region, and not for the entire report.

2. Highlight the *Customer Name* field and click the > arrow button to add it to the Sort Fields list.
3. Select *Ascending* for the Sort Direction and click *OK*. The report should now look similar to the following:



Notice that the records within each group are in alphabetic order.

3.3.5 Completing the report

You have just one step left to complete the report. A company logo needs to be added to the first page of the report.

3.3.5.1 Inserting a company logo

In this section, you will place a company logo at the top of the first page of the report.

3.3.5.1.1 To insert a company logo

1.  While on the *Design* tab, click *Insert Picture* on the Insert Tools toolbar.

The Open dialog box appears.

2. Choose a bitmap logo (.bmp) file and click *Open*.

An object frame appears as you move the cursor over the report. The object frame represents the logo you will place.

3. Position the object frame in the upper left-hand corner of the Report Header (RH) section of the report and click once to place it.

Placing the logo in the Report Header (RH) section ensures that the logo is printed only on the first page of the report.

Note

Although there does not appear to be enough room in the Report Header (RH) section when you place the graphic, the section will automatically expand to accommodate the picture.

- Click the [Preview](#) tab to view the report.

The final report should look something like this (with the logo that you chose in step 2):



- Save the report by clicking [Save](#) on the Standard toolbar.

You have just completed your first report.

3.4 Quick start for advanced users

If you are an experienced Windows user who wants to get right into the program, follow these steps to set up a report for the first time.

If you're not an experienced user, check the [Quick start for new users \[page 23\]](#).

3.4.1 Choosing a report type and data source

- In Windows, click [Start > Programs > SAP Business Intelligence > Crystal Reports](#), and then select [Crystal Reports 2020](#).
- Click [Blank Report](#) to open the Database Expert dialog box.

As an alternative to creating a blank report, you can choose one of four Report Creation Wizards.

After choosing a wizard, you can build your report on a variety of data sources.

3. Browse through the contents of the Database Expert to find the data source you want to use for your report.
4. Select a table you want to use in your report and click the > arrow to add it to the Selected Tables list.
5. After you have added all the tables you want to work with, click **OK** on the Database Expert.

i Note

If you select more than one table in the Database Expert dialog box, the Links tab appears. For more information on linking, see [Linking multiple tables \[page 68\]](#).

The Design tab appears with Report Header, Page Header, Details, Page Footer, and Report Footer areas. A report is created by inserting and formatting items in each of these areas.

i Note



To use additional database tables for a report and match them up on a record-by-record basis, click Database Expert on the Expert Tools toolbar, select the table(s), and then set up the links on the Links tab when it appears.

3.4.2 Working with report elements on the Design tab

1.  Each of the default report areas contains a single section. To add additional sections, click [Section Expert](#) on the Expert Tools toolbar and use the Section Expert to add the desired sections.

Once you have added sections to an area, you can move, merge, and delete them in the Section Expert. See [Designing with guidelines \[page 215\]](#).
2. To turn the grid on or off, choose the [Options](#) command from the [File](#) menu and select or clear the Grid check box in the Design View area of the Layout tab when the Options dialog box appears. See [Using the grid \[page 214\]](#).
3. If you are working with the grid off and you want to use snap-to guidelines for positioning objects, click the top or left ruler wherever you want guidelines to appear.

Some further ways you can use guidelines:

- Drag a field to a guideline until it snaps to the guideline.
- Drag the guideline arrow to move the guideline (and any objects that are snapped to it).
- Drag the guideline arrow away from the ruler to remove the guideline. See [Designing with guidelines \[page 215\]](#).

4.  If the Field Explorer dialog box is not visible, click [Field Explorer](#) on the Standard toolbar.

Expand the Database Fields node to display a list of fields. To speed the entry of multiple fields, this box will remain on-screen until you close it. This dialog box can be moved to a new location or resized, if you wish. See [Placing data on the report \[page 70\]](#).

5. Select the field(s) you want to appear on the report.

You can select and place them one at a time, or use the Shift-click combination to select a number of contiguous fields, or the Ctrl-click combination to select fields from the list at random. Drag and drop is also active. Place the fields in the Details section where you want them to appear.

When you place multiple fields, they appear in the same order that they appear in the Field Explorer dialog box. The program marks the position of each field with a rectangular frame. The characters in the frame indicate whether the field is text (XXX...), number (555...), currency (\$555...), date (12/31/99), time (00:00:00), DateTime (12/31/99 00:00:00), or Boolean (T/F).

i Note

The field names and field types can be viewed by selecting the Show Field Names check box on in the Options dialog box (Layout tab).

i Note

The program automatically places field titles in the Page Header section unless the Insert Detail Field Headings check box is not selected in the Options dialog box (Layout tab).

i Note

If additional Details sections are added to the report, field titles will only be placed in the Page Header section for fields in the Details A (the original) section of your report.

6. Once the objects are in place, you may want to adjust the report sections. To do this, right-click the shaded area to the left of the section ruler and use the shortcut menu that appears:
 - To expand a section to accommodate an additional line, choose the Insert Line command.
 - To have the program automatically align the objects in the section horizontally, choose the Arrange Lines command.
 - To reduce the size of a section to eliminate unnecessary white space above and below objects, choose the Fit Section command. See [Using white space between rows \[page 241\]](#).
7. To generate a report title, you must first enter the title in the Document Properties dialog box. On the [File](#) menu, click [Summary Info](#). Enter a title in the [Title](#) text box of the Document Properties dialog box. Click [OK](#).
8. Choose [Report Title](#) from the Special Fields list in the Field Explorer. A rectangular placement frame appears when you move the cursor over your report. Click once in the Report Header (RH) section to place the report title. The report title field contains the text that you typed in the [Title](#) text box of the Document Properties dialog box. See [Adding a title page to the report \[page 80\]](#).
9.  To see how the results will print, click [Print Preview](#) on the Standard toolbar.

To speed processing time while building a report, you can preview the report using only a small subset of the available data. To do this, go to the File menu, point to Print and then click Preview Sample. See [Preview tab \[page 62\]](#).

In either case, the program takes you to the Preview tab. You can fine-tune a report in the Preview tab while viewing the results as actual report data. You can also close the Preview tab and continue working on the report in the Design tab.

3.4.3 Using other reporting features

1. If you want to format a field, change the placement or width of a field, or insert a summary, click the field to select it. Handles appear on the top, bottom, and sides of each selected field:
 - To change the placement of the field(s), use the mouse to drag the field placement frame to its new position.
 - To change the width of the field, use the mouse to drag the right or left handle.
 - Right-click the field to format or to summarize it. A shortcut menu appears listing commands for formatting and summarizing the field.

→ Tip

Many font and formatting options are available on the formatting toolbar.

i Note



To apply formatting only under certain conditions, click **Conditional Formula** next to the formatting property in the Format Editor, and create a formula that defines those conditions. See [Working with conditional formatting \[page 244\]](#).

2. To create a formula that makes data calculations or comparisons, select [Formula Fields](#) in the Field Explorer.

i Note



You can also click **Formula Workshop** on the Expert Tools toolbar to work with formulas, custom functions, SQL expressions, and so on.

3.  Click [New](#). The Formula Name dialog box appears. Enter a name for the formula and click [OK](#). The Formula Workshop appears with the Formula Editor active.
4.  Enter the formula in the Formula Editor. Enter fields, operators, and functions by selecting them from their respective lists or by typing them in. You can check the formula syntax by clicking [Check](#).
5. When you are finished editing, click [Save and close](#) to return to the Field Explorer dialog box.
6.  Click [Insert to Report](#) to place the formula just like you would a database field. See [Using Formulas \[page 390\]](#).
7.  To insert a subreport (a report within a report), click [Insert Subreport](#) on the Insert Tools toolbar and choose an existing report to import as a subreport or use the Report Creation Wizard to create a new subreport. See [Inserting subreports \[page 471\]](#).

If you want the records in a subreport to match up with the records in a primary report, click the **Link** tab of the Insert Subreport dialog box and specify the link when the tab appears.

8.  To insert a cross-tab object in a report, click [Insert Cross-Tab](#) on the Insert Tools toolbar and set up the cross-tab in the Cross-Tab Expert when it appears. See [Cross-Tab Objects \[page 298\]](#).

9.  To create a parameter field (a field that prompts you for a value whenever you retrieve data for a report), click [Field Explorer](#) on the Standard toolbar, then select Parameter Fields in the Field Explorer dialog box when it appears. Click [New](#) to set up a parameter field. Once created, you can insert the parameter field in a report like a database field or select it from the [Fields](#) list in the Formula Workshop.

Parameter fields can be used in reports (as title or label prompts), in selection formulas (as selection criteria prompts), and in formulas (for a variety of purposes including specifying sort fields). See [Parameter Fields and Prompts \[page 432\]](#).
10.  To add a chart, click [Insert Chart](#) on the Insert Tools toolbar. See [Charting \[page 258\]](#).
11.  To add a map, click [Insert Map](#) on the Insert Tools toolbar. See [Mapping \[page 274\]](#).
12. To insert a spreadsheet, picture, or other OLE object that you can edit from within the Report Designer using the tools from the object's native application, choose [OLE Object](#) from the Insert menu. See [OLE \[page 288\]](#), and [Working with static OLE objects \[page 292\]](#).
13.  To change the record sort order, click [Record Sort Expert](#) on the Expert Tools toolbar. The Record Sort Expert appears. Highlight the field(s) you want to use for sorting the report data and the sort direction. See [Sorting single and multiple fields \[page 135\]](#).
14.  To limit the report to specific records (for example, the records of California customers who have year-to-date sales greater than \$10,000), click the first field on which you want your selection to be based and then click [Select Expert](#) on the Expert Tools toolbar. When the Select Expert appears, set up the record selection criteria.
15.  To print the report, click [Print](#) on the Standard toolbar.

That's it! It is that easy to build a report.

4 Report Design Concepts

4.1 Basic report design

The purpose of this section is to suggest a structured approach to preparing a Crystal report. This approach includes the following elements:

- Deciding on the content of the report.
- Developing a prototype on paper.

This section has been designed to provide a conceptual understanding of the reporting process.

4.2 Deciding on the content of the report

Before you do anything else, you should outline the information you want the report to provide. The following sections provide a guide to making that outline.

i Note

A report (.rpt) file might contain sensitive business data. You are advised to protect access to the file by using one of these methods:

- Manage the file with SAP BusinessObjects Business Intelligence platform server.
- Apply file security.
- Apply operating system-level encryption.

4.2.1 Stating the purpose

What is the overall purpose of the report?

Reports are management tools. Their purpose is to help you quickly grasp the essential elements and relationships found in raw data, to help you make effective decisions. For a report to be effective, it has to present the correct data in a logical way. If it presents the wrong data, or if it presents the right data in a haphazard manner, the report may slow the decision-making process or may even encourage incorrect decisions.

A good starting place in the development of a report is to write out the purpose of the report in a sentence or two. The purpose statement helps you focus on your primary needs, and it gives the report both a starting point and a goal.

Here are some examples of purpose statements.

- The purpose of this report is to show monthly and year-to-date sales by sales representatives, compare this year's numbers to last year's, and flag representatives whose sales figures do not meet company standards.
- The purpose of this report is to show sales activity for each item in inventory, and to suggest reorder quantities based on that activity.
- The purpose of this report is to calculate bowling averages and handicaps for each member of the bowling league.

Defining the purpose of the report before you start is a critical step in the overall process.

Who is going to read the report?

A single report is often used by many individuals. A detailed, company-wide sales report, for example, may be used by sales representatives, the regional sales manager, the national sales manager, and the Chief Operating Officer (COO).

These individuals will be interested in different aspects of the report:

- A sales representative will use the report to evaluate individual sales performance and compare this performance to that of other representatives in the region.
- The regional sales manager will use the report to evaluate regional representatives and compare the region's performance to that of other regions.
- The national sales manager will use the report to evaluate the performance of regional managers and compare overall sales to the current sales forecasts.
- The COO will use the report to evaluate the performance of the Vice-President of Marketing and the sales department as a whole, and to project such things as manufacturing needs and warehouse locations.

Since each user of the report has different interests, it is important to plan the report so it includes the information each user is looking for.

4.2.2 Determining the layout of the report

What is the report title going to be?

Write out a working title for the report. You may decide to change it later, but at least you will have a title to use when creating the prototype report.

What identifying information is needed in the header and footer?

You may wish to include the print date, information on who prepared the report, a block of text to describe the purpose of the report, the range of data covered, or something similar. If you are going to include such information, write it down so you can use it in preparing your prototype.

The information can come from a variety of sources, depending on the kind of information you plan to use.

- Information on who prepared the report might be drawn from individual data fields in the database table(s) used. If it is to be drawn from a database table, what table? Or, what combination of tables?
- A block of text can be created as a text object and placed anywhere on the report.
- Crystal Reports can generate information such as the print date or page numbers.

4.2.3 Finding the data

What data do you want to use in the report?

Do you know the type of database you are reporting from? Will you be reporting off a data file, SQL/ODBC, or another data source?

If you do not know, ask the database administrator in your organization for help in setting up the database type and location of the data. For more information, see *Accessing Data Sources* in the *Crystal Reports Online Help*.

Are you familiar enough with the data to find the necessary information? When looking for a Customer Contact name, can the field be found in a database table?

If not, your MIS professional, database administrator, or co-workers will have to help you become familiar with the data.

What specific data should appear in the body of the report?

The body should contain all the data needed to fulfill the statement of purpose you wrote for the report. It should also contain all of the data needed by the various users that you have identified.

This step requires you to look at the available database table(s). Crystal Reports allows you to combine data from different databases when you create reports, so you have a great deal of flexibility in your work.

- Much of the data in a typical report is taken directly from data fields. Which data fields will be used, and where are they located?
- Other data will be calculated based on data fields. Which data fields will be used in the calculations?
- Still other data will be placed directly into the report using text objects (headings, notes, labels, and so on).

Does the data exist or does it need to be calculated?

Some report information can be drawn directly from data fields (sales information, for example); other information will have to be calculated based on data field values (for example, sales commission, based on the relationship of sales to quota). In your planning, it can be helpful to segregate or flag data that needs to be calculated from that which can be used directly. See [Specifying formulas \[page 395\]](#).

What types of fields contain data?

You should take the time to get to know the data type for data fields that will be used in your calculations. Since formula functions and operators work with specific kinds of data, it is important to recognize the data type you are working with, before you start any calculations. For example, some functions require numeric data, while others work with only string fields. For more information on specific functions and operators, search for "Functions" and "Operators," or for the function or operator by name in the *Crystal Reports Online Help*.

4.2.4 Manipulating the data

There are several ways to manipulate data when you design a report. The following sections list some options you may want to consider.

Do you want the data organized into groups?

How? By customer? By date? By hierarchy? Or by other criteria? Crystal Reports provides several options for grouping data in a report. See [Grouping data \[page 138\]](#).

Do you want the data sorted based on record or group values?

Crystal Reports gives you both alternatives. See [Understanding sort options \[page 133\]](#).

Do you want the report to contain only specific records or groups?

Crystal Reports gives you the opportunity to base a report on all records in a given database, or on a limited set of records from the database. Crystal Reports can be used to select records based on simple date ranges or comparisons, or to create complex formulas to identify the records to be included. Take a few minutes to determine the records needed for the report and list the criteria to be used for selecting those records. See [Selecting records \[page 121\]](#).

Do you want to summarize the data?

Do you want to total, average, count, or determine the maximum or minimum value included in all the values in any column on the report?

Crystal Reports allows you to do this, and it also allows the grand total (or the grand total average, grand total count, and so on) to be placed at the bottom of the selected column. See [Calculating a percentage \[page 165\]](#).

What information should be flagged on the report?

You may want to call attention to some data by flagging it on the report. For example, non-moving inventory items are often flagged on inventory reports so they can be given special attention. You might want to flag each item that has shown no activity during the last month, during the last three months, or during some other defined period. To flag information, identify it and any conditions that will trigger the flagging.

How do you want information flagged?

You may want to flag items with an asterisk or some other symbol, or you may want a word to appear as a flag. In any case, you should write out flagging instructions so they are handy.

Crystal Reports gives you the opportunity to underline report elements, and change the font type, size, or color used for specific report items. It allows you to put borders around items and to draw lines and boxes (to break the report into sections), set off headings, and so on. All of these formatting tools can be used to highlight key data on a report. See [Formatting \[page 197\]](#).

4.2.5 Determining printing area characteristics

Each report area has its own printing characteristics. It is important to understand these characteristics because they affect when and how often different report objects get printed.

4.2.5.1 In what order will the areas print on the report?

Areas print in the order they appear on the Design tab (top to bottom). If there is more than one section in an area, the sections print in the order they appear. For example, if you have three Report Header sections, all three of those sections will print, in order, before the section(s) in the Page Header area begin to print.

4.2.5.2 How often do report objects print?

The way objects print will determine how you design your report. This will help you decide where to place charts, Cross-Tabs, and formulas to get specific results.

Report Header

Objects placed in the Report Header area print once, at the beginning of the report.

- Charts and Cross-Tabs placed in this area contain data for the entire report.

i Note

Both charts and Cross-Tabs can filter report data by using a Group Sort; in such cases, the data shown in the chart or Cross-Tab is a subset of the data for the entire report.

- Formulas placed in this area are evaluated once, at the beginning of the report.

Page Header

Objects placed in the Page Header area print at the beginning of each new page.

- Charts or Cross-Tabs cannot be placed in this section.
- Formulas placed in this area are evaluated once per page, at the beginning of each new page.

Group Header

Objects placed in the Group Header area print at the beginning of each new group.

- Charts and Cross-Tabs placed in this area contain data just for the group.
- Formulas placed in this area are evaluated once for each group, at the beginning of the group.

Details area

Objects placed in the Details area print with each new record.

- Charts or Cross-Tabs cannot be placed in this area.
- Formulas placed in this area are evaluated once for each record.

Group Footer

Objects placed in the Group Footer area print at the end of each group.

- Charts and Cross-Tabs placed in this area contain data just for the group.
- Formulas placed in this area are evaluated once for each group, at the end of the group.

Report Footer

Objects placed in the Report Footer area print once at the end of the report.

- Charts and Cross-Tabs placed in this area contain data for the entire report.

i Note

Both charts and Cross-Tabs can filter report data by using a Group Sort; in such cases, the data shown in the chart or Cross-Tab is a subset of the data for the entire report.

- Formulas placed in this area are evaluated once, at the end of the report.

Page Footer

Objects placed in the Page Footer area print at the bottom of each page.

- Charts and Cross-Tabs cannot be placed in this area.
- Formulas placed in this area are evaluated once per page, at the end of each new page.

4.3 Developing a prototype on paper

While a paper prototype is useful regardless of your level of expertise with Crystal Reports, it is particularly valuable when you are first learning the program. With the paper prototype in hand, you can put your full effort into learning and using the commands, rather than into trying to design and learn at the same time.

4.3.1 To design a paper prototype

1. Get the same size paper you will be using for the finished report.
2. Position the title and other descriptive header information, using boxes or lines to represent report elements.
3. Position the footer information.
4. Review the page layout for balance.
5. Look at the information you intend to include in the body of the report:
 - Count the number of fields being used and estimate the appropriate spacing between fields.
 - Use rectangles to pencil in the fields within the estimated spacing.
 - Change the spacing if you need to.
 - Decide on a logical sequence for presenting the data in the body of the report.
 - Label the fields to indicate that sequence.
6. Use small boxes to indicate group values and totals.
7. Place random flags in the column where you want flags to appear.
8. Darken any elements you want highlighted to make them stand out from the rest of the prototype.
9. Review the finished product for layout and balance, and make changes as needed.

5 Introduction to Reporting

This section shows you the basics of creating a report in Crystal Reports. First you'll learn about the report design environment, then about how to select database tables, place objects on a report, and how to sort, group, and total your report data.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

5.1 Report creation options

Each time you create a new report, you have three options:

- Use a Report Creation Wizard.
- Use another report as a model.
- Create a report from scratch.

You will probably use each option at some time.

Report Creation Wizards

The Report Creation Wizards help create reports as quickly as possible and many new users and developers alike prefer to create the majority of their reports using them. All you have to do is choose the wizard that most closely matches your report type. The wizard walks you through the process of creating reports step-by-step.

Another report

To build a new report based on one that already exists, another report can be used as a model. Open the report you want to use in this way by selecting the Open File option and save it to a new file using Save As (found on the File menu). This method is useful to:

- Create a new report with a different grouping or different record selection than that of an existing report.
- Reconstruct a report based on an earlier time period using the same report structure used today.

- Create an entirely new report based on a set of databases that are linked in another report. You can create a report and delete the fields without disturbing the underlying links. Then, without relinking, you can build all your new reports based on this report.

Crystal Reports also lets you format a report by applying a template. See [Using a template \[page 198\]](#) for more information.

New report

The Blank Report option is used to create a report from scratch. This is useful when you want the full flexibility and control of building a report from the ground up, or when a report type is different from the many report types available in the wizards.

5.2 Choosing data sources and database fields

Crystal Reports makes it simple to select data sources and database fields by providing easy-to-use functionality in the Database Expert dialog box and the Field Explorer dialog box. Each of these dialog boxes uses the familiar Windows tree structure to allow you to navigate through the possible choices.

5.2.1 The Database Expert

The Database Expert provides an integrated tree view of all data sources you can use with Crystal Reports. In the Database Expert, you can select from the following as a data source for your report:

- A currently connected data source.
- An SQL command that has been saved to the BusinessObjects Enterprise Repository.
- A data source that has been added to your Favorites folder.
- A recently accessed data source (the Database Expert automatically maintains a list of such data sources for you).
- An existing data source (for example, a data file residing locally, or an ODBC data source that has already been set up).

In the Database Expert, you can also specify links between database tables when you have selected more than one table for your report.

The Database Expert is made up of two tabs: the Data tab and the Links tab.

5.2.1.1 Data tab

Tree View

The Data tab of the Database Expert shows a tree view of possible data sources you can select when creating a report. The tree—in the Available Data Sources list—is made up of folders for:

- My Connections
- Create New Connection

The Create New Connection folder contains subfolders for many popular data sources. Among these, you'll find:

- Database Files
- ODBC (RDO)
- OLAP
- OLE DB (ADO)

i Note

The data source options available in the Create New Connection folder depend on the data access components selected during installation.

For a brief description of each of these folders and subfolders, see [Selecting the data source \[page 67\]](#).

Shortcut Menu

You can right-click any item in the Available Data Sources list of the Database Expert to see a shortcut menu with the following options:

- [Add to Report](#)
Use this option to add a table or stored procedure to your new report. This option is also available by clicking the > arrow on the Database Expert.
- [Add Command to Report](#)
Use this option to add a Table object that has been created using an SQL command.
- [Make New Connection](#)
Use this option to create a new connection.
- [Remove from Report](#)
Use this option to remove a table or stored procedure from your report. This option is also available by clicking the < arrow on the Database Expert.
- [Properties](#)
Use this option to obtain detailed information on the selected item.
- [Rename Connection](#)
Use this option to rename a data source connection.
- [Delete Connection](#)
Use this option to remove a data source connection.

i Note

Database connections which have been connected to or referenced in an open report cannot be deleted.

- [Remove from repository](#)
Use this option to delete an existing SQL command from the SAP BusinessObjects Enterprise Repository.
- [Rename repository object](#)
Use this option to rename an existing SQL command in the SAP BusinessObjects Enterprise Repository.
- [Options](#)
Use this option to set the global options that appear on the Database tab of the Options dialog box.
- [Refresh](#)
Use this option to refresh the list of available data sources in the Database Expert.

5.2.1.2 Links tab

Database tables are linked so records from one database match related records from another. For example, if you activate a Suppliers table and a Product table, the databases are linked so that each product (from the Product table) can be matched up with the supplier (from the Supplier table) that made the product.

The majority of reports will probably require data from two or more tables, so linking will be necessary. The process of linking is made easy by using the Links tab of the Database Expert. See [Linking tables \[page 497\]](#).

5.2.2 The Field Explorer

Use the Field Explorer dialog box to insert, modify or delete fields on the Design and Preview tabs of Crystal Reports. To see the Field Explorer, select the Field Explorer command from the View menu.

5.2.2.1 Tree View

The Field Explorer shows a tree view of database fields and special fields that you can add to your report. It also shows formula fields, SQL expression fields, parameter fields, running total fields, and group name fields that you have defined for use in your report.

Fields that have already been added to the report, or fields that have been used by other fields (such as formula fields, groups, running total fields, summaries, and so on) have a green check mark next to them.

Find out more about the Field Explorer's [Toolbar and Shortcut Menu \[page 58\]](#) and about [Group Name Fields \[page 59\]](#).

5.2.2.2 Toolbar and Shortcut Menu

The Field Explorer's toolbar provides buttons with tool tips and hot-key combinations. You can right-click any item in the tree view to bring up a shortcut menu.

The toolbar offers these functions:

- *Insert to Report*
Use this option to add a field to the report. You can insert more than one field at a time by selecting multiple fields, right-clicking, and choosing Insert to Report.
Alternatively, to insert a field, you can drag and drop it in the Design or Preview tabs.
- *Browse*
Use this option to browse data for a database field, formula field or SQL expression field.

i Note

On the shortcut menu, this option is called Browse Data.

- *New*
Use this option to create a formula field, SQL expression field, parameter field or running total field.
- *Edit*
Use this option to modify an existing formula field, SQL expression field, parameter field or running total field.
- *Duplicate*
Use this option to make a copy of the formula that you have selected in the Field Explorer. When the copy is created, you can rename it and edit it.
- *Rename*
Use this option to modify the name of an existing formula field, SQL expression field, parameter field or running total field.
- *Delete*
Use this option to remove a formula field, SQL expression field, parameter field or running total field. You can also select multiple fields, right-click, and choose Delete to remove them all at once.

The shortcut menus for the fields in the Field Explorer offer additional functions that are not on the toolbar, including the following options:

- *Find in Formulas*
Use this option to find occurrences of the selected item throughout all of the formulas in your report.
- *Set Prompt Order*
Use this option to open the Set Prompt Order dialog box, in which you can change the prompt order of your parameter fields.
- *Show Field Type*
Use this option to see the field type (string, number, and so on) when you're looking at a list of database fields. The length of string fields is included in brackets at the end of their names.
- *Sort Fields Alphabetically*
Use this option to display table fields in alphabetical order (instead of the order they appear in the table).
- *Sort Tables Alphabetically*
Use this option to display database tables in alphabetical order (instead of the order they appear in the database).
- *Refresh*
Use this option to refresh the list of available fields in the Field Explorer.

5.2.2.3 Group Name Fields

You can insert an existing Group Name field shown in the Field Explorer by right-clicking it and selecting Insert to Report. Unlike a formula field, parameter field or running total field, however, you cannot create a Group Name field through the Field Explorer. (A Group Name field is created when you insert a group.)

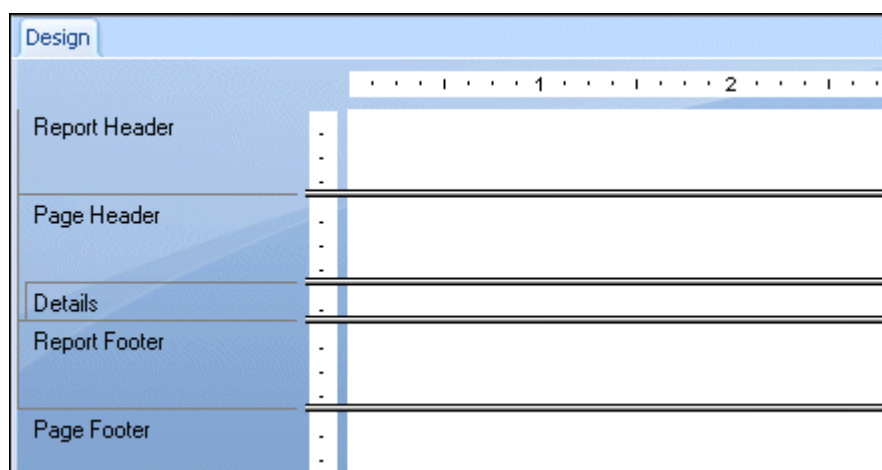
5.3 About the report design environment

Click a link to view one of the topics in this section:

- [Design tab \[page 59\]](#)
- [Preview tab \[page 62\]](#)
- [HTML Preview tab \[page 66\]](#)

5.3.1 Design tab

When working with Crystal Reports, you will probably use the Design tab more than any other part of the program.



The Design tab is the place you do most of the initial work when creating a report. It designates and labels the various sections of the report. You can do the initial formatting, place objects in the sections where you want them to appear, specify sorting, grouping, and totaling needs, and so forth.

The Design tab provides a very efficient environment for designing a report because you work in the tab with data representations, not with data itself. When a field is placed on the report, the program uses a frame to identify the field on the tab; it does not retrieve the data. Thus, you can add and delete fields and other objects, move them around, set up complex formulas, and more, without tying up the computer or network resources needed to gather the data.

The report created in the Design tab is a kind of virtual report; it has the structure and instructions for creating the final report, but it is not the report itself. To turn the Design tab report into a final report or into a report that you can fine-tune, you "just add data." You do this whenever you preview the report, print it, or output it in any other way. The actual data will now appear in the report.

5.3.1.1 Design tab areas

When you first begin creating a report, Crystal Reports automatically creates five areas in the Design tab.

- [Report Header](#)
This section is generally used for the report title and other information you want to appear at the beginning of the report. It can also be used for charts and cross-tabs that include data for the entire report.
- [Page Header](#)
This section is generally used for information that you want to appear at the top of each page. This can include such things as chapter names, the name of the document, and other similar information. This section can also be used to display field titles above the fields on a report.
- [Details](#)
This section is used for the body of the report, and is printed once per record. The bulk of the report data generally appears in this section.
- [Report Footer](#)
This section is used for information you want to appear only once at the end of the report (such as grand totals) and for charts and cross-tabs that include data for the entire report.
- [Page Footer](#)
This section usually contains the page number and any other information you want to appear on the bottom of each page.

If a group, summary, or subtotal is added to the report, the program creates two additional sections:

- [Group Header](#)
This section typically holds the group name field, and can be used to display charts or cross-tabs that include data specific to the group. It is printed once at the beginning of a group.
- [Group Footer](#)
This section generally holds the summary value, if any, and can be used to display charts or cross-tabs. It is printed once at the end of a group.

When a group, summary, or subtotal is added, the Group Header area appears directly above the Details area and the Group Footer area appears directly below the Details area.

If you set up additional groups, the program creates new group areas between the Details area and the existing Group Header and Group Footer area(s).

Like the original areas, each of these newly added areas can contain one or more sections. By default, they each contain a single section.

5.3.1.2 Identifying and working with areas and sections

By default, each area contains only a single section. The name for that section appears directly to the left of the section. If you have multiple sections in an area, the sections are designated as a, b, c, and so forth.

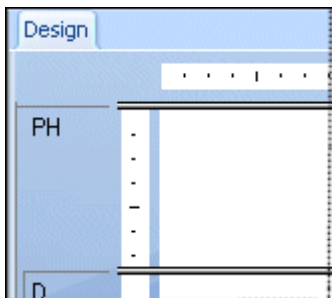
i Note

Initials, such as RH, PH, D, PF, RF, and so on, are used to identify each section if you have selected the Short Section Names check box in the Design View area of the Options dialog box.

i Note

If you right-click the shaded area containing a section name, a shortcut menu appears with section-specific options.

If you have selected the Show Rulers options on the Layout tab of the Options dialog box, the program displays a section ruler immediately to the left of each section. The section ruler is used to add, remove, and move guidelines, and to provide a visual reference when you are placing objects. See [Designing with guidelines \[page 215\]](#).



Whenever a new section is added, the program creates a ruler for that section. See [Using multiple sections in reports \[page 186\]](#).

5.3.1.3 Other Design tab capabilities

There are several other capabilities built into the Design tab. With the Design tab, you can:

- Resize a section by dragging its boundary. See [Resizing a section \[page 185\]](#).
- Split a section (create two sections from one) by clicking its left boundary. See [Splitting a section \[page 185\]](#).
- Add horizontal and vertical guidelines by clicking the rulers. See [Designing with guidelines \[page 215\]](#).
- Zoom in and out on a report at any magnification from 25% to 400% of the original size. See [Using the zoom feature \[page 79\]](#).

5.3.2 Preview tab



To preview a report before printing it, click Print Preview on the Standard toolbar.

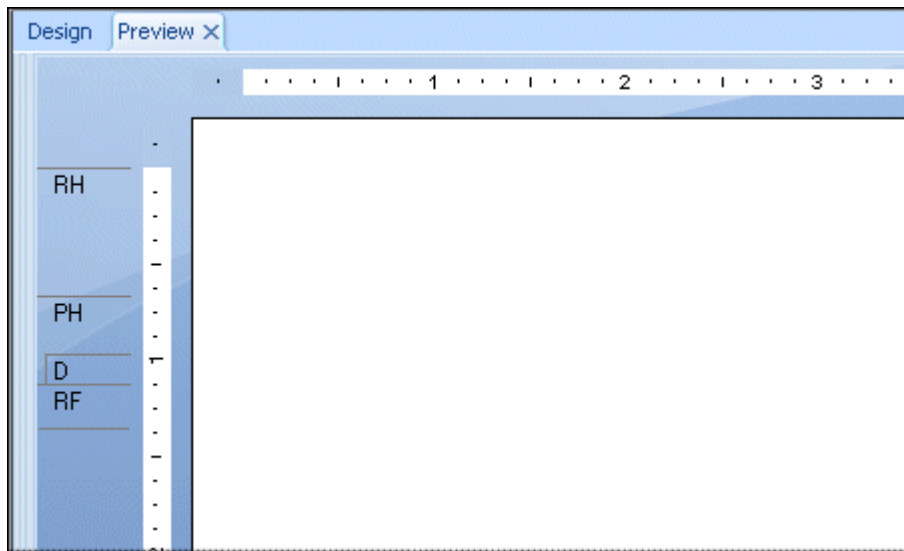
The program gathers the data, makes the necessary calculations, and displays the report in the Preview tab. With the data in place, you can review the spacing and formatting of your report and see the actual results of all your summaries, formula calculations, and record and group selections.

In true WYSIWYG (What You See Is What You Get) fashion, you can work directly on this live data, fine-tuning it until the report has the exact look you want.

The program works with data in the following manner:

- The first time the Preview tab is used, it retrieves data from your underlying data source(s) and saves it with the report (unless you have set up the program not to save data).
- From that point on, the program uses the saved data whenever you preview the report unless you specifically refresh it or add a field that requires the program to retrieve new data.

5.3.2.1 Standard view



In standard view, the report is displayed a page at a time. Using the navigation buttons in the Preview tab, you can move to the beginning or end of the report, or you can move backward and forward through the report one page at a time. For shorter reports or reports in which you're primarily interested in seeing the "bottom line" totals, the standard view provides all of the functionality you need.

The Data Age indicator

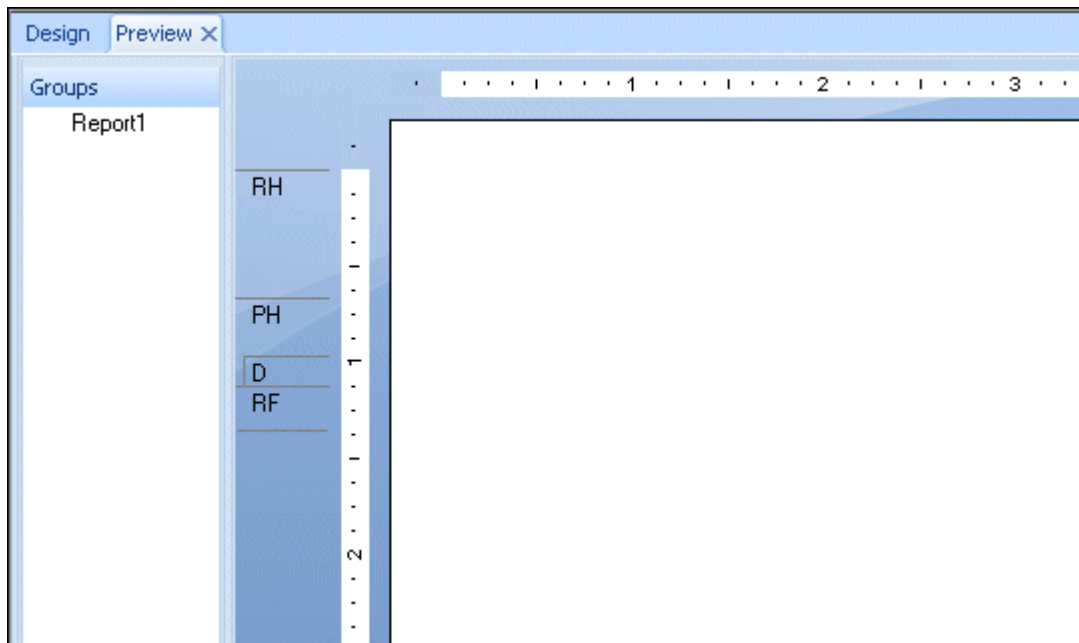
The Data Age indicator indicates the date the data was last refreshed or initially retrieved, whichever is the most recent. If the data was initially retrieved or refreshed today, it indicates the time it happened.

1/16/2002 11:32

5.3.2.2 Preview Panel

The *Preview Panel* houses the *Group Tree*, the *Parameter Panel*, and a *Find* tab.

5.3.2.2.1 Group Tree



The *Group Tree* can be shown or hidden using the *Toggle Preview Panel* button on the *Standard toolbar*.

The *Group Tree* presents a split screen:

- The right pane displays the report.
- The left pane displays a high level outline of the report, showing the hierarchy of groups and subgroups in a familiar tree format.

The *Group Tree* normally displays the names of the groups and subgroups you created in your report. You can, however, customize these names using the *Options* tab of the *Insert Group* or *Change Group Options* dialog box. For more information on customizing group names in the *Group Tree*, see [Grouping data \[page 138\]](#).

When you click the tree node for the group that interests you, the program jumps immediately to the part of the report that contains the information for that group. For longer reports or reports in which you wish to jump back and forth between different groups, the smart navigation features of the *Group Tree* make your work extremely efficient.

5.3.2.2.2 The Parameter Panel

The *Parameter Panel* lets users interactively format and filter report data by changing parameter values. It is located within the *Preview Panel*.

In the *Create New Parameter* and *Edit Parameter* dialog boxes, you can specify parameters to display on the Parameter Panel via the *Show on (Viewer) Panel* option. You can choose one of several settings:

- [Do not show](#)
The parameter is not visible on the panel. Users must refresh the report to change the parameter values.
- [Editable](#)
Users can view and change the parameter values on the panel.
- [Read only](#)
Users can view the parameter values on the panel, but cannot change them.

i Note

[Do not show](#) is the default setting for a new parameter.

The [Parameter Panel](#) displays all parameters that have been set to [Editable](#) or [Read only](#). Depending on the type of parameter, users can add, delete, or modify parameter values either by using the dropdown menus and applying their changes or by clicking the [Advanced Dialog](#) button.

The following are some of the more commonly used types of parameters that must be modified by clicking the [Advanced Dialog](#) button:

- Parameters with ranged values.
- Dynamic parameters that use cascading prompts.

On the panel, data parameters are differentiated from non-data parameters with a database icon. When a user modifies the value of a data parameter, the report refreshes and accesses the database to make the corresponding changes. When a user modifies the value of a non-data parameter, the report is formatted or filtered based on saved data within the report. It does not access the database.

5.3.2.2.3 Find tab

Use the [Find](#) tab to search your report for specific words or phrases.

Click the magnifying-glass button, or press [Enter](#), to start the search. If you want to narrow your result set, click the down arrow to select [Match Case](#) or [Match Whole Word Only](#).

Each result in the list displays the location in the Group Tree where it is found. Double-click a result to go to that spot in the report. You can click the [Stop](#) button while you are searching. Switching to a different report or tab while searching also stops the search.

5.3.2.3 Comparisons with the Design tab

You have the same formatting capabilities in the Preview tab as you do in the Design tab. Menus (both menu bar and shortcut menus) and toolbars remain active, providing essentially the same functionality you have when working with a report in the Design tab. However, when you are making numerous changes, it is quicker to make the changes in the Design tab. Some additional things to consider are:

- The Design tab and Preview tab are tied together internally. Any changes made in one are reflected in the other.
- The Preview tab has a single vertical ruler at the left of the tab rather than the individual section rulers seen in the Design tab. The functionality of the ruler is the same.

- The Preview tab identifies report sections in the shaded area to the left of the data. With a quick look you can tell which report section the data is printing from. While section names appear only once in the Design tab, they print each time a section prints in the Preview tab.
- The Record counter, the Data Age indicator (see [Standard view \[page 63\]](#)), and the Page Forward/Page Back controls (see [Preview tab \[page 62\]](#)), are all active in the Preview tab.
- The Preview tab highlights every value when you select a field; whereas, only the field frame is highlighted in the Design tab.

Working in the Preview tab has a different feel from working in the Design tab.

Each field in a database contains dozens, hundreds, or even thousands of values, depending on the number of records in the database. When you place a field in the Design tab, a single field frame represents all those values. When you highlight the field, sizing handles appear on the frame and the frame changes color.

In the Preview tab, however, you are working with the actual data. Instead of a field frame representing many field values, the values themselves appear. Some additional things to consider are:

- When you highlight a field or formula field value, you are actually selecting every value in the field:
 - The program places a sizing frame around the specific value you select.
 - It highlights every other value in the field.
- Likewise, when you select a summary value, you are actually selecting all the related summary values:
 - The program places a sizing frame around the specific value you select.
 - It highlights all the related summary values.

Aside from the differences in appearance, the process of building and modifying a report is the same in both the Design tab and the Preview tab. You should find it easy to work with your reports in both places.

5.3.3 HTML Preview tab

To see an HTML rendering of your Crystal report as it will appear when published to the web, click  ([HTML Preview](#)) on the Standard toolbar.

When you need to make sure that your report design is appropriate and correct over the web in a zero-client environment, the HTML Preview option lets you see an instant rendering of your report to HTML without leaving the Crystal Reports design environment. Unlike the Preview tab, which shows the true report format, the HTML Preview tab shows a converted format. By switching between the two tabs, you can make adjustments in your report design to yield the best results on the web.

In the case of reports that are published to SAP BusinessObjects Business Intelligence platform (managed reports), you don't have to do any special configuration to make the HTML Preview feature work.

i Note

The guest account in SAP BusinessObjects Business Intelligence platform must be enabled before you can use the HTML Preview feature.

For stand-alone reports (unmanaged reports), the program must use the Report Application Server (RAS) to generate the preview. In this case, you need to configure the HTML Preview feature. Do this in the Smart Tag & HTML Preview tab of the Options dialog box in Crystal Reports.

For information about how to configure the HTML Preview Options, search the Crystal Reports online help for "Smart Tag & HTML Preview tab (Options dialog box)".

5.4 Creating a new report

This section guides you through several aspects of the report creation process. Use the Contents tab of this online help to navigate to a particular topic.

5.4.1 Selecting the data source

After deciding which option you want to use for creating your report (see [Report creation options \[page 54\]](#)), the next step is to select a data source to use.

Most data sources can be chosen through the Database Expert dialog box. The Database Expert appears when you create a report from scratch using Blank Report, or when you choose Database Expert from the Database menu.

i Note

You also select a data source in the Report Creation Wizards. The Data screen in all of the Report Creation Wizards, except the OLAP Report Creation Wizard, is much like the Database Expert dialog box.

5.4.1.1 To select a data source

1. Choose [Database Expert](#) from the [Database](#) menu.

The Database Expert dialog box appears.

2. Use the tree view in the Available Data Sources list of the Data screen to select your data source:
 - [My Connections](#)
This folder shows a list of data sources you are currently connected to.
 - [Create New Connection](#)
This folder shows subfolders for various data sources you can connect to.

Some popular choices in the Create New Connection folder are described here:

- [Database Files](#)
This option shows a list of standard PC databases that reside locally. You can use Find Database File to browse for a PC database using the Open dialog box.
- [ODBC \(RDO\)](#)
This option shows a list of ODBC data sources you have already configured for use.
- [OLAP](#)
This option opens the OLAP Connection Browser so you can choose an OLAP cube as a data source.
- [OLE DB \(ADO\)](#)

This option shows a list of OLE DB providers you have already configured for use. You can also specify a Microsoft Data Link file to use. For some of the OLE DB providers, you will have the option to connect using *Integrated Security*. No user ID or password is required with this option, but it does require that Database Authentication is enabled on the server. Please consult your Database Administrator on how to enable and configure this function.

- *Repository*

This folder shows you the contents of your repository through the BusinessObjects Enterprise Explorer.

i Note

The data source options available in the Create New Connections folder depend on the data access components selected during installation.

5.4.2 Adding tables

After selecting the data source, you can add one or more tables to base your report on.

5.4.2.1 To add a table

1. Choose *Database Expert* from the *Database* menu.

The Database Expert dialog box appears.

2. On the *Data* tab, search for the database you want to use in your report. See [Selecting the data source \[page 67\]](#).
3. In the Available Data Sources list, select the table you want to add to your report and click the > arrow to add it to the Selected Tables list.

You can insert more than one table at a time by selecting multiple tables, right-clicking, and choosing Add to Report. You can also drag and drop tables to the Selected Tables list.

5.4.3 Linking multiple tables

If the report contains data from two or more database tables, they need to be linked at this point when creating reports.

i Note

It isn't necessary to link tables in reports created from a query or command because any links required by the data have already been processed.

5.4.3.1 To add and link multiple tables

1. Choose [Database Expert](#) from the [Database](#) menu.

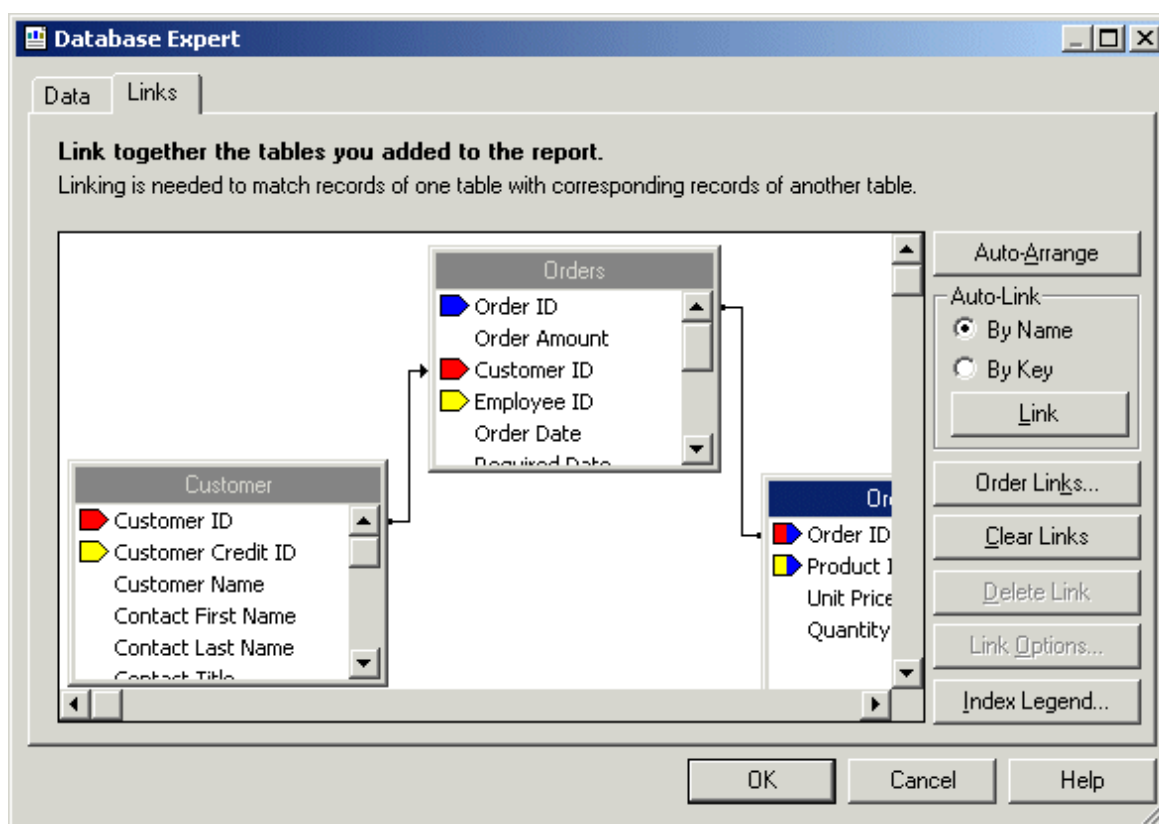
The Database Expert dialog box appears.

2. On the Data tab, select the tables you want to add to your report. See [Adding tables \[page 68\]](#).

The Links tab appears in the Database Expert.

3. Click the [Links](#) tab to display the databases currently available for linking.

Crystal Reports automatically links tables by name or key when possible.



4. To create links manually, drag a field from one table to a field in another table. If successful, a link line is created. If unsuccessful, a message is issued.

i Note

You can link tables by table name or by foreign key information.

5. If you've deleted links and you want to recreate them automatically, click [Link](#).
6. Click [OK](#) when finished.

i Note

When manually creating links, the field you are linking "to" must be of the same data type as the field you are linking from. When a native connection is used, the field you are linking "to" does not have to be indexed. For more information, see [Indexed tables \[page 483\]](#).

The Database Expert closes, and you are returned to your report. The linked databases are now available for use in your report. If you are not satisfied with the link, you can modify it using the Links tab of the Database Expert.

Related Information

[Understanding Databases \[page 481\]](#)

[Linking options \[page 506\]](#)

5.4.4 Placing data on the report

Placing data on a report is a very important task. You need to know what type of data should be placed on the report and where on the report it should be placed.

i Note

A report (.rpt) file might contain sensitive business data. You are advised to protect access to the file by using one of these methods:

- Manage the file with SAP BusinessObjects Business Intelligence platform server.
- Apply file security.
- Apply operating system-level encryption.

5.4.4.1 Database fields

Much of the data placed on a report are database fields, displaying data as it is stored in the database. Normally, database fields will be placed in the Detail section, but under certain circumstances, they will be placed in other sections of the report.

5.4.4.1.1 To insert a database field

1.  On the Standard toolbar, click [Field Explorer](#).

The Field Explorer dialog box appears. To speed the report building process, this dialog box remains on-screen until you close it. You can move this dialog box wherever you wish.

2. Expand the [Database Fields](#) folder to see all the tables chosen from the database(s).
3. Expand the individual tables to see all the fields they contain.
4. Select the field you want to appear in the report.
5. Click [Browse](#) to review the values in the selected field.
6. Click [Insert to Report](#) to place it in the report.

5.4.4.2 Formula fields

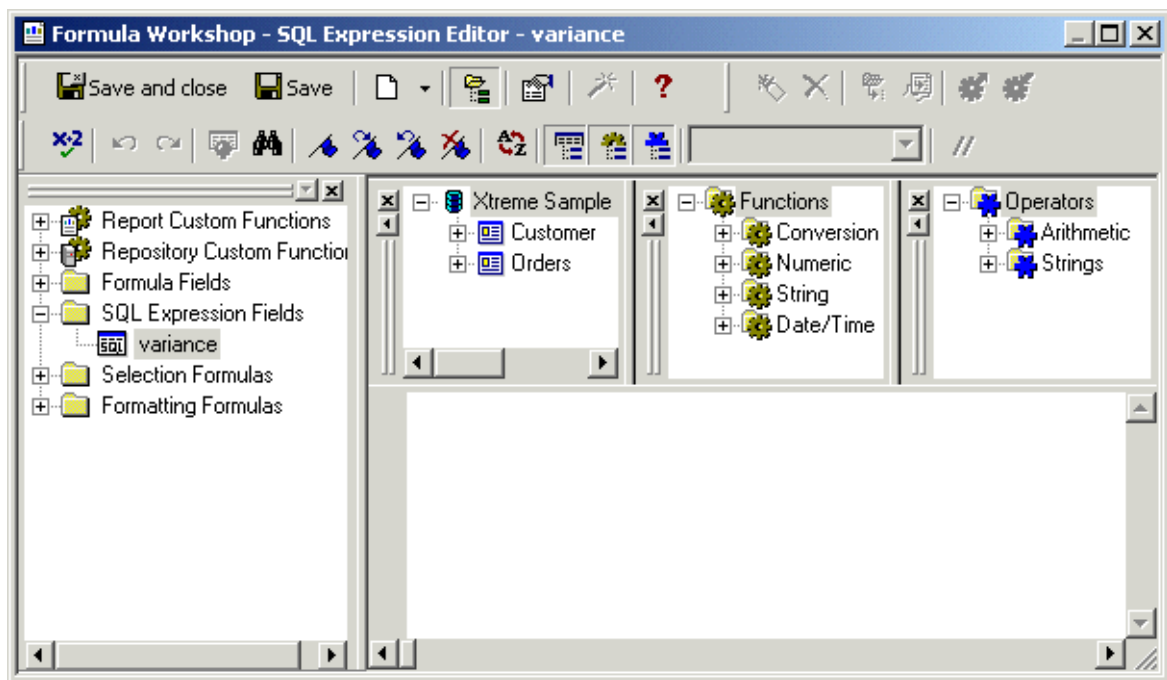
To display data that is a calculated value, you need to create a formula field and place that formula field on the report. For example, if the database only stores the order dates and ship dates for orders but you need to display the number of days it takes to ship the order, you must create a formula field that will calculate the number of days between ordering and shipping. This is just one example of the use of formula fields. See [Using Formulas \[page 390\]](#), for an introduction to formulas.

5.4.4.3 SQL Expression fields

SQL expressions are like formulas, but they are written in Structured Query Language (SQL), not in the Crystal Reports formula language. An SQL expression can be used to query the database for specific sets of data. You can sort, group, and select based on SQL expression fields.

5.4.4.3.1 To create an SQL Expression field

1.  On the Standard toolbar, click [Field Explorer](#).
The Field Explorer dialog box appears.
2. Scroll down to [SQL Expression Fields](#) and highlight it. Click [New](#).
The SQL Expression Name dialog box appears.
3. Enter a name in the [Name](#) box, and then click [OK](#).
The Formula Workshop appears with the SQL Expression Editor active.



4. Type the expression in the SQL Expression Editor.

i Note

For an overview of the formula language, see [Formula components and syntax \[page 392\]](#).

5. Click [Save](#).

5.4.4.4 Parameter fields

To prompt the user of a report to enter information, create a parameter field. Think of a parameter as a question that the user needs to answer before the report is generated. The information users enter, or the way they respond, determines what appears in the report. For example, in a report used by salespeople, there might be a parameter that asks the user to choose a region. The report would return the results for the specific region, instead of returning the results for all of the regions. See [Parameter Fields and Prompts \[page 432\]](#) for an introduction to parameter fields.

5.4.4.5 Running total fields

To display a total that evaluates each record and provides a running sum of all the values in a field (or all the values in a certain set of values), a running total field needs to be created and placed in the report. If the first three values in a field were 2, 4, and 6, a running total would print 2, and then 6 (the sum of 2 + 4), and then 12 (the sum of 2 + 4 + 6). See [Running Totals \[page 172\]](#), for an introduction to running totals.

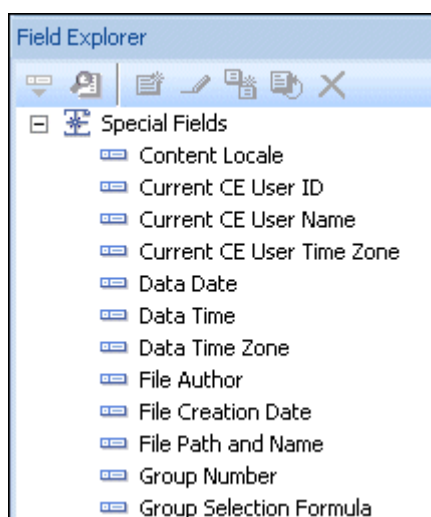
5.4.4.6 Special fields

To display information such as Page Numbers, Print Date, and Report Comments use the commands in the Special Fields tree view of the Field Explorer dialog box.

5.4.4.6.1 To insert a special field

Crystal Reports allows you to easily insert Page Number, Record Number, Group Number, Print Date, and Total Page Count fields, among others, into your report.

1.  On the Standard toolbar, click *Field Explorer*.
The Field Explorer dialog box appears.
2. Scroll down to *Special Fields* and expand it by clicking.



3. Choose a command from the Special Fields list to insert in the report.

Each special field is inserted into the report as an object. An object frame appears. You can now place it on the report.

i Note



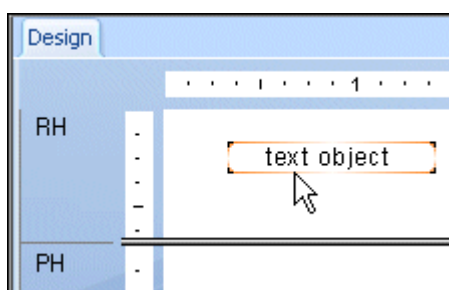
To change the formatting of an inserted object, click the object to select it and click Format on the Expert Tools toolbar. The Format Editor appears where you can make the desired changes. See [Formatting \[page 197\]](#).

5.4.4.7 Text objects

Text objects are used in reports for a multitude of purposes. They are a powerful way of inserting titles; labeling summaries and other data on your report; and of easily combining database fields.

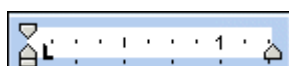
5.4.4.7.1 To insert a text object

1.  On the Insert Tools toolbar, click *Insert Text Object*. A cursor appears.
2. Position the cursor where you want the text object to appear in the report.



Click once on the border of the text object to select it for resizing and moving.

Double-click inside the text object to select it for editing. The Design tab ruler changes to a text object ruler sized to the length of the selected object. To the left, a tab indicator appears. By clicking the tab indicator, you can cycle through the four tab options available. Once you have chosen the desired tab, click the position on the ruler where you want to insert it.



The ruler allows you to add indents and align text within the text object.

i Note

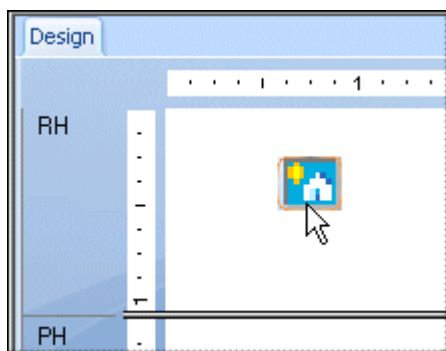
When you first insert the text object into the report, the object is automatically selected for editing.

5.4.4.8 Picture fields

When designing reports, there will be times when you want to include a picture. For example, you may wish to put a company logo in the report header.

5.4.4.8.1 To insert a picture

1.  On the Insert Tools toolbar, click *Insert Picture*.
The Open dialog box appears.
2. Select the desired picture file from the file list and click *Open* to return to the report.
An object frame appears with the picture inside, ready to be positioned.



3. Position the picture object where you want it to appear in the report and left-click once.

5.4.4.9 Hyperlink fields

You can select a report object on the Design or Preview tab and create a hyperlink to another location.

The hyperlink is saved with your report and is available to other users as a way of viewing additional information.

i Note

Crystal Reports lets you create hyperlinks with Relative URLs, so your web reports retain independence from their location on any particular server.

i Note

You can use the option *A Website on the Internet* to connect to SAP BusinessObjects, Web Intelligence, and Analysis workspace documents (this is also known as report linking). Click *Create enterprise hyperlink* to create these hyperlinks in Crystal Reports.

5.4.4.9.1 To create a hyperlink field

1. Select a report object on the *Design* or *Preview* tab.
2. On the *Format* menu, click *Hyperlink*.

The Format Editor dialog box appears with the Hyperlink tab active.

3. Click the type of hyperlink you want to create.

The available types in the upper area are:

- *No Hyperlink*
This is the default option. There is no hyperlink associated with the selected report object.
- *A Website on the Internet*
Select this option if you want your report object to be linked to a static web address. Use the formula button to create a URL based on a field value. For example, you might enter the following formula if your Customer Name field contained information that would create a series of meaningful URLs:
"http://www." + {Customer.Customer Name} + ".com"

i Note

You can also use this option to connect to SAP BusinessObjects, Web Intelligence, and Analysis workspace documents (this is also known as report linking). Click [Create enterprise hyperlink](#) to create these hyperlinks in Crystal Reports.

→ Tip

Alternatively, you can use the openDocument function in the [Formula Workshop](#) to create hyperlinks.

- *Current Website Field Value*
Select this option if you want the program to create a hyperlink out of the field you selected. The field must be stored as a proper hyperlink in your data source.
- *An E-mail Address*
Select this option if you want to create a "mailto" address from the field you selected. Use the formula button to create an address based on a field value.
- *A File*
Select this option to create a hyperlink to a file on a specific computer or networked computer. Use the formula button to create a file path based on a field value.
You can also use a hyperlink of this type to run an EXE with a command-line parameter. Enter the path and application name, and follow it by the parameter for the command.
- *Current E-mail Field Value*
Select this option if you want the program to create an email hyperlink out of the field you selected. The field must be stored as a proper email address in your data source.

The available types in the DHTML Viewer Only area are:

- *Report Part Drilldown*
For information about how to use this option, see [The Report Part Drilldown option \[page 372\]](#).
- *Another Report Object*
For information about how to use this option, see [The Another Report Object option \[page 375\]](#).

i Note

Not all hyperlink types are available at all times. The object you select and its location on the report determine which types are available.

4. After you have chosen a hyperlink type, enter the appropriate hyperlink information (the URL of a web site, for example).

5. Click [OK](#) when you are finished.

The hyperlink is inserted as appropriate. Click it on the report to go to the web site, to send an e-mail, and so on. For information about how to use the hyperlink types in the DHTML Viewer Only area, see [Setting up navigation \[page 370\]](#).

5.4.5 BLOB (Binary Large Object) fields

A BLOB field is a database field whose data consists of Binary Large Objects—such as bitmap graphics, images, OLE objects, metafiles, and so on. Inserting a BLOB field into your report allows you to access these binary objects as you would other data types.

i Note

Crystal Reports can also access BLOB objects by reference (that is, dynamically through a file path), so that you do not need to store the BLOB objects in your database. For more information, see [Making a static OLE object dynamic \[page 293\]](#).

In general, Crystal Reports allows you to access BLOB fields containing:

- Device-independent bitmaps (DIB).
- JPEG or PNG images.

In addition, if your data resides in a Microsoft Access database, then Crystal Reports enables you to report on BLOB fields containing OLE 1 and 2 objects and metafiles.

You insert BLOB fields as you would any other database field. For details, see [To insert a database field \[page 70\]](#).

A BLOB field object differs from other database field objects in that it offers options to control cropping, scaling, and sizing—just like an inserted picture or OLE object. To access these options, right-click the BLOB field object, select Format Graphic from the shortcut menu, and click the Picture tab.

i Note

To retain the ability to activate and edit an OLE object with its server application, you should insert the object into your report independently, either by linking or by embedding, rather than inserting it in a BLOB field. For more information about inserting linked and embedded OLE objects, see [Inserting OLE objects into reports \[page 290\]](#).

5.4.6 Formatting data

At this point in creating a report, you may want to do some basic formatting. Perhaps you would like to change the font size and style of a text object used as a title. Or, if you have a number field, such as a sales figure, you might want to place a dollar sign before the number or change the number of decimal places displayed.

5.4.7 Record selection

Record selection, the task of paring down the data to include only the data required for your report, is a crucial step in report creation. You will rarely want a listing of all the information in a database. Most often you will be interested in only the sales in a given time period or for a certain product, and so on. For example, a sales report may be designed to only include sales from one product line for the last calendar month.

5.4.8 Grouping, sorting, and summarizing data

Once a basic report is created, you will want to organize the data by grouping related information, sorting individual records, summarizing, subtotaling, and grand totaling.

Grouping records

To organize the data, you may want to group related data together. For example, after grouping a customer list by region, you might divide the list into regional groups. That way, a sales manager for one region could quickly locate the appropriate region group and focus exclusively on the customers within that region.

Sorting records

Crystal Reports allows you to specify the order in which you want the records on your report displayed. For example, after grouping by region, you might sort the records within each region in alphabetic order by Customer Name. Many of your reports will use some type of sorting. Depending on the report, you will sort the records in a list or sort in conjunction with grouping.

Summaries, subtotals, and grand totals

Many reports use some sort of totaling. For example, in a North American sales report grouped by state, you might want to calculate the total dollar amount sold in each state. You do this by creating a subtotal on the sales field. Summaries are also used at the group level, allowing you to calculate averages, counts, and other group (aggregate) values. For example, in a sales report you may want to calculate an average of sales per state (average summary on the sales field) and calculate the number of products sold in the state (distinct count of the product name field).

5.4.9 Using the drill-down option on summarized data

You can drill down on your data, to show the data behind individual groups, using the Drill-down cursor. See [Sorting, Grouping, and Totaling \[page 133\]](#).

5.4.9.1 Drill-down cursor

Crystal Reports allows you to drill down on group or summary information in the Preview tab in both the Standard and the Group Tree. When you position the cursor over any summary value that you can drill down on, the program displays a Drill-down cursor.

→ Tip

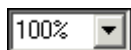
Group headers appear on the Drill-down tab just as they do in the main report itself.

If you then double-click, the program reveals the details behind that specific summary value. For example, if the Drill-down cursor becomes active over the city summary, you can double-click to see the details behind that summary.

- If you have only a single summary, you can look at the summary or at the data from the individual records that are summarized.
- If you have multiple summaries, you can look at the summaries behind summaries (the city summaries that make up the region summaries, for example), or at the data from the individual records that are summarized.

5.4.10 Using the zoom feature

You can easily zoom in on a report. You can choose any magnification from 25% to 400%. This feature is active in both the Design and Preview tabs.

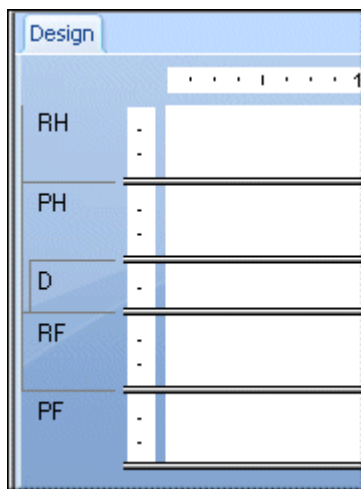


To zoom the report in or out, set the zoom level in the Zoom Control box found on the Standard toolbar.

It is helpful to view reports at low magnifications in order to get an overall picture of the layout of your report. Views at higher magnifications focus attention on the details of the report.

5.4.11 Inserting page headers and footers

You can use page headers and footers by placing the information in the Page Header or Page Footer sections of the Design tab.



- Information to appear only on the first page of the report goes in the Report Header (RH).
- Information to appear only on the last page of the report goes in the Report Footer (RF).
- Information to appear at the top of every page goes in the Page Header (PH).
- Information to appear at the bottom of every page goes in the Page Footer (PF).

Text, fields, or formulas can be used in these sections just as in the Details section.

Related Information

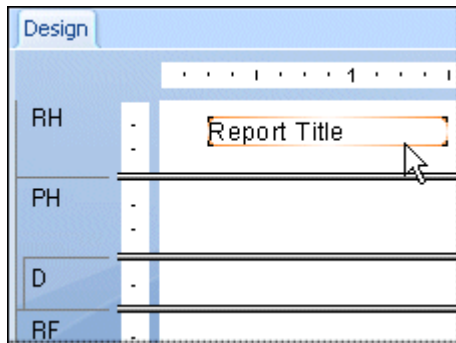
[Creating footers after the first page \[page 249\]](#)

5.4.12 Adding a title page to the report

Crystal Reports provides a quick, easy way to add a title page to a report by selecting Report Title from the Special Fields in the Field Explorer dialog box. In order to use this field, you must have a title entered in the Summary tab of the Document Properties dialog box. See [Adding summary information to the report \[page 81\]](#).

5.4.12.1 To add a report title

1.  On the Standard toolbar, click *Field Explorer*.
The Field Explorer dialog box appears.
2. Scroll down to *Special Fields* and expand it by clicking.
3. Select *Report Title*, and click *Insert to Report*. An object frame appears when the cursor is moved over the report.



4. Move the object frame to the Report Header section and click once to place the frame.



5. With the report title selected, click [Section Expert](#) on the Expert Tools toolbar.

The Section Expert appears.

6. With the Report Header section highlighted, select the [New Page After](#) check box.

Now the title will appear on the first page and the report will begin on the second page.

5.4.13 Adding summary information to the report

There may be times when you want to include non-printing comments with a report (a personal note to the report recipient, a note to explain more thoroughly the data on which the report is based, a report title, a comment about some particular data on the report, and so on).

Summary Info on the File menu provides a facility for including anything from a short note to hundreds of lines of text with your report. The comments do not print with the report; they remain in the Summary tab of the Document Properties dialog box where they can be reviewed on demand.

When you choose Summary Info, the Document Properties dialog box appears with the Summary tab active.

Document Properties

Summary | Statistics

Application: Crystal Reports

Author: Report Author

Keywords: Sales, June, July, August

Comments: This report shows sales figures for June, July, and August. It includes a breakdown according to department and employee sales.

Title: Sales Report - June, July, August

Subject: Sales figures

Template:

☐ Save Preview Picture

OK Cancel Help

Enter the desired information and click OK when finished to return to your report.

5.5 Exploring reports and working with multiple reports

Crystal Reports lets you work with your existing reports through the Report Explorer, the Workbench, and the Dependency Checker.

This section describes these tools and provides some general information about opening and docking each of the explorers that are available in Crystal Reports. For more information, see [Opening and docking explorers \[page 86\]](#).

5.5.1 The Report Explorer

The content of the Report Explorer represents the content of the report in a tree view. The root node is the report itself, while the first-level nodes represent the report's sections. Within each section, the report's fields and objects are listed. Any item you select in the tree view will be selected in the report (in either Design or Preview modes).

You can modify report fields and objects by selecting them in the Report Explorer. When you right-click the selected item, you see a menu that contains the actions you can carry out on the item. For example, if you right-click a text object, the menu will contain the options to edit the text, to format its font or color, and so on. Likewise, if you right-click a section node, the menu will contain the options to hide, suppress, format and so on.

i Note

You cannot add additional fields or report objects when using the Report Explorer, but you can delete them.

You can select multiple fields for formatting by using *Shift-click* or *Ctrl-click*.

5.5.1.1 Toolbar

The Report Explorer's toolbar provides buttons with tool tips. These buttons let you expand or collapse your report's tree view and choose the report items to display by type:

-  *Expand*
Use this option to expand all child nodes of the tree view under the selected node. If you select this option while the root node is highlighted, all remaining nodes are expanded. If you select this option while a child node is highlighted, only the nodes that are part of the child are expanded.

i Note

This option has no effect if selected while a report object is highlighted, or if the selected node has no children.

-  *Show/Hide Data Fields*
Use this option to show or hide data fields in your report. Data fields include formula fields, summary fields, and text objects.
-  *Show/Hide Graphical Objects*
Use this option to show or hide graphical objects in your report. Graphical objects include charts, maps, boxes, lines, BLOB fields, and OLE objects.
-  *Show/Hide Grids and Subreports*
Use this option to show or hide cross-tabs, OLAP grids, and subreports in your report.

i Note

 Items connected to an SAP BusinessObjects Enterprise Repository are shown with the repository icon beside them.

i Note

Items with hyperlinks are shown as blue text with a solid underline. Items with Report Part hyperlinks are shown as green text with a dashed underline.

5.5.2 The Workbench

In the Workbench, you can create projects that contain one or more reports. Use the options on the toolbar to add, remove, or rename folders, reports, and object packages. You can reorganize the files in a folder or folders

by dragging and dropping them where you want them to appear. You can also drag report files from Windows Explorer and drop them into the folder of your choice in the Workbench.

5.5.2.1 Toolbar

The toolbar in the Workbench provides the following options:

-  **Add Report**
Use this option to add a new object to the Workbench:
 - **Add Existing Report**
When you select this option, the Open dialog box appears so that you can search for a Crystal report that you have previously created.
 - **Add Current Report**
When you select this option, the program creates a root node that is called Untitled Project. It then adds the current active report to that project.
- i Note**
This option is available only when there is an active report.
- **Add New Project**
When you select this option, the program adds a new folder under the root node that is called Untitled Project. You can add reports to this folder. Project folders offer a way to organize the reports in the Workbench.
-  **Open**
Use this option to open the report or report package that you have selected in the project folders.
-  **Check Dependencies**
Use this option to initiate the Dependency Checker. The option is available for individual reports or for folders of reports. Crystal Reports begins checking the report(s) immediately and displays the results in the Dependency Checker. For more information, see [The Dependency Checker \[page 85\]](#).

5.5.2.2 Shortcut Menus

You can right-click any item in the projects area of the Workbench to see a shortcut menu. Many of the options that are available on the shortcut menu are also available on the toolbar. This section describes only the additional options that are not available on the toolbar.

- **Add Object Package**
When you select this option, the program prompts you to log on to your SAP BusinessObjects Business Intelligence platform system. When you have connected to your system, you can choose an object package to add to the Workbench. For more information about object packages, see the *SAP BusinessObjects Business Intelligence Platform Administrator Guide*.
- **Publish to SAP BusinessObjects Business Intelligence platform**
Use this option to publish a folder of reports to SAP BusinessObjects Business Intelligence platform. You can publish your reports individually or as an object package. (Objects packages can be scheduled in SAP

BusinessObjects Business Intelligence platform as a single entity.) When you choose this option, the *Publish Object* dialog box appears.

For information about using this dialog box, search the Crystal Reports online help for “Publish Object dialog box”.

- *Remove*

Use this option to remove a report, report package, or folder from the projects area.

i Note

You cannot undo this option.

i Note

When you remove a folder, you remove all of the items in it at the same time.

- *Rename*

Use this option to rename a folder in the projects area.

5.5.3 The Dependency Checker

The Dependency Checker appears when you check a report or project for errors in the Workbench, or when you select the command on the Report menu for a report that you have open in Crystal Reports. The Dependency Checker registers several types of errors:

- Report part hyperlink errors
- Repository object errors
- Formula compilation errors

Errors listed in the Dependency Checker show the following information:

- Error type.

Icon	Meaning
	Success. The Dependency Checker has verified that there are no errors in the file.
	Warning. The Dependency Checker has found something in the file that might be a problem. You can verify the warning, but you don't have to fix it to have the report to run correctly.
	Error. The Dependency Checker has found an error that you should fix so that the report will run correctly.

- Description of the error.
- Location of the file that contains the error.

Double-click an error to open the target report, and go to the report object so that you can fix the problem. If the report object cannot be found (because, for example, you've deleted part of the report since checking for errors), you receive a message that recommends you run the check again.

5.5.3.1 Shortcut Menu

When you right-click a message in the Dependency Checker, a shortcut menu appears:

- **Go To**
Use this option to open the report that contains the error and to go to the object that is causing the problem. You can also select a message and press Enter or double-click to open the report.
- **Sort By**
Use this option to sort the messages by type, number, description, or location.
- **Clear**
Use this option to remove the selected message.
- **Clear All**
Use this option to remove all of the messages.
- **Copy**
Use this option to copy the message to the clipboard so that you can paste it into another application.
- **Options**
Use this option to open the Dependency Checker tab of the Options dialog box. Use this tab to select the conditions that you want to check for when you run the Dependency Checker.
For more information about the options, search the Crystal Reports Online Help for the topic "Dependency Checker tab (Options dialog box)."

5.5.4 Opening and docking explorers

Crystal Reports includes these explorers and tools that you can use to see various reports and report objects:

- The Field Explorer
- The Report Explorer
- The Repository Explorer
- The Workbench
- The Dependency Checker

Open any of these explorers by using the commands on the View menu or the buttons on the Standard toolbar. If the explorer is closed, its command or button opens it; if the expert is already open, its command or button sets focus to it.

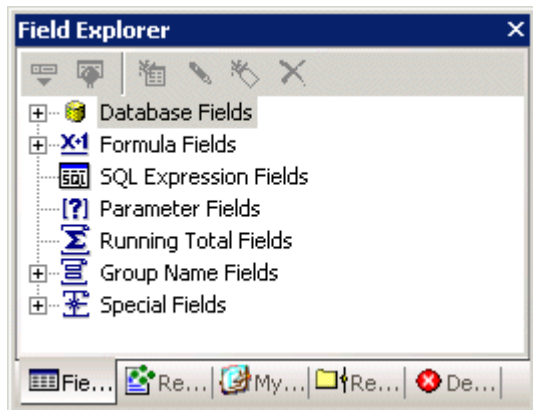
After installation, each explorer opens in a docked position in the Report Designer. You can dock explorers in any area of the designer by dragging them to a new location.

Double-click an explorer's title bar to change between docked and free-floating mode. In free-floating mode, the explorer can be dragged to any position. When you drag the explorer, a placement frame shows you where it will be placed. You can also resize an explorer by dragging any of its edges with the Resizing cursor.

i Note

When you double-click the title bar of a free-floating explorer, the program docks it where it was when you last used Crystal Reports.

You can create a single, multi-tabbed explorer from the Field Explorer, the Report Explorer, the Repository Explorer, the Workbench, and the Dependency Checker by dragging the explorers on top of each other. This multi-tabbed explorer can be used in docked or free-floating mode.



Click the tabs in the amalgamated explorer to change focus from one explorer type to another; the name in the title bar changes accordingly to show you which explorer you're currently using.

5.6 Beyond basic reports

Once you are comfortable with the basics of reporting, you will be ready to investigate the more powerful reporting features of Crystal Reports, including:

- Charts (see [Charting \[page 258\]](#))
- OLE objects (see [OLE \[page 288\]](#))
- Form letters (see [Form letters \[page 189\]](#))
- Subreports (see [Subreports \[page 468\]](#))
- Cross-tabs (see [Cross-Tab Objects \[page 298\]](#))
- Multi-section reports (see [Multiple Section Reports \[page 181\]](#))

6 SAP BusinessObjects Enterprise Repository

This section introduces you to the SAP BusinessObjects Enterprise Repository. It shows you how to add items to the repository, how to update existing items, and how to use repository items in your Crystal reports.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

6.1 What is the SAP BusinessObjects Enterprise Repository?

The SAP BusinessObjects Enterprise Repository is a database in which you manage shared report objects. You can refresh a report's repository objects with the latest version from your SAP BusinessObjects Enterprise Repository when you publish reports to SAP BusinessObjects Business Intelligence platform.

The SAP BusinessObjects Enterprise Repository is hosted by the Central Management Server (CMS) system database in SAP BusinessObjects Business Intelligence platform.

The object types that the repository supports include the following items:

- Text objects
- Bitmaps
- Custom functions
- Commands (queries)

i Note

Business Views and list-of-values objects are also stored in the SAP BusinessObjects Enterprise Repository. You can use Business Views in Crystal Reports, but you create them in the Business View Manager. You can create and use lists of values in Crystal Reports, but you add them to the repository through the Business View Manager.

By maintaining a shared repository of report objects, you can modify a particular object and update all reports containing that object as they are opened for use. A central location for report objects also helps with the task of managing your data—an important benefit in maximizing productivity and minimizing costs at your company.

6.1.1 Work flow

Although there are many ways to use the SAP BusinessObjects Enterprise Repository, this sample work flow will acquaint you with some of the things you might want to do:

- Set up subfolders and subcategories for your repository
The [Repository Explorer](#) displays the contents of your SAP BusinessObjects Enterprise Repository as a tree with folders, subfolders, categories, and subcategories. The following folders and categories are supplied through SAP BusinessObjects Business Intelligence platform:
 - Repository Items
 - Enterprise Items
 - Categories
 - Personal CategoriesYou can add subfolders and subcategories.
- Add report objects to your repository
There are different ways to do this depending on the type of object you want to add:
 - Select a text object or bitmap image and drag it to a folder or choose "Add to Repository" from the shortcut menu.
 - Select a Custom Function in the Formula Workshop and click the "Add to Repository" button.
 - Create or modify a command in the Database Expert and, once it appears in the Selected Tables list, right-click it and choose the "Add to Repository" option.
- Add repository objects to a report
There are different ways to do this, depending on the type of object:
 - Text objects and bitmap images can be dragged to the report from the [Repository Explorer](#).
 - Custom functions can be added through the [Formula Workshop](#).
 - Commands can be added through the [Database Expert](#).
 - Lists of values and prompt groups can be added to parameter fields by selecting them from the appropriate lists in the [Create New Parameter](#) or [Edit Parameter](#) dialog boxes.
- Update report objects in your repository
Again, there are different ways to do this, depending on the type of object:
 - Text objects and bitmap images can be dragged back to the original repository object.
 - Custom functions can be updated through its user interface.
 - Commands can be updated and added back to the repository through the [Database Expert](#).

6.2 Accessing the SAP BusinessObjects Enterprise Repository

The repository supplied by Crystal Reports is set up when you install. You don't have to do anything additional before you use the repository.

6.2.1 To open the SAP BusinessObjects Enterprise Repository

1. Start *Crystal Reports* and open a report.

2.  Click the *Repository Explorer* button on the Standard toolbar.

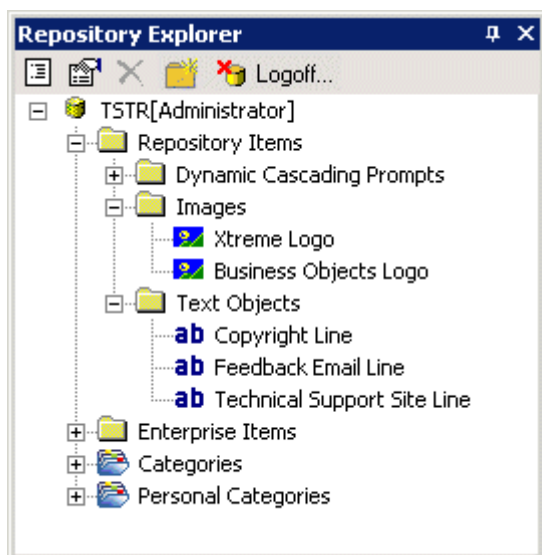
→ Tip

Another way to do this is to click the Repository Explorer option under the View menu.

3. Click Logon to connect to SAP BusinessObjects Business Intelligence platform.

For information about how to log on to SAP BusinessObjects Business Intelligence platform, see [Working with Enterprise folders \[page 367\]](#).

The Repository Explorer appears.



4. Expand nodes to see the repository contents.

The *Repository Explorer* might appear in a docked position in the Report Designer depending on where it was when you last used Crystal Reports. For more information about docking explorers, see [Opening and docking explorers \[page 86\]](#).

Hover your mouse's cursor over any object in the *Repository Explorer* to see a tooltip. Tooltips include Author and Description information for text objects and bitmaps; for commands, tooltips include the complete text of the SQL statement.

6.3 Repository Explorer toolbar

The Repository Explorer's toolbar provides buttons with tool tips. These buttons let you add new folders or categories, search for items, and so on:

- *Change view settings*
Use this option to open the View Settings dialog box. Use this dialog box to limit the type of repository items displayed in the Repository Explorer. You can also select options to sort multiple items by name or by type.
- *Advanced filtering*
Use this option to display filtering options at the bottom of the Repository Explorer. Use these filters to find specific items by words from the Name or Author fields in the Add Item dialog box. For information about adding or changing an item's name or author, see [Adding items to the repository \[page 92\]](#) and [Modifying objects in the repository \[page 96\]](#).

i Note

Text entered in the filtering fields of this option is not case sensitive.

- *Delete the item/folder*
Use this option to permanently remove the selected item or folder from the repository. When you delete a folder, you delete all the items it contains. For more information about deleting items from the repository, see [Deleting items from the repository \[page 98\]](#).
- *Insert a new folder*
Use this option to add a new subfolder to the repository. For information, see [Adding subfolders and subcategories to the repository \[page 91\]](#).

i Note

This option is called "Insert a new category" when you have selected a category in the repository tree.

- *Logoff Server*
Use this option to log off the SAP BusinessObjects Business Intelligence platform server that you are connected to. When you are logged off, this option is called Logon; use it to reconnect to your SAP BusinessObjects Business Intelligence platform server or to connect to a different server.

6.4 Adding subfolders and subcategories to the repository

You can organize the contents of the repository by creating subfolders and subcategories in its tree view.

Folders are objects that you can use to separate content into logical groups. Like folders, categories are objects that you can use to organize documents. You can associate documents with multiple categories, and you can create subcategories within categories.

SAP BusinessObjects Business Intelligence platform provides the following types of categories:

- Corporate categories are created by the administrator, or other users who have been granted access to these categories. If you have the appropriate rights, you can create corporate categories.
- Personal categories can be created by each user to organize his or her own personal documents.

6.4.1 To add a new subfolder or subcategory

1. In the Repository Explorer, select an existing node, and click *Insert a new folder* or *Insert a new category* on the Repository Explorer's toolbar.

→ Tip

The insert button changes automatically from folder to category depending on the type of object that you select.

A new subfolder or subcategory is added to the repository tree. (If your repository items are not sorted, the new subfolder or subcategory is added to the bottom of the selected node. If your repository items are sorted by type, the new subfolder or subcategory is added alphabetically with the default name New Folder.)

2. Name your new subfolder or subcategory and hit the *Enter* key.

6.5 Adding items to the repository

You can add text objects and bitmap images to the repository by dragging them from your report to the appropriate repository folder. A dialog box appears so you can add identifying information about the object.

Custom functions are added to the repository through the Formula Workshop and commands are added through the Database Expert.

Once report items are in the repository, they can be shared between many reports. Each person who uses Crystal Reports can connect to the repository and choose items to add to a report.

When you add an object to the repository, that object becomes "connected" to the repository. As long as an object remains connected, you can update any report that uses that object with the latest version in the repository.

6.5.1 Adding a text object or bitmap image

1. Select a text object or bitmap image in your report and drag it to the appropriate folder in the Repository Explorer.
2. In the *Name* field of the Object Information dialog box, create a name for your object or image.

i Note

You cannot use these characters in your object's name: # " { } ; /

3. Enter an author and description if you want, and then click *OK*.

→ Tip

Author and description information appears in tooltips and can be searched for using the Advanced filtering option.

You'll see that your text object or bitmap image has been added to the appropriate folder.

6.5.2 Adding a text object or bitmap image - another method

You could have added the text object or bitmap image without dragging and dropping it.

1. Select a text object or bitmap image in your report and click [Add to Repository](#) from the shortcut menu.

The Add Item dialog box appears.

Notice that, because you did not drag the object to a specific repository folder, this dialog box contains an area to select a location from.

2. In the [Name](#) field, create a name for your object or image.

Note

You cannot use these characters in your object's name: # " { } ; /

3. In the Location area, select a repository folder, and then click [OK](#).

You'll see that your text object or bitmap image has been added to the appropriate folder.

If you try to edit any of the objects you added to the repository, you'll see that you can't make changes; the objects are in read-only mode. This is true of any report object that is stored in the repository: as long as it is connected to the repository it can't be changed in the report. If you right-click the object in the report and choose "Disconnect from Repository" from the shortcut menu, the item is disconnected from the repository and becomes editable. If you want other reports to be updated with the edited report object, you must add it back to the repository.

6.5.3 Adding a custom function

1. In the Formula Workshop, expand the [Report Custom Functions](#) node and select the custom function you want to add to the repository.

2.  Click the [Add to Repository](#) button.

You'll see that your custom function has been added to the Repository Custom Functions node.

→ Tip

You can also add a custom function to the repository by dragging it from the Report Custom Functions node—in the Workshop Tree—and dropping it on a Repository Custom Functions node.

→ Tip



The custom function icon in the Report Custom Functions node changes to indicate that the custom function exists in the repository.

i Note

You must add all custom functions to the Repository Custom Functions node that is provided with Crystal Reports.

6.5.4 Adding a command

1. In the Selected Tables area of the Database Expert, select the command you want to add to the repository.
2. Right-click the command and select *Add to Repository*.
3. In the Add Item dialog box, specify a name and repository location for the command.
4. In the Location area, select a repository folder, and then click *OK*.

You'll find the command in the SAP BusinessObjects Enterprise Explorer, the Repository Explorer, the Database Expert, and the Set Datasource Location dialog box.

6.6 Using repository objects in reports

Once you have an object or a collection of objects added to the repository, you can start using them in your Crystal reports. Each type of repository object is added through its own user interface. In the case of text objects and bitmap images, you simply drag them from the Repository Explorer to a report. Custom functions are selected when you work in the Formula Workshop, and commands are selected in the SAP BusinessObjects Enterprise Explorer, the Database Expert, or the Set Datasource Location dialog box. You can select list-of-values objects from within the Create New Parameter or Edit Parameter dialog boxes.

When you add a repository object to a report, it remains connected to the repository and is in read-only mode. To edit the object, you must disconnect it from the repository and unlock its formatting.

i Note

To reconnect a report object that has been disconnected from its repository, re-add the object or update the repository copy. Objects that remain disconnected from the repository cannot be automatically updated when the report is next opened.

i Note



You can see that a report object is connected to the repository by opening the Report Explorer and looking for it; if the object has an icon in front of it, it is connected to the repository.

This section shows you how to add a bitmap image, a custom function, or a command to a new report. It also shows you how to add a list of values to a parameter.

6.6.1 Adding a text object or a bitmap image to a report

1.  Click the *Repository Explorer* button on the Standard toolbar.

→ Tip

Another way to do this is to click the Repository Explorer option under the View menu.

2. Log on to SAP BusinessObjects Business Intelligence platform if you have not done so already.
For information about how to log on to SAP BusinessObjects Business Intelligence platform, see [Working with Enterprise folders \[page 367\]](#).
3. Expand the appropriate folder in the Repository Explorer and drag a text object or bitmap image to your report.

i Note

Folders in your SAP BusinessObjects Enterprise Repository do not have to be named to represent the objects they hold; you can use a name of your choice. See [Adding subfolders and subcategories to the repository \[page 91\]](#) for more information.

6.6.2 Adding a custom function to a report

1.  Click the *Formula Workshop* button on the Expert Tools toolbar.

→ Tip

Another way to do this is to click the Formula Workshop option under the Report menu.

2. In the Formula Workshop, expand the *Repository Custom Functions* node until you find the custom function you want to add.
3. Right-click the custom function and click *Add to Report* from its shortcut menu.

If the custom function you are adding to your report requires other custom functions from the repository, they can be added at the same time.

You'll see your custom function has been added to the Report Custom Functions node of the Formula Workshop.

i Note

You can also add custom functions to a report while creating formulas in the Formula Workshop. For more information about this method, see [Creating a formula in the Formula Expert \[page 404\]](#).

6.6.3 Adding a command to a report

1.  Click the *Database Expert* button on the Expert Tools toolbar.

→ Tip

Another way to do this is to click the Database Expert option under the Database menu.

2. In the Database Expert, expand the *Repository* folder.

→ Tip

If the SAP BusinessObjects Enterprise Explorer doesn't open immediately, double-click Make New Connection.

3. In the SAP BusinessObjects Enterprise Explorer, expand folders until you find the command you want to add, and then click *Open*.

You'll see your command in the Available Data Sources area of the Database Expert. When the command is in this area, you can add it to your report as you would add any other data source. For more information, see [Selecting the data source \[page 67\]](#).

6.6.4 Adding a list of values to a parameter

1. In the Field Explorer, select *Parameter Fields* and click *New*.
2. In the List of Values area, click *Dynamic*.
3. Click *Existing* and choose a repository list of values from the tree view that appears.

i Note

If the list is empty (you cannot connect to a repository, or your report does not contain an existing list of values), this option is not available.

6.7 Modifying objects in the repository

You can modify repository objects by disconnecting them, changing them in a report, and adding them back to the repository. As well, you can rename objects and move them to different folders directly in the repository.

i Note

Be aware that when you modify an object and add it back to the repository, your changes affect all those who use that same repository: a renamed object is renamed for all users, and reports that contain the modified object may be updated upon opening them in the Report Designer.

6.7.1 To modify a repository object

i Note

This procedure shows you how to modify and update a text object in the repository. Custom functions and commands are modified and updated in their respective user interfaces; in each case, you must first disconnect the custom function or command from the repository, make the modifications, and then add the custom function or command back to the repository.

1. From the Repository Explorer, drag any text object into a report.
2. Right-click the text object in the report and select *Disconnect from Repository* from the shortcut menu.
3. Double-click the text object and modify its text.
4. Drag and drop the text object from the report to the folder containing the text object in the repository.

When you drop the text object, the Add or Update Object dialog box appears.

5. Click *Update*.
6. In the Modify Item dialog box, make any changes you require and click *OK*.
7. Right-click the text object in the repository and click *Properties* from its shortcut menu.

Notice that the date and time in the Modified area have changed to correspond to the time you added the text object back to the repository.

6.8 Updating connected repository objects in reports

Repository objects that are used in a report and are connected to that report's repository can be updated automatically when opening the report in Crystal Reports. This behavior is controlled by an Options setting and is global for all reports.

i Note

Objects that are used in a report but are disconnected from the repository are not automatically updated when the report is opened.

6.8.1 To set the update option

1. On the *File* menu, click *Options*.
The Options dialog box appears.
2. Click the *Reporting* tab.
3. Select the *Update Connected Repository Objects on Open* check box.
4. Click *OK*.

If you don't want to use this global option, you can also update a report's repository objects by selecting the Update Repository Objects option on the Open dialog box for an individual report.

i Note

When you open a report that contains a command that is stored in the repository, and you have specified that you want to Update Connected Repository Objects on Open, only the definition of the command is automatically refreshed; the data that the command returns is not updated until you click the Refresh button in the report.

6.9 Deleting items from the repository

Any object you store in the repository can be deleted from that repository without removing it from the reports that use it. Once you remove an object from the repository, it is removed for all users.

i Note

When you delete an object from the repository, it appears to remain connected in the reports that use it. When you try to update repository objects for those reports, a warning message is shown in the Missing Repository Items dialog box so you can quickly identify the object. Use the Report Explorer dialog box to find the object in the report; then you can disconnect it.

i Note

If you have deleted an object from the repository, creating a new object with the same name and adding it back to the repository does not relink that object to your reports. Each repository object has a unique ID; linking is not done by name.

6.9.1 To delete an object from the repository

1.  Click the *Repository Explorer* button on the Standard toolbar.

→ Tip

Another way to do this is to click the Repository Explorer option under the View menu.

2. In the appropriate folder, select the object you want to remove and press the *Delete* key.
You are asked to confirm the deletion.
3. Click the *Yes* button.
The object is removed from the repository.

You can also delete a repository object by right-clicking it and selecting Delete from the shortcut menu.

6.10 Using Undo in the repository

You cannot undo any action that updates the repository. You can undo anything that affects only the report and not the repository. For example, you can undo the disconnect activity.

7 Designing Optimized Web Reports

Click a link to view one of the topics in this section:

- [Overview \[page 100\]](#)
- [Scale with SAP BusinessObjects Business Intelligence platform \[page 101\]](#)
- [Making the right design choices \[page 103\]](#)
- [Streamlining your reporting environment \[page 108\]](#)
- [Using enhanced record selection formulas \[page 110\]](#)
- [Improving grouping, sorting, and totaling \[page 117\]](#)
- [Formatting reports for viewing on different platforms \[page 120\]](#)

7.1 Overview

Whether you distribute your enterprise reports over a local network, a corporate Intranet, or the Web, you can use Crystal Reports' powerful, built-in performance features to deliver web reporting speed.

Crystal Reports automatically provides these major performance advantages—even if you don't apply any of the strategies set out in this section:

- **Page-on-demand technology**
Page-on-demand report access lets users download only the specific report pages they need to see, thus improving response times and reducing web traffic. Further, placeholders and partial page technology allow you to view report pages and data over the Web immediately, without having to wait for the processing of large objects, such as graphics and subreports.
- **Optimized, multithreaded Report Engine**
The Crystal Report Engine's multithreading capabilities and thread-safe database drivers allow you to continue working on your important tasks, while many other operations are processed simultaneously in the background. The Report Engine also minimizes the number of passes made through the data, speeds up processing with improved memory management, and handles subreports and parameters as efficiently as possible.

In addition to these built-in features, the [Key strategies for optimizing web reports \[page 101\]](#) discussed in the following sections bring additional performance benefits, which are often substantial. When you design new reports (or improve reports created in older versions of Crystal Reports) in accordance with these strategies, reports run faster and tie up fewer processing resources. Consequently, report users can easily access the data they need—faster than ever.

→ Tip

If you're new to web reporting, or to reporting in general, reading this section will prepare you for future reporting tasks—you'll gain important insight into designing faster, better reports.

i Note

Understanding databases and how they work is often important when considering performance. See [Databases overview \[page 481\]](#) for background information.

7.1.1 Key strategies for optimizing web reports

- As your company grows, Crystal Reports and SAP BusinessObjects Business Intelligence platform can grow along with you. For details, see [Scale with SAP BusinessObjects Business Intelligence platform \[page 101\]](#).
- For tips and considerations on how to create fast, interactive reports, see [Making the right design choices \[page 103\]](#).
- For information about getting the most out of your existing database, see [Streamlining your reporting environment \[page 108\]](#).
- To minimize data transfer and enhance report performance, see [Using enhanced record selection formulas \[page 110\]](#).
- To decrease the processing and data transfer times of grouped, sorted, or totaled reports, see [Improving grouping, sorting, and totaling \[page 117\]](#).

In general, report performance issues are similar, no matter how you distribute your reports. By following these strategies, you'll notice significant improvements not only in multi-user web environments, but also in single-user situations.

7.2 Scale with SAP BusinessObjects Business Intelligence platform

SAP BusinessObjects Business Intelligence platform provides a flexible and efficient way to deliver your reports over the web or to integrate them into custom web applications.

The Report Application Server (RAS) provides a rich set of server-based reporting services that let you tightly integrate reporting into your custom web applications. RAS provides a base set of BusinessObjects Business Intelligence platform services, focused on report processing, application integration, and run-time report modification.

You can extend your application even further using the following advanced services available in other editions of SAP BusinessObjects Business Intelligence platform:

- **Security**
SAP BusinessObjects Business Intelligence platform provides granular group, user, and data-level security to help you protect sensitive reports and deliver a more personalized end-user experience.
- **Scheduling**
SAP BusinessObjects Business Intelligence platform incorporates a flexible time- and event-based scheduling system to allow you to process large reports during off hours and to avoid unnecessary database hits. (The Report Application Server provides on-demand reporting, so every viewing request results in a separate query on your database.)

- **Versioning**
Versioning works closely with scheduling to store "instances" of a report. Versioning not only reduces the number of database hits required to serve users, but also allows you to keep an archive of report instances for historical reference.
- **Clustering**
SAP BusinessObjects Business Intelligence platform incorporates proven clustering and load-balancing technology to help you deliver a highly available, reliable information delivery system.
- **Scalability**
SAP BusinessObjects Business Intelligence platform is built on a distributed, multi-server architecture, allowing you to scale up on a single machine (by adding processors) or scale out over multiple machines to handle heavier user loads.
- **Management**
SAP BusinessObjects Business Intelligence platform incorporates extensive administration and management controls that allow you to organize content, set up complex schedules and security, and tune the system for optimal performance.
- **External (third-party) authentication**
SAP BusinessObjects Business Intelligence platform allows you to leverage your existing security system to manage users and groups. All authentication can be delegated to a third-party NT or LDAP system.

7.2.1 Evaluation times for date functions in SAP BusinessObjects Business Intelligence platform

Different date and time functions available in Crystal Reports are evaluated at different stages during report processing. Some are evaluated when a scheduled report is processed, or when a report instance is refreshed: this evaluation time is known as "WhileReadingRecords." Others are evaluated each time a report page is formatted for display in a report viewer or a browser: this evaluation time is known as "WhilePrintingRecords."

If you use SAP BusinessObjects Business Intelligence platform to generate report instances and notice that date or time functions are not evaluating to the values that you expect, consider the following:

- The current date and time are always read from the clock that is locally accessible to the Report Engine—that is, from the clock on the computer that processes the report. In SAP BusinessObjects Business Intelligence platform, the Job Server processes scheduled reports against the database, and the Page Server processes on-demand reports against the database. The Page Server also formats individual pages of report instances when users view them.
- When a scheduled report is processed, all date and time formulas are evaluated by the Job Server in order to generate the report instance. When you simply view the resultant report instance, none of the formulas are re-evaluated.
- When you view a cached report page, none of the date functions are re-evaluated, because the records have already been read and the page has already been formatted.
- If you use date and/or time functions in a report's selection formula, the report's data is dependent upon the return values of those formulas. Consequently, when you view a report instance at a later date, the function may cause the report data to be updated from the database.
- To ensure that date and time functions return the values that you expect, you can force the evaluation time through the use of the WhileReadingRecords and WhilePrintingRecords functions.
For more information, see the "Functions" and "Report Processing Model" sections of the Crystal Reports Online Help.

7.3 Making the right design choices

This section offers design options and considerations that will help improve the performance of your reports. The topics covered range from basic suggestions, such as updating reports created in older versions of Crystal Reports to the latest file format, to more involved decisions, such as whether to use live or saved data, and how to use subreports efficiently.

When designing your reports, and especially when designing reports for the Web, you should allow report users to drive the data they see. In other words, display summarized information, so each user can navigate the report quickly and then drill down to access additional data. In this way, web traffic and response times are minimized, because only the data requested by the user is transferred from the database server.

These are only a few of the benefits of designing user-driven reports:

- Report users gain interactive control over the type and quantity of information they view over the Web.
- Data transfer and network traffic decrease, because only the information requested by users is returned from the database server.
- When users need real-time reporting of live data over the Web, user-oriented reports respond quickly and communicate efficiently with the database server.
- Reports become more useful, because each user customizes the report's contents, thereby creating a reporting solution specific to his or her particular decision-making problem.

7.3.1 Using faster report formats

The quickest way to help improve the performance of reports created in older versions of Crystal Reports is to save them in the latest Crystal Reports format. Crystal Reports has been enhanced to process reports faster than ever before: update your older reports to take advantage of these enhancements.

To update the format of an older report, just open it in Crystal Reports and select Save from the File menu. The older version of the report will be replaced with an updated version.

i Note

If for some reason you need to keep a report in its original file format, use the Save As command (instead of Save) and enter a new name for the updated version of the report.

7.3.2 Choosing between live and saved data

When reporting over the Web, the choice to use live or saved data is one of the most important decisions you'll make. Whichever choice you make, however, Crystal Reports displays the first page as quickly as possible, so you can see your report while the rest of the data is being processed.

7.3.2.1 Live data

Live reporting gives users real-time access to live data, straight from the database server. Use live data to keep users up-to-date on constantly changing data, so they can access information that's accurate to the second. For instance, if the managers of a large distribution center need to keep track of inventory shipped on a continual basis, then live reporting is the way to give them the information they need.

Crystal Reports supports live reporting. However, you should first consider whether or not you want all of your users hitting the database server on a continual basis. If the data isn't rapidly or constantly changing, then all those requests to the database do little more than increase network traffic and consume server resources. In such cases, you may prefer to use reports with saved data.

To ensure the efficiency of real-time reporting, read all of the suggestions in this chapter. These topics, however, are of particular importance:

- [Taking advantage of on-demand subreports \[page 106\]](#)
- [Performing grouping on server \[page 117\]](#)
- [Incorporating parameter fields into record selection formulas \[page 116\]](#)

7.3.2.2 Saved data

Reports with saved data are useful for dealing with data that isn't continually updated. When users navigate through reports with saved data, and drill down for details on columns or charts, they don't access the database server directly; instead, they access the saved data. Consequently, reports with saved data not only minimize data transfer over the network, but also lighten the database server's workload.

You can schedule these reports within SAP BusinessObjects Business Intelligence platform, so they automatically refresh from the database on a predetermined basis. For example, if your sales database is only updated once a day, or once a week, then you can run the report on a similar schedule and save it with data. Sales representatives then always have access to current sales data, but they aren't hitting the database every time they open a report. Alternatively, you can refresh reports with saved data on an as-needed basis.

Saved data is discarded and refreshed when you perform any of these tasks in a report:

- Select the Refresh command.
- Change your database logon.
- Change any of the report's data parameters.
- Add a new field that doesn't exist in the saved data.
- Drill down in a report where [Perform Grouping On Server](#) is selected, and the details section is suppressed.
- Verify the database—if the database structure has changed drastically.
- Change the linking parameter on a subreport (the subreport is refreshed).
- Change the order of groups (only for reports in the Report Application Server).

If you do use reports with saved data, incorporate the other suggestions in this section to make sure your reports are designed for optimum performance.

To save a report with data, first make sure the Save Data with Report option is selected on the File menu; then Save your report.

7.3.3 Designing summary reports

Designing and distributing summary reports is a relatively easy way to ensure that users quickly find the data they need over the Web. A summary report can include as much data as any other report. However, by hiding a summary report's Details section, you avoid overwhelming users with data they may not immediately need.

When the Details section is hidden, users navigate with the Group tree first, to locate the desired data. Then, by drilling down on the report, they can request specific data, which is returned quickly without unnecessary records. This is especially important to improving navigation of long summary reports, which might consist of hundreds, thousands, or even tens of thousands of pages.

To facilitate navigation in this way, you first need to group the data and insert the summary fields you want to include in your report. For detailed information and instructions, see [Grouping data \[page 138\]](#) and [Summarizing grouped data \[page 157\]](#).

Once you've grouped and summarized your report data, hide the Details section (and any other large report sections) so that users can easily navigate to the data that's important to them.

7.3.3.1 To hide details in a summary report

1. Open your report in Crystal Reports.

If you haven't yet created a grouped and summarized report, open Group.rpt from the Feature Examples samples folder.

2. On the [Report](#) menu, click [Section Expert](#) to open the Section Expert.
3. In the [Sections](#) list, click [Details](#).
4. On the Section Expert's [Common](#) tab, select the [Hide \(Drill-Down OK\)](#) check box.
5. Click [OK](#).

You'll notice the details are now hidden. To view the details, navigate through the report using the Group tree, and then drill down on the appropriate area of the report.

i Note

For details on minimizing data transfer with summary reports, see [Performing grouping on server \[page 117\]](#).

7.3.4 Using subreports carefully

A subreport is an excellent way to include additional data in a main report. Performance issues relating to subreports vary depending on the type of subreport used.

For general information on subreporting, see [Subreports \[page 468\]](#).

7.3.4.1 Taking advantage of on-demand subreports

If your report has a section that handles a large number of records, you can put that section into an on-demand subreport. An on-demand subreport appears as a hyperlink in the primary report. When you open the primary report, no data is retrieved for the on-demand subreport until you drill down on the hyperlink.

For example, when designing a report that shows each employee's quarterly sales for each product and each product type, you might also want to track each employee's progress by including weekly sales information. This additional data, however, may not be of interest to many users viewing the report. In such a case, extract the weekly sales portion of the report and attach it as an on-demand subreport. Detailed information about weekly sales is retrieved from the database only when a user drills down on the on-demand subreport.

Many report objects—such as large cross-tabs, OLAP grids, advanced charts, and maps—are ideal candidates to include in on-demand subreports, so that the object is not processed until you drill down.

To insert an on-demand subreport, see [Inserting subreports \[page 471\]](#) and [Creating an on-demand subreport \[page 478\]](#).

→ Tip

You could also place such report objects in a hidden Details section of a report that uses the Perform Grouping On Server option. When you do this, the database server performs the majority of the processing, and only a subset of the records is transferred from the server to the local machine (other records are retrieved when you drill down to a hidden section).

7.3.4.2 Using linked subreports

When a subreport is linked, Crystal Reports coordinates the data in the subreport with the matching records in the primary report. If you need to use regular linked subreports—that is, linked subreports that are not on-demand subreports—you should consider these guidelines:

- If the additional data provided by a regular linked subreport is useful to relatively few users, create a linked on-demand subreport instead. Users who need to see the extra data click a hyperlink to view the subreport; users who don't need to see the extra data won't have to download it from the database server.
- In some cases, placing regular linked subreports in the Details section of a main report may hinder performance—especially when your main report contains many records. (This is because you're creating a separate subreport for each record, and a separate query must be run for each database record in the main report.) As an alternative, consider using linked on-demand subreports in the Details section of your main report.

7.3.4.3 Linking tables instead of linking subreports

Whenever possible, coordinate your report data by linking database tables on the Links tab of the Database Expert, rather than by linking regular subreports—that is, subreports that aren't on-demand subreports—to the main report. Since each subreport is run as a separate report, linked tables often have a performance advantage.

7.3.5 Using other design elements effectively

Maps

Map rendering is a single-threaded operation that does not scale well. Although maps are supported, you need to be careful in considering the overall effect a map in your report will have on performance.

Report Templates

If you will be applying the same template to multiple reports, it is best to open the report once and cache it, because the template only needs to be read-only.

Including "Page N of M" or "Total Page Count"

If you include the special fields "Page N of M" or "Total Page Count" in your report, the report needs to finish processing before it can calculate this value. Avoid using these special fields in your report unless the report is very small or you absolutely require the value.

7.3.6 Designing reports to maximize data sharing

SAP BusinessObjects Business Intelligence platform has data-sharing functionality that improves performance by reducing the number of database calls that are made in a system with multiple users.

Data can be shared between users of a report object only if certain conditions are met. Try to maximize data sharing by designing reports such that the conditions for data sharing are met as often as possible, without compromising different user's need for report information.

When reports are processed by the Page Server, data is shared between users of a report when these conditions are met:

- Users view a report using the same database logon information.
- Users view a report using the same parameters.
- Users view a report using the same page layout options.
- Users view a report using the same locale settings.

Reports viewed using the DHTML viewer, the ActiveX viewer, or the Java viewer are processed using the Page Server. These viewers do not allow users to change the page layout or locale of a report. However, it is possible to develop custom viewer applications that provide this functionality.

When reports are processed by the Report Application Server (RAS), data is shared between users of a report when these conditions are met:

- Users view a report using the same database logon information.

- Users view a report using the same parameters.
- Users view a report using the same locale settings.
- Users do not modify the report.

Reports viewed using the Advanced DHTML viewer (or your own custom application that permits report viewing and modification) are processed using the Report Application Server.

7.4 Streamlining your reporting environment

Another step to ensuring that report users receive their information quickly is to assess your reporting environment. What kind of database do you use? How is data organized within the database? How are you connecting to the data you need to report off? How are you linking your database tables? By taking these important considerations into account, you can significantly minimize the amount of data that must physically travel across the network.

7.4.1 Selecting the fastest database and connection

To improve reporting performance, utilize your database to its full potential by having it do the majority of your report processing. Ideally, Structured Query Language (SQL) databases are the most efficient for carrying out this task.

For details on SQL databases, see [Using SQL and SQL databases \[page 484\]](#).

7.4.2 Using table indexes

You can also improve the way your data is organized within the database. For optimum processing speed, report off indexed fields on your SQL database. Using table indexes is an easy way to increase the speed of data access and to reduce the time it takes for Crystal Reports to evaluate data.

For a complete description of how table indexing works, see [Indexed tables \[page 483\]](#).

7.4.3 Improving table-linking choices

When you add multiple database tables to your report, you link the tables on a common field so that records from one table match related records from another. (Table linking works best if your database tables are indexed.) Linking your database tables in this way is usually much faster than incorporating linked subreports into your main report.

When you link two or more tables, you want your report to read as few records as possible, while at the same time finding all matching records. The best ways to adhere to this guideline are to assess your reporting needs

and to plan your strategy before creating your report. When you know exactly what you need from your data source, Crystal Reports makes it easy to get that information.

There are many other specific issues to consider when linking tables. These additional considerations, however, are largely contingent upon your reporting environment. In other words, the steps to optimal table-linking performance depend upon your database type, the possibility of indexing tables, and the join type required between tables. You'll find complete descriptions for various reporting scenarios in the section entitled [Linking tables \[page 497\]](#).

In the majority of reporting scenarios, the following general procedures should ensure that your tables are linked for improved if not optimal performance.

7.4.3.1 To link tables effectively

1. Ensure that each database table is indexed on the field you are going to use.
2. Add the database tables to your report, and then link from the primary table to the lookup table on a common field. (Do this instead of inserting a linked subreport and binding it to the data in your primary report.)
3. Use a record selection formula that sets range limits on the indexed field in the primary table. This minimizes the number of records in the primary table for which Crystal Reports must find matching records in the lookup table.

7.4.4 Using thread-safe database drivers

If you share and refresh reports over the web, open them using thread-safe database drivers whenever possible. The Crystal Report Engine supports multiple threads. Thus, when you make multiple data requests through thread-safe database drivers, the Report Engine can process all of the requests simultaneously. As the result, you'll be able to view your reports sooner.

The following generic database drivers are thread-safe:

- crdb_odbc.dll (ODBC)
- crdb_jdbc.dll (JDBC)
- crdb_ado.dll (OLE DB)

ODBC connections to the following database types assume that the ODBC database driver is also thread-safe and, therefore, operate in a multi-threaded manner:

- Microsoft SQL Server
- Oracle
- DB2
- Teradata
- Sybase

i Note

It is also assumed that the database drivers used with JDBC and OLE DB are always thread-safe and, therefore, always operate in a multi-threaded manner.

The following native database drivers are thread-safe:

- crdb_ado_plus.dll (ADO.NET data provider)
- crdb_com.dll (COM data provider)
- crdb_db2cli.dll (DB2 Unicode)
- crdb_javabean (Java Bean data provider)
- crdb_xml (XML)
- crdb_olap.dll (OLAP)
- crdb_oracle.dll (Oracle)
- crdb_p2ssby10.dll (Sybase)

i Note

Check the Release Notes in the Crystal Reports product distribution for updates to these lists; more database drivers may be added if they are found to be thread-safe during testing.

7.4.5 Using stored procedures for faster processing

A stored procedure is a compiled SQL program, consisting of one or more SQL statements, which resides and runs on your SQL server. Although stored procedures can take time to set up properly, they can be incredibly powerful.

The advantages of using stored procedures are most noticeable when reporting off large sets of data, or when running reports that demand long, complex calculations. In such cases, you should ideally use a predefined stored procedure that performs the complex work for you on the database server.

Because stored procedures reside on your SQL server, you may need to ask your Administrator about accessing or setting up a stored procedure.

- For more information on stored procedures, see [Stored procedures \[page 487\]](#).

7.5 Using enhanced record selection formulas

The most important thing you can do to speed up report processing is to limit the amount of data that is returned from the database. Your primary tool for doing this is the record selection formula.

Crystal Reports analyzes your record selection formula and generates an SQL query from it. This SQL query is then processed by the database, which sends the resulting records back to Crystal Reports. Crystal Reports then evaluates the record selection formula locally for each of the records retrieved from the database, thereby calculating the set of records used to generate the report.

Unnecessary records are eliminated at two stages: at the database with the SQL query and within Crystal Reports by the record selection formula. For speed, you want as many records as possible to be eliminated in the first stage. By designing your record selection formula effectively, you can off-load much of the processing to the database server, thus eliminating unnecessary records before returning them to Crystal Reports. This is commonly called "pushing record selection down to the database server."

This section offers several tips to ensure that your record selection formulas can be pushed down to the database server.

7.5.1 Pushing down record selection—an example

This example demonstrates the benefits of writing record selection formulas that can be pushed down to the database server.

In the Orders table of the Xtreme sample database, there are 2192 records, of which 181 have order dates prior to 2001. Suppose you want to report on only those records. On the one hand, you could use this record selection formula:

```
Year ({Orders.Order Date}) < 2001
```

The SQL query generated will send all 2192 records to Crystal Reports, and then the record selection formula will reduce this to 181. To see this, click Show SQL Query on the Database menu and notice that the SQL query has no WHERE clause. This is because Crystal Reports is not able to push down the Year () function in the WHERE clause.

On the other hand, this record selection formula generates the same report:

```
{Orders.Order Date} < #Jan 1, 2001#
```

This second formula, however, can be performed on the database server, so it is pushed down. The SQL query generated will send only 181 records to Crystal Reports. So, when the record selection formula is evaluated by Crystal Reports, no further records need to be eliminated. Click Show SQL Query on the Database menu and notice that the resulting SQL query has a WHERE clause.

As this example shows, your report's processing speed improves when you enhance your record selection formula. In this case, both formulas generate the same report, but the second takes advantages of the power and optimizations that the database server can use when handling its own data.

→ Tip

See the next section for additional information and limitations when setting up record selection requests.

i Note

If you are new to record selection formulas, you may prefer to begin with the Select Expert or the sample record selection formula templates. For further details, along with an introduction to record selection, see [Selecting records \[page 121\]](#).

7.5.2 Record selection performance tips

Consider the following performance-related items when setting up record selection requests:

7.5.2.1 General

- To push down record selection, you must select "Use Indexes or Server for Speed" in the Report Options dialog box (available on the File menu).
- In record selection formulas, avoid data type conversions on fields that are not parameter fields. For example, avoid using ToText() to convert a numeric database field to a string database field.
- You are able to push down some record selection formulas that use constant expressions.

7.5.2.2 PC Databases

- You can only push down record selection on indexed fields.
- You can only push down AND clauses (not OR).

7.5.2.3 SQL Databases

- You can push down record selection on indexed or non-indexed fields.
- Your SQL server will respond faster if you use indexed fields.
- You can push down AND and OR clauses.
- Record selection formulas containing some types of embedded formulas can be pushed down.
- You should incorporate SQL Expression fields to push down formula calculations necessary for the record selection.
- On the Database menu, click Show SQL Query to view the SQL that will be sent to the database server.

7.5.3 Strategies for writing efficient record selection formulas

i Note

This section assumes that you are familiar with the Select Expert and that you are reporting off of a SQL database.

Consider the following points when creating a record selection formula:

Consideration 1

Any record selection formula that you generate completely with the Select Expert, without writing pieces of the formula yourself, can be pushed down.

This case actually follows from the points below. However, you can write more types of record selection formulas using the tips below than is possible with the Select Expert. To do this, you need to edit the record

selection formula directly with the Formula Workshop or from within the text area that appears when you click Show Formula in the Select Expert.

To open the Formula Workshop to modify record selection, click the Report menu, point to Selection Formulas, and then select Record from the submenu.

Consideration 2

To open the Formula Workshop to modify record selection, click the Report menu, point to Selection Formulas, and then select Record from the submenu.

Any selection formula that is of the form: `DataBaseField SupportedOperator ConstantOrParameterExpression` can be pushed down.

Of course `DataBaseField` is just a database field. `SupportedOperator` is any of `=`, `<>`, `<`, `<=`, `>`, `>=`, `StartsWith`, `Like` or `In`.

`ConstantOrParameterExpression` is any expression that involves constant values, operators, functions, and parameter fields. It cannot involve variables, control structures, or fields other than parameter fields. By their very definition, constant and parameter expressions can be evaluated without accessing the database.

Note

A constant or parameter expression can evaluate to a simple value, a range value, an array value, or an array of range values. Here are some examples of such expressions:

```
{?number parameter} - 3
Year ({?run date})
CurrentDate + 5
DateDiff ("q", CurrentDate, CDate("Jan 1, 1996"))
Month (Maximum ({?date range parameter}) + 15)
["Canada", "Mexico", "USA", {?enter a country}]
1000 To 5000
[5000 To 10000, 20000 To 30000, 50000 To 60000]
```

A complete example:

```
{Orders.Order Date} >= CurrentDate - 3
```

The program can also push down an expression that just contains a Boolean field (without the operator and constant parts).

```
{Orders.Shipped}
Not {Orders.Shipped}
```

Consideration 3

`IsNull ( <DataBaseField> )` can be pushed down.

Consideration 4

<SqlExpression SupportedOperator ConstantOrParameterExpression> can be pushed down.

For example, the selection formula `{@ExtendedPrice} > 1000` cannot be pushed down if `{@ExtendedPrice} = (Quantity * Price)`. However, if the formula `@ExtendedPrice` is replaced with the equivalent SQL Expression, then your record selection formula will be pushed down.

Consideration 5

When using multiple expressions that follow the above considerations, separate them with AND and OR operators—you can also use NOT. You can have several of each, and you can use parentheses to give priority. For example:

```
{Orders.Order ID} < Minimum({?number range}) Or  
{Orders.Order Amount} >= 1000  
(IsNull({Customer.Region}) Or  
{Customer.Region} = "BC") And  
{Customer.Last Year's Sales} > 2000
```

Related Information

[Troubleshooting record selection formulas \[page 129\]](#)

7.5.3.1 To add a parameter field to your record selection formula

1. Open the sample report *Group By Intervals.rpt*.

Take a moment to navigate the Group tree and see how the data is organized; notice also, in the bottom right of the Crystal Reports window, that 269 records were returned for this report.

i Note

You'll see this number only if you have the Status Bar option selected on the View menu.

Now click the Design tab.

2. On the *View* menu, click *Field Explorer*.
3. In the Field Explorer, right-click *Parameter Fields* and select *New* from the shortcut menu.

The Create New Parameter dialog box appears.

4. For the *Name* of the parameter, type *SalesQuota*.
5. Click the *Type* list and select *Number*.

6. In the Options area, go to the *Prompt Text* option and type **What was last year's sales quota?**
7. In the Options area, make sure that the *Allow discrete values* option is *True*, and then click *OK*.

i Note

You've now created the parameter field. The rest of these procedures describe how to add the parameter field to the record selection formula with the Select Expert.

8. On the *Report* menu, click *Select Expert*.

The Choose Field dialog box appears.

9. Select the *Customer.Last Year's Sales* field, and then click *OK*.

The Select Expert appears.

10. On the *Customer.Last Year's Sales* tab, click the drop-down list and select *is greater than*.

A new drop-down list appears.

11. Click this second list and select *{?SalesQuota}*.

→ Tip

Click the Show Formula button to view the new record selection formula, which appears as: *{Customer.Last Year's Sales} > {?SalesQuota}*. Instead of using the Select Expert, you could have created this formula yourself in the Record Selection Formula Editor. (To see the editor, open the Formula Workshop and select Record Selection from the Selection Formulas folder.)

12. Click *OK* in the Select Expert.

You've now added your parameter field to the record selection formula. When you switch to Preview mode, or click the Refresh button, you will be prompted for new parameter values. You can then enter a numeric value representing last year's sales quota. The resulting report will display only those customers whose Last Year's Sales exceeds the numeric value you specify.

For instance, if you respond to the parameter by entering 40000, then the report will display only those customers whose sales exceeded \$40,000 last year. Notice also, in the bottom right of the Crystal Reports window, that only 58 records are returned for your report, instead of the 270 records that were returned before you put the parameter field into a record selection formula.

By enhancing this report, you've retrieved all the information you needed and, at the same time, you've ensured that the fewest number of records is transferred from the database server.

Related Information

[Advanced parameter features \[page 458\]](#)

[Parameter and prompt overview \[page 432\]](#)

[Record Selection \[page 121\]](#)

7.5.4 Incorporating parameter fields into record selection formulas

Instead of displaying all of a report's data every time the report is opened, you can create parameter fields that prompt users to specify the data they want to see. To decrease the amount of data transferred from the database server, incorporate these parameter fields right into your record selection formula.

In general, parameter fields provide interactivity for users, who respond to the parameter prompts in order to specify the data they want to see. However, by incorporating your parameter fields right into your record selection formula, you not only provide interactivity, but you also decrease data transfer and increase performance.

You can add a parameter field to your record selection formula by using the Select Expert or the Record Selection Formula Workshop. When using the Record Selection Formula Workshop, you treat the parameter field as you would any other field.

In the following example, you will create a parameter field and then add it to the record selection formula with the Select Expert.

7.5.5 Using SQL expressions where appropriate

SQL expressions are like formulas, but they are written in Structured Query Language (SQL). They are useful in optimizing report performance because the tasks they execute are normally performed on the database server (as opposed to a regular formula, which is sometimes executed on the local machine).

Don't use SQL expressions exclusively, because Crystal Reports includes its own formula language, which is much more powerful than standard SQL. Both Crystal Syntax and Basic Syntax allow you to enhance and hone your formulas in ways that are either difficult or impossible with SQL. In certain circumstances, however, creating and using SQL Expression fields can speed up the processing of your reports.

7.5.5.1 Key uses of SQL Expression fields

To maintain optimum report processing speeds, avoid using formulas (whether Crystal or Basic syntax) within record selection formulas. Instead, replace the original formula with an equivalent SQL Expression field, and then incorporate the SQL Expression field into your record selection formula. Doing so will greatly improve the chances of your record selection being pushed down to the server.

In addition, avoid sorting, grouping, or totaling on a formula field (whether Crystal or Basic syntax). Instead, replace the original formula field with an equivalent SQL Expression field, and then sort, group, or total on the SQL Expression Field. Again, this will greatly improve the chances of the processing being done on the server.

Finally, if your database supports Case Logic, and your report needs to summarize an If-Then-Else formula calculation, replace the formula with an SQL Expression field. In such cases, SQL Expression fields enable Crystal Reports to perform the report's grouping on the server. For more information, see [Using SQL Expressions for Case Logic \[page 119\]](#).

Related Information

[The SQL language \[page 489\]](#)

[SQL Expression fields \[page 71\]](#)

[Using enhanced record selection formulas \[page 110\]](#)

7.6 Improving grouping, sorting, and totaling

Click a link to view one of the topics in this section:

- [Performing grouping on server \[page 117\]](#)
- [Benefits of grouping on server - an example \[page 118\]](#)
- [Using SQL Expressions for groups, sorts, and totals \[page 119\]](#)
- [Using SQL Expressions for Case Logic \[page 119\]](#)
- [Inserting summary and running total fields where possible \[page 119\]](#)

7.6.1 Performing grouping on server

If you're reporting in real-time off live data over the Web, reduce the amount of data transferred from the database server by using the Perform Grouping on Server option. With this option, much data processing is off-loaded to the database server and only a subset of data is read initially. Detail data is returned from the database only when you drill down in a report.

i Note

Server-side processing works only for sorted and grouped reports that are based on SQL data sources.

7.6.1.1 To enable server-side processing

1. On the *File* menu, click *Report Options*.
2. Select *Perform Grouping on Server* on the Report Options dialog box.

This check box is inactive if Use Indexes or Server for Speed is not selected.

→ Tip

When Use Indexes or Server for Speed is selected, you can quickly enable Perform Grouping On Server from the Database menu.

3. Click *OK*.

7.6.2 Benefits of grouping on server - an example

The following example describes a typical reporting scenario wherein grouping on server can significantly reduce the amount of unnecessary data transferred from the database server.

7.6.2.1 To decrease data transfer by grouping on server

1. Open the sample report [Group.rpt](#).

Look in the bottom right corner of the Crystal Reports window and notice that 269 records are returned for this report.

i Note

You'll see this number only if you have the Status Bar option selected on the View menu.

2. On the [Report](#) menu, click [Section Expert](#) to access the Section Expert.
3. In the [Sections](#) list, select [Details](#).
4. On the [Common](#) tab, select [Hide \(Drill-Down OK\)](#). This hides the report's Details section, so that only group header displays in the report. (In this case, the report is grouped by Country.)
5. Click [OK](#) in the Section Expert. The Details records will disappear from the report.
6. Press [F5](#) to refresh the report data (or click the [Refresh](#) button on the toolbar).

Notice that 269 records are still returned for the report, even though the Detail records are hidden from view.

7. On the [Database](#) menu, click [Perform Grouping on Server](#).

Now notice that only 71 records are returned for the report. The grouping (by Country) has been performed on the database server, and fewer records have been transferred to the report.

8. Drill down on a country by double-clicking the report.

→ Tip

When drill down is available, your cursor turns into a magnifying glass.

Crystal Reports retrieves the appropriate Detail records as you need them.

For instance, if you drill down on Australia, Crystal Reports quickly retrieves the seven records that make up the group.

By hiding the Details section of this report, you've created a summary report that's easy for users to navigate. Each user can first locate the Country with which he or she is concerned, and can then drill down to retrieve valuable details.

Moreover, by enabling the Perform Grouping on Server option, you've ensured that the initial processing is completed on the database server. Consequently, only the necessary records are transferred to the report.

For more information on server-side processing, see [Server-side processing \[page 517\]](#).

7.6.3 Using SQL Expressions for groups, sorts, and totals

For reports using Perform Grouping on Server, avoid sorting, grouping, or totaling on a formula field (whether Crystal or Basic syntax). Instead, replace the original formula field with an equivalent SQL Expression Field, and then sort, group, or total on the SQL Expression field. This will greatly improve the chances of the processing being done on the server.

For details on when else to use SQL Expressions, see [Using SQL expressions where appropriate \[page 116\]](#).

7.6.4 Using SQL Expressions for Case Logic

If your database supports Case Logic, and your report needs to summarize an If-Then-Else formula calculation, replace the formula with an SQL Expression field. In such cases, SQL Expression fields enable Crystal Reports to perform the report's grouping on the server.

For instance, suppose that you're reporting off of an MS SQL Server database, which supports Case Logic. You need to include an If-Then-Else calculation in your report, and you need to summarize that calculation for each group in the report. By performing the calculation with an SQL Expression field of the following form, you use your database's ability to process Case Logic:

```
CASE <DatabaseTable><.> "<DatabaseField> "  
WHEN '<SpecifiedValue>' THEN <Calculation1>  
ELSE <Calculation2>  
END
```

If a record's **<DatabaseField>** value is equal to **<SpecifiedValue>** , then **<Calculation1>** is performed; for all other records, **<Calculation2>** is performed. By incorporating the SQL Expression field, you take advantage of your database server's ability to process Case Logic. Your report's grouping consequently takes place on the server, even when you summarize the SQL Expression field elsewhere in the report.

i Note

The SQL syntax in this example is specific to MS SQL Server. You may need to refer to your database documentation or consult with your Administrator in order to determine the syntax appropriate to your database.

7.6.5 Inserting summary and running total fields where possible

Where possible, avoid creating formulas with global variables to calculate summaries or running totals.

Instead, create summaries by clicking the Insert menu and then selecting the appropriate command (Subtotal, Grand Total, or Summary). Create running total fields by opening the Field Explorer, right-clicking Running Total Fields, and then selecting New from the shortcut menu.

For general details on summarizing data, see [Sorting, Grouping, and Totaling \[page 133\]](#) and [Running Totals \[page 172\]](#).

7.7 Formatting reports for viewing on different platforms

Not all operating systems render characters or fonts the same way; a report that displays properly on a Microsoft Windows system may not display properly on a Linux system. You may see either truncated or overlapping lines for multi-line fields, or the text lines may not wrap as expected.

To ensure that the report displays on the web the way that you expect it to, use the [HTML Preview tab \[page 66\]](#) option to preview the output as you are designing your report.

8 Record Selection

This section shows you how to filter the records you want included in a report. For example, using the record selection tools, you can limit the records in your report to include only records for a specific group of customers, a specific range of account numbers, or a particular date range.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

8.1 Selecting records

When a field is selected to appear on a report, field values from every record in the active table(s) are printed by default. In many cases, you may not want to include all the values, but only a subset of those values. For example, you may want to include:

- Records only for a specific group of customers.
- Records for a specific range of account numbers out of the total number of records in the database.
- Values from only those records that fall within a particular date range.

8.1.1 Options for selecting records

Crystal Reports includes a very sophisticated formula language that you can use to specify virtually any type of record selection. However, you may not always need the flexibility in record selection that the formula language provides. The Select Expert is designed for such instances.

You can select records in one of two ways:

- [Using the Select Expert \[page 122\]](#)
- [Using formulas \[page 124\]](#)

Once you are familiar with the Select Expert and formulas, you can use your record selection techniques to improve the performance of your reports.

For additional performance tips and advanced record selection strategies, see [Using enhanced record selection formulas \[page 110\]](#).

For additional performance tips and advanced record selection strategies, see “Using enhanced record selection formulas” in the Designing Optimized Web Reports chapter of the *Crystal Reports User Guide*.

8.1.2 Determining which field(s) to use

When you select records, you are basing your report only on those records that meet some conditions that you have set. You base those conditions on the kind of information you want in the finished report.

Assume, for example, that you want a report that only shows data from California. The challenge is to find the best way to identify those records that come from California.

- If the table used in a report has a State or Region field, you can specify in your request that the program use only those records in which the value in the state field is equal to California (Region is equal to CA).
- If the table does not have a State field and you still want to report only on California data, there may be another way to identify that data.
 - If the table has a Postal Code field, you could base your record selection on the range of ZIP codes that apply to California (Postal Code is between n and N).
 - If the table has an Area Code field, you could base your record selection on California Area Codes (Area Code is one of $x, y, \dots, z$).

i Note

If the Area Code is stored in the telephone number field, you will not be able to do this same record selection using the Select Expert based on the Area Code. You will have to create a record selection formula using the formula language to extract the Area Code part of the phone number and then do record selection based on that.

i Note

As a general rule, if you can base your record selection on a number of fields (as in this example), you should select an indexed field instead of a field that is not indexed for better performance.

8.1.3 Using the Select Expert

The Select Expert makes it easy to specify the records you want included in your report. When you work with the Select Expert, you select the field to which you want to apply selection conditions and then you specify those conditions.

The Select Expert can be used to set up simple record selection requests. For example:

- Customers from Arizona.
- Orders in the first quarter.
- Sales over \$10,000.

The Select Expert can also be used to set up some sophisticated requests:

- Customers whose names start with "A", "M", or "S."
- Customers from California or Florida who ordered in July.

These are all range limit requests. One or more constants define the range. The program compares the field value in each record to the constant(s) and rejects records with values outside the range. The report is limited to values within the range. You can set up all of these types of record selection requests without any previous knowledge of the formula language.

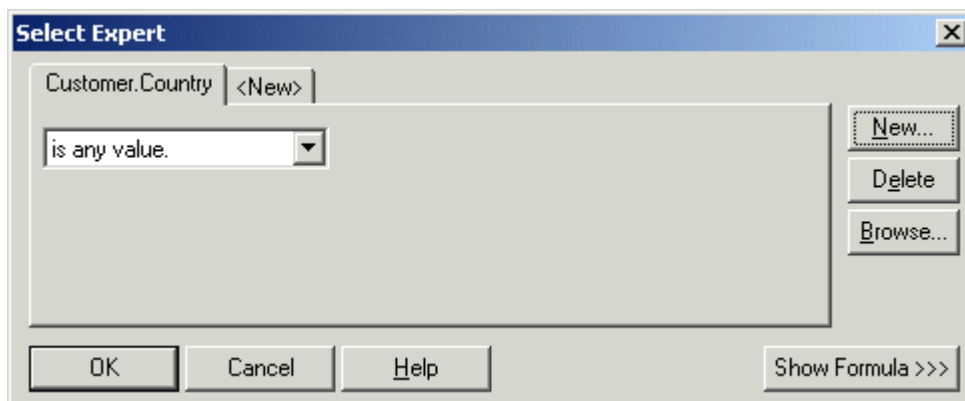
i Note

The Select Expert can be used to set up both record selection and group selection requests. When a group name or summary field is selected, the program knows that the selection criteria set up is intended for group selection. In all other cases, the program knows that you are setting up record selection.

8.1.3.1 To set up record selection using the Select Expert

1.  On the Expert Tools toolbar, click [Select Expert](#).

The Select Expert dialog box appears.



i Note

If you click the Select Expert button without first highlighting a field in your report, the Choose Field dialog box appears. Highlight the field on which you want to base record selection and click OK. The Select Expert appears.

2. Use the drop-down lists to enter your selection criteria for the indicated field.
3. Click [OK](#) when finished.

→ Tip

To base record selection on more than one field, click the New tab. Select the next field from the Choose Field dialog box.

A selection formula is generated based on your specifications, limiting the report to the records you indicated.

i Note

To view the selection formula, click the Show Formula button. The Select Expert expands to show the formula. You can modify the formula in the area that appears, or you can click the Formula Editor button to modify it in the Formula Editor.

8.1.4 Using formulas

Click a link to view one of the topics in this section:

- [To set up record selection using a formula \[page 124\]](#)
- [Further information about formulas \[page 124\]](#)

8.1.4.1 To set up record selection using a formula

1. On the *Report* menu, point to *Selection Formulas* and click *Record*.
2. In the Record Selection Formula Editor, enter the formula by typing in the components or selecting them from the component trees.

i Note

The resulting formula must be Boolean; that is, it must return either a True or False value.

3.  Click *Check* to identify any errors in the formula.
4. Fix any syntax errors the Formula Checker identifies.
5. When the formula has the correct syntax, click *Save*.

8.1.4.2 Further information about formulas

- For sample record and group selection templates, see [Using formula templates \[page 126\]](#).
- For complete instructions on creating formulas, see [Using Formulas \[page 390\]](#).
- For advanced record selection strategies and performance tips, see [Using enhanced record selection formulas \[page 110\]](#).
- For advanced record selection strategies and performance tips, see “Using enhanced record selection formulas” in the Designing Optimized Web Reports chapter of the *Crystal Reports User's Guide*.

8.1.5 Interaction of the Select Expert and the Formula Editor

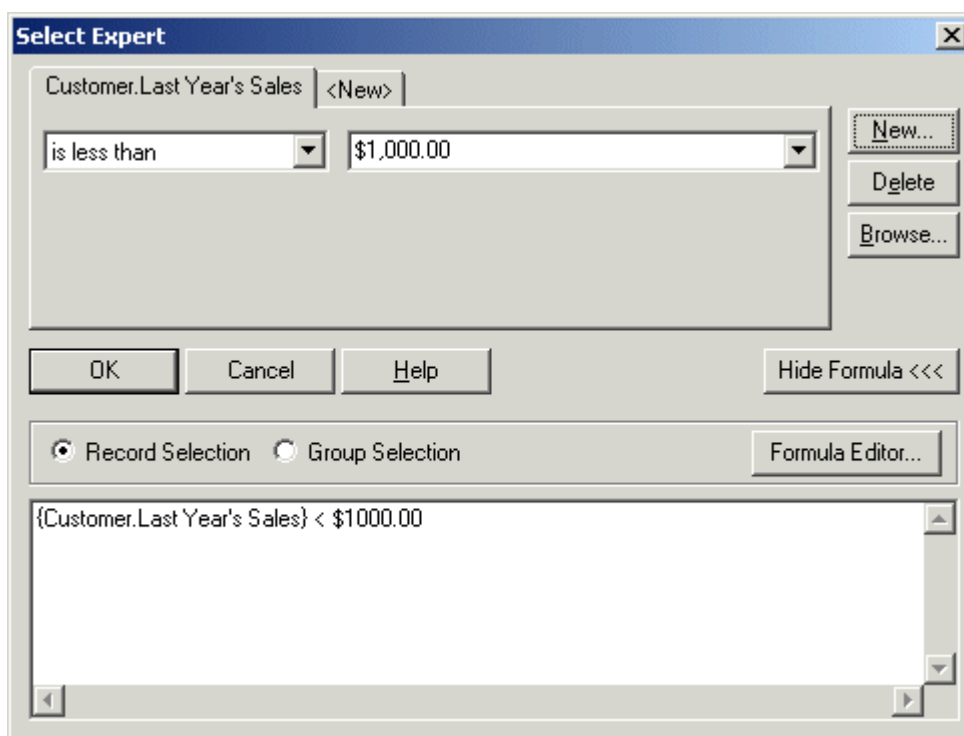
The Select Expert and the Record/Group Selection Formula Editor are interactive. That is, record selection criteria you enter via the Select Expert automatically generates a record selection formula which can be reviewed and modified. Likewise, record selection formulas and modifications to existing record selection formulas automatically update the selection criteria in the Select Expert.

Because of this interactivity, you can use the two tools together as a tutorial for learning the formula language.

8.1.5.1 To view the Select Expert formula

1. Right-click the field on which you want to view record selection.
2. Click [Select Expert](#).
3. Click the [Show Formula](#) button.

The Select Expert expands so you can review the formula the program generated based on your selection criteria.



4. Click the [Hide Formula](#) button when you are done with your review.
5. Use the Select Expert to change your selection formula.
6. Review the updated formula by clicking the [Show Formula](#) button again.
7. To make changes to the formula, click the [Formula Editor](#) button in the expanded Select Expert and use the tools in the Formula Workshop to make your formula changes.

Note

Selection formula components that do not fit any of the fixed criteria in the Select Expert will not be translated. For example, if part of your record selection formula extracts the last four characters in a customer number, the section of the formula code that performs that extraction will not be converted to Select Expert selection criteria.

8.1.6 Saved data selection formulas

Saved data selection formulas filter report data after the records have been stored in the report. Like record selection formulas, they can be created using both the [Select Expert](#) and formulas.

Unlike record selection formulas, any change to a saved data selection formula does not cause a refresh to the database. Instead, the report's saved data is used for all subsequent filtering. Saved data selection formulas are used with parameters to create interactive report filters that you can customize.

Optional parameters

You can combine saved data selection formulas and optional parameters. For more information on optional parameters, see [Optional parameters \[page 434\]](#).

8.2 Using formula templates

Click a link to view one of the topics in this section:

- [Record selection formula templates \[page 126\]](#)

8.2.1 Record selection formula templates

The following sample formulas can be used as templates to help you create your own selection formulas using the Formula Workshop. These examples illustrate different selections that you could do, not necessarily the best selections.

8.2.1.1 Selecting records using character strings

```
{file.FIELD} startswith "C"
```

Selects those records in which the value in the {file.FIELD} field begins with the character "C" (includes values like CyclePath, Corp. and Cyclist's Trail Co.; excludes values like Bob's Bikes Ltd. and Feel Great Bikes, Inc.).

```
not ({file.FIELD} startswith "C")
```

Selects those records in which the value in the {file.FIELD} field does not begin with the character "C" (includes values like Bob's Bikes Ltd. and Feel Great Bikes, Inc.; excludes values like CyclePath, Corp. and Cyclist's Trail Co.).

```
"999" in {file.FIELD}[3 to 5]
```

Selects those records in which the 3rd through 5th digits of the {file.FIELD} field is equal to "999" (includes values like 10999, 70999, and 00999; excludes values like 99901 and 19990).

```
"Cycle" in {file.FIELD}
```

Selects those records in which the value in the {file.FIELD} field contains the string "Cycle" (includes values such as CyclePath Corp. and CycleSporin, Inc.; excludes values like Cyclist's Trail Co. and Feel Great Bikes, Inc.).

8.2.1.2 Selecting records using numbers

Single values

```
{file.FIELD} > 99999
```

Selects those records in which the value in the {file.FIELD} field is greater than 99999.

```
{file.FIELD} < 99999
```

Selects those records in which the value in the {file.FIELD} field is less than 99999.

Range of values

```
{file.FIELD} > 11111 and {file.FIELD} < 99999
```

Selects those records in which the value in the {file.FIELD} field is greater than 11111 but less than 99999 (neither 11111 or 99999 is included in the range of values).

```
{file.FIELD} >= 11111 and {file.FIELD} <= 99999
```

Selects those records in which the value in the {file.FIELD} field is greater than 11111 but less than 99999 (both 11111 and 99999 are included in the range of values).

8.2.1.3 Selecting records using dates

The Month, Day, and Year functions can all be used in examples like the following:

```
Year ({file.DATE}) < 1999
```

Selects those records in which the year found in the {file.DATE} field is earlier than 1999.

```
Year ({file.DATE}) > 1992 and Year ({file.DATE}) < 1996
```

Selects those records in which the year found in the {file.DATE} field falls between 1992 and 1996 (1992 and 1996 not included).

```
Year({file.DATE}) >= 1992 and Year({file.DATE}) <= 1996
```

Selects those records in which the year found in the {file.DATE} field falls between 1992 and 1996 (1992 and 1996 are included).

```
Month({file.DATE}) in 1 to 4
```

Selects those records in which the month found in the {file.DATE} field is one of the first four months of the year (includes January, February, March, and April).

```
Month({file.DATE}) in [1,4]
```

Selects those records in which the month found in the {file.DATE} field is the first or fourth month of the year (includes January and April, excludes February and March).

8.2.1.4 Selecting records using preset date ranges

The preset date ranges can be used to create selection formulas similar to these:

```
{file.DATE} in LastFullMonth
```

Selects those records in which the date found in the {file.DATE} field falls within the last full month. (If the month is May, this selects all records with an April date.)

```
not({file.DATE} in LastFullMonth)
```

Selects all records except those in which the date found in the {file.DATE} field falls within the last full month (if the month is May, this selects all records except those with an April date).

8.2.1.5 Selecting records using date/number/character combinations

These formulas simply "mix and match" formulas from the categories above.

```
"C" in {file.FIELD}[1] and Month({file.DATE}) in [1,4]
```

Selects those records in which the value in the {file.FIELD} field begins with "C" and the month is either January or April. For example, if this kind of formula was used with an order database, you could be asking for a report showing all customers whose names begin with "C" and who placed orders in January or in April.

```
"AOK" in {file.HISTORY}[3 to 5] and {file.OPENCRED} >= 5000
```

Selects those records in which the {file.HISTORY} field shows the characters "AOK" as the 3, 4, and 5 characters and the {file.OPENCRED} field (the amount of available credit) is at least 5000.

These templates can be used as they are (with your own data), or they can be combined to create complex formulas.

8.3 Pushing down record selection to the database server

The drivers provided with Crystal Reports for SQL data sources allow "pushing down" record selection to the database server. When you specify a record selection formula in a report based on an SQL data source, Crystal Reports analyzes it, generates a SQL query from it and passes the SQL query to the database server. Record selection is then carried out in two stages:

- The first stage of record selection takes place when the database server processes the SQL query and returns a set of records to Crystal Reports.
- In the second stage, Crystal Reports further evaluates locally the record selection formula for the set of records returned from the database server.

Since database servers are usually faster machines than workstations, it is to your advantage to specify record selection formulas that can be processed by the server in the first stage. Doing so minimizes record selection on the local machine in the second stage. This process is commonly known as "pushing record selection down to the database server." The following kinds of record selections can be pushed down to the server:

- Selections with indexed and non-indexed fields (indexed fields provide faster response).
- SQL queries with AND and OR clauses.
- SQL expression fields that carry out formula calculations for record selection. (For the types of SQL expressions supported by your SQL server, consult the documentation provided with the server.)
- For complete details on pushing your record selection formulas down to the database server, see [Using enhanced record selection formulas \[page 110\]](#).
- For complete details on pushing your record selection formulas down to the database server, see "Using enhanced record selection formulas" in the Designing Optimized Web Reports chapter of the *Crystal Reports User Guide*.

8.4 Troubleshooting record selection formulas

To troubleshoot your selection formula, you should first begin by making sure that all of the fields referenced in the selection formula are placed on your report. Then delete the selection formula and test it as you rebuild it, step by step.

8.4.1 To troubleshoot record selection formulas

1. Write down the record selection formula on paper. You will use this written copy to help you reconstruct the selection formula one step at a time.
2. Remove the record selection formula from your report by deleting the formula from the Record/Group Selection Formula Editor in the Formula Workshop.

3. Click [Close](#) when finished in the Formula Workshop.
4. Make certain that all fields referenced in the record selection formula (the selectors) are on the report physically and are not hidden.

For example, if one of the selectors is:

```
{customer.POSTAL CODE} > "80000"
```

but the {customer.POSTAL CODE} field is not used on your report (as in the case of a sales report that uses the postal code to define territories but does not include the postal code in the report data), then insert the {customer.POSTAL CODE} field into the report.

Or, if one of the fields referenced in the selection formula is on the report but is hidden, unhide it by deselecting the Suppress option in the Format Editor for that field.

5. Print the report and verify that the data in those fields which are referenced in the selection formula print satisfactorily. Make certain that all the data prints. For example, if there are x total records in the database you should have x records printing for each of the referenced fields. This establishes a baseline against which you can compare the results of printing with the selection formula.
6. When you are sure that you are getting satisfactory results without using the selection formula, you can enter the selection formula using only one of the selectors.

For example, to use this as the final selection formula:

```
{customer.POSTAL CODE} > "80000" and {customer.CONTACT LAST NAME}[1] = "C"  
and {customer.LAST YEAR'S SALES} >= 5000
```

this formula will select all of those records that show a Postal code greater than 80000, a value in the {customer.CONTACT LAST NAME} field beginning with "C", and a value in the {customer.LAST YEAR'S SALES} field greater than or equal to 5000.

You might start with this as the first test selection formula:

```
{customer.POSTAL CODE} > "80000"
```

Print the report and evaluate the data that prints when you have only one selector activated. Does the {customer.POSTAL CODE} field show only ZIP codes greater than 80000?

- If it does, then you know that this part of the selection formula is working.
 - If it does not, then troubleshoot this part of the selection formula.
7. Once the selection formula with one selector activated is working properly, add a second selector. For example, the new selection formula might look like this:

```
{customer.POSTAL CODE} > "80000" and {customer.CONTACT LAST NAME}[1] = "C"
```

8. Preview the report and evaluate the data that prints when you have two selectors activated. Evaluate the data in the {customer.CONTACT LAST NAME} field (since you already evaluated {customer.POSTAL CODE} in the last step).

Does the {customer.CONTACT LAST NAME} field show only text strings beginning with the letter "C"?

- If it does, then this part of the selection formula is working.
 - If it does not, then troubleshoot this part of the selection formula.
9. Once the selection formula with two selectors activated is working properly, add a third selector, then a fourth, and so on, until you have tested each selector in the selection formula.

8.4.2 Correcting selections that do not generate data

You may encounter a situation in which you create a record selection formula and, while header and footer information prints on your report, no detail information appears. The problem is the selection formula is rejecting all records. This usually occurs because of an error in the creation of the selection formula.

8.4.2.1 Correcting uppercase/lowercase inconsistency

Record selection formulas are case sensitive. That is, "Bob" matches only with "Bob". It does not match with "bob", "BOB", "BoB", "bOB", "boB", or "BOb". Thus, if your selection formula is set to include only those records with "BOB" in the {customer.CONTACT FIRST NAME} field, but all the entries in the {customer.CONTACT FIRST NAME} field are mixed case ("Bob", for example), the selection formula will find no matches and thus will not print any details for the report.

You can solve this problem by using the UpperCase (str) or LowerCase (str) functions in your selection formula to convert field data to a consistent case before the program begins its selection. For example, if you were using this formula:

```
{customer.CONTACT FIRST NAME} = "BOB"
```

you can change the formula to this:

```
UpperCase ({customer.CONTACT FIRST NAME}) = "BOB"
```

This second formula first converts the value of the {customer.CONTACT FIRST NAME} field to upper case characters and then checks to see if the resulting value in that field is equal to "BOB". Using this formula, any instance of the three letters "b," "o," and "B" will be a match, regardless of case, because the case will be converted to uppercase.

You could use the LowerCase function in a similar manner to match with "bob."

Check your selection formula closely and make sure you have the correct case for any text you are trying to match. If in doubt, use the UpperCase (or LowerCase) function to assure consistency and proper matching.

Another formula which performs much the same functions is the following:

```
"BOB" in UpperCase ({customer.CONTACT FIRST NAME})
```

8.4.2.2 Unwanted spaces appear in selection formula

Spaces are characters, and when you include spaces in the search key of a record selection formula, the formula looks for records with the exact match in the selected field, spaces and all. For example, the following formula:

```
"Mr . " in {customer.TITLE}
```

will not find any matches with the form of address "Mr." because there is an extra space in the search key between the letter "r" and the period. Likewise, "Ph. D" will not match "Ph.D".

Check your selection formula closely, and make sure that the spaces in the selection formula match the spaces in the fields you are trying to match.

8.4.2.3 Using If statements in selection formulas

When creating record selection formulas that include If statements, always include the Else keyword; otherwise, no records or unexpected records may be returned. For example, a record selection such as `If {parameter field} = "less than 100" then {field} < 100` evaluates as False and returns no records. To correct this problem, complete the formula with `Else True`.

9 Sorting, Grouping, and Totaling

Sorting, grouping, and totaling are the steps that turn disorganized data into useful information on a report. This section describes the types of sorting, grouping, and totaling you can do within a report.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

9.1 Sorting data

Sorting means placing data in some kind of order to help you find and evaluate it.

When you first insert a database field into your report, the data within the fields appears in the order in which it was originally entered into the database. Locating information in this kind of report is difficult. It is much easier to review or find information when you can see it sorted in a logical format. For example, you may want to have a customer list sorted alphabetically by name or by country.

9.1.1 Understanding sort options

When you sort, the program asks you to define two things:

- The field you want the sort to be based on (sort field).
- The sort direction.

9.1.1.1 Sorting data

Sorting means placing data in some kind of order to help you find and evaluate it.

When you first insert a database field into your report, the data within the fields appears in the order in which it was originally entered into the database. Locating information in this kind of report is difficult. It is much easier to review or find information when you can see it sorted in a logical format. For example, you may want to have a customer list sorted alphabetically by name or by country.

9.1.1.2 Sort field

A sort field is the field that determines the order in which data appears on your report. Almost any field can be used as a sort field, including formula fields. A field's data type determines the method in which the data from that field is sorted.

Note

You cannot sort on memo or BLOB fields.

Field Type	Sort Order
Single-character string fields	blanks
	punctuation
	numbers
	uppercase letter
	lowercase letters
Multiple character string field	two letters
	three letters
	four letters, and so on
	For example:
	• "123" comes before "124" • " " (blank) comes before "a" • "aa" comes before "aaa"
Currency fields	numeric order
Number fields	numeric order
Date fields	chronological order
DateTime fields	chronological order
	same-date values sorted by time
Time fields	chronological order
Boolean comparison fields	False values (0)
	True values (1)
Null values	null values
	non-null values

i Note

If sorting and grouping are performed on the database server, sort order may vary when Unicode or UTF-8 data is used. The order applied depends on the rules in place for your data source. In certain cases, Unicode data is sorted by its binary value, but it can also be sorted according to a particular locale setting. Refer to the documentation for your data source for details on how Unicode data fields are sorted.

9.1.1.3 Sort Direction

Direction refers to the order in which the values are displayed, once sorted.

- **Ascending**
Ascending order means smallest to largest (1 to 9, A to Z, False to True). The program sorts the records in ascending order based on the values in the sort field you select.
- **Descending**
Descending order means largest to smallest (9 to 1, Z to A, True to False). The program sorts the records in descending order based on the values in the sort field you select.

9.1.2 Sorting single and multiple fields

In single field sorting, all the records used in the report are sorted based on the values in a single field. Sorting an inventory report by stock number or sorting a customer list by customer number are examples of single field sorts.

In multiple field sorts, the Report Designer first sorts the records based on the values in the first field selected, putting them in ascending or descending order as specified. When two or more records have the same field value in the first sort field, the program then sorts those records based on the value in the second sort field.

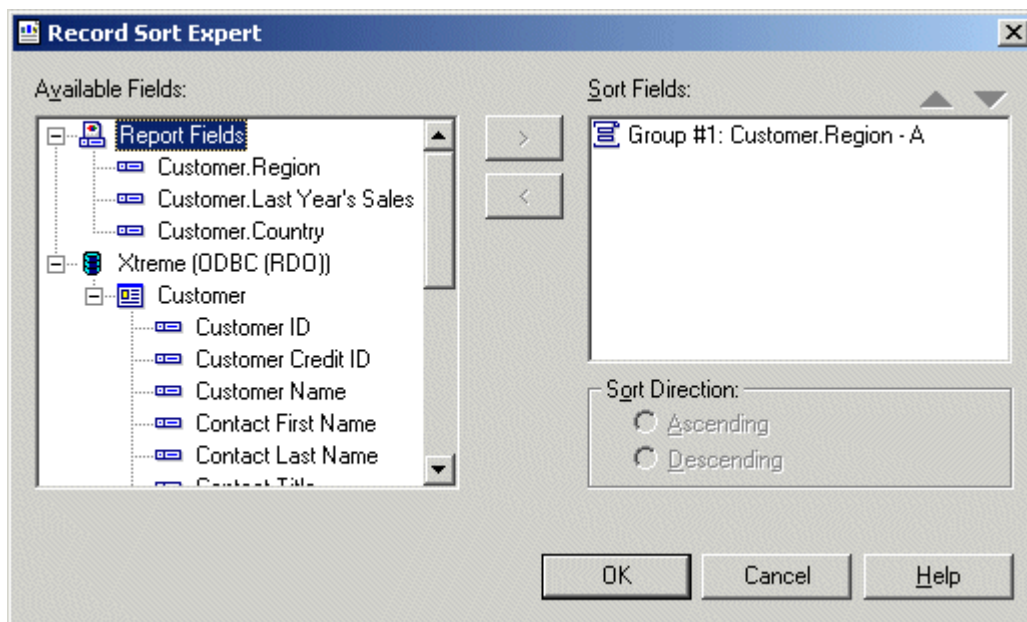
For example, if you choose to sort first by the {customer.COUNTRY} field and then by the {customer.REGION} field, both in ascending order, the report would appear with countries listed in alphabetic order, and regions within each country listed in alphabetic order. Any other fields, such as the postal codes within each region, would remain unsorted.

You create single or multiple field sorts using the same procedure.

9.1.2.1 To sort your data

1.  On the *Report* menu, click *Record Sort Expert*.

The Record Sort Expert appears.



2. Highlight the field to be sorted from the Available Fields area.
3. Click the > arrow.

The selected field is added to the Sort Fields list.

4. Specify the sort direction.
5. If sorting by more than one field, highlight the second field you want the data to be sorted by and add it to the Sort Fields list.
6. If you want to change the order of fields in the Sort Fields list, highlight the field you want to move and click the arrow buttons to move it up or down.

→ Tip

The order of the fields listed in the Sort fields box is the order by which data will be sorted.

7. As you add each field to the Sort Fields list, specify the sort direction.
8. Click **OK** when finished.

Records are sorted based on the values in the Sort Fields list.

9.1.3 Sort controls

You may want to design your report so that users can modify a sort field or sort direction without refreshing information from the database. You can do this using a [Sort Control](#).

A [Sort Control](#) is particularly useful for several reasons:

- It allows users to sort report data for further analysis without leaving the canvas of the report.
- It eliminates processing demand on the database.
- It reduces the time users spend waiting for data to be sorted.

- It allows users to sort fields in the report even if they do not have a connection or rights to access the database at the time of viewing.

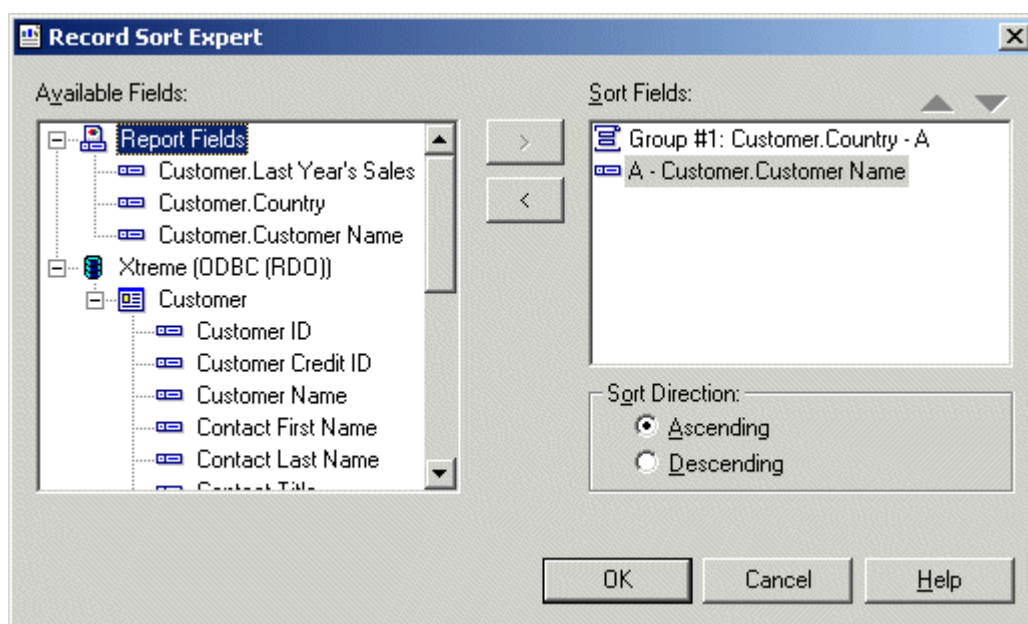
When planning to include a *Sort Control* in your report, it is important to consider the following points:

- Sort controls apply across an entire record set; you cannot sort only one group.
- Sort controls cannot be used in sub-reports.
- Sort controls cannot be created within a cross-tab or an OLAP grid.
- The use of sort controls causes any open drill-down tabs to close (a warning prompt alerts users).

9.1.3.1 To create a Sort Control

1.  Once the data is grouped, on the *Report* menu, click *Record Sort Expert*.

The *Record Sort Expert* appears.



Note

Sort fields that begin with "Group" specify that the sort was done automatically when the data was grouped.

2. Highlight the fields that you want to sort by and click the > arrow to add them to the *Sort Fields* list. The order of the fields in the *Sort Fields* list is the initial order by which data is sorted.

Note

To enable a *Sort Control* on a field, that field must be included in the *Sort Fields* list.

3. Click *OK* when finished.
4. Create your *Sort Control*:

- If you want to use an existing text object:
 1. On your report, right-click the text object that you would like to use as a *Sort Control*.
 2. Click *Bind Sort Control*.
The *Sort Control* dialog box appears.
 3. Select a sort field and click *OK*.
 - If you want to add a new text object:
 1. On the *Insert* menu, click *Sort Control*.
 2. Select a sort field and click *OK*.
 3. Click and drag your cursor to the report location where you would like to insert the *Sort Control*.
 4. Enter a name for the new *Sort Control*, and click outside the text object to complete the process.
5. Repeat Step 4 for any other sort controls you want to create.

Users can sort the fields you have selected by clicking the sort arrows that appear beside the text object. The report promotes the selected field temporarily to the top of the sort order. When a second *Sort Control* is used, the first is returned to its original position in the sort order and the second is promoted to the top sort.

i Note

Grouping hierarchy is not affected by *Sort Control*.

9.1.3.2 To remove a sort control

1. Right-click the text object that contains the existing *Sort Control*.
2. Click *Bind Sort Control*.
The *Sort Control* dialog box appears.
3. Click *< Not Interactive >*.
4. Click *OK* to return to your report.

The *Sort Control* is removed from the report.

9.2 Grouping data

Grouped data is data that is sorted and broken up into meaningful groups. In a customer list, for example, a group might consist of all those customers living in the same Zip Code, or in the same Region. In a sales report, a group might consist of all the orders placed by the same customer, or all of the orders generated by a particular sales representative.

9.2.1 Grouping data

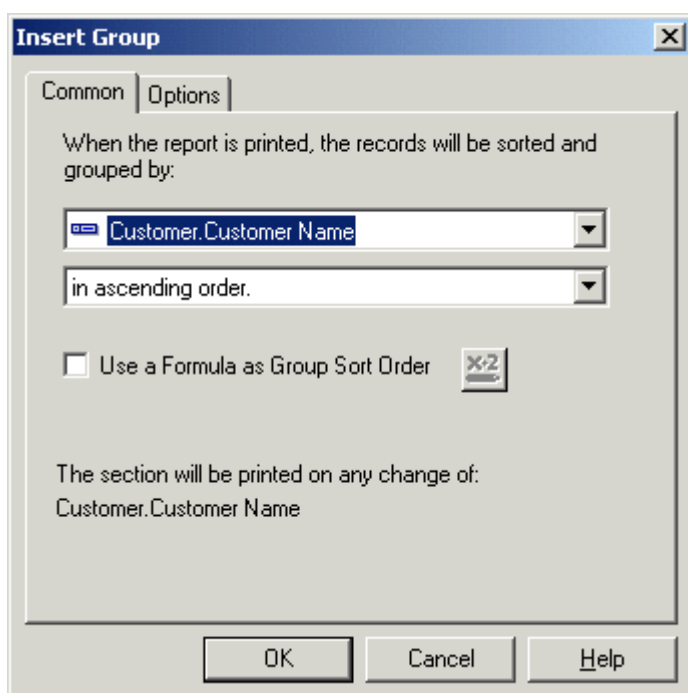
Grouped data is data that is sorted and broken up into meaningful groups. In a customer list, for example, a group might consist of all those customers living in the same Zip Code, or in the same Region. In a sales report,

a group might consist of all the orders placed by the same customer, or all of the orders generated by a particular sales representative.

9.2.1.1 To group data

1.  On the *Insert* menu, click *Group*.

The Insert Group dialog box appears.



2. Select the field you want the data grouped by from the top drop-down list.
3. Select the sort direction from the second drop-down list.

i Note

If you want to use a formula for the sort order of your group, see [Sorting groups conditionally \[page 141\]](#).

4. If you want to show a different value in the group header, click the *Options* tab.

i Note

By default, the group header of the report will display the value of the field you are grouping on.

5. Select the *Customize Group Name Field* check box and choose a new group name.

For example, if you grouped by {Customer.CustomerID}, at each change of a group you will see the corresponding customer ID. If you want to display a different value (customer ID as well as customer name), customize the group name field by choosing an alternate data field, or creating a formula.

→ Tip

To hide the group header name, right-click the group header, select Format Field, and click Suppress on the Common tab of the Format Editor.

6. Click *OK*.

If your records within each group are unsorted, you need to sort the records within each group. See [Sorting records within groups \[page 142\]](#).

Related Information

[Grouping data in intervals \[page 147\]](#)

[Creating group headers \[page 166\]](#)

9.2.2 Creating custom groups

Usually data is sorted based on the values from a field in the report. Sometimes, however, you may not want to group data based on the values found in one of the fields on your report. For example:

- The field you want to group on does not exist.
For example, your report may contain a City field and a State field, but no Country field, although you need to group by country.
- The field exists, but you do not want to group on the values in that field.
For example, you may have a Color field on your report that includes specific color names (Logan Green, Sky Blue, Emerald Green, Navy Blue, and so on) but you want all shades of each color to appear as a single group (Greens, Blues, Reds, and so on). In this case you can build custom groups and manually assign the records you want to be in each group.
- The field exists, but you want to select specific values or ranges of values for each group.
For example, you might want one group to contain records where gross sales are less than a certain value, a second group where gross sales are greater than a certain value, and a final group where gross sales fall between two values. In this case, you can build your groups using the same range of selection facilities that are available to you for building record selection queries.

Specified order grouping provides a solution to these custom sorting and grouping challenges. It enables you to create both the customized groups that will appear on a report and the records that each group will contain. The only limitation is that a record can be assigned to only one group.

To follow a tutorial where you create custom groups to rank customers by the amount of business they did in the previous year, see [Grouping data in intervals \[page 147\]](#).

9.2.2.1 To create a custom group

1.  On the *Insert* menu, click *Group*.

The Insert Group dialog box appears.

2. Select the field you want the data grouped by from the top drop-down list.
3. Select *in specified order* as your sort option from the second drop-down list.
4. On the *Specified Order* tab, enter the name of the group in the *Named Group* field.
5. Click *New*.
6. In the Define Named Group dialog box, use the drop-down lists to select the data to be part of the group.
7. Click the *<New>* tab to add more selection criteria to your specified group, if necessary.
8. Click *OK*.
9. Click *New* to create more custom groups as necessary.
10. Click the *Others* tab to specify how you want to organize the data that is not part of the group(s) you defined.
11. Click *OK*.

9.2.3 Sorting groups conditionally

Although it is often sufficient to choose the sort order for a group in your report when you create the group, there may be times when you want your users to choose their own group sort order.

For example, if you group a sales report by invoice date, you might want your users to choose whether they see that data from earliest invoice date to most recent invoice date (ascending order) or most recent invoice date to earliest invoice date (descending order).

To create a conditional group sort order for this report, you might create a new parameter to prompt for the user's selection, and then pass this selection to a conditional group sorting formula.

9.2.3.1 To sort a group conditionally

1. Open or create the report that you want to sort conditionally.

In the case of the example mentioned in this section, open or create a report that contains invoice information.

2.  In the Field Explorer, select *Parameter Fields*, and click *New*.
3. Create a string parameter that contains the sorting options that you want your users to see.

For this example, create a parameter called Sort Order that has two values: Ascending and Descending.

→ Tip

For information about how to create parameters, see [Creating a parameter with a static prompt \[page 440\]](#).

4. Click *OK* to save your parameter.
5.  On the *Insert* menu, click *Group*.

6. In the Insert Group dialog box, select the field that you want to group on.

For this example, select your invoice date field.

7.  Select *Use a Formula as Group Sort Order*, and click the Conditional Formula button next to it.

i Note

This option is not available if you choose "in specified order" as the sort order for your group.

8. In the Formula Workshop, enter your conditional formula text.

For this example, enter this text:

```
If {?Sort Order} = "Ascending" then crAscendingOrder else crDescendingOrder
```

9. Click *Save and close* to return to your report.
10. Click *OK* to save your group.
11. When you are prompted to select a Sort Order, select the option that you want, and click *OK*.

Your report appears with groups for the field that you selected in the Insert Group dialog box and sorted in the order that you selected in your parameter prompt. To select a different sort order, click the Refresh button and choose "Prompt for new parameter values." The groups in your report are resorted to comply with the new order option that you selected.

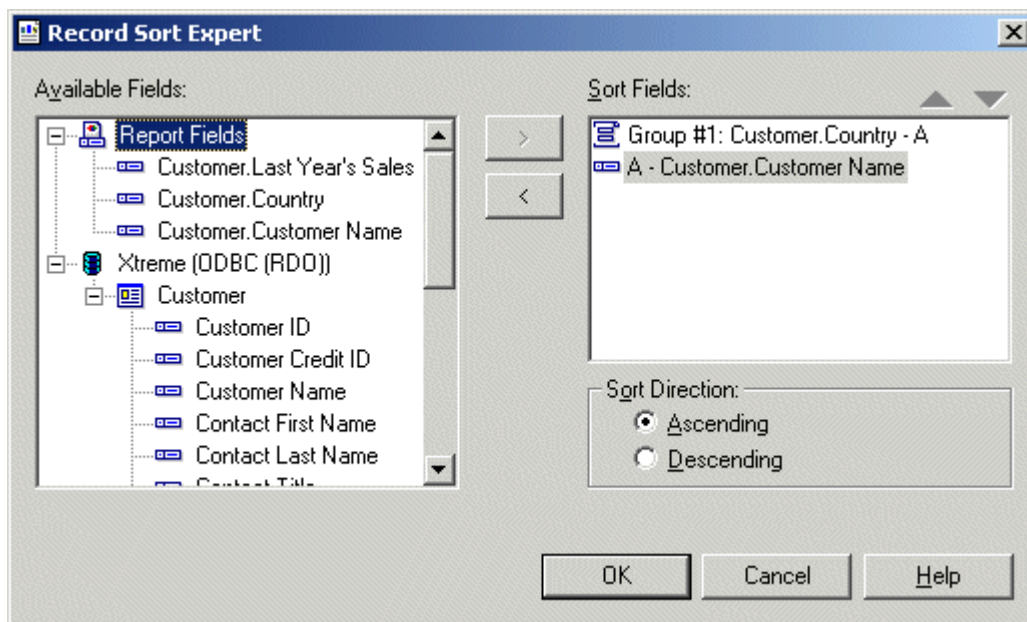
9.2.4 Sorting records within groups

Once you have grouped your data, you can easily sort the records within the groups to further organize the information.

9.2.4.1 To sort records within groups

1.  Once the data is grouped, on the *Report* menu, click *Record Sort Expert*.

The Record Sort Expert appears.



i Note

Sort fields that begin with "Group" specify that the sort was done automatically when the data was grouped.

2. Highlight the field you want the records within the groups sorted by and click the > arrow to add it to the *Sort Fields* list.

i Note

The order of the fields in the Sort Fields box is the order by which data will be sorted.

3. Specify the sort direction.
4. Click *OK* when finished.

9.2.5 Group selection

When you group or summarize data, all the groups in the report are included by default. There may be times, however, when you do not want to include all the groups. For example:

- You might want to see only those groups that have certain group names, or whose summarized values meet a certain condition.
- You might want to see only the groups with the highest summary values, or the lowest.

You can select the groups that appear in the report in two different ways:

- By using the Select Expert.
- By using selection formulas.

i Note

For faster results, limit records through record selection before creating groups. See [Selecting records \[page 121\]](#).

9.2.5.1 Using the Select Expert

The Select Expert can be used to select groups of records in the same way that you select individual records.

When you are setting up group selection criteria, instead of basing the selection criteria on standard fields, as you do for record selection, you base the criteria on group name fields or summary fields.

- If you have grouped your data but have not summarized it, you can only set up group selection based on the group name field. For example, you may want to select only those groups whose Region is Massachusetts:

```
GroupName ({Customer.REGION}) = "MA"
```

- If you have summarized your data, you can set up group selection based on either the group name field or the summary field. For example:

```
Sum({Customer.LAST YEAR'S SALES}, {Customer.REGION}) > 10000
```

i Note

The Select Expert can be used to set up record selection and group selection requests. When a group name or summary field is selected, the program knows that the selection criteria you set up is intended for group selection. In all other cases, the program knows that you are setting up record selection.

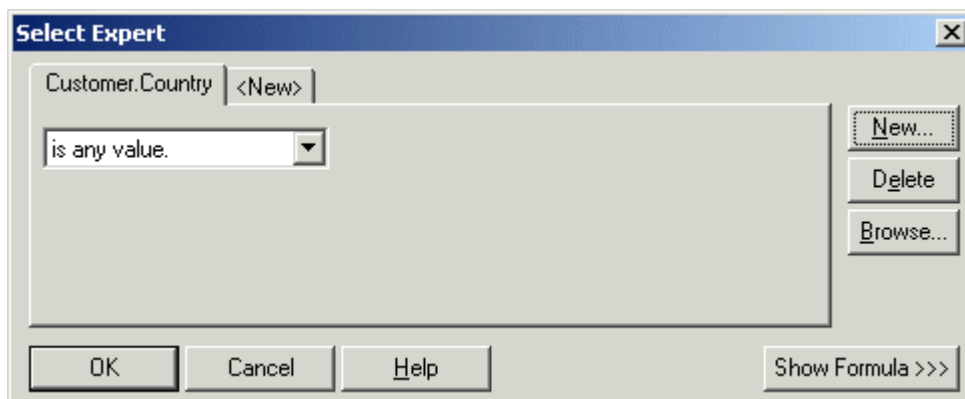
9.2.5.1.1 To set up group selection using the Select Expert

1.  Right-click the summary field on which you want to base group selection and choose [Select Expert](#) from the shortcut menu.

The Select Expert dialog box appears.

i Note

If you click the Select Expert button without first highlighting a summary field in your report, the Choose Field dialog box appears.



2. Use the drop-down list to enter your selection criteria for the indicated field.
3. To base the group selection on more than one field, click the [New](#) tab and choose the next field from the Choose Field dialog box.

i Note



If you have not already previewed the report or refreshed the data, there will not be any data saved with the report. Without the data, the program cannot calculate group values; thus, no values appear when you click the arrow in the right drop-down list. In this situation, you will have to type in the values you want. If you want real values to work with, you will need to preview your report first. This will calculate the actual summary values available for you to work with.

4. When you are finished, click [OK](#) in the Select Expert to return to the report.

9.2.5.2 Using selection formulas

With the Group Selection Formula Editor, you can build your group selection request using group fields, group name fields, and other formulas. As with record selection formulas, your only restriction is that the formula you create must be Boolean; that is, it must return either a True or False value.

9.2.5.2.1 To create a record or group selection formula

1. On the Report menu, point to [Selection Formulas](#).
2. Click [Record](#) to create a record selection formula.
- or -
Click Group to create a group selection formula.
The Formula Workshop appears.
3. Enter your selection formula in the Group Selection Formula Editor.

Note

The resulting formula must be Boolean; that is, it must return either a True or False value.

4.  Click [Check](#) to identify any errors in the formula.
5. Fix any syntax errors the Formula Checker identifies.
6.  When the formula has the correct syntax, click [Save](#).

When the program runs the report, it will include only those records or groups of records that you specified.

9.2.5.3 Troubleshooting group selection formulas

In some cases, no values will print when using a group selection formula, even though there are values that match the selection criteria. Typically, in these cases:

- The group selection formula references another formula.
- The referenced formula is one that calculates the value of each group as a percentage of the total value of all groups (in other words a subtotal as a percentage of a grand total).

9.2.5.3.1 To correct a group selection formula

1. Use Xtreme.mdb to create a report that includes the following fields:

```
{customer.CUSTOMER NAME}  
{customer.REGION}  
{orders.ORDER ID}  
{orders.ORDER AMOUNT}
```

Note

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#).

For each order, the report shows the customer that placed the order, the region in which that customer is located, the order ID number, and the amount of the order.

2. Group the report by the {customer.REGION} field.
3. Insert a summary that subtotals the {orders.ORDER AMOUNT} field for each {customer.REGION} group.

The program calculates a subtotal in the {orders.ORDER AMOUNT} field every time the region changes. See [Subtotaling \[page 162\]](#).

4. Insert a grand total on the {orders.ORDER AMOUNT} field to see the total value of all orders placed.
5. Create a formula named Percent that calculates each subtotal as a percentage of the grand total to see the value of the orders for each region group as a percentage of all orders placed.

```
Sum({orders.ORDER AMOUNT}, {customer.REGION})  
% Sum({orders.ORDER AMOUNT})
```

- Place the formula in the Group Footer section of the report.
- Reference the formula (@Percent) in a group selection formula that selects only those groups for which the percentage (of subtotal to grand total) is less than 5% in order to find out which regions individually contributed less than 5% of total sales:

```
{@Percent} < 5
```



When you click Check, you will receive the following error message:

This formula cannot be used because it must be evaluated later.

- Instead of using the formula name (in this case @Percent) in the group selection formula, enter the formula itself (the formula named @Percent). Thus, instead of using the group selection formula:

```
{@Percent} < 5
```

use the group selection formula:

```
Sum({orders.ORDER AMOUNT}, {customer.REGION})  
% Sum({orders.ORDER AMOUNT}) < 5
```

Now when you print, only the regions that contributed less than 5% will print.

9.2.6 Grouping data in intervals

You may want to group your data into intervals. Age groups, time periods, and sales categories are some of the interval groupings that can be created. In this example, you will rank customers by the amount of business they did in the previous year.

This example uses specified order grouping. This kind of grouping lets you specify the records that will be included in each group. You define the intervals you want and the program will do the rest.

9.2.6.1 To group data in intervals

- To get started, create a report using the sample data, [Xtreme.mdb](#). Link the Customer table and place the following fields from left to right in the Details section:

```
{customer.CUSTOMER NAME}  
{customer.REGION}  
{customer.POSTAL CODE}  
{customer.COUNTRY}  
{customer.LAST YEAR'S SALES}
```

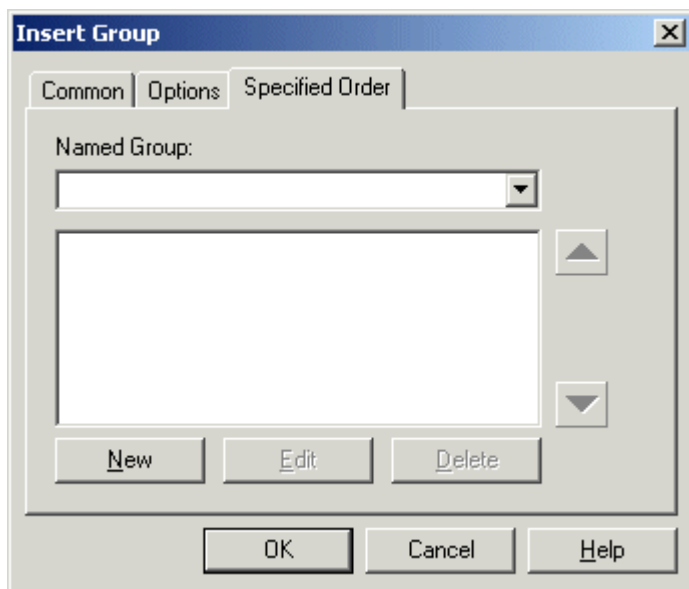
i Note

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#).

- On the *Insert* menu, click *Group*.

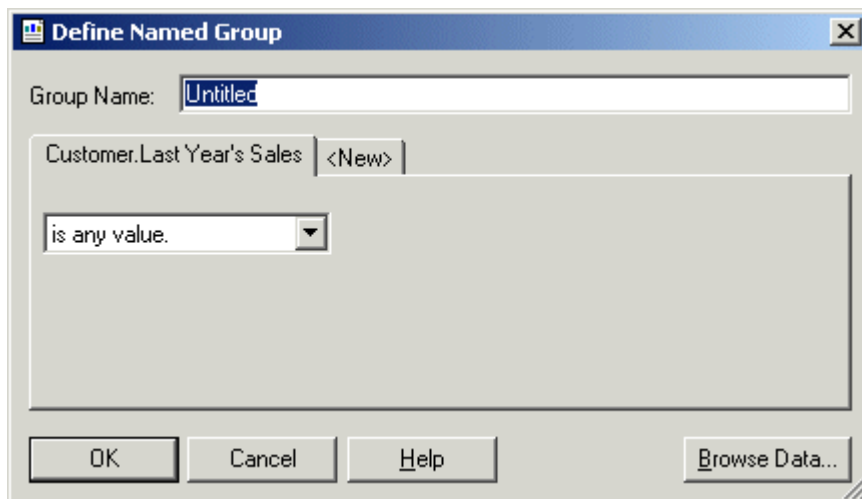
3. Because you want to set up intervals based on the previous year's sales, select Last Year's Sales as the sort-and-group-by field from the drop-down list on the Insert Group dialog box.
4. Select *in specified order* from the second drop-down list.

The Specified Order tab appears in the Insert Group dialog box.



5. Click the *New* button.

The Define Named Group dialog box appears.



6. Type "Less than \$10,000" in the *Group Name* field.

This is the name that will appear as the Group Name field value for the group.

7. Since the first group is to contain only those records that have a Last Year's Sales figure of less than \$10,000, set the fields so your condition reads:

```
is less than 10000
```

8. Click [OK](#) to return to the Specified Order Tab.
9. Click [New](#).

The Define Named Group dialog box reappears.

10. Set up a second group that contains values between \$10,000 and \$25,000.
 - Type "\$10,000 to \$25,000" in the Group Name field.
 - Set the first field so the condition reads: `is between`.
 - Specify a range of values:
 - Type "10000" in the top field.
 - Type "25000" in the bottom field.
11. Click [OK](#) to return to the Specified Order tab.
12. Click [New](#).

The Define Named Group dialog box reappears.

13. Set up the final group that contains all values over \$25,000.
 - Type "Over \$25,000" in the Group Name field.
 - Set the first field so the condition reads: `is greater than`.
 - Type "25000".
14. Click [OK](#) to return to the Specified Order Tab.
15. Click [OK](#).

The report is grouped by interval in a specified order.

9.2.7 Grouping by the first letter of a company name

You might want to break your data into groups based on the first letter of the company name. For example, in a customer list you might want all the "A" customers in a group, then all the "B" customers, and so forth. To do this requires the use of a formula.

Do not worry if you are unfamiliar with formulas. This text will show you what formula you need here and how to enter it.

You can learn more about creating and editing formulas in [Formulas overview \[page 390\]](#).

You are going to create a formula that will extract the first letter of each customer's name. Then you will group the data using that formula field as the sort-and-group-by field. The program will sort the data based on the first letter of each customer name and start a new group whenever that letter changes.

9.2.7.1 To group data by the first letter of a company name

1. To get started, create a report using the sample data, [Xtreme.mdb](#). Link the Customer table and place the following fields from left to right in the Details section:

```
{customer.CUSTOMER NAME}  
{customer.REGION}  
{customer.POSTAL CODE}  
{customer.COUNTRY}
```

i Note

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#).

2.  On the [View](#) menu, click [Field Explorer](#).

The Field Explorer dialog box appears.

3.  Select [Formula Fields](#) and click [New](#).
4. In the Formula Name dialog box, enter the name you want to identify the formula, for example "First Letter," and then click [OK](#).

The Formula Workshop appears with the Formula Editor active.

5. Type the following formula into the Formula text box:

```
{Customer.Customer Name} [1]
```

6. Click [Save and close](#) to return to your report.

7.  On the Insert menu, click [Group](#).

The Insert Group dialog box appears.

8. Select the formula field as the field you want your data grouped by from the first drop-down list.
9. Select the sort direction from the second drop-down list.
10. Click [OK](#).

You return to your report with the data grouped by the formula field as specified. The data is broken into groups based on the first letter in the customer's name. The formula provides a live header for every group.

For more information on live headers, see [Live headers \[page 167\]](#).

Related Information

[Formulas overview \[page 390\]](#)

[Grouping data \[page 138\]](#)

[Grouping data in intervals \[page 147\]](#)

[Creating group headers \[page 166\]](#)

9.2.8 Grouping data hierarchically

Characteristics of the data needed for hierarchical grouping

You can group data in a report to show hierarchical relationships. When you group data hierarchically, Crystal Reports sorts information based on the relationship between two fields. A hierarchical relationship must be inherent in the data that you use for the report:

- Parent and child fields must be of the same data type for the program to recognize a relationship between them.
- The data in the parent field must be a subset of the data in the child field.
- For the top level of a hierarchy to appear in a report, the value must appear in the child data, and the corresponding row in the parent data must be empty.
- There cannot be any circular logic in the data (that is, A cannot be related to B, while B is related to C, and C is related back to A).

For example, if you want to show the hierarchical relationship of the people who work in a department, you could group data by employee name (the child field) and specify the hierarchy by using the field that lists whom the employee reports to (the parent field). Your database tables might look like the following example.

Employee (child)	Supervisor (parent)
Jane	Thomas
Mina	
Gerard	Thomas
Albert	Thomas
Thomas	Mina
Beth	Thomas
Teresa	Thomas
Gareth	Thomas
Valerie	Thomas
Gillian	Mina
Frances	Gillian
Ruth	Gillian
Margaret	Mina
Paul	Margaret
Charles	Margaret

The Employee and Supervisor fields contain overlapping data that implies a hierarchical relationship. There are 15 unique employee names, with four of these names also appearing as supervisors (Mina, Thomas, Gillian, and Margaret). Three employees report to Mina, seven employees report to Thomas, two employees report to Gillian, and two employees report to Margaret.

i Note

Mina has no corresponding Supervisor. This data implies that Mina is a top-level supervisor who does not report to anyone else in this table.

If you group a Crystal report on the Employee field, you can further sort the data to show the hierarchical relationship between these employees and their supervisors.

Characteristics of a report that you have grouped hierarchically

In addition to a visual representation of the hierarchy inherent in your data, a Crystal report that you have grouped hierarchically has several other characteristics:

- When you drill down on a group in the hierarchy, the drill-down view also shows the records that are lower in the hierarchy.
- The report contains hierarchical group footers that include the records that are lower in the hierarchy of each group. You can summarize data across the hierarchies.
- Use the conditional-X-position feature to ensure that the indenting you set to show hierarchical relationships does not affect other fields in same section of your report.
- Hierarchical levels are supported in the formula language through the use of the `GroupingLevel` and `HierarchyLevel` functions.

i Note

You cannot use hierarchical summaries in formulas.

9.2.8.1 To group data hierarchically

1. Create or open a report that contains the data you want to group and sort hierarchically.

<u>Employee</u>	<u>Supervisor</u>
Jane	Thomas
Mina	
Gerard	Thomas
Albert	Thomas
Thomas	Mina
Beth	Thomas
Teresa	Thomas
Gareth	Thomas
Valerie	Thomas
Gillian	Mina
Frances	Gillian
Ruth	Gillian
Margaret	Mina
Paul	Margaret
Charles	Margaret

- On the *Insert* menu, click *Group*.
- In the Insert Group dialog box, select the field that you want to use as the basis of your hierarchy (the child field).

For example, if you want to see the hierarchical structure of a company's employees, select the employee field.

- Select *in ascending order*.

By default, the group header of the report displays the value of the field you are grouping on.

- If you want to show a different value in the group header, click the *Options* tab and select the *Customize Group Name Field* check box.

For example, if you grouped by the employee field, at each change of a group you will see the corresponding employee name. If you want to display a different value (employee ID instead of employee name), customize the group name field by choosing an alternate data field, or by creating a formula.

- Click *OK*.

The group you created is added to the report.

<u>Employee</u>	<u>Supervisor</u>
Albert Albert	Thomas
Beth Beth	Thomas
Charles Charles	Margaret
Frances Frances	Gillian
Gareth Gareth	Thomas
Gerard Gerard	Thomas
Gillian Gillian	Mina
Jane Jane	Thomas
Margaret Margaret	Mina
Mina Mina	
Paul Paul	Margaret
Ruth Ruth	Gillian
Teresa Teresa	Thomas
Thomas Thomas	Mina
Valerie Valerie	Thomas

7. On the [Report](#) menu, click [Hierarchical Grouping Options](#).
8. In the [Available Groups](#) list of the Hierarchical Options dialog box, select the group you want to organize hierarchically.
9. Select the [Sort Data Hierarchically](#) check box.
10. In the [Parent ID Field](#) list, select the field by which you want the Instance ID Field organized.

For example, for an employee hierarchical report, you might select the data field listing the supervisor to whom the employee reports.

i Note

The Instance ID Field and Parent ID Field must be of the same data type. For example, if the Instance ID Field holds string data, then the Parent ID Field must also hold string data.

11. In the [Group Indent](#) field, enter the amount you want to indent for each subgroup.

Hierarchical Group Options

Available Groups:

- Employees.Employee

☒ Sort Data Hierarchically

Instance ID Field: Employees.Employee

Parent ID Field: Employees.Supervisor

Group Indent: 0.25 in

OK Cancel Help

The value that you enter in the Group Indent field affects all other objects that are in the same area as your hierarchical group. For example, if your report contains a salary field on the same line as the name of the employee, the salary field is also indented when you use the employee field to create a hierarchical group. To indent only the hierarchy records and not the other objects, leave this value as 0 (zero) and use the conditional-X-position feature.

12. Click **OK**.

The report data is now grouped hierarchically.

Note

In this example, the Details section in the report has been hidden to show the hierarchical sorting more clearly.

<u>Employee</u>	<u>Supervisor</u>
Mina	
Gillian	
Frances	
Ruth	
Margaret	
Charles	
Paul	
Thomas	
Albert	
Beth	
Gareth	
Gerard	
Jane	
Teresa	
Valerie	

The report is now grouped by employee name and further sorted to show the supervisor hierarchy. You can see that Mina, whose employee data had no supervisor data associate with it, has been sorted at the top of the list. Under Mina's name is each supervisor who reports to her; and under each of those supervisors is a list of employees who reports to him or her.

i Note

The level at which a name appears in the hierarchy of this report is determined by the number of employees who report to him or her. Those employees with no one reporting to them are at the lowest level in the hierarchy.

If you want to, you can now calculate summary fields across your new hierarchical grouping. When inserting a subtotal, grand total, or summary in the usual manner, select the "Summarize across hierarchy" option. For more information, see [Summarizing grouped data \[page 157\]](#) and [Subtotaling \[page 162\]](#).

9.2.8.2 To indent a hierarchy without affecting other fields

i Note

For this procedure to work, you must ensure that the value in the Group Indent field of the Hierarchical Group Options dialog box is set to 0 (zero).

1. Right-click the field that you grouped hierarchically, and select *Size and Position*.
2.  Click the Conditional Formula button next to the X position value field.
3. In the Formula Workshop, enter your conditional X position formula text.

For example, enter formula text such as this:

```
numbervar hLevel := HierarchyLevel (1);  
numbervar deltaX := 0;  
if (hLevel > 1) then  
    deltaX := (hLevel - 1) * 0.4;  
deltaX := deltaX * 1440;
```

i Note

There are several ways that you can create this formula; this code is an example of one way.

i Note

Positions are measured in twips; there are 1440 twips in an inch.

Search the online help for "HierarchyLevel (GroupingLevel)" to learn more about the function used in this example.

4. Click *Save and close* to return to your report.
5. Click *OK* to save your position setting.

Crystal Reports moves the values in your hierarchical data to new positions based on their level in the hierarchy, but leaves other objects that are on the same lines where you originally placed them.

9.2.9 Editing groups

1. On the *Report* menu, click *Group Expert*.
2. In the *Group By* list of the Group Expert dialog box, select the group you want to edit.
3. Click *Options*.
4. In the Change Group Options dialog box, edit the group as necessary.
5. Click *OK* to close the Change Group Options dialog box and again to close the Group Expert dialog box.

The report reflects the changes you have made to the group.

9.3 Summarizing grouped data

One of the primary purposes for breaking data into groups is to run calculations on each group of records instead of on all the records in the report.

When the program summarizes data, it sorts the data, breaks it into groups, and then summarizes the values in each group. It does this all automatically.

The program includes a number of summarizing options. Depending on the data type of the field you plan to summarize, you can:

- Sum the values in each group.
- Count all the values or only those values that are distinct from one another.
- Determine the maximum, minimum, average, or Nth largest value.
- Calculate up to two kinds of standard deviations and variances.

For example:

- Customer list reports: determine the number of customers in each state. The summary would count the distinct customers in each state group.
- Order reports: determine the average order placed each month. The summary would calculate the size of the average order for each month group.
- Sales reports: determine the total sales per sales representative. The summary would sum or subtotal the order amounts for each sales representative group.

Note

You can also calculate summary fields across hierarchical groupings. To do so, select "Summarize across hierarchy" in the Insert Summary dialog box.

9.3.1 To summarize grouped data

1.  On the *Insert* menu, click *Summary*.

The Insert Summary dialog box appears.

2. Select the desired field to summarize from the [Choose the field to summarize](#) list.
3. Select a summary operation from the [Calculate this summary](#) list.
4. Select a location in which to place the summary from the [Summary location](#) list.

→ Tip

You can create a new group for your report by clicking the Insert Group button.

→ Tip

You can add your summary to all group levels, or you can add it only once to the level you select as your location.

5. If you want to display your summary value as a percentage of a total, select [Show as a percentage of](#) from the Options area, and then select a total field from the list.

For more information about percentages, see [Percentages \[page 164\]](#).

6. If you want to summarize across a hierarchy, select [Summarize across hierarchy](#).

For more information about hierarchies, see [Grouping data hierarchically \[page 151\]](#).

7. Click [OK](#) when finished.

Related Information

[Subtotaling \[page 162\]](#)

9.3.2 Ordering groups by summarized values

Groups can be organized in either ascending or descending order by summary value. For example, in an orders report, if you subtotal the order amount by state, you could order the groups:

- From lowest to highest order amount (ascending).
- From highest to lowest order amount (descending).

You order the groups in a report by summary values using the Group Sort Expert command on the Report menu.

9.3.2.1 To order groups by summary value

1.  Click [Group Sort Expert](#) on the Expert Tools toolbar.

The Group Sort Expert dialog box appears with a tab for each of the groups in the report that has a summary.

2. Click the tab for the group you want to sort.
3. Select the *All* option from the drop-down list on the left.
4. Choose the summary that you want to base your selection on from the "based on" drop-down list on the right.

The "based on" drop-down list on the right is for those cases in which you have multiple summaries within a single group section. For example, in an orders report, you might sum and average the orders for each customer and then display both the sum and the average in the same group section. In such a case, you would select the sum or the average from this drop-down list.

5. Specify the sort direction.
6. To select a second group sort, repeat Steps 2-5.

When you run the report, the program will order the groups based on the summary value(s) specified.

9.3.3 Selecting top or bottom N groups or percentages

At times, you might want to show only the top or bottom groups or percentage values in a report: the fastest selling product lines, the countries that account for the top 25 percent of sales, the states that generate the most orders, and so on. Because this kind of selection is so popular, the program includes the Group Sort Expert for setting it up easily.

There is one other element to consider when setting up top N: what to do with all the records from other groups that do not fit the top N or bottom N criteria you have set. You need to decide whether to eliminate those records from your report entirely or to lump them all together into a single group. The program enables you to choose either option.

i Note

A report must contain a summary value in order to be able to perform a top N or bottom N selection. See [Summarizing grouped data \[page 157\]](#).

i Note

It is recommended that you do not use a group that is sorted hierarchically in a top or bottom N selection. The integrity of your hierarchical group sort might be affected by the top or bottom N selection.

9.3.3.1 To select the top or bottom N groups

i Note

This procedure shows you how to select top or bottom N groups. Top or bottom percentages work the same way except that you define the percentage value instead of the number of groups.

1. Create a report and summarize the data as desired. When you summarize the data, the program breaks the data into groups and summarizes each group.

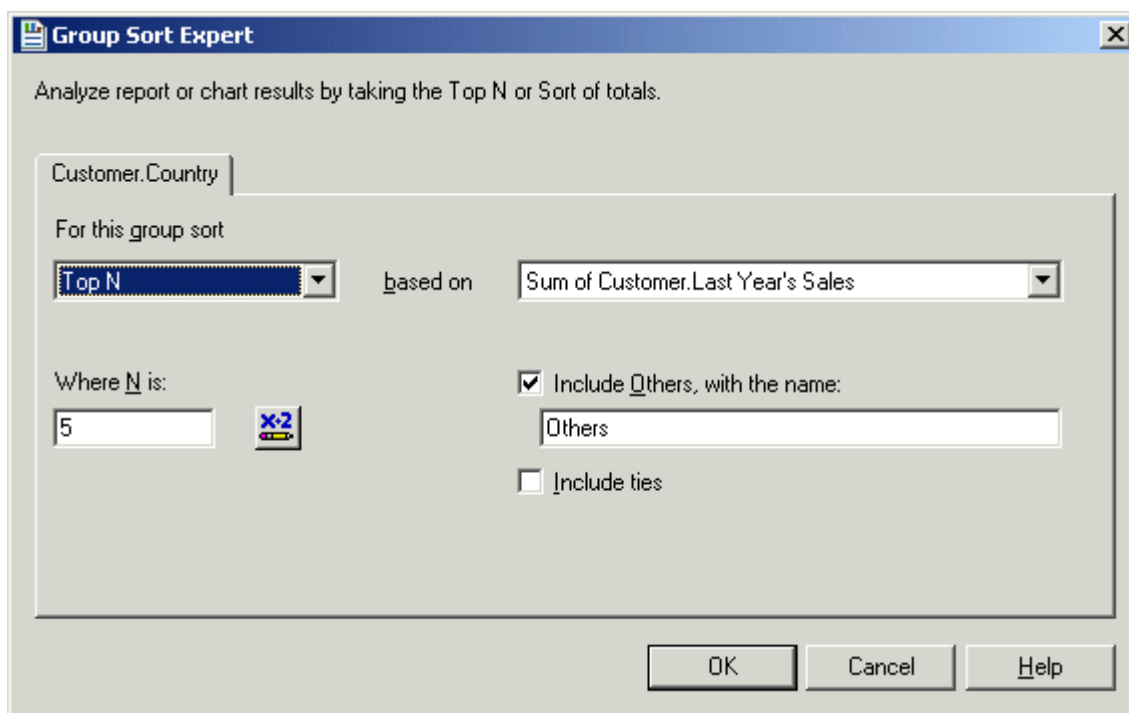
- With top N groups, you are instructing the program to display those groups that have the highest summary values (Top N).
- With bottom N groups, you are instructing the program to display those groups that have the lowest summary values (Bottom N).

2.  Click the *Group Sort Expert* button on Expert Tools toolbar.

The Group Sort Expert appears with a tab for your group.

Note

If you have multiple groups, the program will display a tab for each of the groups.



3. Choose *Top N* or *Bottom N* from the first drop-down list.
4. Choose the summary that you want to base your selection on from the "based on" drop-down list on the right.

The "based on" drop-down list on the right is for those cases in which you have multiple summaries within a single group section. For example, in an orders report, you might sum and average the orders for each customer and then display both the sum and the average in the same group section. In such a case, you would select the sum or the average from this drop-down list.

5. In the *Where N is* text box, enter the number of groups you want to display. For example:
 - To report on the three fastest selling product lines, set N to be equal to three.
 - To report on the five least productive sales regions, set N to be equal to five.
6. Click the *Include Others, with the name* check box and enter a name if you want to group all the other records into a single group.
7. Select *Include ties* to accommodate groups whose summarized values are equal.

For example, suppose you had the following groups:

- Order 1 = 100
- Order 2 = 90
- Order 3 = 80
- Order 4 = 80

If you set your top N to be three, but you do not select "Include ties," your report will show Order 1, Order 2, and Order 3.

If, in the same scenario, you do select "Include ties," your report will show Order 1, Order 2, Order 3, and Order 4 even though N is set as three. In this way, the program accommodates the equal values of orders 3 and 4.

8. Click [OK](#) when finished.

When the program runs the report, it will include only those groups that you specified.

9.3.4 Selecting top or bottom groups or percentages conditionally

If you want your users to choose their own value for a Top N, a Bottom N, or a top or bottom percentage, create a parameter to prompt for the value that Crystal Reports can then pass to a conditional selection formula.

i Note

For groups, the top or bottom N value must be between 1 and 32,766.

i Note

For percentages, the top or bottom N value must be between 0 and 100.

9.3.4.1 To select a conditional number of groups or percentage value

1. Open or create the report that you want to use for the conditional value or percentage selection.

i Note

This report must contain a group and summary information as described in [Selecting top or bottom N groups or percentages \[page 159\]](#).



2. In the Field Explorer, select [Parameter Fields](#), and click [New](#).
3. Create a number parameter.

→ Tip

For information about how to create parameters, see [Creating a parameter with a static prompt \[page 440\]](#).

4. Click **OK** to save your parameter.



5. On the **Report** menu, click **Group Sort Expert**.

6. In the Group Sort Expert, select the type of group sort that you want.

Choose any option except No Sort or All.



7. Click the Conditional Formula button next to the N or Percentage value field.

8. In the Formula Workshop, enter the parameter field that you created in step 3.

9. Click **Save and close** to return to your report.

10. Click **OK** to save your group sort.

11. When you are prompted to enter a number or percentage, enter the value that you want, and click **OK**.

Your report appears with only the number of groups that match the value you entered in your parameter prompt. To enter a different value, click the Refresh button and choose "Prompt for new parameter values." The groups in your report are refreshed to show the new value that you entered.

9.4 Subtotaling

A subtotal is a summary that totals or sums numeric values in a group.

i Note

If you are creating a subtotal using database tables that are grouped in a one-to-many linking relationship, you may need to use a running total instead of a subtotal. See [Creating running totals in a one-to-many linking relationship \[page 177\]](#).

9.4.1 Subtotaling data

In this example you will subtotal Last Year's Sales by Country.

9.4.1.1 To subtotal data

1. To get started, create a report using the sample data, [Xtreme.mdb](#). Link the Customer table and place the following fields from left to right in the Details section:

```
{customer.CUSTOMER NAME}
```

```
{customer.REGION}  
{customer.POSTAL CODE}  
{customer.COUNTRY}  
{customer.LAST YEAR'S SALES}
```

Note

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#).

2. Right-click the Last Year's Sales field, point to *Insert* and choose *Summary* from the shortcut menu.
The Insert Summary dialog box appears with the chosen field listed as the field to be summarized.
3. Click *Insert Group*.
The Insert Group dialog box appears so you can specify the group you want to add to your report.
4. Choose the field you want the data grouped by, specify a sort direction and then click *OK* when finished.
5. On the Insert Summary dialog box, select the group you just created from the *Summary location* list and then click *OK*.

The values in each group are now subtotaled.

9.4.2 Extending prices and subtotaling the extensions

In an orders report or invoice, you may need to extend the prices for individual line items and then subtotal the extensions. You do this by using a simple formula to extend the prices, and then you subtotal the formula field.

9.4.2.1 To extend the price and subtotal the extensions

1. To get started, create a report using the sample data, *Xtreme.mdb*. Link the Orders table and place the following fields from left to right in the Details section:

```
{Orders.CUSTOMER ID}  
{Orders_Detail.PRODUCT ID}  
{Orders_Detail.QUANTITY}  
{Orders_Detail.UNIT PRICE}
```

Note

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#).

2. To create the formula for extending the prices, go to the *View* menu and select *Field Explorer*.

The Field Explorer dialog box appears.

3.  Select *Formula Fields* and click *New*.

The Formula Name dialog box appears.

4. Enter the name you want to identify the formula, and then click *OK*.

The Formula Workshop appears with the Formula Editor active.

5. Enter the following formula into the Formula text box:

```
{Orders_Detail.Quantity} * {Orders_Detail.Unit Price}
```

6. Click [Save and close](#) to return to the Field Explorer dialog box.

Your formula is listed in the Formula Fields node.

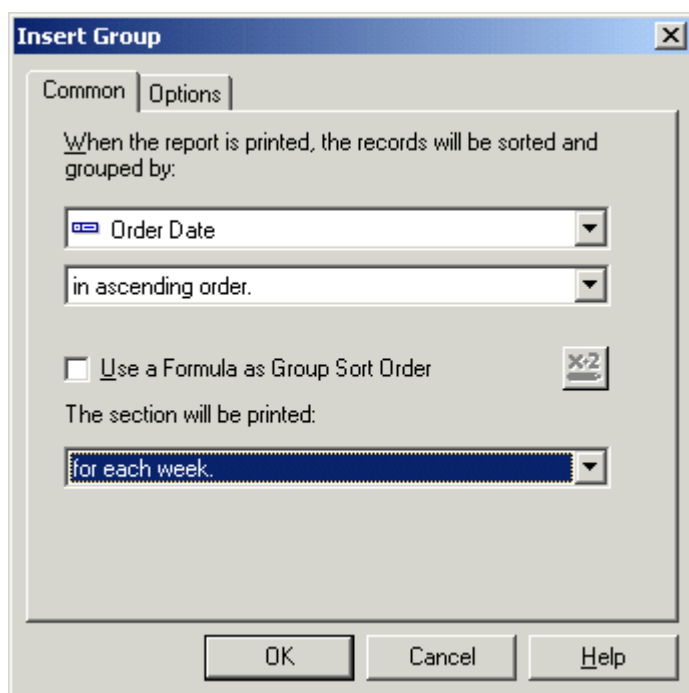
7. Drag your formula field to the right of the Unit Price field in the Details section of the report.
8. To subtotal your extension formula, right-click the formula field, point to [Insert](#) and choose [Summary](#) from the shortcut menu.

The Insert Summary dialog box appears.

9. Click [Insert Group](#) and create a group on the {orders.ORDER DATE} field.
10. Choose [for each week](#) as the group interval.

Note

"The section will be printed" drop-down box will not be activated until you choose the Order Date field.



11. Click [OK](#) to return to the Insert Summary dialog box.
12. Select the group you just created from the [Summary location](#) list and then click [OK](#).

Your data will be sorted by date and grouped in one week intervals.

9.5 Percentages

Click a link to view one of the topics in this section:

- [Calculating a percentage \[page 165\]](#)

9.5.1 Calculating a percentage

You can calculate the percentage of one group within a broader grouping. For example, you can show the percentage of sales in each city based on the total sales for each country. Or, you can see what percentage of the grand total of sales each country contributes.

9.5.1.1 To calculate a percentage

1. On the *Insert* menu, click *Summary*.

The Insert Summary dialog box appears.

2. Select the field for which you want to calculate the sum.

For example, you may want to insert a field which calculates the sum of last year's sales.

3. Select *Sum* in the *Calculate this summary* list.
4. Select the summary location.

i Note

The summary location cannot be Grand Total (Report Footer) when you are calculating a percentage.

5. Click the *Show as a percentage of* check box.
6. Select the group you want the percentage based on.

You can choose to show a percentage of a group within another group, or show a percentage of the grand total.

7. Click **OK**. The summary percentage field is added to your report.

9.6 Group headers

Click a link to view one of the topics in this section:

- [Creating group headers \[page 166\]](#)
- [Suppressing group headers \[page 170\]](#)
- [Drilling-down on group headers \[page 171\]](#)

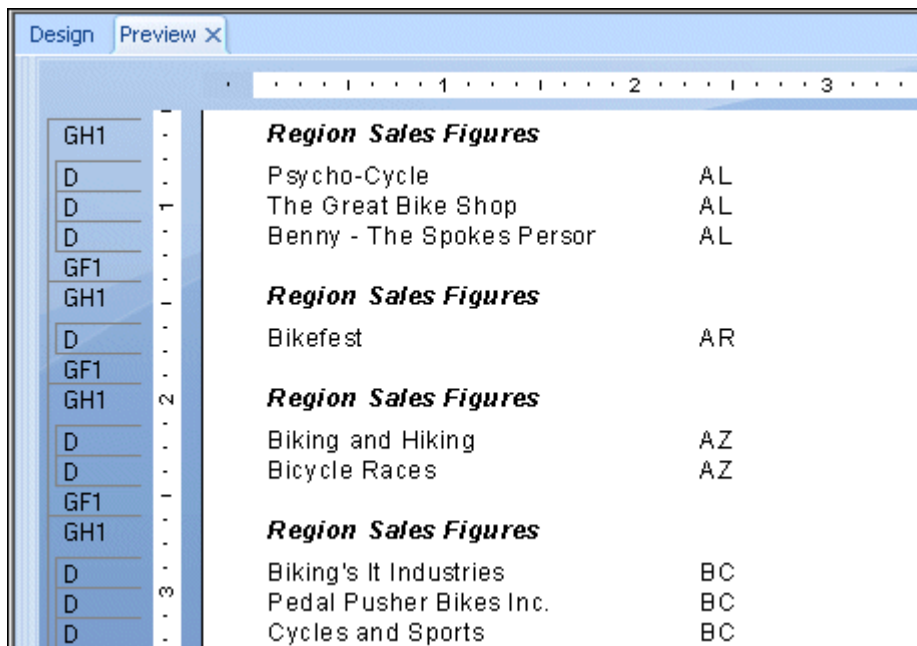
9.6.1 Creating group headers

Whenever you create a group, a subtotal, or a summary, the program creates both a Group Footer (GF) section (where it places any subtotal or summary value), and a Group Header (GH) section (where it automatically places the group name/header). Group Headers are useful, even necessary, if you want your report data to be clear and easily understood. Though the program creates a group header automatically, you may find that you would like to change or modify the header to suit your needs.

In this section, you will learn how to create the most common kinds of group headers.

9.6.1.1 Standard headers

A standard header is a block of text that is used to identify each group in a rather generic kind of way. "Customer," "State," and "Monthly Orders" are all examples of this kind of header.



The screenshot shows the SAP Crystal Reports Design view. On the left is a field list with groups: GH1, D, D, D, GF1, GH1, D, GF1, GH1, D, D, GF1, GH1, D, D, D. The main preview area shows the report layout with a standard header 'Region Sales Figures' repeated for different regions. The data is as follows:

Region	Item	Value
AL	Psycho-Cycle	
	The Great Bike Shop	
	Benny - The Spokes Person	
AR	Bikefest	
AZ	Biking and Hiking	
	Bicycle Races	
BC	Biking's It Industries	
	Pedal Pusher Bikes Inc.	
	Cycles and Sports	

While the header is somewhat descriptive ("Region Sales Figures" means it is a regional group), you never know what region is in the group without first looking at the details in the group.

9.6.1.1.1 To create a standard header



1. Click the *Insert Text Object* button on the Insert Tools toolbar.
2. When the object pointer appears, move the object frame into the Group Header section.
3. Enter the text you want to use for the header.
4. Click outside the frame when finished to complete the process. Now when you run the report, the same header will appear at the beginning of each group.

9.6.1.2 Live headers

A live header is a header that changes based on the content of the group. If the data is subtotaled by region, for example, a live header would typically identify the region detailed in each group. Thus, the Arizona group would have a header identifying the group as Arizona data, the California group would have a header identifying the group as California data, and so on.

i Note

When creating a group, the program automatically inserts a group name field in the Group Header section unless you have toggled the option off using the Options command on the File menu. The information that follows details how to manually insert such a section (if you do not have the program insert one automatically) and how to create different kinds of live headers for different needs.

Group name only

The easiest live header to create is one based on identifying the value of the group field.

9.6.1.2.1 To create a live header by group name only

1.  On the *View* menu, click *Field Explorer*.
2. In the Field Explorer dialog box, expand the *Group Name Fields* folder.
3. Select the Group Name field that matches the group you are working with and drag it into the Group Header section for that group.

When you run the report, the group field value identifier will appear as the group header for each region group.

9.6.1.2.2 Group name with text

A more complex type of live header combines a field value and text. A typical group header of this kind for data broken down by region would be, "Sales for California" or "Customers in Postal Code 60606". Creating these headers involves three steps:

- Insert a text object in the Group Header section.
- Type in the text you want to appear.
- Enter the Group Name field in the text field where you want it to appear in the Group Header.

For example, if you want your header to read "Sales for" and then the name of the region in the current group (Sales for AZ, Sales for CA, and so forth), follow these steps:

9.6.1.2.2.1 To create a live header with group name using text

1.  Click the *Insert Text Object* button on the Insert Tools toolbar.
2. Place the object frame into the Group Header section for the group.

3. Type in the desired text with a space after it.
4.  Click the *Field Explorer* button on the Standard toolbar.
5. In the Field Explorer dialog box, expand the *Group Name Fields* folder.
6. Select the Group Name field that matches the group you are working with and drag it into the text object, immediately after the text and the space you entered.

→ Tip

Expand the size of the text box to fit both the text and the group field.

7. Format the text object as you want it to appear.

When you run the report, the program will create a live header (with text) for each of your groups.

9.6.1.2.3 Live headers for groups based on a formula

When you create a group and use a formula field as a sort-and-group-by field, the program automatically creates a group name field based on the value returned by the formula.

For example, if you create this formula:

```
{customer.CUSTOMER NAME}[1]
```

and then group on the formula, the program will group your data based on the first letter in the Customer Name field.

To create a live group header for a group based on a formula, simply insert the group name field in the Group Header section.

When you run the report, the "A" group will have the letter "A" as a header, the "B" group will have the letter "B", and so on. For more information, see [Grouping by the first letter of a company name \[page 149\]](#) and [Grouping data in intervals \[page 147\]](#).

9.6.1.3 Headers for custom groups

The final type of header is a header for the types of custom groups created when data is grouped in a specified order. When using specified order grouping, both the name for each group and the records that belong in it are specified. As in the other grouping situations, the program creates a group name field for each group based on the group names specified.

9.6.1.3.1 To create a header for custom groups

1.  On the *View* menu, click *Field Explorer*.

2. In the Field Explorer dialog box, expand the *Group Name Fields* folder.
3. Select the Group Name field for the custom group and drag it into the Group Header section for that group.

The program automatically applies each of the group names you assigned to the appropriate groups.

Note

Make certain that when you assign the names to the groups using the Define Named Group dialog box, the names you assign are the names you want to appear as group headers.

Design		Preview X
		1 2 3 4
GH1	-	\$10,000 or less
D	-	Biking and Hiking \$65.70
D	-	Bicycle Races \$659.70
D	-	Newpeople Biking Ltd. \$7,981.41
D	-	C&C Sports People \$2,546.12
D	-	AIC Childrens \$5,879.70
GF1	-	
GH1	-	Between \$10,001 and \$25,000
D	-	Off the Mountain Biking \$25,000.00
D	-	Tyred Out \$18,126.33
D	-	Galaxy Outdoors \$10,425.55
D	-	Cairo Bicycles, Inc. \$10,361.70
D	-	Globe Bike \$10,245.55
GF1	-	
GH1	-	\$25,001 or more
D	-	Sporting Wheels Inc. \$85,642.56
D	-	Rowdy Rims Company \$30,131.46
D	-	Changing Gears \$26,705.65

9.6.2 Suppressing group headers

You have the option to hide group headers in your report.

9.6.2.1 To suppress group headers

1. Right-click the group header and select *Format Field*.
2. In the Format Editor, on the Common tab, click the *Suppress* check box.
3. Click *OK*.

→ Tip

To show the group header again, clear the Suppress check box.

9.6.3 Drilling-down on group headers

To make report viewing easier, you can hide the details of your report and only have the group headers visible. When necessary, you can click on the group header to view the report details.

9.6.3.1 To drill-down on group headers

1. Right-click the gray Details section to the left of the report.
2. Select *Hide (Drill-Down OK)*.

3.  Click *Refresh*.

When you place the cursor over a group header, the cursor becomes a magnifying glass.

4. Double-click the group header to drill-down to the detail information.

A drill-down tab appears in the Report Designer. Click the Design or Preview tab to return to that view.

Related Information

[Using the drill-down option on summarized data \[page 79\]](#)

10 Running Totals

Running totals are a flexible and powerful way to create specialized summaries and continually incrementing totals.

This section shows you how to add a basic running total and a running total within a group to your report. You will also learn how to create conditional running totals and running totals using formulas.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

10.1 Understanding running totals

Running total fields are similar to summary fields but allow more control over how the total is calculated and when it is reset. Running total fields are specifically suited to perform the following totaling functions:

- Show values of a total accumulate as it is calculated record by record.
- Total a value independent of the report's grouping.
- Total a value conditionally.
- Total a value after a group selection formula has been applied.
- Total a value from the driving table in a one-to-many linking relationship.

10.1.1 How running totals work

A running total field is created with the Running Total Expert. The Running Total Expert creates a running total field by asking you to select a field to summarize, the summary operation to use, a condition upon which to base the evaluation, and a condition upon which to reset the evaluation.

i Note

A running total field can be used on database fields and first-pass formulas, but cannot be used on second-pass formulas or formulas that reference other second-pass formulas.

10.1.1.1 Placement of running total fields

The calculation of a Running Total field is determined by the settings selected in the Running Total Expert. However, where you place the running total affects the value that appears on the report. For example, if a Running Total field that evaluates every record and never resets (a grand total) in the Report Header, only the value of the first record will appear. Placing the same Running Total field in the Report Footer returns the desired value. The Running Total field is properly calculated in both cases, but it is displayed too soon in the first case.

The following list summarizes the records that are included in the calculation when a running total is placed in various report sections. This list assumes the running total is not reset.

Report section	Records included in the running total calculation
Report Header	The first record in the report
Page Header	All records up to and including the first record on the current page
Group Header	All records up to and including the first record in the current group
Details	All records up to and including the current record
Group Footer	All records up to and including the last record in the current group
Page Footer	All records up to and including the last record on the current page
Report Footer	All records in the report

10.2 Creating running totals

Running totals are totals that can be displayed on a record by record basis. They total all records (in the report, in the group, and so on) up to and including the current record.

10.2.1 Creating running totals in a list

The most basic form of a running total is a running total maintained throughout a list. In this tutorial, you will create this kind of report by setting up a running total for a list of order amounts.

i Note

Running total fields are prefixed by the # sign.

10.2.1.1 To create a running total in a list

1. To get started, create a report using the sample database, [Xtreme.mdb](#). Link the Customer and Orders tables, and then place the following fields from left to right in the Details section:

```
{customer.CUSTOMER NAME}  
{orders.ORDER ID}  
{orders.ORDER AMOUNT}
```

i Note

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#) .

2. On the **View** menu, click *Field Explorer*.

The Field Explorer dialog box appears.

3.  Select *Running Total Fields* and click *New*.

The Create Running Total Field dialog box appears.

4. Enter the name "TotalOrders" in the *Running Total Name* box.
5. Highlight Orders.Order Amount in the *Available Tables and Fields* box, and use the first arrow button to move it over to the *Field to summarize* box.
6. Select *sum* from the *Type of summary* list.
7. In the *Evaluate* section of the dialog box, click *On change of field*, and select Orders.Order ID as the *On change of* field.

The running total will execute each time this field changes.

8. In the *Reset* section of the dialog box, click *Never* (this gives you a running total that never resets; that is, the running total continues throughout the report).
9. Click *OK* to save the running total field.

The program returns you to the Field Explorer dialog box.

10. Insert the running total field in the Details section of the report, just to the right of Orders.Order Amount.

On your report, each row in the running total column displays the current record value added to the previous values. This total continues, unbroken, through the report.

10.2.2 Creating running totals for a group

Another common use for running totals is tallying items in a group. The running total starts with the first item in the group and ends with the last. Then it starts all over again for the next group, then the next, and so on.

In this tutorial, you will create a report that:

- Maintains a running total of customer orders.
- Groups customer orders and resets the running total for each group.
- Displays the subtotal for each customer group.

10.2.2.1 To create a running total for a group

1. To get started, create a report using the sample data, [Xtreme.mdb](#).

Link the Customers and Orders tables and place the following fields from left to right in the Details section:

```
{customer.CUSTOMER NAME}  
{orders.ORDER ID}  
{orders.ORDER AMOUNT}
```

i Note

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#).

2. On the *Insert* menu, click *Group* and group on the Customer.Customer Name field.
3. On the *View* menu, click *Field Explorer*.

The Field Explorer dialog box appears.

4.  Select *Running Total Fields* and click *New*.

The Create Running Total Field dialog box appears.

5. Enter the name "GroupRunningTotal" in the *Running Total Name* box.
6. Highlight Orders.Order Amount in the *Available Tables and Fields* box, and use the first arrow button to move it over to the *Field to summarize* box.
7. Select *sum* from the *Type of summary* list.
8. In the *Evaluate* section of the dialog box, click *For each record*.
9. In the *Reset* section of the dialog box, click *On change of group* and accept the default group name.
10. Click *OK* to save the running total field.

You return to the Field Explorer dialog box.

11. Place the running total field in the Details section of your report, just to the right of the Orders.Order Amount field.

i Note

If you want to view a grand total of each group, place the running total field in the Group Footer section of your report.

10.2.3 Creating conditional running totals

There may be times when you have a list of values, and you only want to subtotal some of the values in the list. For example:

- You have a list that contains both Canadian and U.S. customers.
- You want to keep customer records sorted alphabetically based on customer name.
- You do not want to break the data into groups based on the country.
- You want a total of the values from just the Canadian records.

- You also want a total of the values from just the U.S. records.

To accomplish this, create two running totals, one to keep a running total of the U.S. records, and one to keep a running total of the Canadian records.

- *USTotal*
Maintains a running total of the U.S. records.
- *CanadaTotal*
Maintains a running total of the Canadian records.

10.2.3.1 To create a conditional running total

1. To get started, create a report using the sample database, [Xtreme.mdb](#). Link the Customer table and then place the following fields from left to right in the Details section:

```
{customer.CUSTOMER NAME}
{customer.COUNTRY}
{customer.LAST YEAR'S SALES}
```

i Note

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#).

2. On the *Report* menu, click *Record Sort Expert*.

→ Tip



Another way to do this is to click the Record Sort Expert button on the Expert Tools toolbar.

3. Sort the records based on the Customer.Customer Name field.
4. On the *View* menu, click *Field Explorer*.
The Field Explorer dialog box appears.
5.  Select *Running Total Fields* and click *New*.
The Create Running Total Field dialog box appears.
6. Enter the name "USTotal" in the *Running Total Name* box.
7. Highlight Customer.Last Year's Sales in the *Available Tables and Fields* box, and use the first arrow button to move it over to the *Field to summarize* box.
8. Select *sum* from the *Type of summary* list.



9. In the *Evaluate* section of the dialog box, click *Use a formula* and then click the *Formula* button.

The Formula Workshop appears with Running Total Condition Formula active.

10. Enter the following formula in the Formula box:

```
{Customer.Country} = "USA"
```


This tells the program to evaluate the running total each time it comes to a record where Customer.Country is equal to "USA." The running total will ignore all other records (such as records for Canada).

11. When the formula has the correct syntax, click [Save and close](#).

You return to the Create Running Total Field dialog box.

12. In the [Reset](#) section of the dialog box, click [Never](#).

13. Click [OK](#) to save the running total field.

The program returns you to the Field Explorer dialog box.

14. Place the running total field in the Details section of your report.

15. Now create the "CanadaTotal" running total field using the process outlined in steps 5-13. The only difference is that this time you will set the evaluation formula to:

```
{Customer.Country} = "Canada"
```

16. When you are finished, place the [#CanadaTotal](#) field in the Details section of your report

i Note

If you only want to see a grand total of the Canadian and American sales, place the two running total fields you created in the Report Footer section of your report.

10.2.4 Creating running totals in a one-to-many linking relationship

A one-to-many linking relationship occurs in linked tables when a single record in one table can be matched with many records in another table. For example, a one-to-many link might occur when you link a customer table to an orders table. It wouldn't be unusual in such a case for each customer in the primary table to have many orders in the second (lookup) table. In your report, the field values from the primary table are repeated for each new field value in the lookup table.

Creating a subtotal on a field from the primary table provides an incorrect result because the repeated values are included in the calculation. You can avoid this problem by creating a running total.

This concept can be demonstrated with the sample Xtreme database by using the Customer and Orders tables.

10.2.4.1 To create a running total in a one-to-many linking relationship

1. From the Field Explorer dialog box, place the following fields from left to right in the Details section of your report:

```
{customer.CUSTOMER NAME}  
{customer.LAST YEAR'S SALES}  
{orders.ORDER ID}
```

```
{orders.ORDER AMOUNT}
```

2.  On the Insert Tools toolbar, click *Insert Group* and create a group based on the Customer.Customer Name field.
3. Right-click the Customer.Last Year's Sales field and select *Summary* from the *Insert* submenu.
4. Choose *Group #1: Customer.Customer Name - A* as the location for your summary.

If you look at the subtotals for each group, you will notice they aren't accurate. This is because the Customer.Last Year's Sales field is duplicated for each order in the report. Follow the rest of this procedure to see how a running total produces an accurate result in the same situation.

5.  In the Field Explorer dialog box, select *Running Total Fields* and click *New*.

The Create Running Total Field dialog box appears.

6. Enter the name "LYSrunning" in the *Running Total Name* box.
7. Highlight Customer.Last Year's Sales in the *Available Tables and Fields* box, and use the first arrow button to move it over to the *Field to summarize* box.
8. Select *sum* from the *Type of Summary* list.
9. In the *Evaluate* section of the dialog box, click *On change of field* and add the Customer.Customer Name field from the *Available Tables and Fields* box.
10. In the *Reset* section of the dialog box, click *On change of group* and choose *Group #1: Customer.Customer Name - A*.
11. Click *OK* to save the Running Total field.
12. Place the running total in the *Group Footer* section.

Compare the running total amount with the subtotal amount for each group. You will see the running total is accurate while the subtotal is not.

10.3 Creating running totals using a formula

If you have suppressed data, or your data is based on a formula that occurs WhilePrintingRecords, you should create a running total formula rather than using the Create Running Total Field dialog box.

When you create a running total manually, you need to create three formulas:

- A summary formula.
- A reset formula to set a variable to zero.
- A display formula to display the variable.

In the following procedure, you will create a report that performs the following functions:

- Maintains a running total of customer orders.
- Groups customer orders and resets the running total for each group.
- Displays the subtotal for each order (the last running total for that order).

10.3.1 To create running totals using a formula

1. Create a report using the sample data, [Xtreme.mdb](#). Link the Customers and Orders tables and place the following fields from left to right in the Details section:

```
{customer.CUSTOMER NAME}  
{orders.ORDER ID}  
{orders.ORDER AMOUNT}
```

Note

The Xtreme sample database can be downloaded from the [SAP Knowledge Base Article 1231843](#).

2. On the **View** menu, click *Field Explorer*.
3.  Select *Formula Fields* in the Field Explorer dialog box and click *New*.
4. Name the formula "RunningTotal" and click *Use Editor*.

The Formula Workshop appears with Formula Editor active.

5. Enter the following into the Formula box:

```
WhilePrintingRecords;  
CurrencyVar Amount;  
Amount := Amount + {Orders.Order Amount};
```

6. Click the *Save and close* button on the Formula Workshop.
7. Place this formula in the Details section of your report, just to the right of the Orders.Order Amount field.

This formula prints the running total of the values in the Order Amount field.

8.  On the **Insert** menu, click *Group* and group the report on the Customer.Customer Name field.
9. In the Formula Workshop, create "AmountReset":

```
WhilePrintingRecords;  
CurrencyVar Amount := 0;
```

This formula says:

Set the value in the Amount variable to 0.

10. Place this formula in the Group Header #1 section of your report.

Because the Group Header #1 section appears once for every group, @AmountReset will execute each time the group changes. Thus, the Amount variable is reset to 0 each time a new group begins.

11. Select the @AmountReset formula on the report and use the Format Editor to suppress it so that it will not appear in the final print-out.
12. In the Formula Workshop, create "AmountDisplay":

```
WhilePrintingRecords;  
CurrencyVar Amount;
```

This formula simply displays the current value of the Amount variable at any time.

13. Place this formula in the Group Footer #1 section of your report.

Because the Group Footer #1 section appears once for every group, @AmountDisplay will execute each time a group ends. Thus, the value stored in the Amount variable will be printed each time the group changes.

Design					
		1	2	3	5
RH	.				
PH	.				
GH1	.				@AmountReset
D	.	Customer Name	Order ID	Order Amount	@RunningTotal
GF1	.				@AmountDisplay

Note

This formula prints the same value that @RunningTotal prints as the running total for the last record in each group. But since it is printing it in the Group Footer section, it acts as a group subtotal, not as a running total.

On your report, each row in the running total column displays the current record value added to the previous values. The running total starts fresh with each new group, and the final running total for each group becomes the subtotal for that group.

11 Multiple Section Reports

This section introduces the various types of sophisticated reports you can create using the multiple section reporting capabilities in Crystal Reports. These capabilities enable you to create reports that treat individual values differently based on sets of criteria you establish. These concepts are then applied to the creation of Form Letters.

Online support, samples, and technical briefs

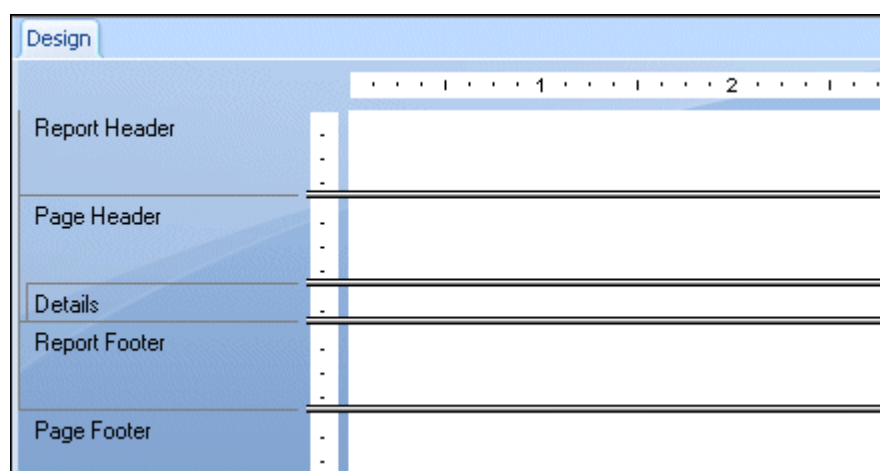
For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com>

11.1 About sections

Crystal Reports provides five design areas to use when building your report:

- Report Header
- Page Header
- Details
- Report Footer
- Page Footer



Each area contains a single section when you first create a new report. You cannot delete any of these original sections but you can hide them or add to them. Once you have added sections, you can delete them, move them in relation to other similar sections, or merge related sections together.

11.2 Working with sections

Many of the procedures in this section show you how to work with sections in the Section Expert. Sections can also be inserted, deleted, and so on by right-clicking the shaded area to the left of the section in the Design or Preview tabs and choosing the appropriate option from the shortcut menu.

11.2.1 Inserting a section

1.  Click *Section Expert* on the Expert Tools toolbar.

The Section Expert appears with a list of all the sections in the report. When there are more than one of any kind of section, the sections are lettered A, B, C, and so on.

i Note

The program enables only those options (free form, new page before, and so on) that apply to the highlighted section.

2. Highlight the section you want to insert a section after.

For example, to add another Details section, highlight the existing Details section.

3. Click *Insert*.

A new section is inserted immediately below the highlighted section.

11.2.2 Deleting a section

1.  Click *Section Expert* on the Expert Tools toolbar.

The Section Expert appears with a list of all the sections in the report. When there are more than one of any kind of section, the sections are lettered A, B, C, and so on.

i Note

The program enables only those options (free form, new page before, and so on) that apply to the highlighted section.

2. Highlight the section you want to delete.

3. Click *Delete*.

The program removes the highlighted section from the report.

11.2.3 Moving a section

1.  Click *Section Expert* on the Expert Tools toolbar.

The Section Expert appears with a list of all the sections in the report. When there are more than one of any kind of section, the sections are lettered A, B, C, and so on.

i Note

The program enables only those options (free form, new page before, and so on) that apply to the highlighted section.

2. Highlight the section you want to move.
3. Click the Up or Down arrow to move the section.

i Note

You can only move a section up or down within an area.

i Note

The letters that identify the sections describe their relative (as opposed to original) position. Thus, if you move a "C" section up, it becomes a "B" section. It loses its original "C" designation.

i Note

You can also move sections by dragging and dropping them in the Report Designer.

11.2.4 Merging two related sections

There may be times when you have placed objects in two sections (where they print sequentially) and you want to put them all in a single section (where they print simultaneously). You can merge the two sections and then rearrange the objects as needed in the new section.

11.2.4.1 To merge related sections

1.  Click *Section Expert* on the Expert Tools toolbar.

The Section Expert appears with a list of all the sections in the report. When there are more than one of any kind of section, the sections are lettered A, B, C, and so on.

i Note

The program enables only those options (free form, new page before, and so on) that apply to the highlighted section.

2. Move the sections so the two sections you want to merge follow each other in the list.
3. Highlight the top section.

The screenshot shows the SAP Crystal Reports Design view. On the left, there is a list of sections: Da, Db, Dc, and RF. The design area on the right shows the layout of the report. Section Da contains the text '(A)' and 'Your account is past due.' Section Db contains the text '(B)' and 'Your account is up to date!'. Section Dc contains the text '(C)' and 'Thank you for your business!'. The sections are listed on the left, and the design area shows the layout of the report.

4. With Section (B) highlighted, click [Merge](#) and Section (C) will be merged with Section (B) to form one section.

The screenshot shows the SAP Crystal Reports Design view after the merge operation. Section Db now contains the text '(B)', 'Your account is up to date!', and 'Thank you for your business!'. Section Dc is no longer visible. The sections are listed on the left, and the design area shows the layout of the report.

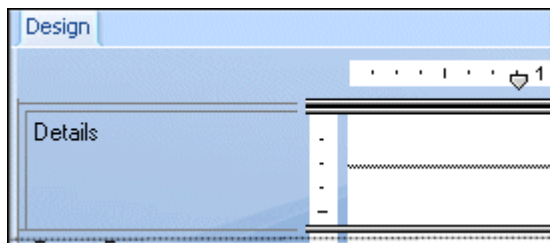
5. Rearrange the objects as needed.

11.3 Splitting and resizing sections

A section can be split into two or more sections and/or resized easily in the Design tab.

11.3.1 Splitting a section

1. Move the pointer over the left boundary of the section you want to split.
2. When the pointer becomes a Section Splitting cursor, click the boundary and drag the pointer into the section.
3. When a horizontal line appears, drag it up or down to split the section the way you want it.



11.3.2 Resizing a section

1. Move the pointer over the bottom boundary of the section you want to resize.
2. When the pointer becomes a Resizing cursor, drag the boundary to make the section bigger or smaller as you wish.

11.3.2.1 Resizing a section to remove white space

If you have one or more objects in a section and you want to resize the section to remove unnecessary white space, right-click in the shaded area to the left of the section in the Design and Preview tabs and choose Fit

Section from the shortcut menu. The program automatically resizes the section, moving the bottom boundary of the section to the baseline of the bottom object in the section.

A section automatically expands vertically in two instances:

- When you place an object and the object is bigger (vertically) than the section you place it in.
- When you expand an object (vertically) so it becomes bigger than the section it resides in.

i Note

You cannot resize a section smaller than the combined height of all the objects in the section.

i Note

You can also remove white space at the bottom of a Page Footer by selecting Clamp Page Footer on the Common tab of the Section Expert.

11.4 Using multiple sections in reports

Certain reporting tasks are performed most efficiently by creating multiple sections within an area.

Once you understand the power of multiple sections, you will discover even more ways to produce the effects you want.

Related Information

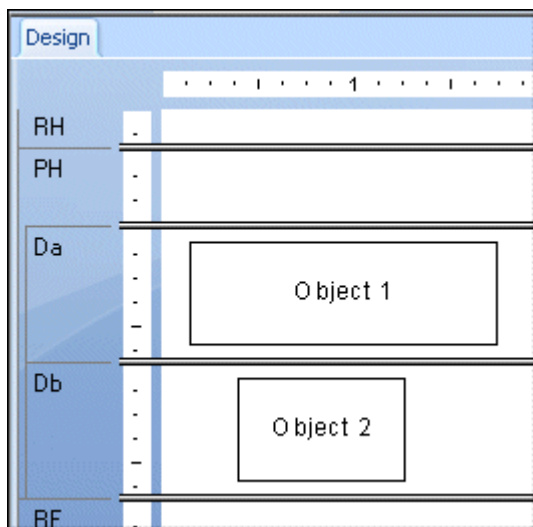
[Working with sections \[page 182\]](#)

11.4.1 Keeping variable length objects from overwriting each other

When subreports or other variable length objects are placed above other objects in one section of the report while the Can Grow option for the variable length object is toggled on in the Format Editor, that object may overprint objects positioned directly below it unless you have:

- Expanded the section to fit the maximum size of the object.
- Spaced the objects, allowing enough space for the first object to complete printing before the second one begins.

You can eliminate this overprinting problem by creating multiple sections in an area and placing objects below the variable length object in their own section(s).



Now, when the report runs, the section with the variable length object will finish printing before the section below it prints and you will get the results you want..

i Note

Many report objects can use the Can Grow option and can, therefore, cause overprinting:

- Text fields
- Formula fields
- Memo fields
- BLOB fields
- Subreports
- Cross-Tabs
- OLAP grids

11.4.2 Eliminating blank lines when fields are empty

It is very common to have two address lines in a customer table, one for street address (Address 1), and one that can be used for a suite number or mail stop (Address 2). Address 1 usually contains a value, but Address 2 is often blank. If you create a customer list using this data and stack the fields on top of one another in mailing label format, those customer records with an empty Address 2 field will print with a blank line. You can eliminate this blank line either by using multiple sections, or by suppressing blank lines.

11.4.2.1 To eliminate blank lines by using multiple sections

1.  Use the Section Expert to create two new Details sections so that you have a total of three. See [Working with sections \[page 182\]](#).

2. Place the [Address 2](#) field in the middle section and the other data in the sections above and below it as you want it to appear in the report.
3. In the Section expert, highlight the middle section.
4. On the [Common](#) tab, select the [Suppress Blank Section](#) check box.

Now, when the report prints, if the Address 2 section is blank, the program will not print it and you will not get unwanted blank lines in the report.

i Note

If the report section you want to suppress contains a blank subreport, use the Suppress Blank Subreport option, found on the Subreport tab of the Format Editor, as well as the Suppress Blank Section option.

11.4.3 Adding blank lines conditionally

Use multiple sections to print a blank line on your report under specific conditions. For example, you may want to insert a blank line after every fifth record in the report.

11.4.3.1 To add blank lines conditionally

1. Use the Section Expert to create two Details sections. See [Working with sections \[page 182\]](#).
2. Place the report detail data in the top section.
3. Leave the second section empty.
4. In the Section expert, highlight the second section.
5. On the [Common](#) tab, select the [Suppress \(No Drill-Down\)](#) check box then click the conditional formatting button to its right.
6. Enter the following formula in the Format Formula Editor:

```
Remainder (RecordNumber,5) <> 0
```

This formula divides each record number by 5. If the division produces a remainder, it suppresses the blank section. But if the division produces no remainder, a zero (which it will for every fifth record printed), the program prints the second section, thus inserting a blank line.

i Note

To insert a blank line under different conditions, you can modify your formula appropriately. See [Working with conditional formatting \[page 244\]](#).

11.5 Form letters

While form letters themselves are not necessarily multi-section reports, they are often used in multi-section reports to generate custom mailings. The topic [Printing conditional messages in form letters \[page 196\]](#), explains how to use multiple form letters or multiple versions of the same form letter for custom mailings.

Form letters often use text objects to hold the content of the report. The following sections provide an introduction to text objects and demonstrate how to use them in form letters.

11.5.1 Working with text objects

You will use many of the capabilities of text objects when creating form letters. A brief discussion of text objects should make it easier for you to create the form letter in the next section. Some things to consider are:

- A text object can contain both text and fields; you will use both in this example.
- You can resize text objects; you will be resizing the text object so that it prints as a letter.

11.5.1.1 Move/Resize mode

When the object is in the move/resize mode, it appears as a solid frame with resizing handles.



In this mode, you can resize the object by dragging any of the resizing handles, or you can move it by placing the cursor inside the object and dragging it to a new location. You can also insert fields in this mode, but you cannot insert text. You put a text object into the move/resize mode by clicking it when it is inactive.

11.5.1.2 Edit mode

When the object is in the edit mode, it appears as a solid frame without sizing handles, and an in-place ruler appears at the top of the tab (if you have selected the Show Rulers options in the Options dialog box).



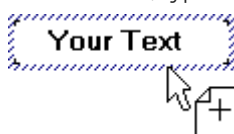
When you first place a text object, the program sets it in the edit mode. You can also put a text object into the edit mode by double-clicking it when it's inactive or in the move/resize mode. Finally, you can put a text object in edit mode by right-clicking it and selecting Edit Text from its shortcut menu.

Each text object contains word processor capabilities, including the ability to change the fonts for individual characters and fields, and automatic word wrap. In the edit mode you can insert text and such non-text objects as database fields and formulas. Whenever the object is in edit mode, it contains an insertion point, a flashing vertical line that indicates the position at which typed text or inserted fields will begin.

The insertion point moves as you type, automatically staying to the right of the last character. It also moves when you insert a field, automatically staying to the right of the field. It moves one character position at a time when you press the space bar. It moves down one line, to the inside left edge of the text object, when you press Enter (this action inserts a carriage return). It moves to the cursor position when you click anywhere within the existing text.

As you work through the tutorials for multiple sections, it is always expected that you will type or place fields at the existing insertion point, unless otherwise indicated.

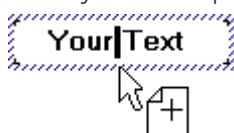
- To select text within a text object (to delete it, to change a font, and so on), position the cursor over the text and, when the I-beam cursor appears, drag the cursor to highlight the text you want to select.
- To select a field which is inside a text object, position the cursor over the field and, when the I-beam cursor appears, right-click.
- To insert text, type in the desired text and it will appear at the insertion point.



i Note

It is critical that you see the Drag and drop cursor before placing the field. If it does not appear, you might place the field so that it overlays the text object instead of being inserted into it. It may appear to be inside the text object, but if you move the object the field will not move with it.

- The insertion point is tied into the Drag and drop cursor. If you have existing text or fields in the text object, the insertion point moves as you move the Drag and drop cursor, enabling you to pick the exact position where you want to place the field. The program always places the field at the insertion point.



- You can leave edit mode by clicking outside of the text frame. You can also click [Ctrl+Enter](#).

11.5.2 Creating a form letter using a text object

The following section shows you how to create a form letter.

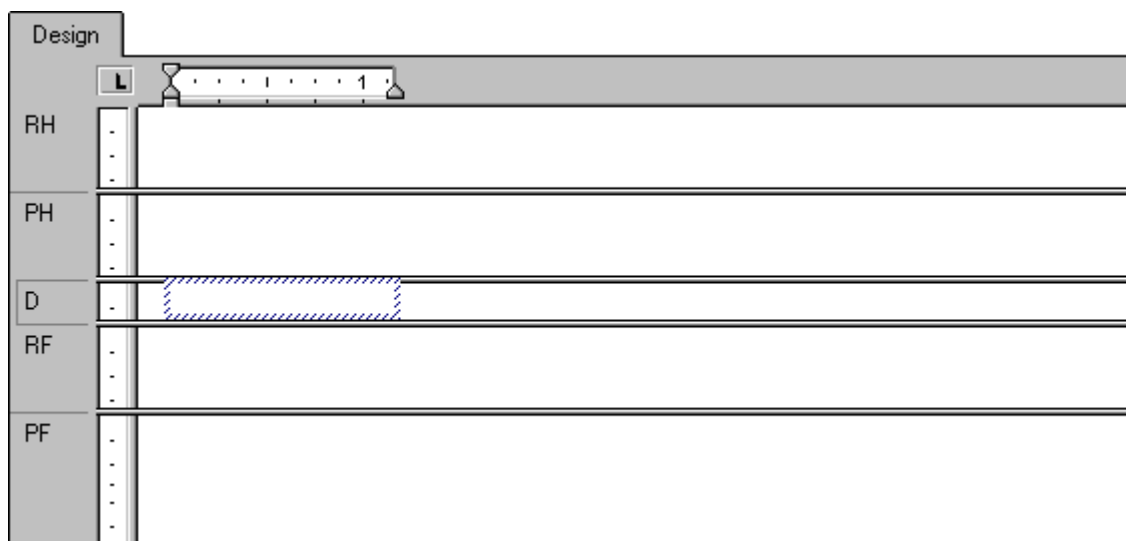
You are going to use a text object to create a form letter. The form letter you create will be tied to a database table so that each letter will be customized with company information from a different record.

If you have difficulty performing any of the steps, please see [Working with text objects \[page 189\]](#).

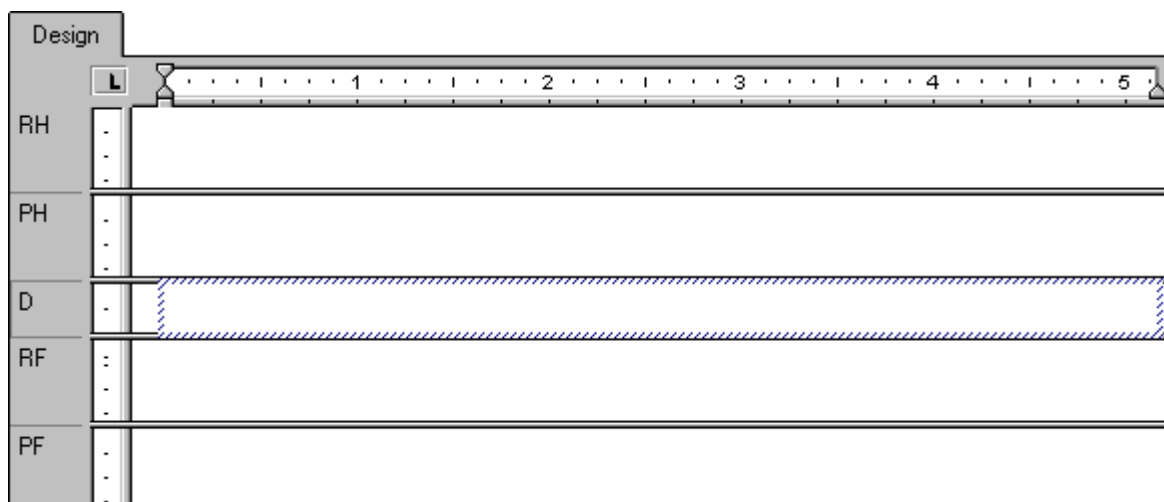
11.5.2.1 To create a form letter

The letter will consist of a date, an inside address, a salutation, a one paragraph letter body, and a closing section.

1. Create a blank report. Use the *Customer* table of *Xtreme.mdb*.
The Design tab appears.
2. Since you do not want field titles to appear above the fields that you insert into the letter, clear the *Insert Detail Field Headings* check box on the *Layout* tab of the Options dialog box.
3.  Insert a text object into the *Details* section of the report.
4. Click the text object frame to put the object in move/resize mode.



5. Drag the resizing handle on the right side of the object to the right edge of the *Design* tab. This will make the object about eight inches wide, the approximate width of a page. You may have to stop resizing, scroll the window, and resize some more to accomplish this.



6. Double-click inside the text object to place it in edit mode. It is now ready for you to begin your work. The insertion point appears at the extreme left, inside the object.

11.5.2.2 Inserting a date

1. To insert a date into the letter, expand *Special Fields* in the Field Explorer dialog box and scroll until you find *Print Date*.
2. Click *Print Date* and drag the placement frame into the text object and place it at the insertion point.

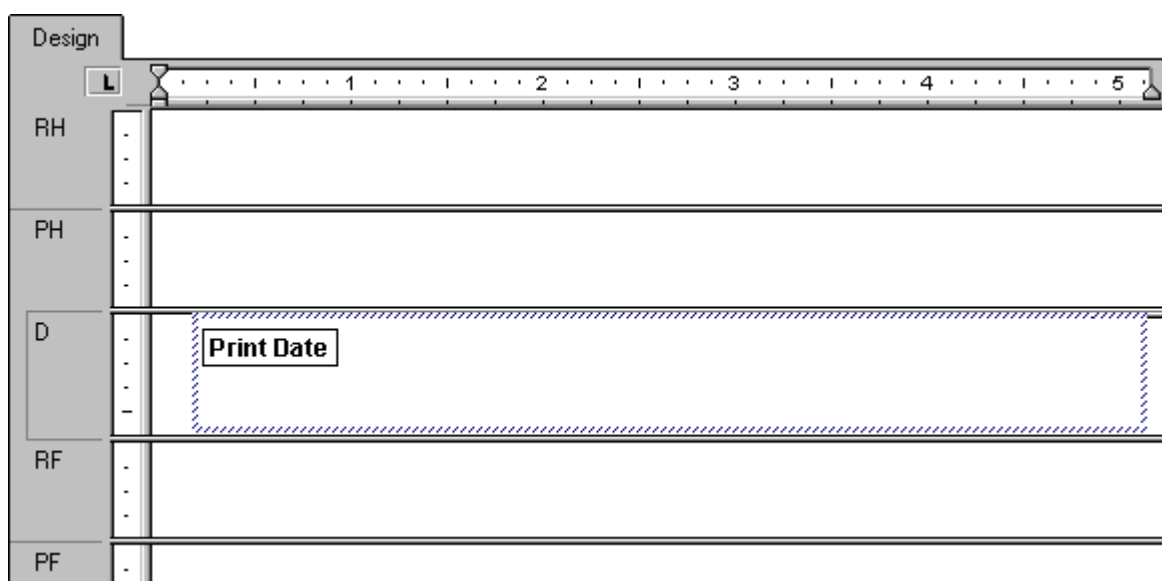
Note

To change the way the date is formatted in the letter, double-click the text object to select it. Then right-click the Print Date field and choose Format {Print Date} from the shortcut menu. Make your modifications on the Date tab of the Format Editor when it appears.

3. Press Enter twice to insert some white space between the date and the inside address and to move the insertion point down within the text object.

Tip

You might have to resize the Details section and the text object if you have not selected the Can Grow option for the text object in the Format Editor.



11.5.2.3 Creating an inside address

1. To create the inside address, drag database fields into the text object from the *Customer* table in the Field Explorer dialog box.
2. Drag in the *Address 1* field and place it at the insertion point, and press *Enter*. The insertion point moves down to the line below.
3. Drag in the *City* field and place it at the insertion point.

4. Type a comma, followed by a space.
5. Drag in the [Region](#) field and place it at the insertion point.
6. Type in two spaces.
7. Finally, drag in the [Postal Code](#) field, place it at the insertion point, and press [Enter](#). The insertion point moves down to the line below.
8. Press [Enter](#) one more time to move the insertion point down one more line to the position where the salutation should start. This completes the inside address.

i Note

When a field is placed within a text object, it is automatically trimmed on both the left and right sides, so that it contains no extra white space.

The screenshot shows the Design view of a SAP Crystal Reports form. On the left is a vertical pane with labels: Design, L, RH, PH, D, RF, and PF. The main area is a horizontal layout with a ruler at the top marked from 1 to 5 inches. The 'D' section is highlighted with a dashed border and contains three fields: 'Print Date', 'Address 1', and 'City, Region Postal Code'.

11.5.2.4 Creating a salutation

1. Press [Enter](#) four times to move the insertion point down.
2. Type in the word "Dear" and a space (do not include the quotation marks).
3. In the Field Explorer dialog box, highlight the [Contact Title](#) field from the [Customer](#) table and drag it into the text object, placing it immediately after the space.
4. Insert a space. The program positions the insertion point immediately after the space.
5. In the Field Explorer dialog box, drag the [Contact Last Name](#) field into the text object and place it at the insertion point. The insertion point moves to the right of the field.
6. Type a colon ":" at the insertion point (without the quotation marks) and press [Enter](#) twice to move the insertion point down two lines.

The screenshot shows the Design tab of SAP Crystal Reports. The layout is divided into sections: RH (Header), PH (Page Header), D (Data), and RF (Footer). The D section contains a form letter template with the following fields and text:

- Print Date**
- Address 1**
- City**, **Region**, **Postal Code**
- Dear **Contact Title** **Contact Last Name** :

A ruler at the top indicates the page width, with markings from 1 to 5.

11.5.2.5 Creating the letter body

1. Now type "Your company" (do not include the quotation marks) and type a comma followed by a space.
2. Drag the *Customer Name* field into the text object and place it at the insertion point, just after the space.
3. Type a comma, followed by a space.
4. Type the following text (do not include the quotation marks): "helped make this year an outstanding year for Xtreme Mountain Bikes, Inc. I want to thank you and your staff for your support. I hope next year will be a banner year for you."
5. Press Enter twice.
6. Type "Sincerely yours" (without the quotation marks), followed by a comma, and then press *Enter* four times.
7. Finally, to complete the form letter, type your name.

The Design tab should look similar to this:

Design

1 2 3 4 5

D

Print Date

Address 1

City, Region Postal Code

Dear Contact Title Contact Last Name:

Your company, Customer Name, helped make this year an outstanding year for Xtreme Mountain Bikes, Inc. I want to thank you and your staff for your support. I hope next year will be a banner year for you.

Sincerely yours,

John Manager

8.  Click [Print Preview](#) on the Standard toolbar to preview the form letter.

It should look similar to this:

Design Preview

D

12/31/98

7464 St. Georges Way
Sterling Heights, MI 48358

Dear Mr. Campbell:

Your company, Bike-O-Rama Corporation, helped make this year an outstanding year for Xtreme Mountain Bikes, Inc. I want to thank you and your staff for your support. I hope next year will be a banner year for you.

Sincerely yours,

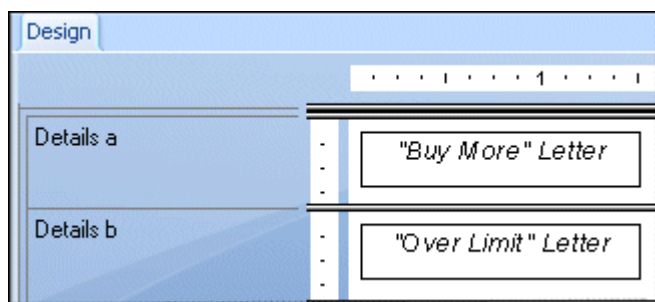
John Manager

11.5.3 Printing conditional messages in form letters

It is likely that you will want to print conditional messages in form letters. For example, you may want to encourage customers with available credit to buy more and those who are over their credit limit to bring their accounts down below the limit once again. You can create both of these letters within a single report.

11.5.3.1 To create a conditional message

1.  Use the Section Expert to insert a second Details section in the report. See [Working with sections \[page 182\]](#).
2. Create two form letters. Place a letter that encourages customers to buy more in the Details A section of the report; place a letter that encourages customers to bring their balance down in the Details B section of the report. See [Creating a form letter using a text object \[page 190\]](#).
3. Use the Section Expert to format the Details sections so that each is suppressed under certain conditions. For example, consider the situation where you want to print one of two letters.



- Format the first section to be suppressed when the balance is less than the credit limit.
- Format the second section to be suppressed when the balance is more than the credit limit.

Now, when a record indicates available credit, the "buy more" letter will print. When the account is over the credit limit, the "over limit" letter will print. And when the customer is right at the credit limit, nothing will print at all.

Related Information

[Working with conditional formatting \[page 244\]](#)

12 Formatting

Formatting refers to changes in the layout and design of a report, as well as the appearance of text, objects, or entire report sections. This section details methods you can use to draw attention to data, change the presentation of dates, numbers, and other values, hide unwanted sections, and perform a variety of other formatting tasks to give a report a professional appearance.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

12.1 Formatting concepts

This section explains how to format a report. Formatting refers to changes you can make to the layout and design of a report, as well as the appearance of text, objects, or entire report sections.

You can use formatting to do many things, including:

- Dividing sections of a report.
- Calling attention to certain data.
- Changing the presentation of dates, numbers, Boolean values, currency values, and text strings.
- Hiding unwanted sections.
- Giving the report a professional appearance.

The following topics describe the types of formatting you can do with Crystal Reports, giving step-by-step instructions for performing a variety of formatting tasks.

i Note

There are many date formats you can choose to use on an English report, but if you send the report to a Japanese system, there may be some formatting irregularities. Not all English date formats are viewable on a Japanese system, and the same is true going from Japanese to English. For instance, abbreviated English months do not appear on a Japanese system and Japanese eras in short format do not appear on an English system.

12.2 Using a template

A template is an existing report file whose formatting can be added to a new report. At the same time, the formatting of the template report's fields and report objects are applied to the new report. Use templates to give any number of reports a consistent look without having to format each one individually.

For additional information about templates, see [Template considerations \[page 201\]](#).

12.2.1 Applying a template

When you create a new report in the Standard Report Creation Wizard, you can apply a template as an optional step. You can also apply a template later by using the Template Expert. You can choose from a number of predefined templates, or you can use an existing Crystal report as a template.

12.2.1.1 To apply a template in the Standard Report Creation Wizard

1.  Click [New](#) on the Standard toolbar.
2. Choose data, fields, grouping fields, and so on, until the wizard displays the Template screen.
3. In the [Available Templates](#) list, click a predefined template name to see an example of it in the Preview area.

By default, the sample templates shipped with Crystal Reports are installed at `\Program Files (x86)\SAP BusinessObjects\Crystal Reports\Templates`.

4. If you want to apply a template based on an existing Crystal report, click [Browse](#).
5. In the Open dialog box, select a Crystal report (.rpt) file and click [Open](#).

The report is added to the list of Available Templates.

i Note

If a template name and preview picture were saved (in the Document Properties dialog box) with the report you selected as a template, you will see this information on the Template screen.

6. Click [Finish](#).

Your report appears with its data formatted to match the template you selected.

i Note

Formatting is not applied if the report you chose does not meet the requirements for a template.

12.2.1.2 To apply a template to an existing report

1. On the *Report* menu, click *Template Expert*.

The Template Expert appears.

→ Tip



Another way to do this is to click the Template Expert button on the Expert Tools toolbar.

As was the case with the Template screen, you can choose from a number of predefined templates, or you can click the Browse button to search for an existing report to use as a template.

2. Choose a template and click *OK*.

i Note

Any drill-down tabs, alerts, or analyzer views that are open will be closed before the template is applied.

12.2.2 Removing an applied template

Perhaps, after applying a template, you don't like the changes made to your report. As long as you haven't exited Crystal Reports since you applied the template, you can remove it from your report.

12.2.2.1 To remove an applied template

1. On the *Report* menu, click *Template Expert*.

→ Tip



Another way to do this is to click the Template Expert button on the Expert Tools toolbar.

2. Choose *Undo the current template* and click *OK*.

The chosen template's features are removed and your report reverts back to the formatting it had when you first opened it.

i Note

To remove a template, you must use this option; the Undo command is not available from the Edit menu.

12.2.3 Reapplying the last template selected

If you want to reapply the last template you selected during a session of Crystal Reports, you can simply select an option on the Template Expert.

12.2.3.1 To reapply the last template selected

1. On the *Report* menu, click *Template Expert*.

→ Tip



Another way to do this is to click the Template Expert button on the Expert Tools toolbar.

2. Choose *Re-apply the last template* and click *OK*.

12.2.4 Using Template Field Objects

You can use Template Field Objects to create more flexible report templates. These report objects do not refer to existing database fields; you simply put them in your template report and format them as you require. When you apply the template to another report, Crystal Reports displays that report's data with the formatting you specified. Therefore, when you design a template, you don't have to know what data might be in the report you'll eventually apply it to—you use Template Field Objects to take care of the possibilities for you.

i Note

Template Field Objects are applied only to result fields: database fields, parameter fields, SQL statements, and formulas. Special Fields are not considered result fields.

12.2.4.1 To add a Template Field Object to a template report

1. On the *Insert* menu, click *Template Field Object*.

A placement frame is attached to your cursor.

2. Place the Template Field Object frame on your template report.

A Template Field Object can be placed in any report section.

3. Right-click the object and click *Format Template Field* from its shortcut menu.

A list of formatting options appears. You can choose any of the options; when you do, the appropriate tab of the Format Editor appears.

→ Tip

You can select multiple Template Field Objects and apply your formatting choices to all of the objects.

4. Specify the formatting for your Template Field Object as you require.

For information about how to apply formatting, see [Working with absolute formatting \[page 229\]](#).

For each Template Field Object you create, a special formula field is created. You can see this formula field in the Formula Workshop. If you want to use sample data in your report to see how your formatting will look, you can reference database fields in these formulas.

i Note

If you want to apply different formatting to a number of fields within the same report section, you should use a different Template Field Object for each field.

12.2.4.2 To add sample data to a Template Field Object formula

1.  In the Field Explorer, expand the *Formula Fields* node, select a Template Field Object, and click *Edit*.

→ Tip

In the Formula Fields node of the Field Explorer and the Formula Workshop, Template Field Objects appear as <TemplateField>.

2. In the Formula Editor, replace the `Space (10)` section of the argument with a database field of the type you want to see in your sample, save your change, and close the Formula Workshop.
3. Refresh your report's data.

12.2.5 Template considerations

If an existing report is used as a template, these report objects will be applied to the new report:

- Fields
- Groups
- Group charts
- Summary fields
- Hyperlinks
- Bitmaps
- Lines, boxes, borders
- Static OLE objects

If an existing report is used as a template, these report objects will not be applied to the new report:

- Detail charts
- Subreports
- OLAP grids
- Cross-tabs

- Maps
- Embedded OLE objects
- BLOB fields
- Specified order grouping
- Advanced summaries (such as Top Ns, Percentages, and Running Totals)

The formatting and objects from an existing report used as a template can override choices you made in the Standard Report Creation Wizard. For example, if you had selected "No Chart" on the Chart screen of the wizard, but then applied a template report that includes a chart, the template report will override your selection and the new report will contain a chart.

Further, a chart in a template report overrides the charting summary value selected on the Chart screen of the wizard. The order in which you select your data fields in the wizard generally determines which summary field becomes the default value for your chart. Once the template has been applied, the first summary field in the report becomes the charting summary value even if you selected a different value in the wizard.

If the Template has...	If the target report has...	Result
Group Chart	Group Chart	Overwrite/Apply
Group Chart	No Chart • Group & summary	Overwrite/Apply
No Chart	Group Chart	Chart retained
Advanced Chart • Using group & summary in report	No Chart	Overwrite/Blank section
Advanced Chart • Not using group & summary in report	Advanced Chart	Overwrite/Blank section
Advanced Chart • Using group & summary in report	Advanced Chart	Overwrite/Apply
No Chart	Advanced Chart	Chart retained
Cross-Tab/OLAP grid	Cross-Tab/OLAP grid	Cross-Tab/OLAP Grid retained
No Cross-Tab/OLAP grid	Cross-Tab/OLAP grid	Cross-Tab/OLAP Grid retained
Cross-Tab/OLAP grid	No Cross-Tab/OLAP grid	Overwrite/Blank section
Map	Map	Map retained
No Map	Map	Map retained
Map	No Map	Overwrite/Blank section
Subreport	Subreport	Subreport retained

If the Template has...	If the target report has...	Result
No Subreport	Subreport	Subreport retained
Subreport	No Subreport	Overwrite/Blank section

12.3 Using the Report Design Environment

This section describes several things to keep in mind when designing reports that are distributed to different environments.

12.3.1 Section characteristics

A report consists of several sections, including the Report Header, Page Header, Group Header, Details, Group Footer, Page Footer, and Report Footer.

Each report section is made up of a series of lines. When a text-based object is placed in a section, it is placed on a line in such a way that the text is aligned to the baseline. The line's height is then adjusted by the printer driver so that it is high enough to accommodate the object.

- If you place another text-based object on the same line with a font size larger than that of the first object, the line's height extends to accommodate the second object.
- If you place another text-based object on the same line with a font size even larger than the previous two objects, the line's height extends to accommodate the third object.

A line's height is determined by the text-based object with the largest font size on the line.

As you add text-based objects to a report, either in the same section or other sections, the line height adjusts to accommodate the various fonts. Since this vertical spacing is set up by the printer driver, it is difficult to create reports designed for pre-printed forms when they are printed in various environments.

When designing reports, you should do the following:

- Always print a test page.
- Keep all font sizes the same.
- Be sure to print pre-printed forms on the same machine.

12.3.2 Making an object underlay a following section

Using this example, you can make a logo underlay multiple sections. This procedure is similar to the one for inserting a company watermark to serve as a report background.

To make an object underlay a following section, first place the object in the section above the section you want it to underlay. Then select the Underlay Following Sections check box in the Section Expert for the section in which the object is placed.

12.3.2.1 To create a basic report

1. Create a report using the Customer table in Xtreme.mdb.
Xtreme.mdb can be downloaded from the following link: [Direct download link for samples](#).
2. Place {customer.CUSTOMER NAME} and {customer.LAST YEAR'S SALES} side-by-side in the Details section of the report.
3. To remove unnecessary objects from this example, delete the field titles that the program places in the Page Header section of each field.
4. On the *Insert* menu, click *Group* to break the data into regional groups.
5. On the *Common* tab of the Insert Group dialog box, select {customer.REGION}.
6. Click *OK*.

12.3.2.2 To insert a picture onto the report

1. On the *Insert* menu, click *Picture*.

→ Tip



Another way to do this is to click the Insert Picture button on the Insert Tools toolbar.

2. Select an image file, and then place it in the Page Header section, to the right of the fields in the report body.

i Note

In this example, the picture is placed to the right of the fields to avoid underlaying the text. When you are working with a watermark, a subdued picture designed to be nearly invisible, place it directly above the text.



3. On the Standard toolbar, click *Print Preview*.

The picture prints in the Page Header section of each report page.

12.3.2.3 To make the picture underlay the following section

1. On the *Report* menu, click *Section Expert*.

The Section Expert dialog box appears.

→ Tip



Another way to do this is to click the Section Expert button on the Expert Tools toolbar.

2. In the *Sections* list, click *Page Header*, then select the *Underlay Following Sections* check box.
3. Click *OK* to preview the report again.

The picture now prints in both the first Group Header and the following few Details sections, next to (instead of above) the text in the body of the report.

i Note

Using the technique of placing a picture to the right of the body of the report, you can set up a chart or an employee picture to print beside the details pertaining to that chart or employee.

4. Once you are finished previewing the report, return to the *Design* tab.
5. Resize the picture vertically to make it two or three times larger, then preview the report again.

The bitmap file now underlays more sections.

The area in which the picture underlays depends on the following conditions:

- The size of the picture.
- The section in which the picture was originally placed.
- The position of the picture in the section.

By modifying size and placement of an object, you can create a variety of visual effects, using the underlay feature.

12.3.3 Pre-printed forms

If you print on pre-printed forms, you will be able to:

- Scan a form.
- Place it in the report as a bitmap.
- Use the underlay feature to line up the bitmap and report, as well as move objects anywhere you want them to appear.
- Eliminate the need to print the forms separately by printing the report and the form as a single unit.

12.3.4 Multiple columns

Instead of having your data print straight down the page, you can set up multiple columns and have the data flow from column to column.

12.3.4.1 To create a multiple-column report

1. Open the report you want to format with multiple columns.
2. On the *Report* menu, click *Section Expert*.

→ Tip



Another way to do this is to click the Section Expert button on the Expert Tools toolbar.

3. In the Section Expert, highlight *Details*, and then select *Format with Multiple Columns*.

A Layout tab is added to the Section Expert.

4. Click the *Layout* tab and set the *Width* you want your column to be.

Keep in mind the width of your paper when deciding your column width. For example, if you have three fields in your Details section, and they take up four inches of space, limit the width of the column to under four and a half inches so that all the field information can be seen.

5. Set the *Horizontal* and/or *Vertical* gap you want to maintain between each record in your column.
6. In the Printing Direction area, choose a direction.
7. If the report you're formatting contains grouping, select *Format Groups with multiple column*.
8. Click *OK*.

When you preview the report, you'll see that the field headers appear only for the first column. To have field headers for the second column, insert a text object.

12.3.5 Hiding report sections

Crystal Reports has three properties you can set in the Section Expert to hide report sections.

12.3.5.1 Hide (Drill-Down OK)

The Hide property hides a section whenever you run the report. For example, in a summary report, the Hide property can be used to display only the summaries, but not the details behind the summaries. When the Hide property is applied to a section, it becomes visible when the Drill-down cursor is used to drill down on the section contents. This property is absolute; it cannot be conditionally applied using a formula.

12.3.5.2 Suppress (No Drill-Down)

The Suppress property also hides a section when you run the report. Unlike the Hide property, however, you cannot apply the Suppress property, then drill down to reveal the section contents. This property can be applied absolutely, or conditionally using a formula. This is useful for writing form letters. For example, in a form letter, you might create two Details sections: one to suppress when sales are equal to or over \$X and one to suppress when sales are under \$X.

12.3.5.3 Suppress Blank Section

The Suppress Blank Section property hides a section whenever there is nothing in it. If something is placed within the section and it produces a value in your report, then it becomes visible.

12.3.6 Hiding report objects

Crystal Reports has three formatting options in the Format Editor for hiding individual objects.

12.3.6.1 Suppress If Duplicated (Common tab)

The Suppress If Duplicated property prevents a field value from printing if it is identical to a duplicate of the value that comes immediately before it in an iteration of the same section.

The value does not print, but the space in which it would have printed remains.

Cust ID	Order
1	100.00
1	157.00
1	0.00
1	10.00
5	146.00
5	0.00
7	153.00
7	0.00
7	186.00

Cust ID	Order
1	100.00
	157.00
	0.00
	10.00
5	146.00
	0.00
7	153.00
	0.00
	186.00

i Note

This option does not work for text fields that contain embedded fields.

i Note

This option compares record values, not formatted field values. The program ignores the option in the first Detail section of a formatted page.

12.3.6.2 Suppress If Zero (Number tab)

→ Tip

To find this option, click the Number tab of the Format Editor, then click the Customize button.

The Suppress If Zero property prevents a value from printing if it is a zero value. The value does not print, but the space in which it would have printed remains. To remove the blank space, select the Suppress Blank Section check box in the Section Expert.

Cust ID	Order
1	100.00
	157.00
	0.00
	10.00
5	146.00
	0.00
7	153.00
	0.00
	186.00

Cust ID	Order
1	100.00
	157.00
5	10.00
	146.00
7	153.00
	186.00

i Note

This will only work if there are no other objects in the section.

12.3.6.3 Suppress (Common tab)

The Suppress property hides an object when you run the report. For example, it is common to apply this property to formulas that are needed to do some report calculations, but that you do not want to print when you run the report. When you select this property, the selected object does not print.

Product ID	Unit Price	SRP
1101	4.00	6.67
1102	8.00	13.33
1103	13.00	21.67
1104	2.00	3.33
1105	11.00	18.33
1106	16.00	26.67
1107	7.00	11.67
1108	4.00	6.67
1109	12.00	20.00

Product ID	SRP
1101	6.67
1102	13.33
1103	21.67
1104	3.33
1105	18.33
1106	26.67
1107	11.67
1108	6.67
1109	20.00

Note

You can click the Conditional Formula button for any of these properties and create a formula that will make the setting conditional on some event. See [Working with conditional formatting \[page 244\]](#).

To set these properties, select the object, then click Format from the Expert Tools toolbar to open the Format Editor dialog box. When the Format Editor appears, set the properties.

12.3.7 Placing text-based objects

When a text-based object is placed on a report, the object is represented by an object frame. The height of the object frame is based on the height of the font. The width, however, is determined differently, depending on the object you are working on.

- For database fields that are not memo fields, the width is initially determined by the width of the field as defined in the database, and by the average character width as provided by the selected font and font size.

For example, you have a database field called {customer.LAST NAME} and your database defines this field as a text field with a length of 35 characters. When you place this field on your report, the width of the boundary is 35 times the average character width of the font and font size that the database field is formatted to. Remember that this is the initial default boundary width. The width can always be resized to increase or decrease as you see fit.

- For text-based objects, the default width is approximately 19 average character widths wide. Text objects are different from database fields in that their width automatically expands as you enter in text and/or database fields into the object. As with all other text-based objects, the width can be resized by the user.
- For different number fields (double, single, integer, long integer, and byte) the default widths are all different. As with all objects, the width can be resized by the user.

12.3.7.1 Preventing the truncation of text inside an object

Whether the default widths are accepted or the text-based objects are resized, a problem could arise if the text inside the object prints right to the edge of the object frame. While the report may look fine on the machine it was designed on, when the report is printed using another printer driver that measures the font wider, the length of the text grows, but the object frame remains fixed. The resulting text is cut-off or truncated.

12.3.7.1.1 To prevent the truncation of text inside an object

1. Right-click the text object you want to format to bring up the shortcut menu.

 Tip

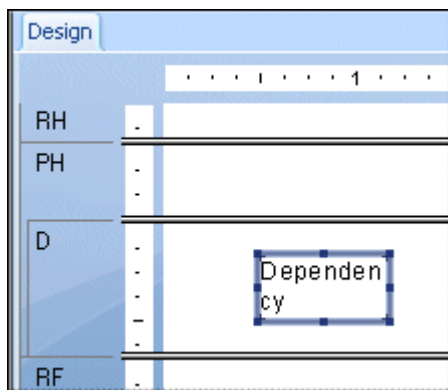
 Another way to do this is to click the Format button on the Expert Tools toolbar.

2. On the shortcut menu, click *Format Text*.
The Format Editor dialog box appears.
3. On the *Common* tab, select the *Can Grow* check box.
4. Click *OK* to save your changes.

The object is then formatted to print on multiple lines. If the text prints wider than the object, the text wraps onto additional lines.

12.3.7.2 Preventing breaks in non-spacing text inside an object

For text strings that do not contain spaces, such as single words, the text string is broken at the edge of the object frame before the line starts to wrap.



12.3.7.2.1 To prevent the breaks in non-spacing text inside an object

1. Select the object you want to format.
2. Expand the object frame to make it wider than the widest block of text inside the frame.

There are many times when the actual text in a database field is far less than the maximum amount the field can contain. For example, a {table.LAST NAME} field is designed with a field size of 80 and the longest name in the database is 28 characters. In this case, when you first place the field in your report, the field is 80 times the average character width. Reduce the width of the field, but include enough space to account for growth.

While each of these options offers an effective solution when dealing with a single text-based object in a section, there are still design considerations to take into account when placing more than one object in a section. When sizing an object, consider its placement with regard to other objects in the section.

Avoid designing reports where the space between each object is very tight. Leave room for growth by expanding the width of the object by approximately 5 per cent. Or, if this is not possible, consider reducing the size of the font or placing each object in its own subsection.

12.3.7.3 Suppressing blank lines in embedded fields

Because you can embed fields in text objects, you might encounter cases where an empty field causes a blank line in a text object. You can suppress blank instances of such embedded fields.

i Note

The suppression of embedded field blank lines is designed to remove blank lines within a text object if the text object contains an entirely blank field alone on a line followed by a carriage return.

12.3.7.3.1 To suppress blank lines in embedded fields

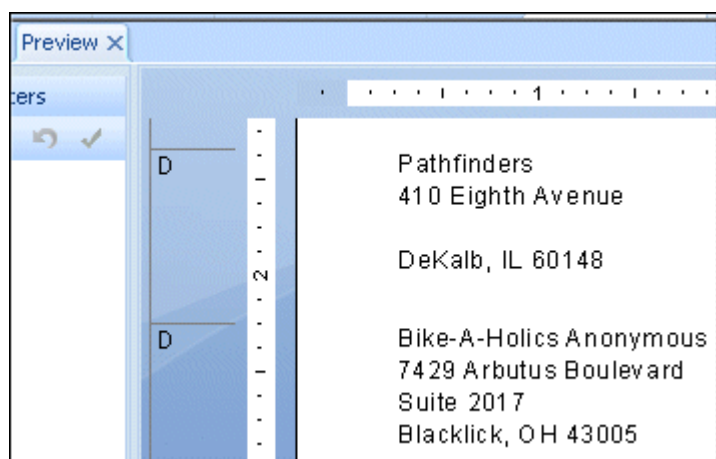
1. Open your report in the *Design* tab, and click the desired text object—that is, the text object that causes blank lines to show for some records.

→ Tip

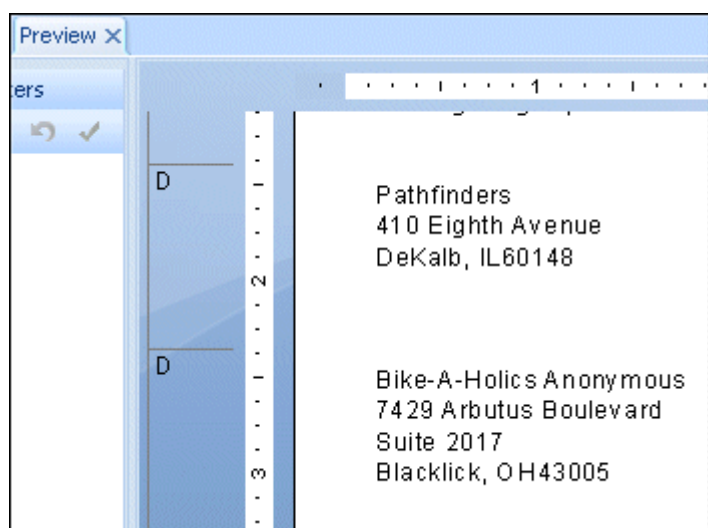
To ensure that you have clicked a text object, look for the word *Text* in the status bar at the bottom left corner of the screen.

2. Right-click the text object and, on the shortcut menu, click *Format Text*.
3. Select the *Suppress Embedded Field Blank Lines* option in the Format Editor, and then click *OK*.

Now, when the report prints, unwanted blank lines will no longer appear in place of empty embedded fields. You can confirm your changes in the Preview tab.



Before suppressing blank lines, the Address2 field prints a blank line if it is empty.



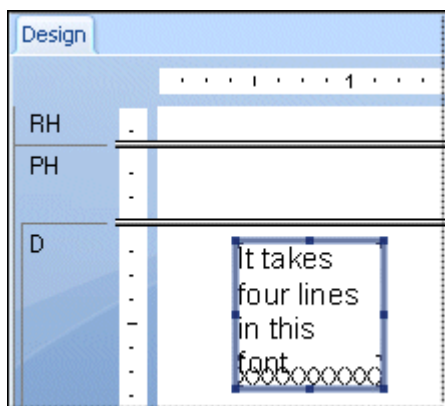
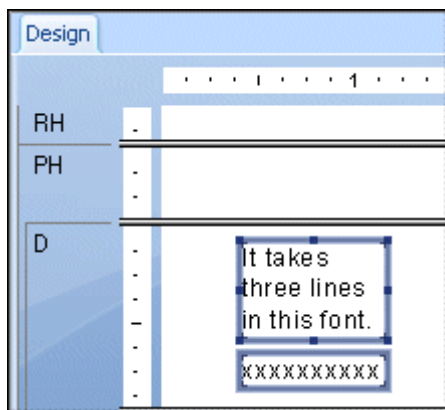
After suppressing blank lines, the Address2 field does not print if it is empty.

12.3.8 Placing multi-line, text-based objects

While text-based objects that are formatted to print on multiple lines follow the same design rules as other objects, they have one additional characteristic to be considered. If the printer driver expands or contracts the spacing of the text, word wrapping may differ, changing the number of lines necessary to print the object in order to accommodate growth or shrinkage.

When placing multi-line text-based objects, you could encounter problems if other objects in the same section are placed directly below them.

Unlike single-line text-based objects, expanding the object frame of a multi-line text-based object to accommodate growth is not a viable option. When you do this, the line width increases according to the expanded boundaries.



So, when possible, place multi-line text-based objects at the bottom of a section. If they require more lines to print, the section expands downward to accommodate the growth, and they do not endanger other objects.

12.3.9 Importing text-based objects from a file

Using Crystal Reports, you can import a formatted, text-based object from an existing file onto your report.

12.3.9.1 To import text-based objects from a file

1. Double-click the text-based object you want to format to put it in edit mode, then right-click it to bring up the shortcut menu.
2. On the shortcut menu, click [Insert from file](#).
3. In the Open dialog box that appears, select the file in which your text-based object is stored, then click [Open](#).

The object is imported from the file into the text object on your report.

12.3.10 Spacing between text-based objects

Use the grid and guidelines options to help evenly align text-based objects.

You can select the Snap To Grid option, set the grid to a maximum of one inch, and make the grid visible or invisible on the Design tab, Preview tab, or both. For more information on working with grids, see [Using the grid \[page 214\]](#).

You can also work without a grid, placing objects wherever you want them on a report. You may want to work in a free-form environment while retaining the ability to align objects, or to move or resize them as a group. You can do this using guidelines. See [Designing with guidelines \[page 215\]](#).

12.3.10.1 Using the grid

The grid is a series of row and column coordinates. When the grid is selected and the Snap To Grid option is selected on the Layout tab of the Options dialog box, Crystal Reports enables you to place text-based objects only at these coordinates, not between them. You can then space data on your report and align objects as needed. If you attempt to place an object between grid coordinates, the object "snaps" to the grid; that is, the object automatically moves to the nearest set of row and column coordinates.

Each report contains a design grid. You can select the grid on or off, as well as set it to different sizes when required. By default, the grid is not selected. See [Selecting the grid \[page 215\]](#).

Once set, the grid remains the same size for all sections. It is measured from the upper-left corner of each section and continues down and to the right, until the end of the section. A new grid of the same size then starts from the upper-left corner of the next section, and so on, through the end of the report.

If you select the Snap To Grid option, the following conditions occur:

- The upper-left corner of all newly placed, text-based and OLE objects snap to a grid point.

- Objects placed on a report before the Snap To Grid option is selected do not snap to the nearest grid point. They remain in the same place.
- If you resize an object, the side or sides that you are resizing snap to the nearest grid point.

12.3.10.2 Selecting the grid

The Design and Preview tabs have an underlying grid structure that you can activate on the Layout tab in the Options dialog box.

12.3.10.2.1 To select the grid

1. On the *File* menu, click *Options*.

The Options dialog box appears.

2. On the *Layout* tab, in the Grid options area, activate the snap to grid feature, or specify the grid size.
3. To show the underlying grid structure on the Design or Preview tab, select Grid in the Design View or Preview areas.
4. Click *OK* to save your changes.

→ Tip

Another way to do this is to select the Grid commands from the View menu. You can also right-click an empty space on the Design or Preview tabs and select the command from the shortcut menu.

12.3.10.3 Designing with guidelines

Crystal Reports provides guidelines to help you align and size report objects with accuracy. Guidelines are non-printing lines that you can place anywhere on the Design and Preview tabs to aid in alignment. They have a snap property that automatically snaps objects to them.

12.3.10.4 Viewing guidelines

You can view guidelines on the Design and Preview tabs by selecting the view options in the Options dialog box.

12.3.10.4.1 Viewing guidelines

1. On the *File* menu, click *Options*.

The Options dialog box appears.

2. On the *Layout* tab, in the Design View area, select the *Guidelines* check box and/or the *Guidelines* check box in the Preview area.
3. Click *OK* to save your changes.

→ Tip

Another way to do this is to select a Guidelines command from the View menu.

12.3.10.5 Inserting guidelines

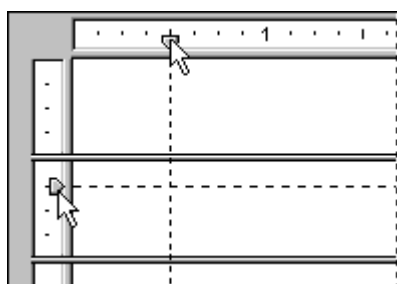
Although you can and should insert manual guidelines whenever necessary, Crystal Reports will automatically insert guidelines in certain situations:

- Whenever you add a field or formula field to a report, the program creates a guideline at the left edge of the field frame and snaps the field and field title to it.
- When a field is summarized, the program snaps the summary to the same guideline to ensure proper alignment.
- When you right-click the shaded areas to the left of a section, then select the Arrange Lines option from the shortcut menu, the program creates one or more horizontal guidelines in the section and snaps the fields to them.

12.3.10.5.1 To insert, move, and remove guidelines manually

1. In the Design or Preview tab, click the ruler at the top to activate a vertical guideline; click the ruler on the left to activate a horizontal guideline.

Notice that each guideline is attached to an arrowhead on its originating ruler.



i Note

If guidelines don't appear, ensure that the appropriate Guideline option is selected on the View menu. On the Preview tab, you must select an object to see a guideline.

2. To position a guideline, drag its arrowhead along the ruler to the desired location.

3. To delete a guideline, drag its arrowhead away from the ruler.

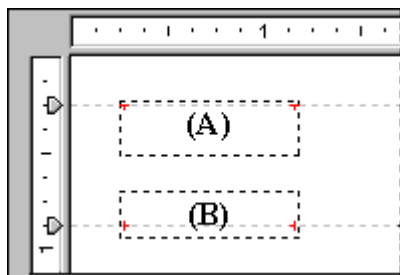
i Note

If you select the Snap To Grid option, you can only insert or move guidelines in grid increments.

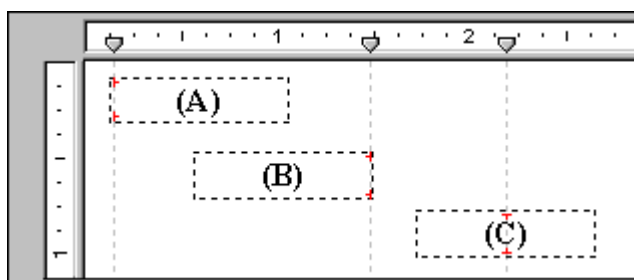
12.3.10.6 Snapping objects to guidelines

To snap an object to a guideline, drag the report object onto the guideline until the object's edge sits atop the guideline. Snapping enables you not only to align report objects accurately, but also to re-position and re-size multiple objects together. Once several objects are snapped to a guideline, you can move all the objects by moving the guideline.

You can snap either the top or the bottom of an object to a horizontal guideline.



You can snap an object's left side, right side, or vertical midline (the invisible line that bisects an object vertically) to a vertical guideline.



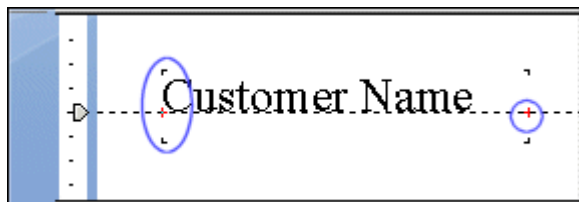
12.3.10.6.1 To snap objects to a guideline

1. Insert a guideline by clicking one of the rulers.
2. Drag the report object onto the guideline, so that one of the object's edges is on the guideline.

The snap property of guidelines works differently for text-based objects than for other objects, such as OLE objects. When a single-line text-based object snaps to a guideline, it is the baseline of the text, not the object

frame, that snaps to the guideline. When a multi-line text-based object snaps to a guideline, either the baseline of the text or the object frame can be snapped to the guideline.

You can tell if a text-based object is snapped to a horizontal guideline by looking for the special indicators positioned on either side of the object directly at the baseline (as circled in the image below) in Design view. If the object is snapped to a vertical guideline, the special indicators appear along the side of the object.



To place several text objects of different font sizes on one line with their baselines lined up, snap each object's baseline to the same horizontal guideline.

12.3.10.7 Positioning objects using guidelines

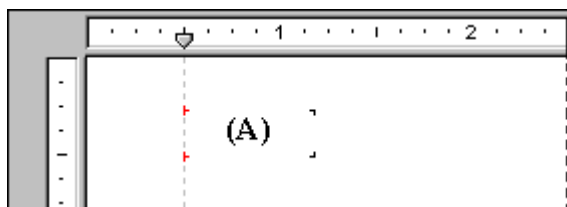
Once you've snapped one or more objects to a guideline, you can move all the objects at once by moving the guideline. To move the guideline, drag its arrowhead along the ruler.

i Note

When a guideline is moved, any object that is snapped to it is moved as well. But, if you move an object that is snapped to a guideline, the guideline does not move.

12.3.10.8 To resize objects using guidelines

1. Create a guideline.
2. Snap one side of the object to that guideline.

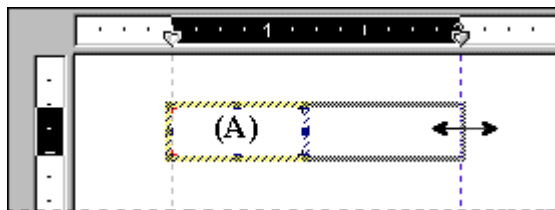


3. Create a second guideline to the right of the object.

i Note

The guideline should not be touching the object.

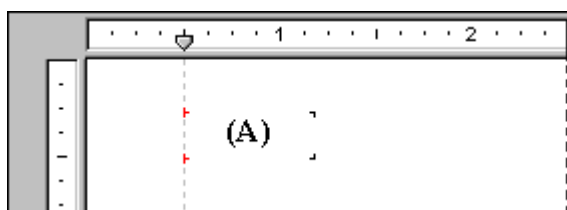
- Click the object to activate the sizing handles.
- Drag the resizing handle over to the second guideline so that the object snaps to the guideline.



- For each additional object you want to snap to both guidelines, repeat Steps 2 through 5.
- If the objects are not the desired size, drag one or both of the guidelines until the objects are the correct size.

12.3.10.8.1 To resize objects using guidelines

- Create a guideline.
- Snap one side of the object to that guideline.

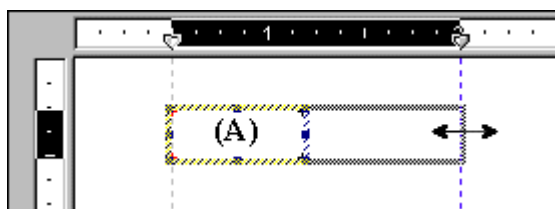


- Create a second guideline to the right of the object.

i Note

The guideline should not be touching the object.

- Click the object to activate the sizing handles.
- Drag the resizing handle over to the second guideline so that the object snaps to the guideline.



- For each additional object you want to snap to both guidelines, repeat Steps 2 through 5.
- If the objects are not the desired size, drag one or both of the guidelines until the objects are the correct size.

12.3.10.9 Indenting lines

Using Crystal Reports, you can control line indentation for memo fields, string fields, and text-based objects. For objects, you have the option of indenting lines for a particular paragraph by positioning the cursor at the start of that paragraph. Or, if you select an object in its entirety, you can apply the same indenting specifications to all the paragraphs within that object.

Keep in mind that any line following a carriage return will be considered the first line of a new paragraph.

12.3.10.9.1 To indent lines

1. Right-click the field or object you want to format to bring up the shortcut menu.
2. On the shortcut menu, click [Format text](#).

The Format Editor dialog box appears.

3. Click the [Paragraph](#) tab.
4. In the Indentations area, you can indent the first line of the paragraph; indent every paragraph line from the left edge of the object; and indent every paragraph line from the right edge of the object.

i Note

Only indentation values within the range of the field or object width are accepted.

i Note

When you select the "Right to Left" reading order, indents are measured from the opposite side of the object. That is, a left indentation is measured from the right side of the object.

5. Click [OK](#) to save your changes.

12.3.11 Deleting a field

Now that the report contains only records from the USA, displaying the Country field in the body of the report is not necessary. You can delete this field before continuing.

12.3.11.1 To delete a field

1. Select the [Country](#) field and the [Country](#) column heading using the [Ctrl-click](#) combination.
2. Press [Delete](#) on your keyboard.

That is all it takes to delete fields from the report.

The report should now look similar to this:



12.3.12 Balancing field spacing

Now that the Country field has been deleted, there is a large amount of white space between the City and Contact Name fields. You might be satisfied with the spacing as it stands, but it might be more readable if the columns were better balanced across the page.

12.3.12.1 To balance field spacing

1. Return to the *Design* tab. Select the *Contact Name* field and its field heading by using the *Ctrl-click* combination.
2. Place the cursor over one of the two highlighted text objects and drag them to the left, closer to the *City* field.
3. Click the *Preview* tab and review your work again.

The report should look similar to this:



The spacing between the fields is much better, but it looks as if the report title is off-center.

- Click the report title object to select it.
- Position the cursor on the right handle of the object until the cursor turns into a Resizing cursor. Drag the right edge of the object frame until it is even with the right edge of the data in the [Contact Name](#) field object.

The report title automatically centers itself based on the size of the object.

12.3.13 To allow for overflow field representation

- Right-click the currency field or number field you want to format to bring up the shortcut menu.
- On the shortcut menu, click [Format Field](#).

The Format Editor dialog box appears with the Number tab open.

- Click the [Customize](#) button.

The Custom Style dialog box appears with the Number tab open.

- To allow overflow field representation, clear the [Allow Field Clipping](#) check box.

i Note



You also have the option to click the Conditional Formatting button to enter a formula in the Format Editor. In the Format Formula Workshop, you can specify that field clipping will be disabled only when certain conditions are met.

- Click [OK](#) to save your changes.

To view the results, refresh the report. If you disabled field clipping, any numeric/currency field values that are larger than the field objects containing them will be represented by number signs (#####).

12.3.13.1 To allow for overflow field representation

1. Right-click the currency field or number field you want to format to bring up the shortcut menu.
2. On the shortcut menu, click *Format Field*.

The Format Editor dialog box appears with the Number tab open.

3. Click the *Customize* button.

The Custom Style dialog box appears with the Number tab open.

4. To allow overflow field representation, clear the *Allow Field Clipping* check box.

i Note



You also have the option to click the Conditional Formatting button to enter a formula in the Format Editor. In the Format Formula Workshop, you can specify that field clipping will be disabled only when certain conditions are met.

5. Click *OK* to save your changes.

To view the results, refresh the report. If you disabled field clipping, any numeric/currency field values that are larger than the field objects containing them will be represented by number signs (#####).

12.3.14 Selecting multiple objects

You can select multiple objects, including text, field, chart, map, bitmap, OLAP grid, Cross-Tab and OLE objects, to format them together.

Once you have selected multiple objects, you can move, align, size, cut, and copy and paste them as a group. You can also change their font, color, and paragraph style.

Objects are moved, aligned, and sized based on a "main" object, which is usually the last object you select. You can change the main object to another by right-clicking the desired object.

12.3.14.1 To select multiple objects

1. Click one object, and *Ctrl+click* the other objects you want to select.

i Note

You can also lasso a number of objects by left-clicking and dragging your cursor over an area.

2. Right-click the main object.
3. On the short-cut menu, select the appropriate formatting option.

12.3.14.2 To select all objects in a section

1. On either the Design or Preview tab, right-click the gray area to the left of the section you want to work with.
2. From the shortcut menu, select [Select All Sections Objects](#).

All report objects in that section are selected.

12.3.15 Vertical placement

On the Common tab of the Format Editor, you can use the text rotation options to vertically align the fields and text-based objects on your report.

When you select a text rotation of 90 degrees, the text shifts 90 degrees in a counter-clockwise direction.

When you select a text rotation of 270 degrees, the text shifts 270 degrees in a counter-clockwise direction.

i Note

If text rotation is left at 0 degrees, your report is horizontally formatted, left to right.

i Note

For text rotation of text-based objects, the Can Grow option that prevents the truncation of text inside an object is automatically cleared. For more information on the Can Grow option, see [Preventing the truncation of text inside an object \[page 210\]](#).

i Note

Vertically formatted text that spans over the edge of the page cannot be displayed as part of your report.

12.3.16 Inserting character and line spacing

With Crystal Reports, you can specify the amount of spacing between characters or lines for memo fields, string fields, and text-based objects.

12.3.16.1 To insert character and line spacing

1. Right-click the field or object you want to format to bring up the shortcut menu.
2. On the shortcut menu, click [Format Field](#).

The Format Editor dialog box appears.

3. Click the [Font](#) tab.

You will use this tab to set up the character spacing values.

4. In the Spacing area, in the *Character spacing exactly* field, specify the value **<n>** that each character occupies.

The value n is defined as the distance in number of points measured from the start of one character to the start of the next. When you change the character spacing, you change only the spacing between adjacent characters, not the font size of the characters.

For example, if you specify a 14-point font with a character spacing of 14 points, each character will remain as a 14-point font size, occupying a space that is 14 points wide.

5. Click the *Paragraph* tab.

You will use this tab to set up the line spacing values.

6. In the Spacing area, in the *Line spacing* field, specify the line spacing as a multiple of the font size you are using, or as an exact number of points.
7. Click *OK* to save your changes.

12.3.17 Setting fractional font sizes

On the Font tab of the Format Editor, you can select a fractional font size for database fields and text-based objects on your report.

12.3.17.1 To set fractional font sizes

1. Right-click the field or object you want to format to bring up the shortcut menu.
2. On the shortcut menu, click *Format Field*.

The Format Editor dialog box appears.

3. Click the *Font* tab.
4. In the *Size* list, type the desired fractional font size for the field or object.

i Note

The number you type must be between 1 and 1638. Crystal Reports will automatically round all fractional entries to the nearest 0.5. Consequently, in your report, you can use the fractional font sizes 1.5, 2.5, 3.5, and so on, up to 1637.5.

5. Click *OK* to save your changes.

i Note

When setting fractional font sizes for individual database fields and text-based objects that you've already placed on your report, you must make your changes manually—that is, by following these procedures. (This is because the existing font settings of objects in your report will override your default Options.) However, you can use the Fonts tab of the Options dialog box to adjust your default font settings: these default Options will affect the new reports that you create, along with any new objects that you add to an existing report.

12.3.18 Setting page size and page orientation

You can view and print your reports using either portrait or landscape orientation, and in a variety of page sizes.

You may also set different page orientation for each section in your report. This is useful for formatting certain sections to display charts or other graphics.

Specify these options using the [Page Setup](#) command from the [File](#) menu.

12.3.18.1 To set page size and page orientation

1. On the [File](#) menu, click [Page Setup](#).

The [Page Setup](#) dialog box appears.

2. In the [Page Size](#) box, select your page size.
3. In the [Page Orientation](#) box, select your page orientation.
4. In the [Margins](#) box, select your margins.
For information on conditional margins, see [Changing margins conditionally \[page 247\]](#).

12.3.18.2 To set page orientation by section

1. On the [Report](#) menu, click [Section Expert](#).

The [Section Expert](#) appears.

→ Tip



Another way to do this is to click the [Section Expert](#) button on the [Expert Tools](#) toolbar.

2. In the [Sections](#) list, select the section to be modified.
3. On the [Paging](#) tab, select the desired page orientation.

i Note

This option is not available for the Page Header and Pager Footer.

12.3.19 Setting page margins

Margins are the write spaces on the left, right, top, and bottom of the page. Crystal Reports gives you the option of setting margins to meet your specifications.

12.3.19.1 To set specific margins

1. On the [File](#) menu, click [Page Setup](#).

The [Page Setup](#) dialog box appears.

2. Change the default page margins to fit your needs.
3. Click [OK](#) to save your changes.

Page margins can also be controlled by use of conditional formulas. See [Changing margins conditionally \[page 247\]](#).

i Note

All margins are calculated from the page edge. Thus, a left margin of .25 inches causes the printing to start exactly one quarter inch in from the edge of the page.

i Note

You can select the [Adjust Automatically](#) check box if you want Crystal Reports to adjust the report's margins automatically the next time you change the page size. If you choose a new page size that is large enough for the current printable area, Crystal Reports increases or decreases the margins by enlarging or reducing the left/right and top/bottom margins by the same factor. If you choose a new page size that is smaller than the current printable area, Crystal Reports fills the entire page by reducing the margins to 0. If you next choose a bigger page, this (reduced) printable area is kept and the left/right, top/bottom margin ratios become 1:1.

12.3.20 TrueType fonts

Designing your report with printer-specific fonts can lead to problems when using different printers. The fonts may not be supported by the other printers, or if they are supported, the fonts may not be installed on the printers.

During the printing process, if you encounter printer-specific fonts that are unrecognizable to the printer driver, Crystal Reports substitutes the fonts, creating inconsistent results. To avoid this situation, only common TrueType fonts should be used when designing reports.

12.3.21 Printer drivers

Click a link to view one of the topics in this section:

- [Updating printer drivers \[page 228\]](#)
- [Inconsistencies due to printer drivers \[page 228\]](#)

12.3.21.1 Updating printer drivers

In order to maintain performance, Crystal Reports queries the printer driver for each of the font elements (font metrics), such as average character height, character width, height of the ascenders and descenders, internal leading, and so on. A problem may develop if using an older printer driver that does not return the font metrics accurately. If you are experiencing problems when printing (missing fields, incorrect formatting, and so on), it is recommended that you obtain and install the most recently updated drivers for your printer. In many cases, the newer printer drivers provide accurate font metrics and any printing issues are quickly resolved.

12.3.21.2 Inconsistencies due to printer drivers

Inconsistencies may occur if different printer drivers are used to create and print your reports. These inconsistencies are a result of the various methods that individual printer drivers use to measure text metrics such as font size. When printed, text-based objects may be misaligned, truncated, or overprint each other. Examples of text-based objects include string or character fields, text objects, memo fields, numeric fields, and formula fields.

Problems such as these may arise when you have:

- Two identical printers, but each one is using a different printer driver.
- Two different printers using the same printer driver.
- Two different printers using different printer drivers.
- One printer driver that uses the TrueType font and a second printer driver that maps TrueType fonts to PostScript fonts.
- Two identical printers using the same printer driver, but each one is printing from a different version of Microsoft Windows.
- Two identical printers using the same printer driver, but the printer drivers are different versions.
- Two identical printers, two identical printer drivers, and two identical operating systems, but the resolution of the video drivers is different.

Therefore, while a document using one printer driver may require six full lines to display a block of text:

- Using a second printer driver that measures fonts narrower could result in the same block of text requiring less than six full lines.
- Using a third printer driver that measures fonts wider could require more than six full lines.

The goal of the report distributor is to design reports that accommodate printer driver dependency and still print consistently using different printer drivers. To do this, Crystal Reports provides several design solutions. If taken into account when creating your report, these solutions can ensure proper printing and distribution for your report in almost any environment.

For reports that will be viewed online, you can avoid inconsistencies from printer drivers by disabling the report's reliance on a printer driver. For more information on disabling a printer driver, see [Formatting a report for web viewing \[page 229\]](#).

12.3.22 Formatting a report for web viewing

If your report will be viewed online, you may choose to format your report for web viewing. You can create custom page sizes and adjust margins for a viewer's screen without being restricted to printer-specific settings. Disabling reliance on a printer driver also prevents inconsistencies that can occur if your report is viewed with a different printer driver than the one you created it with.

12.3.22.1 To format a report for web viewing

1. On the *File* menu, click *Page Setup*.

The Page Setup dialog box appears.

2. In the Printer Options box, select the No Printer check box.
3. Select your desired page size, page orientation, and page margins.

i Note

Reports formatted for web viewing can also be printed. If the custom page size is larger than the printed page size, your report will be scaled down to fit the page. If the custom page size is smaller than the printed page size, a portion of your report will be enlarged to fit the printed page size.

i Note

Exported reports will retain custom page formatting except for reports exported to XLS format.

12.4 Formatting properties

You can set formatting properties using the Format Editor for objects and the Section Expert for report sections. In most cases, you can set one of two types of properties:

- Absolute (always apply the property).
- Conditional (apply the property only if certain criteria are met).

12.5 Working with absolute formatting

Absolute formatting is formatting that applies under any condition. This type of formatting property always follows a "select, then apply" procedure. For example, you select what it is that you want to format (object or section), then you apply the formatting to the selection using property settings.

You can use the following dialog boxes to format your reports:

- Format Editor to format field values.
- Section Expert to format entire sections.
- Highlighting Expert to conditionally format all types of fields.

Each of these dialog boxes contains a number of different formatting properties, as well as the tools for turning the properties on or off and specifying attributes.

12.5.1 Adding borders, color, and shading to a field

Crystal Reports allows you to add borders, color, and shading to fields on your report in order to emphasize important data and create professional-looking reports.

12.5.1.1 To add borders, color, and shading to a field

1. Right-click the field you want to format to bring up the shortcut menu.
2. On the shortcut menu, click *Format Field*.

The Format Editor dialog box appears.

3. Click the *Border* tab.
4. Select the line style, color, and background color of the field.
5. Click *OK* to save your changes.

12.5.2 Making a report, section, area, or object read-only

You can make a report, section, area, or object read-only so it can't be formatted. When you set this option, choices in the Format Editor become inactive. The formatting options that are usually available on the toolbars or shortcut menus are also suppressed for the report or object.

i Note

This feature is for your convenience in protecting report formatting; it is not intended to be used as report security.

12.5.2.1 To make a report read-only

1. On the *File* menu, select *Report Options*.
2. Select *Read-only*.

12.5.2.2 To make a section or area read-only

1. On the *Report* menu, select *Section Expert*.
2. Select the section or area that you want to make read-only.
3. On the *Common* tab, select *Read-only*.

i Note

When a section is read-only, you can move it, cut it, and delete it, but you cannot make changes within the section. When an area is read-only, all sections in the area are read-only; therefore, you cannot insert another section, nor can you move, cut, or delete an existing section.

12.5.2.3 To make an object read-only

1. Right-click the object you want to make read-only.
2. On the shortcut menu, click *Format Field*.
The Format Editor dialog box appears.
3. On the *Common* tab, select *Read-only*.

i Note



You can also do this by clicking the Lock Format button on the Formatting toolbar.

i Note

When a report object is read-only, you can move it, copy it, cut it, delete it, browse its data, and select it, but you cannot format it.

12.5.3 Locking an object's size and position

You can lock the position of the selected report object so it can't be moved. When you set this option, you cannot drag the object in the Report Designer and the Size and Position command becomes inactive.

12.5.3.1 To lock an object's size and position

1. Select the object whose size and position you want to lock.



2. On the Formatting toolbar, click *Lock Size/Position*.

12.5.4 Changing your default field formats

Crystal Reports allows you to display database fields in almost any format on your report. This section describes how to use the Options command to control the default format settings that Crystal Reports uses when you add a field to any report. In the Options dialog box, you can set the default formats for database fields of the following type: String, Number, Currency, Date, Time, Date and Time, and Boolean.

i Note

When you change default field formats, your new settings affect only the objects that you subsequently add to a report. To format fields that you've already added to a report, you must right-click the field in the report and select Format Field from the shortcut menu.

12.5.4.1 To specify default formats for fields

1. On the *File* menu, click *Options*.
2. In the Options dialog box, click the *Fields* tab.
3. Click the button appropriate to the type of field you want to format (String, Number, Currency, Date, Time, Date and Time, or Boolean).
The Format Editor appears.
4. Use the Format Editor's tabs to specify the formats you want.
5. Click *OK*.

12.5.4.2 Setting default formats for Date, Time, and Date and Time fields

The following procedures first describe how to specify standard formats for Date, Time, and Date and Time fields, and then describe how to customize the formats for such fields.

i Note

These default settings will affect only the objects that you subsequently add to a report. To format fields that you've already added to a report, you must right-click the field in the report and select Format Field from the shortcut menu.

12.5.4.2.1 To set standard default formats for Date, Time, and Date and Time fields

1. On the *File* menu, click *Options*.

2. In the Options dialog box, click the [Fields](#) tab.
3. To open the Format Editor, click the button appropriate to the field you want to format ([Date](#), [Time](#), or [Date and Time](#)).

i Note

If you click the Date and Time button in the Format Editor, then any subsequent changes will affect "Date and Time" fields only. You must click Date or Time to format independent date fields or time fields.

4. In the Format Editor dialog box, click the [Date and Time](#) tab.
5. Select a predefined format from the list (or click [Customize](#) to create your preferred format). When you click a new format, you can preview the results in the Sample area of the Format Editor.

i Note

From the list of predefined formats, you can choose the System Default settings to ensure that Crystal Reports uses the formats dictated by Windows. You can alter your system's settings in the Regional Settings Properties dialog box, located in the Control Panel.

6. Once you've selected a format, click [OK](#) in the Format Editor dialog box.
7. Click [OK](#) in the Options dialog box.

Now, when you add Date, Time, or Date and Time fields to a report, Crystal Reports should use the format you specified.

12.5.4.2.2 To customize formats for Date, Time, and Date and Time fields

1. On the [File](#) menu, click [Options](#).
2. In the Options dialog box, click the [Fields](#) tab.
3. Open the Format Editor by clicking the button appropriate to the field you want to format ([Date](#), [Time](#), or [Date and Time](#)).
4. In the Format Editor dialog box, click the [Date and Time](#) tab.
5. Click [Customize](#) to open the Custom Style dialog box.

i Note

If you chose to format "Date and Time" fields at Step 3, then you will see three tabs in the Custom Style dialog box (Date and Time, Date, and Time). The formats specified in these tabs apply only to the two elements of "Date and Time" fields, and will not affect the formats specified for independent date fields or time fields.

6. Create your preferred format by adjusting the various options in the Custom Style dialog box.
7. Once you've finished designing your format, click [OK](#) in the Custom Style dialog box.
8. Click [OK](#) in the Format Editor dialog box.
9. To format another type of field, click the appropriate button in the Options dialog box. Otherwise, click [OK](#) to return to Crystal Reports.

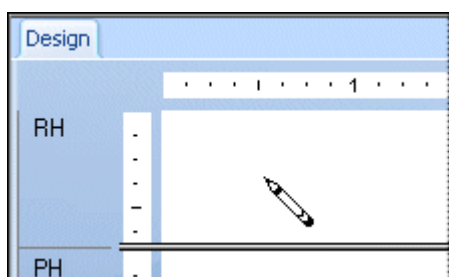
Now, when you add Date, Time, or Date and Time fields to your reports, Crystal Reports should use the customized format that you created.

12.5.5 Adding and editing lines

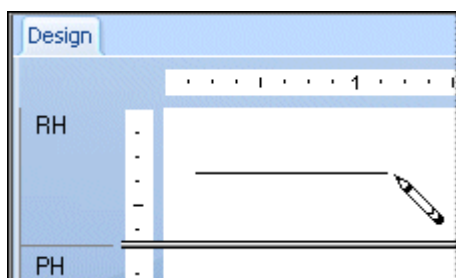
Crystal Reports allows you to add lines to a report to emphasize important data and create professional-looking reports. Lines can run horizontally or vertically. For a vertical line to be broken across several pages, the report section that the line ends in must not be on the same page that it starts on. For example, if a line runs from a group header to the corresponding group footer, the line continues on the top of each subsequent page—just below the page header—until the group footer is encountered.

12.5.5.1 To add lines to a report

1.  On the Insert Tools toolbar, click *Insert Line*.



2. Use the pencil cursor to draw the line where desired.



i Note

You cannot draw diagonal lines.

12.5.5.2 To edit lines on a report

1. Right-click the line you want to format to bring up the shortcut menu.
2. On the shortcut menu, click *Format Line*.

The Format Editor dialog box appears.

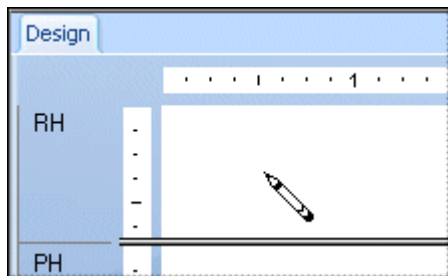
3. On the *Line* tab, make the desired changes to the line.
4. Click *OK* to save your changes.

12.5.6 Adding and editing boxes

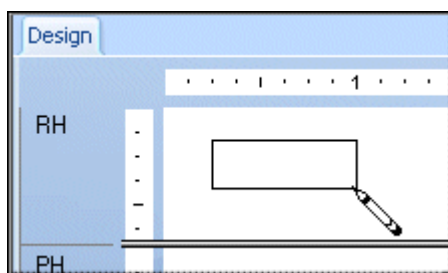
Crystal Reports allows you to add boxes to a report to emphasize important data and create professional-looking reports.

12.5.6.1 To add boxes to a report

1.  On the Insert Tools toolbar, click *Insert Box*.



2. Use the pencil cursor to draw the box where desired.



12.5.6.2 To edit boxes on a report

1. Right-click the box you want to format to bring up the shortcut menu.
2. On the shortcut menu, click [Format Box](#).

The Format Editor dialog box appears.

3. On the [Box](#) tab, make the desired changes to the box.
4. Click [OK](#) to save your changes.

12.5.7 Expected behavior of line and box formatting

This section lists the expected behavior of line and box formatting for some common cases.

Note

This table uses Short Section Names, for more information about this convention, see [Identifying and working with areas and sections \[page 61\]](#).

Between these sections	Start	End
• RH to PH • RH to RF • RH to PF • PH to RF • PH to PF • RH to PH	In the top section, or if that section is suppressed, at the top of the next visible section before the bottom section (including the bottom section).	In the bottom section, or if that section is suppressed, at the top of the next visible section.
• RH to GH/D/GF • PH to GH/D/GF	In the top section, or if that section is suppressed, at the top of the next visible header section (RH or PH). If these sections are suppressed, the first visible GH/D/GF section.	In the last instance of the GH/D/GF on a page, or if these sections are suppressed, before the first footer section.
• GH/D/GF to RF • GH/D/GF to PF	In the first instance of a GH/D/GF section on a page, or if these sections are suppressed, at the top of the first visible footer section (RF or PF)—provided that the section is not after the bottom section.	In the bottom section, or if that section is suppressed, at the top of the next visible section.
• GH2 to GH3	In every instance of the GH2 section, or if that section is suppressed, at the top of any GH/D/GF section before the end section.	In the first instance of the GH3 section, or if that section is suppressed, at the top of the next visible GH/D/GF section. If these sections are suppressed, at the top of the first RH/PH/RF/PF.

Between these sections	Start	End
GH2 to D	In every instance of the GH2 section, or if that section is suppressed, at the top of any GH/D/GF section before the end section.	In the first instance of the D section, or if that section is suppressed, at the top of the next visible GH/D/GF section. If these sections are suppressed, at the top of the first RH/PH/RF/PF.
GH2 to GF3	In every instance of the GH2 section, or if that section is suppressed, at the top of any GH/D/GF section before the end section.	In the first instance of the GF3 section, or if that section is suppressed, at the top of the next visible GH/D/GF section. If these sections are suppressed, at the top of the first RH/PH/RF/PF.
GH2 to GF2	In every instance of the GH2 section, or if that section is suppressed, at the top of any GH/D/GF section before the end section.	In the GF2 section that corresponds to the GH2 section, or if that section is suppressed, at the top of the next visible GH/D/GF section. If these sections are suppressed, at the top of the first RH/PH/RF/PF.
GH2 to GF1	In the first instance of the GH2 section in group one, or if that section is suppressed, at the top of any GH/D/GF section before the end section.	In the end section, or if that section is suppressed, at the top of the next visible GH/D/GF section. If these sections are suppressed, at the top of the first RH/PH/RF/PF.
D to GF2	In the first instance of the D section in group two, or if that section is suppressed, at the top of any GH/D/GF section before the end section.	In the end section, or if that section is suppressed, at the top of the next visible GH/D/GF section. If these sections are suppressed, at the top of the first RH/PH/RF/PF.
GF2 to GF1	In the first instance of the GH2 section in group one, or if that section is suppressed, at the top of any GH/D/GF section before the end section.	In the end section, or if that section is suppressed, at the top of the next visible GH/D/GF section. If these sections are suppressed, at the top of the first RH/PH/RF/PF.

12.5.8 Adding shapes to a report

When designing report formats in Crystal Reports, you can insert a variety of shapes such as circles, ellipses, and boxes with rounded corners, as part of your report. This is especially useful for formatting reports in languages that require these shapes to effectively communicate.

12.5.8.1 To add shapes to a report

1. Add a box to your report.

See [Adding and editing boxes \[page 235\]](#).

2. Right-click the box to bring up the shortcut menu.
3. On the shortcut menu, click *Format Box*.
4. In the Format Editor that appears, click the *Rounding* tab.
5. Select a number between 0 and 100 in the Rounding box, or move the slider to the right to increase the curvature of the box corners.

The box that you started with gradually changes to an ellipse or circle, depending on how far you move the slider to the right.

i Note

If you have specified rounding for a box, you cannot use the Drop Shadow option that is usually available on the Box tab of the Format Editor.

6. Once the appropriate shape is created, click *OK* to save your changes.

12.5.9 Scaling, cropping, and sizing objects

When you create or modify a Crystal report, you can insert a variety of OLE objects. For more information about OLE objects and how to insert them in your report, see [OLE \[page 288\]](#). Once an OLE object is present in your report, you can scale, crop, or size it.

12.5.9.1 To scale, crop, or size an object

1. Add a picture or other OLE object to your report.

See [Inserting OLE objects into reports \[page 290\]](#).

i Note

This procedure also applies to BLOB field objects.

2. Right-click the object and select *Format Graphic* from the shortcut menu.
3. In the Format Editor, click the *Picture* tab.
4. To crop the object, specify the size of the piece that you want to cut from its top, bottom, left, and/or right side.

i Note

Cropping begins at the outer edge of the object. Positive numbers cut into the object, while negative numbers add the specified amount of white space between the outer edge of the object and the frame.

5. To Scale the object as a percentage of the original height and width, enter the new scaling percentages.

For example, if your object is one inch wide, that width is automatically assigned a width scaling value of 100%. To double the width of the object, change Scaling Width to 200% (twice the size of the original). Likewise, to reduce the width of the object to half, change Scaling Width to 50%.

6. To resize the object, enter a new width and height.

For example, if your object is a one inch square, each of the Size settings will initially be set at one inch. To double the length and width of the object (to make a two inch square), reset the Size settings to two inches each. To reduce the size of the object to a half inch square, reset the Size settings to a half inch each.

12.5.10 Using conventional accounting formats

As a way of supporting the conventions used in the accounting profession, Crystal Reports lets you decide on how to display the currency symbol, negative values, and zero values on your financial reports. You can also set up your report to reverse the signs for credit and debit amounts.

12.5.10.1 To use accounting conventions in a report

1. Right-click the currency field or number field you want to format to bring up the shortcut menu.
2. On the shortcut menu, click [Format Field](#).

The Format Editor dialog box appears with the Number tab open.

3. In the Style area, select how you want the system number format to appear for either positive or negative values.
4. In the Currency Symbol (system default) area, specify how you want the currency symbol to appear with the values on your report.
5. Click [OK](#) to save your changes.

12.5.10.2 To customize the accounting conventions for a report

1. Right-click the currency field or number field you want to format to bring up the shortcut menu.
2. On the shortcut menu, click [Format Field](#).

The Format Editor dialog box appears with the Number tab open.

3. Click the [Customize](#) button.

The Custom Style dialog box appears with the Number tab open.

4. Select the [Use Accounting Format](#) check box.

Once you select this option, the following conditions occur:

- In the Negatives list, how the negative values appear on your report are determined by the Windows locale settings. The negative values are represented by either a minus sign or brackets.

- In the Show Zero Values as list, the dash symbol is automatically selected to represent zero values on your report.
- On the Currency Symbol tab of the Custom Style dialog box, the currency symbol is positioned on the left-side of the currency and numeric values.

i Note

Changes made to the Windows locale settings are implemented only after you exit and restart Crystal Reports.

5. Select the *Reverse Sign for Display* check box to reverse the signs for debit and credit amounts in your financial reports.
6. Click *OK* to save your changes.
7. Click *OK* again to return to your report.

12.5.11 Repeating report objects on horizontal pages

Some report objects, such as cross-tabs and OLAP grids, can expand horizontally over a number of pages. Crystal Reports lets you designate other report objects that don't expand horizontally, such as text objects, field objects, OLE objects, charts, maps, lines, boxes, and so on, to be repeated on each additional horizontal page that the cross-tab or OLAP grid creates. For example, if your report's page footer includes an image, a text object, and a page number, you can use the Format Editor to make Crystal Reports repeat these objects on each horizontal page.

12.5.11.1 To repeat objects on horizontal pages

1. Right-click the report object you want to repeat.
2. On the shortcut menu, click *Format Field*, or the appropriate format option.

i Note

Formatting options are not available if the object you select is connected to the BusinessObjects Enterprise Repository. For information about modifying an object in the repository, see [Modifying objects in the repository \[page 96\]](#).

3. On the *Common* tab of the Format Editor, select the *Repeat on Horizontal Pages* check box.

For a line or a box, the Repeat on Horizontal Pages option appears on the Line or Box tab.

4. Click *OK* to save your changes.

Now, if a cross-tab or OLAP grid makes your report expand horizontally, the object you formatted is repeated on each horizontal page.

- The repeated copies of a report object cannot be moved; you must move the original object to move the copies.
- You can format any copy of a repeated report object, but changes you make are applied to all copies.
- Report objects in a section with the Relative Positions option selected in the Section Expert cannot be repeated.

12.5.11.2 Numbering horizontal pages

A Special Field called Horizontal Page Number lets you number horizontal pages.

12.5.11.2.1 To number horizontal pages

1. In the Field Explorer, scroll down to *Special Fields* and expand the node by clicking it.
2. Choose *Horizontal Page Number* from the list and insert it in your report.

i Note

The Repeat on Horizontal Pages option is automatically turned on when you insert the Horizontal Page Number field this way. If you cut and paste a Horizontal Page Number field, or if you insert such a field into another field or text object, the Repeat on Horizontal Pages option is not automatically turned on.

12.5.12 Using white space between rows

The height of a section in relation to the objects within it affects the amount of white space that appears between rows on the report.

The free-form Design tab lets you add and delete white space in two ways:

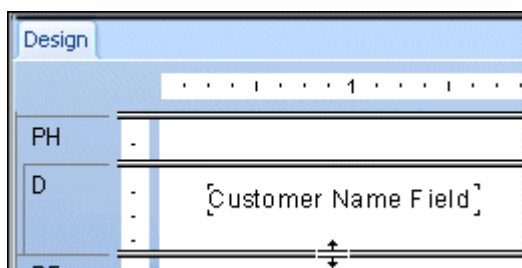
- Using the Resizing cursor to resize the area on the Design tab.
- Changing the option in the Section Expert.

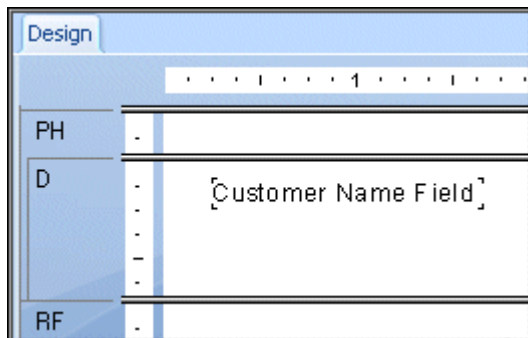
i Note

You can also right-click the shaded area to the left of the section and select Fit Section from the shortcut menu. The program automatically resizes the section so that the bottom boundary is even with the baseline of the bottom object in the section.

12.5.12.1 Adding white space by resizing

To add extra white space between rows in the report, move the pointer over the lower section boundary line. The pointer changes to a Resizing cursor. When the Resizing cursor appears, drag the section boundary downward to add extra white space.



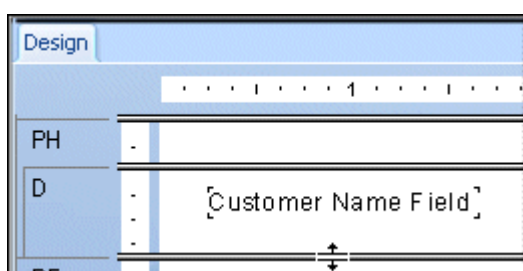
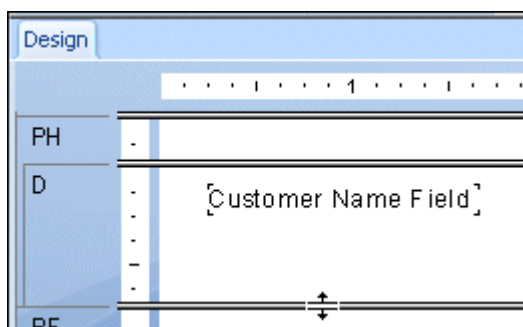


i Note

White space can also be added to a section by right-clicking the shaded area to the left of the section and selecting Insert Line from the shortcut menu. The program resizes the section automatically, adding the amount of space necessary to hold a line of typical database fields.

12.5.12.2 Deleting white space by resizing

To delete unnecessary white space within a section, move the pointer over the lower section boundary line. The pointer changes to a Resizing cursor. When the Resizing cursor appears, drag the section boundary upward to remove extra white space.



12.5.12.3 Deleting white space by suppressing a section

If an entire section is blank, you can eliminate the unnecessary white space that the *Page Footer* would occupy by suppressing the section in the *Section Expert*.

If you are not putting anything into the *Page Footer* section of the report, select the *Clamp Page Footer* option in the *Section Expert* to eliminate white space at the bottom of your report pages.

12.5.12.3.1 To delete white space by suppressing a section

1. On the *Report* menu, click *Section Expert*.

The *Section Expert* appears.

→ Tip



Another way to do this is to click the *Section Expert* button on the *Expert Tools* toolbar.

2. In the *Sections* area, click the section you want to suppress.
3. On the *Common* tab, select the *Suppress (No Drill-Down)* check box.
4. Click *OK* to return to your report.

The blank section will no longer be printed.

12.5.12.3.2 To delete white space by clamping the Page Footer

1. On the *Report* menu, click *Section Expert*.

The *Section Expert* appears.

→ Tip



Another way to do this is to click the *Section Expert* button on the *Expert Tools* toolbar.

2. In the *Sections* area, click *Page Footer*.
3. Click *Clamp Page Footer*.
4. Click *OK* to return to your report.

The report eliminates white space by placing the *Page Footer* directly beneath the last visible section.

12.6 Working with conditional formatting

Conditional formatting is formatting that applies only under certain conditions. For example, in a report you may only want:

- Customer balances printed in red if they are past due.
- The dates to appear in Day, Month, Year format if the customer is Canadian.
- Background color to appear on every other line.

Crystal Reports makes it easy to apply conditional formatting in these and hundreds of other situations.

With absolute formatting, you follow the "select, then apply" procedure. For conditional formatting, you follow the same general procedure, but you go a step further and set up conditions that determine whether or not the formatting will be applied. You specify these conditions using simple formulas.

For more information on creating formulas using Crystal or Basic syntax, see the online help.

When a conditional formatting formula is set up, the formula overrides any fixed settings you have made in the Format Editor. For example, if you select the Suppress option, then set up a conditional formula for the Suppress option, the property will still apply only if the condition in the formula is met.

Crystal Reports enables you to set both on and off properties and set attribute properties conditionally. However, each of these requires a different kind of formula.

12.6.1 Conditional on or off properties

A conditional on or off property tests to see if a condition has been met. It is on if the condition is met, off if the condition is not met. There is no middle ground. Use Boolean formulas for this kind of formatting.

Crystal syntax example

```
condition
```

Basic syntax example

```
formula = condition
```

The program tests each value to see if it meets the condition and it returns a "yes" or "no" answer. It then applies the property to every value that returns a "yes" answer.

12.6.2 Conditional attribute properties

A conditional attribute property tests to see which of two or more conditions is met. The program then applies the formatting appropriate to the condition. For example, assume that you want values under quota printed in red and all other values printed in black. The program tests to see whether the value is under quota or not. If it is under quota, then it applies the red attribute; if it is not, then it applies the black attribute.

Use an If-Then-Else formula for this kind of conditional formatting.

Crystal syntax example

```
If Condition A Then
    crRed
Else
    crBlack
```

Basic syntax example

```
If Condition A Then
    formula = crRed
Else
    formula = crBlack
End If
```

When conditional attribute properties are set up, Crystal Reports loads a selection of attributes into the Functions list in the Formula Workshop. Double-click any of these attributes to add them to a formula. For example, if you are setting horizontal alignment conditionally, the Functions list contains attributes such as DefaultHorAligned, LeftAligned, and Justified. If you are setting borders conditionally, the Functions list contains attributes such as NoLine, SingleLine, and DashedLine.

i Note

Always include the Else keyword in conditional formulas; otherwise, values that don't meet the If condition may not retain their original format. To retain the original format of values that don't meet your If condition, use the DefaultAttribute function.

Crystal syntax example

```
If Condition A Then
    crRed
Else
    DefaultAttribute
```

Basic syntax example

```
If Condition A Then
    formula = crRed
Else
    formula = DefaultAttribute
End If
```

You can take this kind of property one step further. You can specify a list of conditions and a property for each; you are not limited to two conditions. For example, if you have a number field on your report that contains sales figures from countries around the world, you can specify the number attribute(s) that you want to apply to each country. In this case, your conditions would specify that if it is from Country A, the program should apply the Country A attribute; if it is from Country B, the Country B attribute; if it is from Country C, the Country C attribute, and so on.

With more than two alternatives, use this kind of formula:

Crystal syntax example

```
If Condition A Then
    crRed
Else If Condition B Then
    crBlack
Else If Condition C Then
    crGreen
Else
    crBlue
```

Basic syntax example

```
If Condition A Then
    formula = crRed
ElseIf Condition B Then
    formula = crBlack
ElseIf Condition C Then
    formula = crGreen
Else
    formula = crBlue
End If
```

Use a multi-condition If-Then-Else formula for this kind of conditional formatting.

12.6.2.1 To change fonts conditionally

1. Right-click the field you want to format to bring up the shortcut menu.
2. On the shortcut menu, click *Format Field*.

The Format Editor dialog box appears.

3. Click the *Font* tab.
4. To change any of the font options, click the appropriate *Formula* button, located on the right side of the dialog box.
5. In the Formula Workshop, you can specify that conditional fonts will change only when certain conditions are met.
6. Click *Save and close*.

i Note

If there is an error in the formula, a message box appears, asking if you want to save anyway. If you click No, a second message box is displayed, detailing the error.

i Note

If there is no error in the formula, you are returned to the Format Editor. Note that the Formula button has changed. This indicates that a formula has been entered for that property.

7. Click *OK* to return to your report.

12.6.3 Changing margins conditionally

Page margins can be controlled conditionally by use of formula.

Margins based on page number

The following formula checks whether a page number is even or odd and sets the margins accordingly: if the page is an even number, the margin is set to one inch; if the page is an odd number, the margin is set to two inches.

```
If Remainder(pagenumber,2) = 0 then 1440 else 2880
```

Margins based on page orientation

The following formula checks for page orientation and sets the margins accordingly: if the orientation is portrait, the margin is set to one inch; if the orientation is landscape, the margin is set to two inches.

```
If CurrentPageOrientation = crPortrait then 1440 else 2880
```

i Note

Margin position is measured in twips; there are 1440 twips in an inch.

12.6.3.1 To change margins conditionally

1. On the *File* menu, click *Page Setup*.

The *Page Setup* dialog box appears.

2.  Click the *Conditional Formula* button next to the margin you wish to change.
3. In the *Formula Workshop*, enter your conditional margin formula text.
4. Click *Save and close* to return to your report.
5. Click *OK* to apply your new settings.

12.6.4 Changing X position conditionally

You can change the X position (that is, the horizontal position from the left margin) for an object based on a condition. You might do this when you want objects to appear in different columns when their values meet a certain condition; for example, orders that shipped on time appear in the first column, while orders that shipped late appear in a second column.

i Note

You cannot conditionally change the X position of line or box objects.

12.6.4.1 To conditionally change the X position of an object

1. Right-click the field that you want to move conditionally, and select *Size and Position*.
2.  Click the *Conditional Formula* button next to the X position value field.
3. In the *Formula Workshop*, enter your conditional X position formula text.

For example, to move orders that were shipped late to a second column, enter formula text such as this:

```
If (Orders.Ship Date) < CDateTime (2004, 01, 01, 02, 10, 11) then 4320
```

i Note

The number 4320 represents the new position that you want to define as the second column. The position is measured in twips; there are 1440 twips in an inch.

4. Click *Save and close* to return to your report.
5. Click *OK* to save your position setting.

Crystal Reports moves objects that meet your condition to a new position, but leaves those objects that don't meet the condition where you originally placed them.

12.6.5 Creating footers after the first page

You may choose to print a page footer on all pages except the first page. You can do this by formatting the Page Footer section conditionally, using an on or off property.

12.6.5.1 To create footers after the first page

1. Place the field you want displayed as a page footer in the Page Footer section of the report.
2. On the [Report](#) menu, click [Section Expert](#).

→ Tip



Another way to do this is to click the Section Expert button on the Expert Tools toolbar.

The Section Expert dialog box appears.

3. In the Sections area, click [Page Footer](#).
4. To open the Formula Workshop, click the [Formula](#) button, located to the right of the [Suppress \(No Drill-Down\)](#) check box.
5. Enter the following formula in the Format Formula Editor:

Crystal syntax example:

```
PageNumber = 1
```

Basic syntax example:

```
formula = PageNumber = 1
```

This formula suppresses the page footer on the first page, but not on any of the other pages.

6. Click [Save and close](#).

i Note

If there is an error in the formula, a message box appears, asking if you want to save anyway. If you click No, a second message box is displayed, detailing the error.

i Note

If there is no error in the formula, you are returned to the Section Expert. Note that the Formula button has changed. This indicates that a formula has been entered for that property.



7. On the Standard toolbar, click [Preview](#) to preview the report and ensure that the page footer appears on all pages but the first.

i Note

If you have a multi-line page footer and have inserted the lines into separate Page Footer sections, you will need to suppress each section conditionally, using the formula above.

i Note

To create a page header that appears on all pages but the first, place the header information in the Page Header section and then suppress that section conditionally, using the same formula that was used for suppressing the Page Footer section.

12.6.6 Using the Highlighting Expert

The Highlighting Expert enables you to apply conditional formatting to all types of report fields (Number, Currency, String, Boolean, Date, Time, and Date and Time fields). With the expert, you format the selected field either by specifying a condition based on that field's value, or by specifying a condition based on the value of a different report field. In other words, the expert enables you create the following formula: If the value of field X meets condition A, then apply the specified formatting to the field selected on the report.

When used for conditional formatting, the Highlighting Expert allows you to:

- Modify several attributes at once, without writing a formula.
- Highlight all field types used in the report.
- Format font style, background color, font color, and border style.
- Format a field based on its own values or the values of another field.
- Highlight a cross-tab or OLAP cell based on row and column heading values.
- Enter values using your locale-specific number format (such as 1,224.23 for North American users).
- Enter dates numerically or textually (January 12, 2001, or Jan 12, 2001).
- Undo highlighting quickly.

When you need to conditionally format report fields, the Highlighting Expert is quicker and easier to use than the Formula Workshop. The Highlighting Expert is most commonly used to highlight field values that are in some way distinguished from other values in the report. You might, for example, highlight your key customers by printing the {Customer.Last Year's Sales} field with a red background whenever the sales value exceeds \$50,000. Alternatively, to draw attention to outstanding orders, you might bold the {Product.Product Name} field whenever the {Orders.Shipped} value is False.

The Highlighting Expert, however, is not as flexible as the Formula Workshop. To use the formatting capabilities of Crystal Reports to their full potential, create your own conditional formatting formulas with the Formula Workshop (accessible through the Format Editor dialog box). For complete details, see [Using Formulas \[page 390\]](#).

12.6.6.1 Conditionally formatting fields using the Highlighting Expert

The Highlighting Expert is a quick alternative to the Formula Workshop; it allows you to conditionally format any of your report fields. The Highlighting Expert essentially enables you create the following formula: If the value of field X meets condition A, then apply the specified formatting to the field selected on the report.

The dialog box is divided into two areas: the Item list area displays the formula; the Item editor area allows you to specify the formula. The Item editor area includes a Sample field that displays the formatting specifications being applied.

12.6.6.1.1 To conditionally format fields using the Highlighting Expert

1. To open the Highlighting Expert, right-click the field you want to format and select *Highlighting Expert* from the shortcut menu.

→ Tip



You can also start the expert by clicking the Highlighting button on the Expert Tools toolbar, or by clicking Highlighting Expert on the Format menu.

When opened, the expert is set to format the field that is currently selected on the report.

2. In the Highlighting Expert, click *New* to create a new conditional formula with default settings.

3. In the *Item editor* area, click the *Value of* list and select the field that you want to base your condition on.

The field chosen here is the field upon which your condition is based; this field need not be the field that is being formatted. To create a condition based on the values of the field that is being formatted, select "this field" from the list. To base your condition on a different report field, select it from the list of available fields.

i Note

The "Value of" list displays only those fields that you have added to the report.

4. Select a comparison from the second list (is equal to, is less than, and so on).

This comparative statement works as the operator in the conditional formula created by the expert.

5. Complete the condition by entering the desired value in the box.

i Note

If the field selected in the "Value of" list is not numeric, the text box turns into a list of available values, from which you must select one.

6. In the *Font style*, *Font color*, *Background*, and *Border* lists, specify the formatting changes that you want to apply to the selected field when your condition is met.
7. Repeat steps 3 and 4 if you want to apply multiple highlighting conditions to the selected field.

i Note

You can use the expert's Remove button to delete highlighting formulas from the list.

8. Use the *Priority* arrows to specify the order in which you want Crystal Reports to apply your conditions. For details, see [Setting highlighting priorities \[page 252\]](#).
9. Click *OK* to return to your report.

12.6.6.2 Setting highlighting priorities

The Priority buttons in the Item list area of the Highlighting Expert allow you to set priorities for your formulas. This is useful when you have two or more formulas that could offer conflicting results in some situations.

For example, suppose that you highlight the Unit Price field on the report. You assign to this field a highlighting formula that shows a yellow background when a unit price is greater than \$100. Then, on this same report, you create another highlighting formula that shows a red background when a unit price is greater than \$200. Considering that 100 is a subset of 200, you could have Unit Price fields with yellow backgrounds when, in fact, those fields should have red backgrounds. In other words, a unit price of \$300 could receive either a red or a yellow background, depending on which formula has been assigned priority.

12.6.6.2.1 To set priorities for highlighting formulas

1. On the *Format* menu, click *Highlighting Expert*.
2. In the Item list area, select one of the conditional highlighting formulas that you have created.
3. Click the *Priority* arrows to move the selected formula to a position above or below the other formula(s).

i Note

A formula has priority over another formula when it is higher in the Items list area.

4. Click *OK*.
5. Click the *Preview* tab or refresh the report to see the highlighting changes.

12.6.7 Undo/Redo activities

Crystal Reports includes multiple levels of undo. With multiple levels of undo, you can undo any number of changes to an object, in reverse order, until you have your report in the condition you want it.

The program also has a redo feature that reverses an undo. If you move an object, for example, and do not like its new position, you can click Undo to move it back to its original position. If you then change your mind, you can click Redo to restore the latest change.

The Undo and Redo buttons have lists that allow you to undo or redo a number of changes at one time.

-  To undo an action, click [Undo](#) on the Standard toolbar.
The first time the button is clicked, it reverses the most recent change made to the report. Each additional time the button is clicked, it reverses the next most recent change.
To undo several actions at once, click the arrow button to display the list of actions. Select the series of actions you wish to undo.
-  To redo a change after you have undone it, click [Redo](#) on the Standard toolbar.
The program disables the Undo button and the Undo/Redo commands whenever there is nothing to undo/redo or when you have made a change that cannot be reversed.
To redo several actions at once, click the arrow button to display the list of actions. Select the series of actions you wish to redo.

i Note

You can only undo or redo actions in order from the most recent backward. You cannot undo an action without undoing more recent actions.

12.7 Using the Format Painter

Use the Format Painter to copy absolute or conditional formatting properties from one report object to one or more target objects. The Format Painter button is activated on the Standard toolbar when you select a source object in your report. If you apply formatting to a target field that is not the same as your source field, only the common properties are applied. For example, if your source field is a Boolean field and your target field is a currency field, only the common font and border properties are changed; Boolean properties are not applied and currency properties are not set.

i Note

The Format Painter does not copy hyperlink information to a target object or field.

i Note

The Format Painter does not copy formatting that is applied through use of the Highlighting Expert.

i Note

The Format Painter does not copy formatting from text/template objects to database fields.

i Note

The Format Painter can use any object (including Repository objects, read-only objects, and objects contained in read-only sections) as a source of formatting (however, formatting cannot be applied to these objects).

i Note

When using a "Date and Time" field as your source, a target field's date or time properties are changed; the reverse is also true (that is, a Date field or a Time field used as your source also affects the date and time properties of a "Date and Time" field).

The following is a list of source report objects and field and the applicable targets you can use with the Format Painter.

Source object or field	Target object or field
Report field (not in a cross-tab)	Report field (not in a cross-tab)
Report field in a cross-tab	Report field in a cross-tab
Template field	Template field
Text object (not in a cross-tab)	Text object (not in a cross-tab)
Text object in a cross-tab	Text object in a cross-tab
Object in an OLAP grid header	Object in an OLAP grid header
Line object	Line object
Box object	Box object
OLE or BLOB field	OLE or BLOB field
Subreport	Subreport
Chart, map, OLAP grid, or cross-tab	Chart, map, OLAP grid, or cross-tab

12.7.1 To copy and apply formatting

-  Select a source object or field in your report and click [Format Painter](#).

→ Tip

You can also select Format Painter from the shortcut menu.

i Note

The Format Painter button is not available until you select an object or field.

i Note

Click the button a second time, or press ESC, to exit the Format Painter.

2. Click the target object or field you want to apply formatting to.

When you move your mouse over your report, the cursor changes to a Stop cursor if the object or field cannot be used as a target.

i Note

You cannot apply formatting to read-only objects or fields.

i Note

Double-click the Format Painter button, or hold the ALT key down if you want to apply formatting to more than one object or field.

12.8 Working with barcodes

Barcodes allow companies to use computers to track products and sales. Specially designed scanners read the barcode and the computer translates it into a human-readable form.

The Crystal Reports install includes the formula and fonts necessary for supporting Code39 barcodes. You can add barcodes to your reports to be used for activities such as managing your inventory or creating package labels.

Code39 is a basic barcode format supported by most scanners on the market. For support of additional barcode types, such as UPC, please contact your preferred barcode vendor.

12.8.1 Adding a barcode

You can apply a barcode to an existing field or add a new field to the report specifically for the barcode.

You will need to consider the following information before adding a barcode:

- When a field is converted to a barcode, the default size changes to accommodate 16 characters at 24 pts. This may cause the new data to overlap existing fields if there is not enough space between fields.
- Barcodes can be applied to number and string fields only. The barcode cannot be applied to Currency, DateTime, or other field types.
- To undo changing a field to a barcode, you must use the [Undo](#) command right after you use [Change to Barcode](#).

If you perform any other actions after you change the field to a barcode, you must either delete the field item or use the Format Field option to reformat the appearance.

Related Information

[Changing the appearance of a barcode \[page 256\]](#)

[Removing a barcode \[page 257\]](#)

12.8.1.1 To add a barcode

1. In the report, right-click the field to use for the barcode.
If the desired field is not in the report, use the Field Explorer to add the field to your report.
2. On the shortcut menu, select *Change to Barcode*.
The Select Barcode Type dialog box appears.
3. Select the barcode type from the list.
4. Click *OK*.

The field is changed to display barcodes instead of characters.

12.8.2 Changing the appearance of a barcode

You can use the Format Field option to change the appearance of a barcode.

There are many reasons to change the appearance of a barcode including the following:

- To change the size so that the barcode is not too large or too small for a scanner to read.
- To display the barcode in a different color.

Related Information

[Adding a barcode \[page 255\]](#)

[Removing a barcode \[page 257\]](#)

12.8.2.1 To change the appearance of a barcode

1. Right-click the barcode field that you would like to reformat.
2. From the shortcut menu, select *Format Field*.
The Format Editor appears.
3. Set your desired border, font size and color, or other options.
4. Click *OK*.

12.8.3 Removing a barcode

If you applied the barcode to the wrong field, or you decide that you do not want to have a barcode, you can use Format Field to change the field back to a regular font.

Related Information

[Adding a barcode \[page 255\]](#)

[Changing the appearance of a barcode \[page 256\]](#)

12.8.3.1 To change a barcode back to a regular font

1. Right-click the barcode field that you would like to reformat.
2. From the shortcut menu, select *Format Field*.
The Format Editor appears.
3. Select the *Common* tab.
4. In the *Display String* area, click the red formula editor button.
The Formula Editor appears.
5. Delete the string in the Formula text window and then click *Save and Close*.
6. Select the *Font* tab
7. Change the font and size to the desired size, and then click *OK*.
8. On the report, resize the field to an appropriate length.

13 Charting

Crystal Reports enables you to present summarized data in colorful, easy-to-read charts. This section demonstrates how to create charts and how to use them in reports to make report data more meaningful and easier to understand. You can choose from a number of chart layouts and types, as well as drill down to see the details behind the graphical summaries and format chart objects.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community Network where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com>

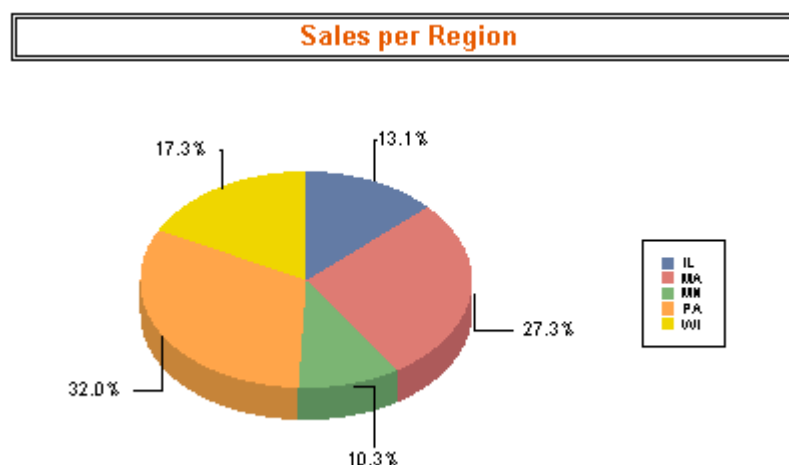
13.1 Charting concepts

Crystal Reports enables you to include sophisticated, colorful charts in your reports. You can use charts any time you want to improve the usefulness of a report.

13.1.1 Charting overview

Crystal Reports enables you to include sophisticated, colorful charts in your reports. You can use charts any time you want to improve the usefulness of a report.

For example, if you have a sales report grouped by Region with a subtotal of Last Year's Sales for each region, you can quickly create a chart that will display Sales per Region.



You can chart on the following:

- Summary and subtotal fields.
- Detail, formula, and Running Total fields.
- Cross-Tab summaries.
- OLAP data.

You will typically chart on summary and subtotal information at the group level. However, depending on the type of data you are working with, you can create an Advanced, Cross-Tab, or OLAP grid chart for your report.

13.1.2 Chart layouts

The Chart Expert provides four layouts that correspond to certain sets of data.

You can create charts with any of the following layouts, and depending on the data you are using, you can change the chart from one layout to another.

Advanced

Use the Advanced layout when you have multiple chart values or when you do not have any group or summary fields in the report.

The Advanced chart layout supports one or two condition fields: with these condition fields, you can create a 2-D, 3-D, or pie chart. Other specific functions with the Advanced layout include:

- Values can be grouped in ascending, descending, or specified order, as well as by Top N or Sort totals.
- Values can be plotted for each record.
- Values can be plotted as a grand total for all records.
- Charts can be based on formula and Running Total fields.

Group

The Group layout is a simplified layout in which you show a summary on change of field for topics such as Country.

i Note

In order to create a chart using the Group layout, you must have at least one group and at least one summary field for that group.

Cross-Tab

Use the Cross-Tab layout to chart on a Cross-Tab object. A Cross-Tab chart uses the fields in the cross-tab for its condition and summary fields.

OLAP

Use the OLAP layout to chart on an OLAP grid. An OLAP chart uses the fields in the OLAP grid for its condition and summary fields.

Note

Your report must include an OLAP grid before you can create an OLAP chart.

13.1.3 Chart types

Different sets of data are particularly suited to a certain chart type. The following is an overview of the main chart types and their most common uses.

Bar

Most bar charts (also known as a column chart) display or compare several sets of data. Two useful bar charts are the Side-by-Side bar chart and the Stacked bar chart.

- Side-by-Side bar chart
A Side-by-Side bar chart displays data as a series of vertical bars. This type of chart is best suited for showing data for several sets over a period of time (for example, last year's sales figures for AZ, CA, OR, and WA).
- Stacked bar chart
A Stacked bar chart displays data as a series of vertical bars. This type of chart is best suited for representing three series of data, each series represented by a color stacked in a single bar (for example, sales for 1997, 1998, and 1999).

Line

A line chart displays data as a series of points connected by a line. This type of chart is best suited for showing data for a large number of groups (for example, total sales over the past several years).

Area

An area chart displays data as areas filled with color or patterns. This type of chart is best suited for showing data for a limited number of groups (for example, percentage of total sales for AZ, CA, OR, and WA).

Pie

A pie chart displays data as a pie, split and filled with color or patterns. Pie charts are typically used for one group of data (for example, the percentage of sales for the entire inventory); however, you have the option to choose multiple pie charts for multiple groups of data.

Doughnut

A doughnut chart is similar to a pie chart, displaying data as sections of a circle or doughnut. If, for example, you charted sales by region on a particular report, you would see the total number of sales (the figure) in the center of the doughnut and the regions as colored sections of the doughnut. As with the pie chart, you have the option to choose multiple doughnut charts for multiple groups of data.

3-D Riser

A 3-D Riser chart displays data in a series of 3-dimensional objects, lined up side-by-side, in a 3-dimensional plane. The 3-D Riser chart shows the extremes in your report data. For example, the differences between sales by customer by country are visually dynamic when presented in this chart.

3-D Surface

3-D Surface charts present a topographic view of multiple sets of data. If, for example, you need a chart to show the number of sales by customer by country, in a visually dynamic and relational format, you might consider using the 3-D Surface chart.

XY Scatter

An XY Scatter chart is a collective of plotted points that represent specific data in a pool of information. The XY Scatter chart allows the user to consider a larger scope of data for the purpose of determining trends. For example, if you input customer information, including sales, products, countries, months, and years, you would have a collective of plotted points that represents the pool of customer information. Viewing all of this data on

an XY Scatter chart would allow you to speculate as to why certain products were selling better than others or why certain regions were purchasing more than others.

Radar

A radar chart positions group data, such as countries or customers, at the perimeter of the radar. The radar chart then places numeric values, increasing in value, from the center of the radar to the perimeter. In this way, the user can determine, at a glance, how specific group data relates to the whole of the group data.

Bubble

A bubble chart (an extension of the XY Scatter chart type) displays data as a series of bubbles, where the size of the bubble is proportional to the amount of data. A bubble chart would be very effective with the number of products sold in a certain region; the larger the bubble, the greater the number of products sold in that region.

Stock

A stock chart presents high and low values for data. It is useful for monitoring financial or sales activities.

Note

Crystal Reports offers two possible formats for stock charts: High-Low and High-Low-Open-Close. Each of these types requires a series of values in the order specified in its name.

Numeric Axis

A numeric axis chart is a bar, line, or area chart that uses a numeric field or a date/time field as its "On change of" field. Numeric axis charts provide a way of scaling your X-axis values, thus creating a true numeric X-axis or a true date/time X-axis.

Gauge

A gauge chart presents values graphically as points on a gauge. Gauge charts, like pie charts, are typically used for one group of data (for example, the percentage of sales for the entire inventory).

Gantt

A Gantt chart is a horizontal bar chart often used to provide a graphical illustration of a schedule. The horizontal axis shows a time span, while the vertical axis shows a series of tasks or events. Horizontal bars on the chart represent event sequences and time spans for each item on the vertical axis. You should use only date fields when creating a Gantt chart. The field you choose for the data axis should be set to "For Each Record," and the start and end-date fields should be added to the "Show value(s)" area of the Chart Expert's Data tab.

Funnel

Funnel charts are often used to represent stages in a sales process. For example, the amount of potential revenue shown for each stage. This type of chart can also be useful in identifying potential problem areas in an organization's sales processes. A funnel chart is similar to a stacked bar chart in that it represents 100% of the summary values for the groups included in the chart.

Histogram

A histogram is a type of bar chart used to depict how measurements vary from the mean value. It can help to identify the cause of problems in a process by the shape of the distribution as well as the width (deviation) of the distribution. In a histogram, the frequency is represented by the area of a bar rather than the height of the bar.

13.1.4 Where to place a chart

The placement of a chart determines which data is displayed and where it is printed. For example, a chart placed in the Report Header section includes the data for the entire report, while a chart that is placed in a Group Header or in a Group Footer section displays only the group specific data.

i Note

If your report contains subreports, you can place charts in those subreports as well. See [Subreports \[page 468\]](#).

i Note

By default, when you insert a chart or chart object frame, it is placed in the Report Header.

13.1.5 Drill-down with charts

Not only is charting a means of presenting data—it is also an analysis tool. Move your cursor over a section of the group chart on the Preview tab, so that the pointer becomes a Drill-down cursor, then double-click to view the underlying details for that section of the chart.

13.1.6 Drill-down with legends

If the chart consists of one or more group fields, you can use the chart legend to drill down on individual groups. Double-click the drill-down cursor on the markers and text in the legend to view the details about that section of the chart.

13.2 Creating charts

When you insert a chart in a report, you may see one of the following options:

- A chart object frame in the Report Header.
Once you have placed the chart frame, the Chart Expert dialog box appears. For more information on where to place a chart in the report, see [Where to place a chart \[page 263\]](#).
- A chart automatically inserted in the Report Header.
In some situations, such as when there is at least one group and one summarized field in your report, a chart is automatically added to the Report Header, and the Chart Expert dialog box does not appear. This usually happens when you chart on Cross-Tab summaries or when you chart on an OLAP cube, but it may also happen when you chart on summary or subtotal fields.

13.2.1 Charting on details or formula fields (Advanced layout)

The Advanced layout allows you to create a chart based on specific values. Since charts are a good way to display summarized information, they are often based on a summary field in your report. With an Advanced layout, you can create a chart without the need for a summary field by using values that appear in the Details section of your report.

To create a chart based on the Advanced layout, you must specify two things:

- Conditions (there can be two).
- Values (there can be multiple values).

Condition

The condition is used to indicate when to plot the point. For example, a chart showing last year's sales for your customers uses the Customer Name field as the condition. Each time the condition changes (the customer name changes), a point is plotted.

You also have the option of plotting a point for each record, or plotting one point for all records.

Value

The Advanced chart uses the value to indicate what information is plotted as the points on your chart. For example, to create a chart showing last year's sales for your customers, the Last Year's Sales field would be the value.

13.2.2 Charting on summary or subtotal fields (Group layout)

Many of the charts you create are based on summary or subtotals within your report. In order to create these charts, you must have a summary or subtotal already inserted into your report in a group header or footer. For more information on inserting summaries and subtotals, see [Summarizing grouped data \[page 157\]](#) and [Subtotaling \[page 162\]](#).

13.2.2.1 To chart on a summary or subtotal field

1. On the [Insert](#) menu, click [Chart](#).

An object frame appears in the Report Header area.

→ Tip



Another way to create a chart is to click the Insert Chart button on the Insert Tools toolbar.

2. Drag the frame to the desired position in the Report Header, Group Header, or Group Footer.

The Chart Expert dialog box appears.

i Note

You may see a default chart in the Report Header section rather than the Chart Expert dialog box. To select a different chart type, right-click the default chart, and then click Chart Expert. The Chart Expert dialog box appears.

3. On the [Type](#) tab, in the [Chart type](#) list, select a chart type.

Click the chart subtype that best illustrates your data. See [Chart types \[page 260\]](#).

4. Click the [Data](#) tab.
5. In the Layout area, click [Group](#), if it is not already selected.
6. In the Data area, in the [On change of](#) list, click the group field you want to base your chart on; then, in the [Show](#) list, click the summary field you want to display on your chart.
7. If the [Axes](#) and [Options](#) tabs appear, you can customize some of the chart's properties, such as the scaling of the axes, the legend, and the data points.
8. Click the [Text](#) tab.
9. Accept the default title information or add new titles to your chart.
10. Click [OK](#).

i Note

When your chart is inserted, it may cover a portion of the report. Move and resize the chart so that it fits properly within the report.

13.2.3 Charting on Cross-Tab summaries (Cross-Tab layout)

Crystal Reports allows you to include a chart based on summary values in your Cross-Tab report. For example, with a Cross-Tab that shows the amount of a certain product sold in each region of the United States, you may want to include a chart showing the percentage of total sales provided by each region for that product.

To create a Cross-Tab chart, you must first have a Cross-Tab in your report. For more information, see [Cross-Tab Objects \[page 298\]](#).

13.2.3.1 To chart on a Cross-Tab summary

1. Select the Cross-Tab on which you want to chart.
2. On the [Insert](#) menu, click [Chart](#).

An object frame appears in the Report Header area.

→ Tip



Another way to create a chart is to click the Insert Chart button on the Insert Tools toolbar.

3. Drag the frame to the desired position in the Report Header.

The Chart Expert dialog box appears.

i Note

You may see a default chart in the Report Header section rather than the Chart Expert dialog box. To select a different chart type, right-click the default chart, and then click Chart Expert. The Chart Expert dialog box appears.

4. On the [Type](#) tab, in the [Chart type](#) list, select a chart type.

Click the chart subtype that best illustrates your data. See [Chart types \[page 260\]](#).

5. Click the [Data](#) tab.
6. In the Layout area, click [Cross-Tab](#), if it is not already selected.
7. In the Data area, in the [On change of](#) list, click the group field you want to base your chart on.
8. If necessary, in the [Subdivided by](#) list, click a secondary row or column you want to base your chart on.
9. In the [Show](#) list, click the summary field you want to display on your chart.
10. If the [Axes](#) and [Options](#) tabs appear, you can customize some of the chart's properties, such as the scaling of the axes, the legend, and the data points.
11. Click the [Text](#) tab.
12. Accept the default title information or add new titles to your chart.
13. Click [OK](#).

i Note

When your chart is inserted, it may cover a portion of the report. Move and resize the chart so that it fits properly within the report.

13.2.4 Charting on an OLAP cube (OLAP layout)

The OLAP layout lets you chart on an OLAP grid. In order to create an OLAP chart, you must first have an OLAP grid in your report. For more information, see [Creating an OLAP report \[page 339\]](#).

13.2.4.1 To chart on an OLAP cube

1. Select the OLAP grid on which you want to chart.
2. On the [Insert](#) menu, click [Chart](#).

An object frame appears in the Report Header area.

→ Tip



Another way to create a chart is to click the Insert Chart button on the Insert Tools toolbar.

3. Drag the frame to the desired position in the Report Header.

The Chart Expert dialog box appears.

i Note

You may see a default chart in the Report Header section rather than the Chart Expert dialog box. To select a different chart type, right-click the default chart, and then click Chart Expert. The Chart Expert dialog box appears.

4. On the [Type](#) tab, in the [Chart type](#) list, select a chart type. Then click the chart subtype that best illustrates your data. See [Chart types \[page 260\]](#).

5. Click the [Data](#) tab.
6. In the Layout area, click the [OLAP](#) button, if it is not already selected.
7. In the Data area, in the [On change of](#) list, click the field you want to base your chart on.
8. If necessary, in the [Subdivided by](#) list, click a secondary row or column you want to base your chart on.

i Note

Be sure that the chart type selected in Step 3 supports a secondary charting field.

9. If the [Axes](#) and [Options](#) tabs appear, you can customize some of the chart's properties, such as the scaling of the axes, the legend, and the data points.
10. Click the [Text](#) tab.
Accept the default title information or add new titles to your chart.
11. Click [OK](#).

i Note

When your chart is inserted, it may cover a portion of the report. Move and resize the chart so that it fits properly within the report.

13.3 Working with charts

Once you have created a chart, you may want to add a new title, headings, or a legend, change fonts, or even change the type of chart. Crystal Reports provides many options for working with your existing charts.

13.3.1 Editing charts using the Chart Expert

Editing charts with the Chart Expert allows you to return to the expert in which you designed your chart. You can modify many of your original choices, such as the type of chart to display, the data on which the chart is based, and so on.

13.3.1.1 To edit a chart using the Chart Expert

1. Right-click the chart to bring up the shortcut menu.
2. On the shortcut menu, click [Chart Expert](#).
3. In the Chart Expert dialog box, make the desired changes.
4. Click [OK](#).

13.3.2 Editing charts using the Chart Options menu items

Some of the editing options available in the Chart Expert are also available directly from the Chart Options menu. This menu, which is available when you right-click a chart, also contains many advanced formatting options.

The following procedures show you how to access the various options that are the Chart Options. For more information about how to use these features, click Help in the various dialog boxes to open the Chart Help. The Chart Help (Chart.chm) is installed by default in the \Program Files\SAP BusinessObjects\Crystal Reports\ChartSupport\Help\<language> directory.

13.3.2.1 To change chart formatting

1. Right-click your chart, and then select [Chart Options](#).
2. Click the appropriate tab to change appearance, titles, data labels, and so on.

13.3.2.2 To change Numeric Axis Grid options

1. Right-click your chart, and then select [Chart Options](#).
2. Click the appropriate tab to change gridlines, axes, and so on.

13.3.2.3 To change chart titles

1. Right-click your chart, and then select [Chart Options](#).
2. Click the Titles tab and make your changes.

13.3.3 Editing charts using other menu items

Click a link to view one of the topics in this section:

- [To apply a new template \[page 270\]](#)
- [To format a selected chart object \[page 270\]](#)
- [To change series options \[page 270\]](#)
- [To choose a viewing angle for a 3D chart \[page 270\]](#)

13.3.3.1 To apply a new template

1. Right-click your chart and select [Load Template](#) from the menu.
2. The [Custom](#) templates dialog box appears.

The options on the Custom tab represent directory locations under \Program Files (x86)\SAP BusinessObjects\Crystal Reports\Templates where custom chart files are stored.

i Note

The custom charts are available only if you selected Custom Charting when installing Crystal Reports.

13.3.3.2 To format a selected chart object

1. Select a line, area, or text object in your chart.
2. Right-click the specified object, and then click [Format <object>](#).

For example, you will see Format Pie Slice if you select a pie slice, and Format Series Marker if you select an item within an area chart, bar chart, and so on.

3. Click the appropriate tab to make changes to the format.

13.3.3.3 To change series options

1. Select a riser item (area, bar, line, marker, pie slice, and so on) or a legend marker.
2. Right-click the specified area, and then select [Series Options](#).

i Note

The Series option is not available unless you select a riser or marker as outlined in the previous step, and may not be available for some chart types.

3. Click the appropriate tab to change appearance, data labels, and so on.

13.3.3.4 To choose a viewing angle for a 3D chart

Right-click your chart, then select [3D Viewing Angle](#) from the menu.

13.3.4 Using the zooming features with bar and line charts

On the Preview tab, you can find commands for zooming bar charts and line charts within your report. You have the ability to zoom in and out on these chart types at any time, with each time being referred to as instance-

specific. If you decide to save the instance of the chart that has been zoomed in or out, you must save the data with the report.

13.3.4.1 To zoom in and out on a bar or line chart

1. On the [Preview](#) tab, right-click the bar or line chart to bring up the shortcut menu.
2. On the shortcut menu, click [Zoom In](#).
3. Drag the Zoom In cursor around a section of the chart to enclose it within the tracking rectangle.

The chart zooms in to the section you selected.

4. Repeat the previous step to zoom in further.

i Note

To see adjacent areas on a zoomed-in chart view (neighboring bars in a bar chart, for example), use the Pan option on the shortcut menu. Pull the Pan cursor to the left or right to move in that direction.

5. To zoom out on a chart, right-click the chart to bring up the shortcut menu.
6. On the shortcut menu, click [Zoom Out](#).
7. With the Zoom Out cursor, click the chart.

The chart zooms out one level of magnification.

8. Click the chart again to zoom out further.

13.3.5 Auto-arranging charts

If you move or resize chart objects on the Preview tab, select the Auto-Arrange Chart feature to reset the chart.

13.3.5.1 To auto-arrange a chart

1. On the [Preview](#) tab, right-click the chart to bring up the shortcut menu.
2. On the shortcut menu, click [Auto-Arrange Chart](#).

Crystal Reports resets the chart to its original size and position.

13.3.6 Formatting charts

Click a link to view one of the topics in this section:

- [Changing the border of a chart \[page 272\]](#)
- [Conditionally formatting a chart \[page 272\]](#)

- [Changing the chart's legend text \[page 273\]](#)

13.3.6.1 Changing the border of a chart

1. On the [Design](#) or [Preview](#) tab, right-click the chart to bring up the shortcut menu.
2. On the shortcut menu, click [Format Background](#).
3. On the Format Editor dialog box, click the [Border](#) tab to see its options.
4. Change the line style, color, or thickness.
5. Click [OK](#) to save your changes.

Crystal Reports returns you to the report and implements your changes.

13.3.6.2 Conditionally formatting a chart

1. On the [Design](#) or [Preview](#) tab, right-click the chart to bring up the shortcut menu.
2. On the shortcut menu, click [Chart Expert](#) and select the [Color Highlight](#) tab.

For information about the expert, search the online help for Color Highlight or Chart Expert.

i Note

The option to apply conditional formatting is not available for every chart type.

i Note

An area chart must have two "On change of" values for conditional formatting to appear.

i Note

If your chart type is line, the chart must have data markers before you can see conditional formatting.

i Note

After you apply conditional formatting, you must select "Color by Group" on the Look tab of the Chart Options dialog box before you will be able to see your formatting. To set this option, right-click your chart, point to Chart Options on the shortcut menu, and select General from the submenu. This note applies to line, 3-D Riser, and 3-D Surface charts with one "On change of" field, as well as to bar, numeric axis, 3-D Surface, radar, stock, and charts with two summaries.

3. Click [OK](#).

13.3.6.3 Changing the chart's legend text

1. On the [Preview](#) tab, click the text in your chart's legend to select it.

→ Tip

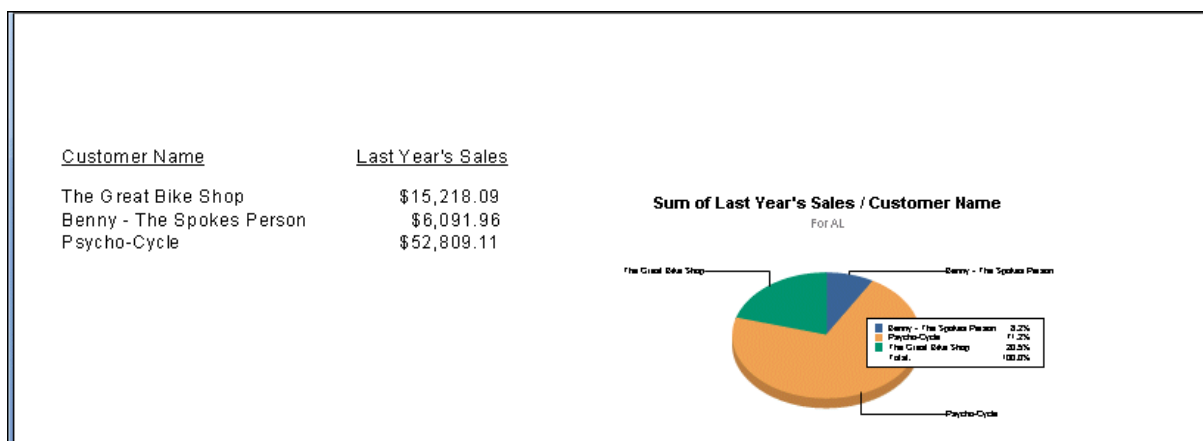
Be sure to select the text and not the entire legend.

2. Right-click the legend text and select [Edit Axis Label](#) from the shortcut menu.
3. In the Label Aliasing dialog box, add the text you want to see in the [Displayed Label](#) field.
4. Click [OK](#).

13.3.7 Using the underlay feature with charts

Since charts can print only in certain sections of your report, the underlay feature gives you more control in the overall look of your report. Instead of having a chart print ahead of the data it represents, it can appear next to the data for a more comprehensible report.

This is how your report looks when you underlay a chart with report data.



14 Mapping

Crystal Reports enables you to include maps with reports made up of geographic data. This section explains how to use maps in reports to make report data more meaningful and easier to interpret. You can customize and rearrange the appearance of a map and activate the drill-down mode to view the details behind the graphical summaries.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

14.1 Mapping concepts

Click a link to view one of the topics in this section:

- [Mapping overview \[page 274\]](#)
- [Map layouts \[page 274\]](#)
- [Map types \[page 275\]](#)
- [Where to place a map \[page 277\]](#)
- [Drill-down with maps \[page 277\]](#)

14.1.1 Mapping overview

With Crystal Reports, you can include geographic maps in reports. Maps help you analyze report data and identify trends more efficiently. For example, you could create a map that shows sales by region. You would then be able to:

- Use one of the three map types to analyze the data.
- Adjust the appearance and organization of the map (allowing you to better identify trends).
- Drill down on the map regions to view underlying data.

14.1.2 Map layouts

The Map Expert provides four layouts that correspond to certain sets of data.

You can create maps with any of the following layouts, and depending on the data you are using, you can change the map from one layout to another.

Advanced

Use the Advanced layout when using multiple map values or when you do not have any groups or summaries in the report.

Group

The Group layout is a simplified layout in which you show a summary on change of a geographic field (such as Region).

i Note

In order to create a map using the Group layout, you must have at least one group and at least one summary field for that group.

Cross-Tab

Use the Cross-Tab layout when mapping on a Cross-Tab object. A Cross-Tab map does not require groups or summary fields.

OLAP

Use the OLAP layout when mapping on an OLAP grid. An OLAP map does not require groups or summary fields.

i Note

If there is no map associated with the data you specify, then an empty block will appear unless the section that the map is placed in has been formatted to suppress if blank.

14.1.3 Map types

The Map Expert also provides five basic map types, each suitable for a different strategy of data analysis. When deciding which map type best fits your report, you should consider the type of data you want to analyze. For example, if you want the map to display one data item for each geographic division (city, state, country, and so

on), then you might use a Ranged map. On the other hand, if you want the map to display more than one value for each new geographic division, then you could use a Pie Chart map or a Bar Chart map. The following is an overview of the main map types and their most common uses.

Ranged

A Ranged map breaks the data into ranges, assigns a specific color to each range, then color codes each geographic area on the map to display the range. For example, you could create a map that displays Last Year's Sales by Region. If you have sales ranging from zero to 100,000, you might give the map five ranges, with equal intervals of 20,000 each. You could use shades of red (going from dark to light red) to color code each region according to those sales figures. Then you could use this map to see where sales are the highest.

With equal intervals, you might end up with all your regions ranging between zero and 20,000, except perhaps one region (for example, California) that might have exceptionally high sales (such as 98,000). This map would be a very distorted representation of the data. A more useful map would have ranges like 0-5000, 5000-10000, 10000-15000, 15000-20000, and over 20000. It is important to carefully define your ranges.

i Note

The end value for each division is repeated as the start value for the next division; the actual value is included in the group it starts. That is, the ranges in the previous example are actually: 0-4999, 5000-9999, and so on.

There are four different distribution methods for ranged maps.

- **Equal count**
This option assigns intervals in such a way that the same number of regions (or as close to the same number of regions as possible) appear in each interval. In other words, this option would assign intervals so that each color on the map is assigned to the same number of regions. The numeric quantity of the summary values in each interval may or may not be equal, depending on the individual regions and their summary values.
- **Equal ranges**
This option assigns intervals in such a way that the summary values in each interval are numerically equal. The number of regions in each interval may or may not be equal, depending on the individual regions and their summary values.
- **Natural break**
This option assigns intervals using an algorithm that attempts to minimize the difference between the summary values and the average of the summary values for each interval.
- **Standard deviation**
This option assigns intervals in such a way that the middle interval breaks at the mean (or average) of the data values, and the intervals above and below the middle range are one standard deviation above or below the mean. Standard deviation is the square root of the variance. It projects how various values in a set of values deviate from the mean for that set.

Pie Chart

A Pie Chart map displays a pie chart over each geographic area. The pie charts represent data items that make up a whole. Each slice of the pie represents an individual data item and shows that item's percentage in the

whole. For example, you could create a Pie Chart map showing heating fuel types by region. You might have four types of heating fuel (four slices in each pie): electricity, gas, wood, and solar. Each region would then have a pie chart showing the breakdown of heating fuel types within that region. Washington state would probably use a high percentage (a large slice of the pie) of electricity because of the hydropower in that region, while Idaho would probably use a high percentage (a large slice of the pie) of natural gas.

You can use this map type to compare the distribution of several items within a particular region. You can also specify that the pie charts be sized proportionately so that, as with the symbols in a Graduated map, the pie charts will appear in various sizes, depending on the underlying data values. This will allow you to compare the totals between regions.

Bar Chart

A Bar Chart map works like a Pie Chart map, but may be more useful for certain sets of data. Typically, you would use a Bar Chart map for items that do not total 100%; that is, for data items that do not make a whole, or for data items that are unrelated. For example, you could create a Bar Chart map that displays use of heating fuel by region. You might choose to analyze use of three types of fuel: electricity, gas, and solar. Each bar chart on the map could contain individual bars for each of these types. In this example, the data items (electricity, gas, and solar) do not comprise a whole. There may be other types of fuel used in these regions, such as wood, but this map only focuses on three of them. Also, the purpose of the map is to compare each region's use of each fuel type with that of every other region. In a Pie Chart map, you could show these three fuel types as percentages of the entire fuel use within each region, and though you could compare the percentages for each region, you would probably not be able to compare the actual values for each region because each region would have the same total value (100%).

14.1.4 Where to place a map

When you choose where to place the map, you determine the amount of data that will be included in the map. For example, if you place the map in the Report Header section, the map includes data for the entire report. If you place it in a Group Header or Group Footer section, it displays group-specific data. This choice will also determine whether the map prints once for the entire report, or many times (once for each instance of a given group).

i Note

If your report contains subreports, you can place maps in those subreports as well.

14.1.5 Drill-down with maps

Not only is mapping a means of presenting data—it is also an analysis tool. Move your cursor over a section of the map on the Preview tab, so that the pointer becomes a Drill-down cursor, then double-click to view the underlying details for that section of the map.

i Note

If you drill down on a region that has no data associated with it, you will get a message saying, "There are no detail records for that {Region Name}."

14.2 Creating maps

The process for creating a map varies depending on the data you are mapping on. The following sections detail the mapping process for each map layout.

Mapping on details fields (Advanced layout)

The Advanced layout allows you to create a map based on specific values. With an Advanced layout, you can create a map without the need for a summary field by using values that appear in the Details section of your report.

To create a map based on the Advanced layout, you must specify two things:

- Conditions (there can be two).
- Value (there must be only one value).

Condition

The condition is used to indicate where to plot the data on a map. This condition must be a string field. In order for a map to be generated, the field should contain geographic information. For example, a map showing last year's sales for each country uses the Country field as the condition. Each time the condition changes (the country changes), that area on the map is highlighted.

Value

The Advanced layout uses the value to indicate what information is mapped when the area on the map is highlighted. For example, to create a map showing last year's sales for the countries, the Last Year's Sales field would be the value.

14.2.1 Mapping on group fields (Group layout)

To map on a group, you can use the Group layout, in which you show a summary (such as Last Year's Sales) on change of a geographic field (such as Region). In order to create a map using the Group layout, you must have at least one group and at least one summary field for that group.

14.2.1.1 To map on a group

1. On the [Insert](#) menu, click [Map](#).

→ Tip



Another way to do this is to click the Insert Map button on the Insert Tools toolbar.

The Map Expert dialog box appears.

2. On the [Data](#) tab, in the Layout area, click [Group](#), if it is not already selected.
3. In the Placement area, in the [Place map](#) list, specify how often your map appears on the report, then click [Header](#) or [Footer](#) to specify where to place your map.
4. In the Data area, in the [On change of](#) list, click the group field you want to base your map on, then in the [Show](#) list, click the summary field you want to display on your map.
5. Click the [Type](#) tab.
6. Click the map type that best illustrates your data (Ranged, Dot Density, or Graduated). See [Map types \[page 275\]](#).
7. In the Options area, apply formatting options to your map.
8. Click the [Text](#) tab.
9. In the [Map title](#) field, enter a title for your map.
10. In the Legend area, you can click one of the following options:
 - [Full legend](#) to show a detailed legend on your map.
 - [Compact legend](#) to show a condensed legend on your map.
 - [No legend](#) to exclude the legend from your map.
11. If you click [Full legend](#), click [Made by map](#) to have Crystal Reports create a legend title based on your map, or click [Specify](#) to enter your own legend title and subtitle.
12. Click [OK](#).

Your map is placed in the Header or Footer section of the report, depending on your selection in Step 3.

14.2.2 Mapping on Cross-Tab summaries (Cross-Tab layout)

With the Cross-Tab layout, you can map on a Cross-Tab summary field. For example, with a Cross-Tab that shows the total number of items of a product sold in each region of the United States, you may want to include a map that shows the percentage of the total sales of the product provided by each region.

In order to create a Cross-Tab map you must first have a Cross-Tab in your report. For more information about Cross-Tabs, see [Cross-Tab Objects \[page 298\]](#).

14.2.2.1 To map on a Cross-Tab summary

1. On the *Insert* menu, click *Map*.

→ Tip



Another way to do this is to click the Insert Map button on the Insert Tools toolbar.

The Map Expert dialog box appears.

2. On the *Data* tab, in the Layout area, click *Cross-Tab*, if it is not already selected.
3. In the Placement area, click *Header* or *Footer* to specify where to place your map.
4. In the Data area, in the *Geographic field* list, click a geographic field to supply the geographic areas for your map.
5. If necessary, in the *Subdivided by* list, click another field to map on.

Crystal Reports uses this field to subdivide the pie or bar charts appearing on your map.

6. In the *Map on* list, click a summary field to supply the numeric data for your map.
7. Click the *Type* tab.
8. Click the map type that best illustrates your data. See [Map types \[page 275\]](#).
 - If you plan to map on only one field, be sure to select None from the "Subdivided by" list, then choose either the Ranged, Dot Density, or Graduated map type.
 - If you plan to map on two fields, be sure to select an additional field from the "Subdivided by" list, then choose either the Pie Chart or Bar Chart map type.
9. In the Options area, apply formatting options to your map.
10. Click the *Text* tab.
11. In the *Map title* field, enter a title for your map.
12. In the Legend area, you can click one of the following options:
 - *Full legend* to show a detailed legend on your map.
 - *Compact legend* to show a condensed legend on your map.
 - *No legend* to exclude the legend from your map.
13. If you click *Full legend*, click *Made by map* to have Crystal Reports create a legend title based on your map, or click *Specify* to enter your own legend title and subtitle.
14. Click *OK*.

Your map is placed in the Header or Footer section of the report, depending on your selection in Step 3.

14.2.3 Mapping on an OLAP cube (OLAP layout)

Using the OLAP layout, you can map on an OLAP grid. In order to create an OLAP map, you must first have an OLAP grid in your report. For more information about OLAP grids, see [Creating an OLAP report \[page 339\]](#).

14.2.3.1 To map on an OLAP cube

1. On the *Insert* menu, click *Map*.

→ Tip



Another way to do this is to click the Insert Map button on the Insert Tools toolbar.

The Map Expert dialog box appears.

2. On the *Data* tab, in the Layout area, click *OLAP*, if it is not already selected.
3. In the Placement area, click *Header* or *Footer* to specify where to place your map.
4. In the Data area, click the *On change of* list and select the field on which you want to base your map.

i Note

This field should contain geographic information, such as Country.

5. If necessary, click the *Subdivided by* list and select a secondary row or column to incorporate into your map.

i Note

Choosing to subdivide by a secondary mapping field, either row or column, will affect the map types available in Step 8.

6. Click the *Type* tab.
7. Click the map type that best illustrates your data. If there is no secondary mapping field, you can choose *Ranged*, *Dot Density*, or *Graduated*; if there is a secondary mapping field, you can choose *Pie Chart* or *Bar Chart*. See [Map types \[page 275\]](#).
8. In the Options area, apply formatting options to your map.
9. Click the *Text* tab.
10. In the *Map title* field, enter a title for your map.
11. In the Legend area, you can click one of the following options:
 - *Full legend* to show a detailed legend on your map.
 - *Compact legend* to show a condensed legend on your map.
 - *No legend* to exclude the legend from your map.

i Note

If you click Full legend, click "Made by map" to have Crystal Reports create a legend title based on your map, or click Specify to enter your own legend title and subtitle.

12. Click *OK*.

Your map is placed in the Header or Footer section of the report, depending on your selection in Step 3.

14.3 Working with maps

Once you have created a map, you may want to add a new title, headings, and a legend, and you may want to change fonts, or even the map type. Crystal Reports provides many options for working with your existing maps.

14.3.1 Editing maps using the Map Expert

Editing maps with the Map Expert allows you to return to the expert in which you designed your map. You can modify many of your original choices, such as the type of map to display, the data on which the map is based, and so on. From either the Design or Preview tab, you can open the Map Expert and make your modifications.

14.3.1.1 To edit a map using the Map Expert

1. Right-click the map to bring up the shortcut menu.
2. On the shortcut menu, click [Map Expert](#).
3. In the Map Expert dialog box, make the desired changes.
4. Click [OK](#).

14.3.2 Changing the map title

1. On the [Preview](#) tab, right-click the map to bring up the shortcut menu.
2. On the shortcut menu, choose [Title](#).
3. In the Change Map Title dialog box, enter a new title.
4. Click [OK](#) to save your changes.

Crystal Reports returns you to the Preview tab and implements your changes.

14.3.3 Changing the map type

You can change the map type and set the properties for that map directly from the menu that appears when you right-click a map on the Preview tab. For example, if you want to see how the data of a Ranged map would look if it were presented in a Dot Density style, you can rearrange the map without having to return to the Map Expert and rework the format.

14.3.3.1 To change the map type

1. On the [Preview](#) tab, right-click the map to bring up the shortcut menu.
2. On the shortcut menu, choose [Type](#).

The Customize Map dialog box appears.

3. In the [Map type](#) list, click the new map type.
4. In the Options area, apply formatting options to your new map.

The properties made available to you vary depending on the map you have selected.

5. Click [OK](#) to save your changes.

Crystal Reports returns you to the Preview tab and implements your changes.

14.3.4 Changing map layers

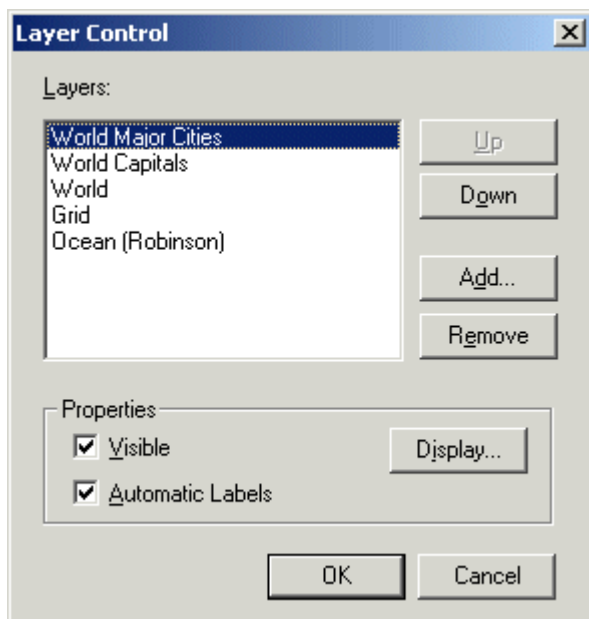
In Crystal Reports, maps are made up of a number of layers. You can stack these layers on top of each other to create a more detailed map. For example, you might want to see the names of major cities in every country; to do this, you could add a layer that contains city names. This layer sits on top of the basic world map to provide further information.

You can specify which of the provided map layers you want to see, and you can rearrange the order of the layers that you have selected.

14.3.4.1 To change map layers

1. On the [Preview](#) tab, right-click the map to bring up the shortcut menu.
2. On the shortcut menu, and choose [Layers](#).

The Layer Control dialog box appears.



3. In the [Layers](#) list, click [Up](#) or [Down](#) to arrange the order of the map layers.

Be aware that some map layers contain non-transparent sections that can obscure the detail of other layers. For example, the Ocean layer is mostly non-transparent; if you place it higher in the layers list, it will block many of the other layers (the other layers seem to disappear, but they are merely obscured by the Ocean layer).

4. In the Properties area, set the properties for each map layer, specifying whether the layer is visible and whether it is automatically labeled.

The Visible option specifies whether the layer appears. The Automatic Labels option specifies whether a predefined label appears (for example, labels for the names of major world cities).

5. If necessary, click [Display](#) to open the Display Properties dialog box.

Use this dialog box to set the default display mode and zoom range (the minimum and maximum possible magnification) for the layer in question, then click OK to return to the Layer Control dialog box.

6. Click [OK](#) to save your changes.

Crystal Reports returns you to the Preview tab and implements your changes.

14.3.5 Resolving data mismatches

Sometimes the map you are working with uses a different geographic name from the one used in the database. For example, a map of Europe may use "United Kingdom" while the database uses the abbreviation "U.K." Until you resolve the data mismatch, the map will not be able to display any information for the selected geographic region.

14.3.5.1 To resolve data mismatches

1. On the [Preview](#) tab, right-click the map to bring up the shortcut menu.
2. On the shortcut menu, and choose [Resolve Mismatch](#).

The Resolve Map Mismatch dialog box appears.

3. Click the Resolve Mismatch tab to see a listing the geographic names that do not correspond between the database and map.
4. In the [Assign this Field Name](#) list, click the name you want to resolve.
5. To assign the heading, click a keyword from the [To this Map Name](#) list.
6. If there is a match, click [Match](#).

The new assignment is displayed in the Matched results part of the Resolve Mismatch tab.

7. Once you are finished resolving the data mismatches, click [OK](#).

The map can now display data for the selected geographic region.

14.3.6 Changing the geographic map

If you prefer to have your data values presented with a different geographic map, specify your changes using the Change Map tab of the Resolve Map Mismatch dialog box.

14.3.6.1 To change the geographic map

1. On the [Preview](#) tab, right-click the map to bring up the shortcut menu.
2. On the shortcut menu, click [Resolve Mismatch](#).

The Resolve Map Mismatch dialog box appears; the Change Map tab displays the name of the current map you are using, and a list of replacement maps that you can choose from.

3. In the [Available maps](#) list, click the new map you want to use.
4. Click [OK](#) to save your changes.

Crystal Reports returns you to the Preview tab and implements your changes.

14.3.7 Zooming in and out on a map

1. On the [Preview](#) tab, right-click a map to bring up the shortcut menu.
2. On the shortcut menu, click [Zoom In](#).
3. Drag the selection cursor around the map section you want to see.

The map zooms in one level of magnification.

4. Drag another selection to zoom in further.

5. To zoom out on a map, right-click the map to bring up the shortcut menu.
6. On the shortcut menu, click [Zoom Out](#).
7. Click the map.

The map zooms out a level of magnification.

8. Click the map again to zoom out further.

i Note

If a map occurs once for each instance of a group, any panning or zooming settings you specify are instance-specific. In other words, if you zoom in on the map in one group header, this setting is only for that group header. None of the headers have been changed. This way you can set each map to different settings.

i Note

If the Save Data with Report option is selected from the File menu, your panning and zooming settings will be saved with the report. If the option is not selected, then only the default map settings will be saved.

14.3.8 Panning a map

1. On the [Preview](#) tab, right-click a map to bring up the shortcut menu.
2. On the shortcut menu, click [Pan](#).
3. Drag the panning cursor to the desired map section.

14.3.9 Centering a map

1. On the [Preview](#) tab, right-click a map to bring up the shortcut menu.
2. On the shortcut menu, click [Center Map](#).

14.3.10 Changing the border of a map

1. On the [Design](#) or [Preview](#) tab, right-click the map to bring up the shortcut menu.
2. On the shortcut menu, click [Format Map](#).
3. On the Format Editor dialog box, click the [Border](#) tab to see its options.
4. Change the line style, color, background color, and add or remove a drop shadow from the map border.
5. Click [OK](#) to save your changes.

Crystal Reports returns you to the report and implements your changes.

14.3.11 To underlay a map

1. Create your map and place it in the Report Header section.

For more information, see [Creating maps \[page 278\]](#).

2. On the *Report* menu, click *Section Expert*.

→ Tip



Another way to do this is to click the Section Expert button on the Expert Tools toolbar.

The Section Expert dialog box appears.

3. In the Sections area, click *Report Header*, then select the *Underlay Following Sections* check box.
4. Click *OK*.

Crystal Reports returns you to the report. Your map will now underlay the sections below it.

5. If necessary, move or resize the map.

15 OLE

This section explains how Object Linking and Embedding (OLE) can be used to edit graphics or other objects from within your report instead of opening an additional application.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

15.1 OLE overview

Object Linking and Embedding (OLE) enables you to insert objects (OLE objects) into a report from other applications (OLE server applications) and then use those applications from within Crystal Reports to edit the objects if necessary.

If you were not using OLE, you would have to exit Crystal Reports, open the original application, change the object, return to Crystal Reports, delete the object originally inserted, and then insert the newly revised object.

i Note

If you intend to use your Crystal report in SAP BusinessObjects Business Intelligence platform or through the Report Application Server (RAS), copy the source file to a network folder that is accessible to the network account(s) under which the processing servers (Job Server, Page Server, RAS) are running. Ensure that report designers' accounts also have permission to the network folder. When you insert the linked OLE object in Crystal Reports, use a UNC path.

15.1.1 OLE terminology

Before you work with OLE objects in Crystal Reports, it might be helpful to review some terminology:

- **OLE**
OLE is an acronym for Object Linking and Embedding. It refers to the ability to create compound documents; that is, documents that contain elements from other applications that can be edited using the original application.
- **OLE Object**
An OLE object is, broadly speaking, a presentation of data that was created in another application and that maintains a relationship with the application that was used to create it. A bitmap created in Paint, an Excel

spreadsheet, or a graph from MS Graph may all be OLE objects if they are inserted in the receiving document as OLE objects. If they are not inserted as OLE objects, they retain no relationship with the original application.

- **OLE Container Application**
An OLE container application is one that can contain and process OLE objects created in other applications (such as Paint or Excel). Crystal Reports is a container application.
- **Container Document**
A container document is a document that was created using the container application and that contains one or more OLE objects.
- **OLE Server Application**
An OLE server application is an application that allows its documents to be inserted into an OLE container document as OLE objects. Microsoft Word and Excel are examples of applications that are both OLE servers and OLE containers. That is, they can both create new OLE objects and they can contain OLE objects created elsewhere.
- **Server Document**
The server document is a file created in the server application that stores the original OLE object.

15.1.2 Types of OLE objects

- **Static object**
A static OLE object is a picture of an object that can be displayed and printed, but not edited in place. It does not have a connection to a server application. There are two kinds of static objects: static bitmaps and static metafiles.
- **Embedded object**
An embedded object contains a representation of the object, as well as information that defines the content. It does not have a connection to the original object in the server document. As a general rule, use embedded objects when you need to edit the object independently of the original server document.
- **Linked object**
A linked object contains a representation of the data and a link to the file where it originated. As a general rule, use linked objects when the data in the server document is changing and you want the object in your report to be updated when you open the report.

15.1.3 General OLE considerations

There are several points to keep in mind when utilizing OLE functionality.

- When you double-click an embedded OLE object, the object is activated for editing and the Report Designer merges its menus and toolbars with those of the object's server application. If the OLE server application does not support this behavior, the object appears in a separate window. When you are finished editing, click outside the object and the Report Designer toolbars reappear.
- When you double-click a linked OLE object, the program opens the object's server application with the object displayed and ready for editing. You cannot edit a linked object in place in Crystal Reports because you are working on the original object. Since the object could be linked to multiple documents, displaying the original in the server application limits access to one editor at a time.

15.2 Inserting OLE objects into reports

There are several ways to insert OLE objects into an application.

- The OLE Object choice on the Insert menu can be used to import an existing object or create a new one. You can place either embedded or linked objects using this method.
- Paste Special on the Edit menu can be used to copy or cut the object from an OLE server application and paste it in a report. If the object can be pasted in multiple formats, you need to decide which format to use. For example, when inserting text from a Microsoft Word document, you can paste the text as Microsoft Word document text (which can be edited in Word), or as a metafile, which is simply a non-editable picture of the text. Use Paste Special to place either embedded or linked objects.

i Note

When inserting selected information (portions of larger files), it is best to use Copy and Paste Special editing. When inserting entire files, click OLE Object from the Insert menu.

15.2.1 To copy and paste OLE objects

This procedure assumes that you have Microsoft Excel or another spreadsheet program on your computer that is an OLE server application.

1. Open both Crystal Reports and Microsoft Excel.
2. Open an existing report in Crystal Reports.
3. Create a spreadsheet in Microsoft Excel by typing the numbers one through ten (1-10) in cells A1 through A10.
4. Select cells A1 through A10, right-click and select *Copy* from the shortcut menu in Excel.
5. Go to Crystal Reports and select *Paste* from the *Edit* menu.
6. Place the cells into the Details section of the report.
7. Right-click the spreadsheet object in the report and observe that it is identified as an OLE object and that the third command from the last identifies it as a Worksheet Object.
8. Double-click the spreadsheet object.

The menus and toolbars change to a combination of those from the OLE server application and Crystal Reports. You can now edit the object in-place. The object is an embedded object. Any changes you make to the object will not affect the original.

9. Click outside the object when you are finished.

The menus and toolbars change back to those of Crystal Reports. Any changes you made while editing are saved.

15.3 How OLE objects are represented in a report

An OLE object is displayed in a report in any of several different formats depending on how you chose to insert the object.

- If you have chosen to display the object as an icon, the icon will appear in the report. Users can choose to edit the object later by double-clicking the icon.
- If the object was created from an existing file, the data from that file (or an icon) is displayed in the report. This data can be edited by double-clicking the object or its icon.
- If you are creating a new object, the application for the object type that you chose will open, and you can begin designing the object. When you are finished, close or exit the application. The object (or its icon) will be displayed in the report.

15.4 Editing OLE objects in reports

Click a link to view one of the topics in this section:

- [In-place editing \[page 291\]](#)
- [Dynamic OLE menu commands \[page 291\]](#)
- [OLE and the Insert Picture command \[page 292\]](#)

15.4.1 In-place editing

In-place editing is the ability to change an OLE object's properties from within an OLE container application (such as Crystal Reports). The container application's menu items change to provide the editing tools from the server application so that you can make changes easily.

When an OLE object is placed in a report, the object becomes part of the report. To edit the object, double-click it and then modify it using the editing tools found in the object's original application or from a similar application that allows in-place editing. You can edit an OLE object only if you have the corresponding server application installed on your computer. You can view and print a report containing an OLE object even if you don't have the server application installed.

15.4.2 Dynamic OLE menu commands

When you have an OLE object selected, there is a submenu on the Edit menu that provides commands for the object. The name of this submenu reflects the type of the OLE object. The commands on the submenu also vary according to the type of object.

The object may be described as a Document object, Bitmap Image object, Picture object, Worksheet object, or something similarly descriptive:

- If the object is embedded, the Edit menu displays those commands that are available to that type of embedded object.
- If the object is linked, the Edit menu displays commands for that type of linked object.

Commands on the context menus change in a similar fashion.

These dynamic commands are provided to give you more control when working with OLE objects.

15.4.3 OLE and the Insert Picture command

When the OLE Object command on the Insert menu is used to place pictures in a report, the picture will be converted to an embedded or linked object associated with Microsoft Paint (or another image editing application).

When the Picture command on the Insert menu is used to place pictures in a report, the Report Designer converts them into static objects.

Static objects cannot be edited. To edit a static object, it has to be converted into an editable type of object using the Convert command on the Edit menu.

15.5 Working with static OLE objects

You can insert a number of different types of static OLE objects into your report. Crystal Reports supports these pixel-based image formats:

- Windows Bitmap (BMP)
- JPEG
- PNG

As well, Crystal Reports supports this vector-based image format:

- Windows Metafiles (both WMF and the newer enhanced metafile format).

i Note

Wide static OLE objects can span pages. This functionality may result in two or more horizontal pages in your report. If this do not want this effect, you should resize your static OLE object. As well, it is recommended that you do not use the Repeat on Horizontal Pages option for any static OLE object that will span several pages.

15.5.1 Inserting a static OLE object

1. Open or create a report that you want to insert a static OLE object in.
2. On the *Insert* menu, click *Picture*.

→ Tip



Another way to do this is to click the picture button on the Insert Tools toolbar.

The Open dialog box appears.

3. Select a picture (.bmp, .jpg, .png, or .wmf) from a directory that you have access to.
4. Click *Open*.
5. When the object frame appears, place the picture in your report.
6. Right-click the picture, and notice that the picture is identified as an OLE object on the shortcut menu.

When you double-click the object, nothing happens. A static OLE object cannot be edited.

15.5.2 Making a static OLE object dynamic

A dynamic static OLE object is a picture that you access in Crystal Reports by use of a file path or URL. Typically, you use this option when you have the path to your pictures stored as a string field in a database (that is, you do not have the actual objects stored in the database). You can also use this option when you have pictures stored on a network share, and you know these objects change occasionally.

The functionality of these dynamic static OLE objects (or dynamic graphics) is created in Crystal Reports through the use of a conditional formatting formula that allows you to link to static OLE objects by reference.

i Note

This feature is activated when you refresh your report data; therefore, you may not notice a change in the static OLE object until you click the Refresh button in Crystal Reports.

i Note

When you schedule a report that contains a dynamic static OLE object in SAP BusinessObjects Business Intelligence platform, the instances that are created contain the version of the static OLE object as it existed in your Crystal report when you scheduled it. SAP BusinessObjects Business Intelligence platform does not update the object dynamically for each instance.

i Note

Reports that use an absolute or a relative path for a dynamic static OLE object are not supported in an SAP BusinessObjects Business Intelligence platform environment for this release. If you plan to publish reports that contain dynamic static OLE objects to SAP BusinessObjects Business Intelligence platform, it is recommend that you use URL links for your OLE objects.

15.5.2.1 To make a static OLE object dynamic

1. Right-click the static OLE object that you inserted, and choose *Format Graphic* from the shortcut menu.

i Note

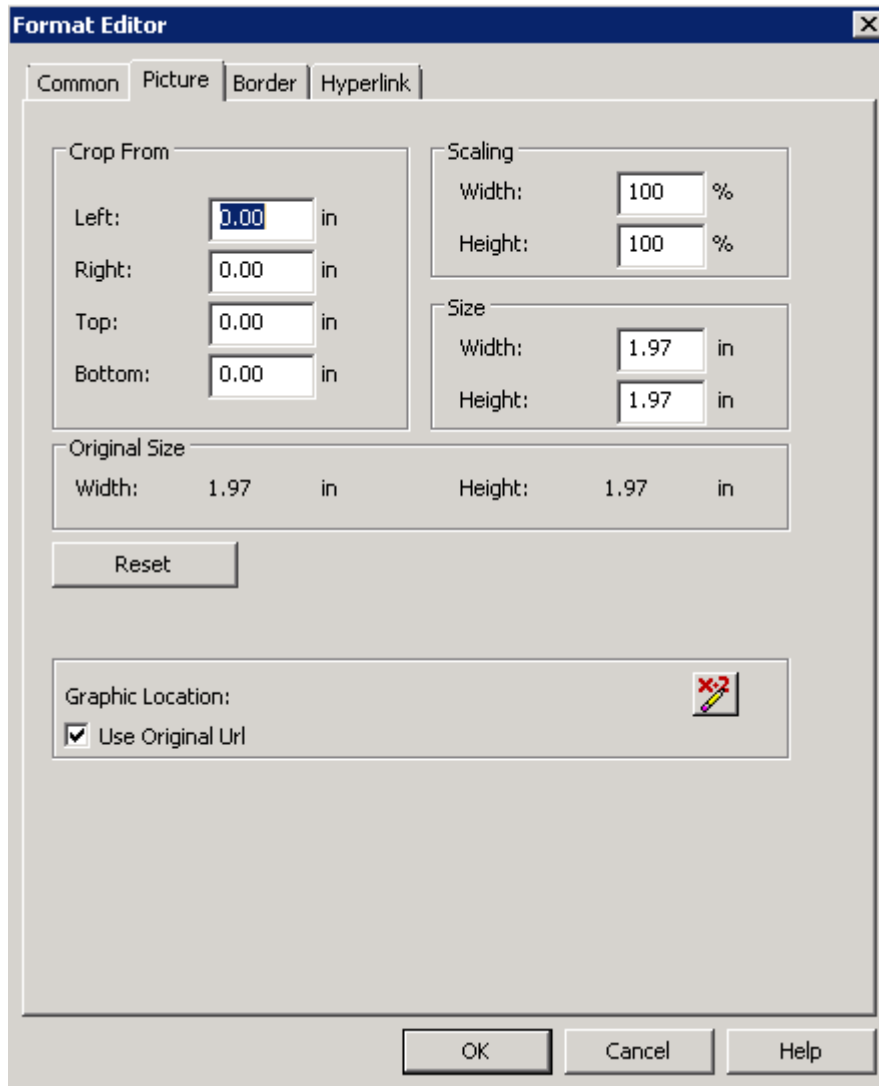
You begin the process of making a static OLE object dynamic by inserting the object into your report as usual. This object becomes the default object. If Crystal Reports cannot find the dynamic reference to the object, it uses the default object instead.

2. In the Format Editor window, click the *Picture* tab, and then click the  (*Conditional Formula*) button adjacent to the *Graphic Location* label.
3. In the Formula Workshop, create the path to your static OLE object.

For example, if your path is stored in a database field, add that field to the formula.

4. Click *Save and close* to return to the Format Editor.
5. (Optional) In the *Picture* tab, select the *Use Original URL* check-box to skip the URL encoding check.

This is sometimes necessary when your URL contains certain special characters (such as “%3d”) that are already encoded (to for instance “=”), while the URL destination expects the original special characters.



Format Editor

Common Picture Border Hyperlink

Crop From

Left: 0.00 in

Right: 0.00 in

Top: 0.00 in

Bottom: 0.00 in

Scaling

Width: 100 %

Height: 100 %

Size

Width: 1.97 in

Height: 1.97 in

Original Size

Width: 1.97 in

Height: 1.97 in

Reset

Graphic Location: 

☒ Use Original Url

OK Cancel Help

6. Click *OK* to return to your report.

7. Click  ([Refresh](#)) to update the reference link to your static OLE object.

15.5.3 Converting a static OLE object to a bitmap image object

1. Right-click the static OLE object that you inserted, and choose [Convert Picture Object](#) from the shortcut menu.

The Convert dialog box appears.

2. Select [Paintbrush Picture](#) in the [Object Type](#) list, and click [OK](#).

You have just converted a static OLE object to a modifiable OLE object.

i Note

This option does not appear if the original file was a metafile.

3. Right-click the object you have just converted.

The command on the shortcut menu is now [Bitmap Image Object](#).

4. Double-click the object.

Microsoft Paint, or another graphics application installed on your machine, opens.

15.6 Working with embedded vs. linked objects

Since embedded and linked objects each have different properties, it is important for you to consider the capabilities of each when deciding which OLE format to use.

15.6.1 Embedded objects

An embedded object can be created from within Crystal Reports or by using a file that already exists. If you use an existing file, the object is copied to the report.

When changes are made to an embedded object it does not affect the original file and vice versa. The changes are made only to the object within your report.

15.6.1.1 To insert an embedded OLE object

1. Click the [Design](#) tab.

2. On the *Insert* menu, click *OLE Object*.

The Insert Object dialog box appears.

3. Select *Create From File*.

The dialog box changes, allowing you to either type in an object name or browse.

4. Click *Browse* and choose a bitmap file (BMP).
5. Click *Open* to return to the Insert Object dialog box.
6. Click *OK* to return to the report.

An object frame appears.

7. Place the object in your report.
8. Right-click this picture and observe that it is also identified as an OLE Object on the shortcut menu.

The third command from the bottom of the shortcut menu identifies it as a Bitmap Image Object. It is an embedded OLE object.

9. Double-click the object.

You have remained in Crystal Reports but the menus and tools have merged with Microsoft Paint, or those of another graphics package installed on your machine. These tools can be used to edit the bitmap in place. Remember that even though you are working with the tools of the OLE server application, you are not working on the original file; you are working with a copy and nothing you do here will affect the original.

15.6.2 Linked objects

When a linked object is inserted into a report, Windows copies a snapshot of the data (not the data itself) from a file that already exists. The image of the object is added to your report along with a reference to the data used to create it. The actual data remains with the original file.

When the object is activated from within a report, the original file is opened inside the application that was used to create it. Any changes you make directly affect the original file also.

If you want the data in an object to remain available to other applications, and always reflect the most current changes to the data, link the object to the report. An automatic link is refreshed from the source file every time the report is loaded; a manual link is refreshed only when you request it. You can force a refresh, break a link, or redefine the link in the Edit Links dialog box.

When you have a linked object and you break the link using the Links dialog box, all connections to the original data in the server document are broken. A linked object in a container application is merely a representation of that object and a link between the object and the server document. When you break the link you're left with only the representation, with no relationship to the original data or to the editing capabilities of the server application. In this situation, Crystal Reports turns the object into a static object, a stand-alone object that can neither be edited using OLE capabilities nor converted into an editable OLE object.

15.6.2.1 To link a bitmap image object

1. On the *Insert* menu, click *OLE Object*.

The Insert Object dialog box appears.

2. Select *Create From File*.

The dialog box changes, enabling you to enter an object name or browse.

3. Click *Browse* and choose a bitmap file (BMP).
4. Click *Open* to return to the Insert Object dialog box.
5. Select the *Link* check box.
6. Click *OK* to return to the report.

An object frame appears.

7. Place this object in your report.
8. Right-click this object and observe that this object is identified as an OLE object.

The third command from the bottom of the shortcut menu identifies this as a Linked Bitmap Image Object.

9. Double-click the object.

Microsoft Paint or the graphics application you are using opens, displaying the original file. Any changes you make to the original will be reflected in the object that appears in your report.

16 Cross-Tab Objects

A Cross-Tab object is a grid that displays values that are grouped and summarized in two directions. This section provides you with information about how you can use Cross-Tab objects in your report.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community Network where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com>

16.1 What is a Cross-Tab object?

A Cross-Tab object is a grid that returns values based on the criteria you specify. Data is presented in compact rows and columns. This format makes it easy to compare data and identify trends. It is made up of three elements:

- Rows
- Columns
- Summary fields

The diagram illustrates a Cross-Tab object. A horizontal arrow labeled "Row" points to the first column of the table. A vertical arrow labeled "Column" points to the first row of the table. The table contains the following data:

	USA	MEXICO	CANADA	UK	TOTAL
Gloves	4	0	4	0	8
Belts	0	1	1	1	3
Shoes	0	0	0	1	1
TOTAL	4	1	5	2	12

An arrow points from the text "Sum of gloves in USA (intersection)" to the value "4" in the cell at the intersection of the "Gloves" row and the "USA" column.

- The rows in a Cross-Tab run horizontally (from side to side). In the example above, "Gloves" is a row.
- The columns in a Cross-Tab run vertically (up and down). In the example above, "USA" is a column.
- The summary fields are found at the intersection of rows and columns. The value found at each intersection represents a summary (sum, count, and so on) of those records that meet the row and the column criteria. In the example above, the value at the intersection of "Gloves" and "USA" is four, the number of gloves sold in the USA.

A Cross-Tab also includes several totals:

	USA	MEXICO	CANADA	UK	TOTAL	
Gloves	4	0	4	0	8	← Total of products in row (gloves)
Belts	0	1	1	1	3	
Shoes	0	0	0	1	1	
TOTAL	4	1	5	2	12	← Grand total all products (row) all countries (column)

↑
Total of products in column (USA)

- At the end of each row is a total for that row. In the example above, this total represents a single product sold in all countries. At the end of the "Gloves" row is the value 8, the total number of gloves sold in all countries.

i Note

The total column can appear at the beginning of each row.

- At the bottom of each column is a total for that column. In the example above, this total represents all products sold in a single country. The value at the bottom of the "USA" column is four, the total number of products (gloves, belts and shoes) sold in the USA.

i Note

The total column can appear at the top of each column.

- At the intersection of the Totals column (totals for the products) and the Totals row (totals for the countries) is a grand total. In the example above, the value at the intersection of the Total Column and Total Row is 12, the total number of all products sold in all countries.

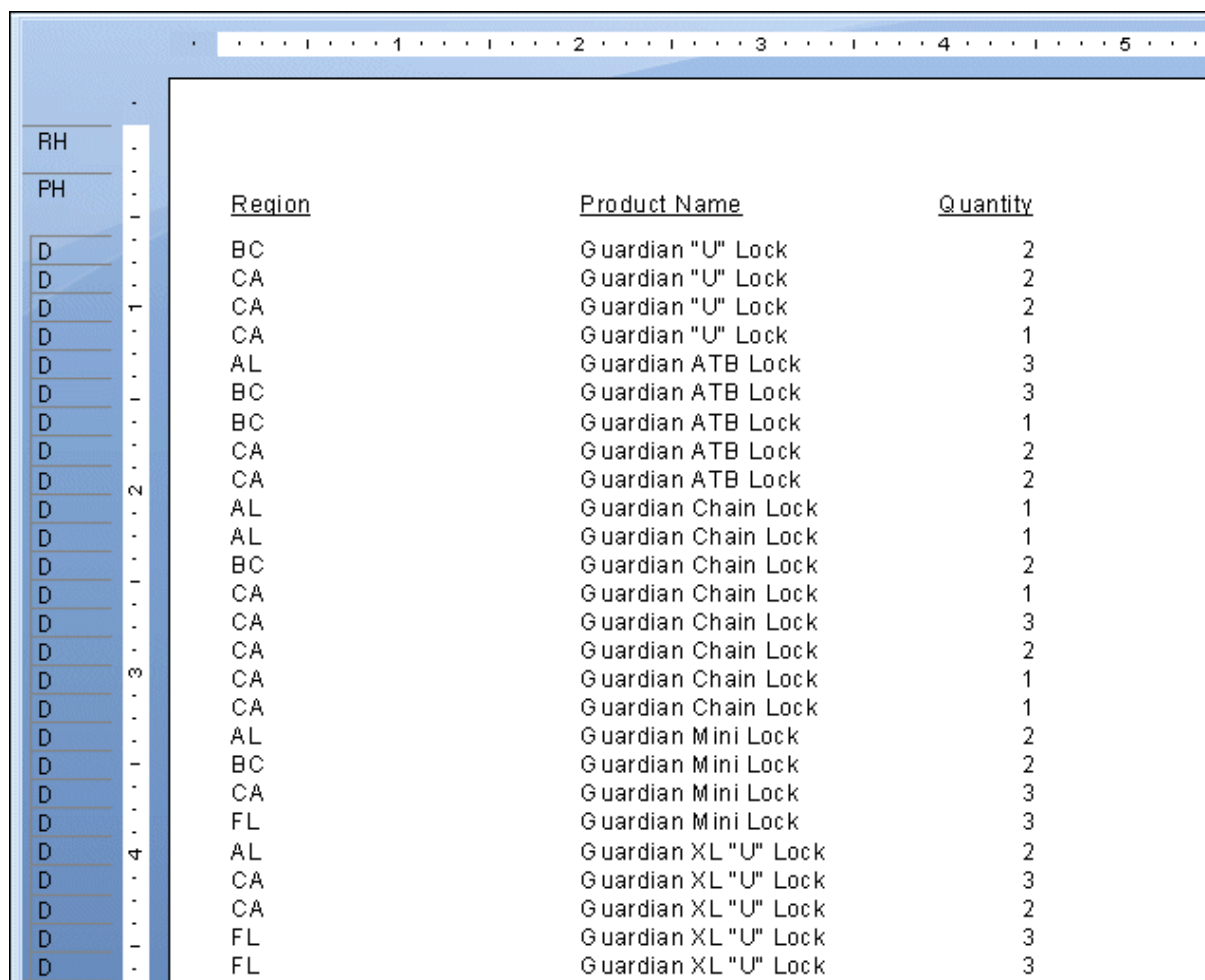
16.2 Cross-Tab example

This example demonstrates how you can use a Cross-Tab object to make it easier to understand complex data. The goal of this report is to analyze the unit sales of five different bicycle locks in four different regions (a unit sales of locks by region report). For greater clarity, only the most essential information in these reports has been included:

- The region from which the order came.
- The name of the lock.
- The quantity ordered.

The first way of looking at the data is in the most basic of all reports, a columnar report with no grouping or sorting.

16.2.1 Report of order data - no sorting/grouping



	<u>Region</u>	<u>Product Name</u>	<u>Quantity</u>
D	BC	Guardian "U" Lock	2
D	CA	Guardian "U" Lock	2
D	CA	Guardian "U" Lock	2
D	CA	Guardian "U" Lock	1
D	AL	Guardian ATB Lock	3
D	BC	Guardian ATB Lock	3
D	BC	Guardian ATB Lock	1
D	CA	Guardian ATB Lock	2
D	CA	Guardian ATB Lock	2
D	AL	Guardian Chain Lock	1
D	AL	Guardian Chain Lock	1
D	BC	Guardian Chain Lock	2
D	CA	Guardian Chain Lock	1
D	CA	Guardian Chain Lock	3
D	CA	Guardian Chain Lock	2
D	CA	Guardian Chain Lock	1
D	CA	Guardian Chain Lock	1
D	AL	Guardian Mini Lock	2
D	BC	Guardian Mini Lock	2
D	CA	Guardian Mini Lock	3
D	FL	Guardian Mini Lock	3
D	AL	Guardian XL "U" Lock	2
D	CA	Guardian XL "U" Lock	3
D	CA	Guardian XL "U" Lock	2
D	FL	Guardian XL "U" Lock	3
D	FL	Guardian XL "U" Lock	3

This report presents details. Each row represents an individual order. There are many orders from each of the regions for different locks. But because there is no summary information, it is nearly impossible to get any useful information out of a report like this.

The next logical step is to group the data in some way. You can group it by region, or by product line. The following section shows a look at both of these options.

16.2.2 Report of order data - grouped by region

This report uses the data seen in the first report, but here the data is grouped by region. All the orders in each region are grouped together, but each regional group contains orders for different types of locks. Because the groups contain different kinds of data, summarizing the Quantity field will determine the total number of locks sold per Region, but not the total of each type.

1 2 3 4 5				
RH				
PH				
GH1				
D	1	AL	Guardian ATB Lock	3
D		AL	Guardian Chain Lock	1
D		AL	Guardian Chain Lock	1
D		AL	Guardian Mini Lock	2
D		AL	Guardian XL "U" Lock	2
GF1				
GH1	2	BC	Guardian "U" Lock	2
D		BC	Guardian ATB Lock	3
D		BC	Guardian ATB Lock	1
D		BC	Guardian Chain Lock	2
D		BC	Guardian Mini Lock	2
GF1				
GH1	3	CA	Guardian "U" Lock	2
D		CA	Guardian "U" Lock	2
D		CA	Guardian "U" Lock	1
D		CA	Guardian ATB Lock	2
D		CA	Guardian ATB Lock	2
D		CA	Guardian Chain Lock	1
D	4	CA	Guardian Chain Lock	3
D		CA	Guardian Chain Lock	2
D		CA	Guardian Chain Lock	1
D		CA	Guardian Chain Lock	1
D		CA	Guardian Mini Lock	3

Each region group contains orders for different kinds of locks.

16.2.3 Report of order data - grouped by product

This report groups the data by product. Each group displays all the orders for a specific product. At first it appears that this might be useful, but then it becomes clear that each product group includes orders from several different regions.

The information is helpful, and it brings you closer to your goal, but you are still a long way from having the information you need.

1 2 3 4 5				
RH				
PH				
GH1		<u>Region</u>	<u>Product Name</u>	<u>Quantity</u>
D		Guardian "U" Lock		
D	1	BC	Guardian "U" Lock	2
D		CA	Guardian "U" Lock	2
D		CA	Guardian "U" Lock	2
D		CA	Guardian "U" Lock	1
GF1				
GH1		Guardian ATB Lock		
D	2	AL	Guardian ATB Lock	3
D		BC	Guardian ATB Lock	3
D		BC	Guardian ATB Lock	1
D		CA	Guardian ATB Lock	2
D		CA	Guardian ATB Lock	2
GF1				
GH1		Guardian Chain Lock		
D	3	AL	Guardian Chain Lock	1
D		AL	Guardian Chain Lock	1
D		BC	Guardian Chain Lock	2
D		CA	Guardian Chain Lock	1
D		CA	Guardian Chain Lock	3
D		CA	Guardian Chain Lock	2
D		CA	Guardian Chain Lock	1
D	4	CA	Guardian Chain Lock	1
GF1				
GH1		Guardian Mini Lock		
D		AL	Guardian Mini Lock	2
D		BC	Guardian Mini Lock	2

Each product group contains orders for many regions.

16.2.4 Report of order data - grouped by region and product

This report is the logical next step. If the By Region report contains multiple products in each region group, and the By Product report contains multiple regions in each product group, then it seems to make sense to combine the two. Doing that, you group first by Region and then by Product.

RH			
PH			
GH1			
GH2			
D	1		
GF2			
GH2			
D			
D			
GF2			
GH2	2		
D			
GF2			
GH2			
D			
GF2			
GF1			
GH1	3		
GH2			
D			
GF2			
GH2			
D			
D	4		
GF2			
GH2			
D			
GF2			

Region	Product Name	Quantity
AL		
Guardian ATB Lock		
AL	Guardian ATB Lock	3
Guardian Chain Lock		
AL	Guardian Chain Lock	1
AL	Guardian Chain Lock	1
Guardian Mini Lock		
AL	Guardian Mini Lock	2
Guardian XL "U" Lock		
AL	Guardian XL "U" Lock	2
BC		
Guardian "U" Lock		
BC	Guardian "U" Lock	2
Guardian ATB Lock		
BC	Guardian ATB Lock	3
BC	Guardian ATB Lock	1
Guardian Chain Lock		
BC	Guardian Chain Lock	2

Each group contains orders for one product for one region. But the data is all spread out and remains difficult to analyze. This information is useful, and with a little work you can use a report like this to get the comparison information you need. However, a Cross-Tab offers a better solution.

16.2.5 Order data in a Cross-Tab object

With Cross-Tabs, all the information you need is provided in a compact format. The report shows the products sold in each region and what the unit sales were. It is easy to see, for example, that Guardian XL "U" Locks are not popular at all in BC but they are the biggest seller in Florida, or that Alabama is being outsold by California in every lock category.

	1	2	3	4	5
RH					
	AL	BC	CA	FL	Total
Guardian "U" Lock	0	2	5	0	7
Guardian ATB Lock	3	4	4	0	11
Guardian Chain Lock	2	2	8	0	12
Guardian Mini Lock	2	2	3	3	10
Guardian XL "U" Lock	2	0	5	6	13
Total	9	10	25	9	53
PH					

In this Cross-Tab:

- Product names make up the row headings.
- Regions make up the column headings.
- The value at each row/column intersection is the sum of all the orders for a particular product for a particular region; for example, the total number of Guardian Mini Locks purchased in British Columbia.
- The total at the end of each row is the total of all of the purchases for one product in all regions; for example, the total number of Guardian ATB Locks purchased in Alabama, British Columbia, California, and Florida combined.
- The total at the bottom of each column is the total number of all kinds of locks ordered in one region; for example, the number of locks of all kinds purchased in California.
- The total in the bottom right corner is the grand total showing the total unit sales of all five locks in all four regions.

The report is compact, and enables you to compare your customers' purchasing habits quickly.

16.3 Creating a Cross-Tab report

This section provides you with the steps to create a Cross-Tab object in a new report and how to add a Cross-Tab object to an existing report.

Things to keep in mind when using Cross-Tab objects:

- You can drag report fields into or out of Cross-Tab objects.
- You can have multiple rows, columns, and summarized fields.
- You can use print-time formulas as your rows or columns.
- You can use Running Total fields as your summarized field.
- You can include a group sort (top or bottom N) on the rows in your Cross-Tab.

i Note

Group sorting cannot be applied to columns.

- You can insert as many Cross-Tab objects in a report as you need.
- You can insert the Cross-Tab into either the Report Header or Footer, or the Group Header or Footer.
- You can place Cross-Tab objects in subreports. This is useful when you want to refer to the results from another report.

16.3.1 To create a new cross-tab report

On the Start Page, click [Cross-Tab Report Wizard](#).

The Cross-Tab Report Creation Wizard appears.

16.3.2 To add a Cross-Tab to an existing report

1. Open your report.

This example uses the Group By Intervals.rpt included in the Feature Examples directory.

2. Click the [Design](#) tab.
3. On the [Insert](#) menu, click [Cross-Tab](#).

→ Tip



Another way to do this is to click the Insert Cross-Tab button on the Insert Tools toolbar.

An object frame appears with the Arrow cursor as you drag the Cross-Tab object into the report.

4. Place the object frame in an empty area in the [Group Header #1](#) and click to release it.

An empty Cross-Tab object appears in your report. You can drag fields from your report or from the Field Explorer into your Cross-Tab. This example uses Customer Name, Country, and Last Year's Sales from the Customer table.

5. In the Field Explorer, select [Customer Name](#) and drag it to the Cross-Tab.

This field will be your column value.

6. Drag the field to the upper-right-hand corner of the Cross-Tab object.

You'll see a placement arrow to show you where the field will appear when you drop it.

	Total
Total	Insert Summ

Once you have clicked to release the field, it appears to the right of the column that you selected.

	Total	Column #1
Total	Insert Summ	Insert Summ

7. In the Field Explorer, select *Country* and drag it to the Cross-Tab.

This field will be your row value.

8. Drag the field to the lower-left-hand corner of the Cross-Tab object, and click to release it.

	Total	Column #1
Total	Insert Summary	Insert Summary
Row #1 Name	Insert Summary	Insert Summary

9. Finally, drag *Last Year's Sales* to the *Insert Summary* cells of the Cross-Tab, and click to release it.

→ Tip

Notice that all of the cells change color when you position the field over them.

	Total	Column #1
Total	Year's Sales	Year's Sales
Row #1 Name	Year's Sales	Year's Sales

10. Click the *Preview* tab to see your Cross-Tab.

16.3.3 Specifying the data source

1. On the Data screen, locate the data source you want to use.

This example uses the Xtreme Sample Database.

For information on how to select a data source, see [Selecting the data source \[page 67\]](#).

2. Select the tables that contain the fields to include in the report.

→ Tip

Use the Ctrl-click combination to pick a non-continuous range of fields and the Shift-click combination to pick a continuous list of fields.

This example uses Customer, Orders, Orders Detail and Product.

3. Click the > arrow to add the selected tables.
4. Click *Next*.

The Link screen appears.

16.3.4 Modifying the links

1. In this example, check to make sure that the Customer table is linked to the Product table via the Orders and Orders Detail tables.

If you do not like the linking that Crystal Reports has automatically suggested, change it by clicking Clear Links, and then select the fields that you would like to link together.

2. Click [Next](#).

The Cross-Tab screen appears.

16.3.5 Adding a chart

1. Select the kind of chart you want to see in your report:

- Bar Chart
- Line Chart
- Pie Chart

Note

If you don't want to add a chart, leave No Chart selected and skip to [Selecting records \[page 307\]](#).

2. Change the default charting information to suit your report.

For more information about creating a group chart, see [Charting on summary or subtotal fields \(Group layout\) \[page 265\]](#).

3. Click [Next](#).

The Record Selection screen appears.

16.3.6 Selecting records

Use this screen to apply selection conditions. This limits the results that are returned in your report to only those records that you are interested in.

1. Select the field to apply selection to.

For this example choose Region.

2. Click the > arrow.

The field is added to the Filter Fields area and the filter types list appears below it.

3. From the filter types list choose a filter method.

For this example, choose "is one of" as the filter method.

4. In the filter values list that appears, select the value(s) you want to filter on and click [Add](#).

For this example, choose AZ, CA, and OR from the drop-down list.

The report will provide you with a breakdown and summary of accessory and bicycle sales for Arizona, California, and Oregon.

5. Click [Next](#).

The Grid Style screen appears.

16.3.7 Defining the structure of the Cross-Tab

Add fields from the Available Fields area to the Rows, Columns, and Summary Fields areas.

1. From the [Customer](#) table, select [Region](#); then click the > arrow next to the Rows area.

The Region field is added to the Rows area.

→ Tip

You can also add a field to the different Cross-Tab areas by selecting it and dragging it to the Columns, Rows, or Summary Fields areas.

2. From the [Product](#) table, select [Product Class](#); then click the > arrow next to the Columns area.

The Product Class field is added to the Columns area.

3. From the [Orders](#) table, select [Order Amount](#); then click the > arrow next to the Summary Fields area.

The Orders Amount is added to the Summary Fields area.

4. Select the summary operation you want to perform on [Order Amount](#) from the list beneath the Summary Fields area.
5. Click [Next](#).

The Chart screen appears.

16.3.8 Applying a predefined style and finishing the report

1. Select a style.

For this example choose Original.

2. Click [Finish](#).

The Cross-Tab report appears in the Preview tab.

3. If you do not want the Cross-Tab to appear in the [Report Header](#), click the [Design](#) tab, and move the Cross-Tab to the [Report Footer](#).

i Note

You can also place your Cross-Tab in the Group Header or Footer.

i Note

If you place the Cross-Tab in the Report Footer, unsuppress the footer by right-clicking in the Report Footer's gray area and selecting Don't Suppress.

4. Click the [Preview](#) tab to view the report.

16.3.9 Adding a Cross-Tab to an existing report using the Cross-Tab Expert

16.3.9.1 To add a Cross-Tab to an existing report using the Cross-Tab Expert

In this example, a Cross-Tab is added to an existing report to show the sales in North America compared to the rest of the world. However, instead of defining the report by dragging fields into it, you will use the Cross-Tab Expert.

1. Open your report.

This example uses the Group By Intervals.rpt included in the Feature Examples directory.

2. Click the [Design](#) tab.
3. On the [Insert](#) menu, click [Cross-Tab](#).

→ Tip



Another way to do this is to click the Insert Cross-Tab button on the Insert Tools toolbar.

An object frame appears with the Arrow cursor as you drag the Cross-Tab object into the report.

4. Place the object frame in an empty area in the [Report Header](#) and click to release it.

An empty Cross-Tab object appears in your report.

5. Right-click the Cross-Tab and select [Cross-Tab Expert](#) from the shortcut menu.

The Cross-Tab Expert appears. This dialog box is made up of three tabs: Cross-Tab, Style, and Customize Style.

16.3.9.2 Defining the structure of the Cross-Tab

Add fields to the Rows, Columns, and Summarized Fields areas.

1. From the [Available Fields](#) list, select [Country](#); then click the > arrow next to the Rows area.

The Country field is added to the Rows area.

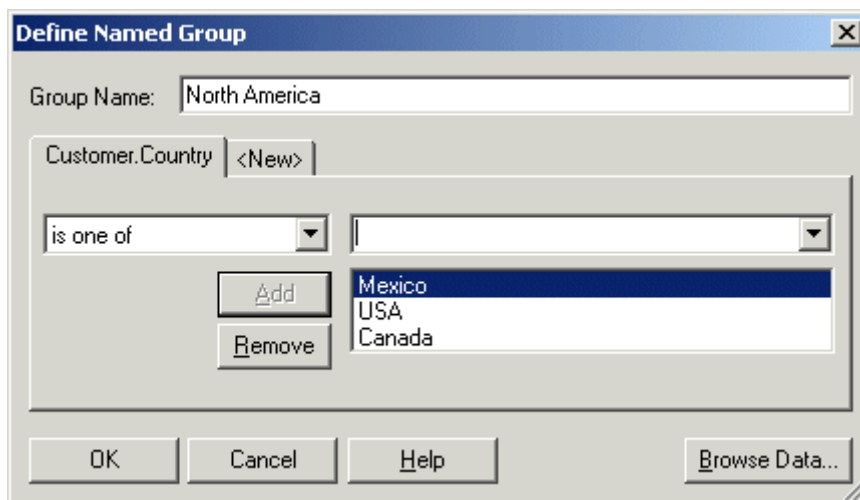
→ Tip

You can also add a field to the different Cross-Tab areas by selecting it and dragging it to the Columns, Rows, or Summarized Fields areas.

2. From the [Available Fields](#) list, select [Last Year's Sales](#); then click the > arrow next to the Summarized Fields area.

The Last Year's Sales field is added to the Summarized Fields area.

3. Apply additional structure:
 - Click *Country* in the Rows area.
 - Click *Group Options*.
 - Select *in specified order* from the drop-down list.
 - Type *North America* for the name of the Named Group.
 - Click *New*.
 - Choose *is one of* from the drop-down list.
 - Select *Canada*, *Mexico*, and *USA* from the drop-down list.



- Click *OK* to close the Define Named Group dialog box.
- Click *OK* to close the Cross-Tab Group Options dialog box.

16.3.9.3 Choosing a predefined style

1. Click the *Style* tab.
2. Select a style.

16.3.9.4 Applying a custom style

1. Click the *Customize Style* tab.
2. Customize the style as desired.

16.3.9.5 Finishing the Cross-Tab

1. Click [OK](#).
2. On the [Report](#) menu, click [Refresh Report Data](#).

The updated report appears.

16.4 Working with Cross-Tabs

This section describes ways you can work with a Cross-Tab once you've added it to your report.

16.4.1 Showing values as percentages

1. Right-click the blank top-left area of a Cross-Tab and select [Cross-Tab Expert](#) from the shortcut menu.
The Cross-Tab Expert appears.
2. On the [Cross-Tab](#) tab, select a summarized field; then click [Change Summary](#).
3. In the Edit Summary dialog box, select the [Show as percentage of](#) option, and choose the summary field you want to base the percentage on.
4. Choose [Row](#) or [Column](#) depending on whether you want your percentage values to be calculated horizontally (row) or vertically (column).
5. Click [OK](#) to close the Edit Summary dialog box.
6. Click [OK](#) to return to your Cross-Tab.

Summarized field values are now displayed as percentages on your Cross-Tab.

→ Tip

You can also access the Edit Summary dialog box directly from your Cross-Tab by selecting the summary field and choosing Edit Summary from the shortcut menu.

16.4.2 Abbreviating large summarized fields

Because the values in a Cross-Tab's summarized fields are often very large, Crystal Reports lets you abbreviate such values.

i Note

To complete this procedure, the report you're working with must include the custom function called [cdFormatCurrencyUsingScaling](#). The sample report called `Custom Functions.rpt` includes this function.

1. If there is no cross-tab object in the report, insert one in the Report Header.
Use Customer.Country for the Row, and Orders.Order Amount for the summarized field.
2. Right-click the summarized field you want to abbreviate and choose [Format Field](#) from the shortcut menu.
The Format Editor appears.
3. On the Common tab, click the conditional formatting button adjacent to [Display String](#).
4. In the Functions tree of the Format Formula Editor, select [cdFormatCurrencyUsingScaling](#) from the Custom Functions folder.
5. Complete the custom function's arguments as follows:

```
cdFormatCurrencyUsingScaling (CurrentFieldValue,1,"K","M")
```

- As the first argument, choose [CurrentFieldValue](#) from the Formatting Functions folder of the Functions tree. This argument defines the actual value to be summarized.
- As the second argument, enter the number of decimal places you want to display on your Cross-Tab.
- As the third and fourth arguments, enter the strings (surrounded by quotation marks) that you want to display as thousands and millions symbols.



6. Click [Check](#) to identify any errors in the formula.
7. Fix any syntax errors the Formula Checker identifies.
8. When the formula has the correct syntax, click [Save and close](#) on the Formula Workshop toolbar.

You return to the Format Editor dialog box.

9. Click [OK](#) to return to your Cross-Tab.

Your summarized field values appear abbreviated as defined.

Note

You can create your own custom function, or you can copy and modify the provided sample to abbreviate a summarized field. In general, using a custom function is not a requirement of working with the Display String feature. You can write any Display String formula you need as long as its return value is a string.

16.4.3 Customizing row/column labels

By default, row and column labels are derived from the data on which you base your Cross-Tab. You can, however, customize row and column labels.

1. Right-click the row or column whose label you want to customize and choose [Format Field](#) from the shortcut menu.
The Format Editor appears.
2. On the Common tab, click the conditional formatting button adjacent to [Display String](#).
3. In the Format Formula Editor, create formula text that describes the custom names you want to use as well as the conditions under which these names should be applied.

For more information about how to do this, see [Working with conditional formatting \[page 244\]](#).

4.  Click [Check](#) to identify any errors in the formula.
5. Fix any syntax errors the Formula Checker identifies.
6. When the formula has the correct syntax, click [Save and close](#) on the Formula Workshop toolbar.
You return to the Format Editor dialog box.
7. Click [OK](#) to return to your Cross-Tab.
Your customized row and column names appear when the conditions you set are matched.

16.4.4 Using running totals in Cross-Tabs

Running Total fields can be useful as summary fields in Cross-Tab objects. Create your Cross-Tab as shown in [Creating a Cross-Tab report \[page 304\]](#), but choose a running total field as your Summary Field.

i Note

You cannot use Running Total fields as columns or rows in a Cross-Tab.

If you want a running total that totals down the Cross-Tab's columns, you must sort the records in the Cross-Tab by Column and then Row.

16.4.4.1 To total down columns

1. Right-click the blank top-left area of a Cross-Tab and select [Cross-Tab Expert](#) from the shortcut menu.
2. On the [Cross-Tab](#) tab of the Cross-Tab Expert, make sure you have added a Running Total field to the [Summarized Fields](#) area.
3. Click [OK](#) to return to the Cross-Tab in your report.
4.  Click [Record Sort Expert](#) and sort your Cross-Tab by the field you designated as a Column in the Cross-Tab Expert.
5. Create a second sort on the field you designated as a Row in the Cross-Tab Expert.

If you want a running total that totals across the Cross-Tab's rows, you must sort the records in the Cross-Tab by Row and then Column.

16.4.4.2 To total across rows

1. Repeat steps 1 to 3 of the previous procedure.
2.  Click [Record Sort Expert](#) and sort your Cross-Tab by the field you designated as a Row in the Cross-Tab Expert.

3. Create a second sort on the field you designated as a Column in the Cross-Tab Expert.

If you add a Group Sort (top or bottom N sort) based on a Running Total field, the sort is carried out on the running total values as shown in the Cross-Tab's Row/Column Total areas—it is not based on the summary field's totals. Also, in this case, the running total results appear correctly only in the total data and not in the cell data.

16.4.5 Printing Cross-Tabs that span multiple pages

When you create a Cross-Tab that is wider or longer than the specified page size, the program automatically spans the printing across enough pages to accommodate the size of the Cross-Tab. In the Preview tab, a line will appear at each page break. For ease in reading, column headings will be repeated on subsequent pages. Row headings can also be repeated using the Keep Columns Together option.

16.4.5.1 To repeat row labels

1. Right-click the blank top-left area of the Cross-Tab and select [Cross-Tab Expert](#) from the shortcut menu.
The Cross-Tab Expert appears.
2. Click the [Customize Style](#) tab.
3. Select the [Repeat Row Labels](#) check box, if desired.

Crystal Reports lets you designate report objects that don't expand horizontally, such as text objects, field objects, OLE objects, charts, maps, lines, boxes, and so on, to be repeated on each additional horizontal page that a Cross-Tab creates. For more information, see [Repeating report objects on horizontal pages \[page 240\]](#).

16.5 Formatting Cross-Tabs

Crystal Reports has powerful formatting capabilities that can be applied to Cross-Tabs. The following sections describe some key procedures.

By applying such formatting as background color, borders, and fonts, you can emphasize important data and create professional-looking, easy-to-understand Cross-Tabs. For more information, see [Formatting properties \[page 229\]](#).

You can also use the Highlighting Expert to apply conditional formatting to Cross-Tab cells. To access the Highlighting Expert, right-click the cell you want to format and, on the shortcut menu, click Highlighting Expert. For more details, see [Using the Highlighting Expert \[page 250\]](#).

16.5.1 Changing width, height, and alignment of Cross-Tab cells

1. Click a cell within the Cross-Tab to activate the sizing handles.
2. Click and drag one of the sizing handles to expand the width or height of the cell.
3. Click an alignment option on the Formatting toolbar to change the alignment of the data in the cell.

You can choose between left, right, center, and justified alignment.

i Note

Changing one cell affects all like cells. For example, changing the width of one summary field cell changes all other summary field cells at the same time.

16.5.2 Formatting background color of entire rows/columns

Use background colors to emphasize rows or columns within your Cross-Tab.

1. Right-click the blank top-left area of the Cross-Tab and select *Cross-Tab Expert* from the shortcut menu.
The Cross-Tab Expert appears.
2. Click the *Customize Style* tab.
3. Click the row (in the *Rows* area) or column (in the *Columns* area), and select a color from the *Background Color* drop-down list.
4. Click *OK* to return to the Cross-Tab.

The row/column is formatted as specified.

16.5.3 Formatting fields individually

1. Right-click the field you want to format and choose *Format Field* from the shortcut menu.
The Format Editor appears.
2. In the Format Editor, make font, background, borders, numbering, currency symbols, and printing characteristics choices.
3. Click *OK* to return to the Cross-Tab.

The field is formatted as specified.

16.5.4 Formatting several fields at one time

1. Use the *Shift*-click method to highlight the desired fields.

2. Right-click any one of them and choose *Format Objects* from the shortcut menu.

The Format Editor appears.

3. In the Format Editor, make font, background, borders, numbering, currency symbols, and printing characteristics choices.
4. Click *OK* to return to the Cross-Tab.

The fields are formatted as specified.

16.5.5 Suppressing Cross-Tab data

This section provides you with the steps required to suppress data in your report. You can suppress:

- Empty rows and columns.
- Row and column grand totals.
- Subtotals and their labels.

16.5.5.1 To suppress empty rows and columns

1. Right-click the blank top-left area of the Cross-Tab and select *Cross-Tab Expert* from the shortcut menu.

The Cross-Tab Expert appears.

2. Click the *Customize Style* tab.
3. Select either the *Suppress Empty Rows* or *Suppress Empty Columns* check box.
4. Click *OK*.

Now, when you print the report, empty rows and/or columns will not appear.

16.5.5.2 To suppress row and column grand totals

1. Right-click the blank top-left area of the Cross-Tab and select *Cross-Tab Expert* from the shortcut menu.

The Cross-Tab Expert appears.

2. Click the *Customize Style* tab.
3. Select either the *Suppress Row Grand Totals* or *Suppress Column Grand Totals* check boxes.
4. Click *OK*.

16.5.5.3 To suppress subtotals and their labels

If you have more than two groups in your Cross-Tab you can suppress the subtotal and label for one of them.

1. Right-click the blank top-left area of the Cross-Tab and select [Cross-Tab Expert](#) from the shortcut menu.

The Cross-Tab Expert appears.

2. Click the [Customize Style](#) tab.
3. Click the field whose subtotal you want to suppress.

The Suppress Subtotal and the Suppress Label check boxes become active.

4. In the Group Options area, select the [Suppress Subtotal](#) check box.
5. Click the [Suppress Label](#) check box to suppress the label associated with subtotal.
6. Click [OK](#).

16.5.6 Displaying summarized fields horizontally

If you have two or more summarized fields in your Cross-Tab, you can display their values horizontally instead of vertically (the default).

1. Right-click the blank top-left area of the Cross-Tab and select [Cross-Tab Expert](#) from the shortcut menu.

The Cross-Tab Expert appears.

2. Click the [Customize Style](#) tab.
3. In the Summarized Fields area, select [Horizontal](#).
4. Click the [Show Labels](#) check box if you want to display labels for the summarized fields.

Labels are displayed in the direction you chose for the summarized fields.

5. Click [OK](#).

16.6 Advanced Cross-Tab features

There are several ways to add even more information to your Cross-Tabs. This section covers several advanced Cross-Tab features.

Related Information

[Calculated Members \[page 318\]](#)

[Embedded Summaries \[page 321\]](#)

16.6.1 Calculated Members

You can add rows or columns to your Cross-Tab by inserting a *Calculated Member*. These rows or columns can contain custom calculations (for example, the difference in sales between two regions) or can be used entirely for formatting purposes (for example, inserting a blank row every three lines to increase readability).

You have complete flexibility in designing your own calculation formulas and can choose whether they appear only once or repeat regularly in the Cross-Tab.

Related Information

[Calculation Formulas \[page 319\]](#)

[Header Formulas \[page 319\]](#)

[Insertion Formulas \[page 321\]](#)

[Value Formulas \[page 320\]](#)

16.6.1.1 To add a Calculated Member to your Cross-Tab

1. In your Cross-Tab, right-click the row or column header you would like to use as the first value of your *Calculated Member*.
For example, if you wanted to create a *Calculated Member* for the difference between Sales and Sales Returns, the desired formula would be Sales - Sales Returns. In this example, you would right-click the Sales header.
2. On the shortcut menu, point to *Calculated Member*, and select the chosen value as your first value.
In this example, you would select Sales as your first value.
3. In your Cross-Tab, right-click the row or column header you would like to use as the second value of your *Calculated Member*.
In this example, you would select Sales Returns as your second value.
4. On the shortcut menu, point to *Calculated Member*, and select the desired calculation.
In this example, you would select *Difference of "Sales" and "Sales Returns"* as the desired calculation.

A row or column that displays the results of the selected calculation appears in your Cross-Tab .

16.6.1.2 To add a blank row or column to your Cross-Tab

1. In your Cross-Tab, right-click the header immediately preceding the desired location of your blank row or column.
2. On the shortcut menu, point to *Calculated Member*, and depending on whether you have clicked a row or a column, click either *Insert Row* or *Insert Column*.

A blank row or column appears in your Cross-Tab.

16.6.1.3 To change the processing order of Calculated Members

1. Right-click the top-left corner of your Cross-Tab.
2. On the shortcut menu, point to *Advanced Calculations*, and click *Calculated Member*.
The *Cross-Tab Calculated Members Expert* appears.
3. In the *Calculated Members* box, use the arrows to change the processing order of the *Calculated Members*.
4. Click OK to save your changes and return to your report.

The Cross-Tab recalculates the values of the *Calculated Members*.

i Note

Changing the processing order of *Calculated Members* does not cause a database refresh.

16.6.1.4 Calculation Formulas

Calculation Formulas are mathematical formulas that Crystal Reports uses to determine *Calculated Member* cell values. You can choose between several pre-defined formulas or design your own in the *Formula Workshop*.

The pre-defined formulas are as follows:

- Sum of
- Difference of
- Product of
- Quotient of

Crystal Reports is equipped with a variety of functions to help you design your own formulas.

16.6.1.4.1 To edit a Calculation Formula

1. In the *Calculated Member* you would like to edit, right-click any cell except for the header.
2. On the shortcut menu, point to *Calculated Member*, and click *Edit Calculation Formula*.
The *Formula Workshop* appears.
3. In the *Formula Workshop*, enter the desired *Calculation Formula*.
4. Click *Save and close* to return to your report.

The *Calculated Member* displays the results of the new *Calculation Formula*.

16.6.1.5 Header Formulas

Header Formulas determine the visible row or column header for a *Calculated Member*.

16.6.1.5.1 To edit a Header Formula

1. Right-click the header of the *Calculated Member* you would like to edit.
2. On the shortcut menu, point to *Calculated Member*, and click *Edit Header Formula*.
The *Formula Workshop* appears.
3. In the *Formula Workshop*, enter your desired header name in quotations.

i Note

You can also control your header formulaically. A *Header Formula* must return a string.

4. Click *Save and close* to return to your report.

The *Calculated Member* header displays the result of the *Header Formula*.

16.6.1.6 Value Formulas

If you want to reference a *Calculated Member* in a formula, you must assign a value to it. *Value Formulas* assign values to *Calculated Members* for this purpose.

16.6.1.6.1 To edit a Group Value Formula

1. Right-click the header of the *Calculated Member* you would like to edit.
2. On the shortcut menu, point to *Calculated Member*, and depending on whether you have clicked a row or a column, click *Edit Row Value Formula* or *Edit Column Value Formula*.
The *Formula Workshop* appears.
3. In the *Formula Workshop*, enter your desired value.

i Note

You can also control your value formulaically. A *Value Formula* must be of the same type as the row/column grouping field that it is inserted into.

4. Click *Save and close* to return to your report.

The *Calculated Member* retains the result of your *Value Formula*.

i Note

If you have not edited the *Header Formula* for a *Calculated Member*, the visible header displays the result of the *Value Formula*. When you edit the *Header Formula*, it overrides the *Value Formula* as the visible header.

16.6.1.7 Insertion Formulas

Insertion formulas determine where a *Calculated Member* appears in a Cross-Tab. In most cases, a *Calculated Member* appears only once. However, you can set it to appear in multiple locations or in a repeating pattern.

16.6.1.7.1 To edit an Insertion Formula

1. Right-click the header of the *Calculated Member* you would like to edit.
2. On the shortcut menu, point to *Calculated Member*, and click *Edit Insertion Formula*.
The *Formula Workshop* appears.
3. In the *Formula Workshop*, enter your desired formula.
For example, the following formula inserts a *Calculated Member* after the country field for Canada:

```
GetColumnGroupIndexof (CurrentRowIndex) = 1 and  
GridRowColumnValue ("Customer.Country") = "Canada"
```

4. Click *Save and close* to return to your report.

The *Calculated Member* appears in the locations specified by the *Insertion Formula*.

16.6.2 Embedded Summaries

You can add an additional calculation to your Cross-Tab by inserting an *Embedded Summary*.

Unlike *Calculated Members*, *Embedded Summaries* do not add rows or columns to your Cross-Tab. Instead, they cause additional calculations to appear within each cell of the Cross-Tab.

For example, in a report showing regional sales, you could insert a calculation for each region that shows the percentage of total sales for the country.

16.6.2.1 To add an Embedded Summary to your Cross-Tab

1. In your Cross-Tab, right-click any cell except for a header.
2. On the shortcut menu, point to *Embedded Summary*, and click *Insert Embedded Summary*.
A blank *Embedded Summary* appears in the Cross-Tab.
3. In the *Embedded Summary*, right-click the text that says "Edit this formula."
4. Point to *Embedded Summary*, and click *Edit Calculation Formula*.
The *Formula Workshop* appears.
5. In the *Formula Workshop*, enter the desired *Calculation Formula*.
6. Click *Save and close* to return to your report.

The *Embedded Summary* displays the results of the new *Calculation Formula*.

16.6.2.2 To change the processing order of Embedded Summaries

If you have multiple *Embedded Summaries* in your Cross-Tab, the order in which they are calculated can affect your results. You can change the processing order of *Embedded Summaries* in the *Embedded Summaries dialog box*.

1. Right-click the top-left corner of your Cross-Tab.
2. On the shortcut menu, point to *Advanced Calculations*, and click *Embedded Summary*.
The *Embedded Summaries dialog box* appears.
3. In the *Summaries* box, use the arrows to change the processing order of the summaries.
4. Click *OK* to save your changes and return to your report.

The Cross-Tab recalculates the values of the *Embedded Summaries* in the new processing order.

i Note

Changing the processing order of *Embedded Summaries* does not cause a refresh from the database.

17 Building Queries

This section tells you how to access Business Objects universes through Crystal Reports, how to build queries, and how to filter the data that the Business Objects Query Panel returns for you to use in Crystal Reports.

17.1 Connecting to a universe

You access the Business Objects Query Panel in Crystal Reports through the Database Expert. Once you have selected Universes from the Create New Connection node, you are prompted to log onto SAP BusinessObjects Business Intelligence platform, after which you can select a universe and design your query.

Crystal Reports can connect to multilingual universes and report off of them, but it cannot take advantage of the multilingual attributes. Crystal Reports will display multilingual field names and other metadata content only in the primary language of the universe.

You can only base new documents and queries on universes for which you have been granted the custom right, [Create / Edit Query](#).

i Note

If you are a user of Web Intelligence and you are using the Query Panel in Crystal Reports, you will encounter some differences in behavior from what you might expect in Web Intelligence.

17.1.1 To connect to a universe

1. In Crystal Reports, on the [File](#) menu, click [New](#), and then click [Blank Report](#).
2. In the Database Expert, double-click [Create New Connection](#).
3. Double-click [Universes](#) to view a list of universes you have the right to base new reports on.
4. Log on to SAP BusinessObjects Business Intelligence platform if you have not done so already.

For information about how to log on to SAP BusinessObjects Business Intelligence platform, see [Working with Enterprise folders \[page 367\]](#).

5. Select the universe that you want to base your query on, and then click [Open](#).

The Business Objects Query Panel appears.

17.2 Defining the data selection for a query

You build queries in the Query Panel by using objects in a Business Objects universe. The objects in the universe are a graphical representation of the information available in a database. The objects in the universe are mapped to the table columns and rows in the database.

You can only base new documents and queries on universes for which you have been granted the custom right, [Create / Edit Query](#).

The Query Panel is divided into several panes:

- The pane on the left shows a tree view of the objects that your universe contains. You cannot add new objects or edit existing objects in the Query Panel. For information about the types of objects that might appear in this pane, see [Quick reference to objects \[page 325\]](#).

i Note

You can see all available objects in this pane by selecting "All objects." If you want to see how objects relate to each other, select "Hierarchies." This option provides you with a visual representation of the hierarchical structure of objects if such a structure is present in the universe.

- The Result Objects pane is where you place the objects that you want as part of your query.
- The Query Filters pane is where you place the objects that you want to use to filter the data that is returned from your universe. You can define your filter when you add an object to this pane.

17.2.1 To build a simple query

1. In the [Query Name](#) field, enter a name for your query.

i Note

Crystal Reports uses the query name as the name of the SQL Command that it creates for your report. Once you have created your query in the Query Panel, you will see this name in the Available Data Sources and Selected Tables areas of the Database Expert.

2. Select an object in the left-hand pane and double-click it or drag it into the [Result Objects](#) pane.
Objects that appear in the Result Objects pane become fields that you report on in your Crystal report.
3. Repeat the previous step for each object that you want to include in the query.
4. Select an object in the left-hand pane, or in the [Result Objects](#) pane, and drag it into the [Query Filters](#) pane.

Add filters to the Query Filters pane to restrict the data your query returns based on the object that you selected. Filtering limits the data that a user can see and reduces the runtime of queries. For information about adding filters, see [Creating query filters \[page 328\]](#).

5. Click [OK](#).
6. If your query contains prompts, select your prompt value(s) in the Enter Parameter Values dialog box.

For information about using the Enter Parameter Values dialog box, search for the dialog box by name in the Crystal Reports Online Help.

7. If your data source is secure, use the connection dialog box to log on to the database that your universe uses.

For information about using the supported connection dialog boxes, search for "Data source connectivity dialog boxes" in the Crystal Reports Online Help.

You can create a number of queries in the Query Panel that Crystal Reports combines through the use of a Union join.

17.2.2 To create a combined query



Create a simple query and click [Add a combined query](#).

A new pane is added to the Query Panel under the tree view. You can switch between your query definitions by clicking the nodes in this pane.

i Note

The objects in the result panel of the first query are copied into the new query. The program does not copy existing query filters.

i Note

When combining result objects of different datatypes from two queries into one query, the OK button may be grayed out, and you may not be able to generate a report. For example, Query1 contains a string and a number and Query2 contains a string and a date.

Before trying to combine the queries, ensure that the objects in both queries have the same datatype.

17.2.3 Quick reference to objects

An object is a named component that maps to data or a derivation of data in the database. For example, an object may represent a column in a database table, or it may be the summary of the values in a column.

You use objects in a query to retrieve data for your reports. For example, some of the objects in a human resources universe might be Names, Addresses, and Salaries.

Objects can represent different types of information.

i Note

Object properties are defined in the BusinessObjects Designer, but are not taken into account by the Query Panel in Crystal Reports.

i Note

Objects cannot be defined directly in the Query Panel. Use the BusinessObjects Designer to define objects in a universe.

Object	Examples	Description
<i>Dimension</i>	 Resort  Country  Service Line	This object retrieves the data that provides the basis for analysis in a report. Dimension objects typically retrieve character-type data (for example, customer names, resort names, or dates).
<i>Detail</i>	 Customer  Age  Phone Number  Address	This object provides descriptive data about a dimension. A detail is always attached to the dimension for which it provides additional information. For example, Age is a detail object that is associated with the Customer dimension. Address provides additional information on customers.
<i>Measure</i>	 Revenue  Number of guests  Future guests	This object retrieves numeric data that is the result of calculations on data in the database. For example, Revenue is the calculation of the number of items sold multiplied by item price. Measure objects are often located in a Measures class.

17.3 Editing an existing query

You can return to the Query Panel to change an existing query, provided you have been granted the custom right, [Create / Edit Query](#). You can add or remove an object, or you can add, edit, or remove a filter.

17.3.1 To edit an existing query

1. In Crystal Reports, open a report created with a universe as a data source, go to the [Database](#) menu, and click [Query Panel](#).
2. Log on to SAP BusinessObjects Business Intelligence platform if you have not done so already.

For information about how to log on to SAP BusinessObjects Business Intelligence platform, see [Working with Enterprise folders \[page 367\]](#).

3. In the Query Panel, edit your query as necessary.
4. When you have finished editing your query, click [OK](#).
5. Click [OK](#) in the Database Expert to return to your report.

Changes that you made in your query are reflected in Crystal Reports.

i Note

If you remove objects from your query that you have used in your Crystal report, you must remove these objects from the report.

17.4 Viewing the SQL behind a query

When you build a query, Crystal Reports automatically generates the SQL that corresponds to the query and saves it as a Crystal SQL Command object.

For more information about SQL Command objects, search for "Defining an SQL Command" in the *Crystal Reports Online Help*.

For more information, see [Defining an SQL Command \[page 492\]](#).

17.4.1 To view the SQL when you create a query



In the Query Panel, click [View SQL](#).

The SQL dialog box appears; it contains the SQL that constitutes your query. Use this option when you want to check the SQL as you create a query.

17.4.2 To view the SQL after you have created a query

In Crystal Reports, open a report created with a universe as a data source, go to the [Database](#) menu, and click [Show SQL Query](#).

You can see the SQL in the Show SQL Query dialog box.

Or

In Crystal Reports, open a report created with a universe as a data source, go to the Database menu, and click Database Expert.

Once you are in the Database Expert, right-click your query in the Selected Tables list and select View Command. You can see the SQL in the View Command dialog box.

17.5 Query filters and prompts

Click a link to view one of the topics in this section:

- [Creating query filters \[page 328\]](#)
- [Building prompts \[page 329\]](#)
- [Combining query filters and prompts \[page 330\]](#)
- [Using And or Or to combine query filters \[page 330\]](#)
- [Quick reference to query filter operators \[page 331\]](#)
- [Editing and removing query filters \[page 332\]](#)

17.5.1 Creating query filters

You can use the following types of filters in a query:

- *Predefined filters*
These filters are created by your administrator.
- *Custom filters*
You define these filters while you are creating the query.
- *Prompts*
Prompts are dynamic filters that you define to display a question or a list of values; users can select different filter value(s) each time they refresh the report.

17.5.1.1 To add a predefined filter to a query

1. Double-click the objects you want to use in your report, or drag them to the *Results Objects* pane.

For step-by-step instructions on selecting objects to build a query, see [Defining the data selection for a query \[page 324\]](#).

2. Drag a predefined filter to the *Query Filters* pane.

When you run the query, the data corresponding to the query filters you selected is returned to the report.

i Note

Predefined filters are created and edited by your administrator. As a user of the Query Panel, you cannot view the component parts of predefined filters, neither can you edit them.

17.5.1.2 To create a custom filter using the Filter Editor

1. Select the object you want to filter and drag it to the *Query Filters* pane.

The Filter Editor appears. The name of the object you selected is displayed beneath the "Filtered object" text.

2. Select an Operator from the list.

For a description and example of each operator, see [Quick reference to query filter operators \[page 331\]](#).

3. Select *Constant* or *Value(s) from list*.
4. Depending on the operator you selected, type a single value or multiple values in the *Type a value* field.
5. Click *OK* to confirm the properties of the custom filter.

The new filter displays in the Query Filters pane.

17.5.2 Building prompts

A prompt is a dynamic filter that displays a question every time you refresh the data in a report. You respond to prompts by typing or selecting the value(s) you want to view before you refresh the data. Crystal Reports retrieves only the values you specified from the database and returns those values to the report.

→ Tip

Prompts allow multiple users view a single report but specify a different sub-set of the database information. Prompts also reduce the time it takes for the data to be retrieved from the database.

17.5.2.1 To create a prompt

1. Select the object you want to apply a prompt on and drag it to the *Query Filters* pane.

For example, if you want to allow users to specify the geographical region for the report, drag the Region field to the Query Filters pane.

The Filter Editor appears. By default, the name of the filter is the name of the filtered object.

2. Select an operator from the list.

See [Quick reference to query filter operators \[page 331\]](#).

i Note

You cannot use the following operators for prompts: Is null, Is not null, Both, and Except.

3. Under *Operator type*, select *Prompt*.

The Prompt text field shows the default message.

4. If you want to change the default message, edit it to word a question.

For example, you might ask "Which region do you want to see data for?"

5. Check *Select only from list* if you want your prompt to display a list of values from which users can select value(s).

Use this option to prevent users from typing a value that might not exist in the database.

6. Click *OK* to confirm the prompt.

The prompt appears at each report refresh.

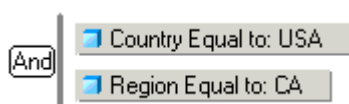
17.5.3 Combining query filters and prompts

You can apply multiple filters and prompts on a single query.

17.5.3.1 To combine filters and/or prompts

1. Create each query filter and/or prompt.

For step-by-step information on how to create filters and prompts, see [Creating query filters \[page 328\]](#) or [Building prompts \[page 329\]](#).



By default, the Query Panel combines the filters and prompts with the And operator. You can leave the And operator or change the operator to Or. See [Using And or Or to combine query filters \[page 330\]](#).

2. If necessary, change the operator to [Or](#) by double-clicking the [And](#) operator.

Or now displays as the operator. The prompts appear when you click OK, or when you refresh the report data.

17.5.4 Using And or Or to combine query filters

This table explains the difference between the And and the Or operators.

Retrieve this data	Example	Select
Data true for both filters.	Customers who ordered supplies in Q1 and in Q2 (the data you retrieve will include: customers who placed orders in both Q1 and Q2).	And
Data true for any one of the filters.	Customers who ordered supplies in: Q1 or Q2 (the data you retrieve will include: customers who placed orders in Q1 only; customers who placed orders only in Q2, and; customers who placed orders in both Q1 and Q2).	Or

17.5.5 Quick reference to query filter operators

The following table will help you select the operator you need to define a query filter.

Values to retrieve	Example	Select	Filter created
Values equal to a value you specify.	Retrieve data for the US only.	Equal to	<Country> Equal to US
Values different from a value you specify.	Retrieve data for all quarters except Q4.	Different from	<Quarter> Different from Q4
Values greater than a value you specify.	Retrieve data for customers aged over 60.	Greater than	<Customer Age> Greater than 60
Values greater than or equal to a value you specify.	Retrieve data for revenue starting from \$1.5M upward.	Greater than or equal to	<Revenue> Greater than or equal to 1500000
Values lower than a value you specify.	Retrieve data for exam grades below 40.	Less than	<Exam Grade> Less than 40
Values lower than or equal to a value you specify.	Retrieve customers whose age is 30 or less.	Less than or equal to	<Age> Less than or equal to 30
Values between two values you specify that includes those two values.	Retrieve the weeks starting at week 25 and finishing at 36 (including week 25 and week 36).	Between	<Weeks> Between 25 and 36
Values outside the range of two values you specify.	Retrieve all the weeks of the year, except for weeks 25 through 36 (week 25 and week 36 are not included).	Not between	<Weeks> Not Between 25 and 36
Values that are the same as several values you specify.	Retrieve data for only the following countries: the US, Japan, and the UK.	In list	<Country> In list 'US; Japan; UK'
Values that are different from the multiple values you specify.	Don't retrieve data for the following countries: the US, Japan, and the UK.	Not in list	<Country> Not in list 'US; Japan; UK'
Values for which there is no value entered in the database.	Retrieve customers without children (the children column in the database has no data entry).	Is null	<Children> Is null

Values to retrieve	Example	Select	Filter created
Values for which a value was entered in the database.	Retrieve customers with children (the children column in the database has a data entry).	Is not Null	<Children> Is not Null
Values that includes a specific string.	Retrieve customers whose date of birth is 1972.	Matches pattern	<DOB> Matches pattern, '72'
Values that don't include a specific string.	Retrieve customers whose date of birth is not 1972.	Different from pattern	<DOB> Different from pattern, '72'
Values that correspond to two values you specify.	Retrieve Telco customers who have both a fixed telephone and a mobile phone.	Both	<Account Type> Both "fixed" and "mobile"
Values that correspond to a single value and do not correspond to another value you specify.	Retrieve Telco customers who have a fixed telephone, but don't have a mobile phone.	Except	<Account Type> "fixed" Except "mobile"

17.5.6 Editing and removing query filters

You can edit and remove filters on queries.

17.5.6.1 To edit a query filter

1. Double-click the filter you want to edit.
The Filter Editor appears.
2. Change the definition of the filter in the Filter Editor.
For information on how to define filters, see [Creating query filters \[page 328\]](#).
3. Click **OK** to confirm your changes.
The modified query appears in the Query Filters pane.

17.5.6.2 To remove a query filter

Drag the filter you want to remove and drop it onto the left-hand pane.

The filter is removed from the query definition and no longer appears on the Query Filters pane.

17.6 Filtering data using subqueries and database ranking

This section explains how to work with more advanced types of query filters. It covers the following advanced query filters:

- Subqueries
- Database rankings

Subqueries and database rankings allow you to create filters that are much more powerful than standard query filters.

17.6.1 What is a subquery?

A subquery is a more flexible kind of query filter that allows you to restrict values in more sophisticated ways than with an ordinary query filter.

Subqueries are more powerful than ordinary query filters for the following reasons:

- They allow you to compare the values of the object whose values are used to restrict the query with values from other objects.
- They allow you to restrict the values returned by the subquery with a WHERE clause.

Subqueries allow you to pose complex questions that are difficult or impossible to formulate with simple query filters. For example: what is the list of customers and their associated revenue where the customer purchased a service that had previously been reserved (by any customer) in Q1 of 2003?

17.6.2 Building a subquery

You build a subquery in the Query Filters pane of the Query Panel.

Note

You can mix subqueries and other types of query filter in the Query Filters pane.

17.6.2.1 To build a subquery

1. Add the objects that you want to appear in the query to the Result Objects pane.
2.  Select the object that you want to filter with a subquery, and then click [Add a subquery](#).

The subquery outline appears in the Query Filters pane. By default the object you selected appears as the Filter object and Filter By object. For more information on the Filter Object and Filter By object, see [Subquery parameters \[page 334\]](#).

3. To add a WHERE condition to the subquery, drag a query object to the white area of the subquery outline.

i Note

You can use an existing subquery or standard query filter as a WHERE condition in a subquery. To do so, drag and drop the existing filter or subquery to the white area of the subquery outline.

4. Select the operator and values used to filter the object in the WHERE condition.

i Note

For more information on query filter operators and values, see [Query filters and prompts \[page 327\]](#).

5. Click [Add a subquery](#) to add an additional subquery to the query filter.

By default the two subqueries are linked in an AND relationship. Click the AND operator to toggle between AND and OR.

In addition to linking subqueries in AND or OR relationships, you can nest them (create subqueries within subqueries) by dragging an existing subquery to the white area of the subquery outline. In this case the inner subquery becomes part of the WHERE condition of the outer subquery.

17.6.2.2 Subquery parameters

A subquery or set of subqueries contains the following parameters:

Parameter	Description
Filter Object(s)	The object whose values are used to filter the result objects. You can include more than one Filter Object. If you do, Crystal Reports concatenates the values of the objects you specify.
Filter By Object(s)	The object that determines which Filter Object values the subquery returns. You can include more than one Filter By object. If you do, Crystal Reports concatenates the values of the objects you specify.

Parameter	Description
Operator	The operator that specifies the relationship between the Filter object and the Filter By object. Because of database restrictions you cannot use certain combinations of operators and Filter By objects together. For example, if you use the Equal To operator with a Filter By object that returns multiple values, the database rejects the SQL because this type of subquery requires the Filter By object to return one value only. In cases where the generated SQL is rejected by the database, you see an error message showing the error description returned by the database.
WHERE condition (optional)	An additional condition that constrains the list of values of the Filter By object. You can use ordinary report objects, predefined conditions or existing query filters (including subqueries) in the WHERE condition.
Relationship operator	If there is more than one subquery, determines the relationship between the subqueries. AND - the conditions in all of the subqueries must be satisfied. OR - the conditions in any one of the subqueries must be satisfied.

17.6.3 What is a database ranking?

Database rankings allow you to answer questions like "what are the top three customers, based on the revenue they generated for each year?" at the query level, without the need to return data that falls outside the ranking to Crystal Reports. You can then filter this data using a ranking.

When you rank data you sort and filter it according to ranking criteria. This process is much like selecting Top or Bottom N values when sorting groups in Crystal Reports. For more information, see [Selecting top or bottom N groups or percentages \[page 159\]](#).

A database ranking allows you to specify a ranking at the query and database level so that the data returned to Crystal Reports by the query is already ranked. This has the following advantages:

- Ranking data can be processing-intensive. By ranking at the database level you allow the server, which is typically far more powerful than the client machine, to perform this processing.
- Pre-ranking data reduces the amount of data retrieved across the network and stored in Crystal Reports.

i Note

You can perform a database ranking only if your database supports it. If this is not the case, the "Add a top bottom" button is disabled on the Query Panel toolbar. Databases that support ranking are Oracle, DB2, Teradata and Redbrick.

i Note

Crystal Reports uses the SQL-99 Rank function in ranking SQL.

i Note

SQL is the query language supported by all relational databases (RDBMS), although each database has its own syntax.

17.6.4 Creating a database ranking

You create a database ranking in the Query Filters pane of the Query Panel.

i Note

You can mix database rankings and other types of query filter in the Query Filters pane.

17.6.4.1 To create a database ranking

1. Add the objects that you want to appear in your query to the Result Objects pane of the Query Panel.
2. Select the object that you want to rank by.

3.  Click [Add a database ranking](#) on the toolbar.

The ranking outline appears in the Query Filters pane. The object that you selected appears as the ranking dimension, and the first measure in the query appears as the ranking measure in the "Based on" list.

i Note

The "Add a database ranking" button is disabled if your database does not support ranking.

4. Select the ranking direction (Top or Bottom).
5. Type the number of records you want the ranking to return in the box next to Top/Bottom.

i Note

You can specify a prompt instead of a constant by clicking the arrow next to the number. When you select a prompt, the user must enter the ranking number when they run the query. For more information on prompts, see [Building prompts \[page 329\]](#).

6. Drag the object that provides the calculation context for the measure to the [For each](#) box.

This dimension is optional.

i Note

To display the "For each" box, click the arrow to the right of the "Based on" measure.

7. Drag any objects that you want to include in the WHERE restriction to the white area of the ranking outline. For more information on the WHERE restriction, see the explanation under [What is a subquery? \[page 333\]](#).

17.6.4.2 Ranking parameters

The following table describes the parameters from left to right in the ranking:

Parameter	Description
Top/Bottom	Ranking order. Top - ranks in descending order. Bottom - ranks in ascending order.
Number of records	The number of records to return in the ranking. For example, the top 10.
Ranking object	The object used in the ranking. For example, if the object is Region and the ranking is Top 10, the ranking returns the top 10 regions.
Based on	The measure by which the ranking object is ranked. For example, if the measure is Revenue and the object is Region, Crystal Reports ranks regions by the amount of revenue they generate.
For Each (optional)	The object that specifies additional calculation context for the ranking. For example, if the ranking object is Region, the measure is Revenue and the For Each dimension is Country, Crystal Reports ranks regions by revenue within each country.
WHERE condition (optional)	Additional restriction on the values returned in the ranking that appears below the other parameters. For example, a ranking of regions with a condition that restricts Country to "USA" ranks only those regions in the USA.

18 Creating and Updating OLAP Reports

This section describes how to create OLAP reports, how to update them when the location of your data changes, and how to work with the data displayed in an OLAP grid.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

18.1 OLAP reporting with Crystal Reports

Although relational databases such as SQL servers and PC databases are the most common sources of data, Online Analytical Processing (OLAP) and Multi-Dimensional Data are rapidly becoming the popular data-storage and analysis formats. Crystal Reports provides the same access and reporting features for OLAP data sources that it provides for relational data.

i Note

The term OLAP is used in this topic to refer to all common forms of OLAP and Multi-Dimensional Data storage and access systems.

Crystal Reports supports access to OLAP data through direct connection and Open OLAP gateways. A direct connection requires an installed OLAP client and uses DLLs located on your local machine, whereas the Open OLAP gateway doesn't require either. With an Open OLAP connection, data access is achieved through a Name Server host that communicates with Crystal Reports and your OLAP data source. Set up an Open OLAP connection on the Advanced Settings tab of the Connection Properties dialog box.

For direct connections, Crystal Reports supports many OLAP server types. These types are displayed in the Server Type list of the Connection Properties dialog box. This list is dynamic and will show those server types for which you have an installed client.

i Note

Crystal Reports can open OLAP reports that were created in previous versions. However, while Crystal Reports 9 can open version 10 OLAP reports with saved data, it cannot refresh them.

18.1.1 OLAP grid objects

When you design a report with OLAP data, Crystal Reports creates a primary report containing one or more OLAP grid objects. OLAP grid objects look and act much like Cross-Tab objects, but they are designed specifically for OLAP data.

OLAP grid objects provide true multi-dimensional reporting. Add dimensions to either axis to analyze three, four, or more dimensions in a single OLAP grid. Or instead of viewing multiple dimensions within one OLAP grid, create multiple OLAP grids within the same report.

i Note

When Crystal Reports displays an OLAP grid, it can do so quickly if the grid is long (down many pages) instead of wide (across many pages). When the grid is long, the program processes it on a page-by-page basis. When the grid is wide, the program must gather all the data before it can display a page. This may require significantly more processing time.

18.2 Creating an OLAP report

OLAP reports are created using the OLAP Report Creation Wizard or the OLAP Expert. Before you start creating your report, ensure you have the following information:

- OLAP Type
- Server/Database name
- User ID
- Password
- Parameters (applies only to OLE DB for OLAP)

→ Tip

You can return to the OLAP Report Creation Wizard by selecting the OLAP Design Wizard option on the Report menu. Do this if you want to change your page dimensions, or if you want to change parameter values.

18.2.1 To create an OLAP report

On the Start Page, click [OLAP Cube Report Wizard](#).

The OLAP Report Creation Wizard appears with the OLAP Data screen active.

18.2.2 Specifying the data source

Use the OLAP Data screen to define the OLAP data source.

1. Click [Select Cube](#).

The OLAP Connection Browser appears.

2. Browse your OLAP server for the cube you want to connect to.

If your server isn't in the list, click Add. In the Connection Properties dialog box, provide the server information; then click OK.

3. Select the desired cube and click [Open](#).

The OLAP Data screen reappears with the supplied data source information.

4. Click [Next](#).

i Note

You can also click "Select CAR File" on the OLAP Data screen. If you choose this option, the Open dialog box appears. Search for a file created in OLAP Intelligence Professional.

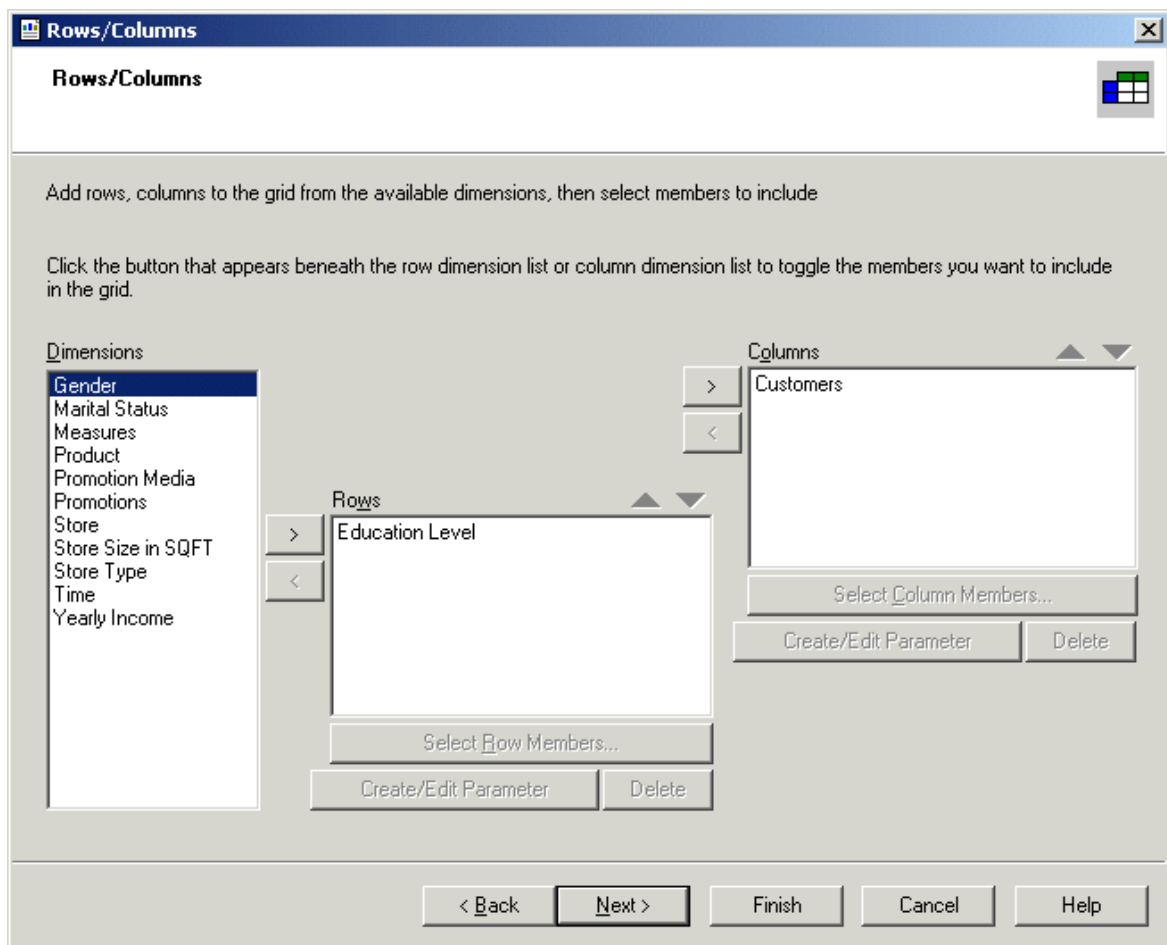
18.2.3 Defining the structure of the grid

Use the Rows/Columns screen to define how your data is structured within the grid. You can place the dimensions into either the Columns or Rows areas.

→ Tip

It is also possible to drag and drop the dimensions into either the Rows or Columns area.

1. Select a dimension to appear in the report.
2. Click the > arrow adjacent to either the Rows or the Columns areas, depending on where you would like the dimension to be located.
3. Continue adding dimensions to the Rows and Columns areas.



4. Click the [Up](#) and [Down](#) arrow buttons associated with the Rows and Columns areas to arrange the order of the dimensions.

i Note

If you accidentally add a dimension to either the Rows or Columns area, click the < arrow to return it to the Dimensions list.

5. Select a dimension in either the Rows or the Columns areas and click [Select Row Members](#) or [Select Column Members](#) to specify the members to be included in your report.

The Member Selector dialog box appears.

6. Select the members you would like to include.
7. Click [OK](#).
8. Select a dimension in either the Rows or the Columns areas and click [Create/Edit Parameter](#) to create a parameter for use with the dimension.

The Create Parameter Field dialog box appears.

9. Select default values, prompting text, and other options, and then click [OK](#).

i Note

Once you have created a parameter, access to the Member Selector dialog box is disabled for the dimension until you delete the parameter.

i Note

If you create a row/column parameter, the View Cube command and the Cube View tab are not available.

10. If you want to delete a parameter, select the appropriate dimension and click [Delete](#).

When you click OK in the Delete Link to Parameter Field dialog box, the program removes the parameter description from the dimension.

11. Click [Next](#).

The Slice/Page screen appears.

18.2.4 Setting sliced dimensions and specifying the number of grids

Use this screen to set sliced dimensions and to specify the number of grids that are required.

The Slice area determines the boundaries that will be placed on your report. For example, if you have a time dimension that is made up of fiscal quarter members, you could specify the report return the results for a specific quarter.

i Note

If all of your members were used in the Rows/Column tab, nothing will appear here.

The Page area enables you to determine the number of grids and the subject of each. For example, if you have a product dimension, you could put this in the page area and specify two different products. This would result in two grids with the same rows, columns, and formatting, but each one would be based on a different product.

18.2.4.1 To specify a slice

1. To determine the member that is going to be used as the slice, select a dimension in the [Slice](#) list and click [Select Slice](#), or double-click a dimension in the [Slice](#) list.

The Member Selector dialog box appears.

2. Select the appropriate member, expanding the structure if necessary.
3. Click [OK](#).
4. Click [Next](#) if you do not want to add a page. The Style screen appears.

18.2.4.2 To add a page

1. Use the > arrow to add dimension(s) to the [Page](#) list.
The Member Selector dialog box appears.
2. Expand the dimension's structure and select the appropriate members.
3. Click [OK](#).

18.2.4.3 To add a parameter

You can create a parameter field to link to any dimension. When you add a parameter to a dimension in your OLAP grid, users are prompted to select a value when refreshing report data.

1. Click the [Create/Edit](#) button.
2. Select default values, prompting text, and other options, and then click [OK](#).
3. Click [Next](#).

The Style screen appears.

i Note

Once you have created a parameter, access to the Member Selector dialog box is disabled for the dimension until you delete the parameter.

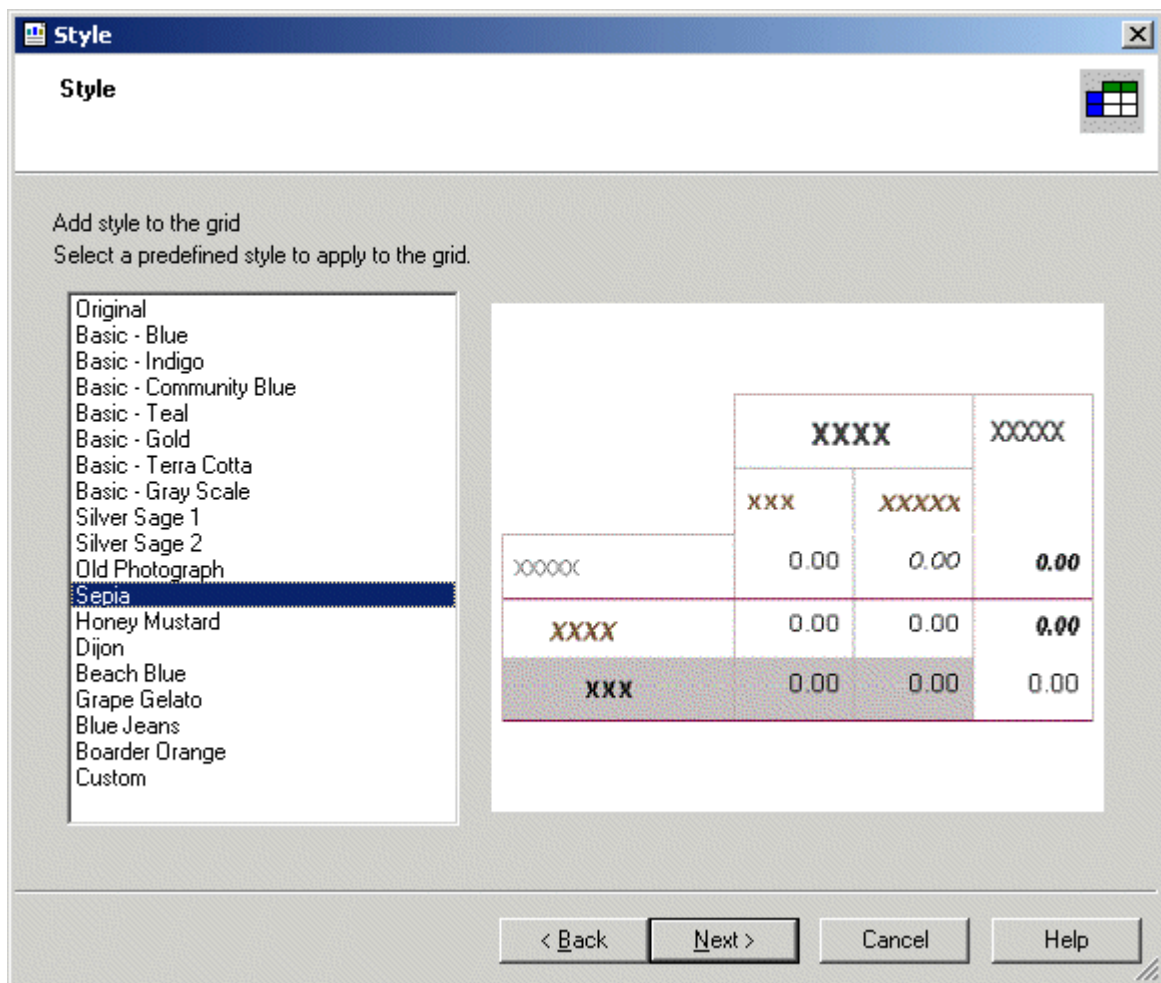
18.2.5 Applying a predefined style

1. Select a predefined style for the grid from the list.

→ Tip

If you do not want to use a predefined style, click Next.

A preview of the color scheme you select appears on the right.



i Note

The color of the style you select may not appear correctly if your screen resolution is set to 256 colors. Increase the resolution to correct this.

2. Click [Next](#).

The Chart screen appears.

18.2.6 Inserting a chart

1. Select the kind of chart you want to add to your report from the options shown on the Chart screen.

→ Tip

If you do not want to insert a chart, click Finish.

2. Add a title for your chart.
3. In the *On change of* list, select the dimension you want to base your chart on.

4. If necessary, in the *Subdivided by* list, click a secondary row or column you want to base your chart on.

i Note

Be sure that the chart type selected in Step 1 supports a secondary charting field.

5. Click *Other Dimensions* to define field values for any dimensions you've used in your OLAP grid but not in your chart.

For more information refer to [Charting on an OLAP cube \(OLAP layout\) \[page 267\]](#) and [Creating charts \[page 264\]](#).

6. To finalize your report, click *Finish*.

18.3 Updating an OLAP report

The location of the OLAP data accessed by your report may change. Some possible scenarios include:

- The location of the OLAP server or database may change due to restructuring of Information System resources.
- Another cube instance may have been successfully processed and reflect more current information.
- New reports may be developed on a smaller database that represents a subset or production version of the primary OLAP database, then ported over to the actual working database to report on real data.

Before updating your report, it is important to ensure that it is compatible with the data. Some things to look for include:

- Removing dimensions contained in the report that are not in the cube.
- Removing fields referred to explicitly in the design of the report, such as a formula.

i Note

If a report contains subreports or grids, and the database used for them has changed name or location, you must update each subreport or grid.

18.3.1 To update a cube location in an OLAP grid object

1. Select the grid by clicking on the border.
2. From the *Database* menu, click *Set OLAP Cube Location*.

→ Tip

You can also right-click the grid and select Set OLAP Cube Location.

The Confirm Command dialog box appears.

3. Click *Yes*.

The Set OLAP Cube Location dialog box appears.

4. Click [Select](#).

The OLAP Connection Browser appears.

5. Browse your OLAP server for the cube you want to connect to.

If your server isn't in the list, click Add. In the Connection Properties dialog box, provide the server information; then click OK.

6. Select the desired cube and click [Open](#).

The Set OLAP Cube Location dialog box reappears.

7. Click [OK](#).

If your report contains multiple OLAP grids that are based on the same cube, the program prompts you to update the remaining grids to the new location.

Finally, if the location of your report's relational database is the same as the location of your cube, you are prompted to change the location of the relational database to match the new location of the cube. Making sure that the location of the relational database and the OLAP cube match ensures that your data remains synchronized. The program can change the location automatically, or you can change it manually in the Set Datasource Location dialog box.

18.3.2 To update the database location

1. In the Set Datasource Location dialog box, expand the [Create New Connection](#) folder in the "Replace with" area.
2. Expand the [OLAP](#) folder and search for the new cube location.

→ Tip

You can double-click the Make New Connection option to search for the cube in the OLAP Connection Browser.

3. Select the data source name, or an individual table, and click [Update](#).

The data source name is changed in the Current Data Source area.

4. Click [Close](#).

18.4 Formatting data in an OLAP grid

There are several ways to add formatting to rows and columns in an OLAP grid:

- Use the Highlighting Expert to apply conditional formatting to all types of report fields: Number, Currency, String, Boolean, Date, Time, and DateTime fields.
To access the Highlighting Expert, right-click the field you want to format and, on the shortcut menu, click Highlighting Expert. For more details, see [Using the Highlighting Expert \[page 250\]](#).
- Use the Format Editor to apply absolute formatting to fields in the grid. Absolute formatting is applied under all conditions, irrespective of the data values in the field.

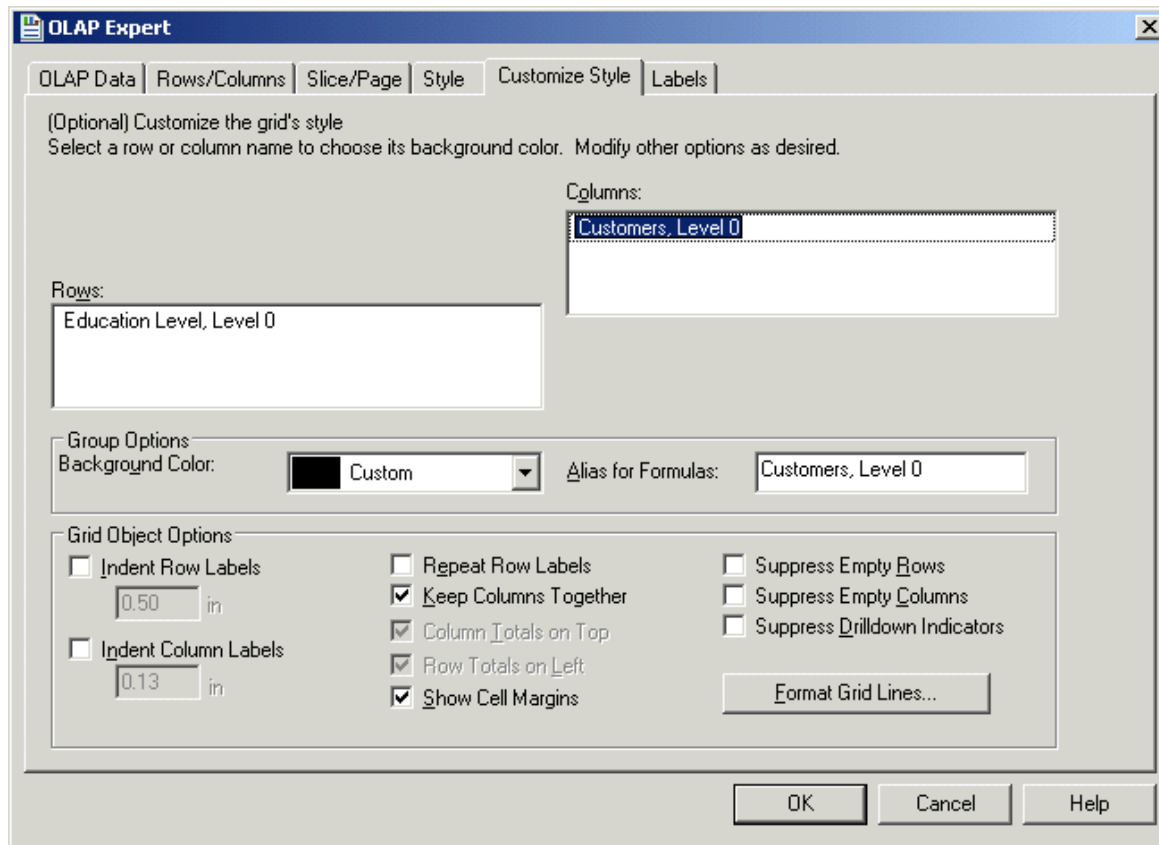
To access the Format Editor, right-click the field you want to format; then, on the shortcut menu, click Format Field. For more details, see [Working with absolute formatting \[page 229\]](#).

- Use the Formula Workshop to write your own conditional formatting formulas with Crystal or Basic syntax. The Formula Workshop gives you maximum control over the formatting of the OLAP grid. To access the Formula Workshop, open the Format Editor and click the appropriate Formula button. For more details, see [Working with conditional formatting \[page 244\]](#).
- Use the OLAP Expert to reformat the entire OLAP grid. This expert provides all of the formatting options that are available in the OLAP Report Creation Wizard. To access the OLAP Expert, select the entire grid object by clicking one of its borders. Right-click the selected grid and, on the shortcut menu, click OLAP Grid Expert. The OLAP Expert has two tabs not found in the OLAP Report Creation Wizard. Use the Customize Style and Labels tabs to format your OLAP grid.

As well as letting you format an OLAP grid's rows and columns, Crystal Reports lets you designate report objects that don't expand horizontally, such as text objects, field objects, OLE objects, charts, maps, lines, boxes, and so on, to be repeated on each additional horizontal page that the OLAP grid creates. For more information, see [Repeating report objects on horizontal pages \[page 240\]](#).

18.4.1 Changing the background color of a dimension

1. On the Customize Style tab of the OLAP Expert, select a dimension.



2. In the Group Options area, select the color from the [Background Color](#) list.
3. Click [OK](#) if you have finished customizing your grid.

18.4.2 Creating an alias for a dimension

You can create aliases to shorten long dimension names. This is useful when you plan on referring to a dimension in a conditional formatting formula (by using the `GridRowColumnValue` function).

1. On the Customize Style tab of the OLAP Expert, select the dimension.
2. In the Group Options area, enter an alias name in the [Alias for Formulas](#) field.
3. Click [OK](#) if you have finished customizing your grid.

18.4.3 Formatting grid lines

In the Format Grid Lines dialog box, you can define whether the lines show or not, as well as the color, style, and width.

1. On the Customize Style tab of the OLAP Expert, click [Format Grid Lines](#).
The Format Grid Lines dialog box appears.
2. From the list, choose the description of the area where you would like the lines to appear, or click the appropriate area in the Format Grid Line diagram.
3. Select the [Draw](#) check box to have your lines appear in the report.
4. Select the color, style, and width.
5. Click [OK](#).
6. Click [OK](#) if you have finished customizing your grid.

18.4.4 Labeling dimensions

In the Labels tab, you are able to define which dimensions will be labeled and how they will be displayed in the grid. The dimensions available to you are the ones that have been designated as a page or slice.

1. Using the arrow buttons, move the dimensions to the Unlabeled and Labeled areas as required.
2. Make changes to the appearance of the label by using the options available in the Label Position and Label Spacing areas.
3. Click [OK](#) if you have finished customizing your grid.

18.5 Changing the view of OLAP data

When analyzing OLAP data in your report, there are several basic ways to change how the data is displayed in the grid.

i Note

The methods described here let you manipulate your OLAP grid directly from the Preview tab of Crystal Reports. You can also carry out the same and additional, more advanced, functionality on the Cube View tab.

Search the online help for "Using the OLAP Worksheet" to learn more about the functionality available on the Cube View tab.

18.5.1 To show or hide dimension members

1. Right-click the dimension whose members you want to show or hide.
2. On the shortcut menu, click [Expand Member](#) or [Collapse Member](#).

The dimension expands to show its members, or collapses to hide them.

→ Tip

You can also double-click parent dimensions to drill down into the hierarchical data displayed in the OLAP grid.

18.5.2 To create asymmetry in an OLAP grid

Using asymmetry, you can display different inner dimension members for any number of outer dimensions.

i Note

You can create asymmetry only on stacked dimensions.

1. Right-click the member that you want to remove.
2. On the shortcut menu, point to [Hide](#) or [Show](#) and then select the appropriate option.

For information about how to use these options, search the online help for "Creating asymmetry" and "Restoring symmetry."

18.5.3 To add totals to an OLAP grid

1. Right-click the dimension you want to see totals for.
2. On the shortcut menu, select *Automatic Totals*.
A submenu appears with options for the kind of totals you can add.
3. Select the option you want.

A "Total" row or column (or both) is added to your OLAP grid. To remove totals later, select No Totals.

18.5.4 To change the display format for member names

1. Right-click the dimension name.
2. On the shortcut menu, point to *Display Members Using*, and then click one of the display options:
 - Caption
 - Name
 - Caption : Name
 - Unique Name

For information about names and captions, search the online help for "Changing member captions."

18.5.5 To alter the data displayed in the OLAP grid

1. Drag and drop rows and columns to rearrange the data in the OLAP grid.
2. Drag and drop dimensions to and from the OLAP Labels area to add or remove data from the grid.

On the Preview tab, the OLAP Labels area is at the upper-left corner of the OLAP grid.

18.5.6 To define the order of fields in the OLAP grid

1. Expand the row or column dimension whose fields you want to reorder.
2. Right-click the dimension and, on the shortcut menu, click *Reorder Displayed Members*.

Note

You cannot reorder members for dimensions that you have created row or column parameters for.

3. In the Reorder Displayed Members dialog box, select fields and click the *Up* and *Down* arrows to rearrange the members that are displayed in the grid.
4. Click *OK* to affect your changes and return to the OLAP grid.

18.6 Sorting and filtering OLAP grid data

The sorting capabilities of the OLAP grid enable you to order data by row and column values. If you want to limit the data based on particular field values, add one or more filters to the grid. Filters also allow you to perform top or bottom N analysis (by actual values and by percentage).

18.6.1 Sorting data in an OLAP grid

Use the OLAP grid's sorting capabilities to quickly arrange grid data in a useful manner. You can add, edit, and remove sorts by right-clicking the appropriate row or column member and selecting from the shortcut menu. You can sort data in ascending or descending order, and you can specify whether or not you want to break grid hierarchies.

In the following grid, for instance, an ascending sort has been added to the Budget column.

			Budget
All Products			2,449,052.00
	Frozen Goods		106,392.00
		Pastry	395.93
		Frozen Produce	97,490.98
	Bakery		173,531.50
		Cakes and Pies	72,723.45
		Loaves and Buns	86,326.31

In this case, the OLAP grid respects the parent/child relationships between grid members and sorts the data values accordingly. (Frozen Goods precedes Bakery, but Pastry follows Frozen Goods.)

In the next example, the Budget column remains sorted in ascending order; in this case, however, the Break Hierarchies option is selected.

			Budget
All Products	Frozen Goods	Pastry	395.93
	Bakery	Cakes and Pies	72,723.45
		Loaves and Buns	86,326.31
	Frozen Goods	Frozen Produce	97,490.98
	Frozen Goods		106,392.00
	Bakery		173,531.50
All Products			2,449,052.00

Now the Report Designer disregards parent/child relationships between grid members and sorts on the basis of data value alone. (Frozen Goods still precedes Bakery, but Pastry precedes all others.)

You can add up to three sorts to grid rows and up to three sorts to grid columns. In each case, the first sort takes precedence, and each subsidiary sort serves to further differentiate between grid data. If you add a fourth sort to a row or to a column, your first three are removed from the grid, and the new sort becomes the single, primary sort.

→ Tip

To locate a sorted row or column, move the mouse pointer over the OLAP grid. When you reach a sorted member, the pointer turns into a double-arrow.

18.6.1.1 To sort data in the OLAP grid

1. Right-click the row or column member that you want to sort by.
2. On the shortcut menu, point to [Add First Sort](#).
3. From the submenu, select from the available sort options:
 - Ascending
 - Descending
 - Ascending, Break Hierarchies
 - Descending, Break Hierarchies

i Note

An ascending sort on a grid row orders data values from lowest to highest, left to right. An ascending sort on a column orders data values from lowest to highest, top to bottom.

Search the online help for "Sorting data" in the "Using the OLAP Worksheet" section to learn more about sorting.

18.6.2 Filtering data in an OLAP grid

Use filters to exclude grid data that are not important, or to display only the data that you want to see. You can filter grid data by actual values, or you can choose to exclude or display the top or bottom N, or the top or bottom N%.

18.6.2.1 To add a filter

1. Right-click the field whose values you want to filter.
2. On the shortcut menu, click [Add Filter](#).
3. In the Define Filter dialog box, use the [Filter Type](#) list to specify how you want to filter the data.

You can filter data by "Actual values," or by selecting "Top/bottom n" or "Top/bottom n%."

4. Use the [Filter Definition](#) options to specify which rows or columns you want to exclude or display.
5. Click [OK](#) to add the filter and return to the OLAP grid.

→ Tip

To locate a filtered row or column, move the mouse pointer over the OLAP grid. When you reach a filtered row or column, the pointer turns into an X.

→ Tip

If you filter all the cells in your OLAP grid, right-click the empty grid and select Remove All Filters from the shortcut menu.

Search the online help for "Filtering data" in the "Using the OLAP Worksheet" section to learn more about filtering.

18.7 Adding calculations to OLAP grids

Calculated members enable you to perform specific calculations on OLAP data and to display the results in rows or columns that are added to the OLAP grid. You can create a quick calculation, such as a Variance member calculated by subtracting Budget from Sales. Or you can use functions to perform complex Statistical Analysis or Time Series calculations.

Search the online help for "Adding calculated members" in the "Using the OLAP Worksheet" section to learn more about calculated members.

19 Printing, Exporting, and Viewing Reports

You can distribute finished reports using a variety of methods including printing, faxing, and exporting to different formats. You can also set up hyperlinks so that you can see Report Parts in various Report Viewers. Additionally, you can use smart tags with report objects in Microsoft Office products.

→ Tip

To ensure that the export to Word, Excel, PDF, or another format displays the way that you expect it to, use the [Preview tab \[page 62\]](#) option to preview the output as you are designing your report.

i Note

Not all operating systems render characters or fonts the same way; a report that displays properly on a Windows system may not display perfectly on a non-Windows (Linux, Unix, Mac) system. You may see either truncated or overlapping lines for multi-line fields, or the text lines may not wrap as expected.

To ensure that the report displays the way that you expect it to in a non-Windows system, verify the formatting results on the BI platform while you are designing the report. During the design phase, publish (or save) your report to the BI platform to test how it looks online. You can also test how a report exported to PDF from the BI platform is displayed.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community Network where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

19.1 Distributing reports

Crystal Reports enables you to distribute your report using a variety of methods.

19.1.1 Printing a report

1. On the [File](#) menu, select [Print](#).

→ Tip



Another way to do this is to click the Print button on the Standard toolbar.

The Print dialog box appears.

2. Choose the appropriate settings, and then click [OK](#).

The Printing Report dialog box appears showing the progress of your print job.

For information about printers and printer drivers, see these topics:

Related Information

[Printer drivers \[page 227\]](#)

19.1.2 Faxing a report

Many fax applications, such as Microsoft Fax and Delrina WinFax, allow you to set up a printer driver that will fax documents over a modem. When using one of these applications, you can fax a report from Crystal Reports.

19.1.2.1 To fax a report

1. On the [File](#) menu, click [Print](#).

The Print dialog box appears.

2. In the Print dialog box, click [Find Printer](#).

The Find Printers dialog box appears. Use this dialog box to select your fax driver.

3. Click [OK](#).

You are returned to the Print dialog box.

4. Choose the appropriate settings, and then click [OK](#).

Your fax application appears, prompting you to select a cover page and to fill in the appropriate fax information.

19.1.3 Exporting a report

Finished reports can be exported to a number of popular formats, such as spreadsheet, word processor, HTML, ODBC, and common data interchange formats. This makes the distribution of information easier. For example, you may want to use the report data to project trends in a spreadsheet package or to enhance the presentation of data in a desktop publishing package.

i Note

Crystal Reports lets you insert objects anywhere on the report page. When you export to formats such as Microsoft Word, Microsoft Excel, and HTML, however, objects that you placed between lines are moved to

the closest line in the output. To alleviate the formatting problems this behavior could cause, it is recommended that you use Guidelines when designing your reports. For more information, see [Designing with guidelines \[page 215\]](#).

The exporting process requires you to specify a format and a destination. The format determines the file type, and the destination determines where the file is located.

19.1.3.1 Export format types

The export formats supported by Crystal Reports can be broadly categorized in two groups: page-based formats and record-based formats.

Page-based formats tend to produce a more exact output. The emphasis of these formats is layout representation and formatting. Formatting refers to attributes such as font style, text color, text alignment, background color, and so on. Layout refers to object position, object size, and the relationship between these attributes and other objects. Depending on the format you choose, it may not be possible for the program to preserve all layout and formatting perfectly, but page-based formats, in general, preserve these properties as closely as possible.

With record-based formats, the emphasis is on data rather than the layout and formatting. However, in some formats—such as Microsoft Excel - Data only—you will notice that some formatting is exported. Some of the record-based formats are only data-exchange formats.

Crystal Reports (RPT)

Exporting to Crystal Reports format is much like using the Save As feature with the "Save Data with Report" option selected. This format exports (saves) your report with the current data without modifying the original report.

Crystal Reports Read-only (RPTR)

Crystal Reports Read-Only (RPTR) reports are Crystal reports that can be viewed with report viewer applications, but cannot be opened by the Crystal Reports designer. This enables you to protect your intellectual property by preventing users from modifying the report or obtaining information about proprietary business logic that is stored in the report definition

HTML 3.2 and HTML 4.0

HTML export formats are page based. The HTML 4.0 format preserves the layout and formatting of the report by using DHTML. The HTML 3.2 format, however, cannot maintain all of the layout precisely. The HTML 3.2 format is intended for backward compatibility with older browsers that do not support HTML 4.0. All of the

images in your report are saved externally and a hyperlink is inserted in the exported HTML output. Therefore, this export format generates more than one file in the output.

PDF

PDF format is a page-based format. The exported documents are intended for printing and redistribution. PDF format will export both layout and formatting in a manner that is consistent with how the report looks on the Preview tab. PDF format embeds the TrueType fonts that appear in the document. (Non-TrueType fonts are not supported.) This export format does not support Microsoft font-linking technology—which is used to provide support for some extended character sets such as Chinese HKCS. Therefore, the fonts used in the report must contain all of the required glyphs. These URI types are supported for hyperlinks: "http:", "https:" and "mailto:".

Microsoft Excel (XLSX)

Microsoft Excel (XLSX) is a page-based format that converts the report contents into Excel cells on a page-by-page basis. Content from multiple pages are exported to the same Excel worksheet. If a report element covers more than one cell, the export program merges cells to represent a report element. This export format retains most of the formatting, but does not export line and box elements from your report. This format is an enhancement to the existing Microsoft Excel (XLS) exporting type, and removes the 65536 rows and 256 columns restrictions.

Microsoft Excel (XLS)

Microsoft Excel format is a page-based format. This format converts your report contents into Excel cells on a page-by-page basis. Contents from multiple pages are exported to the same Excel worksheet. If a worksheet becomes full and there is more data to export, the export program creates multiple worksheets to accommodate the data. If a report object covers more than one cell, the export program merges cells to represent a report object. Microsoft Excel has a limit of 256 columns in a worksheet; therefore, any report object (or part of it) that is added to cells beyond 256 columns is not exported. This export format retains most of the formatting, but it does not export line and box objects from your report.

Microsoft Excel - Data-only (XLSX)

Microsoft Excel Data-only (XSLX) (.xlsx) is a record-based format that concentrates on data. However, this format does export most of the formatting as well. The data-only format does not merge cells; each object is added to only one cell. The data-only format can also export certain kinds of summaries in Crystal Reports as Excel functions. The summaries that are supported are SUM, AVERAGE, COUNT, MIN, and MAX.

Microsoft Excel - Data-only (XLS)

Microsoft Excel (XLS) Data-only is a record-based format that concentrates on data. However, this format does export most of the formatting as well. Unlike the Microsoft Excel format, this format does not merge cells; each object is added to only one cell. The data-only format can also export certain kinds of summaries in Crystal Reports as Excel functions. The summaries that are supported are SUM, AVERAGE, COUNT, MIN, and MAX.

To get the best output from Excel export formats, you should design your reports in an Excel-friendly way. For more information, refer to the Technical Brief called "Exporting to Microsoft Excel" found on the SAP Business Objects Support site.

Microsoft Word (RTF)

Microsoft Word is a page-based, exact format that produces an RTF (Rich Text Format) file. The exported file contains text and drawing objects to represent report objects. Individual objects are placed in text frames. This format is intended for use in applications such as fill-out forms where the space for entering text is reserved as empty text objects.

Almost all of the formatting is retained in this export format. Text objects cannot, however, be placed outside the left edge of the page. Therefore, if you have text objects in your report that are placed before the left edge of the printable area, they will be pushed right. (This is most noticeable in reports with wide pages.)

Microsoft Word - Editable (RTF)

The Microsoft Word - Editable format is different from the Microsoft Word format; it is a page-based format, but not all of the layout and formatting are preserved in the output. This format converts all of the report object contents to text lines. Unlike Microsoft Word format, this format does not use text frames. Text formatting is retained, but attributes such as background color, fill pattern, and so on may not be retained. All images in your report are inlined with the textual content and, therefore, the images automatically shift to accommodate text when the document is edited in Microsoft Word. This format does not export line and box objects from your report. As well, the special fields Page Number and Page N of M do not work when exported in this format.

The Microsoft Word - Editable format has an option to insert page breaks at the end of each report page. This option may not correspond to the page breaks created by Microsoft Word; the option is used mainly to separate your report-page contents.

Rich Text Format (RTF)

The Rich Text Format (RTF) format is similar to the Microsoft Word (97-2003) format.

ODBC

ODBC is a record-based, data-exchange format. When you use this format, you can export your report data to any ODBC-compliant database.

Record Style - Columns with spaces and Record Style - Columns without spaces

The record-style formats export report data as text. These formats export data only from Group and Details areas. The output contains one line per record in the database (for the report). The record-style formats are used mainly for data exchange.

Report Definition

The Report Definition format exports your report to a text file that contains a brief description of the report's design view. This format is maintained only for compatibility with Crystal Reports 5.0.

Separated Values (CSV)

The Separated Values format is a record-based, data-exchange format. It exports the report object contents as a set of values separated by separator and delimiter characters that you specify. (When a comma (,) is used to separate fields, the format is known as Comma Separated Values (CSV); this export format is popular among Microsoft Excel users.)

Like record-style formats, the Separated Values format also creates one line of values for each record in your report. A record contains all of the fields in each section of your report as seen in the Design view. That is, fields in the Report Header section are exported first, followed by the Page Header section, the Group Header section, the Details section, the Group Footer section, the Report Footer section, and finally, the Page Footer section.

The Separated Values format cannot be used to export reports with cross-tabs or OLAP grids; nor can it be used to export reports with subreports in Page Header or Page Footer sections.

i Note

Standard Mode of the *Separated Values* format respects conditional suppression but only for report content. The data is suppressed, but a row is printed in the report with the field delimiters. For example, if your field delimiter is a comma and your report has four columns, you will see a blank row that contains four commas.

Tab Separated Text (TTX)

The Tab Separated Text format is similar to the Text format. This format preserves the layout of your report but with some differences. In the Text format, multi-line text objects are exported to multiple lines. In this format, multi-line text objects are exported in a single line; all string values are surrounded by double quotes (""); and the values themselves are separated by tab characters. TTX files can be opened in Microsoft Excel.

Text

Text format is a record-based format. Its output is plain text; therefore formatting is not retained. However, this format can preserve some of your report's layout. Text format assumes that a font of a constant dimension is used throughout the export. The Characters Per Inch (CPI) option specifies the number of characters that can be fit in a linear inch of horizontal space, and thus determines the dimension of the font.

This format also provides an option for pagination. If you select this option, a page break is inserted in the output after every specified number of lines. Page breaks in this format may not correspond to the pagination of your report.

XML

XML is used primarily for data exchange. It is a record-based format that uses the Crystal XML Schema. The XML Expert in Crystal Reports can be used to customize the XML output.

XML Legacy

XML is used primarily for data exchange. It is a record-based format that uses the Crystal XML Schema.

19.1.3.2 Destination

The destination determines the export location of your report. Crystal Report enables you to choose one of six destinations. They include:

- Application
- Disk file
- Exchange Folder
- Lotus Domino
- Lotus Domino Mail
- MAPI

19.1.3.3 Exporting to an application

If you export to an application, the program exports the report to a temporary file in the specified format and then opens the file in the appropriate application.

i Note

When exporting to an application, the output opens with the program that is associated with its file extension as specified on the File Types tab of your operating system's Folder Options.

i Note

When exporting in ODBC format, Application and Disk file are the same.

i Note

You will need to specify a file path if you are exporting in HTML format.

i Note

The file name of the report and the file name of the temporary file cannot be the same.

The sections below provide instructions on how to export a report to the Microsoft Excel (XLS) format for each of the different destination types.

19.1.3.3.1 To export to an application

1. Open the report you would like to export.
2. On the *File* menu, point to *Export*, and then click *Export Report*.

→ Tip



Another way to do this is to click the Export button on the Standard toolbar.

The Export dialog box appears.

3. Select the export format type from the *Format* drop-down list.

In this case, choose Microsoft Excel (XLS).

4. Select *Application* from the *Destination* drop-down list.
5. Click *OK*.

The Excel Format Options dialog box appears.

i Note

The options in the "Column width" area let you define the width of the Excel cells in your output based on a point width (a constant width) or a width determined by objects in various sections of your Crystal report.

i Note

Selecting "Whole Report" does not necessarily emulate the layout of your Crystal report. Rather, the Excel cell width is based on objects found in any section of your report. Likewise, for example, selecting "Details" creates cell widths based on the objects found only in the report's Details section.

6. Change the formatting options as needed.
7. Click [OK](#).

The Exporting Records dialog box appears.

→ Tip

Click [Cancel Exporting](#) to cancel the export process.

The program exports the report and opens it in the appropriate application. In this example, Microsoft Excel opens with the exported data.

19.1.3.4 Exporting to a disk file

If you export to a disk file, the program saves the report to the disk or diskette you have specified.

19.1.3.4.1 To export to a disk file

1. Open the report you would like to export.
2. On the [File](#) menu, point to [Export](#), and then click [Export Report](#).

→ Tip

Another way to do this is to click the  ([Export](#)) button on the Standard toolbar.

The Export dialog box appears.

3. Select the export format type from the [Format](#) drop-down list.
In this case, choose Microsoft Excel (XLS).
4. Select [Disk file](#) from the [Destination](#) drop-down list.
5. Click [OK](#).

The Excel Format Options dialog box appears.

For more information about this dialog box, see step 5 in [Exporting to an application \[page 361\]](#).

6. Change the formatting options as needed.
7. Click [OK](#).

The Select Export File dialog box appears.

8. Select the appropriate directory.

9. Enter the File name.
10. Click [Save](#).

→ Tip

Click Cancel Exporting to cancel the export process.

The program exports the report and saves it in the designated directory.

19.1.3.5 Exporting to a Microsoft Exchange folder

Crystal Reports enables you to export a report file to a Microsoft Exchange folder. You select the folder, and the report is stored there in the format that you specify. A Microsoft Exchange folder can contain standard notes (mail), files, and instances of Microsoft Exchange forms.

19.1.3.5.1 To export to a Microsoft Exchange folder

1. Open the report you would like to export.
2. On the [File](#) menu, point to [Export](#), and then click [Export Report](#).

→ Tip

Another way to do this is to click the  ([Export](#)) button on the Standard toolbar.

The Export dialog box appears.

3. Select the export format type from the [Format](#) drop-down list.

In this case, choose Microsoft Excel (XLS).

4. Select [Exchange Folder](#) from the [Destination](#) drop-down list.
5. Click [OK](#).

The Excel Format Options dialog box appears.

For more information about this dialog box, see step 5 in [Exporting to an application \[page 361\]](#).

6. Change the formatting options as needed.
7. Click [OK](#).

The Choose Profile dialog box appears.

i Note

You will be prompted by the Microsoft Outlook Setup Expert if Microsoft Exchange, Microsoft Mail, or Internet E-mail is not set up on your machine.

8. Select the desired profile from the [Profile Name](#) drop-down list.

If the profile is not listed, click New to create it.

9. Click [OK](#) when finished.
10. When the Select a Folder dialog box appears, select the folder in the profile in which you want the report to appear, and click [OK](#).

The report is exported to the Microsoft Exchange folder you selected. The exported report can now be accessed through the Microsoft Exchange client.

19.1.3.6 Exporting to MAPI (Microsoft Mail)

i Note

This option works only if you have a mail client installed (Microsoft Outlook, Microsoft Mail, or Exchange). Because the exported report is attached to an email message, you must also have an email account configured properly.

1. Open the report you would like to export.
2. On the [File](#) menu, point to [Export](#), and then click [Export Report](#).

→ Tip

Another way to do this is to click the  ([Export](#)) button on the Standard toolbar.

The Export dialog box appears.

3. Select the export format type from the [Format](#) drop-down list.
In this case, choose Microsoft Excel (XLS).
4. Select [Microsoft Mail \(MAPI\)](#) from the [Destination](#) drop-down list.
5. Click [OK](#).

The Excel Format Options dialog box appears.

For more information about this dialog box, see step 5 in [Exporting to an application \[page 361\]](#).

6. Change the formatting options as needed.
7. Click [OK](#).

The Send Mail dialog box appears.

8. Enter the address details, then click [Send](#).

The Exporting Records dialog box appears.

→ Tip

Click Cancel Exporting to cancel the export process.

19.1.3.7 Exporting to HTML

By exporting reports in HTML format, Crystal Reports provides you with a new option for rapid, convenient distribution of important company data. Once exported, your reports become accessible with many of the most popular Web browsers, including Netscape and Microsoft Internet Explorer.

19.1.3.7.1 To export to HTML

1. With the report you want exported active, go to the *File* menu, point to *Export*, and then click *Export Report*.

→ Tip



Another way to do this is to click the Export button on the Standard toolbar.

The Export dialog box appears.

2. From the *Format* drop-down list, select HTML 3.2 or HTML 4.0.
3. Select a destination from the *Destination* drop-down list.

The rest of this section assumes you select Disk file to store the HTML document in a directory on a web server.

4. Click *OK*.

The Select Export Files dialog box appears. When exported to HTML format, a report is saved as separate HTML pages. If you prefer, clear the check box to have the entire report saved to one file. Because the report is saved as separate HTML pages by default, the program asks you for the name of a directory for an export destination, and uses default names for the HTML files. The initial HTML page will be saved as Base File Name.html. This is the file you open if you want to view your report through your Web browser.

i Note

When you are exporting to a single file (that is, you have cleared the Separate HTML Pages check box) all blank space in headers and footers, as well as top and bottom page margins, is included. If you don't want to see blank spaces in your HTML file, suppress empty header and footer sections and set the top and bottom page margins to zero in the Page Setup dialog box.

5. Select an existing directory, or create a new directory for your report.
6. To navigate through separate HTML files, click the Page navigator option.
7. Click *OK*.

The program exports the report to HTML format.

19.1.3.8 Exporting to an ODBC data source

Crystal Reports allows you to export reports to any ODBC data source. If you have an ODBC data source set up for a database or data format, you can export your report to that data format through ODBC.

For instance, you may have an ODBC data source set up through ODBC Administrator that you normally use to access database tables designed in Microsoft SQL Server. Using the Export dialog box, however, you can select your SQL Server data source and export your report as a new SQL Server database table.

i Note

You must have an ODBC data source set up through ODBC Administrator in order for the program to export to a particular ODBC database format. See [How to set up an ODBC data source](#).

Exporting to an ODBC data source allows you to:

- Change data from a centralized database format into a format compatible with a local DBMS application.
- Change data from a local database format into a format compatible with a centralized database.
- Create a new database table that can be used as a separate data set in future reporting.
- Create a mini data-warehouse.
- Manipulate database data by filtering records, adding formulas, and removing fields to create a new database table that provides the data you need most for your work.

19.1.3.8.1 To export to an ODBC data source

1. With the report you want exported active, go to the [File](#) menu, point to [Export](#), and then click [Export Report](#).

→ Tip



Another way to do this is to click the Export button on the Standard toolbar.

The Export dialog box appears.

2. From the [Format](#) drop-down list, select [ODBC](#).

i Note

Destination is ignored when you are exporting a report to an ODBC data source. You do not need to make any changes to the Destination edit box.

3. Click [OK](#) in the Export dialog box.
4. If your ODBC data source specifies a particular database, the report will be exported to that database. Otherwise, the ODBC Formats dialog box appears. Select the database to which this report will be added as a new table, and then click [OK](#).
5. If the ODBC data source you selected requires a Logon ID and password, the Login or SQL Server Login dialog box appears. Enter your ID and Password, and then click [OK](#).

The Enter ODBC Table Name dialog box appears.

6. Enter the name you want to give to the new table in the database, and then click [OK](#).

The program exports the report as a new table to the database you specified.

i Note

If your report contains a binary field, a Cross-Tab, or an OLAP grid, you will be unable to export it to an ODBC data source successfully.

19.1.4 Working with Enterprise folders

Another way to distribute your reports is through SAP BusinessObjects Business Intelligence platform. When you publish a report to SAP BusinessObjects Business Intelligence platform, you can deliver it to end users via any web application—intranet, extranet, Internet or corporate portal.

Crystal Reports facilitates the publication of reports through the Enterprise option found in the Open and Save As dialog boxes and through the Workbench. For more information about publishing through the Workbench, see [The Workbench \[page 83\]](#).

When you choose the Enterprise option in the Open dialog box, you can select any published report to make changes to it. The same option in the Save As dialog box lets you save a modified report back to its original location, or it lets you save a new report to an Enterprise folder, which, in essence, is the same as publishing the report to SAP BusinessObjects Business Intelligence platform.

19.1.4.1 Opening a report in an Enterprise folder

You can open reports from SAP BusinessObjects Business Intelligence platform folders in Crystal Reports. Crystal Reports displays the appropriate SAP BusinessObjects Business Intelligence platform folders in the Open dialog box.

19.1.4.1.1 To open a report in an Enterprise folder

1.  On the *File* menu, click *Open*.
2. In the Open dialog box, click *Enterprise*.

If you have not already logged on to SAP BusinessObjects Business Intelligence platform, the [Log On to SAP BusinessObjects Enterprise](#) dialog box appears.



The dialog box titled "Log On to BusinessObjects Enterprise" contains a lock icon and the text: "Enter the name of your system (Central Management Server). You also need to specify your user name and password." It features four input fields: "System:" with a dropdown menu showing "BUSINESS-88W4AT", "User name:" with a text box, "Password:" with a text box, and "Authentication:" with a dropdown menu showing "Enterprise". At the bottom are "OK" and "Cancel" buttons.

3. In the [System](#) field, enter or select the name of the SAP BusinessObjects Business Intelligence platform system that you want to connect to.
4. Enter your user name and password.
5. Click the [Authentication](#) list to select the appropriate authentication type.

Enterprise authentication requires a user name and password that is recognized by SAP BusinessObjects Business Intelligence platform.

LDAP authentication requires a user name and password that is recognized by an LDAP directory server.

Windows Active Directory (AD) authentication requires a user name and password that is recognized by Windows AD.

Windows NT authentication requires a user name and password that is recognized by Windows NT.

6. Click [OK](#).

The Enterprise folders appear and you can select a report to open in Crystal Reports.

i Note

To find a specific report, highlight a folder and select Find from its shortcut menu. You can then use the Find dialog box to enter the report's name or a part of its name.

i Note

To limit the risk of expanding a folder that contains many hundreds of reports, use the “batch” options on the folder's shortcut menu:

- First Batch displays the first 100 objects in the selected folder.
- Next Batch displays the next 100 objects in the selected folder.
- Previous Batch displays the previous 100 objects in the selected folder.
- Last Batch displays the last 100 objects in the selected folder.

i Note

Select the “Update Repository Objects” option to ensure that the report's repository objects are updated when the report is opened in the future. For more information about the SAP BusinessObjects Enterprise Repository, see [SAP BusinessObjects Enterprise Repository \[page 88\]](#).

19.1.4.2 Saving a report to an Enterprise folder

You can save Crystal reports to SAP BusinessObjects Business Intelligence platform folders. Use the Save As dialog box to save a modified report back to its original location, or use it to save a new report to an SAP BusinessObjects Business Intelligence platform folder. (Saving a report to an SAP BusinessObjects Business Intelligence platform folder is the same as publishing the report to SAP BusinessObjects Business Intelligence platform.)

i Note

If your report uses a DataDirect DSN connection and you want to publish the report to a BI platform installation on Unix, verify that the BI platform administrator has added a DSN entry into the `odbc.ini` file.

For more information about configuring BI platform to use DataDirect connections, see the *SAP BusinessObjects Business Intelligence Platform Installation Guide for Unix*.

19.1.4.2.1 To save a report to an Enterprise folder

1. On the *File* menu, click *Save As*.
2. In the Save As dialog box, click *Enterprise*.
3. If you have not already logged onto SAP BusinessObjects Business Intelligence platform, do so now.

For information about how to log onto SAP BusinessObjects Business Intelligence platform, see [Opening a report in an Enterprise folder \[page 367\]](#).

4. When the Enterprise folders appear, select a folder to save your report in.
5. Enter a file name for your report.
6. Select *Enable Repository Refresh* if you want your report's repository objects to be updated when the report is opened again in Crystal Reports or scheduled in SAP BusinessObjects Business Intelligence platform.

For more information about the SAP BusinessObjects Enterprise Repository, see [SAP BusinessObjects Enterprise Repository \[page 88\]](#).

7. Click *Save* to publish your report to SAP BusinessObjects Business Intelligence platform.

19.2 Viewing reports

You can view Crystal reports using a number of report viewers available through the stand-alone Report Application Server (RAS) or SAP BusinessObjects Business Intelligence platform and the SAP BusinessObjects Business Intelligence platform Software Development Kit (SDK). For information about the Crystal Report Viewers, see the *Report Application Server Viewer Help* or the viewer online help in the SAP BusinessObjects Business Intelligence platform SDK documentation.

In general, the Crystal Report Viewers are page viewers that let you see complete pages of your Crystal reports. However, one viewer—the Report Part Viewer—lets you see specific report objects without viewing the entire page. Report objects displayed in such a way are referred to as Report Parts.

19.2.1 Report Parts and other Report objects

19.2.1.1 What are Report Parts?

Report objects displayed by themselves in a viewer—without the rest of the report page—are referred to as Report Parts. More precisely, however, Report Parts are objects that use hyperlinks to point from a home report object to a destination object.

Report Parts work with the DHTML viewer subset of the Crystal Report Viewers to expand the navigation possibilities within and between reports. Report Part hyperlinks can link to other objects in the current report or to objects in any other report. This linking lets you create a guided path through your reports that shows only specific information at each stop along the path.

Viewing Report Parts instead of the whole page is a powerful feature that allows you to seamlessly integrate reports into portal and wireless applications.

19.2.1.1.1 Report Part Viewer

The Report Part Viewer is a viewer that lets you display Report Parts without the rest of the report page. You can integrate this viewer into web applications so that your users see only specific report objects without having to see the rest of the report.

For the most part, you set up the Report Part hyperlinks in the Report Designer, but you take advantage of their functionality in the report viewers.

19.2.1.2 Navigating Report Parts and report objects

The navigation functionality in Crystal Reports lets you move to other report object(s) in the same report, or to object(s) in another report—with a specified data context. In this last case, the other report must be managed in SAP BusinessObjects Business Intelligence platform, or must be part of a stand-alone Report Application Server environment. This navigation is available only in the DHTML viewers (zero-client, server-side viewers). Its advantage is that you can link directly from one object to another; the viewer passes the required data context so you go to the object and data that is relevant.

Report Parts use this navigation functionality when linking between Report Part objects. The key difference between Report Part navigation and regular (page) navigation is that, when navigating with Report Parts (using the Report Part Viewer), you see only the objects identified as Report Parts. In regular navigation (using the page viewers or the Advanced DHTML Viewer), you go to the identified object(s), but you see the entire page.

19.2.1.2.1 Setting up navigation

Navigation (page or Report Part) is set up on the Hyperlink tab of the Format Editor dialog box.

In the DHTML Viewer Only area of the Hyperlink tab, you can select one of two options:

- [Report Part Drilldown](#)
The Report Part Drilldown option is available for summary fields, group charts and maps, and fields in your report's group header or group footer. This option is relevant only to Report Parts; regular navigation (using the page view) drills down by default. For more information, see [Report Part-specific navigation \[page 372\]](#).
- [Another Report Object](#)
You can use the Another Report Object option for both Report Part and page navigation. This option lets you specify the destination object(s) you want to navigate to and the data context to pass.

When you select the Report Part Drilldown option, the "Hyperlink information" area contains these options:

- [Available Fields](#)

The Available Fields area lists, as a tree view, all the sections in your report that contain report objects you can use for Report Part drill down. You select objects from this area and add them to the Fields to Display area.

- [Fields to Display](#)

The Fields to Display area lists, as a tree view, the section and objects that you have selected for drilling down on.

See [The Report Part Drilldown option \[page 372\]](#) for information about how to use these options.

When you select the Another Report Object option, the "Hyperlink information" area contains these options:

- [Paste the Report Part link](#)

Use the Past Link button to add detailed information about a report object that you previously selected and copied. The pasted information depends, in part, on the option you select from the list associated with the button.

- [Select From](#)

After you paste link information, the Select From field contains the path and file name of the report you selected and copied from (it is blank when the current report is referenced). You add information to this field by pasting a report part link; otherwise it is not accessible.

- [Report Title](#)

The Report Title field defaults to the title of the report specified in the Select From field (it contains the text <Current Report> when the current report is referenced). If a report title was not defined in the Document Properties dialog box, the field defaults to the report's file name. You add information to this field by pasting a report part link; otherwise it is not accessible.

- [Object Name](#)

By adding one or more objects to this field, you are identifying the destination objects for your navigation. In page navigation, this information determines what object you move to in the page. For Report Part navigation, this information determines what object(s) the viewer displays upon navigation (the viewer displays only the identified objects).

You can select any of the following report object types in the Object Name field (you can select one or more objects from the same report section):

- Field objects
- Charts or maps
- Bitmaps
- Cross-tabs
- Text objects

You cannot select the following report object types as destinations:

- Objects inside the Page Header or Page Footer.
- Lines or boxes.
- Subreports or any object inside a subreport.
- Entire sections (you must select the objects inside the section individually).

You can add specific information in one of two ways:

- You can type the object name(s) as they appear in the Report Explorer.
- You can copy report object(s) from the current report or another and paste its information into the object field.

- [Data Context](#)

The program normally completes the Data Context field when you paste information for the destination object(s). You can also customize this option by using the Conditional Formula button. For more information, see [Data context formats \[page 379\]](#).

See [The Another Report Object option \[page 375\]](#) for information about how to use these options.

i Note

Report objects with hyperlinks defined are shown in the Report Explorer as blue text with a solid underline. Objects with Report Part hyperlinks are shown as green text with a dashed underline.

19.2.1.2.2 Report Part-specific navigation

Report Parts use the Crystal Reports navigation functionality. However, some special cases apply only to Report Parts:

- The viewer displays only the object identified as the destination object.
- You must specify Initial Report Part Settings for each report that is the first stop on the Report Part navigation path.

19.2.1.3 The Report Part Drilldown option

The Report Part Drilldown option lets you define a hyperlink so that the Report Part Viewer can emulate the drill-down functionality of Crystal Reports. The Report Part Viewer displays only destination objects; therefore, to make drill down work, you need to define a navigation path from a home object to one or more destination objects. When you have multiple destination objects, they must all reside in the same report section.

The Report Part Drilldown option does not affect the DHTML page viewers since the option emulates the default Crystal Reports behavior for drill down (which the page viewers already support). Page viewers, however, do not limit which objects are displayed—they always show all report objects.

i Note

Use the Report Part Drilldown option only to navigate between objects in the same report.

Because the Report Part Viewer shows only destination objects, you must define Initial Report Part Settings (that is, a default home object) for a report before your Report Part Drilldown hyperlinks can work. A report's Initial Report Part Settings define the object that appears first in the Report Part Viewer. Think of this object as the place you'll begin your path of drill-down hyperlinks from.

19.2.1.3.1 To define Initial Report Part Settings

1. Open the report whose default home object you want to define.
2. Right-click the object you want to set as the default home object and select [Copy](#) from its shortcut menu.

3. On the *File* menu, click *Report Options*.
4. In the Initial Report Part Settings area of the Report Options dialog box, click *Paste Link*.

The program pastes the name and data context of the report object you selected as your home object into the appropriate fields.

→ Tip

For more information about data contexts, see [Data context formats \[page 379\]](#).

Include another object from the same section of the report by entering a semi-colon (;) and typing the name of the object.

5. Click *OK*.

19.2.1.3.2 To create a Report Part Drilldown hyperlink

i Note

Before you begin this procedure, be sure to read [Setting up navigation \[page 370\]](#) to acquaint yourself with the limitations of creating this type of hyperlink.

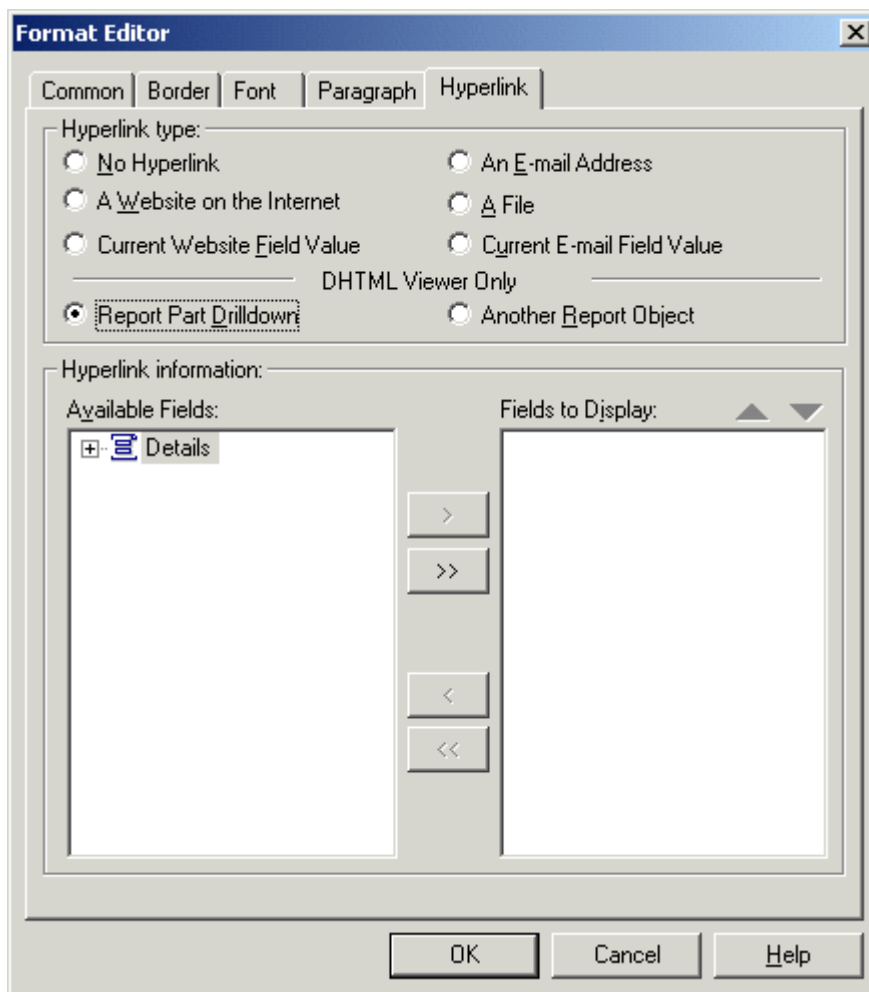
1.  Open a report and select the intended destination object; then click the Format button on the Expert Tools toolbar.

→ Tip

You can also do this by selecting Format Field from the Format menu.

2. In the Format Editor, click the *Hyperlink* tab.
3. In the DHTML Viewer Only area, select *Report Part Drilldown*.

The "Hyperlink information" area changes to show the fields available for this type of hyperlink.



The Available Fields area shows only the sections and report objects you can select for drill down. In general, these objects include field objects, charts, maps, bitmaps, cross-tabs, and text objects contained in the next section down (that is, for example, objects in group two when the object you selected is in group one).

Note

The Available Fields area does not show suppressed report objects.

4. In the Available Fields area, select the section or report object(s) you want to use as your drill down destination.

Tip



Use the Report Explorer to quickly identify the default names assigned to each of your report objects. To open the Report Explorer, click its button on the Standard toolbar.

You can add all the objects in a section by selecting the section node. If you expand the section node, you can select one or more of the objects that it contains.

5. Use the arrow buttons to move the selected section or object(s) to the Fields to Display area.

For ease of identification, the program creates a section node in the Fields to Display area. This node contains the objects that you selected in the Available Fields area.

6. If you want to add another object to the Fields to Display area, select it in the Available Fields list and drag it into position.

i Note

The position an object has in the Fields to Display area determines how it appears in the Report Part Viewer; top to bottom in the Fields to Display area equates to left to right in the viewer. Use the arrows above the Fields to Display area to change the order of objects. (Note that a programmer can alter this default behavior through the PreserveLayout property of the Report Part Viewer.)

i Note

The Fields to Display area can contain only one section at a time. If you try to add a second section or an object from a second section, it replaces any existing section in the Fields to Display area.

7. Click [OK](#).

You have established a hyperlink from your report's home object to a destination object or objects. In the Report Part Viewer, you will see the home object first, and when you click it for drill down, you will see the destination object(s).

19.2.1.4 The Another Report Object option

The Another Report Object option lets you define a hyperlink path for linking objects in the same or different reports. If you are defining a hyperlink path to a different report, that report must be managed in SAP BusinessObjects Business Intelligence platform, or it must be part of a stand-alone Report Application Server environment. The Report Part Viewer displays only the objects you specify. Like the Report Part Drilldown option, all destination objects must be from the same report section.

i Note

When using a stand-alone Report Application Server environment, it is recommended that all reports navigated to and from using the Another Report Object option reside in the default Report Application Server report directory. Placing reports in this directory ensures that the linked reports can be easily migrated to an SAP BusinessObjects Business Intelligence platform environment.

i Note

The DHTML page viewer also uses the Another Report Object option for navigation purposes.

i Note

You cannot use the Another Report Object option for an entire cross-tab or OLAP grid object; you can, however, use it for any individual cell in a cross-tab or OLAP grid.

Work flow

Because the Another Report Object option allows you to create hyperlinks between objects in different reports managed in SAP BusinessObjects Business Intelligence platform, it requires more set up on the Hyperlink tab. This is an overview of the steps you have to complete to set up your hyperlink successfully.

- Open the report that contains the object you want to be the destination object and copy it.
- Open the report that contains the home object, select it, and open the Format Editor.
- On the Hyperlink tab, paste the information from the destination object into the appropriate fields.

The following procedure shows you how to do all of these steps.

19.2.1.4.1 To create an Another Report Object hyperlink

i Note

Before you begin this procedure, be sure to read [Setting up navigation \[page 370\]](#) to acquaint yourself with the limitations of creating this type of hyperlink.

1. Open your source and target reports.

Your source report is the report you copy an object from; the target report is the report you add the hyperlink information to.

When you view your target report in the Report Part Viewer, you first see its home object. When you drill down on that object, you go to the destination object you selected in the source report.

2. In your source report, right-click the intended destination object and select *Copy* from its shortcut menu.



3. In your target report, select the intended home object; then click the *Format* button on the *Expert Tools* toolbar.

→ Tip

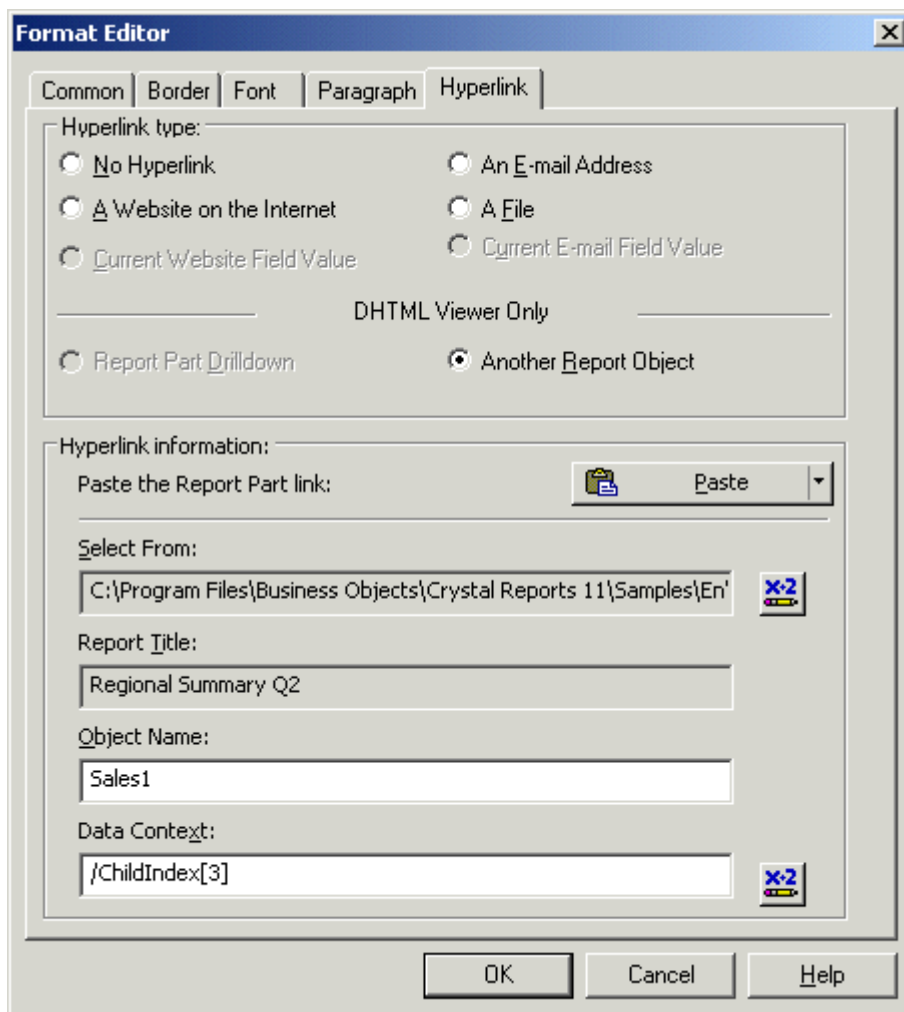
You can also do this by selecting Format Field from the Format menu.

4. In the Format Editor, click the *Hyperlink* tab, and then select the *Another Report Object* option.
5. In the "Hyperlink information" area, click *Paste Link*.

i Note

The Paste Link button is unavailable if you have not copied a destination object as shown in step 2.

The program pastes the identifying information from the destination object you selected in the source report into the appropriate fields.



The Paste Link button includes a list of options that you can use when pasting a link to the destination object. Depending on the type of link you are creating (for example, a link to a specific data context rather than a link to a generic data context), you may see these options:

- [Context Report Part](#)
This is the default option; it is selected when you click Paste Link without viewing the other list options. Use this option to paste a link that includes the most complete data context that the program can determine. For more information, see [Context Report Part option scenarios \[page 378\]](#).
- [Design View Report Part](#)
Use this option to paste a link that includes a generic data context (that is, a data context that does not point to a specific record). Use this option when you want a broad data context, or when data is not yet present in your source report.
- [Preview Report Part](#)
Use this option to paste a link that includes a specific data context (that is, a data context that points to a specific record). Use this option when you want a narrow data context, or when data is present in your source report.

i Note

If you choose the Design View Report Part option (or if you choose the Context Report Part option for an object copied from a report's Design view) and your source and target reports have different data structures, you'll see the Report Part Map Fields dialog box. Each field in the Unmapped Fields area represents a group in your source report. Use this dialog box to map these groups to fields in your target report. When you've mapped all the groups, the OK button is available, and you can proceed.

6. If you want to add other fields from the same section of the source report, click the [Object Name](#) field and move the cursor to the end of the existing text. Enter a semi-colon (;) and then the name of the field(s).

i Note

The order of objects in the Object Name field determines how they appear in the Report Part Viewer; left to right in the Object Name field equates to left to right in the viewer.

7. You can broaden your [Data Context](#) by using an asterisk (*) to represent all records in a group.

For example, if your Data Context is /USA/CA/Changing Gears (which will show only that specific detail record), you could change it to /USA/CA/* to show all detail records within that group.

→ Tip

You might find it more useful to copy your hyperlink information from the Design view because the data context will be more general (that is, you won't be copying only a specific record as you might on the Preview view).

→ Tip

If your report has a group selection formula, check the data context for your destination object to ensure it contains the correct child index.

→ Tip

For more information, see [Data context formats \[page 379\]](#).

8. Click [OK](#).

You have established a hyperlink from your home object to a destination object or objects. In the Report Part Viewer, you see the home object first, and when you click it for drill down, you see the destination object(s).

19.2.1.5 Context Report Part option scenarios

When pasting linking information for a Report Part, the Context Report Part option mainly affects the data context of the link; the Select From field (the report URI) and the Object Name field are always the same for any of the choices available in the Paste Link list. This section provides various scenarios and describes how the program creates a data context for each.

Scenario 1

If your source report contains data (that is, if the report is in Preview view), the Context Report Part data context (in the target report) is the source report's Preview data context for all children of the selected field. For example, you might see this in the Data Context field: `/Country[USA]/Region[*]`. Otherwise, the program uses the source report's Design view data context as the Context Report Part data context in the target report.

Scenario 2

If your source and target reports are the same report, and the object you choose as your source is from the Preview view, when the target object you choose to link to is in a higher level than the source object, the data context is left empty. For example, when the source data context is `/Country[Australia]/ChildIndex[5]`, and the target data context is `/Country[Australia]`, the Context Report Part data context is left empty.

Scenario 3

If your source and target reports are the same report, and the object you choose as your source is from the Preview view, when the target object you choose to link to is in a lower level than the source object, the data context pasted is a Design view data context (in the form of a formula). For example, when the source data context is `/Country[Australia]`, and the target data context is `/Country[Australia]/ChildIndex[5]`, the Context Report Part data context is `"/"+{Customer.Country}`.

Cross-tabs

If the object you copy in your source report is part of a cross-tab, the Context Report Part data context is based on the selected object embedded in the cross-tab. Crystal Reports creates the data context by tracking if the selected object in the cross-tab is a row, column, or cell. Next, the program retrieves row and column names. Then it parses the Design view data context. Finally, it generates the Context Report Part data context by adding the `GridRowColumnValue` function if the group in the data context formula appears in the row or column names retrieved earlier. You might see, for example, a data context such as:

```
"/"+GridRowColumnValue("Customer.Country")
+"/"+GridRowColumnValue("Customer.Region")
```

19.2.1.6 Data context formats

- Normally, a data context formula appears as follows:

```
"/" + {Table.Field} + "/" + {Table.Field}
```

- You can also use these formats:
 - XPath-like format:
`/USA/Bicycle`
 - Strongly-Typed format:
`/Country[USA]/Product Class[Bicycle]`

i Note

You can add detail-level information in O-based format:

```
/USA/Bicycle/ChildIndex[4]
```

i Note

You can also use a wildcard to identify all instances:

```
/USA/*
```

- For cross-tab objects, you can use navigation on cells, columns, or rows. To define the data context, use the `GridRowColumnValue` formatting function. For example:

```
"/" + GridRowColumnValue ("Supplier.Country") + "/" + GridRowColumnValue ("Product.Product Class").
```

19.2.1.7 Hyperlinks displayed in the viewers

This section summarizes information about the hyperlink options and how they work in the page viewers and the Report Part Viewer.

Differences between the hyperlink options

Another Report Object	Report Part Drilldown
This option allows the selection of one or more report objects.	This option allows the selection of one or more report objects.
Destination objects must be from the same report section.	Destination objects must be from the same report section.
The location of the section that contains the destination objects has no restriction: - The section can be located anywhere in the report. - The section can be in a group level above or below the source object.	The location of the section that contains the destination objects must be in the immediately next, lower-group level from the source object.

Another Report Object	Report Part Drilldown
The object can be in a different report that is managed in SAP BusinessObjects Business Intelligence platform or is part of a stand-alone Report Application Server (RAS).	The object must be in the same report.

Differences between how the viewers display hyperlinks

Page viewers	Report Part Viewer
Another Report Object: • Navigates to destination objects and shows contents of the entire page.	Another Report Object: • Navigates to destination objects and shows only the destination objects.
Report Part Drilldown: • Navigates (drills down) to the group and shows the complete contents of the group.	Report Part Drilldown: • Navigates to destination objects and shows only the destination objects.
Default drill down (no hyperlink): • Group drill down from a group header or footer, chart, or map displays the group view. • Subreport drill down displays the subreport view.	Default drill down (no hyperlink): • Not available.

19.2.2 Creating an Enterprise Hyperlink

You can create hyperlinks from a report to enterprise documents such as Crystal Reports, Interactive Analysis and other documents.

i Note

In order for this feature to work, SAP BusinessObjects Business Intelligence platform needs to be running.

19.2.2.1 To create an Enterprise Hyperlink

1. Select a report object on the *Design* or *Preview* tab.
2. On the *Format* menu, click *Hyperlink*.
The *Format Editor* dialog box appears with the Hyperlink tab active.
3. On the *Hyperlink type* section, select the option *A Website on the Internet*.

4. Click [Create enterprise hyperlink](#).
5. Click [Browse](#).
The [Open](#) dialog box appears.
6. Click [My Connections](#) to add a new connection to the Enterprise.
If you already have a connection, click [Enterprise](#).
7. Navigate to the enterprise document that you wish to open and click [Open](#).
The [Document ID](#) and [Document Name](#) fields are filled out with the CUID and name of the selected document respectively.
8. On the [Hyperlink Settings](#) section change the different options to create the hyperlink with the specified settings.
9. On the [Parameter Settings](#) section select the parameter values, if the selected document has parameters.
10. Click [OK](#).

19.2.3 Using Smart View to view a report in the CMC

The [Smart View](#) setting in the Central Management Console (CMC) allows an administrator to change BI launch pad report viewing behavior from viewing the latest instance of a report to refreshing report content from the data source.

1. In the Central Management Console, click [Applications](#).
2. On the [Applications](#) page, double-click [Crystal Reports Configuration](#).
The [Properties: Crystal Reports Configuration](#) dialog box appears.
3. Under [Properties](#), select [BI launch pad](#).
4. Under [Smart View](#), perform one of the following actions:
 - To view the last successful instance when you double-click a publication in BI launch pad, select [View Latest Instance](#). If no successful instance exists, the publication is refreshed against its data source. This is the default view.
 - To always refresh a publication against its data source (regardless of whether an instance exists) when you double-click the publication in BI launch pad, select [View Object](#).
5. Click [Save & Close](#).

19.3 Using smart tags

Crystal Reports lets you take advantage of smart tags in Office XP. When you paste a chart, a text object, or a field object into an Office XP application, you can view data from the host report after selecting a smart tag option. This table summarizes the options available to you.

Office XP application	Smart tag option	Crystal Reports object type
Word	View	Text object
	Refresh	Field object
		Chart
Excel	View	Text object
	Refresh	Field object
Outlook	View	Text object
	Refresh (only when creating a message)	Field object
		Chart

Before you can use smart tags, web server options must be configured on the Smart Tag tab of the Options dialog box. As well, an .asp or .jsp page must be created for viewing report details. Normally, these tasks should be carried out by your system administrator.

i Note

The reports you want to use with smart tags must exist on the web server named in the Options dialog box in a directory that mirrors their real location, or the web server must be configured to accept a UNC path.

19.3.1 To use smart tags with a Crystal Reports object

1. Open the Crystal report that contains the object you want to copy to an Office XP application.
2. On the **File** menu, click **Options** and ensure that the options in the Smart Tag Web Server Options area on the **Smart Tag & HTML Preview** tab have been configured:
 - Your web server must be named.
 - A virtual directory must be named (a default is provided).
 - A viewing page must be named (a default is provided).
3. On the **Preview** tab of Crystal Reports, right-click the text object, field object, or chart you want to copy and select **Copy Smart Tag** from its shortcut menu.
4. Open the appropriate Office XP application, and paste the report object into a document, worksheet, or email message.

i Note

See the table in this section for limitations about which report objects can be pasted into each Office XP application.

5. In your Office XP application, choose the appropriate smart tag from the options for the pasted report object.

i Note

See the table in this section for limitations about which smart tags are available in each Office XP application.

The .asp or .jsp page named in the Options dialog box appears showing the appropriate information from the host Crystal report.

20 Report Alerts

This section provides information about creating and using alerts in your Crystal reports.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

20.1 About Report Alerts

Report Alerts are custom messages created in Crystal Reports that appear when certain conditions are met by data in a report. Report Alerts may indicate action to be taken by the user or information about report data.

Report Alerts are created from formulas that evaluate conditions you specify. If the condition is true, the alert is triggered and its message is displayed. Messages can be text strings or formulas that combine text and report fields.

Once a Report Alert is triggered, it's not evaluated again until you refresh your report's data.

Because Report Alerts are specific to each report, you decide when to use them and when not to. They can be useful to point out important information, such as sales that fall above or below a limit. And the message is created by you, so it can be specific to your data.

20.2 Working with Report Alerts

This section focuses on the tasks you'll need to undertake in order to use Report Alerts.

20.2.1 Creating Report Alerts

You must complete three steps when creating a Report Alert:

- Name the alert.
- Define the condition that triggers the alert.

- Create the message you want to appear when the alert is triggered (this step is optional).

20.2.1.1 To create a Report Alert

1. On the Report menu, point to [Alerts](#) and then click [Create or Modify Alerts](#).

The Create Alerts dialog box appears.

2. Click [New](#).

The Create Alert dialog box appears.

3. Enter a name for your new alert in the [Name](#) box.
4. Enter your alert message in the [Message](#) box.

The Message box lets you enter a message to be used as a default. If you want the same message to appear every time your alert is triggered, enter it in the Message box.

If, however, you want to use a formula so the message is customized with data elements, see the next step.

5.  If you want to use a formula to create an alert message, click the formula button to the right of [Message](#).

The Formula Workshop appears. For information on how to use the editor, see [Working with the Formula Editor \[page 400\]](#).

6. Enter your alert message formula.

For example, if you want to see the message "Country is a star performer" (where Country is the name of a specific country), you might create the following formula:

```
{{Customer.Country}} + " is a star performer"
```

i Note

The result of an alert message formula must be a string.

i Note

The DefaultAttribute function can be used to refer to a message added in the Message box. For example, if the message in your Message box is " is a star performer," your alert message formula might be:

```
{{Customer.Country}} + DefaultAttribute
```

This formula relies on the text you enter in the Message box; that text becomes the DefaultAttribute.

i Note

Message condition formulas can be created using either Crystal Syntax or Basic Syntax.

7. Click [Save and close](#) to return to the Create Alert dialog box.
8. In the Create Alert dialog box, click [Condition](#).

The Formula Workshop appears.

9. Enter your alert condition formula.

Alert formulas can be based on recurring records or on summary fields, but cannot be based on print-time fields, such as running totals or print time formulas. Alert formulas cannot have shared variables.

If an alert formula is based on a summary field, any recurring fields used must be constant over the summary field. For example, if you are grouping on Country and Region, you might create an alert such as:

```
Sum ({Customer.Last Year's Sales}, {Customer.Region}) > 10000
```

In this case, your formula can refer to either Country or Region, but not City or Customer Name since these are not constant.

i Note

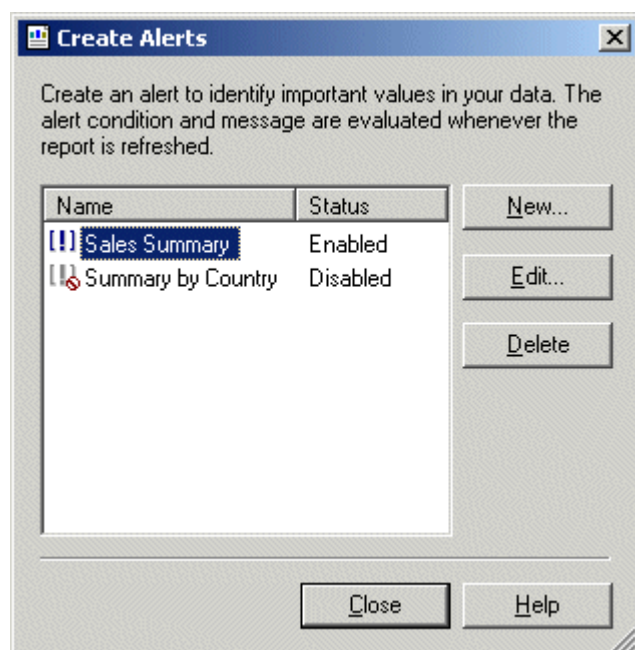
Alert condition formulas can be created using either Crystal Syntax or Basic Syntax.

10. Clear the *Enable* check box if you do not want the alert to be evaluated.

Otherwise, leave it selected.

11. Click *OK* to save your alert.

You are returned to the Create Alerts dialog box and your new alert is listed. You can see its name and status (Enabled or Disabled).



Only enabled and disabled alerts appear in the Create Alerts dialog box. If an alert is triggered, it is seen in the Report Alerts dialog box.

20.2.2 Editing Report Alerts

1. On the Report menu, point to [Alerts](#) and then click [Create or Modify Alerts](#).
2. In the Create Alerts dialog box, select the alert you want to edit and click [Edit](#).

→ Tip

Double-clicking an alert also lets you edit it.

3. Make the changes you want in the Edit Alert dialog box.
4. Click [OK](#) to save your changes.

i Note

If the alert has already been triggered, editing it removes it from the Report Alerts dialog box.

20.2.3 Deleting Report Alerts

1. On the Report menu, point to [Alerts](#) and then click [Create or Modify Alerts](#).
2. In the Create Alerts dialog box, select the alert you want to delete and click [Delete](#).

The selected alert is removed from the Create Alerts dialog box.

i Note

If the alert has already been triggered, deleting it removes it from the Report Alerts dialog box as well.

20.2.4 Viewing Report Alerts

You can view triggered Report Alerts by:

- Refreshing your report's data.
- Selecting Triggered Alerts from the Alerts submenu of the Report menu.

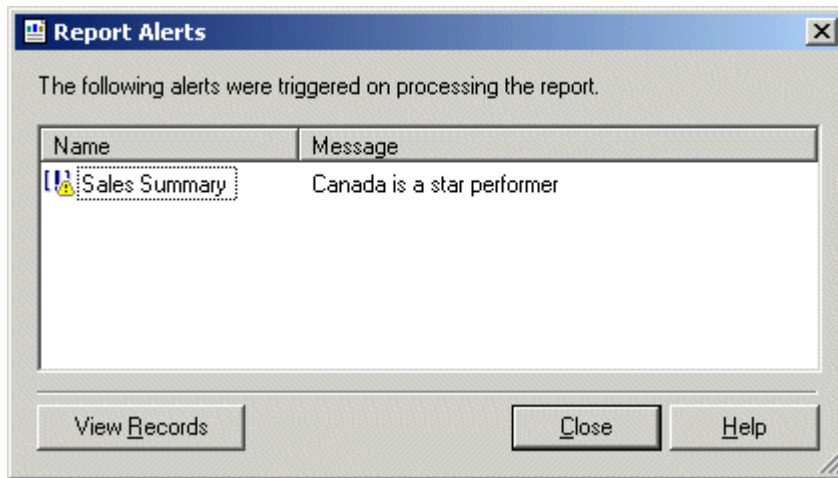
i Note

If you want to view alerts when report data is refreshed, you must select "Display Alerts on Refresh" on the Reporting tab of the Options dialog box (this option is also available on the Report Options dialog box).

20.2.4.1 To view Report Alerts

1. On the Report menu, point to [Alerts](#) and then click [Triggered Alerts](#).

The Report Alerts dialog box appears.



2. Select the alert whose records you want to see.
3. Click [View Records](#).

A new report tab is opened showing the report record(s) that triggered the alert. If the record is hidden, the record's group is shown but drill down is not performed.

i Note

If you select more than one triggered alert before clicking the View Records button, the results are generated by performing a Boolean AND operation on the selected alerts.

4. To return to the Report Alerts dialog box, click the [Preview](#) tab.
5. Click [Close](#) to remove the Report Alerts dialog box.

20.2.5 Referring to Report Alerts in formulas

Alerts can be referred to in formulas. Any formula that references an alert becomes a print time formula.

The following functions are available:

- IsAlertEnabled()
- IsAlertTriggered()
- AlertMessage()

These functions behave the same as alerts created in the Create Alerts dialog box:

- IsAlertTriggered("AlertName") is true only for the records on which the alert is triggered
- AlertMessage("AlertName") displays the message for a record when the alert is true.

Because alerts are not field objects (you cannot drop them into the report), alerts are represented differently from report fields in the Formula Workshop. In the Functions tree, you'll see an Alerts heading where the functions themselves appear. Available alerts are listed by name below that.

21 Using Formulas

This section explains the basics of formulas and introduces you to the Formula Workshop in order for you to begin to create formulas.

21.1 Formulas overview

In many cases, the data needed for a report already exists in database table fields. For example, to prepare an order list you would place the appropriate fields on the report.

Sometimes, however, you need to put data on the report that does not exist in any of the data fields. In such cases, you need to create a formula. For example, to calculate the number of days it takes to process each order, you need a formula that determines the number of days between the order date and the ship date. Crystal Reports makes it easy for you to create such a formula.

21.1.1 Typical uses for formulas

There are many uses for formulas. If you have a need for specialized data manipulation, you can do it with a formula.

Creating calculated fields to add to your report

To calculate a price discounted 15%:

Crystal syntax example:

```
{Orders_Detail.Unit Price}*.85
```

Basic syntax example:

```
formula = {Orders_Detail.Unit Price}*.85
```

Formatting text on a report

To change all the values in the Customer Name field to uppercase:

Crystal syntax example:

```
UpperCase ({Customer.Customer Name})
```

Basic syntax example:

```
formula = UCase ({Customer.Customer Name})
```

Pulling out a portion, or portions, of a text string

To extract the first letter of the customer name:

Crystal syntax example:

```
{Customer.Customer Name} [1]
```

Basic syntax example:

```
formula = {Customer.Customer Name} (1)
```

Extracting parts of a date

To determine what month an order was placed:

Crystal syntax example:

```
Month ({Orders.Order Date})
```

Basic syntax example:

```
formula = Month ({Orders.Order Date})
```

Using a custom function

To convert \$500 from U.S. currency to Canadian:

Crystal syntax example:

```
cdConvertUSToCanadian (500)
```

Basic syntax example:

```
formula = cdConvertUSToCanadian (500)
```

21.2 Formula components and syntax

Formulas contain two critical parts: the components and the syntax. The components are the pieces that you add to create a formula while the syntax is the rules that you follow to organize the components.

21.2.1 Formula components

Creating a formula in Crystal Reports is like creating one in any spreadsheet application. You can use any of the following components in your formula:

Fields

Example: {customer.CUSTOMER LAST NAME}, {customer.LAST YEAR'S SALES}

Numbers

Example: 1, 2, 3.1416

Text

Example: "Quantity", ":", "your text"

Operators

Example: + (add), / (divide), -x (negate)

Operators are actions you can use in your formulas.

Functions

Example: Round (x), Trim (x)

Functions perform calculations such as average, sum, and count. All functions available are listed with their arguments and are arranged by their use.

Custom functions

Example: `cdFirstDayOfMonth`, `cdStatutoryHolidays`

Custom functions provide a way to share and reuse formula logic. They can be stored in the SAP BusinessObjects Enterprise Repository and then added to a report. Once in the report, custom functions can be used in the Formula Expert when creating formulas.

Control Structures

Example: "If" and "Select", "For" loops

Group field values

Example: `Average (fld, condFld)`, `Sum (fld, condFld, "condition")`

Group field values summarize a group. For example, you could use group field values to find the percentage of the grand total contributed by each group.

Other formulas

Example: `{@GrossProfit}`, `{@QUOTA}`

21.2.2 Formula syntax

Syntax rules are used to create correct formula. Some basic rules are:

- Enclose text strings in quotation marks.
- Enclose arguments in parentheses (where applicable).
- Referenced formulas are identified with a leading @ sign.

21.2.2.1 Crystal and Basic syntax

When creating formulas, you have the option of using either Crystal or Basic syntax. Almost any formula written with one syntax can be written with the other. Reports can contain formulas that use Basic syntax as well as formulas that use Crystal syntax.

Crystal syntax is the formula language included in all versions of Crystal Reports.

If you are familiar with Microsoft Visual Basic or other versions of Basic, then Basic syntax may be more familiar to you. In general, Basic syntax is modeled on Visual Basic except that it has specific extensions to handle reporting.

If you are already comfortable with Crystal syntax, you can continue to use it, and benefit from the new functions, operators and control structures inspired by Visual Basic.

i Note

Record selection and group selection formulas cannot be written in Basic syntax.

i Note

Report processing is not slowed down by using Basic syntax. Reports using Basic syntax formulas can run on any machine that Crystal Reports runs on.

i Note

Using Basic syntax formulas does not require distributing any additional files with your reports.

21.2.2.2 For more information

- To learn about Basic syntax, see [Creating Formulas with Basic syntax](#) in the online help.
- To learn about Crystal syntax, see [Creating Formulas with Crystal syntax](#) in the online help.

21.3 User Function Libraries in formulas

Crystal Reports lets developers create User Function Libraries (UFLs) that are recognized by the Formula Editor. A UFL is a library of functions that is created by a developer to address a specific need. UFLs can be programmed in a COM or a Java environment.

Crystal Reports lets you see COM UFLs or Java UFLs in the Formula Editor, but not both at the same time. (You can also choose to see no UFLs.)

i Note

- Java UFLs are not supported in the Report Application Server (RAS) and the Crystal Page Server, so if a report has a formula in it, and that formula uses a Java UFL, the report may not run in SAP BusinessObjects Business Intelligence platform because the formula will fail to compile.
- SAP Crystal Reports 2020 requires 64-bit COM and .NET UFLs. 32-bit User Function Library (UFL) will not work in Crystal Reports 2020 since it is a 64-bit application. User Function Library (UFL) are created by third party developers to add additional functions to Crystal Reports. If your report is using a 32-bit UFL, contact the Third Party Provider that developed it to compile the UFL in 64-bit, or create a Custom Function that perform a similar function if the UFL did not require access outside the application.

For details about developing Java UFLs and configuring Crystal Reports to use a UFL, see the *Java Reporting Component Developer's Guide*.

i Note

After you have completed the configuration outlined in the Developer's Guide, you must return to Crystal Reports, point to the File menu, and select Options. On the Formula Editor tab, go to UFL Support and select Java UFLs Only.

21.4 Specifying formulas

There are several different kinds of formulas in Crystal Reports: report, formatting, selection, search, running total condition, and alert formulas. The majority of formulas in a report are report formulas and conditional formatting formulas.

Report formulas

Report formulas are formulas that you create to stand alone in a report. For example, a formula that calculates the days between the order date and the shipping date is a report formula.

Conditional formatting formulas

Formatting formulas change the layout and design of a report, as well as the appearance of text, database fields, objects, or entire report sections. You format text through the Format Editor. If you need to create a formatting formula, you access the Formula Workshop from the Format Editor. See [Working with conditional formatting \[page 244\]](#).

i Note

If you open the Formula Workshop from the Format Editor, you cannot create a different type of formula, nor can you modify or delete existing formulas. You can, however, view any formula for reference.

Selection formulas

Selection formulas specify and limit the records and groups that appear in a report. You can either enter these formulas directly or specify the selection using the Select Expert. Crystal Reports then generates the record selection and group selection formula. You have the option to manually edit these formulas, but you must use Crystal syntax. See [Selecting records \[page 121\]](#).

Search formulas

Search formulas help you locate data in your report. Like selection formulas, you normally do not enter these formulas directly, but instead specify the search criteria using the Search Expert. Crystal Reports generates the formula. You have the option to manually edit these formulas, but you must use Crystal syntax.

i Note

If you already know Basic syntax, you need to know only a small amount of Crystal syntax to modify most selection and search formulas.

Running Total condition formulas

Running Total condition formulas let you define the condition upon which your running total will be evaluated or reset. See [Creating conditional running totals \[page 175\]](#).

Alerting formulas

Alerting formulas help you define conditions and messages for report alerts. See [About Report Alerts \[page 385\]](#).

21.4.1 Working with the Formula Workshop

You can create many different kinds of formulas in the Formula Workshop. The workshop consists of a toolbar, a tree that lists the types of formulas you can create or modify, and an area for defining the formula itself.

i Note

Search formulas and Running Total condition formulas are created and maintained through the Search Expert and the Create (or Edit) Running Total Field dialog box. These features open the Formula Workshop so you can work with its familiar user interface, but you cannot add or maintain these kinds of formulas directly from the main Formula Workshop.

21.4.1.1 Accessing the Formula Workshop

There are many ways to access the Formula Workshop. You see it when you add new Formula Fields, when you define selection formulas, when you work with custom functions, and so on.

You can open the Formula Workshop by itself before you begin adding specific kinds of formulas.

21.4.1.1.1 To access the Formula Workshop

1. On the *Report* menu, click *Formula Workshop*.

→ Tip



Another way to do this is to click the Formula Workshop button on the Expert Tools toolbar.

The Formula Workshop appears.

2.  Click *New* and select the kind of formula you want to create from the list that appears.

→ Tip

You can also select the appropriate folder in the Workshop Tree, and then click the New button.

The appropriate editor or dialog box appears.

21.4.1.2 Workshop Tree

The Workshop Tree contains folders for each type of formula you can create in Crystal Reports. It also contains folders for custom functions and SQL Expressions. If the workshop appears as the result of using a specific command (for example, you've selected the Record command on the Selection Formulas submenu), the appropriate folder in the tree is selected, and the appropriate version of the Formula Editor appears.

Expand any folder in the tree to see the formulas that already exist. New formulas can be added, and existing formulas can be edited or deleted as needed.

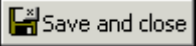
→ Tip

The Workshop Tree can be docked. By default, it appears docked on the left-hand side of the Formula Workshop, but you can manually dock it on the right-hand side. In free-floating mode, the Workshop Tree can be dragged to any location in the workshop.

21.4.1.3 Formula Workshop buttons

The main toolbar in the Formula Workshop is made up of three smaller toolbars. Each of these toolbars contains a set of buttons that is relevant to specific actions: working with the Formula Workshop as a whole, working with the Workshop Tree, or working with an editor. Individual buttons are available or unavailable based on the task you are undertaking. Each toolbar can be moved and docked as you require.

The buttons for the General Toolbar of the Formula Workshop perform the following functions:

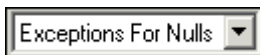
	Closes the Formula Workshop after prompting you to save changes. If you save changes, your formula is checked for errors.
	Saves the formula, SQL Expression, or custom function.
	Creates a new formula of the type selected from the list. Also used to create a new custom function or SQL Expression.
	Shows or hides the Workshop Tree.
	Toggles display between Custom Function Editor and Custom Function Properties dialog box. Custom functions and formulas (where possible) are displayed in the selected mode until this button is clicked again.
	Opens the Formula Expert. Use the Formula Expert to help you create a formula based on a custom function.
i Note This button is not available when creating a custom function.	
	Opens online help for the Formula Workshop dialog box.

The buttons for the Workshop Tree Toolbar of the Formula Workshop perform the following functions:

	Lets you rename the selected formula, custom function, or SQL Expression.
	Deletes the selected formula, custom function, or SQL Expression.
	Expands the selected node in the Workshop Tree. Also works with multiple node selections.
	Shows or hides report object nodes in the Formatting Formulas folder if the objects do not have formulas associated with them.
	Opens the Add Custom Function to Repository dialog box so you can select the repository to add the custom function to.
	Adds the selected repository custom function to the report.

The buttons for the Expressions Editor Toolbar of the Formula Workshop perform the following functions:

	Tests the syntax of the formula or custom function and identifies syntax errors if they are found.
	Undoes the last action performed.
	Redoes the last action.
	When you select a field from the Report Fields window and click the Browse Data button, a dialog box appears with a list of the values for the selected field. View values for the selected field and select individual values to insert into your formula. i Note This button is not available for custom functions.
	Searches the Formula Editor for a specified word, number, or formula string.
	Inserts a bookmark at the beginning of a selected formula line. Click the button again to remove the bookmark.
	Jumps to the next bookmark.
	Jumps to the previous bookmark.
	Deletes all bookmarks in the current formula.
	Arranges all Report Fields, Functions, and Operators trees in alphabetical order.
	Hides or views the Report Fields tree.
	Hides or views the Functions tree.
	Hides or views the Operators tree.
	Hides or views the result set of a global formula search.
	Allows you to select Crystal syntax or Basic syntax as your formula syntax.



Allows you to select Exceptions For Null or Default Values For Nulls as a method for dealing with null values in your data.



Comments out the highlighted selection of a formula. Commented lines are not evaluated as part of the formula.

21.4.2 Working with the Formula Editor

The Formula Editor is a component of the Formula Workshop. Use the Formula Editor to create and modify the content of formulas.

21.4.2.1 Understanding the sections of the Formula Editor

The Formula Editor contains four main windows.

Window	Description of contents
Report Fields	Report fields contain all database fields accessible for your report. They also contain any formulas or groups already created for the report.
Functions	Functions are prebuilt procedures that return values. They perform calculations such as average, sum, count, sin, trim, and uppercase. Custom functions are also listed in this window.
Operators	Operators are the "action verbs" you use in formulas. They describe an operation or an action to take place between two or more values. Examples of operators: add, subtract, less than, and greater than.
Formula text window	Area where you create a formula.

21.4.2.2 Choosing the syntax

The Expressions Editor Toolbar of the Formula Workshop contains the drop-down list where you choose either Crystal or Basic syntax for the formula you are creating.

i Note

Changing the syntax from Crystal syntax to Basic syntax or vice versa will change the list of functions in the Functions window as well as the list of operators in the Operators window. The functions and operators differ from syntax to syntax.

The available report fields remain the same since the report fields are available to each syntax.

Setting the default syntax

When you open the Formula Editor, Crystal syntax appears as the syntax default. If you want to change the syntax default, select Options from the File menu, then click the Reporting tab. Choose the preferred syntax from the Formula Language drop-down list and click OK. When you access the Formula Editor, the syntax you selected appears as the default.

21.4.2.3 Entering formula components

The Report Fields, Functions, and Operators tree at the top of the Formula Editor contain the primary formula components. Double-click any component from these trees to add this component to your formula.

For example, if you set the syntax to Basic syntax and double-click the Operators > Control Structures > Multi-Line If in the Operators tree, the following text is transferred to the Formula text window with the cursor between the If and Then:

```
If | Then
ElseIf Then
Else
End If
```

The above text helps you organize the parts needed to write your formula.

21.4.2.4 Formula Editor buttons

For a list of the buttons you can use in the Formula Editor, see the Expressions Editor Toolbar section of [Formula Workshop buttons \[page 397\]](#).

21.4.2.5 Changing the font size of the Formula Editor

The Options dialog box (File menu) allows you to change the font size and the background/foreground color of text, comments, and keywords in the Formula Editor.

21.4.2.6 Formula Editor Key Controls

The Formula Editor accepts the following key controls:

Keyboard Combination	Action Performed
<i>Alt+B</i>	Opens Browse dialog box for highlighted field.
<i>Alt+C</i>	Checks formula for errors.
<i>Alt+F</i>	Opens or closes the Shows Field tree.
<i>Alt+M</i>	Comments out or removes comments from current line
<i>Alt+O</i>	Sorts contents of trees.
<i>Alt+P</i>	Opens or closes the Shows Operator tree.
<i>Alt+S</i>	Saves formula without closing Formula Editor.
<i>Alt+U</i>	Opens or closes the Shows Function tree.
<i>Ctrl+A</i>	Selects all.
<i>Ctrl+C</i>	Copies.
<i>Ctrl+End</i>	Goes to the end of the last line of the formula.
<i>Ctrl+F</i>	Opens the Find dialog box (same as clicking the Find or Replace button).
<i>Ctrl+F2</i>	Sets bookmark.
<i>Ctrl+Shift+F2</i>	Clears all bookmarks.
<i>Ctrl+Home</i>	Goes to the beginning of file.
<i>Ctrl+Left Arrow</i>	Goes to the beginning of the left word (+ <i>Shift</i> key will do the selection).
<i>Ctrl+N</i>	Opens Formula Name dialog box, or another appropriate dialog box, to create a new formula.
<i>Ctrl+S</i>	Saves formula and closes Formula Workshop.
<i>Ctrl+T</i>	Sets focus to the syntax name list box.
<i>Ctrl+Shift+Tab</i>	Changes focus to next control box (reverse order of <i>Ctrl-Tab</i>).
<i>Ctrl+Tab</i>	Changes focus to next control box.

Keyboard Combination	Action Performed
<i>Ctrl+V</i>	Pastes.
<i>Ctrl+X</i>	Cuts.
<i>Ctrl+Z</i>	Undoes an action.
<i>Ctrl+Shift+Z</i>	Repeats an action.
<i>Ctrl+Space</i>	Keyword Auto Complete—shows a list of the functions available.
<i>End</i>	Goes to end of line.
<i>Enter</i>	Copies a selected object from a list to the formula text box.
<i>F3</i>	Finds next item as defined in the Find dialog box.
<i>Shift+F2</i>	Goes to previous bookmark.

21.5 Creating and modifying formulas

Click a link to view one of the topics in this section:

- [To create a formula and insert it into a report \[page 403\]](#)
- [Creating a formula in the Formula Expert \[page 404\]](#)
- [Editing formulas \[page 405\]](#)
- [Searching for formula text \[page 406\]](#)
- [Copying formulas \[page 407\]](#)

21.5.1 To create a formula and insert it into a report

1. On the *View* menu, click *Field Explorer*.
2.  In the Field Explorer dialog box, select *Formula Fields* and click *New*.
3. In the Formula Name dialog box, enter the name you want to identify the formula by, and then click *OK*.
The Formula Workshop appears with the Formula Editor active.
4. On the Expressions Editor Toolbar, choose either Crystal or Basic syntax.
If you are unsure which syntax to choose see [Formula syntax \[page 393\]](#).
5. Enter the formula by typing in the components or selecting them from the component trees.

→ Tip

Ctrl+Space will bring up a list of the available functions. If you've already started typing it will bring up a list of keywords that are possible matches for what you've already typed.

→ Tip

A list of available fields automatically appears when you enter an open brace bracket. Ctrl+Space will bring up the list again if you previously pressed Esc to clear it.



6. Click [Check](#) to identify any errors in the formula.
7. Fix any syntax errors the Formula Checker identifies.
8. When the formula has the correct syntax, click [Save and close](#) on the Formula Workshop toolbar.
9. Select the new formula in the Field Explorer dialog box, and drag it to where you want it to appear on your report.

i Note

A formula that is placed on a report is indicated by @ (for example, @ProcessTime) on the Design tab.

21.5.2 Creating a formula in the Formula Expert

The Formula Expert is a component of the Formula Workshop. Use the Formula Expert to create and modify formulas based on custom functions.

i Note

To learn about the Formula Expert's user interface, see Formula Expert in the online help.

21.5.2.1 To create a formula in the Formula Expert

i Note

Before you begin this procedure, ensure you have a custom function in your report or in the SAP BusinessObjects Enterprise Repository you have access to.

1. On the [Report](#) menu, click [Formula Workshop](#).

→ Tip



Another way to do this is to click the Formula Workshop button on the Expert Tools toolbar.

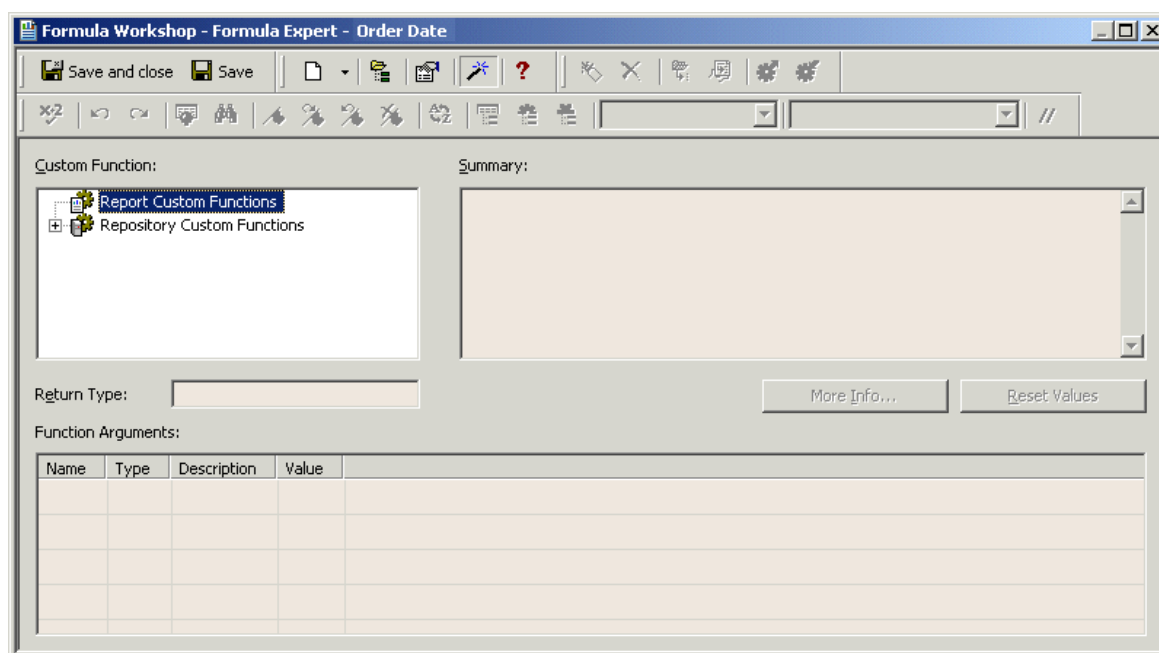
2.  Select [Formula Fields](#) in the Workshop Tree and click [New](#).

3. In the Formula Name dialog box, enter the name you want to identify the formula by, and then click [OK](#).

The Formula Expert appears with the Formula Editor active.

4.  Click [Use Expert/Editor](#) on the toolbar.

The Formula Expert appears.



5. In the Custom Function area, choose the custom function you want to base your formula on.

You can choose a Report Custom Function (a custom function that exists in the current report) or a Repository Custom Function (a custom function that is stored in the repository).

i Note

If you select a Repository Custom Function, that custom function is added to the current report. If that custom function requires other custom functions from the repository, they can be added as well.

6. In the Function Arguments area, specify a value for each argument in the appropriate [Value](#) field.

You can enter constant values directly, or you can select predefined values or report fields from the associated list.

7. Click [Save](#) to save the formula to the Formula Fields folder of the Formula Workshop.

You can now use this formula in your report just as you would use a formula you created in the Formula Editor.

21.5.3 Editing formulas

1. On the [View](#) menu, click [Field Explorer](#).

The Field Explorer dialog box appears.

2. Right-click the formula you want to edit and choose *Edit*.

The Formula Workshop appears with the Formula Editor active.

3. In the Formula Editor, edit the formula.



4. Click *Check* to identify any errors in the formula.

5. Fix any syntax errors the Formula Checker identifies.

6. When the formula has the correct syntax, click *Save and close* on the Formula Workshop toolbar.

21.5.4 Searching for formula text

You can use the Find dialog box to carry out a number of different activities:

- Search for text or characters in the Field, Function, or Operator trees.
- Search for text or characters that you want to mark or replace in the formula, Custom Function, or SQL Expression that you have open.
- Search for text or characters across all SQL Expressions in a report.
- Search for text or characters across all formulas and Custom Functions in a report.

When you search for text across all formulas, the results appear in a pane at the bottom of the Formula Workshop. (You can dock the results pane in other locations). When you click an item in the results pane, Crystal Reports opens the appropriate formula and highlights the matching text.

→ Tip

You can open the Formula Workshop to search across all formulas from the Field Explorer and from the body of a report. To do this, select a formula field, right-click it, and choose the "Find in Formulas" option.

21.5.4.1 To search and replace text

1. On the *View* menu, click *Field Explorer*.

The Field Explorer dialog box appears.

2. Right-click the formula you want to edit and choose *Edit*.

The Formula Workshop appears with the Formula Editor active.



3. On the Expressions Editor Toolbar, click *Find or Replace* to open a Find dialog box.

From this dialog box, you can search and replace text within the Formula text box.

4. Enter the text that you want to search for.

5. Select *Edit Text* from the Search list.

6. If you want to mark all occurrences of the search text, click *Mark All*.

7. If you want to replace all occurrences of the search text with the contents of the "Replace with" text box, click *Replace All*.

21.5.5 Copying formulas

Click a link to view one of the topics in this section:

- [To copy an existing formula \[page 407\]](#)
- [To copy formulas from online help \[page 407\]](#)
- [To copy a formula from one report to another \[page 408\]](#)
- [Key points for editing a copy of a formula \[page 408\]](#)

21.5.5.1 To copy an existing formula

Crystal Reports lets you copy an existing formula and then modify it to create a new formula.

1. Choose [View](#) from the main menu and select [Field Explorer](#).

The Field Explorer dialog box appears.

2. Select an existing formula in the [Formula Fields](#) list, right-click it, and select [Duplicate](#) from the shortcut menu.

Crystal Reports creates a copy of the formula by appending a number to the end of the formula's name.

3.  Click [Edit](#) to modify the formula by changing its definition.

Note

You can also rename the formula in either the Formula Workshop or the Field Explorer.

4. When the formula has the correct syntax, click [Save and close](#) on the Formula Workshop toolbar.

21.5.5.2 To copy formulas from online help

Since the formulas you develop using the Formula Editor are text, you can copy useful online formulas directly into the Formula Editor and then modify them to fit your needs.

1. On the [Help](#) menu, click [Crystal Reports Help](#).

The Crystal Reports online help appears.

2. Click the [Index](#) tab.
3. Enter **formulas** in the keyword field and click [Display](#).
4. Scroll through the formula topics until you locate the formula you want to copy.
5. Highlight the formula, right-click, and choose [Copy](#) from the menu.

Windows places a copy of the selected text on the Clipboard.

6. Return to Crystal Reports, choose [View](#) from the main menu and select [Field Explorer](#).

The Field Explorer dialog box appears.

7.  Select [Formula Fields](#) and click the [New](#) button.

The Formula Name dialog box appears.

8. Enter the name you want to identify the formula by, and then click [OK](#).

The Formula Workshop appears with the Formula Editor active.

9. Place the insertion point where you want the text to appear in the [Formula](#) text box of the Formula Editor and press [Ctrl+V](#) to paste the text from the Clipboard.
10. Modify the formula by changing the fields, formulas, group fields, conditional statements, and text strings as necessary for use with the data in the new report.
11. When the formula has the correct syntax, click [Save and close](#) on the Formula Workshop toolbar.

21.5.5.3 To copy a formula from one report to another

1. Select the formula field you want to copy in the report.
2. On the [Edit](#) menu, click [Copy](#).
3. Open the report you want to copy the formula to.
4. Choose [Paste](#) from the Edit menu.
5. When the program displays the object frame, drag the formula to the new location.
6. To make changes to the formula, right-click the formula and choose [Edit Formula](#) from the shortcut menu.

The Formula Workshop appears with the Formula Editor active.

7. Delete the old values and type in the new values, or select them from the Fields, Functions, and/or Operators tree.
8. Click [Save and close](#) on the Formula Workshop toolbar when finished.

21.5.5.4 Key points for editing a copy of a formula

When making changes, use the following points as a guide:

- All fields, formulas, and group fields referenced in the formula copy must actually exist in the new report. This means that any database referenced in the original formula (or a database with the same structure, field names, and alias) must be active in the new report.
- If such a database is not active, you must change the field, formula, and group field references in the formula copy to correspond to elements in your new report.
- If the formula contains conditional elements, make certain that the conditions apply to the data in the new report. For example, if the formula in your old report performed an action when the quantity was greater than 100, make sure that the greater than 100 condition makes sense in the new formula. When modifying a formula, you may find that greater than 10 or greater than 2000 makes more sense with your new data.
- If you are using the formula with new data, and if your report contains statements similar to the following:

```
If {file.FIELD} = "text string"
```

Make sure that the text strings used in the formula match values that actually exist in the new data.

21.6 Deleting formulas

When a formula is created and added to a report, the Report Designer:

- Stores the specification for creating the formula, using the name you assigned to it.
- Places a working copy of that formula at the point you specify in the report. A working copy is any occurrence of the formula in the report.

In order to completely delete formulas, you must delete the specification and all working copies of the formula.

i Note

You cannot delete the specification without deleting all working copies of the formula.

21.6.1 Removing the working formula from your report

1. Right-click the formula you want to delete from the report.
2. Select [Delete](#).

i Note

Even after the working copies of a formula have been deleted from the report, the formula specification remains unchanged. The specification is listed in the Field Explorer dialog box. It is available if you wish to enter the formula in the report again.

21.6.2 Deleting the formula specification

1. Choose [View](#) from the main menu and select [Field Explorer](#).
The Field Explorer dialog box appears.
2. Right-click the formula you want to delete and choose [Delete](#).

i Note

A dialog box appears if this formula is currently in use in a report. If you delete this formula, you will delete all references of it in reports. Click Yes to delete.

21.7 Debugging formulas

For help on debugging formulas that occur when you save your formula, see the [Debugging tutorial \[page 410\]](#).

For help on debugging evaluation time errors that invoke the formula editor stack list and assisted debugging, see [Debugging evaluation time errors \[page 410\]](#).

21.7.1 Debugging evaluation time errors

When the Formula Workshop is being displayed as a result of an evaluation time error, the Workshop Tree will contain a call stack. The root of the tree provides a description of the error which occurred. The nodes in the tree provide the names of the custom functions and/or formulas which were being evaluated when the error occurred. The custom function/formula at the top of the call stack is where the error was detected. The custom function/formula next in the stack has invoked the custom function/formula above it in the stack. If you select a custom function/formula node in the tree, the text of the custom function/formula will be displayed in the editor window and the text of the expression being evaluated when the error occurred will be highlighted. If you expand a custom function/formula node in the tree, the variables being used in the custom function/formula will be shown along with the value they had at the time the error occurred.

21.7.1.1 Example of an evaluation time error

Using the sample report "Custom Functions.rpt", create a new formula that divides 1 by the result of the @Calendar Days Between function. The function would look like this in Basic syntax:

```
formula = 1/{@Calendar Days Between}
```

It would look like this in Crystal syntax:

```
1/{@Calendar Days Between}
```

Insert this formula into the details section of the report and preview it. You'll get a division by zero error and the formula editor will be invoked with the call stack on the left hand side.

21.7.2 Debugging tutorial

Follow the example below to learn the necessary steps for debugging a formula. After completing this exercise, use the same principles to debug your own formulas.

21.7.2.1 About this tutorial

- This tutorial uses the Xtreme.mdb sample database.
- This tutorial uses Crystal syntax.
- The following formula is the formula you will test for errors:

```
If ({customer.CUSTOMER NAME} [1 to 2 = "Bi" and
```

```
ToText ({customer.CUSTOMER ID}) [1] = "6") Or
({customer.CUSTOMER NAME} [1] = 'Ro' and
ToText ({customer.CUSTOMER ID}) [1] = "5")
    "PREFERRED CUSTOMER"
Else
    "DOES NOT FIT CRITERIA"
```

If correct, this formula should pick out all customers whose names begin with "Bi" and whose customer IDs begin with "6" as well as those companies whose names begin with "Ro" and whose customer IDs begin with "5". When printing the field, those selections will read "PREFERRED CUSTOMER", while the rest will read "DOES NOT FIT CRITERIA".

You will now break down the formula to check and see that each condition of the formula is working individually.

21.7.2.2 Formula1

1. To get started, create a report using the Customer table in *Xtreme.mdb* and place the following fields from left to right in the Details section:

```
{customer.CUSTOMER ID}
{customer.CUSTOMER NAME}
```

To test each portion of the formula, you will place a new formula field next to these two fields in the report.

2. Create a new formula called Formula1.
3. Type the following in the *Formula text* box of the Formula Editor:

```
If {customer.CUSTOMER NAME} [1 to 2 = "Bi" Then
    "TRUE"
Else
    "FALSE"
```

4.  Click *Check* to test for errors. You will receive the following error message:

```
The ] is missing.
```

5. Correct the formula by inserting the missing "]" after the 2.
6. Click *Check* again. You will receive the following message:

```
No errors found.
```

7. Click *Save and close* on the Formula Workshop toolbar.
8. Insert the corrected formula field to the right of the two data fields in the Details section of your report.
9.  Click *Print Preview* on the Standard toolbar to check the values in the report and compare the fields to see if the field values returned by @Formula1 are correct.

You will find "TRUE" listed next to the customer names that begin with "Bi" and "FALSE" next to all the others. Now you will check the other portions of the formula. Create Formula2, Formula3, and Formula4, by following Steps 1 - 9, using the formulas specified below for each.

Insert each formula field on the same line of the Details section for easy comparison. Check each one for errors, fix as needed, and make sure the values returned are correct before moving on to Formula2.

21.7.2.3 Formula2

1. Create a new formula called Formula2.
2. Type the following in the *Formula text* box of the Formula Editor:

```
If ToText({customer,CUSTOMER ID}) [1] = "6" Then
    "TRUE"
Else
    "FALSE"
```

3.  Click *Check* to test for errors. You will receive the following error message:

```
This field name is not known.
```

4. Correct the formula by replacing the comma (,) in the field name with a period (.).
5. Click *Check* again. The formula should now be error-free.
6. Place the formula to the right of the @Formula1 field.
7.  Click *Print Preview* on the Standard toolbar to check the values in the report and compare the fields to see if the field values returned by @Formula2 are correct.

You should see "TRUE" next to all customer numbers that begin with 6 and "FALSE" next to all customer numbers that do not begin with 6.

21.7.2.4 Formula3

1. Create a new formula called Formula3.
2. Type the following in the *Formula text* box of the Formula Editor:

```
If {customer.CUSTOMER NAME} [1 to 2] = 'Ro" Then
    "TRUE"
Else
    "FALSE"
```

3.  Click *Check* to test for errors. You will receive the following error message:

```
The matching ' for this string is missing.
```

4. Correct the formula by changing the single quote (') before Ro to a double quote (").
5. Click *Check* again. The formula should now be error-free.
6. Place the formula to the right of the @Formula2 field.
7.  Click *Print Preview* on the Standard toolbar to see the values in the report and compare the fields to check if the field values returned by @Formula3 are correct.

You should see "TRUE" next to all Customer names that begin with "Ro" and "FALSE" next to all Customer names that do not begin with "Ro".

21.7.2.5 Formula4

1. Create a new formula called Formula4.
2. Type the following in the *Formula text* box of the Formula Editor:

```
If ToText({customer.CUSTOMER ID}) [1] = "5"  
    "TRUE"  
Else  
    "FALSE"
```

3.  Click *Check* to test for errors. You will receive the following error message:

```
The word 'then' is missing.
```

4. Correct the formula by typing in the word "Then" at the end of the first line after "5".
5. Click *Check* again. The formula should now be error-free.
6. Place the formula to the right of the @Formula3 field.
7.  Click *Print Preview* on the Standard toolbar to see the values in the report and compare the fields to check if the field values returned by @Formula4 are correct.

You should see "TRUE" next to all Customer IDs that begin with 5 and "FALSE" next to all Customer IDs that do not begin with 5.

Now that the formulas are error-free and the field values returned are correct, you will create a formula that links the separate components together. You will begin by linking the first two formulas (@Formula1 and @Formula2) and then you will add @Formula3 and @Formula4 to create the final formula @FinalFormula.

21.7.2.6 Formula1+2

1. Create a new formula called Formula1+2.
2. Type the following in the *Formula text* box of the Formula Editor:

```
If {customer.CUSTOMER NAME} [1 to 2] = "Bi" and  
ToText({customer.CUSTOMER ID}) [1] = "6" Then  
    "TRUE"  
Else  
    "FALSE"
```

3. Place the formula to the right of the @Formula4 field.

You should see "TRUE" next to each customer whose name begins with Bi and Id begins with 6, and "FALSE" next to all Customer IDs that do not meet this criteria.

If this formula is working correctly, you can create one last formula adding the code from @Formula3 and @Formula4.

21.7.2.7 FinalFormula

1. Create a new formula called FinalFormula.
2. Type the following in the *Formula text* box of the Formula Editor:

```
If ({customer.CUSTOMER NAME} [1 to 2] = "Bi" and  
ToText({customer.CUSTOMER ID}) [1] = "6") or  
({customer.CUSTOMER NAME} [1 to 2] = "Ro" and  
ToText({customer.CUSTOMER ID}) [1] = "5") Then  
    "PREFERRED CUSTOMER"  
Else  
    "DOESN'T FIT CRITERIA";
```

3. Place the formula where you want it to appear in the Details section of the report. You can now delete all other formula fields from the report. See [Deleting formulas \[page 409\]](#).

You can use this same process of condition-by-condition testing for any formulas as a means of systematically checking them.

21.8 Error Messages and Formula Compiler Warnings

A) is missing.

Parentheses must be used in pairs; each opening parenthesis must be matched with a closing parenthesis. One of your opening parentheses is not matched by a closing parenthesis. Insert the missing parenthesis and recheck.

A] is missing.

Brackets must be used in pairs; each opening bracket must be matched with a closing bracket. One of your opening brackets is not matched by a closing bracket. Insert the missing bracket and recheck.

A Boolean range variable is not allowed.

You have entered a Boolean range variable. Range variables are allowed in all data types other than Boolean. Either change the data type to something other than Boolean, or enter a Boolean item variable to replace the Boolean range variable.

A day number must be between 1 and the number of days in the month.

You have entered a day number that does not fit the month. The Formula Checker displays this warning if, for the month of January, for example, you enter a day number of zero (0) or a number 32 or greater. Change the day number to fit the month and recheck.

A field is required here.

You have entered something in your formula other than a field at a position where a field is expected. Correct the problem and recheck.

A formula cannot refer to itself, either directly or indirectly.

You cannot enter a formula that refers to itself. For example, in creating the formula @Profit, you cannot use @Profit as the argument to a function. Remove the reference and recheck.

A function is required here.

The Formula Editor is expecting a function but none was entered. Review your formula and enter the required function or correct the formula if it is in error.

A month number must be between 1 and 12.

You have entered a month number that falls outside the allowable range. Enter a month number between 1 and 12 and recheck.

A string can be at most 65534 characters long.

The program allows strings in formulas to be up to 65534 characters long. You have entered a string that exceeds that limit. Reduce the length of the string and recheck.

A subscript must be between 1 and the length of the string.

You have entered a subscript number that specifies a character that does not exist. If you enter a subscript that references the 6th or the 8th character in a five character string, for example, you will get this warning. Change the subscript to a value that exists and recheck.

i Note

A subscript can be a negative number if that number is a negative between -1 and the negative length of the string. For example, if the string is three characters long, you can use -1, -2, or -3 as a subscript.

A subscript must be between 1 and the size of the array.

You have entered a subscript that specifies an array item that does not exist. If you enter a subscript that references the 6th or 8th item in a five item array, for example, you will get this warning. Change the subscript to a value that exists and recheck.

i Note

A subscript can be a negative number if that number is a negative between -1 and the negative size of the array. For example, if the array is [1,2,3], you can use -1, -2, or -3 as a subscript.

A subtotal condition is not allowed here.

You have entered a subtotal condition for a subtotal that uses something other than a date or Boolean field as the sort and group by field. Your subtotal does not require a condition. Delete the condition and continue.

A subtotal condition must be a string.

You have entered a subtotal condition that is not in string format. Make certain when you enter the condition in the formula that it is surrounded by single or double quotation marks.

A variable cannot be redeclared with a different type.

You have declared a variable with the same name but a different data type than a variable already declared. This is not allowed. Either change the name of the variable or change the data type so it conforms with the original data type.

A variable is required here.

You have used the assignment operator (:=) in a formula without preceding it with a variable. The program expects to see a variable immediately before (to the left of) the assignment operator. Enter a variable and try again.

A variable name is expected here.

You have declared a variable data type without declaring a variable name. You must enter a variable name to complete the declaration. Enter the variable name and continue.

Access denied.

DOS will not allow access to a file specified. Make certain the file is not in use by another program (or another user on a network), and/or make certain you have the right network permissions and try again.

An error occurred when calling the custom function 'sampleFunction'.

An error occurred in your report when it tried to call the custom function specified. Please see the debugger in the Formula Workshop for help with the error.

Cannot allocate memory.

This message typically indicates that there is not enough memory available. Close any reports that are not needed, and exit any programs that are not essential. Then try again.

Cannot reallocate memory.

This message typically indicates that there is not enough memory available. Close any reports that are not needed, and exit any programs that are not essential. Then try again.

Custom function, a return value must be specified by assigning a value to the function name.

You must assign a return value to the function.

Dates must be between year 1 and year 9999.

You have entered a date that falls outside the allowable range. Enter a date that falls within the range of years 1 to 9999 (including the end values), and then recheck.

Disk full.

You have attempted to save a report to a disk that is full. Either save to a different disk, or delete unnecessary files from the current disk and try again.

Division by zero.

You have entered a formula that attempts a division by zero. The program does not allow such a division. Edit the formula so it does not attempt to divide by zero, and then recheck.

To avoid this type of problem, you can use a test such as this:

```
If {file.FORECAST} = 0 Then  
0  
Else  
{file.SALES} / {file.FORECAST}
```

Error in formula code. Please contact Business Objects, Information Management Group.

There is something unusual about the formula that was not foreseen. Please save the formula text that produced this warning and contact the company.

Error in parse tree. Please contact Business Objects, Information Management Group.

In parsing your formula, the program encountered a situation that the parse tree could not process. Please save the formula text that produced this warning and contact the company.

Field still in use.

The field you are requesting is currently in use. Try again once the field becomes available.

Fields cannot be used within a custom function.

You have tried to use a field within a custom function. Fields cannot be used in custom functions.

File name already in use. Please close the window for xxx before saving under this name.

You have tried to save a file under the name of a file already in use in an open report. Close that report first, and then try again.

File not found.

The file name you specified cannot be found. Either the filename or the path is incorrect. Enter the correct filename/path and try again. In some instances the file WBTRVDEF.DLL is missing from your directory. This file is required for reading Data Dictionary files along with WBTRCALL.DLL.

File permission error.

You have requested a file for which you do not have permission. You must gain the necessary permission before you can activate the file.

Incorrect Borland Custom Control DLL (BWCC.DLL) installed. Version m.n or higher required.

The program is finding and using a version of BWCC.DLL that is too old for proper program operation. Here's how this can happen:

BWCC.DLL is installed in the CRW directory (the same directory in which CRW32.EXE or CRW64.EXE resides) during program installation.

The CRW directory is added to the end of the path statement in AUTOEXEC.BAT during installation (if you allowed the installation program to update the path statement).

If an older version of BWCC.DLL has been installed in the Windows directory, the Windows System directory, or a directory that appears earlier in the path than the CRW directory (the result of an earlier installation), the program picks up that version, not the newer version in the CRW directory.

To correct this problem

The correct version of BWCC.DLL is shipped with Crystal Reports. To correct the problem, delete older versions of BWCC.DLL that reside in directories earlier in the path than CRW.

If this does not solve the problem, move the latest version of BWCC.DLL from the CRW directory to the Window's directory.

Internal Error: PrintDlg fail: 4100.

There is no printer driver installed in the Windows Control Panel. When Crystal Reports opens a report, it looks for the printer that was saved with the report. If that printer cannot be found, it looks for the default printer. If there is no default printer set, the error message results.

Insufficient memory available.

There is not enough memory available to do what you want the program to do. Free up memory and try again.

Invalid DOS version.

You are using a version of DOS earlier than Version 3.0. Install DOS Version 3.0 or higher and try again.

Invalid file handle.

You have specified a file handle that does not exist. Enter the correct file handle and continue.

No default printer selected. You may use the Control Panel to select a default printer.

Please use the Control Panel to select a printer and start the program again.

You cannot begin to utilize the program unless you have a default printer selected. Trying to start the program without a default printer results in this error message.

To select a default printer.

Click the Printers icon in the Windows Control Panel; the Printers dialog box appears with all installed printers listed in the Installed Printers box.

If you have not yet installed the printer, install it first, and then double-click its listing.

i Note

A printer must first be given the status Active before it can be selected as the default printer.

i Note

For additional information in installing printers and default printers, please refer to the documentation that came with Microsoft Windows.

Non unique table reference: tablename.

This is usually caused if a table name contains an underscore or is more than 15 characters long, or starts with a number.

Not enough arguments have been given to this function.

The function requires more arguments than you have entered. Enter the missing argument(s) and recheck.

Not enough memory.

There is not enough memory available to process the command. Close any reports that are not needed, and exit any programs that are not essential. Then try again.

Numeric overflow.

An intermediate result or the final result cannot be represented because it is too big. Restructure or subdivide the formula to create smaller results, and then recheck.

Only local variables can be used within a custom function.

A custom function cannot refer to variables not defined in the custom function.

Physical database not found.

The program is unable to locate either a DLL or the database. Check to make certain that the directories that hold these files are listed in the path statement.

Please cancel printing before closing.

Your Report Engine call is attempting to close a job while it is still in progress. Make certain that you cancel the printing before you close the print job.

Printer not available.

There are problems connecting to the selected printer. Reselect the printer through the Windows Control Panel and try again.

Report file already exists. Overwrite sample.rpt?

You are attempting to save a report under the same name as an existing report. This will overwrite the existing report and make it no longer available. Click Yes to overwrite the report, No to stop the saving process to give you a chance to select a different name.

Report has changed. Save changes to sample.rpt before closing?

You are attempting to close a report window without first saving it, even though you have made changes to the report since you opened it. The changes will be lost unless you save the report before closing. Click Yes to save the changes, No to close the report without saving the changes.

'sampleFunction' must be assigned a value within the custom function.

You must assign a value to the function within in the custom function.

Sorry, this feature is not yet implemented. Try again later.

You have attempted to use a feature that has not been implemented in the current release. Wait till an upgrade that implements the feature and try again.

The formula cannot be evaluated at the time specified.

You are trying to force a field, formula, or function to be evaluated earlier than is possible. Evaluation time functions can only force a later evaluation time, never an earlier one. Change the formula to accommodate the required evaluation time.

The formula is too complex. Try simplifying it.

The formula could not be evaluated because it exceeds the limit of 50 pending operations. Pending operations are operations that are on hold due to order of precedence rules; they will be performed once the operations with higher level precedence are finished.

Sometimes it is possible to rearrange the formula and calculate the same value without requiring as many pending operations. As a very simplified example, in the formula $2+3*4$, the addition cannot be performed until the multiplication has been done. The addition thus becomes pending, on hold until the multiplication is complete. If the formula is written as $3*4+2$ instead, the operations can be performed left-to-right with the same result, thus eliminating the pending operation.

Correct the formula and recheck.

The matching } for this field name is missing.

Field names must be enclosed in braces { }. You have entered one of the required braces but not the other. Insert the missing brace and recheck.

The matching ' for this string is missing.

A string that begins with a ' must end with a ' before the end of the line. You have used the ' in one of those positions but not the other. Insert the missing punctuation and recheck.

The matching " for this string is missing.

A string that begins with a " must end with a " before the end of the line. You have used the " in one of those positions but not the other. Insert the missing punctuation and recheck.

The number of copies of the string is too large or not an integer.

Using the ReplicateString function, you have requested too many copies or you are requesting a non-integer number of copies. Lower the number of copies requested or specify an integer number of copies and try again.

The number of days is too large or not an integer.

When adding days to dates, or subtracting days from dates, you can use only an integer number of days (a whole number); you cannot add or subtract non-integer numbers of days (1/2 days, 3.6 days, and so on). Additionally, once you add or subtract days from a date, the resulting date must fall within the allowable (year) date range, 0000-9999. If you enter a non-integer number of days or if your result falls outside the allowable range, the Formula Editor displays this warning. Correct the problem and recheck.

The number of decimal places is too large or not an integer.

The second argument to the Round(x, # places) or ToText(x, # places) functions must be a small integer (whole number). You have entered a number as the second argument (# places) that specifies too many decimal places or that is not an integer. Change the number to a small integer and recheck.

The record selection formula cannot include 'PageNumber', 'RecordNumber', 'GroupNumber', 'Previous', or 'Next'.

You cannot include the following Print State functions in your record selection formula: PageNumber, RecordNumber, GroupNumber, Previous, or Next. Eliminate the field(s) and recheck.

The record selection formula cannot include a summary field.

You have included a summary field in a record selection formula. The program does not allow this. Remove the summary field and recheck.

The remaining text does not appear to be part of the formula.

You have provided a formula operand (the item on which a formula operation is to be performed) where none is expected. Often this means that you have forgotten an operator, or an earlier part of a function, or some required syntax item. Correct the error and then recheck.

The result of a formula cannot be a range.

You have created a formula that results in a range. A formula must result in a single value. Correct the formula and recheck.

The result of a formula cannot be an array.

You have created a formula that results in an array. A formula must result in a single value. Correct the formula and recheck.

The result of the selection formula must be a Boolean.

You have created a selection formula that returns something other than a Boolean value. Reconstruct the formula using comparison operators (=, and so on) and recheck.

The special variable field could not be created.

This message typically indicates that there is not enough memory available. Close any reports that are not needed, and exit any programs that are not essential. Then try again.

The string is non-numeric.

The argument to the ToNumber function must be a number stored as a string (for example, a customer number, an ID number, and so on). The string may be preceded by a minus sign and may contain leading and trailing blanks. You have used an argument that is non-numeric and therefore cannot be converted to a number. Change the argument to numeric and recheck.

The summary field could not be created.

This message typically indicates that there is not enough memory available. Close any reports that are not needed, and exit any programs that are not essential. Then try again.

The variable could not be created.

The variable you declared could not be created. Check the spelling and syntax of your declaration statement and try again.

The word 'Else' is missing.

In an If-Then-Else expression, you have left out (or misplaced) the 'Else' component and the formula will not function. Insert (or reposition) the 'Else' component and recheck.

The word 'Then' is missing.

In an If-Then-Else expression, you have left out (or misplaced) the 'Then' component and the formula will not function. Insert (or reposition) the 'Then' component and recheck.

There are too many characters in this field name.

A field name may have at most 254 characters. You have entered a field name that exceeds that number. Enter a field name that has an allowable number of characters and try again.

There are too many characters in this string.

Strings in formulas are allowed to be up to 65534 characters long. You have entered a string that exceeds that limit. Reduce the length of the string (or break it into 2 or more concatenated strings) and recheck.

There are too many letters and digits in this name.

A variable name can have at most 254 characters. You have entered a name that exceeds that number. Shorten the name to conform to the limit and continue.

There is an error in this formula. Please edit it for more details.

You have tried to accept a formula (via the Accept button in the Formula Editor) that contains an uncorrected error. Correct the error that was indicated and try again.

There is an error in this custom function. Please edit it for more details.

You have tried to save a custom function that has an error in it. Correct the error that was indicated and try again.

There must be a subtotal section that matches this field.

You have entered a subtotal in a formula without there being a corresponding subtotal in the report itself. Any subtotal you enter in a formula must duplicate a subtotal already in your report. Add the required subtotal to the report and then re-enter the formula, or delete the formula, and then recheck.

This array must be subscripted. For example: Array [i].

You have entered an array without enclosing it in brackets. Enclose the array in brackets and recheck.

This field cannot be summarized.

You have entered a summary field that does not already exist in your report. Any summary field you enter in a formula must duplicate a summary field already in your report. Either enter the summary field in your report first and then re-enter it in the formula, or do not enter the summary field in the formula at all.

This field cannot be used as a subtotal condition field.

The field you are entering as a condition field causes the subtotal in the formula not to match any subtotal in the report. Any subtotal you enter in a formula must duplicate a subtotal already in your report. Either enter the subtotal in your report first and then re-enter it in the formula, or do not enter the subtotal in the formula at all.

This field cannot be used because it must be evaluated later.

You are trying to force a field, formula, or function to be evaluated earlier than is possible. Evaluation time functions can only force a later evaluation time, never an earlier one. Change the formula to accommodate the required evaluation time.

This field has no previous or next value.

You have used a field for which there is no "previous" value as the argument for the Previous or PreviousIsNull function, or you have used a field for which there is no "next" value as the argument for the Next or NextIsNull function. To use either of those functions, replace the argument with a field that contains the appropriate values.

This field must be in the same section as the current formula.

Since the field was put into the formula as an operand, it has been moved to a section where it is no longer a valid operand.

This field name is not known.

You have entered a field name that does not appear in any of the active databases. Correct the spelling of the field name and/or its alias, and then recheck. Or, to enter a field name from a database that is not currently active, activate the database first and then re-enter the field name.

This formula cannot be used because it must be evaluated later.

You are trying to force a field, formula, or function to be evaluated earlier than is possible. Evaluation time functions can only force a later evaluation time, never an earlier one. Change the formula to accommodate the required evaluation time.

This function cannot be used because it must be evaluated later.

You are trying to force a field, formula, or function to be evaluated earlier than is possible. Evaluation time functions can only force a later evaluation time, never an earlier one. Change the formula to accommodate the required evaluation time.

This function cannot be used within a custom function.

You have tried to use a function or formula that will not work in a custom function, that is it is not "stateless".

This group section cannot be printed because its condition field is non-existent or invalid.

Your report contains a group section that is based on a condition field that is either no longer in the report or changed so it is invalid for the group section. Review your grouping criteria to identify and correct the source of the problem.

This subtotal condition is not known.

You have entered a subtotal condition that does not appear anywhere in your report. Any subtotal you enter in a formula must duplicate a subtotal already in your report. Change the condition and recheck.

Too many arguments have been given to this function.

You have entered an array as the argument to a non-array function. This kind of problem can occur, for example, if you forget to use brackets (the required syntax items for an array) to enclose an array. The Formula Checker sees the array values as arguments to a non-array function and displays the error message.

Too many items have been given for this array.

The program allows up to 50 values in an array. You have exceeded this limit. Reduce the number of values in the array and recheck.

Too many open files.

You have too many open files (databases, reports) given the number of files you specified in the CONFIG.SYS FILES = statement. To prevent this error from recurring, either use fewer files or increase the number of files specified in the FILES = statement.

Missing or incorrect operand warnings.

The following warnings appear when the Formula Checker expects to find a specific kind of operand (the item on which a formula operation is to be performed), and finds something different. For example, the formula 5>a is comparing a number to text (the old comparing apples to oranges analogy). When the Formula Checker sees that the number five is being compared to something, it expects that something to be another number. If anything other than a number appears, it displays the warning: "A number is required here."

Depending on the formula that you enter, you might see one of the following messages:

- A number is required here.
- A Boolean array is required here.
- A Boolean is required here.
- A currency amount is required here.
- A currency array is required here.
- A currency range is required here.
- A date array is required here.
- A date is required here.
- A date range is required here.
- A number array is required here.
- A number array or currency array is required here.
- A number, currency amount, Boolean value, or string is expected here.
- A number, currency amount, Boolean, date, or string is required here.
- A number, currency amount, date, or string is required here.
- A number, currency amount, or date is required here.
- A number field or currency amount field is required here.
- A number is required here.
- A number or currency amount is required here.
- A number range is required here.
- A string array is required here.
- A string is required here.
- A string or an array of values is required here.

- An array of values is required here.
- The custom function name 'sampleFunction' is expected here.

22 Parameter Fields and Prompts

This section explains what parameter fields are and how they can be applied to create a single report that can be used to access different types of data depending on the user's needs. The section also describes the kinds of parameter prompts that are available in Crystal Reports.

Online support, samples, and technical briefs

For more information about topics covered in this online help, visit the SAP Community where you'll find a large collection of samples, downloads, technical briefs, and other useful information.

<http://community.sap.com> 

22.1 Parameter and prompt overview

Parameters are Crystal Reports fields that you can use in a Crystal Reports formula. As a formula component, a parameter must have a value before the program can process the report. By using parameters in formulas, selection formulas, and in the report itself, you can create a single report that changes its behavior depending on the values entered by your users. Parameter fields can also be used in subreports.

Prompts are elements that help users set a value for report parameters. Prompts are different from parameters in several ways:

- Prompts are not used directly by a Crystal Reports formula.
- Prompts include user-interface settings that help you determine the appearance of the prompting dialog box that your users see.
- Prompts include an optional list of values that your users can choose from. This list of values can be a static list that is stored in each report, or a dynamic list that is retrieved from a database (this type of prompt includes multi-level cascading lists that are also retrieved from a database).
- Prompts can be set so that the parameter itself is optional.

When your users select values in the prompting dialog box, they are setting values for prompts. The Crystal Reports prompting engine then assigns that value to the corresponding parameter, which is finally used by the report.

When you create and edit a parameter field, you work with one parameter and one or more prompts.

22.1.1 Parameter field considerations

There are a number of things to keep in mind when working with parameter fields:

- Parameter fields support the following data types:
 - Boolean: Requires a yes/no or true/false answer.
Example: Include planned budget numbers in the summary?
 - Currency: Requires a dollar amount.
Example: Display customers with sales over XXXXX.
 - Date: Requires an answer in a date format.
Example: Enter the start and end dates of the quarter.
 - DateTime: Requires both date and time.
Example: Display statistics for 07/04/1999 between 1:00pm-2:00pm.
 - Number: Requires a numeric value.
Example: Enter the customer identification number.
 - String: Requires a text answer.
Example: Enter the region.
 - Time: Requires an answer using a time format
Example: Display the total number of calls from 1:00pm-2:00pm.
- Parameter field prompting text can be up to four lines long with approximately 60-70 characters per line (depending on character width, up to the 254 character limit). Text over one line in length will automatically word wrap.
- You can create a list of values from which users can choose the parameter value rather than having them enter it manually. Lists of values can be static (embedded in each report), dynamic (refreshed from a database on demand), scheduled (refreshed from a database on a recurring schedule), or partially scheduled (portions of a list of values can be scheduled, while other portions remain on-demand). Scheduled and partially scheduled lists of values are administered through the Business View Manager. For more information, see the *Business Views Administrator's Guide*.
- A parameter field does not have to be placed in a report in order to be used in a record or group selection formula. You create the parameter field and then enter it in your formula as you would any other field.
- A parameter field does not have to be placed in a report in order to be used in a record or group selection formula. You create the parameter field and then enter it in your formula as you would any other field.
- A parameter field can be set to be optional so that users are not forced to enter a value when prompted.

22.1.2 Prompt considerations

There are a number of things to keep in mind when working with prompts:

- Prompts can be static or dynamic. As well, a dynamic prompt can have a cascading list of values. For a description of each option, see these topics:
 - [Creating a parameter with a static prompt \[page 440\]](#).
 - [Creating a parameter with a dynamic prompt \[page 444\]](#).
 - [Creating a parameter with a cascading list of values \[page 447\]](#).
- Dynamic prompts contain lists of values that you can use for a particular report or for many reports. You share a list of values by adding it to the BusinessObjects Enterprise Repository.
- A list of values can be scheduled for automatic updates through the Business View Manager. For more information about scheduling a list of values, see the *Business Views Administrator's Guide*.
- A list of values can form a cascading prompt; that is, you can create a prompt whose final value is determined through a sequence of choices. For example, users might first be prompted to pick a country before the choices for region appear. The users might then need to pick a region before the choices for city appear, and so on.

22.1.3 Data and non-data parameters

Depending on how parameters are used, they are marked as either data parameters or non-data parameters. How these parameters are used within a report will impact whether the report data will refresh upon changing parameter values.

Data parameters are used in:

- Record selection formulas, directly or indirectly (by way of being referenced within a formula)
- Command objects
- Stored procedures
- Universe parameters

Changes made to the value of a data parameter require a report refresh to fetch new data from the database. For example, a report will be refreshed when a data parameter is used to generate a query.

Non-data parameters are used in:

- Saved data selection formulas
- Conditional formulas
- Parameters placed on the report

Changes made to the value of a non-data parameter will filter the saved data of the report and will not require a refresh. This process minimizes the processing demand on the database. For example, a title is a non-data parameter.

i Note

Non-data parameters change the presentation of existing data. It is best to use them only in a way that makes sense for the report. For example, do not filter using a saved data selection formula to display values that are below 100,000 if you have a record selection formula that only selects values above 100,000 from the database. Using selection formulas improperly may provide confusing results, or even blank pages.

22.1.4 Optional parameters

Crystal Reports supports optional parameters. An optional parameter is a prompted value that does not have to be supplied by the user.

Report designers should provide some guidance to the end user that a parameter is optional by adding this information to the prompt text.

Optional parameters are treated by Crystal Reports as optional anywhere within the report that they are used. You cannot set one instance of the parameter to optional and another to mandatory.

i Note

- After you set a parameter to optional, if you use the [Select Expert](#), the system will automatically add the selection formula for you using the `HasValue()` function. The [Formula Editor](#) does not automatically add the formula. Only the [Select Expert](#) automatically adds the formula for you.
- If you change the parameter from optional to mandatory, the `HasValue()` function is not automatically removed from your formula.

Handling a parameter with no value

When the report engine evaluates any formula which references an optional parameter that does not have a value, it generates a runtime error. All formulas that reference an optional parameter should first use the `HasValue()` function to check if that parameter has a value before evaluating it. This includes record selection formulas and saved data formulas.

Note

The system will not automatically drop a statement from the SQL WHERE clause. It is the report designer's responsibility to decide which statement to leave out based on `HasValue()` testing.

22.2 Understanding dynamic prompts

Both dynamic prompts and cascading lists of values are available in Crystal Reports. These features let you populate the lists of values associated with a prompt from a data source outside of your report. (Static lists of values that are stored in your report are also available in Crystal Reports.)

This dynamic capability is available to all Crystal Reports users—whether or not they have the added capabilities of SAP BusinessObjects Business Intelligence platform. When Crystal report files are stored in SAP BusinessObjects Business Intelligence platform, additional dynamic prompting features are available. The following table shows which features are available with each product.

Note

In the table, and elsewhere in this section, the term managed report is used to describe reports that are stored in a SAP BusinessObjects Business Intelligence platform environment, while unmanaged report is used to describe reports that are stored outside such an environment.

Feature	Available when Crystal reports are stored outside of SAP BusinessObjects Business Intelligence platform?	Available when Crystal reports are published to SAP BusinessObjects Business Intelligence platform?
Create dynamic prompts and cascading lists of values.	Yes	Yes
Reuse list of value definitions within a single report at design time.	Yes	Yes
Reuse list of value definitions within multiple reports at design time.	No	Yes
Schedule lists of values.	No	Yes

Feature	Available when Crystal reports are stored outside of SAP BusinessObjects Business Intelligence platform?	Available when Crystal reports are published to SAP BusinessObjects Business Intelligence platform?
Populate lists of values from command objects.	Yes	No All lists of values that are used by managed reports are based on Business Views; however Business Views can themselves be based on command objects. In this way, lists of values can be indirectly based on command objects.
Populate lists of values from report fields.	Yes	No
Populate list of values from Business Views.	No	Yes
Cache lists of values at report run time, and share that list among multiple executing reports.	No	Yes
Schedule lists of values to update themselves on a regular basis.	No	Yes
Schedule portions of lists of values to update themselves on a regular basis, while the remaining portions retrieve their values from the database on demand.	No	Yes

Some components in the Crystal Reports and SAP BusinessObjects Business Intelligence platform products support the execution of reports with dynamic prompts and cascading lists of values:

- The supported viewers are as follows:
 - ActiveX
 - .NET Winform
 - .NET Webform
 - Java, COM, and JSF DHTML page viewers
 - Java and COM Advanced DHTML Viewer

Note

The Java Applet viewer is not supported. Reports that use dynamic prompts and cascading lists of values will run in the Java Applet viewer, but they will not have pick lists where dynamic lists of values should appear.

- The BI launch pad and Central Management Console scheduling interfaces in SAP BusinessObjects Business Intelligence platform.
- The Report Designer Component (RDC).

- Crystal Reports XI R2 and later.

These components support the design of reports with dynamic prompts and cascading lists of values.

- Crystal Reports XI R2 and later.
- The integrated Visual Studio .NET designer.
- Business View Manager.

i Note

While the dynamic capability is not available with SAP BusinessObjects BI Interactive Analysis or with full-client products, Crystal reports that are based on universes can use the dynamic prompting capabilities described throughout this section.

22.3 Understanding lists of values

List-of-values objects describe how to return a set of values from a data source:

- They provide the values for prompts in the prompting dialog box.
- They can be either static (the values are stored in the report), or dynamic (the values are stored outside the report in a database).
- They are used for both single-level dynamic prompts, and multi-level cascading prompts.
For example, a list of countries could be a dynamic prompt, while a hierarchical list of countries, regions, and cities could be a dynamic prompt with a cascading list of values.

Crystal Reports supports three data sources for list-of-values objects:

- Report fields (only for unmanaged reports).
- Command objects (only for unmanaged reports).
- Business Views (only for managed reports).

A list of values can have one or more levels. If there are multiple levels in the list of values, then each level constrains the next.

You can think of a list of values as the definition of the data needed to populate all levels of a cascading list. In Crystal Reports, a cascading relationship is defined by a single list-of-values object, not by multiple queries that are linked together by a common key. Although the list of values is defined as a single entity, data is not necessarily fetched from the data source in a single query.

i Note

- List-of-values objects are not affected by report record selection or group selection formulas. These formulas affect the report data, not data used for prompt-time lists of values.
- If a data connection is broken or reset, Crystal Reports does not attempt to create or update the dynamic list-of-values object and instead reverts to a static list.

22.3.1 List-of-values types

There are two different types of list-of-values objects:

- Unmanaged lists of values are stored within each report file.
If you do not have SAP BusinessObjects Business Intelligence platform, or if you never publish your reports to SAP BusinessObjects Business Intelligence platform, you use an unmanaged list-of-values object. Unmanaged list-of-values objects can use report fields or command objects as a data source.
- Managed lists of values are stored within SAP BusinessObjects Business Intelligence platform.
Every report that you store in SAP BusinessObjects Business Intelligence platform uses managed list-of-values objects. All managed list-of-values objects are based on a Business View, even if the report itself does not use a Business View. Managed list-of-values objects have a number of features that are not available to unmanaged list-of-values objects.

Feature	Unmanaged list of values		Managed list of values
	Report fields	Command objects	Business Views
Database query per list-of-value level.	Yes The database is queried for each level as the user selects values in the prompting dialog box.	No The database is queried for all values in all levels of the list at one time.	Yes The database is queried for each level as the user selects values in the prompting dialog box (provided the Business View is not based on a command object).
At design time, specify a filter for the list of values.	No All of the values in the report fields that are also in the list of values definition are used.	Yes Any filter that can be represented in SQL can be used.	Yes Business Views support filters.
At report-view time, prompt for additional information needed by the list of values.	No	Yes If the command object contains parameters, the value(s) are prompted for at report-view time.	Yes If the Business View contains parameters, the value(s) are prompted for a report-view time.
Display different values to different users.	No	No	Yes Because managed lists of values are based on Business Views, they inherit the view-time security capabilities of Business Views.

Feature	Unmanaged list of values		Managed list of values
	Report fields	Command objects	Business Views
Schedule the list of values to update on a recurring schedule.	No	No	Yes The scheduling capability comes from the Business View Manager, not the Central Management Console (CMC) where reports are scheduled.
Partially schedule the list of values to update only certain portions of the list on a recurring schedule.	No	No	Yes

22.3.2 Determining which list-of-values type to use

Different reporting problems require different prompting solutions, depending on the amount of data in the lists of values. This table provides a rough guide to which list-of-values design you should use.

Description	Unmanaged list of values		Managed list of values
	Report fields	Command objects	Business Views
Single-level code tables. (A table that has hundreds of semi-static values in a single level.)	Not well suited. Because report fields cannot be filtered, any filtering of the list that you require must be done outside of Crystal Reports in a database view.	Well suited. You can define filtering within a command object. (That command objects return the data for all levels in the list is not a problem for single-level lists.)	Well suited. You can define filtering within the source Business View.
Multi level-cascading code tables. (A table that has hundreds of semi-static values in multiple levels.)	Well suited. Provided that the data filtering is done outside of Crystal Reports, report fields are well suited to multi-level cascading code tables because they retrieve data one level at a time.	Well suited. Provided that the total data volume for all levels in the list is not too large. If there is too much data, you could encounter performance issues because command-object-based lists of values retrieve data for all levels in one trip to the database.	Well suited. Business-View-based lists of values can support both filtering and level-by-level data retrieval.

Description	Unmanaged list of values		Managed list of values
	Report fields	Command objects	Business Views
Fact tables. (These tables tend to be very large, dynamic tables with millions of values in multiple levels.)	Well suited.	Not well suited.	Well suited.
	Provided that the filtering is done outside of Crystal Reports in a database view, and provided that there is a multi-level hierarchy to the data.	Because command objects retrieve their data in one trip to the database, there could be performance issues when you use them against very large tables.	Partially scheduled lists of values excel in this situation, where the semi-static part of the data can be scheduled, and the most dynamic part can be retrieved on-demand.

22.3.3 Lists of values and prompt groups contrasted

Lists of values are the data part of a prompt; the values from your data that your users will see and select from.

Prompt groups, on the other hand, are the presentation part of a prompt. Crystal Reports treats prompt groups as separate objects so that you can share the same list of values with different presentations. For example, you can have a Shipping City prompt, and a Customer City prompt. Perhaps you allow for multiple customer cities, but only a single shipping city in your report. You can design this report so that it uses a single city list of values, but with two different prompt groups (or presentations styles).

For more information about using prompt groups, see [Sharing common lists of values within a report \[page 450\]](#).

22.4 Creating a parameter with a static prompt

A static prompt is one that always contains the same values. For example, if your parameter prompts for a country value, you could create a static prompt because the country list represents a set of values that does not change often.

Use the following steps to create a parameter with a static prompt that lets users see a list of customers that they can select a specific country from.

This procedure is made up of two sets of steps. The first is creating the parameter, and the second is using the Select Expert to incorporate the parameter into the record selection filter.

22.4.1 To create a parameter with a static prompt

1. Open the sample report called [Group.rpt](#).

Sample reports are located on the SAP Business Objects Support web site.

2. On the *View* menu, click *Field Explorer*.

→ Tip



Another way to do this is to click the Field Explorer button on the Standard Toolbar.

The Field Explorer dialog box appears.

3.  Select *Parameter Fields* and click *New*.

The Create New Parameter dialog box appears.

4. Enter a name for the parameter in the *Name* field (up to 255 alphanumeric characters).

This example uses Country.

5. Select the appropriate *Type* from the list.

This example uses String.

i Note

When creating a parameter whose Type is either Date or DateTime, you can change the date format to suit your needs. For details, see [Changing your default field formats \[page 232\]](#).

6. From the *Value Field* list, select *Country*.
7. Click *Actions* and select *Append all database values* to move all of the countries in the sample database to the *Values* area.

This example will enable the user to choose from any of the countries. If you want to limit the selection, manually enter only the countries that you would like the user to choose from.

8. In the Value Options area, enter the desired prompting text in the *Prompt Text* field (up to 255 alphanumeric characters).

This is the text that appears in the "Enter prompt values" dialog box when the report is refreshed. This example uses the default value.

Create New Parameter

Create a new parameter and list of values.

Name: Type: List of Values:

Value Field: Description Field:

Value

Value	Description
Argentina	
Aruba	
Australia	
Austria	
Bahamas	
Bangladesh	
Barbados	
Belgium	

Value Options:

Option	Setting
Prompt Text	Enter Country:
Prompt With Description Only	False
Default Value	
Allow custom values	True
Allow multiple values	False
Allow discrete values	True

OK Cancel Help

9. Click [OK](#).

10. Return to the Field Explorer dialog box, and drag the [Country](#) parameter into your report.

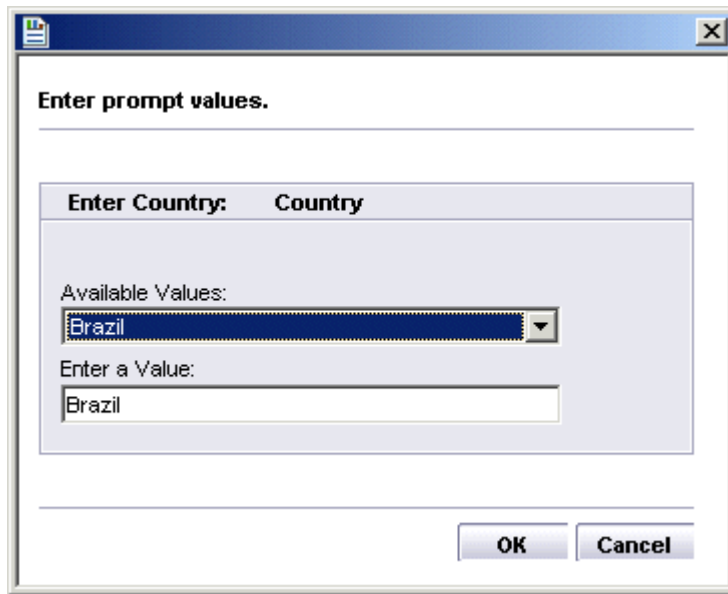
The "Enter prompt values" dialog box appears.

Note

If you don't want to see the parameter field you dropped in your report, place it in a section you can suppress, such as a report header or footer.

11. Select the country to base the report on.

This example uses Brazil.



12. Click [OK](#).

22.4.2 To incorporate the parameter into the record selection filter

1. On the [Report](#) menu, click [Select Expert](#).

→ Tip

 Another way to do this is to click the Select Expert button on the Expert Tools toolbar.

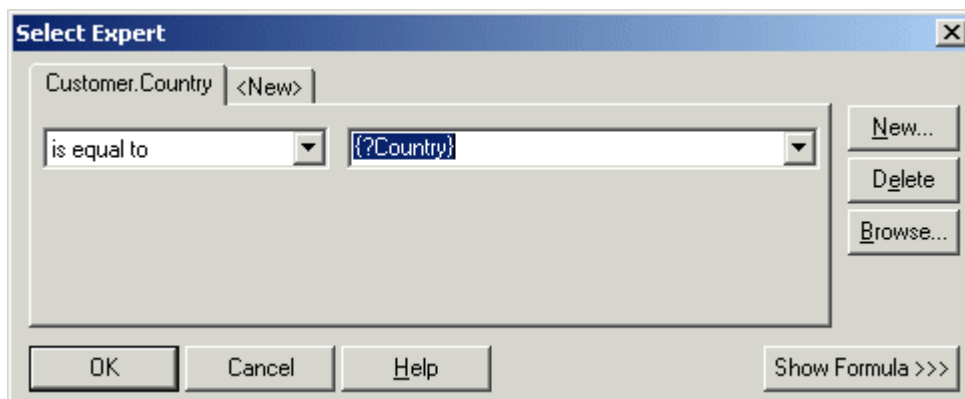
The Choose Field dialog box appears.

2. Select [Country](#) from the Customer table, then click [OK](#).

The Select Expert appears.

3. Choose [is equal to](#) from the drop-down list.
4. Choose the parameter from the adjacent drop-down list.

This example uses {?Country}.



5. Click [OK](#).

The report appears with the information for Brazil.

With parameter fields, you can create a single report that can be customized quickly to meet a variety of needs.

22.4.3 To incorporate the parameter into a saved data selection formula

1. On the [Report](#) menu, point to [Select Expert](#) and then click [Saved Data](#).
The [Choose Field](#) dialog box appears.
2. Highlight the field on which you want to base record selection and click [OK](#).
The [Select Expert](#) appears.
3. Use the drop-down lists to enter your selection criteria for the indicated field.
4. Choose the parameter from the adjacent drop-down list and click [OK](#).
If the parameter is being referenced for the first time, the [Enter Values](#) dialog box appears.
5. Select your initial values and click [OK](#).

Crystal Reports immediately filters the report data according to your selection criteria.

22.5 Creating a parameter with a dynamic prompt

The values of a dynamic prompt are retrieved from the data source and are not stored within the report. For example, if you are prompting for customer name, you could create a dynamic prompt because the names in your customer database probably change frequently.

Dynamic prompts can be authored in Crystal Reports. You do not need SAP BusinessObjects Business Intelligence platform or Crystal Reports Server to author dynamic prompts. When Crystal Reports is installed on the same machine as Microsoft Visual Studio, you can use the embedded Crystal Reports designer to author dynamic prompts. When Crystal Reports is used with Crystal Reports Server or the SAP BI platform Server, additional features are available. For more information, see [Managed reports \[page 454\]](#).

Use the following steps to create a parameter that uses a dynamic prompt. As part of the procedure, you will create a list of values.

22.5.1 To create a parameter with a dynamic prompt

1. Open the sample report called *Group.rpt*.

Sample reports are located on the SAP Business Objects Support web site.

2. On the *View* menu, click *Field Explorer*.

The Field Explorer dialog box appears.

3.  Select *Parameter Fields* and click *New*.

The Create New Parameter dialog box appears.

4. Enter a name for the parameter in the *Name* field (up to 255 alphanumeric characters).

This example uses *Region*.

5. In the List of Values area, click *Dynamic*.
6. Ensure that *New* is selected in the Choose a Data Source area.

Note

If your report already contains a list of values, or if you want to pick a list of values from your repository, you can select Existing and choose an existing list of values from the tree structure.

7.  Click *Insert*, and from the *Value* list, select *Region*.

8. In the Value Options area, enter the desired prompting text in the *Prompt Text* field (up to 255 alphanumeric characters).

This is the text that appears in the "Enter prompt values" dialog box when the report is refreshed. This example uses "Select a Region."

Create New Parameter

Create a new parameter and list of values.

Name: Type: List of Values:

Prompt Group Text:

Choose a Data Source: ☒ New ☐ Existing

Value	Description	Parameters
Region	(None)	Region
Click here to add item		

Value Options - Level 1 (Region):

Option	Setting
Prompt Text	Enter Region:
Sort Order	Ascending by Value
Prompt With Description Only	False
Allow multiple values	False
Allow discrete values	True
Allow range values	False

OK Cancel Help

9. Click [OK](#).

10. Return to the Field Explorer dialog box, and drag the [Region](#) parameter into your report.

Note

If you don't want to see the parameter field you dropped in your report, place it in a section you can suppress, such as a report header or footer.

When you look at your dynamic prompt within Crystal Reports, it does not seem to be much different from a static prompt. In the background, however, Crystal Reports stores the information about the list of values that you created for this prompt. When the report engine requires a parameter that has a dynamic prompt, it will access the data source and populate the list of values automatically. This will be displayed on the end user prompt page. If you choose to publish the report to SAP BusinessObjects Business Intelligence platform or Crystal Reports Server, the list of values becomes a separate entity that you can optionally schedule in Business Views Manager.

22.6 Creating a parameter with a cascading list of values

A dynamic prompt can include a cascading list of values, which adds additional levels of selection for your users. For example, if you are prompting for a city value, but you also need to know which country and region that city comes from, you could create a dynamic and cascading prompt. In this case, you first prompt for a country, and when that value has been selected, the program prompts for a region by showing only the regions that apply to the selected country. Finally, when a region value has been selected, the program prompts for a city by showing only the cities that apply to the selected region. In this way, you can be sure that your user picks the correct city (for instance, Vancouver, Washington, USA rather than Vancouver, British Columbia, Canada).

As with a dynamic prompt that has only one value, you are able to create or specify a cascading list of values that you can schedule for updates as often as you like through the Business View Manager. For more information about scheduling a list of values, see the *Business Views Administrator's Guide*.

Use the following steps to create a parameter that uses a dynamic prompt and a cascading list of values.

22.6.1 To create a parameter with a cascading list of values

1. Open the sample report called [Group.rpt](#).

Sample reports are located on the SAP Business Objects Support web site.

2. On the [View](#) menu, click [Field Explorer](#).

The Field Explorer dialog box appears.

3.  Select [Parameter Fields](#) and click [New](#).

The Create New Parameter dialog box appears.

4. Enter a name for the parameter in the [Name](#) field (up to 255 alphanumeric characters).

This example uses Supplier City.

5. In the List of Values area, click [Dynamic](#).

6. Enter prompting text for your prompt group in the [Prompt Group Text](#) field.

This example uses "Choose the City that your supplier is located in."

i Note

Prompt groups let you use cascading list of values for other cascading prompts. For example, if you set up such a list of values for an address prompt, you might want to use the list for both shipping and billing addresses. In this case, you could create two prompt groups for the same list of values; you might call one prompt group Shipping Address and the other Billing Address.

7. Ensure that [New](#) is selected in the Choose a Data Source area.

i Note

If your report already contains a list of values, or if you want to pick a list of values from your repository, you can select Existing and choose an existing list of values from the tree structure.

8.  Click *Insert*.

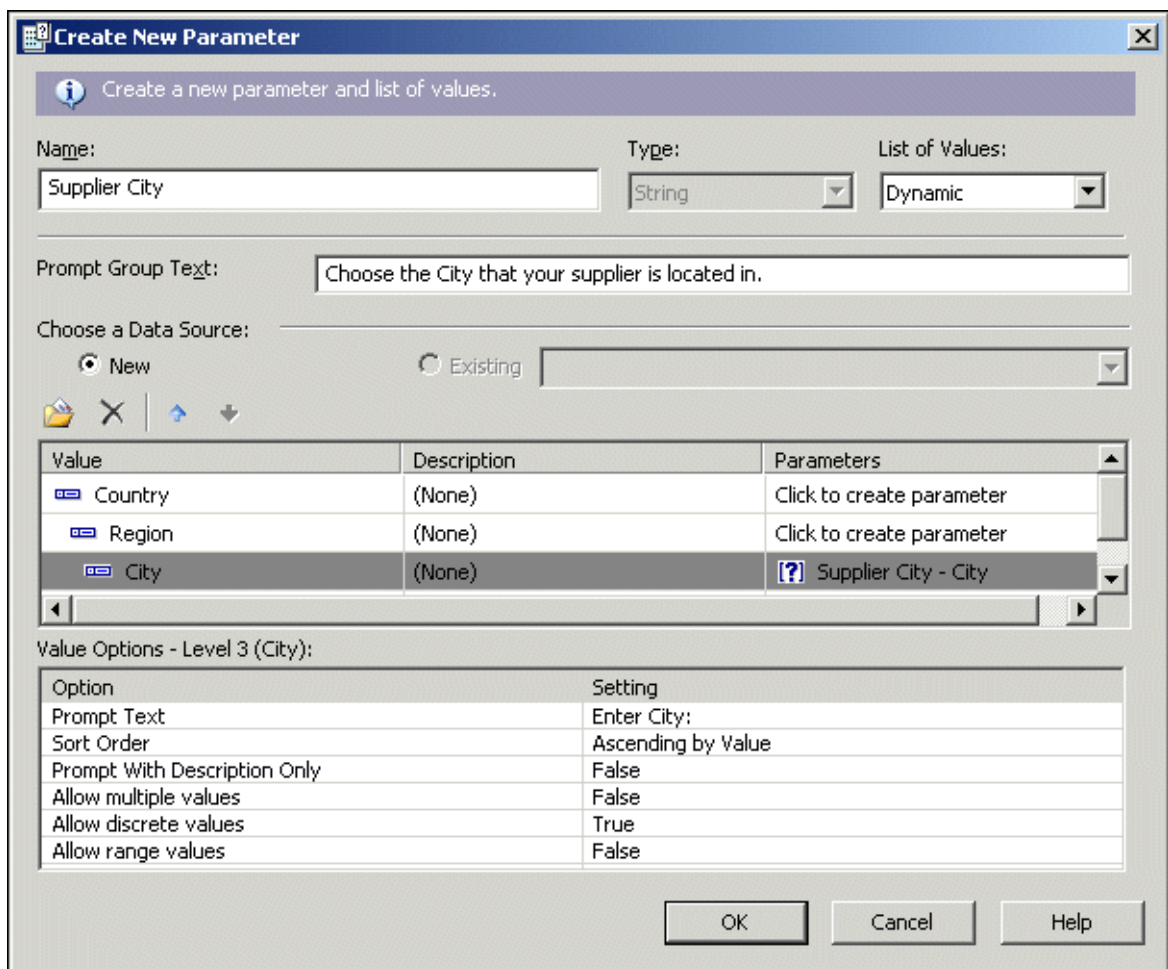
The program automatically expands the Value list. You use this area to define the fields that make up your cascading list of values. This example uses a cascade of Country, Region, and City.

9. From the *Value* list, select *Country*.
10. Click the blank field under *Country* and select *Region*.
11. Click the blank field under *Region* and select *City*.
12. In the Parameters area, click *City* to bind the field that contains the City value to the parameter.

In this step, you are choosing the field in your cascading hierarchy that should be bound to the parameter field that you are creating. Because this particular parameter is intended to provide Crystal Reports with a city value, you bind the parameter to City.

13. In the *Prompt Text* field (in the Value Options area), enter additional prompting text for each of the fields in your cascading list of values.

This is the text that appears in the "Enter prompt values" dialog box when the report is refreshed.



Create New Parameter

Create a new parameter and list of values.

Name: Type: List of Values:

Prompt Group Text:

Choose a Data Source: ☒ New ☐ Existing

Value	Description	Parameters
 Country	(None)	Click to create parameter
 Region	(None)	Click to create parameter
 City	(None)	 Supplier City - City

Value Options - Level 3 (City):

Option	Setting
Prompt Text	Enter City:
Sort Order	Ascending by Value
Prompt With Description Only	False
Allow multiple values	False
Allow discrete values	True
Allow range values	False

OK Cancel Help

14. Click *OK*.
15. Return to the Field Explorer dialog box, and drag the *Supplier City* parameter into your report.

i Note

If you don't want to see the parameter field you dropped in your report, place it in a section you can suppress, such as a report header or footer.

22.7 The Parameter Panel

The *Parameter Panel* lets users interactively format and filter report data by changing parameter values. It is located within the *Preview Panel*.

In the *Create New Parameter* and *Edit Parameter* dialog boxes, you can specify parameters to display on the Parameter Panel via the *Show on (Viewer) Panel* option. You can choose one of several settings:

- *Do not show*
The parameter is not visible on the panel. Users must refresh the report to change the parameter values.
- *Editable*
Users can view and change the parameter values on the panel.
- *Read only*
Users can view the parameter values on the panel, but cannot change them.

i Note

Do not show is the default setting for a new parameter.

The *Parameter Panel* displays all parameters that have been set to *Editable* or *Read only*. Depending on the type of parameter, users can add, delete, or modify parameter values either by using the dropdown menus and applying their changes or by clicking the *Advanced Dialog* button.

The following are some of the more commonly used types of parameters that must be modified by clicking the *Advanced Dialog* button:

- Parameters with ranged values.
- Dynamic parameters that use cascading prompts.

On the panel, data parameters are differentiated from non-data parameters with a database icon. When a user modifies the value of a data parameter, the report refreshes and accesses the database to make the corresponding changes. When a user modifies the value of a non-data parameter, the report is formatted or filtered based on saved data within the report. It does not access the database.

22.8 Working with lists of values

Dynamic prompts use lists of values. You can create a list of values in either Crystal Reports or in the Business View Manager. Crystal Reports refreshes the data in a list of values when you open a report that contains a dynamic prompt; however, you can also refresh the data in a list of values by scheduling it in the Business View Manager. For more information, see *Using Business Views*.

You can add lists of values to SAP BusinessObjects Business Intelligence platform or Crystal Reports Server in several ways:

- You can create a list of values when you design a report, and then you can save the report to an Enterprise folder. For more information, see [Saving a report to an Enterprise folder \[page 368\]](#).
- You can create a list of values in the Business View Manager. For more information, see *Using Business Views*.
- You can create a list of values when you design a report, and then you can add it to SAP BusinessObjects Business Intelligence platform through the Central Management Console (CMC). For more information, see the *SAP BusinessObjects Business Intelligence Platform Administrator Guide*.
- You can migrate lists of values from one environment to another by using the Business Views Manager Import/Export facility. For more information, see the *SAP BusinessObjects Business Intelligence Platform Administrator Guide*.

22.8.1 Sharing common lists of values within a report

You can use a single list-of-values object for many unrelated prompts within a single report. For example, in a report that shows shipments from suppliers to customers, shipments can go from a supplier in one city to a customer in another city. You would want your report to prompt for both supplier city and customer city; both have the same set of values. Because there are many hundreds of cities in the database, you can break up this long list of values into countries, regions, and cities. In that way, your users can navigate through hundreds of values by selecting from three shorter lists.

22.8.1.1 To share a common list of values within a report

1. Create a report that contains fields for *Country*, *Region*, and *City*.



2. In the Field Explorer, select *Parameter Fields* and click *New*.

The Create New Parameter dialog box appears.

3. Enter a name for the parameter in the *Name* field.

This example uses SupplierCity.

4. In the List of Values area, click *Dynamic*.

5. Enter prompting text for your prompt group in the *Prompt Group Text* field.

This example uses "Choose the City that your supplier is located in."



6. Click *Insert*, and from the *Value* list, select *Country*.

7. Click the blank field under *Country* and select *Region*, and then click the blank field under *Region* and select *City*.

8. In the Parameter Binding area, ensure that only the *City* value is bound.

9. Click *OK*.

10. Return to the Field Explorer dialog box, select *Parameter Fields*, and click *New*.

11. Enter a name for the second parameter in the *Name* field.

This example uses CustomerCity.

12. In the List of Values area, click *Dynamic*.

13. Enter prompting text for your new prompt group in the *Prompt Group Text* field.

This example uses "Choose the City that your customer is located in."

14. Select *Existing*, and select the list of values that you created in steps 6 through 9.

15. Click *OK*.

You have created two prompts: a Country, Region, City hierarchy for the {?SupplierCity} parameter, and a second Country, Region, City hierarchy for the {?CustomerCity} parameter. By reusing the list-of-values object, you saved time and improved performance time in Crystal Reports.

i Note

You can also use an existing list of values if you have another parameter field that should have a country value. For example, if you add a {?DivisionCountry} parameter to indicate the corporate division that you want to report on, you could use the same list-of-values object in your report. You would bind this parameter to the top-level value in your hierarchy—that is, the Country level of the Country, Region, City hierarchy.

22.8.2 Using separate value and description fields

It is common in relational databases to make use of code fields that represent values. These codes are often numeric or text strings that cannot be read by your users. For such cases, you can create separate value and description fields in your list of values definition. You set the value field to the parameter; the description field appears in the prompting dialog box. How the description field appears in the prompting dialog box is controlled by the prompt option "Prompt with Description Only." When set to True, only the descriptions are visible; when set to False, both the values and descriptions are visible.

22.8.2.1 To set separate value and description fields

1. Open the sample report called *Group.rpt*.

Sample reports are located on the SAP Business Objects Support web site.

2.  In the Field Explorer, select *Parameter Fields* and click *New*.

The Create New Parameter dialog box appears.

3. Enter a name for the parameter in the *Name* field.

This example uses Customer Name.

4. In the List of Values area, click *Dynamic*.

5.  Click *Insert* and, in the *Value* field, select *Customer ID*.

6. In the *Description* field, select *Customer Name*.
7. In the Value Options area, set the *Prompt with Description Only* option to *True*.
8. Click *OK*.

When your users see this prompt in the prompting dialog box, they do not see values from the Customer ID field (the field on which the parameter is based), but rather, they see a list of customer names.

22.8.3 Using command objects as list-of-values data sources

Crystal Reports supports command objects as data sources for unmanaged lists of values. To use this feature, you first create a command object using the Database Expert to return the values that you want in your list-of-values object.

For more information see "Defining an SQL Command" in the online help.

For more information see [Defining an SQL Command \[page 492\]](#).

The query you create should return at least one database field per level in the new list-of-values object. For example, if you want to build a Country, Region, City list-of-values object, your query should return at least three columns from your database: Country, Region, and City. You need to return all three values in a single select statement. There is no need for an order by clause, because the prompting engine sorts the values according to your specifications.

i Note

It is not necessary to link your command object to your report fields. In general, command objects that you use only to populate lists of values do not need to be linked to your report. However, if you want to use a column from this command object in your report, you need to link the command object to the report.

All the command objects defined in your report appear in the value fields drop-down list, and in the description fields drop-down list in the Create New Parameter dialog box. You can then associate your list of values with the command object.

22.8.4 Null handling

Null values in the data returned by the list of values are displayed as "null" in the drop-down list for that prompt. Your users can select these values, and any parameters associated with that prompt receive the null value. You can test for this functionality in the Crystal Reports formula language with the IsNull function.

For more information, see "IsNull (fld)" in the online help.

22.8.5 Long lists of values

Because the number of items in a list of values (LOV) can be very large, numbering in the hundreds or thousands, Crystal Reports handles these long LOVs by retrieving smaller batches of values at a time.

Crystal Reports displays a single batch of LOVs, and provides two options to the user to control the list: the batch number and a simple text filter for limiting the number of items in the list.

The default number of items per batch retrieved in a long LOV is set to 1 000; however, you can change this default number by editing a registry key. For more info, please refer to [SAP Knowledge Base Article 1218588](#).

Changing the number of items in a long LOV

There are two methods for changing the number of items in a long LOVs.

When prompting the user, Crystal Reports retrieves the long LOV batch size from this Windows registry location:

```
HKEY_CURRENT_USER\Software\SAP BusinessObjects\Suite XI 4.0\Crystal Reports
\ReportView
```

If it does not already exist, create the DWord value called `PromptingLOVBatchSize`, and set the value to the number of items in a batch.

Note

Be careful to select *Decimal* as the base value before entering the batch size.

You can create or change a parameter in the Tomcat configuration file to set the batch size for long LOVs. Open the following file:

```
{<CR_install_folder>}/Tomcat/webapps/CrystalReports/WEB-INF/web.xml
```

If it does not already exist, create this parameter:

```
<context-param>
  <param-name>crystal_max_number_list_of_values</param-name>
  <param-value><{number}></param-value>
</context-param>
```

Where `<{number}>` in the above example is the number of items in the batch.

22.9 Best practices for prompting

Click a link to view one of the topics in this section:

- [Unmanaged reports \[page 454\]](#)
- [Managed reports \[page 454\]](#)
- [Converting unmanaged reports to managed reports \[page 455\]](#)
- [Deploying managed reports with dynamic prompts \[page 455\]](#)

22.9.1 Unmanaged reports

Unmanaged reports are reports that you store outside of SAP BusinessObjects Business Intelligence platform. These reports can use lists of values that you define within the report, or lists of values that you have stored in the SAP BusinessObjects Enterprise Repository. (You create report lists of values in Crystal Reports when you use the [Create New Parameter](#) dialog box. You create repository lists of values in the Business Views Manager.)

Lists of values defined within a report have the following properties:

- They can be based on command objects or report fields.
- They are always stored within the .rpt file.
- They cannot be shared between reports.

If your unmanaged report also uses a repository-based list of values, the report will prompt you to log on to the repository whenever it is opened. This process is required so that Crystal Reports can locate the list-of-values object.

To maximize performance and scalability of unmanaged reports, you should reuse list-of-value objects within a single report wherever possible. For information about how to do this, see [Sharing common lists of values within a report \[page 450\]](#).

22.9.2 Managed reports

Managed reports are reports that you store within SAP BusinessObjects Business Intelligence platform.

Lists of values used in managed reports have the following properties:

- They are always stored in the repository.
- They can be shared between reports.
- They are based on Business Views.

To maximize performance and manageability of your managed reports, the following practices are recommended:

- Define your list-of-values objects in Business View Manager, not Crystal Reports.
- Build a separate Business View to provide lists of values for all of your reports. The only fields that you need in this Business View are those that you use for prompting. See the *Business Views Administrator's Guide* for information about how to create a Business View.
- Create managed list-of-values objects for each dynamic prompt that you intend to use in your report. These objects are visible to Crystal Reports users when they design parameters and prompts. If you need a list of values for a Country > Region > City hierarchy, and a Country pick list, you can satisfy both needs with a single list-of-values object.

Defining your list-of-values objects in Business View Manager has the following benefits:

- You have control over the metadata that is used to define the prompting list of values.
- You can apply row-level security (if desired) to the Business View that is used for prompting.
- You can separate metadata design from report design. A metadata designer can be responsible for authoring the list-of-values definitions, and the report designer can be responsible for authoring the report.
- This method minimizes the number of metadata objects you need to create to support prompting.

22.9.3 Converting unmanaged reports to managed reports

You can convert an unmanaged report to a managed report in the following ways:

- Publish one or more reports with the Publishing Wizard.
- Save the report to SAP BusinessObjects Business Intelligence platform using the Crystal Reports [Save As](#) command.
- Create a new report object from within the BI launch pad portal.
- Create a new report object from within the Central Management Console portal.

In all of these cases, these actions are carried out on the prompt object in your unmanaged report:

- List of values (LOV) objects that are defined in the report are converted to repository lists of values. A Business View, Business Element, Data Foundation, and Data Connection object is created.
- If the same LOV object already exists in the repository, no duplicate object is created. Instead, your report references the existing LOV object.
- LOV objects that are repository-based are unchanged.
- Prompt groups that are defined in the report are converted to repository prompt groups.
- Prompt groups that are repository-based are unchanged.
- All of the new repository-based Business View objects, LOV objects, and prompt-group objects are created in the repository folder called Dynamic Cascading Prompts.

22.9.4 Deploying managed reports with dynamic prompts

Repository-based lists of values and prompt groups are repository objects like any other. When managed reports are migrated from one repository to another using the Import Wizard, the list-of-values and prompt-group objects are imported as well. This functionality makes it easy to migrate reports from system to system. SAP BusinessObjects Business Intelligence platform tracks the objects that a report depends on, and imports these objects to the destination system if needed.

Business Views Manager has been enhanced to support the import and export of lists of values and prompt groups. For more information, see the *Business Views Administrator's Guide*.

22.10 Deleting parameter fields

There are several methods for deleting parameters within a report. The type of parameter you are deleting determines the method you can use.

22.10.1 To delete a parameter that is not used in a formula

1. On the [View](#) menu, click [Field Explorer](#).

The Field Explorer appears.

2. Expand the *Parameter Fields* folder and click the parameter you want to delete.
3. Click *Delete*.

If the parameter is used in your report, a Crystal Reports dialog box appears confirming whether you want to delete the parameter.

4. Click *Yes*.

This parameter is removed from the Parameter Fields folder and from your report.

22.10.2 To delete a parameter used with the Select Expert

1. On the *Report* menu, click *Select Expert*.

→ Tip



Another way to do this is to click the Select Expert button on the Expert Tools toolbar.

The Select Expert dialog box appears.

2. Choose the tab whose selection criteria uses the parameter you want to delete.
3. Click *Delete*.
4. Click *OK* to close the Select Expert.
5. On the *View* menu, click *Field Explorer*.
6. Expand the *Parameter Fields* folder and click the parameter you want to delete.
7. Click *Delete*.

22.10.3 To delete a parameter that is used in a formula

1. On the *View* menu, click *Field Explorer*.

The Field Explorer appears.

2. In the *Formula Fields* folder, select the formula that contains the parameter you want to delete.
3. Click *Edit* and delete the parameter field from the formula.

i Note

If the parameter is used in more than one formula, it must be deleted from each formula.

4. Close the Formula Workshop.
5. Expand the *Parameter Fields* folder and click the parameter you want to delete.
6. Click *Delete*.

22.11 Responding to parameter field prompts

Click a link to view one of the topics in this section:

- [Previewing a report for the first time \[page 457\]](#)
- [Refreshing report data \[page 457\]](#)

22.11.1 Previewing a report for the first time

When you preview a report for the first time, the Enter Prompt Values dialog box appears, prompting you for a value.

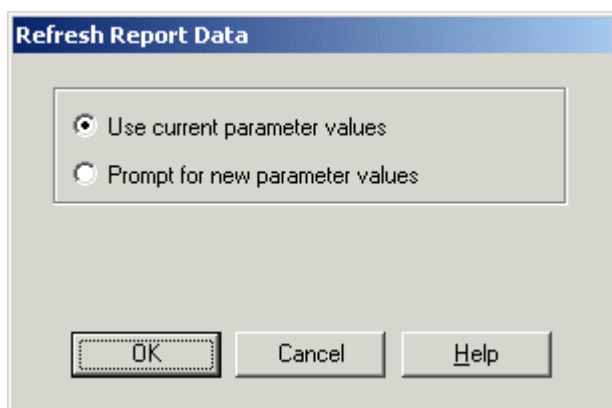
- If you specified a default value when you created the parameter field, the program will use that value unless you specify a new one.
- If you did not specify a default value, the program will not refresh the data until you supply a new value.

i Note

If the parameter is a string value type, without a default value, and the "Allow discrete values" field is True, an empty string appears.

22.11.2 Refreshing report data

When you refresh data from the Preview tab, the Refresh Report Data dialog box appears.



Select the "Use current parameter values" option to use the current parameter value.

Select the "Prompt for new parameter values" option to enter a new parameter value. When you select this option and click OK, the Enter Prompt Values dialog box appears.

- Enter String values exactly as they will appear in the field. If the parameter field allows multiple values, you can enter additional parameter values using the Add button.

- Enter Boolean values using the following format: TRUE or FALSE.
- Enter Number values exactly as they will appear in the field.
- Enter Currency values exactly as they will appear in the field.
- Enter Date values to match the format used on-screen. If the format is unspecified, enter as Date (Year, Month, Day). For example, Date (1997, 5, 21). To access the calendar, click the drop-down arrow beside the date.
- Enter Time values to match the format used on-screen. If the format is unspecified, enter as Time (Hour, Minutes, Seconds AM/PM). For example, Time (4:32:12 PM). You can also select the unit of time and then use the up and down arrows to scroll through the numbers.
- Enter DateTime values using the following format: Date (Year, Month, Day), Time (Hour, Minutes, Seconds AM/PM). For example, Date (1997, 5, 21), Time (4:32:12 PM). You can also enter DateTime values by using the associated drop-down arrow to access the calendar, and the up and down arrows to scroll through the time.

i Note

The drop-down arrow to access the calendar for dates and the up and down arrows to scroll for times will only be available if you have the correct version (4.70 or later) of comctl32.dll.

To use the current value displayed, click OK, or, to use a different value from the one displayed, type a new value in the text box, and click OK.

- If the parameter field is range limited, then you can only enter values within a certain range. The range limit is specified in the Set Default Value dialog box when creating or editing a parameter.
- If the parameter is a string value type, you can limit the values the user is able to enter by using the length limit option or by using an edit mask to restrict the format.

The program now runs the report using the new value(s) you specified.

22.12 Advanced parameter features

There are a variety of ways that parameters can be used within a report. This section covers some of the advanced methods of using parameters.

22.12.1 Creating a parameter with multiple prompting values

1. On the [View](#) menu, click [Field Explorer](#).
2.  Select [Parameter Fields](#) and click [New](#).
3. Enter a Name for your parameter.
4. Select a value type from the Type list.
5. From the [Value Field](#) list, select the table and field that you want to use to obtain your prompting values.
6. Add the values from the field you selected by clicking [Actions](#) and choosing [Append all database values](#). You can also import values, or you can create your own in the Value area under the Options button.

7. In the Value Options area, select the *Allow multiple values* option and set its value to *True* to enable your users to enter more than one prompting value for this parameter.
Both discrete and range type values are allowed individually or in combination.

Note

For details on single or range values, see [Specifying single or ranges of values \[page 460\]](#).

8. Click *OK*.

22.12.2 Applying conditional formatting using parameter fields

Parameter fields can be used to create conditional formatting formulas. You can customize these formulas whenever you refresh the report data. A conditional formatting formula could be used for color-flagging data that meets certain conditions. For example:

- Sales representatives who sell more than 10% over quota.
- Customers who have not ordered in the last quarter.
- Inventory items that have not had any movement in the last month.

If the conditions under which you flag these items never change, you do not need to use parameter fields. You can just use formulas (for text flags) or conditional formatting (for border flags). However, to change the conditions from report to report, you need to use parameter fields in formulas and conditional formatting formulas.

22.12.2.1 To apply conditional formatting using parameter fields

1. Create the parameter field of the data type you need for the formula.
2. Create the formula and use the parameter field in place of the fixed value you would normally use.



For example, to be prompted for all the customers whose last year's sales were over a certain value, and to print their names in red, select the Last Year's Sales field and click Format from the Expert Tools toolbar.

The Format Editor appears.



3. Click the Conditional formula button next to the Color property on the *Font* tab, and format the field using a conditional formatting formula like this:

```
If {customer.LAST YEAR'S SALES} > {?SalesTarget} Then
  Red
Else
  Black
```

Now, when you refresh the data, the program will prompt you for the value that triggers the color flag (known as the threshold value). It then runs the report and flags all the customers that had sales last year above the

threshold figure. You can change the figure each time you run the report and the program will flag a different set of Customer Names.

For more information see "Conditional formatting functions" in the online help.

22.12.3 Creating a report title using parameter fields

Crystal Reports allows you to use parameter fields to create a report title that can be changed each time the report is refreshed.

22.12.3.1 To create a report title using parameter fields

1. On the [View](#) menu, click [Field Explorer](#).

The Field Explorer appears.

2.  Select [Parameter Fields](#) and click [New](#).

The Create New Parameter dialog box appears.

3. Type a name for the parameter field in the [Name](#) field.
4. Select String from the [Type](#) list.
5. To specify a default title, click [Click here to add item](#) in the Value area and type the desired text.

Continue adding titles as required.

6. Click [OK](#).
7. Return to the Field Explorer, and then place the parameter field in the Page Header section of the report to have the title appear on every page, or in the Report Header section if you want the title to appear on only the first page of the report.

Now, when you refresh the data, the program will prompt you for a report title. If you wish, you can change the title each time you run the report.

22.12.4 Specifying single or ranges of values

You can create parameters that require users to enter a single (discrete) value, or a range of values. If you then include these parameters in your report's record selection, you can help users find specific information. For example, in the case of a record selection parameter that uses a discrete value, a user might enter a single country name to see sales figures for only that country. In the case of a record selection parameter that uses a range of values, a user might enter a range of countries (for example, Canada and France) to see sales figures for all the countries in the range (in this case, Chili, China, Denmark, England, and so on).

22.12.4.1 To specify single or range values

1. Select the [Allow discrete values](#) option or the [Allow range values](#) option to specify whether the parameter field will accept a range of values.
 - If you select "Allow discrete values," the parameter field will accept single values (rather than ranges of values).
 - If you select "Allow range values," then when you are prompted for parameter values, you can enter a start value and an end value. For example, if you enter the values "5" and "10", the range is 5-10, and a report that uses this parameter for record selection will display all records with values between 5 and 10. This also works for string parameter fields. With a start value of "A" and an end value of "E", a report that uses this parameter for record selection will display all records within an alphabetical range of A-E.

i Note

If the "Allow multiple values" and the "Allow discrete values" options are selected, the parameter field will accept multiple single values. In this case, you can enter more than one value, but these values will be evaluated individually and will not be interpreted as a range. If the "Allow multiple values" and "Allow range values" options are selected, the parameter field will accept multiple ranges.

2. If applicable, select the [Min Length](#) and/or [Max Length](#) options to designate the length of the field.
 - For a Currency or Number parameter field, options for entering the "Min Value" and "Max Value" appear.
 - For a Date, DateTime, or Time parameter field, options for entering the "Start" and "End" values appear.

22.12.5 Incorporating a parameter into a formula

1. On the [View](#) menu, click [Field Explorer](#).

The Field Explorer appears.

2.  Select [Parameter Fields](#) and click [New](#).

The Create New Parameter dialog box appears.

3. Create a parameter field and save it.
4. Select [Formula Fields](#) and click [New](#).

The Formula Name dialog box appears.

5. Enter the name of the formula, and then click [OK](#).
6. Create a formula using the parameter field as you would any constant value. For example, rather than creating a formula that hard-codes the country name:

```
{customer.COUNTRY} = "USA"
```

Use a parameter field instead of "USA".

```
{customer.COUNTRY} = {?Country}
```

To do this double-click the database field, press =, then double-click the parameter.

→ Tip

Identify parameter fields easily by looking for (?).

7. Click [Save and Close](#) on the Formula Workshop.

The Field Explorer dialog box appears. The name of the formula you have just created is highlighted in the Formula list box.

8. Drag and drop the formula into the report.



9. Click [Refresh](#) to generate the report.

A dialog box appears, prompting you for values.

22.12.6 Defining sort order using parameter fields

To set the sort order using parameter fields, you need to first create a formula that includes a parameter field and then sort based on that formula. For example, assume that you have a customer list report based on the Customer table. For each customer, you show the Customer Name, City, Region, Country, and Phone Number. You want to be able to sort the report by Country, by Region, or by City, depending on your needs at the time.

1. Create a parameter field and call it [SortField](#).
2. Select [String](#) from the [Type](#) list.

You may want to limit the number of characters the user can type to one.

3. To do this, type the numeral 1 into the [Min Length](#) and [Max Length](#) text boxes and click [OK](#).

Now the parameter field will only accept single-character values. The field will accept "C" as a value, but not "City."

4. In the [Prompting Text](#) field, enter a prompt similar to this:

Type R to sort by Region or C to sort by City; otherwise, data will be sorted by Country.

5. Create a formula similar to this and call it [Sort](#):

```
If {?SortField} = "C" Then {customer.CITY}
Else
    If {?SortField} = "R" Then {customer.REGION}
    Else
        {customer.COUNTRY}
```

This formula prompts for a value for the parameter field {?SortField}. If you enter "C", the formula will sort by the City field. If you enter "R" it will sort by the Region field. If you enter anything else, or do not enter anything at all, the formula will sort by the Country field.

For more information see "If statements" in the online help.



6. Place the formula in the Report Header section of the report and select [Suppress \(No Drill-Down\)](#) in the Section Expert so that it does not print.



7. Click [Sort Records](#).

8. Choose your formula and click [Add](#).
9. Click [OK](#).

Now when you run the report, the program will prompt you for a sort field, the formula will return a value based on your selection, and the sort facility will use that value as your sort field.

22.12.7 Defining entry type and format using the Edit Mask

1. On the [View](#) menu, click [Field Explorer](#).
2.  Select [Parameter Fields](#) and click [New](#).

The Create New Parameter dialog box appears.

3. Enter the Name and value Type.
4. For a string parameter field, you can choose to enter an edit mask in the [Edit mask](#) field, rather than specifying a range.

An edit mask can be any of a set of masking characters used to restrict the values you can enter as parameter values (the edit mask also limits the values you can enter as default prompting values).

You can enter any of the following masking characters, or any combination of them:

- "A" (allows an alphanumeric character and requires the entry of a character in the parameter value).
- "a" (allows an alphanumeric character and does not require the entry of a character in the parameter value).
- "0" (allows a digit [0 to 9] and requires the entry of a character in the parameter value).
- "9" (allows a digit or a space, and does not require the entry of a character in the parameter value).
- "#" (allows a digit, space, or plus/minus sign, and does not require the entry of a character in the parameter value).
- "L" (allows a letter [A to Z], and requires the entry of a character in the parameter value).
- "?" (allows a letter, and does not require the entry of a character in the parameter value).
- "&" (allows any character or space, and requires the entry of a character in the parameter value).
- "C" (allows any character or space, and does not require the entry of a character in the parameter value).
- ". , ; - /" (separator characters). Inserting separator characters into an edit mask is something like hard coding the formatting for the parameter field. When the field is placed on the report, the separator character will appear in the field object frame, like this: LLLL/0000. This example depicts an edit mask that requires four letters followed by four numbers.
- "<" (causes subsequent characters to be converted to lowercase).
- ">" (causes subsequent characters to be converted to uppercase).
- "\" (causes the subsequent character to be displayed as a literal). For example, the edit mask "\A" would display a parameter value of "A." If the edit mask is "00\A00," then a valid parameter value would consist of two digits, the letter "A," and then two additional digits.
- "Password". Allows you to set the edit mask to "Password," you can create conditional formulas specifying that certain sections of the report become visible only when certain user passwords are entered.

i Note

Some of the edit mask characters require that you enter a character in their place (when entering a parameter value), while others allow you to leave a space, if needed. For example, if the edit mask is 000099, you can enter a parameter value with four digits, five digits, or six digits, since the '9' edit mask character does not require the entry of a character. However, since '0' does require such an entry, you could not enter a parameter value with less than four digits.

5. Click [OK](#).
6. Return to the Field Explorer, and drag the parameter into the report.

22.12.8 Creating a saved-data record filter using parameter fields

You can design your report so that users can filter fields and records without refreshing information from the database. Saved-data record filters combine the use of saved data selection formulas and the [Parameter Panel](#).

This feature is particularly useful for several reasons:

- It allows users to filter and re-filter report data without leaving the canvas of the report.
- It eliminates processing demand on the database.
- It reduces the time users spend waiting for data to be filtered.
- It allows users to filter records in the report even if they do not have a connection or rights to access the database at the time of viewing.

When planning to include a saved-data record filter in your report, it is important to consider the following points:

- To prevent report refreshing to the database, only non-data parameters should be added to the [Parameter Panel](#).
- Exported reports retain all recently applied parameter changes.
- Sub-report parameters cannot be shown on the [Parameter Panel](#).

22.12.8.1 To create a saved-data record filter using parameter fields

Combine the tasks below to create an interactive saved-data record filter.

- a. Create a parameter appearing on the Parameter Panel
- b. Incorporate a parameter into a saved data selection formula

Related Information

[To create a parameter appearing on the Parameter Panel \[page 465\]](#)

To incorporate the parameter into a saved data selection formula [page 466]

22.12.9 To create a parameter appearing on the Parameter Panel

1. On the *View* menu, click *Field Explorer*.

→ Tip



Another way to do this is to click the *Field Explorer* button on the *Standard Toolbar*.

The *Field Explorer* dialog box appears.

2.  Select *Parameter Fields* and click *New*.

The *Create New Parameter* dialog box appears.

3. Enter a name for the parameter in the *Name* field (up to 255 alphanumeric characters).
4. Select the appropriate *Type* from the list.

i Note

When creating a parameter whose Type is either Date or DateTime, you can change the date format to suit your needs.

5. From the *Value Field* list, select a value.
6. Click *Actions*, and select *Append all database values* to move all of the applicable values to the *Values* area.

This example will enable the user to choose from any of the values. If you want to limit the selection, manually enter only the values that you would like the user to choose from.

7. Select *Editable* from the *Show on (Viewer) Panel* list.

This example will enable the user to edit the parameter value on the *Parameter Panel*. If you want to show the parameter on the panel, but do not want to allow the user to edit it, select *Read only* for this option.

8. Click *OK*.
9. Return to the *Field Explorer* dialog box, and drag the parameter onto your report.
The *Enter prompt values* dialog box appears.

i Note

If you don't want to see the parameter field you dropped in your report, place it in a section you can suppress, such as a report header or footer.

→ Tip

You don't need to drag the parameter onto the report if you plan on referencing it in a conditional formatting formula or a selection formula. If you have set the parameter options to *Editable* or *Read only* on the *Parameter Panel*, using the parameter in a formula will automatically activate it on the panel.

The parameter now appears on the [Parameter Panel](#).

22.12.10 To incorporate the parameter into a saved data selection formula

1. On the [Report](#) menu, point to [Select Expert](#) and then click [Saved Data](#).
The [Choose Field](#) dialog box appears.
2. Highlight the field on which you want to base record selection and click [OK](#).
The [Select Expert](#) appears.
3. Use the drop-down lists to enter your selection criteria for the indicated field.
4. Choose the parameter from the adjacent drop-down list and click [OK](#).
If the parameter is being referenced for the first time, the [Enter Values](#) dialog box appears.
5. Select your initial values and click [OK](#).

Crystal Reports immediately filters the report data according to your selection criteria.

22.12.11 Adding dynamic grouping using parameter fields

You can design your report so that users can change the grouping presentation of the report without refreshing information from the database. For instance, users can move from a customer-focused view of the report to either a region-focused or an order-focused view. Dynamic grouping combines the use of group selection formulas and the [Parameter Panel](#).

22.12.11.1 To add dynamic grouping using parameter fields

1. Create a report using the sample data, Xtreme.mdb, and place the following fields from left to right in the Details section:

```
{Customer.Customer Name}  
{Customer.Country}  
{Orders.Order ID}  
{Orders.Order Date}  
{Orders.Order Amount}
```

2. Create a new parameter field and call it [GroupBy](#).
3. Select [String](#) from the [Type](#) list.
4. Add the following values to your parameter:
 - Customer
 - Country
 - Order
5. Select [Editable](#) from the Show on (Viewer) Panel list, and click [OK](#).

6. Create a new formula field and call it *GroupField*.
7. Type the following formula into the *Formula* text box.

```
If {?GroupBy} = 'Customer' then
{Customer.Customer Name}
Else if {?GroupBy} = 'Country' then
{Customer.Country}
Else if {?GroupBy} = 'Order' then
ToText ({Orders.Order ID})
```

i Note

Crystal Reports™ formulas do not allow conditions to return different data types. Both the Customer Name and Country fields return strings, so the ToText function must be used to convert the Order ID from a number to a string as well.

8. Save your formula and close the *Formula Workshop*.
9. In the *Group Expert*, select the *GroupField* formula as your group field, and click *OK*.
10. Customize summary fields and section formatting as you like.

Users can now change the grouping presentation of the report by modifying the *GroupBy* parameter value on the *Parameter Panel*.

i Note

Changing parameter values will not cause a database refresh as long as the parameter is a non-data parameter.

Related Information

[Data and non-data parameters \[page 434\]](#)

23 Subreports

A subreport is a report within a report. With subreports, unrelated reports can be combined into a single report. You can coordinate data that otherwise cannot be linked and present different views of the same data in a single report. This section shows you how to create and use subreports.

Online support, samples, and technical briefs

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23.1 What are subreports?

A subreport is a report within a report. The process for creating a subreport is similar to the process of creating a regular report. A subreport can have most of the characteristics of a report, including its own record selection criteria. The only differences between a subreport and a primary report are that a subreport:

- Is inserted as an object into a primary report; it cannot stand on its own (although a subreport can be saved as a primary report).
- Can be placed in any report section and the entire subreport will print in that section.
- Cannot contain another subreport.
- Does not have Page Header or Page Footer sections.

There are four instances in which a subreport would typically be used:

- To combine unrelated reports into a single report. See [Combining unrelated reports by using subreports \[page 476\]](#).
- To coordinate data that cannot otherwise be linked. See [Using subreports with unlinkable data \[page 477\]](#).
- To present different views of the same data within a single report. See [Showing different views of the same data in a report \[page 480\]](#).
- To perform one-to-many lookups from a field that is not indexed on the lookup field.

i Note

You can increase the performance of reports containing subreports by using on-demand subreports instead of regular, in-place subreports.

23.1.1 Unlinked vs. linked subreports

Click a link to view one of the topics in this section:

- [Unlinked \[page 469\]](#)
- [Linked \[page 469\]](#)
- [Database links vs. subreports in one-to-many situations \[page 469\]](#)

23.1.1.1 Unlinked

Unlinked subreports are free-standing; their data is not in any way coordinated with the data of the primary report.

In unlinked subreports, there is no attempt to match up the records in one report with records in the other. An unlinked subreport does not have to use the same data as the primary report; it can use the same data source or a different data source entirely. In addition, the subreport is not limited to reporting on a single table. An unlinked subreport can be based on a single table or on multiple tables. Regardless of the underlying data sources, the reports are treated as unrelated.

23.1.1.2 Linked

Linked subreports are just the opposite; their data is coordinated. The program matches up the records in the subreport with records in the primary report. If you create a primary report with customer information and a subreport with order information and link them, the program creates a subreport for each customer and includes in that subreport all the orders for that customer.

23.1.1.3 Database links vs. subreports in one-to-many situations

When two tables in a report have a one-to-many relationship, the program retrieves the data in different ways depending on:

- Data source.
- Index situation.
- Record selection criteria.
- Whether you are creating a single report based on linked tables or a primary report that contains a subreport.

When you are considering whether to use a subreport or linked tables, you need to understand the ramifications of each. These issues are discussed fully in [Performance considerations in one-to-many links \[page 498\]](#).

As a general rule, if you have indexed tables, linked indexed fields, or range limiting record selection criteria based on the indexed fields, the program needs to read the same number of records whether you are linking

tables in a single report or using subreports. Since each subreport is run as a separate report, linked tables may have a performance advantage. See [Indexed tables \[page 483\]](#).

23.1.2 How subreport linking works

When you link a subreport to a primary report, the program creates the link by using a parameter field.

When a subreport link field is selected, the program creates:

- A parameter field in the subreport which is then used to retrieve values passed to it by the primary report.
- A record selection formula for the subreport using the parameter field.
- The selection formula limits the subreport to those records in which the link field is equal to the parameter field value.

When the report is run, the program finds the first primary field record it needs and passes the value in the link field to the parameter field in the subreport. The program then creates the subreport with record selection based on the parameter field value. Here is an example:

- You create a report that shows customer data and a subreport that shows order data and then you link the two reports using the Customer ID field.
- When you run the report, the program finds the first customer record it needs and passes the Customer ID value from that record to the subreport parameter field.
- The program runs the Orders subreport. Since the subreport selection formula selects only those records in which the Customer ID value is equal to the parameter field value, and since that parameter field value is equal to the Customer ID in the first record in the primary report, the subreport contains only those records that have the same customer ID. Namely, those records that are orders for the first customer.
- When the subreport is finished, the program locates the second record it needs in the primary report, prints the customer data, and then passes this customer's ID number to the parameter field.
- The program then runs a subreport including only those order records for the second customer.
- The process continues until the report is finished.
- All of this parameter field manipulation takes place behind the scenes. You simply pick the fields that will link the primary report with the subreport and the program does the rest. The values are passed without the parameter field prompting you for a value.

i Note



If you have a linked subreport and you click the Print Preview button on the Standard toolbar (from the Subreport Design tab), the program runs the subreport on its own, without waiting to receive a parameter field value from the primary report and without evaluating the tab text formula. In this case, the program displays the Enter Parameter Values dialog box and prompts you for a value.

The value entered in the box is the value the program uses to run the subreport.

23.2 Inserting subreports

1. On the *Insert* menu, click *Subreport*.

→ Tip



Another way to do this is to click the Insert Subreport button on the Insert Tools Toolbar.

The Insert Subreport dialog box appears.

2. To choose an existing subreport, click *Choose an existing report* and type the name. If you do not know the name, click the *Browse* button and locate it in the dialog box that appears.

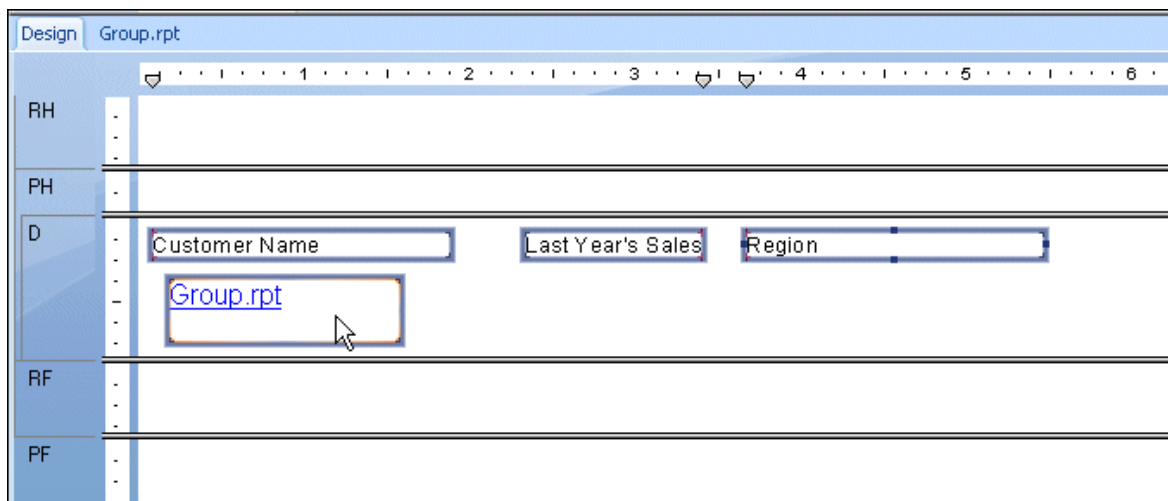
To create a new subreport, click "Create a subreport with the Report Wizard" and type a name; then click the Report Wizard button. See [Creating a new report \[page 67\]](#) for information about using a wizard to create a report.

3. Choose *On-demand subreport (similar to a hyperlink)* to have the ability to retrieve the data on the subreport when needed. Otherwise, all the subreport data will appear with the report.
4. Click *OK*.

The program displays an object frame.

5. Move the frame where you want it to appear in the report and click once to place it.

The program creates a Subreport Design tab, which is labeled with the subreport name. To edit the report, click the design tab and make your modifications.



6. Click the *Preview* tab to see your report.
7. If you chose *On-demand subreport (similar to a hyperlink)*, click the subreport preview tab to see your subreport.

This tab is labeled with the name of your subreport.

i Note

Using on-demand subreports will increase the performance of reports that contain subreports.

For information about creating a custom caption for the Subreport Preview Tab, see [Adding captions to on-demand subreports \[page 479\]](#).

23.2.1 Previewing subreports

There may be times when you want to preview a subreport on its own instead of previewing it as a part of the main report. For example, you may want to preview the subreport in order to view and analyze the data for a particular set of parameter values.

23.2.1.1 To preview a subreport

1. Click the subreport's Design tab.

This tab is labeled with the name of your subreport.

2.  Click *Print Preview* on the Standard toolbar.

The program displays a preview of the selected subreport.

23.2.2 Saving a subreport as a primary report

You may find it advantageous to save a subreport as a primary report for the sake of distributing the information to a variety of audiences. For example, the primary report containing the subreport may be relevant for a stockholders meeting at the end of the fiscal year; however, the data contained in the subreport may be relevant for everyday use by your managers. In such cases, it is easy to save a subreport as a primary report.

23.2.2.1 To save a subreport as a primary report

1. In the Design tab, right-click the subreport and click [Save Subreport As](#) from the shortcut menu.

The Save As dialog box appears.

2. Search for the appropriate directory in the Save As dialog box.
3. Type a new name for the subreport.
4. Click [Save](#).

The program saves the subreport as a primary report so that you can open it separately when necessary.

23.2.3 Updating subreports

In order to maintain the most up-to-date subreports, you can manually update the subreport data. However, you may want to re-import a subreport automatically when opening the main report.

i Note

Re-importing is available only for subreports that were created from a report file.

Re-importing not only updates the data, but updates the formatting, grouping, and structure of the subreport if any changes have been made. If you change the report the subreport was originally based on, you can have these changes reflected in the report containing the subreport.

You can either globally specify that all subreports should be re-imported, or set the automatic re-import for an individual subreport.

23.2.3.1 To manually update the subreport data

You can update your subreport data at any time.

1. On the [Design](#) tab, right-click the subreport.
2. Click [Re-import subreport](#) from the shortcut menu.
3. Click [Yes](#) to update the subreport data.

23.2.3.2 To globally update subreports when opening a main report

1. On the *File* menu, click *Options*.
2. In the Options dialog box, click the *Reporting* tab.
3. Click *Re-import Subreport on Open*.
4. Click *OK*.

Any subreport will be updated when its main report is opened and refreshed.

23.2.3.3 To update a specific subreport when opening a main report

1. From the *Format* menu, click *Format Subreport*.
2. In the Format Editor dialog box, click the *Subreport* tab.
3. Click *Re-import When Opening*.

The current subreport will be updated when the main report is opened and refreshed.

23.3 Linking a subreport to the data in the primary report

Frequently, the data in a subreport supplements the data in the primary report. You might, for example, have customer data in a primary report and then use subreports to show the orders for each customer.

In such cases, you will need to coordinate the data in the primary report with the data in the subreport so that the orders in each subreport match up with the correct customer.

To do this, you need to specify a field that is common to both the subreport and the primary report. With the Subreport Links dialog box, you create a link between the two common fields. Crystal Reports uses the link to match up records from the primary report to those in the subreport. The link makes certain that the "orders" data in the subreport sits on the same row as the corresponding "customer" data in the primary report.

23.3.1 To link a subreport to the data in the primary report

1. If you are creating a new subreport or importing an existing report as a subreport, from the *Insert* menu, click *Subreport*. Choose or create a report and click the *Link* tab.

- or -

If you have already placed a subreport in the primary report, but did not create a link at setup, navigate to the Subreport Links dialog box by choosing Subreport Links from the Edit menu.

The Subreport Links dialog box appears.

2. Choose the subreport you want to link from the *For subreport* list (if it is not already selected).
3. Select the field you want used as a link field in the primary (containing) report from the *Available Fields* list.
4. Click the > arrow.

The field is added to the "Field(s) to link to" list box, and is now selected as a link field.

5. Repeat steps 3 and 4 for each additional link, as desired.
6. Use the *Field link* section (which will only appear if you have selected a link field) to set up the link for each link field:
 - Select the field you want linked to the primary report from the "Subreport parameter field to use."
 - Select the "Select data in subreport based on field" check box on and select a field from the adjacent drop-down list to organize the subreport data based on a specific field (this is the quick equivalent of using the Select Expert). If nothing is specified here, the subreport will adopt the organization of the primary report.
7. Click *OK*.

When you run the report, the program will coordinate the data in the primary report with the data in the subreport.

i Note

The field type of the Containing Report field determines which subreport fields are visible. Because the Report Designer reads dates as either strings, dates, or date/time fields, you must make sure your subreport parameter field type matches the field type set up in Report Options in the main report for the field you want linked.

23.4 Linking a subreport to the main report without modifying the selection formula

Crystal Reports uses a parameter field mechanism for linking subreports to main reports.

When linking a main report field that is not a parameter field to a subreport field, the program:

- Automatically creates a parameter field to complete the link.
- Modifies the subreport record selection formula to select those records in which the subreport field is equal to the parameter field value.

The need for a parameter field is implied; it is called an "Implicit Link" situation.

At times, you may wish to use a linked parameter field in a subreport without using it as part of the selection formula for the subreport. For instance, you may want the main report to pass in a summary value that can be used in calculations by the subreport, or you may want the main report to pass in the title of the subreport.

When you link a field in the main report to a parameter field that you have created in the subreport, the program:

- Checks the link you have specified.
- Does not create any additional parameter fields.
- Does not modify the subreport record selection formula.

Specifying a link is called an "Explicit Link" situation.

23.4.1 To link a subreport to a main report without modifying the selection formula

1. Create a parameter field in the subreport.
2. Link a field in the main report to that parameter field.

23.5 Combining unrelated reports by using subreports

At times, you may wish to combine unrelated reports into a single report. For example, you may want to create a single report that presents:

- Sales grouped by sales representative.
- Sales grouped by item.

While both reports deal with sales data, there is no real linear relationship between the reports.

Subreports can be used to combine unrelated reports into a single report like this. While the reports could be based on the same data set, they do not have to be. They could each be based on entirely different data sets.

Each of these reports is free-standing; the data in any of the reports is not linked in any way to data in another report. This is the easiest of the subreport options to work with.

23.5.1 To combine two unrelated reports

1. Create the report you want printed first as the primary report.
2. Import an existing report for use as a subreport or create a new subreport.
3. Place the subreport into the Report Footer and it will print immediately after the primary report.

23.5.2 To combine three or more unrelated reports

1. Create the report you want printed first as the primary report.
2. Import or create each of the other reports you want to use as subreports.
3. Use the Section Expert to insert enough Report Footer sections to match the number of subreports that you are using.

For example, if you want to use three subreports, insert two new Report Footer sections so that you have a total of three Report Footer sections.

4. In Report Footer A, place the subreport you want printed immediately after the primary report. In Report Footer B, place the subreport you want printed next, and so forth.

The primary report will print first and then the subreports in the order that you placed them in the report.

i Note

Subreports can be placed side-by-side in the same Report Footer section. They will print next to each other at the end of the report.

5. Place the subreports into the Report Footer sections and they will print sequentially after the primary report.

23.6 Using subreports with unlinkable data

Tables can be linked in a report as long as the following criteria are met:

- The link fields are both database fields.
- The link fields contain similar data.
- The link fields are the same length.
- The link field in the link to (lookup) table is indexed (PC databases only).

Linking tables is rarely a problem. However, there are some circumstances in which you cannot coordinate data from different tables because the data does not meet the linking criteria.

For example, linking to or from a formula field, or linking two unindexed tables cannot be done in a single report. Subreports must be used.

23.6.1 Linking to/from a formula field

There are situations in which you may need to link to or from a formula (calculated) field. For example, an employee ID could be an 11 character value that consists of a two-character department code followed by the employee's nine-character Social Security Number (for example, HR555347487).

The formula language makes it easy to extract the Social Security Number from this field:

```
{employee.EMPLOYEE ID} [-9 to -1]
```

- or -

```
{employee.EMPLOYEE ID} [3 to 12]
```

For the value HR555347487, either formula would return the value 555347487.

While the return value is a valid Social Security Number, the fact that it comes from a formula prevents you from using the field to link to a Social Security Number field in another table. You can report on and coordinate the values in the two tables, however, by using a subreport.

23.6.1.1 To link to/from a formula field

1. Create the primary report using a table that includes the Social Security Number field.
2. Create (or import) a subreport using the formula that extracts the Social Security Number from the Employee ID field (for this example, {@EXTRACT}).

See [Inserting subreports \[page 471\]](#).

3. Place the subreport where you want it to appear in the primary report.
4. Link the subreport to the primary report by linking the Social Security Number field in the primary report ({file.SSN}) to the formula that extracts the number in the subreport ({@EXTRACT}). See [Linking a subreport to the main report without modifying the selection formula \[page 475\]](#).

23.6.2 Linking unindexed tables

When using PC (not SQL or ODBC) databases, the link field in the lookup database needs to be indexed in order to create a valid link. You cannot link the tables in a single report when two tables contain related data yet neither is indexed on the field which you want to use as a link field, or when the primary table is indexed but the lookup table is not. You must use subreports if you want to coordinate the data in both tables.

i Note

It is important to note that linking unindexed tables or linking from an indexed primary table to an unindexed lookup table may cause inefficient reporting. If your data set is large, this kind of report will take considerable time to run. Use this technique only if you do not have other options.

23.6.2.1 To link unindexed tables

1. Create the primary report.
2. Create (or import) the subreport and insert it into the primary report.
See [Inserting subreports \[page 471\]](#).
3. Use the unindexed fields (or the indexed field in the primary table and the unindexed field in the lookup table) to link the subreport to the primary report. See [Linking a subreport to the data in the primary report \[page 474\]](#).

23.7 Creating an on-demand subreport

On-demand subreports can be especially useful when you want to create a report that contains multiple subreports. In this case, you can choose to have these subreports appear only as hyperlinks.

The actual data is not read from the database until the user drills down on the hyperlink. This way only data for on-demand subreports that are actually viewed will be retrieved from the database. This makes the subreports much more manageable.

i Note

Data for an on-demand subreport is not saved unless the subreport is actually open in a preview window.

23.7.1 To create an on-demand subreport

1. Place an ordinary subreport in your primary report.
2.  Click the *Format* button on the Expert Tools toolbar.
The Format Editor dialog box appears.
3. Click the *Subreport* tab and select the *On-demand subreport* check box.
4. Click *OK*.

23.8 Adding captions to on-demand subreports

To further organize a report, captions can be created for the Subreport Preview tab and for the placeholder frame of an on-demand subreport.

Captions are written by using formulas. Both placeholder frame captions and Subreport Preview tab captions can include field names from the main report.

A tab text caption replaces the subreport file name caption on the Subreport Preview tab.

i Note

Placeholder frame captions only apply to on-demand subreports, while tab text captions apply to both on-demand subreports and regular subreports. Since the data from a regular subreport is visible on the Preview tab, there is no need for a frame caption when you format a regular subreport.

23.8.1 To add a caption

1.  Select the subreport and click the *Format* button on the Expert Tools toolbar.
The Format Editor dialog box appears.
2. Click the *Subreport* tab.
3. You can enter either an on-demand subreport caption or a preview tab caption by clicking the appropriate *Formula* button and opening the Formula Workshop.

4. Enter your formula in the *Formula text* box.

Crystal syntax formula example:

```
"More Information About " + {Customer.Customer Name}
```

Basic syntax formula example:

```
formula = "More Information About" + {Customer.Customer Name}
```

Using the Xtreme.mdb sample database, these formulas would give you a caption like "More Information About Pathfinders" or "More Information About Rockshocks for Jocks."

5.  Click *Check* to check the formula for errors. If the program finds an error, it will prompt you with a message box detailing the nature of the error.
6. After fixing any errors, click *Save and close*.
7. Click *OK* to return to the report.

i Note

A tab text formula is only evaluated when you drill-down on a subreport. If you preview a subreport separately from the primary report, the formula will not be evaluated.

23.9 Showing different views of the same data in a report

Subreports can be used to provide a different view of the data in the primary report. For example, you might want to show summary values at the top of a report and details at the bottom.

This can be done in a variety of ways. The two easiest methods are:

- By creating the summary report as the primary report and the details report as the subreport. In this method, the details subreport would be placed in the Report Footer section.
- By creating the details report as the primary report and the summary report as the subreport. In this method, the summary report would be placed in the Report Header section.

Use the appropriate link fields to link the report and coordinate the data.

24 Understanding Databases

This section describes the essentials you'll need to know to understand database design and use. After describing relational databases (including those from ODBC data sources), indexing, and table linking, the section introduces the concepts of server-side processing (pushing report processing to the server level) and field mapping (re-establishing report and database field mappings after a database changes). Finally, the section focuses on common database-related tasks such as changing a database driver and creating an ODBC data source.

If you are new to databases in general, begin with the [Databases overview \[page 481\]](#).

Online support, samples, and technical briefs

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<http://community.sap.com> 

24.1 Databases overview

Though there are hundreds of Database Management Systems (DBMS) available, Crystal Reports eliminates many of the differences once it connects to the actual database files. The process of working with database files, tables, fields, and records is much the same, regardless of the actual type of data being accessed.

This section discusses several concepts and tasks common to working with database files. Using database aliases, locating moved or renamed database files, working with indexed tables, and linking tables are subjects common to anyone who designs reports in Crystal Reports. [Using SQL and SQL databases \[page 484\]](#), is especially important for anyone who accesses data in SQL databases and other database formats that are accessed through ODBC.

24.1.1 Relational database basics

The most popular architecture for database files used in the corporate world is based on the relational model. Applications that allow you to create databases with the relational model are, therefore, often referred to as Relational Database Management Systems (RDBMS).

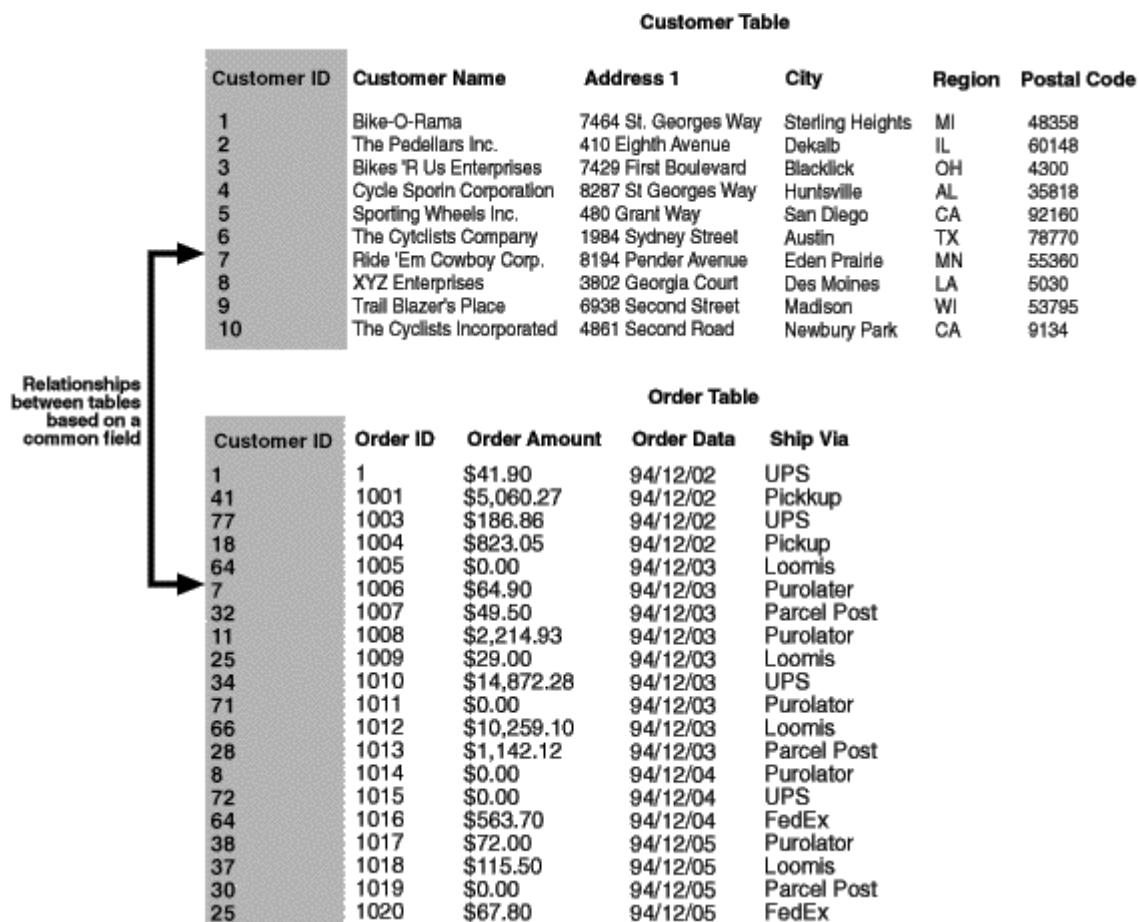
In a relational database, data is organized in a system of rows and columns. The rows are called records, and the columns are called fields. Each record contains a collection of related data, all information relating to a specific customer, for example. Each field refers to a common type of data that exists in all records, the names of the customers, for example. Records and fields are stored in a database table. The following diagram illustrates the basic relational database model:

Customer Table

Customer ID	Customer Name	Address 1	City	Region	Postal Code
1	Bike-O-Rama	7464 St. Georges Way	Sterling Heights	MI	48358
2	The Pedellars Inc.	410 Eighth Avenue	Dekalb	IL	60148
3	Bikes 'R Us Enterprises	7429 First Boulevard	Blacklick	OH	4300
4	Cycle Sport Corporation	8287 St Georges Way	Huntsville	AL	35818
5	Sporting Wheels Inc.	480 Grant Way	San Diego	CA	92160
6	The Cyclists Company	1984 Sydney Street	Austin	TX	78770
7	Ride 'Em Cowboy Corp.	8194 Pender Avenue	Eden Prairie	MN	55360
8	XYZ Enterprises	3802 Georgia Court	Des Moines	LA	5030
9	Trail Blazer's Place	6938 Second Street	Madison	WI	53795
10	The Cyclists Incorporated	4861 Second Road	Newbury Park	CA	9134

Often, data in two different tables can be related by a common field. For example, a Customers table will have a Customer ID for each customer, and an Orders table will have the Customer ID of each customer who placed an order, demonstrating a relationship between tables. The two tables can be linked by a common field see [Linking tables \[page 497\]](#).

The following diagram displays how two tables can have a relationship:



24.1.2 Indexed tables

Creating indexes for database tables can increase the speed of data access and reduce the time it takes for the program to evaluate data. Some DBMS applications automatically index your database tables, while others require that you create an index yourself. For the best report generation performance, make sure each of your database tables has a corresponding index.

i Note

Some DBMS applications do not support indexed tables. Refer to the documentation for your DBMS to find out if it supports indexes and how to create them. If your DBMS documentation does not mention indexed tables, it may not support them, and you should link tables based on common fields. The Links tab of the Database Expert can also help you determine if your tables include indexes.

Indexes organize the records in a relational database table so that data can be located easier. For example, assume you have a table with the following data:

Order#	Customer	Amount
10444	Allez Distribution	25141.50
10470	BG Mountain Inc.	19164.30
10485	Sierra Mountain	8233.50
10488	Mountain Toad	24580.50
10495	SFB Inc.	7911.80
10501	La Bomba de Bicicleta	1956.20
10511	BG Mountain Inc.	1683.60
10544	Sierra Bicycle Group	19766.20
10568	Mountain Tops Inc.	29759.55
10579	Sierra Bicycle Group	12763.95

The information in this table is organized according to the Order# field. This is fine anytime you want to look up information in the table based on order numbers. However, what if you want to look up information specific to a certain customer?

Say you want to look up all orders made by Sierra Bicycle Group. The database engine must begin by looking at the first order number in the list and checking to see if the customer name matches the request. If not, it goes to the second order number, and checks that customer name. When an order number is reached that contains the correct customer name, the database engine retrieves the information, then continues to the next order number. Using this technique, both the Order# field and the Customer field must be read for every single record in the table. This takes a long time and a large amount of computer processing effort for examining extensive database tables with thousands, or even millions of records.

Instead, you can create an index for the table based on the Customer field. Such an index might look like this:

Customer	Pointer to Order#
Allez Distribution	10444
BG Mountain Inc.	10470
BG Mountain Inc.	10511
La Bomba de Bicicleta	10501
Mountain Toad	10488
Mountain Tops Inc.	10568
SFB Inc.	10495
Sierra Bicycle Group	10544
Sierra Bicycle Group	10579
Sierra Mountain	10485

In this index, information is organized by customers, not order numbers. Also, notice that the second column actually contains pointers to specific order numbers in the original table. By using this index, the database engine can search just the information in the Customer column until it finds the customer you are interested in, Sierra Bicycle Group.

For each correct customer entry the database engine finds in the index, it looks up the matching order in the table according to the pointer in the second column of the index. Only the orders for the correct customer are read. Finally, since information in the index is organized according to the customer names, the database engine does not need to continue searching through the index or the table as soon as it finds an index entry that does not match the requested customer.

The advantage of this highly organized search through a database table according to an index is speed. Using indexes speeds up data retrieval and report generation, important factors when reporting on large database files.

24.2 Using SQL and SQL databases

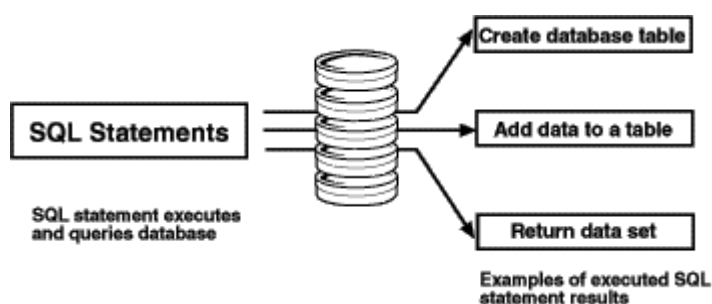
Perhaps the most popular and most powerful database formats are DBMS applications based on the Structured Query Language (SQL). SQL databases usually work over a client/server network architecture, providing an SQL Server to create, store, and manipulate database files, tables, fields and records, and an SQL Client interface allowing workstation users not only to design and work with database files, but also to retrieve useful and meaningful data that will help them in their everyday work.

24.2.1 What is SQL?

SQL is a query language designed for organizing, managing, developing and querying large relational databases over computer networks. SQL is a common language in the Information Science (IS) and Information Management industry. The language has been standardized by the American National Standards Institute (ANSI) and the International Standards Organization (ISO), meaning that there are specific features that must be present in any version of SQL produced by a software company in order for that version to be officially called SQL. Many software vendors add more advanced features to their version of SQL in an effort to improve the language and attract customers, but it must retain the original standards established by ANSI and ISO.

SQL is not a true computer language. It cannot be used to create stand-alone computer applications or operating systems. SQL is often referred to as a sub-language, since it can be used within other languages or applications. Most importantly, the purpose of the SQL language is specific to working with relational databases.

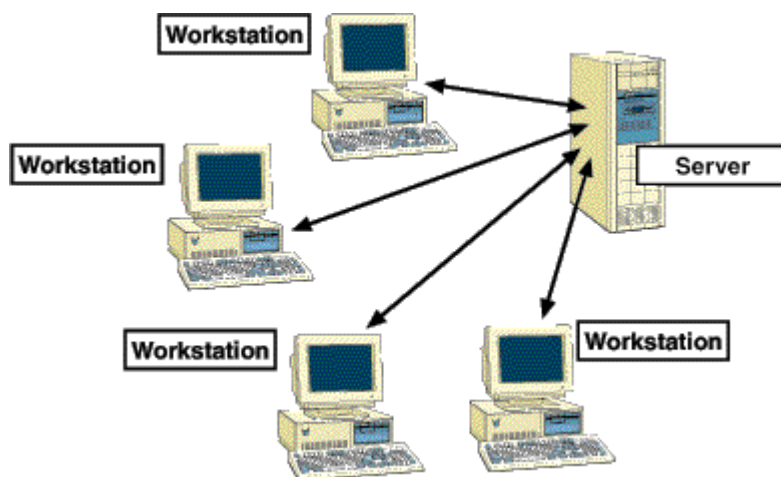
The syntax of the SQL language is built on a system of sending SQL statements to the SQL database server. Each statement is a request to perform a database operation, such as creating a database file, adding tables and fields to a database, adding records to tables, or retrieving data from databases. The SQL server analyzes the SQL statement and performs the required operation. For example, if the statement is a request for data, the server gathers the data and returns it to the client workstation for the user to view.



An SQL query is an SQL statement designed specifically to request data from one or more SQL databases. Some SQL applications require that you type in an SQL query directly using a text editor, while others provide graphical user interfaces that lead you through the process of querying an SQL database. In the latter case, the application must create an SQL statement based on the information you provide. This statement is the actual SQL query, and it is the SQL query that is used to request the data. Crystal Reports falls into both categories of SQL-compliant applications.

24.2.1.1 Client/server architecture

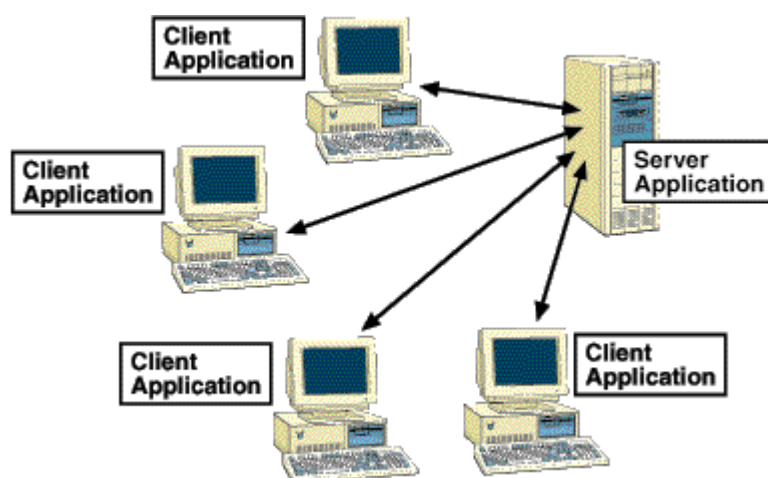
One of the most powerful features of SQL DBMS applications is their ability to efficiently use the client/server architecture of a network.



A simple network structure consists of one or more network servers that provide a common location where all users on the network can obtain data and applications. Many network servers also provide network security, automated services such as backing up data, and network resource monitoring to provide the best service possible to all workstations on the network. Because of the high processing demands required by a network server, the computer used as the server is often a high-powered, fast machine that may contain multiple processors, multiple hard drives, and multiple CD-ROM drives.

A network client is a single computer workstation that is used regularly by one or more company employees. A user works on the client and accesses data and applications from the server over the network. Large processing jobs that require a lot of time and resources are handled by the server, and the finished results are sent back to the client. This provides more efficient time management for users because the local workstation has less processing time and more "up" time available to the user.

Many modern computer applications are based on this client/server architecture. A simple client/server application has two parts: a server-based application that is located on a network server machine, and a client-based application that is located on a user's workstation. The server application handles complex, time-consuming, or power-demanding processes, taking advantage of the network server's power and resources, while the client application provides an easy-to-use user interface designed to help get the work done faster and better than it could otherwise be done.



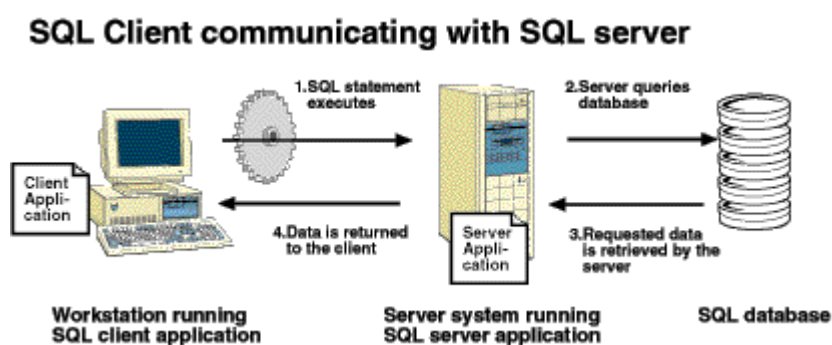
Often, a client/server application will be available with a certain number of seats, depending on the cost of the application. Each seat represents either a single client workstation, or a single client user (depending on the software vendors' specifications) that can be connected to the client/server software. Software vendors often sell additional seats for their applications, each seat coming with a complete set of client application software.

Do not confuse server applications with network server computers. Both are often referred to as servers. However, a server application resides on a network server, taking advantage of the hardware and operating system capabilities of the server machine, while a network server is a physical machine to which network clients are connected by cables or some other connection device.

24.2.2 SQL DBMS

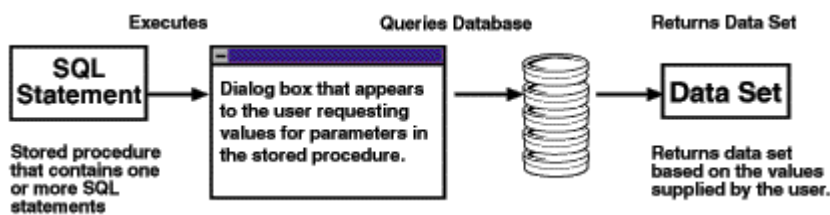
An SQL Database Management System is a common example of a client/server software package. A standard SQL DBMS will include an SQL server application that handles all the actual work of building and working with databases and database data. The DBMS will also include at least one set of SQL client software (one seat) that can connect to the SQL server over your network. SQL client software usually consists of, at the very least, an SQL statement editor that you can use to write and execute SQL statements, and an underlying communications layer that works with the SQL server application over the network.

When you execute an SQL statement, the client software passes the statement to the communications layer, which sends the statement over the network to the server software. The SQL server analyzes the statement, performs the requested operation, and returns any data requested to the client software. If the server returns any data, the client software displays the data to the user.



24.2.2.1 Stored procedures

In addition to the common relational database attributes (tables, fields, records, and so on) many SQL DBMS systems support stored procedures. A stored procedure is a compiled SQL program consisting of one or more SQL statements. A stored procedure can be used to define an SQL query that you can use over and over again. Furthermore, variables, conditional expressions, and variable arguments can be defined in the stored procedure so that you are prompted to provide information before the procedure is executed.



Since stored procedures can return a result set, they can provide a specific set of data when executed. In fact, Crystal Reports allows you to execute a stored procedure on an SQL database and use the returned data to design a report. If the stored procedure is designed to prompt a user for information to base its query on, Crystal Reports will prompt you for that information when you select the stored procedure for your report.

24.2.2.1.1 To select an SQL stored procedure

1. Choose *Options* from the *File* menu.

The Options dialog box appears.

2. Click the *Database* tab and ensure that *Stored Procedures* is selected.

Selecting "Stored Procedures" automatically displays any available stored procedures when you log on to an SQL database.

3. In addition, you can specify *Table name LIKE* and *Owner LIKE* options if you wish.
 - "Table name LIKE" is based on the SQL LIKE clause. This option allows you to specify the kinds of table names you want to appear in the Choose SQL Table dialog box. You can use the underscore character (_) or the percent sign character (%) as wildcards with this function. The underscore character specifies any single character, while the percent sign signifies any character string. For example, DAV_ matches DAVE only, while DAV% matches DAVE and DAVID. Table name LIKE C% would display only those tables that have a table name beginning with the letter C.
 - "Owner LIKE" is also based on the SQL LIKE clause. The Owner LIKE option allows you to select the Owner (or Creator or Alias) of the table, not the table name itself. For example Owner LIKE C% would display only those tables that have an owner beginning with the letter C.

i Note

For more information on the SQL LIKE clause, refer to your SQL documentation.

4. Click *OK* to exit the Options dialog box.
5. On the Start Page, click *Blank Report*.
6. Locate and select the SQL Server data source that contains the stored procedure you want to use.
7. Click *Next* to go to the Connection Information dialog box.
8. Enter the required information to log in.

i Note

You can also connect the SQL data source by selecting the *Integrated Security* checkbox. No user ID or password is required with this option, but it does require that Database Authentication is enabled on the server. Please consult your Database Administrator on how to enable and configure this function.

9. Click *Finish*.

24.2.2.1.2 To change a parameter in a stored procedure

1. Highlight an SQL stored procedure in the Stored Procedures folder, and click the > arrow to add it to the *Selected Tables* list.

The Enter Parameter Values dialog box appears.

2. Highlight a parameter in the *Parameter Fields* list.
3. Assign a value by typing into the *Discrete Value* box and then click *OK*.

You are returned to the Database Expert.

4. Click *OK* and create your report using the fields in the stored procedure.

The first time you refresh your report's data the parameter you entered is used. Only the records that satisfy that value are used in your report. Subsequent refreshing prompts for new parameter values.

24.2.3 How does Crystal Reports use SQL?

When you connect to an SQL database, Crystal Reports acts as an SQL client application, connecting to your SQL server through your network.

When you design a report that accesses SQL data, Crystal Reports builds an SQL query. This query can be seen by choosing Show SQL Query from the Database menu.

This SQL query is a representation of the SQL statement that Crystal Reports sends to the SQL server. By interpreting as much as possible from the report design into an SQL query, Crystal Reports can off-load much of the report processing onto the server machine. Rather than having to sift through an entire database to find the data you requested, Crystal Reports lets the server do the sifting and gets back a much smaller set of data, thus reducing the time and resources your workstation must use in order to finish the report.

24.2.4 The SQL language

Since Crystal Reports uses the SQL language to access client/server databases through ODBC, you can better understand the report generating process by understanding some of the SQL clauses (commands) used:

24.2.4.1 SELECT

The SELECT clause indicates specific data items to retrieve from the database tables. The item retrieved may be the values in a database field (column), or it may be the result of a calculation performed while gathering the data. For example:

```
SELECT
```

```
TABLEA.'CUSTNAME',  
TABLEA.'STATE'
```

24.2.4.2 DISTINCT

The DISTINCT clause forces the query to retrieve only unique (distinct) sets of data. When using the DISTINCT clause, a row of results will be retrieved only once. The previous SELECT statement can be modified to use the DISTINCT clause:

```
SELECT DISTINCT  
    TABLEA.'CUSTNAME',  
    TABLEA.'STATE'
```

24.2.4.3 FROM

The FROM clause indicates the sources of the database fields specified in the SELECT clause. FROM lists actual database tables that include the fields and records containing the requested data. The FROM clause generated by Crystal Reports precedes the name of each table with the alias it uses to identify the table in your report. The following example illustrates the FROM clause used with the SELECT clause:

```
SELECT  
    TABLEA.'CUSTNAME',  
    TABLEA.'STATE'  
FROM  
    'TABLEA' TABLEA
```

24.2.4.4 WHERE

The WHERE clause has two purposes:

- To specify record selection criteria.
- To show how two database tables are joined.

When WHERE is used to specify record selection criteria, it includes a search condition in order to determine which records (rows of data) are to be retrieved. For example:

```
SELECT  
    MYTABLE.'SALESPERSON',  
    MYTABLE.'SALESTOTAL'  
FROM  
    'MYTABLE' MYTABLE  
WHERE  
    MYTABLE.'SALESTOTAL' < 10000.00
```

When WHERE is used to specify how two tables are linked, an SQL join operator sits between the two table names. See [Linking options \[page 506\]](#).

The following is an example of the WHERE clause joining two tables:

```
SELECT
    CUSTOMER.'CUST_ID',
    CUSTOMER.'CUST_NAME',
    ORDERS.'AMOUNT'
FROM
    'CUSTOMER' CUSTOMER,
    'ORDERS' ORDERS
WHERE
    CUSTOMER.'CUST_ID' = ORDERS.'CUST_ID'
```

24.2.4.5 ORDER BY

The ORDER BY clause specifies that the database records retrieved be sorted according to the values in a specific field. If you do not use the ORDER BY clause, the program retrieves records in the order in which they appear in the original database. If you specify more than one field after the ORDER BY clause, the program sorts the records according to the values in the first field specified, then, within that sort, the program sorts the records by the values in the second field specified, and so on. The following SQL statement uses the ORDER BY clause:

```
SELECT
    MYTABLE.'COMPANY',
    MYTABLE.'CITY',
    MYTABLE.'STATE'
FROM
    'MYTABLE' MYTABLE
ORDER BY
    MYTABLE.'STATE' ASC,
    MYTABLE.'CITY' ASC
```

Note

ASC indicates that the values in the field are sorted in ascending order rather than descending order (DESC). Ascending order sorts letters from A to Z and numbers from 0 to 9.

24.2.4.6 GROUP BY

The GROUP BY clause retrieves a set of summary data. Instead of retrieving the data itself, GROUP BY groups the data and summarizes each group with an SQL aggregate function. The server returns only the summarization information for each group to Crystal Reports.

For example:

```
SELECT
    MYTABLE.'STATE',
    MYTABLE.'ZIPCODE',
    SUM (MYTABLE.'SALES')
FROM
    'MYTABLE' MYTABLE
GROUP BY
    MYTABLE.'STATE',
```

```
MYTABLE.'ZIPCODE'
```

24.2.5 Defining an SQL Command

If the database you are using supports a query language such as SQL, you can write your own command which will be represented in Crystal Reports as a Table object. This allows database users complete control of the data processing that gets pushed down to the database server. A user who has experience with databases and the SQL language can write a highly optimized command that can considerably reduce the size of the set of data returned from the server.

You can write your own command by using the [Add Command](#) node in the [Database Expert](#) to create a virtual table which will represent the results of processing the command. Once the command has been created, you can store it in the SAP BusinessObjects Enterprise Repository so that it can be shared between many users.

When you use a virtual table that was created as a Command, or when you use a Command from the SAP BusinessObjects Enterprise Repository, Crystal Reports does not alter the syntax of the SQL submitted to the server (that is, it does not automatically add quoting or escape characters). This behavior also applies to parameters used in Commands. Therefore, you must add the quoting and escape characters that are necessary for your database driver.

i Note

Some of the Crystal Reports native database drivers do not support the Add Command feature:

- DB2 Server
- Sybase Server
- Informix Online Server

i Note

The Add command feature is susceptible to SQL Injection attacks.

Many web pages use SQL Injection to insert user parameters into SQL queries that run against the relational database. For example, a login webpage takes a user name and password and executes an SQL Injection to the database to authenticate the information. An attacker can put a value in the username or password field that adversely changes the SQL query that runs against the database.

24.2.5.1 To create a command object

1. In the Database Expert, expand the [Create New Connection](#) folder and browse the subfolders to locate your data source.
2. Log on to your data source if necessary.
3. Under your data source, double-click the [Add Command](#) node.
4. In the [Add Command to Report](#) dialog box, enter an appropriate query/command for the data source you have opened.

For example:

```
SELECT
    Customer.`Customer ID`,
    Customer.`Customer Name`,
    Customer.`Last Year's Sales`,
    Customer.`Region`,
    Customer.`Country`,
    Orders.`Order Amount`,
    Orders.`Customer ID`,
    Orders.`Order Date`
FROM
    Customer Customer INNER JOIN Orders Orders ON
        Customer.`Customer ID` = Orders.`Customer ID`
WHERE
    (Customer.`Country` = 'USA' OR
    Customer.`Country` = 'Canada') AND
    Customer.`Last Year's Sales` < 10000.
ORDER BY
    Customer.`Country` ASC,
    Customer.`Region` ASC
```

Note

- Crystal Reports supports SQL query language for data retrieval like SELECT, FROM, WHERE, GROUP BY, ORDER BY and UNION. However, SQL query language data manipulation functions such as CREATE TABLE, ALTER TABLE, DROP TABLE, INSERT, UPDATE or DELETE are not supported.
- The use of double or single quotes (and other SQL syntax) is determined by the database driver used by your report. You must, however, manually add the quotes and other elements of the syntax as you create the command.

5. Optionally, you can create a parameter for your command by clicking [Create](#) and entering information in the [Command Parameter](#) dialog box.

For more information about creating parameters, see [To create a parameter for a command object \[page 494\]](#).

6. Click [OK](#).

You are returned to the Report Designer. In the Field Explorer, under Database Fields, a Command table appears listing the database fields you specified.

Note

To construct the virtual table from your Command, the command must be executed once. If the command has parameters, you will be prompted to enter values for each one.

Note

By default, your command is called Command. You can change its alias by selecting it and pressing F2.

24.2.5.2 To edit a command object

1. In the Selected Tables area of the Database Expert, select the command you want to edit.

2. Right-click the command and select [Edit Command](#) from the shortcut menu.

i Note

If the command is stored in the BusinessObjects Enterprise Repository, you must disconnect it before editing. For more information, see [Modifying objects in the repository \[page 96\]](#).

3. Make the changes you want in the Modify Command dialog box and click [OK](#) when you're done.

24.2.5.3 To create a parameter for a command object

You can create a parameter field while working in the Add Command to Report dialog box or the Modify Command dialog box.

1. In the Parameter List area of the appropriate command dialog box, click [Create](#).
2. In the Command Parameter dialog box, enter the following information in the fields provided:
 - [Parameter Name](#)
Enter the name you want to identify your parameter by.
 - [Prompting Text](#)
Enter the text you want to appear when the program prompts you.
 - [Value Type](#)
Select the data type of the parameter field.
 - [Default Value](#)
Enter the value you want the program to use if you do not supply a new value. This is an optional step.
3. Click [OK](#).

Your parameter is added to the Parameter List. You can modify or delete it by returning to the Modify Command dialog box.

24.2.5.4 To add a parameter to a command object

1. Place the cursor in the query text in the spot where you want to insert the parameter.
2. Double-click the parameter's name in the [Parameter List](#).

The parameter is added where your cursor is sitting. It should look like this:

```
WHERE  
Customer.`Country` = '{?CountryParam}'
```

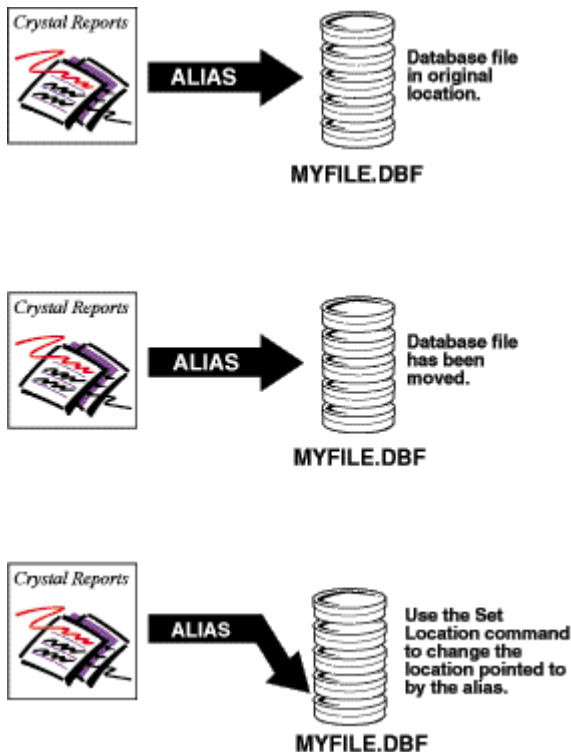
i Note

You must manually add quotes and other elements of syntax as you create your command.

If you want to change the parameter field you've created, go to the Field Explorer dialog box and select it from the Parameter Fields node. See [Parameter Fields and Prompts \[page 432\]](#) for more information.

24.3 Changing data sources

When a database file is moved or renamed, Crystal Reports will not be able to find the data the next time the report is printed. On other occasions, a report may be created on one machine where all of the database data is stored in a certain directory, then the report is copied or moved to another machine that stores the same data in a different directory. In any of these events, you need to verify the location of the database files accessed by the report and reset the alias pointers to the new database location or name.



The Verify Database command on the Database menu checks the alias pointers stored in a report file to verify that the database files expected are located in the indicated directories. If the databases are not found in the specified location, the program notifies you of the discrepancies.

Use the Set Datasource Location command on the Database menu to change the alias pointers stored by Crystal Reports. The Set Datasource Location command provides a simple way to indicate the new name or location of database files. In addition, the Set Datasource Location command automatically converts your database driver to the data source you have chosen. For example, you can automatically convert a direct access data source to an ODBC data source using the Set Datasource Location command.

24.3.1 To change the data source

1. On the [Database](#) menu, choose [Set Datasource Location](#).

The Set Location dialog box appears with the database tables currently used in the report shown in the Current Data Source area. The main report is shown as the root node.

2. Highlight the database or table in the Current Data Source area that you want to replace.

→ Tip

If you want to set the database location to the location of the active report, expand the report's Properties node and right-click the Database Name field. Select "Edit" to manually enter a location, "Same as Report" to set the location to a local drive, or "Convert to UNC" to set the location to a mapped drive.

3. Highlight the database or table in the "Replace with" area that you want to use instead.
4. Click [Update](#).

This button is available only when like items are selected (that is, if you select a table in the upper list, you must select a table in the lower list).

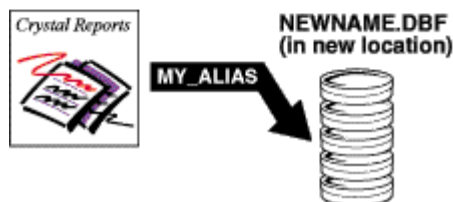
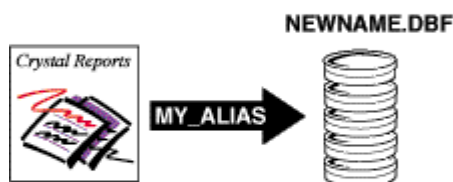
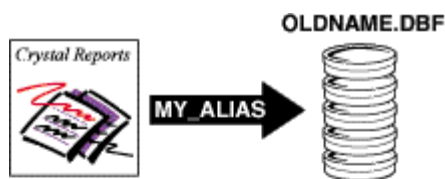
Once the Update button is clicked, the new data source information is updated in the Current Data Source list.

5. Repeat steps 2 to 4 if necessary.

24.4 Working with aliases

For a variety of reasons, database names and locations get changed. If you create a report, then change the name or location of a table or file, the Report Designer must be able to find the new name or location. This is especially important when you create formulas in your report that access a table that has been renamed or moved. To fix the reference for a single field would not be difficult, but to find every formula that uses that field could be a difficult and time consuming task.

To solve this problem, the Report Designer uses aliases to refer to database tables and files. Aliases are pointers, internal devices that tell the program where it should look for a database field. Now, if you change the name or location of the database, you simply reset the pointer. See [Changing data sources \[page 495\]](#). The name of the alias does not change, so your formulas are not affected. The Report Designer looks to the alias for the location and name, goes to the new location for the database field, and executes the formula without a problem.



The Report Designer automatically assigns default alias names to database tables when you first select the table or file. By default, an alias matches the original name of the table. In databases where the database table is a separate file (for instance, dBASE), the name of the database file is used without the file name extension. For example, if you are using the dBASE database file Company.dbf, the program will assign a default alias name of Company to the file. You can accept the default alias or assign a new one to the database table.

You can change an alias at any time using the Database Expert. However, if you have already created formulas in your report using the original alias name, you will need to edit the formulas to use the new alias.

24.5 Linking tables

You link tables so records from one table will match related records from another. For example, if you activate an Orders table and a Customers table, you link the tables so that each order (from the Orders table) can be matched up with the customer (from the Customer table) that made the order.

When you link, you are using a field that is common to both tables. Crystal Reports uses the link to match up records from one table with those from the other. In this example, the link assures that the data in each row of the report refers to the same order.

24.5.1 Link from and link to

When you link two tables, you link from one table to another table. The from table is used as a primary table, while the to table acts as a lookup table where records are looked up by the primary table. In a simple link, the Report Designer examines the first record in the primary table and finds all matching records in the lookup table. Once all matches have been found in the lookup table for the first record in the primary table, all matches in the lookup table for the next record in the primary table are found.

24.5.2 Link relationships

When you link records from one table to another table, the records will typically fall under one of two relationship types: one-to-one or one-to-many.

24.5.2.1 One-to-one relationships

In a one-to-one relationship between records in two linked tables, for every record in the primary table there is only one matching record in the lookup table (based on the linked fields). For example, in the Xtreme.mdb database, the Employee table can be linked to the Employee Addresses table based on the Employee ID field in each table. The Employee table contains information about employees at the company, the positions they hold, their salaries, hiring information, and so on. The Employee Addresses table contains each employee's home address. There is only one record for each employee in each of these tables. Therefore, if the Employee table is linked to the Employee Addresses table, only one record will be found in the Employee Addresses table for each record in the Employee table. This is a one-to-one relationship.

24.5.2.2 One-to-many relationships

In a one-to-many relationship between records in two linked tables, for every record in the primary table, there may be more than one matching record in the lookup table, based on the linked fields. In the Xtreme.mdb database, the Customer table can be linked to the Orders table based on the Customer ID field in each table. The Customer table contains information about each customer that has placed an order with the company. The Orders table contains information about orders that customers have placed. Since customers can place more than one order, there may be more than one record in the Orders table for each customer record in the Customers table. This is a one-to-many relationship.

24.5.3 Performance considerations in one-to-many links

The information provided in this section is intended to help you maximize processing speed and minimize network traffic when you are running your reports. You will learn about the best ways to use selection formulas and indexes in one-to-many situations to make your reporting more efficient. If you do not use the information in this section, your reports may end up processing dozens or even thousands more records than necessary.

When a one-to-many situation exists between two database tables and the program matches up records from the tables, there are a number of factors that determine how many records the program reads and evaluates.

The tables that follow show the effects of the different factors on the number of records the program ultimately has to read. The charts are based on these assumptions:

- Table A contains 26 records (one for each letter in the alphabet).
- Table B contains 2600 records (100 matching records for every record in Table A).
- The scenario is to produce a report that finds two specific records in Table A and the 200 records (100+100) in Table B that match those two records in Table A.
In a best case scenario, the program would only have to read about 200 records to accomplish the task.
In a worst case scenario the program would have to read about 67,600 records to accomplish the same task.

Note

The performance considerations for data files are different from the considerations for SQL databases. A data file is any non-SQL database that is accessed directly from Crystal Reports. For the purpose of this discussion, an SQL database is any database capable of accepting SQL commands accessed directly from Crystal Reports or through ODBC as well as any other database types that are accessed through ODBC.

For a better understanding of the difference between direct access databases and ODBC data sources, see *Accessing Data Sources* in the online help.

For a better understanding of the difference between direct access databases and ODBC data sources, see the *Accessing Data Sources* chapter in the *Crystal Reports User Guide*.

24.5.3.1 Extended descriptions of chart columns

The performance charts use the following columns:

- Linking or Subreport
Are you creating a report from linked databases or are you inserting a subreport and binding it to the data in your primary report?
- Selection Formula
Does your primary report include a record selection formula that sets range limits on the key (indexed) field in Table A?
- Index A
Is Table A on the field you are going to use indexed to match up the records?
- Index B
Is Table B on the field you are going to use indexed to match up the records?
- Reads A
How many records does the program have to read out of Table A to find the two records it is looking for?
- For each A reads in B
How many records does the program have to read in Table B to find the 200 records it is looking for?
- Total Records Read
What is the total number of records the program has to process to complete the task?

PC Data

Linking/Subreport	Selection Formula	Index A	Index B	Reads A	For each A reads in B	Total Records Read
Linking	No	Yes or No	Yes	26	100 (26*100)	2600
Linking	Yes	No	Yes	26	100 (26*100)	2600
Linking	Yes	Yes	Yes	2	100 (2*100)	200
Subreport	No	No	No	26	2600 (26*2600)	67,600
Subreport	No	Yes	No	2	2600 (26*2600)	67,600
Subreport	No	Yes	Yes	26	100 (26*100)	2600
Subreport	Yes	No	No	2	2600 (2*2600)	5200
Subreport	Yes	No	Yes	26	100 (26*100)	2600
Subreport	Yes	Yes	Yes	2	100 (2*100)	200

SQL Data

Linking/Subreport	Selection Formula	Reads A	For each A reads in B	Total Records Read
Linking	No	26	100 (26*100)	2600
Linking	Yes	2	100 (2*100)	200
Subreport	No	26	100 (26*100)	2600
Subreport	Yes	2	100 (2*100)	200

24.5.4 Data file considerations

When working with data files, one-to-many links can occur when you link tables in a single report or when you add a subreport to your report.

24.5.4.1 Linking data files

When retrieving data from linked data files in one-to-many situations, the program uses the following process:

- If there is a selection formula, the program parses the selection formula and passes what it can down to the database DLL. This is generally range limit information. Consider the following record selection formula:

```
{customer.REGION} in "CA" to "IL" AND  
Remainder ({customer.CUSTOMER ID},2)=0
```

In this formula, the part before the "and" operator contains range selection criteria for the Region field. The region must fall alphabetically between "CA" and "IL." The program passes this kind of condition down to either the database DLL (for PC data) or the server (for SQL data). See [Record Selection \[page 121\]](#). The second half of the selection formula, however, requires processing that must be done in the Report Engine. It uses a built-in function to manipulate and evaluate a field value and it cannot be done in the database DLL or the server. The program does not pass this condition to the database DLL.

- If there is an index on Table A, and the range limit selection condition is based on the indexed field ({customer.REGION} in this example), the program goes directly to the record it is seeking in Table A (the first CA record) and reads it.
 - For that record, the program locates the first matching record in Table B, using the Table B index.
 - The program passes this merged record (A+B) back to the Report Designer, which tests the record against the entire selection formula.
 - The program then reads the second matching record and passes the merged record on, and then reads the third matching record, and so on, until it has read all of the matching records.
 - The program then returns to Table A and reads the next record. There is no need to test the record to see if it meets the CA condition; the field is indexed and the records are in alphabetic order. But the program tests the record to see if it goes beyond the "IL" condition (for example, could the next record be from Mississippi or Tennessee?). If the record is still within the specified range, the program begins the matching process again for that record.
 - The program continues the process until it has located all targeted Table A records and the matching Table B records.

To find two records in Table A and the 100 records in Table B that match the Table A records, the program reads 200 records.
- If there is no index on Table A, or if there is an index but the range limit selection condition is not based on the indexed field, the program reads the first record it finds.
 - For that record, the program uses the Table B index to locate the first matching record in Table B.
 - The program passes this merged record (A+B) back to the Report Engine, which tests it against the entire selection formula.
 - The program then locates the second matching record in Table B and passes that merged record back, then the third record, and so on, until it has located, merged, and passed back all the records in Table B that match the first record in Table A.
 - The program then moves on to the next record in Table A and begins the matching and merging process all over again.

To find two records in Table A and the 100 records in Table B that match the Table A records, the program reads 2600 records.

24.5.4.2 Subreports and data files

If your primary report is based on Table A, the subreport is based on Table B, and the records are linked, your primary considerations are as follows:

- The number of subreports that are run by the program is determined by the index and the selection formula situation in the primary report:
 - If Table A is indexed, and if the primary report has a selection formula that passes down range limit conditions for the indexed field, the program runs two subreports.
 - If Table A is not indexed, or if Table A is indexed but the selection formula does not pass down range limit conditions for the indexed field, the program runs 26 subreports.
- The number of records read for each subreport is determined by the index situation on Table B:
 - If you have an index on Table B, the program will read only the matching records (100) when it runs a subreport.
 - If you do not have an index on Table B, the program will always read every record in Table B (2600) when it runs a subreport.

24.5.5 SQL database considerations

Since indexes are not critical with SQL data, the primary concern with both linked tables and subreports is whether or not there is a selection formula in the primary report that puts range limits on Table A. See [Linking data files \[page 501\]](#).

24.5.5.1 Linked SQL tables

If there are range limit conditions in the selection formula, the program passes those conditions down to the server.

- If there is a selection formula that puts range limits on Table A, the server locates the records in Table A that satisfy the selection criteria (2), matches them up with the appropriate records in Table B (100), and returns 200 merged records to the Report Engine.
- If there is no selection formula, or if there is a selection formula that does not put range limits on Table A, the server matches up each record in Table A (26) with the appropriate records in Table B (100), and returns 2600 merged records to the Report Engine.

In either case, the Report Engine will then apply the entire selection formula to the merged records.

24.5.5.2 Subreports and SQL databases

If you are creating a primary report based on Table A and a subreport based on Table B:

- The number of subreports that are run is determined by the selection formula situation in the primary report:

- If there is a selection formula and it passes down range limits on Table A, the program runs a subreport only for those records that satisfy range limit conditions (2).
 - If there is no selection formula, or if the selection formula does not pass down range limits on Table A, the program runs a subreport for every record in Table A (26).
- The number of records read by each subreport remains the same regardless of whether there was range limit selection on Table A. Each subreport will read only those records in Table B that match each record read in Table A (100).

24.5.6 Performance considerations for all reports

Click a link to view one of the topics in this section:

- [Consideration 1 \[page 503\]](#)
- [Consideration 2 \[page 504\]](#)
- [Consideration 3 \[page 504\]](#)

24.5.6.1 Consideration 1

With both data files and SQL databases, the program parses the entire selection formula and passes down whatever parts of the criteria it is able to translate (pass), wherever they may physically appear in the formula. Thus, if the formula finds criteria it can pass, then criteria that it cannot, then criteria that it can, it passes down the first part, skips the second, and then passes down the third.

- In the case of data files, the program passes down the criteria that it can to the database translation layer.
- In the case of SQL databases, the program passes down to the server the criteria that it can in the form of a WHERE clause.

While there are exceptions, as a general rule the program can pass down any part of the record selection formula that compares a field with a constant. Typically, this means that it can pass down any kind of record selection criteria that can be set up in the Select Expert (equal to, one of, less than, greater than, less than or equal, greater than or equal, between, starting with, or like constant).

There are two special selection formula situations that you need to consider. In these situations, the record selection formula includes multiple conditions, some of which can be passed down while others cannot.

- AND situations

```
{customer.REGION} = "CA" and
{customer.CUSTOMER ID}[3 to 5] = "777")
```

In this situation, the program sees that it can pass down the condition before the And operator but not the condition after. Since the only records that will meet the second condition will have to meet the first as well, the program passes down the first condition, retrieves the data set that satisfies the condition, and then applies the second condition only to the retrieved data. The rule for AND situations is that the program passes down whatever conditions it can.

i Note

If all of the conditions in an AND situation can be satisfied on the server or in the database DLL, the program passes them all down.

- OR situations

```
{customer.REGION} = "CA" or  
{customer.CUSTOMER ID}[3 to 5] = "777")
```

In this situation, the program also sees that it can pass down the condition before the Or operator but not the condition after. Since there are records that can satisfy the second condition without satisfying the first, passing the first condition down does not make any sense because it will retrieve an incomplete data set. In other words, even if it retrieves all the data that satisfies the first condition, it will still have to retrieve all the data in the table(s) before it can apply the second condition in Report Designer. Thus, instead of duplicating parts of the data retrieval, the program passes nothing down. It retrieves all the data and then runs both tests in Report Designer. The rule for OR situations is that the program either passes down all the tests, or none of the tests.

i Note

If all the tests in an OR situation can be performed on the server or in the database DLL, the program passes them all down.

24.5.6.2 Consideration 2

To make certain the program can use the index on Table A to enhance performance, make certain:

- There is a selection formula.
- There are range limits in the selection formula on the key (indexed) field in Table A.
- Use Indexes is selected in the Options dialog box.

24.5.6.3 Consideration 3

If the fields you are using from Table A are not indexed, but there is an indexed field that you can use in your record selection request, use that field. For example, assume that you have three products (Product 1, Product 2, and Product 3) and you want to identify all sales of Product 2 in the U.S. There is no index on the Product field but there is an index on the Order Date field. Since you know that Product 2 did not begin shipping until July of 1995, you can improve speed by limiting your report to orders placed in and after July 1995 using the selection formula. In such a case, the program uses the Order Date index to retrieve only those orders from July 1995 and afterward (a small subset of the entire database) and then searches for the occurrences of Product 2 in that subset, not in the entire database.

24.5.7 The Database Expert Links tab

The Database Expert Links tab lets you easily link two or more tables. Choose the Database Expert from the Database menu to display all current tables; then choose the Links tab to display all current links.

The easiest way to link database tables is to select Auto Link in the Database Expert Links tab. Auto Link automatically chooses links for your tables based on common fields in tables or indexed fields (if your database supports indexed fields).

24.5.8 Linking indexed tables

When you are linking direct-access database tables, you link from a primary table to a field in the lookup table. The link field in the primary table can be indexed, but does not have to be. The link field in the lookup table does not have to be indexed, either, unless you aren't using a native driver for your connection.

In addition, the fields used to link two tables must have the same data type. For example, you can link a string field in one table to a string field in another table, or a numeric field in one table to a numeric field in another table, but you cannot link a numeric field in one table to a string field in another table.

- Some DBMS applications allow you to convert the field value to another data type in the index. For instance, the field in the table can be numeric, while the index converts the field value to a string. However, if you choose to use that field to link to another table, you must link to a field of the original data type. You cannot link a string value to a numeric field that has been converted to a string in the index.
- If you are linking tables from two different ODBC data sources, MS SQL Server and Oracle, for example, you can only use string fields to link the tables. String fields are stored in databases in the same manner, regardless of the data source. Other types of values, however, may not be stored the same way in different data sources, so you cannot link different data sources in Crystal Reports using anything other than string values.
- When linking direct-access database tables using native drivers (non-SQL), the only join type available is Left Outer join.

24.5.8.1 Changing the index used in linking

When using the Smart Linking feature to link tables using a field that is a component of multiple indexes (two or more), Crystal Reports selects one of the indexes for the link. That index may or may not be the one you want to use. Delete the link made by the Smart Linking feature and manually link the tables. See [Linking multiple tables \[page 68\]](#) for more information.

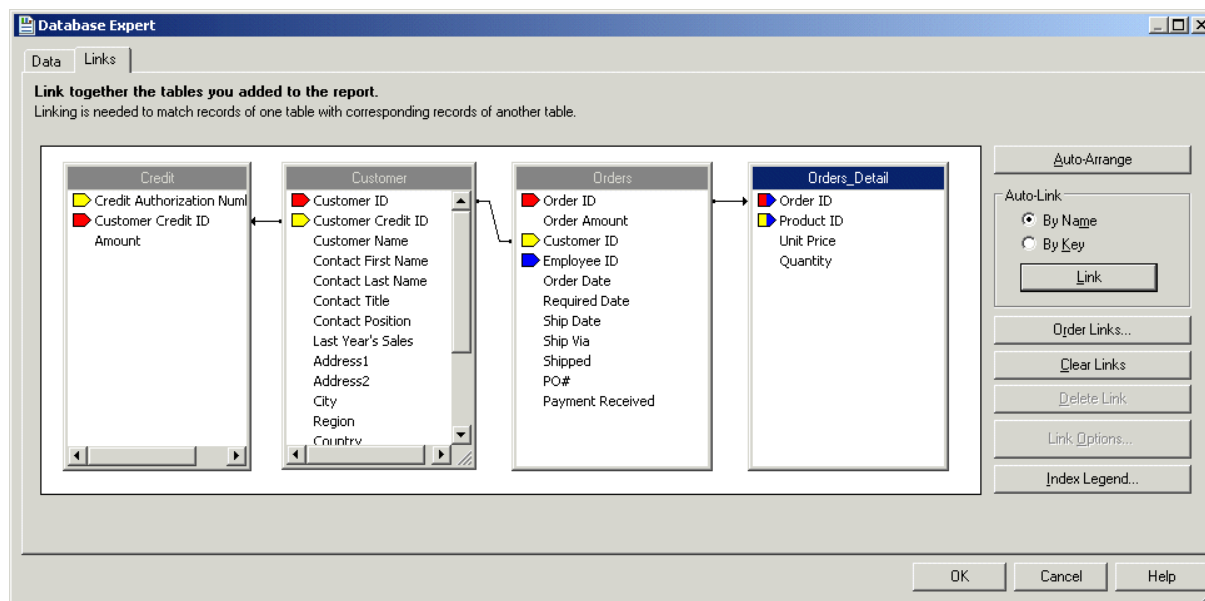
i Note

Not all DBMS applications support indexed tables. Verify that your database uses indexes before trying to select an index for linking. Refer to your DBMS documentation to find out if your DBMS can use indexes, and to learn how to create them.

24.5.9 Link processing order

When there is more than one link, Crystal Reports needs to know in what order it should process the links. By default, the processing order matches the order in which the links appear on the Links tab. Use the arrow buttons in the Links Order dialog box to change the default order.

For example, if you have chosen the Credit, Customer, Orders, and Orders Details tables from the Xtreme sample database, the links tab shows the tables linked as follows.



In this case, the links will be processed first between the Credit/Customer tables, then between the Customer/Orders tables, and finally between the Orders/Orders Details tables. The Links Order dialog box shows you this default order and allows you to change the positions in the processing hierarchy as you require.

Note

Different link orders may result in different data sets returned for use in your report. As well, link order has a significant effect on performance.

24.5.10 Linking options

Crystal Reports enables you to specify the type of join and type of link you want to use when linking tables. You can also enforce the use of tables in your joins. Joins and links indicates how linked fields in two tables are compared when records are read. Join, enforce, and link options can be specified in the Link Options dialog box. Using the various join enforcement options can ensure that linked tables are included in the SQL query, even when none of the fields in the table are used in the report.

Note

When you link fields using joins, no indexed fields are required.

The join types are:

- Inner join
- Left Outer join
- Right Outer join
- Full Outer join

The enforce join options are:

- Not Enforced
- Enforced From
- Enforced To
- Enforced Both

The link types are:

- Equal [=] link
- Greater Than [>] link
- Greater Than Or Equal [>=] link
- Less Than [<] link
- Less Than Or Equal [<=] link
- Not Equal [!=] link

24.5.10.1 Inner join

An Inner join is the standard type of join. The result set from an Inner join includes all the records in which the linked field value in both tables is an exact match. For instance, you can use an Inner join to view all customers and the orders they have placed. You will not get a match for any customer who has not placed orders.

Customer Table	Customer Table	Orders Table
Customer ID	Customer Name	Order Amount
52	Allez Distribution	25141.50
53	BG Mountain Inc.	19164.30
53	BG Mountain Inc.	1683.60
57	Hansen MTB Inc.	15716.40
58	La Bomba de Bicicleta	1956.20
60	Mountain Toad	24580.50
62	SFB Inc.	7911.80
63	Sierra Bicycle Group	19766.20

Customer Table	Customer Table	Orders Table
Customer ID	Customer Name	Order Amount
63	Sierra Bicycle Group	12763.95
64	Sierra Mountain	8233.50

24.5.10.2 Left Outer join

The result set from a Left Outer join includes all the records in which the linked field value in both tables is an exact match. It also includes a row for every record in the primary (left) table for which the linked field value has no match in the lookup table. For instance, you can use a Left Outer join to view all customers and the orders they have placed, but you also get a row for every customer who has not placed any orders. These customers appear at the end of the list with blanks in the fields that would otherwise hold order information:

Customer Table	Customer Table	Orders Table
Customer ID	Customer Name	Order Amount
52	Allez Distribution	25141.50
53	BG Mountain Inc.	19164.30
53	BG Mountain Inc.	1683.60
57	Hansen MTB Inc.	15716.40
58	La Bomba de Bicicleta	1956.20
60	Mountain Toad	24580.50
62	SFB Inc.	7911.80
63	Sierra Bicycle Group	19766.20
63	Sierra Bicycle Group	12763.95
64	Sierra Mountain	8233.50
54	Bicicletas Aztecas	
55	Deely MTB Inc.	

Note

Left Outer and Right Outer joins are handled differently in the SQL language from other join types. If the database is accessed through ODBC, Crystal Reports uses ODBC syntax in the SQL statement. If you are connecting to an SQL database directly (not through ODBC), Crystal Reports uses a syntax native to the

database. For more information about what an Outer join looks like in an SQL statement, refer to Microsoft ODBC documentation or to the documentation for your SQL database.

24.5.10.3 Right Outer join

The result set from a Right Outer join includes all the records in which the linked field value in both tables is an exact match. It also includes a row for every record in the lookup (right) table for which the linked field value has no match in the primary table. If you link the Customer table to the Orders table, you get one row in the table for each order a customer has placed. You also get a row for every order found that cannot be linked to a customer. Theoretically, this should not happen, but if an inexperienced sales person forgot to assign a customer ID to an order, you can quickly locate that order with a Right Outer join. The resulting table leaves a blank in any of the Customer fields for the order without a customer.

Customer Table	Orders Table	Orders Table
Customer ID	Order ID	Order Amount
52	6	25141.50
53	11	19164.30
53	21	1683.60
57	4	15716.40
58	20	1956.20
60	16	24580.50
62	19	7911.80
63	28	19766.20
63	32	12763.95
64	14	8233.50
	25	10320.87

i Note

Left Outer and Right Outer joins are handled differently in the SQL language from other join types. If the database is accessed through ODBC, Crystal Reports uses ODBC syntax in the SQL statement. If you are connecting to a SQL database directly (not through ODBC), Crystal Reports uses a syntax native to the database. For more information about what an Outer join looks like in an SQL statement, refer to Microsoft ODBC documentation or to the documentation for your SQL database.

24.5.10.4 Full Outer join

A Full Outer join is a bidirectional outer join where you can see all records in your linked tables. The result set from a Full Outer join includes all the records in which the linked field value in both tables is an exact match. It also includes a row for every record in the primary (left) table for which the linked field value has no match in the lookup table, and a row for every record in the lookup (right) table for which the linked field value has no match in the primary table. If you link the Customer table to the Orders table, you get one row in the table for each order a customer has placed. You also get a row for every order found that cannot be linked to a customer, and a row for every customer for whom an order cannot be found.

Customer Table	Orders Table	Orders Table
Customer ID	Order ID	Order Amount
52	6	25141.50
53	11	19164.30
53	21	1683.60
57	4	15716.40
58	20	1956.20
60	16	24580.50
62	19	7911.80
63	28	19766.20
63	32	12763.95
64	14	8233.50
65		
66		
	25	10320.87

24.5.10.5 Not Enforced

When you select this option, the link you've created is used only if it's explicitly required by the Select statement. Your users can create reports based on the selected tables without restriction (that is, without enforcement based on other tables). This is the default option.

24.5.10.6 Enforced From

When you select this option, if the to table for the link is used, the link is enforced. For example, if you create a link from TableA to TableB using Enforce From and select only a field from TableB, the Select statement will still include the join to TableA because it is enforced. Conversely, selecting only from TableA with the same join condition will not cause the join to TableB to be enforced.

i Note

For an explanation of from and to tables, see [Link from and link to \[page 498\]](#).

24.5.10.7 Enforced To

When you select this option, if the from table for the link is used, the link is enforced. For example, if you create a link from TableA to TableB using Enforce To and select only a field from TableA, the join to TableB will be enforced, and the Select statement that is generated will include both tables.

i Note

For an explanation of from and to tables, see [Link from and link to \[page 498\]](#).

24.5.10.8 Enforced Both

When you select this option, if either the from table or the to table for this link is used, the link is enforced.

24.5.10.9 Equal [=] link

The result set from an Equal link includes all the records where the linked field value in both tables is an exact match. In the following example, the Customer table is linked to the Orders table by the Customer ID field. When the program finds a Customer ID in the Orders table that matches a Customer ID in the Customer table, it displays information for the corresponding records in both tables.

SQL uses the following syntax to describe an Equal link:

```
SELECT Customer.'Customer ID',  
       Customer.'Customer Name',  
       Orders.'Order Amount'  
FROM 'Customer' Customer,  
     'Orders' Orders  
WHERE Customer.Customer ID =  
       Orders.Customer ID
```

This statement produces the following data:

Customer Table	Customer Table	Orders Table
Customer ID	Customer Name	Order Amount
52	Allez Distribution	25141.50
53	BG Mountain Inc.	19164.30
53	BG Mountain Inc.	1683.60
57	Hansen MTB Inc.	15716.40
58	La Bomba de Bicicleta	1956.20
60	Mountain Toad	24580.50
62	SFB Inc.	7911.80
63	Sierra Bicycle Group	19766.20
63	Sierra Bicycle Group	12763.95
64	Sierra Mountain	8233.50

24.5.10.10 Greater Than [>] link

The result set from a Greater Than link includes all records in which the linked field value from the primary table is greater than the linked field value in the lookup table. As an example, a company may want to compare the salaries made by all their sales representatives to the salaries made by all their sales managers. The company executives want to make sure no sales representative is making more money than any manager.

With this in mind, you can link the SalesRep table to the Manager table by the Salary field in each table using a Greater Than link:

```
SELECT SalesRep.'Last Name',
       SalesRep.'Salary',
       Manager.'Last Name',
       Manager.'Salary'
FROM 'SalesRep' SalesRep,
     'Manager' Manager
WHERE SalesRep.'Salary' >
      Manager.'Salary'
```

This SQL statement might produce data similar to this:

SalesRep Table	SalesRep Table	Manager Table	Manager Table
Last Name	Salary	Last Name	Salary
Davolio	\$35,000.00	Fuller	\$32,000.00

SalesRep Table	SalesRep Table	Manager Table	Manager Table
Last Name	Salary	Last Name	Salary
Davolio	\$35,000.00	Brid	\$30,000.00
Davolio	\$35,000.00	Buchanan	\$29,500.00
Dodsworth	\$48,300.00	Hellstern	\$45,000.00
Dodsworth	\$48,300.00	Fuller	\$32,000.00
Dodsworth	\$48,300.00	Brid	\$30,000.00
Dodsworth	\$48,300.00	Buchanan	\$29,500.00
Dodsworth	\$48,300.00	Martin	\$35,000.00
Patterson	\$30,000.00	Buchanan	\$29,500.00

In this table, there is no relationship established between sales representatives and sales managers. Since all managers have seniority over all sales representatives, a company might find it necessary to check if any representatives make more money than any managers, evidence of a salary problem that needs to be remedied.

24.5.10.11 Greater Than Or Equal [>=] link

The result set from a Greater Than Or Equal link includes all records in which the linked field value in the primary table is greater than or equal to the linked field value in the lookup table. The example here is identical to the example for the Greater Than join, except that it uses the Greater Than Or Equal link:

```
SELECT SalesRep.'Last Name',
       SalesRep.'Salary',
       Manager.'Last Name',
       Manager.'Salary'
FROM 'SalesRep' SalesRep,
     'Manager' Manager
WHERE SalesRep.'Salary' >=
      Manager.'Salary'
```

This statement might produce data such as this:

SalesRep Table	SalesRep Table	Manager Table	Manager Table
Last Name	Salary	Last Name	Salary
Davolio	\$35,000.00	Fuller	\$32,000.00
Davolio	\$35,000.00	Brid	\$30,000.00

SalesRep Table	SalesRep Table	Manager Table	Manager Table
Last Name	Salary	Last Name	Salary
Davolio	\$35,000.00	Buchanan	\$29,500.00
Davolio	\$35,000.00	Martin	\$35,000.00
Dodsworth	\$48,300.00	Hellstern	\$45,000.00
Dodsworth	\$48,300.00	Fuller	\$32,000.00
Dodsworth	\$48,300.00	Brid	\$30,000.00
Dodsworth	\$48,300.00	Buchanan	\$29,500.00
Dodsworth	\$48,300.00	Martin	\$35,000.00
Patterson	\$30,000.00	Brid	\$30,000.00
Patterson	\$30,000.00	Buchanan	\$29,500.00

24.5.10.12 Less Than [<] link

The result set from a Less Than link includes all records in which the linked field value in the primary table is less than the linked field value in the lookup table. Using the Less Than link, you can compare sales representative and manager salaries in a different direction. Once again, the Salary field in each table is used as the link field. This time, though, you link from the Manager table to the SalesRep table using a Less Than link on the linked Salary fields:

```
SELECT Manager.'Last Name',
       Manager.'Salary',
       SalesRep.'Last Name',
       SalesRep.'Salary'
FROM 'Manager' Manager,
     'SalesRep' SalesRep
WHERE Manager.'Salary' <
       SalesRep.'Salary'
```

This SQL statement produces a slightly different table than that produced by the Greater Than link:

Manager Table	Manager Table	SalesRep Table	SalesRep Table
Last Name	Salary	Last Name	Salary
Fuller	\$32,000.00	Davolio	\$35,000.00
Fuller	\$32,000.00	Dodsworth	\$48,300.00
Brid	\$30,000.00	Davolio	\$35,000.00

Manager Table	Manager Table	SalesRep Table	SalesRep Table
Last Name	Salary	Last Name	Salary
Brid	\$30,000.00	Dodsworth	\$48,300.00
Buchanan	\$29,500.00	Davolio	\$35,000.00
Buchanan	\$29,500.00	Dodsworth	\$48,300.00
Buchanan	\$29,500.00	Patterson	\$30,000.00
Martin	\$35,000.00	Dodsworth	\$48,300.00
Hellstern	\$45,000.00	Dodsworth	\$48,300.00

24.5.10.13 Less Than Or Equal [<=] link

The result set from a Less Than Or Equal link includes all records in which the linked field value in the primary table is less than or equal to the linked field value in the lookup table. The example here is identical to the example for the Less Than link, except that it uses the Less Than Or Equal link:

```
SELECT Manager.'Last Name',
       Manager.'Salary',
       SalesRep.'Last Name',
       SalesRep.'Salary'
FROM   'Manager' Manager,
       'SalesRep' SalesRep
WHERE  Manager.'Salary' <=
       SalesRep.'Salary'
```

This SQL statement produces data similar to the following:

Manager Table	Manager Table	SalesRep Table	SalesRep Table
Last Name	Salary	Last Name	Salary
Fuller	\$32,000.00	Davolio	\$35,000.00
Fuller	\$32,000.00	Dodsworth	\$48,300.00
Brid	\$30,000.00	Davolio	\$35,000.00
Brid	\$30,000.00	Dodsworth	\$48,300.00
Brid	\$30,000.00	Patterson	\$30,000.00
Buchanan	\$29,500.00	Davolio	\$35,000.00
Buchanan	\$29,500.00	Dodsworth	\$48,300.00

Manager Table		SalesRep Table	
Last Name	Salary	Last Name	Salary
Buchanan	\$29,500.00	Patterson	\$30,000.00
Martin	\$35,000.00	Davolio	\$35,000.00
Martin	\$35,000.00	Dodsworth	\$48,300.00
Hellstern	\$45,000.00	Dodsworth	\$48,300.00

24.5.10.14 Not Equal [!=] link

The result set from a Not Equal link includes all records in which the linked field value in the primary table is not equal to the linked field value in the lookup table. This type of link can be used to find possible combinations of items when a table is joined to itself (a self-join). For example, a company can have a table listing all products they sell. When they decide to hold a sale where their customers buy one item and get the second item half price, they may need a list of all possible two item combinations:

```
SELECT Product1.'Product Name',
       Product2.'Product Name',
FROM   'Product' Product1
       'Product' Product2
WHERE  Product1.'Product Name' !=
       Product2.'Product Name'
```

In this SQL statement, the Product table is opened twice. The first time, it is given the alias name Product1. The second time, it is given the alias name Product2. Then the Product Name field is used to link from the Product1 table to the Product2 table. This is the same table, but since it has been opened twice using different aliases, Crystal Reports considers it two separate tables. A Not Equal link is used to link the tables by the Product Name field. As a result, each product is paired with every other product offered, but is not paired with itself:

Product1	Product2
Product Name	Product Name
Xtreme Adult Helmet	Xtreme Mtn Lock
Xtreme Adult Helmet	InFlux Lycra Glove
Xtreme Adult Helmet	Roadster Micro Mtn Saddle
Xtreme Mtn Lock	Xtreme Adult Helmet
Xtreme Mtn Lock	InFlux Lycra Glove
Xtreme Mtn Lock	Roadster Micro Mtn Saddle

Product1	Product2
Product Name	Product Name
InFlux Lycra Glove	Xtreme Adult Helmet
InFlux Lycra Glove	Xtreme Mtn Lock
InFlux Lycra Glove	Roadster Micro Mtn Saddle
Roadster Micro Mtn Saddle	Xtreme Adult Helmet
Roadster Micro Mtn Saddle	Xtreme Mtn Lock
Roadster Micro Mtn Saddle	InFlux Lycra Glove

i Note

The symbol != is used to represent a Not Equal link, if the ODBC data source driver for the data being accessed supports this symbol. If not, the default symbol <> is used to represent a Not Equal link.

24.6 Server-side processing

Server-side processing allows you to set up a report that performs the majority of its processing on the server and pushes only relevant details to your computer.

Server-side processing provides you with a number of benefits:

- Less time connected to the server.
- Less memory needed to process the report on your computer.
- Lower transfer time from the server to the client.

Here's how server-side processing works: by using SQL pass-through technology to send an SQL statement to the database server and retrieve an initial set of data, Crystal Reports off-loads much of the data retrieval and sorting work onto the server system, thus freeing up local memory and resources for more important tasks. That is why server-side processing works only for reports that have been sorted and grouped; if a report has not been sorted and grouped (for example, if it is a simple list report), then there is no processing to push to the server. You should also note that server-side processing works only for reports based on SQL data sources.

i Note

This description applies only to off-loading grouping and sorting to the server.

i Note

Large amounts of server resources can be used for the temporary databases required when pushing grouping to the server.

Keep in mind that in order to perform the grouping on the server, your report must conform to the following conditions:

- The Perform Grouping on Server option (in the Options dialog box) is enabled. For more information, see [Enabling server-side processing \[page 519\]](#).
- The report uses some form of grouping.
- The report is at least partially hidden (at the very least, the Details section must be hidden). Since the server will process those sections that are hidden, the greater the portion of the report that is visible, the greater the amount of processing that must take place on the client side. If the Details section is shown, server-side processing will not be possible.
- In some cases, formula fields must be processed on the client side. If grouping is based on a formula field, or if a formula is used in a summary field, then all the records must be transferred to the client side before the formula can be evaluated. This will increase the amount of time required to run the report. Therefore, you may want to use SQL expressions as an alternative to formulas.

i Note

Formulas used for record selection are an exception and can be pushed down to the server.

- For a report to be processed on the server, any running totals appearing in the report must be based on summary fields (since the data needed for the running totals will be pulled over to the client side).
- For a report to be processed on the server, the report must contain only summary fields of these types: Sum, Maximum, Minimum, Count.
- The report does not contain specified value grouping.

i Note

When you drill-down on a hidden section of a report, with the processing being done on the server, connection to the server will be automatically initiated. If the client is disconnected from the server (for example, if you download a report onto your laptop and you work on it from a remote location), then drilling-down on data will produce an error since the database is not available.

i Note

If you save a report that has been partially processed on the server using the Save Data with Report option, the program will save only those records that have been transferred to the client side. In other words, if you have drilled-down on a hidden section and there is a tab for that data in Crystal Reports (indicating the data has been transferred), those records will be saved with the report.

24.6.1 How server-side grouping affects the SQL query

When a report pushes most of its processing to the server, this by necessity alters the SQL query. Thus, when the Perform Grouping on Server option is enabled, individual aspects of server-side processing will modify the SQL statement in different ways.

- If you select Use Indexes Or Server For Speed (in the Report Options dialog box), the program adds an ORDER BY clause to the SQL statement and a WHERE clause for the record selection formula, if possible.
- If you group on a linkable data type in the DBMS, the program adds a GROUP BY clause to the SQL statement. The program uses the GROUP BY clause to perform the grouping on the server.

- If you summarize on a linkable data type, the program adds a summary field to the SELECT clause of the SQL statement.
- If you drill-down on a linkable data type, the program adds a WHERE clause to the SQL statement.
- If you group in descending order on a linkable data type, the program adds an ORDER BY clause to the SQL statement.

The statement also varies between tabs:

- If you are working in the Preview tab, the statement includes the GROUP BY clause, as well as any aggregates that the report is pushing to the server.
- If you are drilling-down, the statement varies depending on the underlying data and the level of drill-down. With each drill-down, the WHERE criteria changes. Also, if you drill-down to the details, the statement will not include a GROUP BY clause (since you no longer have any groups on that drill-down tab).

To view the current SQL statement for the active tab, choose Show SQL Query from the Database menu. The Show SQL Query dialog box appears, displaying the SQL statement.

i Note

You can use the Formula Workshop to edit SQL expressions to be processed on the server.

24.6.1.1 Enabling server-side processing

1. On the *File* menu, click *Report Options*.
2. Select *Perform Grouping on Server* on the Report Options dialog box.
This check box is inactive if Use Indexes or Server for Speed is not selected.
3. Click *OK*.

i Note

You can also enable or disable this option quickly by selecting or deselecting Perform Grouping on Server on the Database menu as needed. If Use Indexes or Server for Speed is not selected in the Report Options dialog box, this command is inactive.

24.7 Mapping database fields

The Map Fields dialog box allows you to link report fields to their corresponding database fields when you have made changes to the structure of the database, or when you have created a report based on one database from a template of another report based on some other database that has the same table and field structure. In this way, the dialog box helps you to make sure your reports print with the current version of the active database.

When you first create a report, the report draws its fields from the database as it exists at the time. If you change the structure of the database after you create the report, the program needs to adapt the report to the new structure.

24.7.1 About the Map Fields dialog box

The Map Fields dialog box contains four boxes:

- The upper-left box displays the names of all unmapped report fields (for which the program detects a change in the active database). The top name is selected by default.
- The upper-right box displays the names of unmapped database fields (in which the program detects a change). Since the Match Type box is selected by default, this box displays only the names of unmapped database fields of the same type as the unmapped report field you selected in the upper-left box. To display all unmapped database fields, regardless of type, clear the Match Type box.
- The lower-left box displays the names of mapped report fields. When you map fields in the upper boxes, they appear in the lower boxes.
- The lower-right box displays the names of mapped database fields. When you map fields in the upper boxes, they appear in the lower boxes.

For each database field that you have changed, highlight the report field and the database field in the upper sections and click Map. The field names move from the upper boxes to the lower boxes.

You do not have to remap every report field. For example, if you delete a database field, it is not necessary to remap its corresponding report field, since you will not need that field in your report. You can click OK to close the dialog box without remapping each field listed in the upper-left box.

On some occasions, you might want to unmap or unlink report and database fields that you have already mapped. For example, you might mistakenly map the wrong fields or want to map a report field to a database field that you have already mapped. In these cases, you can select a report field in the lower boxes (the program then automatically selects the database field) and click Unmap. The field names will move from the lower boxes to the upper boxes.

i Note

Crystal Reports does not automatically refresh the report data when you close the Map Fields dialog box. To refresh your data, click Refresh on the Standard toolbar.

24.7.2 Remapping processes

If you make changes to the active database or universe fields that require you to remap the corresponding report fields, you can display the Map Fields dialog box by choosing any of these commands from the Database menu:

- Verify Database
- Verify on First Refresh
- Set Datasource Location

i Note

There is also a global option called Verify When Database Driver Upgraded (set on Database tab of the Options dialog box) that can make the Map Fields dialog box appear when you first refresh a report's data after updating its database driver.

You can use each of these commands for a specific function; however, any of these commands will open the Map Fields dialog box if the program detects a mismatch between the field names in the report and the field

names in the database or universe. In order to detect any possible mismatches, the program checks each field name in the report against the field names in the database or universe. If one of the field names does not match any of the field names in the database or universe, the Map Fields dialog box appears.

i Note

Report fields that are left unmapped are removed from the report.

24.7.2.1 Using the Verify Database process

When you choose Verify Database from the Database menu, the program checks the active databases or universes, and reports. If it detects changes, the report must be adapted to prevent errors.

The program displays the Map Fields dialog box when it detects either of these types of changes to the database or universe:

- The name of a field that is used in the report has changed.
- The database or universe has been upsized from a PC data source to an SQL data source.

For a tutorial on the Map Fields dialog box, see [Remapping altered database fields \[page 522\]](#). Crystal Reports automatically adapts the report (and does not display the Map Fields dialog box) if it detects any of these changes:

- Fields have been added to the database or universe.
- Fields that are not used in the report have been deleted from the database or universe.
- Field positions have changed in the database or universe.
- Data types have changed for fields in the database or universe.

24.7.2.2 Using the Verify on First Refresh process

Verify on First Refresh triggers the Verify Database command the first time you refresh your report data per session:

- If there is a check mark beside Verify on First Refresh, the option is active (the option is active by default for new reports).
- If there is no check mark beside it, the option is inactive.

24.7.2.3 Using the Set Datasource Location process

When you choose Set Datasource Location from the Database menu and specify a new location for the active database or universe, the program checks the database or universe for changes.

Set Datasource Location displays the Map Fields dialog box when it detects any of the following changes in the database structure:

- A field has been deleted.

- A field has been renamed.
- The database or universe is completely new.

i Note

The program checks for these changes only if the databases or universes have different names or if the name has changed. If the databases or universes have the same name, the Map Fields dialog box does not appear, and you need to verify the database or universe when you have finished setting the location. For more information, see [Using the Verify Database process \[page 521\]](#).

24.7.3 Remapping altered database fields

Use the Map Fields dialog box to remap existing report fields in the active database or universe if they have been altered.

24.7.3.1 To remap an altered database field

1. With the report active in the *Design* tab, choose *Verify Database* from the *Database* menu.

The Verify Database message box appears.

- If the program detects no changes in the active database, the message box displays this message: "The database is up to date." In this case, click OK and return to your work.
- If the program detects a change(s) in the active database, the message box displays this message: "The database file ["table name"] has changed. Proceeding to fix up the report!"

2. Click *OK*.

If the program detects that a field name has been altered in the active database, the Map Fields dialog box appears.

i Note

The program automatically adapts the report to changes in other data within the database (number of fields, field position, data type, and so on). It is not necessary to remap fields in which these changes have been made.

3. Highlight the first report field that you want to remap in the upper-left box.
4. In the upper-right box, highlight the unmapped database field to which you want to remap the selected report field.
5. Click *Map*.

The highlighted report and database fields no longer appear in the upper boxes. Instead, they appear in the corresponding lower boxes.

6. Repeat Steps 3 through 5 for each unmapped report field you want remapped.

i Note

If the names of any report fields remain in the upper-left box when you exit the dialog box, the program removes them from your report.

7. Click [OK](#).

The program remaps the report fields to the altered database fields.

24.8 Saved Data Indexes

You can increase the performance of a Crystal report by indexing its saved data. When you create a Saved Data Index on a particular field, Crystal Reports can more efficiently filter on that field. In particular, you will achieve considerable performance gains—especially in larger reports—by indexing fields that are referred to by record selection formulas.

i Note

The benefits of Saved Data Indexes are largely unnoticeable in reports whose record selection returns fewer than 10,000 records.

Saved Data Indexes are especially useful when you schedule your Crystal reports for viewing through SAP BusinessObjects Business Intelligence platform. For example, you want to provide your users with information about yearly sales for North America, so you create a report. You also want sales representatives to see figures for their individual regions, but you don't want them to see figures for other regions, so you create a selection formula to limit the report. After you schedule the report in SAP BusinessObjects Business Intelligence platform and sales representatives view its instances, they see only figures for their own regions. If you had also created Saved Data Indexes, the representatives would see their records without having to wait for all records to be loaded.

In other words, the Saved Data Indexes allow a subset of the report's data to be accessed by a user. The indexes are invoked by applying a selection formula in SAP BusinessObjects Business Intelligence platform at view time (that is, the selection formula applies a filter to an indexed field). These selection formulas can be applied by setting them in a report viewer, or by setting them through a report processing extension. (For information about report processing extensions, see the *SAP BusinessObjects Business Intelligence Platform .NET SDK Developer Guide*.)

24.8.1 How Report Indexing works

With a non-indexed report, Crystal Reports has to look at every record in order to locate values that meet specified criteria. For instance, when a user requests a particular subset of the saved data, or when a user requests the report but only has rights to access certain records, Crystal Reports filters the saved data by checking each record for the appropriate values.

If you have indexed the saved data by one or more fields, however, Crystal Reports already knows which records contain particular values. Consequently, when a user accesses a particular subset of the saved data from the indexed field, Crystal Reports can locate and format the appropriate records more efficiently.

Once you have created Saved Data Indexes, they work entirely in the background. Users don't know that the saved data is indexed, and the grouping, sorting, or formatting of the report doesn't change at all. The indexes merely allow Crystal Reports to locate particular records quickly, without passing through the saved data in its entirety.

24.8.2 Considerations for using Saved Data Indexes

There are some things that you should consider before deciding to use Saved Data Indexes:

- Indexes work best in scenarios where a report contains a large set of data, but only small subsets of the data are viewed at one time.
- Large, complex reports can overload the Crystal Reports report engine.
For example, creating a large report with a selection formula that returns 90% of the report's data will probably take up more memory and disk space than a report file without indexes. In such a case, report processing will be slower.
- Indexes require disk space; this disk space can add up to more than the space required for the data itself. You trade the speed of applying selection formulas for the size of your report files.
- The Crystal Page and RAS servers are limited in how much caching occurs for different users when selection formulas are applied. Therefore, when a user views a report file with a selection formula and the Page Server takes up a certain amount of RAM, adding more users could cause the Page Server to use even more RAM.

24.8.3 Indexing the right field(s)

These guidelines describe the best ways to index saved data and what to avoid when indexing:

- Index fields that users frequently add to their record selection formulas.
- Index fields that are referred to by the report's record selection formula.
- Don't index all of the fields in the report.
Doing so can result in increased processing times. It is best to index only on the fields that meet the criteria specified above. If all of the fields meet these criteria, then you should prioritize the fields and index only some of them.
- Don't index fields that contain unique values only.
For instance, don't index a field such as "Last Year's Sales," whose values are likely to be distinct from one another. If you do so, a separate index is created for each and every value in the field.

24.8.3.1 To index saved data

1. Open your report in the Crystal Reports.
2. On the [Report](#) menu, click [Report Bursting Indexes](#).
3. In the Saved Data Indexes dialog box, select the fields that you want indexed within the saved data.
4. Click [OK](#) to return to Crystal Reports.
5. If you want to create the index immediately, refresh and save the report.

24.9 Unicode support in Crystal Reports

Crystal Reports supports Unicode by converting data from non-Unicode databases as it accesses it (this data conversion happens within Crystal Reports; the data in your database is not affected). Conversion is done using the identifier of the non-Unicode data and the machine's locale setting (usually found in the Control Panel's Regional Settings). To take advantage of the Unicode support in Crystal Reports, ensure the locale setting is correct on each machine that uses Crystal Reports.

24.10 Working with databases

This section introduces several common procedures related to accessing database files from within Crystal Reports. Where practical, step-by-step instructions are provided.

24.10.1 Using Access queries

Click a link to view one of the topics in this section:

- [Opening Access queries through ODBC \[page 525\]](#)
- [Opening Access Parameter queries \[page 526\]](#)

24.10.1.1 Opening Access queries through ODBC

ODBC gives you more control over which parts of a database you can use. For this reason, using an Access query through ODBC may require a few extra steps.

24.10.1.1.1 To open an Access query through ODBC

1. On the [File](#) menu, click [Options](#).
2. Click the [Database](#) tab.
3. Ensure that the [Views](#) check box is selected.

Selecting "Views" automatically displays any available queries in your Access database.

4. In addition, you can specify [Table name LIKE](#) and [Owner LIKE](#) options, if you wish.
 - "Table name LIKE" is based on the SQL LIKE clause. This option allows you to specify the kinds of table names you want to appear in the Choose SQL Table dialog box. You can use the underscore character (_) or the percent sign character (%) as wildcards with this function. The underscore character specifies any single character, while the percent sign signifies any character string. For example, DAV_

matches DAVE only, while DAV% matches DAVE and DAVID. Table name LIKE C% displays only those tables that have a table name beginning with the letter C.

- "Owner LIKE" is also based on the SQL LIKE clause. Owner LIKE allows you to select the Owner (or Creator or Alias) of the table, not the table name itself. For example Owner LIKE C% displays only those tables that have an owner beginning with the letter C.
5. Click **OK** to exit the Options dialog box.
 6. Create a new report and choose ODBC as the data source for your Access database.
 7. Locate and select the data source that contains the Access query you want to use.

i Note

If your database requires a user name and password, or any other log on information, click Next to go to the Connection Information dialog box.

→ Tip

Choosing an ODBC data source and entering connection information automatically logs you onto the server.

8. Highlight your query in the Views folder, click the > arrow, and then click **OK**.

The Design tab appears along with the Field Explorer dialog box. Your Access query, and all fields associated with that query, appear under "Database Fields."

i Note

You cannot use Access Action queries or Update queries in Crystal Reports. However, you can use Access Select queries and Cross-tab queries.

24.10.1.2 Opening Access Parameter queries

Access Parameter queries can be opened only when you open an Access database via ODBC. Make sure you have an ODBC data source set up for your Access database before attempting this procedure. See [Setting up an ODBC data source \[page 528\]](#).

i Note

When you design a Parameter query in Access, you must provide a prompt for the query and specify a data type for the parameter. First, with your query open in Design View in Microsoft Access, enter a prompt in the Criteria cell for the field that will act as a parameter. Then, choose Parameters from the Query menu in Access, and specify a data type for the parameter you just created. Make sure the prompt appears exactly as it does in the Criteria cell. For complete instructions, refer to your Access documentation. If you do not set up your Parameter query correctly, Crystal Reports will not be able to use it.

24.10.1.2.1 To open an Access Parameter query

1. In Crystal Reports, choose *Options* from the *File* menu.

The Options dialog box appears.

2. Click the *Database* tab.
3. Ensure that the *Stored Procedures* check box is selected.

Selecting "Stored Procedures" automatically displays any available stored procedures when you log on to an ODBC data source. Crystal Reports treats Access Parameter queries much like it treats SQL stored procedures. So, to use a Parameter query, the Stored Procedures check box must be selected.

4. In addition, you can specify *Table name LIKE* and *Owner LIKE* options if you wish.
 - "Table name LIKE" is based on the SQL LIKE clause. This option allows you to specify the kinds of table names you want to appear in the Choose SQL Table dialog box. You can use the underscore character (_) or the percent sign character (%) as wildcards with this function. The underscore character specifies any single character, while the percent sign signifies any character string. For example, DAV_ matches DAVE only, while DAV% matches DAVE and DAVID. Table name LIKE C% displays only those tables that have a table name beginning with the letter C.
 - "Owner LIKE" is also based on the SQL LIKE clause. Owner LIKE allows you to select the Owner (or Creator or Alias) of the table, not the table name itself. For example Owner LIKE C% displays only those tables that have an owner beginning with the letter C.
5. Click *OK* to exit the Options dialog box.
6. On the Start Page, click *Blank Report*.
7. Locate and select the ODBC data source that contains the Access Parameter query you want to use.

Note

If your database requires a user name and password, or any other log on information, click Next to go to the Connection Information dialog box.

→ Tip

Choosing an ODBC data source and entering connection information automatically logs you onto the server.

8. Highlight your Parameter query in the Stored Procedures folder, click the > arrow, and then click *OK*.
9. Create your report using the fields in the Parameter query.



10. On the Standard toolbar, click *Refresh* to update the report's data.

The Enter Prompt Values dialog box appears.

11. Assign a value by typing into the field and then click *OK*.

Your report appears. Only the records that satisfy the parameter values you specified in the Enter Parameter Values dialog box are used in your report.

→ Tip

You can change parameter values at any time by choosing Stored Procedure Parameters from the Database menu.

i Note

You cannot use Access Action queries or Update queries in Crystal Reports. However, you can use Access Select queries and Cross-tab queries.

24.10.2 Using ODBC data sources

Click a link to view one of the topics in this section:

- [Setting up an ODBC data source \[page 528\]](#)
- [Checking settings for an ODBC data source \[page 529\]](#)
- [Logging on to an ODBC data source \[page 529\]](#)
- [Adding an ODBC database table to a report \[page 529\]](#)
- [Logging off an ODBC data source \[page 530\]](#)

24.10.2.1 Setting up an ODBC data source

To set up an ODBC data source, you must first have an ODBC driver installed for the type of data you want to use. Many 64bit database clients automatically install and set up ODBC drivers. If you are not sure whether ODBC drivers have been installed for your data, refer to the documentation that came with your 64bit database client.

24.10.2.1.1 To set up an ODBC data source

1. Open the [64bit ODBC Data Source Administrator](#), which is usually found under Start > Programs > Administrative Tools > Data Sources (ODBC), or Start > Settings > Control Panel > Data Sources (ODBC).
2. Click [Add](#) to add a new ODBC data source.

The Create New Data Source dialog box appears.

3. Choose the ODBC driver appropriate for your data type from this list.
4. Click [Finish](#) when finished.

If a driver does not appear for your data type, then the ODBC driver has not been correctly installed. Refer to the documentation for your DBMS application.

An ODBC Data Source Setup dialog box that is specific to the ODBC driver you selected appears.

i Note

If an error message appears instead of the Setup dialog box, you may not have the correct ODBC drivers installed on your system for the type of data you selected.

5. Type the name for your new ODBC data source in the [Data Source Name](#) box.

i Note

The dialog box that appears may look different from the one shown here, depending on the type of data you are using. This dialog box is specific to the Access ODBC driver. For more information about using the dialog box that appears for your data, click Help.

6. Click **OK** when finished.

24.10.2.2 Checking settings for an ODBC data source

1. Open the *ODBC Data Source Administrator (64 bit)*, which is usually found under Start > Programs > Administrative Tools > Data Sources (ODBC), or Start > Settings > Control Panel > Data Sources (ODBC).
2. Highlight the appropriate data source from the *User Data Sources* list (on the *User DSN* tab).
3. Click *Configure*.

The ODBC Data Source Setup dialog box that appears is specific to the data source you selected, and contains controls and information for setting up your data source.

4. Check the settings in this dialog box to make sure the information matches your system and database.
5. Make any changes necessary, and then click **OK**.
6. Click **OK** to close the ODBC Data Source Administrator dialog.

24.10.2.3 Logging on to an ODBC data source

1. Choose *Log On or Off Server* from the *Database* menu.

If no report is open, choose Log On or Off Server from the File menu.

The Data Explorer dialog box appears.

2. Choose the ODBC database file you want to open and click *Log On*.

If the data source requires a user name and password, or any other log on information, a log on dialog box appears.

3. Type in the log on information you usually use to access this database, and click **OK**.

If you did not specify a database with the ODBC data source, the Select Database dialog box appears. Select the database file and then click OK.

24.10.2.4 Adding an ODBC database table to a report

1. Choose *Database Expert* from the *Database* menu.

The Database Expert dialog box appears.

2. Expand the *Create New Connection* folder, and then expand the *ODBC (RDO)* folder.

The ODBC (RDO) dialog box appears.

3. Choose the data source you want to open by [Data Source Name](#) or [File DSN](#).
4. Click [Next](#) if the data source requires a user name and password, or other logon information.
5. Type in the log on information you usually use to access this database, and click [Finish](#).
If you did not specify a database with the ODBC data source, the Select Database dialog box appears.
Select the database file and then click OK.
6. In the Database Expert, select and link database tables as usual.

24.10.2.5 Logging off an ODBC data source

1. Choose [Log On or Off Server](#) from the [Database](#) menu.
If no report is open, choose Log On or Off Server from the File menu.
The Data Explorer dialog box appears.
2. Highlight the ODBC data source you want to log off from this list.
3. Click [Log Off](#).
4. Click [Close](#) when finished with the Data Explorer dialog box.

24.11 Advanced database features

Click a link to view one of the topics in this section:

- [One-to-many links \[page 530\]](#)
- [Reporting on an NT Event Log \[page 531\]](#)

24.11.1 One-to-many links

This tutorial demonstrates how to set up an A to B, A to C report using the Customer, Credit, and Orders tables in the Xtreme.mdb sample database. Use the instructions here as a guideline for creating A to B, A to C reports with your own database files.

1. On the Start Page, click [Blank Report](#).
2. In the Database Expert dialog box, expand the [Create New Connection](#) folder, and then expand the [Database Files](#) folder.
3. In the [Database Files](#) folder, double-click [Find Database File](#).
4. Use the Open dialog box to locate and highlight the Xtreme.mdb database file and expand its Tables folder.
5. Highlight the Credit table and add it to the Selected Tables area.
6. Repeat the previous step for both the Customer and Orders tables.
7. When all three tables have been added, click the [links](#) tab on the Database Expert dialog box.
8. If the tables are linked by default, click [Clear Links](#).

9. Manually link the *Customer Credit ID* field in the Credit table to the *Customer ID* field in each of the other two tables.
10. Click *Order Links*.

The Order Links dialog box appears.

11. Select a link and use the *Up* or *Down* arrow to arrange the links in the order you want.
12. Click *OK* to return to the Database Expert *Links* tab.
13. Click *OK* to close the Database Expert.

You have now established an A to B, A to C relationship among the three tables.

24.11.2 Reporting on an NT Event Log

If you are running on a Windows NT machine, Crystal Reports gives you the ability to generate reports based on the NT Event Log.

1. On the Start Page, click *Blank Report*.
2. In the Database Expert dialog box, expand the *Create New Connection* folder.
3. Double-click either *NT Archived Event Log* or *NT Current Event Log*.
 - Choose NT Archived Event Log to report on a previously archived NT Event Log. If you choose this option the Select Archived NT Event Log dialog box appears, allowing you to navigate to the file you want to report on.
 - Choose NT Current Event Log to report on the most recent NT Event Log.
4. If you chose to report on the *NT Current Event Log*, the Select Current Event Log dialog box appears:
5. The computer referenced in the *Computer(s)* box is the computer on which the sample report is based. To change the computer, expand the *Microsoft Windows Network* tree.

The directory structure expands to display the network group to which your computer is connected.

6. Expand the network group to display individual machines connected to the group.
7. Select the NT machine for which you would like to create an NT Event Log Report.

When you select a machine, that name appears in the Computer(s) box.

Three tables become available on the Database Expert dialog box:

- Application
- Security
- System

Use these tables to create your report based on the NT Current Event Log.

i Note

In order to report on the Security table, you need to have the User Right of "Manage auditing and security log" added to your Policy in NT.

i Note

The data that you will see is the same data that is seen from the NT Event Viewer.

24.12 For additional information

This section has only touched on some of the more important aspects of database access, relational databases, and SQL. If you are interested in learning more about database topics, refer to the documentation provided with your DBMS application.

i Note

In addition, there are hundreds of books available on the market that discuss database theory and design in depth. Look for the computer-related section at your local bookstore.

25 Integrating Business Applications with Crystal Reports

Crystal Reports is the program that you use to create and format Crystal reports, and SAP BusinessObjects Business Intelligence platform is the multi-tier system that allows you to distribute these reports over the Web in a secure and managed environment. The SAP BusinessObjects Business Intelligence Platform Integration with the following business applications provides components that enable you to combine the functionality of Crystal Reports and SAP BusinessObjects Business Intelligence Platform to work with your choice of business application:

- SAP
- JD Edwards (JDE) System
- Oracle E-Business Suite (EBS)
- PeopleSoft (PSFT)
- Siebel

Unlike in earlier releases, the integration for each application listed above has been integrated with the SAP BusinessObjects Business Intelligence Platform install. The SAP BusinessObjects Business Intelligence Platform install program provides integration for SAP, JDE, EBS, PSFT, and Siebel . You can use SAP BusinessObjects Business Intelligence platform to configure administrative tasks and use Crystal Reports to configure access to data in the applications. You can begin to work with the data from different applications in Crystal Reports and/or SAP BusinessObjects Business Intelligence Platform.

Refer to the following guides to learn how to perform administrative tasks for individual applications:

- *SAP BusinessObjects Business Intelligence Platform Administrator Guide*
- *SAP BusinessObjects Business Intelligence Platform User's Guide*
- *SAP BusinessObjects Business Intelligence Suite Master Guide*
- *SAP BusinessObjects Business Intelligence Platform Installation Guide*

25.1 Integrating with SAP

25.1.1 Introduction

Crystal Reports SAP Integration features enable you to extract additional value from your SAP Business Information Warehouse (BW) and R/3 data and share it with users across the enterprise.

The SAP integration components are:

- Data Access
This component provides database drivers that are designed specifically for reporting off SAP data. Crystal Reports drivers are included for OpenSQL, InfoSet, BW MDX, and ODS. Crystal Reports drivers need to be installed on the machines that host the Crystal Reports servers.
- Crystal Reports SAP Toolbar

Integrated within Crystal Reports, the SAP Tools toolbar facilitates tasks associated with reporting off BW queries. It allows you to log on to BW and work with its data sources, save reports to BW, and publish reports immediately to SAP BusinessObjects Business Intelligence platform via BW.

i Note

SAP Business Explorer (BEx) should be installed on the same machine as SAP Crystal Reports, so that Crystal Reports SAP Toolbar can reuse BEx logon information and enable advanced workflows.

Related Information

[Reporting off InfoSets, Operational Data Stores, and MDX cubes \[page 538\]](#)

[Reporting off other SAP data sources \[page 569\]](#)

25.1.1.1 Reporting off SAP Data

This section shows how to connect to SAP from Crystal Reports, how to create reports off your SAP data with the Data Access Components, and how to access your reports through BI launch pad. The section also discusses the sample reports and the configuration options in Crystal Reports.

25.1.1.1.1 Overview of the Data Access Components drivers

The Data Access Components consist of the InfoSet Query driver, OLAP ABAPI driver, Open SQL driver, ODS driver, and the BW MDX Query driver. These drivers enable you to design reports off your SAP tables, ABAP functions, ABAP data clusters, ABAP queries, InfoSets, Operational Data Stores, and cubes. With the BW MDX Query driver, you can design formatted Crystal reports that are based on the data that is stored in SAP Business Information Warehouse (BW).

The Crystal reports that you create can be refreshed against the current SAP data by any user who has installed the drivers along with Crystal Reports. You can also schedule these reports within SAP BusinessObjects Business Intelligence platform, so your users can access customized reports with current data on a regular basis.

This section includes the following topics:

- [Connecting to SAP with Crystal Reports \[page 535\]](#)
- [Crystal Reports configuration options \[page 536\]](#)

i Note

The procedures in this section are based on Crystal Reports.

25.1.1.1.2 Connecting to SAP with Crystal Reports

Once you have installed Crystal Reports, you can start Crystal Reports and select a driver for your report. There are two ways to select a driver in Crystal Reports: use one of the Report Wizards, or select [Log On Server](#) from the [File](#) or [Database](#) menu. Both methods are described below.

i Note

Crystal Reports includes several integrated tools that allow you to report off your data.

25.1.1.1.2.1 Using the Report Wizards

1. Start Crystal Reports.
2. Click the [Start Page](#) tab if the Start Page is not already visible in Crystal Reports.
3. In the New Reports area, click [Blank Report](#).

The [Database Expert](#) dialog box appears.

4. Expand [Create New Connection](#), then expand the folder that corresponds to the driver that you want to use:
 - To use the Info Set driver, expand "SAP Info sets."
 - To use the Open SQL driver, expand "SAP Table, Cluster, or Function."
 - To use the ODS driver, expand "SAP Operational Data Store."
 - To use the BW MDX Query driver, expand "SAP BW MDX Query."

Once you've selected a driver, the [SAP System Logon](#) dialog box appears. For more details, see [Logging on to the SAP server \[page 536\]](#).

25.1.1.1.2.2 Using the Log On Server command

1. Start Crystal Reports.
2. On the [File](#) menu (or [Database](#) menu, if a report is already open), click [Log On or Off Server](#).
3. In the Data Explorer, expand [Create New Connection](#). Then, expand the folder that corresponds to the driver that you want to use:
 - To use the Info Set driver, expand "SAP Info sets."
 - To use the Open SQL driver, expand "SAP Table, Cluster, or Function."
 - To use the ODS driver, expand "SAP Operational Data Store."
 - To use the BW MDX Query driver, expand "SAP BW MDX Query."

Once you've selected a driver, the [SAP System Logon](#) dialog box appears. For more details, see [Logging on to the SAP server \[page 536\]](#).

25.1.1.1.2.3 Logging on to the SAP server

Regardless of which SAP driver you select, you must specify the SAP system that you want to report off and provide valid R/3 or BW user credentials for that system. Each driver prompts you for this login information before it allows you to select the elements that you want to include in the report. Your user credentials are also requested when you run any existing reports that are built off SAP data sources.

25.1.1.1.2.3.1 To log on to the SAP server

1. Once you have selected a driver, the SAP System Logon dialog box appears.
2. Select the SAP system that you want to report off and click [Next](#).

i Note

If your SAP administrator has not configured SAP Logon, your SAP system will not appear in the Available SAP systems list.

The next [SAP System Logon](#) dialog box prompts you for user login credentials.

3. In the [Client](#) field, type your usual three-digit SAP client number.
4. In the [Username](#) and [Password](#) fields, type your usual SAP login credentials, then click [Next](#).

i Note

When selecting Secure Network Communication (SNC) enabled entries, the password field will be disabled.

The next [SAP System Logon](#) dialog box prompts you for extended login parameters.

5. If you want the SAP Communication Library to create trace files for all client/server communication (for troubleshooting purposes), select the [Generate RFC trace files](#) check box.
6. Click [Finish](#).

Crystal Reports logs you onto the SAP system and displays the connection in the Data Explorer (or in the Available Data Sources list of a Report Wizard).

i Note

It is strongly recommended that you filter the tables that are displayed under the new connection by right-clicking the connection, selecting Options, and modifying the appropriate settings in the [Options](#) dialog box. You can choose not to specify filter options for the tables that are returned to the Data Explorer; however, if the SAP system contains numerous tables, a significant wait may occur while Crystal Reports retrieves the list of data sources from your SAP system.

25.1.1.1.3 Crystal Reports configuration options

When you install Crystal Reports, you may need to change your global reporting options to improve the experience of reporting off SAP. The steps in this section show how to configure Crystal Reports to list tables

and fields by both name and description. The section also shows how to filter the tables that are displayed in the Data Explorer.

Your SAP system may contain thousands of tables, each with a predefined technical name. The options that are described in this section ensure that you can select specific tables for a report without having to search through a lengthy list.

25.1.1.1.3.1 To change configuration options

1. On the [File](#) menu, click [Options](#).

The [Options](#) dialog box appears.

The screenshot shows the 'Options' dialog box with the 'Database' tab selected. The dialog has a title bar with 'Options' and a close button. Below the title bar are several tabs: 'Fonts', 'Smart Tag & HTML Preview', 'Dependency Checker', 'Layout', 'Database' (selected), 'Formula Editor', 'Reporting', and 'Fields'. The 'Database' tab contains three main sections: 'Tables and Fields', 'Data Explorer', and 'Advanced Options'. In the 'Tables and Fields' section, 'Show Name' is selected with a radio button, and 'Sort Tables Alphabetically' is checked. In the 'Data Explorer' section, 'Tables', 'Views', and 'Stored Procedures' are checked, while 'System Tables' and 'Synonyms' are unchecked. There are input fields for 'Table name LIKE:' and 'Owner LIKE:', both with wildcards. The 'Advanced Options' section has several checkboxes, most of which are checked, including 'Use Indexes or Server for Speed', 'Database Server is Case-Insensitive', 'Select Distinct Data for Browsing', 'Verify On First Refresh', 'Verify When Database Driver Upgraded', and 'Automatic Smart Linking'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

2. Click the [Database](#) tab.
3. In the Data Explorer area, select the check boxes for the types of data that you want to make available for the report.
4. Use the [Table name LIKE](#) and/or the [Owner LIKE](#) fields to select only a subset of the available data types. Use any of the following techniques when filtering:

- Type full or partial names of tables.
 - Add wildcards to select multiple queries or InfoSets: use a percentage sign (%) to denote any number of characters; use an underscore (_) to denote a single character. (The % and _ wildcards correspond respectively to the * and ? wildcards that are used within Windows.)
 - Clear both fields and click OK to proceed without filtering. Note, however, that there is a limit to the number of objects that can be displayed in the Data Explorer. If the number of queries or InfoSets in SAP exceeds this limit (which is by default 8000), you may receive an Out of Memory error or a blank Data Explorer.
5. In the Tables and Fields area, select *Show Both*.
 6. Click *OK*.

25.1.2 Reporting with SAP

This section describes the key features provided by Crystal Reports to report off SAP systems.

25.1.2.1 Reporting off InfoSets, Operational Data Stores, and MDX cubes

Crystal Reports provides connectivity to your SAP data through three database drivers— the InfoSet driver, the ODS driver, and the MDX driver:

i Note

The BW Query driver is not supported in the current and future releases. The MDX driver provides the same function set as the BW Query driver with enhancements. You can migrate the existing BW Query reports to MDX driver.

- The InfoSet driver provides Crystal Reports with another means of accessing SAP data sources: this driver can access R/3 InfoSets (previously known as Functional Areas) and ABAP Queries. You access this driver through the Data Explorer in Crystal Reports .
- The Operational Data Store (ODS) driver allows you to use existing ODS objects from your BW Data Warehouse as a data source in Crystal Reports.
- The SAP BW MDX Query driver helps you report off BW cubes and queries. By writing reports with the MDX Query driver, you gain direct access to BW cubes, display attributes, and multiple structures. You will be able to use SAP BW system as a data source through the MDX driver on Crystal Reports **C++** stack. By providing required SAP system information and credential, you will be able to create connection to the SAP system, achieve the common features of SAP System as a data source through MDX driver such as create report, view and schedule report etc in the SAP system.

One advantage of these drivers is that they allow business users to report off predefined views of your SAP data. Tables and fields are first logically grouped by an SAP content expert into queries, InfoSets, and so on. You then make these data sources accessible to users who are designing reports with Crystal Reports.

These drivers are also included in the add-ons for SAP BusinessObjects Business Intelligence platform (the Data Access feature), so the SAP BusinessObjects Business Intelligence platform processing servers can

successfully run the your reports against your SAP systems. These drivers allow you to work with Crystal Reports.

i Note

Before you can design or process reports with the InfoSet or OpenSQL drivers, you must install the corresponding transport file on the SAP system.

Related Information

<http://help.sap.com>

25.1.2.1.1 Reporting off BW Queries and Cubes: MDX Query Driver

This section introduces you to Crystal Reports and the integrated features of the MDX Query Driver. It shows how to format and build reports off a BW query and hierarchy.

25.1.2.1.1.1 MDX Query driver overview

The SAP BW MDX Query driver helps you report off BW cubes and queries. By writing reports with the MDX Query driver, you gain direct access to BW cubes. You can also now use display attributes, Multiple Structures, and Free Characteristics in your Crystal reports.

Additionally, the MDX Query driver allows you to create reports from queries that contain hierarchy variables and hierarchy node variables. The driver creates specific fields that allow you to specify pick lists for your variables in Crystal Reports.

25.1.2.1.1.2 Formatted reporting overview

With the BW MDX Query driver, you can design formatted Crystal reports that are based on the data that is stored in SAP Business Information Warehouse (BW). You base these reports either on the queries that you create with SAP's Business Explorer (BEx) Query Designer or directly on cubes. Once you have designed your Crystal reports, you can save them to SAP BusinessObjects Business Intelligence platform and, if required, target them for translation in order to make them available to users in multiple languages.

This section focuses on Crystal Reports and the task of using the MDX Query driver to select BW queries and cubes as data sources for Crystal reports. This section ends with a series of tutorials that guide you through the creation of reports off a sample query.

i Note

It is recommended that you complete the tutorials in sequential order because each tutorial builds on the query and report you built in the previous tutorial.

SAP BusinessObjects Business Intelligence platform allows you to share Crystal reports over the Web so that all users can view your formatted content. For details about publishing reports to SAP BusinessObjects Business Intelligence platform, see [Publishing Reports \[page 598\]](#).

Your BW queries may contain SAP variables that appear as parameters in SAP BusinessObjects Business Intelligence platform and Crystal Reports. To accommodate these variables in the BI platform, BusinessObjects Integration for SAP Solutions employs *dynamic pick lists*. A dynamic pick list provides you with a list of possible values to choose for a parameter (variable). Additionally, the values that are displayed in a dynamic pick list correspond to your user rights—you see only the pick list values that you have the rights to as defined by SAP BW security settings.

i Note

In Crystal Reports, the pick lists are static but in SAP BusinessObjects Business Intelligence platform they are dynamic.

25.1.2.1.1.2.1 Accessing BW queries for reporting

This section outlines the ways in which you can create BW queries and select existing BW queries to use as data sources for your Crystal reports. To access the BEx Query Designer to create new queries you can use the Programs menu to navigate to it. To select existing queries you can use the Database Explorer in Crystal Reports.

25.1.2.1.1.2.2 Creating new queries for Crystal Reports

You can use [Programs](#) menu to open the [Query Designer](#).

25.1.2.1.1.2.2.1 To create a BW query directly from the BEx Query Designer

1. Go to [Start > Programs > Business Explorer > Query Designer](#).
2. When prompted, log on to your SAP BW system.
3. On the Query Designer's toolbar, click [New Query](#).

The [New Query: Select InfoProvider](#) dialog box displays the InfoAreas and InfoProviders that are available on your system.

4. Select the InfoProvider on which you want to base your query, then click [OK](#).

5. Define your query by selecting measures and characteristics from the Key Figure and Dimensions lists and dragging them to the Columns area.

i Note

When you create a new query for reporting purposes, it is recommended that you place Key Figures in the Columns area of the Query Designer and Characteristics in the Rows area.

6. Click [Query Properties](#).
7. Click the [Extended](#) tab and ensure that [Allow External Access to this Query](#) is selected.

This option allows other programs, like Crystal Reports, to access this query.

8. Click [Save Query](#).
9. In the [Save Query](#) dialog box, click [Roles](#) and select the role where you want to save the query.
10. Type a [Description](#) and a [Technical Name](#) for the query, then click [Save](#).

The Technical Name must uniquely identify the query—that is, the name can appear only once across all InfoProviders in BW. The Technical Name can be up to 30 characters long and must begin with a letter.

25.1.2.1.1.2.3 Selecting BW Queries for a report

There are two ways you can access BW queries to use as Crystal Reports data sources. You can use the SAP Tools toolbar in [Crystal Reports](#) or you can use the Database Explorer in Crystal Reports.

25.1.2.1.1.2.3.1 Using the SAP Tools toolbar to select an MDX query

i Note

The tutorials in this section use the SAP Tools toolbar to create new queries for reporting. However, when creating new queries you can use whichever method you prefer.

i Note

Before you can see a query in the Database Explorer, you will need to set the “Allow External access to the Query” option in its properties.

1. On the [SAP](#) menu click [Create New Report from a Query](#).
2. When prompted, log on to your SAP BW system.

The [Select Query for your Crystal Report](#) dialog box displays the queries that are available through your Favorites, Roles, and InfoAreas in BW.

3. Select the query with the data that you want to report off, then click [OK](#).

Crystal Reports generates a report that uses your query as its data source. The report opens in the [Design](#) tab of [Crystal Reports](#). You can now add fields, titles, charts, and other objects to the report.

25.1.2.1.1.2.3.2 Using the Database Expert to select an MDX query

1. On the *File* menu in Crystal Reports, click *New* and then click *Blank Report*.

The Database Expert appears.

2. Under Available Data Sources, expand *Create New Connection* and then expand *SAP BW MDX Query*.

The *SAP System Logon* dialog box appears.

3. Select the appropriate BW system and click *Next*.

The next *SAP logon* dialog box prompts you for user credentials

4. Type your usual SAP user credentials in the *Client*, *Username*, and *Password* fields, then click *Next*.

→ Tip

To set the logon language, you must specify your Preferred Viewing Local in Crystal Reports under *View > Preferred Viewing Local*.

The next *SAP logon* dialog box asks you whether you would like to generate RFC trace files.

5. If you want the SAP Communication Library to create trace files for all client/server communication (for troubleshooting purposes), select the *Generate RFC trace files* check box.
6. Click *Finish*.

You are returned to the *Database Expert*. There are now two entries under your SAP BW MDX Query connection. One is labeled CU (Cubes) and the other is labeled (QC) Queries.

7. Expand *QC (Queries)* to reveal the defined MDX BW Queries that are available as report data sources.

→ Tip

If no items are found, check the Options setting of the Data Explorer.

- a. Right-click *QC (Queries)* and click *Options*.

This opens the *Options* dialog box with only the *Database* tab visible.

- b. In the Data Explorer area, ensure that *Stored Procedures* is selected and then click *OK*.

You are returned to the Database Expert.

- c. Select *SAP BW MDX Query* and press the F5 key to refresh the Database Expert.
- d. Expand *Current Connections* and then expand *QC (Queries)*.

Now there are lists of available queries.

8. Select the query that you want to report off and click the right-arrow button.
9. Click *OK*.

Crystal Reports generates a blank report that uses your query as its data source. You can now add objects to the report.

25.1.2.1.1.2.4 Showing field descriptions and technical field names

In Crystal Reports you can choose to identify fields by their description, name, or both. In some cases you may prefer to show both and in other cases you may prefer to use just one. For example, when working with Multiple Structures, it is recommended that you show only the descriptions. The Global Unique Identifiers (GUID) that SAP assigns to Multiple Structures are reflected in Crystal Reports and can be difficult to work with.

25.1.2.1.1.2.4.1 To adjust the field name and description settings

1. On the *File* menu, click *Options*.

The *Options* dialog box appears, with the Layout tab active.

2. Click the *Database* tab.
3. In the "Tables and Fields" area, select *Show Name*, *Show Description*, or *Show Both*.
4. Click *OK*.

→ Tip

For more information about formatted reporting, see the SAP Library > Business Information Warehouse > Business Explorer > Formatted Reporting: Crystal Reports Integration.

25.1.2.1.1.2.5 Tips regarding field names in Crystal Reports

When you are viewing attribute names in Crystal Reports, the number that the attribute name is preceded by gives you information about what kind of information the field contains.

- 2 means that the attribute is the member key
- 1, 4, or 5 means that the attribute is a member description

When you are viewing characteristic names in Crystal Reports, if the characteristic name is followed by many spaces and then the name of a hierarchy, the characteristic contains that hierarchy.

For example, if the Material characteristic contains the HIGHTECH hierarchy, it appears as [0Material HIGHTECH].

The following fields are used for hierarchical grouping and parameter binding when there is a hierarchy node variable on a characteristic. These fields should not be used for reporting.

- NodeId
- Parent NodeId
- MemberUniqueName

i Note

Putting the MemberUniqueName on a report will cause performance issues.

When a query contains a hierarchy variable, the MDX Query driver creates an extra field called Hierarchies in Crystal Reports that allows you to create a list of values for the variable.

The Hierarchies field has the following attributes:

- Hierarchy names
- Hierarchy descriptions

This field has no purpose other than to create lists of values for hierarchy variables. This field should not be used for reporting.

25.1.2.1.1.2.6 Selecting cubes for reports

If you or someone else in your organization has defined one or more cubes for reporting purposes within BW, you can select them as data sources for new Crystal Reports.

25.1.2.1.1.2.6.1 To select an existing query for a report

1. On the [File](#) menu in Crystal Reports, click [New](#) and then click [Blank Report](#).

The [Database Expert](#) appears.

2. Under “Available Data Sources”, expand [Create New Connection](#) and then expand [SAP BW MDX Query](#).

The [SAP System Logon](#) dialog box appears.

3. Select the appropriate BW system and click [Next](#).

The next [SAP logon](#) dialog box prompts you for user credentials

4. Type your usual SAP user credentials in the [Client](#), [Username](#), and [Password](#), fields, then click [Next](#).

→ Tip

To set the logon language, you must specify your Preferred Viewing Local in Crystal Reports under [View > Preferred Viewing Local](#).

The next [SAP logon](#) dialog box asks you whether you would like to generate RFC trace files.

5. If you want the SAP Communication Library to create trace files for all client/server communication (for troubleshooting purposes), select the [Generate RFC trace files](#) check box.
6. Click [Finish](#).

You are returned to the [Database Expert](#). There are now two entries under your SAP BW MDX Query connection. One is labeled CU (Cubes) and the other is labeled (QC) Queries.

7. Expand [CU \(Cubes\)](#) to see the defined BW cubes that are available.

→ Tip

If no items are found, check the Options setting of the Data Explorer.

- a. Right-click [CU \(Cubes\)](#) and click [Options](#).

- b. This opens the *Options* dialog box with only the Database tab visible.
 - c. In the “Data Explorer” area, ensure that *Stored Procedures* is selected and then click *OK*.
 - d. You are returned to the *Database Expert*.
 - e. Select *SAP BW MDX Query* and press the F5 key to refresh the Database Expert.
 - f. Expand *Current Connections* and then expand *CU (Cubes)*.
 - g. Now there are lists of available cubes.
8. Select the cube that you want to report off and click the right-arrow button.
 9. Click *OK*.

Crystal Reports generates a blank report that uses your cube as its data source. You can now add objects to the report.

25.1.2.1.1.2.7 Multiple Structures and Crystal Reports

The MDX Query driver recognizes Multiple Structures and allows you to use them in your Crystal reports. Multiple Structures show in Crystal Reports as a single dimension. That is, they show with no attributes. The structure consists only of the members that are in the query.

25.1.2.1.1.2.8 Saving reports to BW

After designing a report based on a query, you can save the report to a role in BW. At the same time, you can prepare the report for translation or automatically publish it to SAP BusinessObjects Business Intelligence platform.

Before saving your report, check its title by clicking Summary Info on the File menu. The title that appears here is displayed to users in SAP BusinessObjects Business Intelligence platform. The technical name of the query is used as the default title, but you can replace it with a descriptive title that is more meaningful to SAP users.

→ Tip

Use the Save As command on the File menu to save the report to disk.

25.1.2.1.1.2.8.1 To save a report to BW

1. On the *SAP* menu, click *Save Report*.

i Note

You may be prompted to logon to the SAP system again to choose a role to publish the report to. This is necessary after accessing the SAP toolbar the first time after a report is created.

2. In the *Save a Crystal Report to BW* dialog box, select the role where you want to save the new Crystal report.

3. Type a [Description](#) for the report, then click [Save](#).

Depending on your connection settings, the [Save to BW options](#) dialog box may appear.

4. Select from the available options:
 - [Prepare this report for translation](#)
When you select this option, the strings in your report are extracted and made available for translation within SAP. For details, see [Designing reports for translation \[page 596\]](#).
 - [Automatically publish to SAP BusinessObjects Business Intelligence platform](#)
For more information on publishing reports, see [Publishing Reports \[page 598\]](#).
If you are unable to publish your report to SAP BusinessObjects Business Intelligence platform, you may need to consult with your administrator about licensing.
 - [Don't show this dialog again](#)
If you select this option now, you can modify your default settings later by clicking [Settings](#) on the [SAP](#) menu.
5. Click [OK](#).

25.1.2.1.1.3 Building a report off a BW query

This tutorial provides an introduction to reporting off a query using the BW MDX Query driver. You will perform the following tasks in this tutorial:

- Create a query
- Select the query as a data source for a Crystal report
- Insert database fields
- Group and sort data
- Summarize data
- Preview the report

25.1.2.1.1.3.1 How to create a simple BW query

This section guides you through the process of creating a query, saving it to BW, and releasing it for use by Crystal Reports.

25.1.2.1.1.3.1.1 To create a simple BW query

1. Go to ► [Start](#) ► [Programs](#) ► [Business Explorer](#) ► [Query Designer](#) .
2. When prompted, log on to your SAP BW system.

The [Query Designer](#) opens.

3. On the Query Designer's toolbar, click [New Query](#).

The [New Query: Select InfoProvider](#) dialog box displays the InfoAreas and InfoProviders that are available on your system.

4. Select the [Customer-Cube](#) and click [OK](#).

i Note

The location of the Customer-Cube varies, so you may need to browse to find it.

5. Select the following characteristics from the [Dimensions](#) list, and drag them to the “Rows” area:
 - Division
 - Material

→ Tip

You can find Division under the Sales area data dimension.

6. Select the following measures from the Key Figure list, and drag them to the Columns area:
 - Invoiced quantity
 - Sales Volume
7. Click [Query Properties](#).
8. Click the [Extended](#) tab and ensure that [Allow External Access to this Query](#) is selected.

This option allows other programs, like Crystal Reports, to access this query.

25.1.2.1.1.3.1.2 To save the query in BW

1. Click [Save Query](#).
2. In the [Save Query](#) dialog box, click [Roles](#) and select the role where you want to save the query.
3. Type a [Description](#), such as `Sample Material query`
4. Type a [Technical Name](#), such as `MATERIALSAMPLE01`.

The Technical Name must uniquely identify the query—that is, the name can appear only once across all InfoProviders in BW. The Technical Name can be up to 30 characters long and must begin with a letter.

5. Click [Save](#).

25.1.2.1.1.3.1.3 To use the query in Crystal Reports

Click [Quit and Use Query](#).

Crystal Reports generates a report that uses your query as its data source. The report opens in the Design tab of Crystal Reports. You can now add fields, titles, charts, and other objects to the report.

25.1.2.1.1.3.2 How to create a new report based on the query

This section guides you through the process of creating a new report based on the query you created in the last section, [How to create a simple BW query \[page 546\]](#).

25.1.2.1.1.3.2.1 To create a new report

On the [View](#) menu, click [Field Explorer](#).

The [Field Explorer](#) appears. Expand Database Fields and Sample Material query to see the list of fields available for your report.

→ Tip

To change how the fields are identified in Crystal Reports, see [Showing field descriptions and technical field names \[page 543\]](#).

25.1.2.1.1.3.2.2 To select fields for the report

1. Expand [Key Figures](#).
2. Drag Invoiced Quantity from the [Field Explorer](#) and place it in the Details section of the report.
3. Click the [Refresh](#) button to view the result set.

Only one value is returned on the report. This value represents the aggregated value of this Key Figure across all Characteristics in the cube. To display more detailed results, you must group the data on one or more dimensions.

25.1.2.1.1.3.2.3 To group and sort data

i Note

If you group on an attribute value, report performance is degraded. This occurs because the MDX query is slow to return data. To retain processing speed, it is recommended that you group on the Member Caption field whenever possible, as outlined in this tutorial.

1. On the [Insert](#) menu click [Group](#).
The Insert Group dialog box appears.
2. On the first list click [Division](#).
This field is the Member Caption for Division.
3. On the second list click [in ascending order](#).
4. Click [OK](#).
5. On the [Insert](#) menu click [Group](#).
6. On the first list click [Material](#).
This field is the Member Caption for Material.
7. On the second list click [in ascending order](#).
8. Click the [Refresh](#) button to view the result set.

When you view this report, the records are first grouped according to the value in the Division characteristic. The resultant groups are then displayed in the report in ascending alphabetical order. The records in each Division group are further divided into secondary groups based on the values in the Material dimension. The resultant groups are also sorted in ascending alphabetical order.

→ Tip

If you want to see the MDX query statement that the MDX Query driver is passing to the server, you can use the Show SQL Query option in CR. To see the query, on the [Database](#) menu, click [Show SQL Query](#).

This MDX statement can be tested directly against SAP BW using the transaction mdxtest.

25.1.2.1.1.3.3 How to summarize data and save report

This section guides you through the process of summarizing data and saving report based on the report you created in the last section, [How to create a new report based on the query \[page 547\]](#).

25.1.2.1.1.3.3.1 To summarize the data

1. On the [Insert](#) menu click [Summary](#).
2. The [Insert Summary](#) dialog box appears.
3. In the [Choose the field to summarize](#) list, select [Invoiced Quantity](#).
4. In the [Calculate this summary](#) list, select [Sum](#).
5. In the [Summary Location](#) list, select [Group #1:\[Field Name\]](#).

In this case, [Field Name] indicates the name of the field that the group is based on.

6. Click the [Refresh](#) button to view the result set.

When you view the report, there is one summary in Group Footer 1. This summary represents a sum of the Invoiced Quantity for each Division.

25.1.2.1.1.3.3.2 To save your report

On the [SAP](#) menu, click [Save Report](#), and save the report to a role in BW.

For details, see [Saving reports to BW \[page 545\]](#).

You may want to resize or reposition report elements, or further modify the report's design. You can, for instance, select and drag the borders of columns and column headings in order to resize them in the Preview tab; or, you can quickly display only a subset of the data by filtering the records with the Select Expert.

The *Crystal Reports Online Help* provides extensive conceptual and procedural information, tutorials, and examples to help you use Crystal Reports to its fullest potential. Access the help by pressing [F1](#) anywhere within Crystal Reports.

25.1.2.1.1.4 Building a report off a BW hierarchy

This tutorial demonstrates how to report off a BW query with a hierarchy using the MDX Query driver in Crystal Reports.

In this tutorial you will:

- Create a simple BW query with a hierarchy.
- Create a new report and group the data hierarchically.
- Insert a summary.
- Adjust object positioning dynamically.

i Note

This tutorial builds on the topics covered in [Building a report off a BW query \[page 546\]](#), which provides more details on steps such as logging on to your SAP system, selecting the Customer-Cube and saving queries.

25.1.2.1.1.4.1 How to create a simple BW query with a hierarchy

This section uses the query that you created in the last tutorial, [Building a report off a BW query \[page 546\]](#). You will be adding a hierarchy to the query on the Material dimension.

25.1.2.1.1.4.1.1 To create a BW query with a hierarchy

1. Go to ► [Start](#) ► [Programs](#) ► [Business Explorer](#) ► [Query Designer](#) .
2. Click [Open Query](#).
3. Select the query you created in the last tutorial.

If you have not created a query, see [Building a report off a BW query \[page 546\]](#).

4. In the Rows area, right-click [Material](#) and click [Properties](#).

The [Characteristic Properties](#) dialog box appears.

5. Next to the Hierarchy Name field, click the [Values](#) button.

The [Select Hierarchy](#) dialog box appears.

6. In the [Available Hierarchies](#) list, select [Material class](#) and click [OK](#).

You are returned to the [Characteristic Properties](#) dialog box.

7. Click [OK](#) and then click [Save Query As...](#) to save your query to the appropriate location.

For this example, in the Description field, type Simple Hierarchy for MDX, and in the Technical Name field, type HIERARCHY_SIMPLE_MDX.

8. Click [Quit and Use Query](#).

You now have a simple query with three possible levels of hierarchy. You can display the query in either the SAP Business Explorer Analyzer or as a dataset in Crystal Reports.

25.1.2.1.1.4.2 How to build a report off the BW hierarchy

The report that you build in this section starts using the same field as the report you created in [Building a report off a BW query \[page 546\]](#). The difference comes with the grouping. Instead of grouping the data like you did in the previous tutorial, you will group the data hierarchically. This way, the hierarchy that exists in the data is reflected in the report.

This tutorial will use the following fields to create a hierarchical display:

- **<Hierarchy Name >** Node ID
This field reflects the child values.
- **<Hierarchy Name>** Parent ID
This field reflects the parent values. Combined with the Actual Node ID, Crystal Reports uses these fields to determine the hierarchy based on the information received from the SAP BW query.
- **<Hierarchy Name>**
This field contains the captions of the hierarchy members.

25.1.2.1.1.4.2.1 To build a hierarchy report off the BW hierarchy

On the [View](#) menu, click [Field Explorer](#).

The [Field Explorer](#) appears. Expand Database Fields and Simple Hierarchy for MDX to see the list of fields available for your report.

→ Tip

You may want to set the field name and description display options to make it easier to select fields. To change how the fields are identified in Crystal Reports, see [Showing field descriptions and technical field names \[page 543\]](#)

25.1.2.1.1.4.2.2 To select fields for the report

1. Expand [Key Figures](#).
2. Drag Invoiced Quantity from the Field Explorer and place it in the Details section of the report.

25.1.2.1.1.4.2.3 To group and sort data

1. On the *Insert* menu click *Group*.

The *Insert Group* dialog box appears.

2. On the first list click *Material Node ID*.
3. On the second list click *in ascending order*.
4. Click the *Options* tab and select the *Customize Group Name* field.
5. From the *Choose from Existing* field list, select *Material*.

Material is the hierarchy name, or Member Caption.

6. Click *OK*.
7. On the *Report* menu click *Hierarchical Grouping Options*.

The *Hierarchical Group Options* dialog box appears.

8. In the Available Groups area, ensure that Material Node ID is selected.

Material Node ID is probably the only group listed.

9. Select the *Sort Data Hierarchically* check box.
10. In the Parent ID field, select *Material Parent Node ID*.
11. In the Group Indent: field, type the amount that you would like each hierarchy level to be indented.

This entry depends on how you want your report to look and on what unit of measurement you are using in CR.

12. Click the *Refresh* button to view the result set.

The result set for the report is now displayed hierarchically.

25.1.2.1.1.4.3 How to summarize data

This section guides you through the process of summarizing data based on the query you created in the last section, [How to build a report off the BW hierarchy \[page 551\]](#).

25.1.2.1.1.4.3.1 To summarize the data

1. On the *Insert* menu click *Summary*.
2. The *Insert Summary* dialog box appears.
3. In the *Choose the field to summarize* list, select *Invoiced Quantity*.
4. In the *Calculate this summary* list, select *Sum*.
5. In the *Summary Location* list, select *Group #1:[Field Name]*.

In this case, [Field Name] indicates the name of the field that the group is based on.

i Note

You do not need to select Summarize across hierarchy in order to have the data summarized correctly in this example because Crystal Reports can recognize the Hierarchy node summaries that the SAP BW data delivers.

The report now displays the summary data across the hierarchy. However, the summary values are indented. To fix this see, [How to indent a hierarchy without affecting other fields \[page 553\]](#).

25.1.2.1.1.4.3.2 An important note about group summaries

If you mix hierarchical grouping with regular grouping and insert a summary at the regular group level, the summary may be incorrect. That is, the existing summaries are summarized again along with the detail records.

In this case, you must use server-side calculated summaries at the regular group level.

25.1.2.1.1.4.4 How to indent a hierarchy without affecting other fields

This procedure demonstrates how to indent a hierarchy while keeping all other fields on a report in their original positions.

25.1.2.1.1.4.4.1 To indent a hierarchy without affecting other fields

1. On the [Report](#) menu, click [Hierarchical Grouping Options](#).
2. Ensure that the [Group Indent](#) field is set to zero.
3. Click [OK](#).

The report now displays the data without any indent.

4. Right-click the group header field and click [Size and Position](#).
5. Click the [Conditional Formula](#) button beside the X position value field.
6. In the Formula Workshop, enter the formula:

```
HierarchyLevel (GroupingLevel ({<[Hierarchy Name]> Node ID})) * 250
```

i Note

The field {[Hierarchy Name] Node ID} appears with its technical name in the formula.

i Note

Positions are measured in twips; there are 1440 twips in an inch.

i Note

The report now displays the summary data in its original position and the group headers hierarchically.

25.1.2.1.1.5 Building a report off a BW query with a hierarchy node variable

When you design your reports, you might want to give users the opportunity to restrict the amount of data that is returned by Crystal Reports. To do this, you can create a hierarchy node variable in your query. This variable will be treated as a parameter in Crystal Reports.

You will perform the following tasks in this tutorial:

- Create a query with a hierarchy node variable
- Create a new report based on this query
- Bind the hierarchy node variable to the MemberUniqueName field in Crystal Reports.
- Preview the report

i Note

This tutorial builds on the query that you built in the previous tutorial. If you have not built a query yet, follow the steps outlined in [How to create a simple BW query \[page 546\]](#) and [How to create a simple BW query with a hierarchy \[page 550\]](#).

25.1.2.1.1.5.1 How to create a query with a hierarchy node variable

This section guides you through the process of creating a hierarchy node variable on the Material hierarchy. When you report off this query using Crystal Reports, you will receive a prompt to select a hierarchy node to use for the report data.

25.1.2.1.1.5.1.1 To create a hierarchy node variable

1. Go to ► [Start](#) ► [Programs](#) ► [Business Explorer](#) ► [Query Designer](#) .
2. Click [Open Query](#).
3. Select the query you created in the last tutorial.

i Note

If you have not created a query, complete the steps outlined in [How to create a simple BW query \[page 546\]](#) and [How to create a simple BW query with a hierarchy \[page 550\]](#).

4. In the Rows area, right-click *Material* and click *Restrict*.

The Selection for [Dimension] dialog box appears.

5. Ensure that the *Selection* field is set to Single Values, and that the *Hierarchy* field is set to the hierarchy you created for this dimension.

In this example, the hierarchy is Material class.

6. Click the *Variable* tab.
7. Right-click in the white space and click *New Variable*.

The SAP BW Variables Wizard opens.

8. Click *Next* on the Introduction window.
9. Ensure that the *Type of Variable* field says Hierarchy Node.
10. Fill in the rest of the fields as follows:
 - In the *Variable Name* field, type a name such as HNV01.
 - In the *Variable Description* field, type a name such as Test Hierarchy Node Variable.
 - In the *Processing by* field, ensure it says User Entry/Default Value.
 - In the *Characteristic* field, ensure it says Material.

11. Click *Next*.

The Details window appears.

12. On the *Variable Entry is* list click *Optional* or *Mandatory*.
13. Click *Next* to accept the other default values.

The *Default Values* window appears.

14. Click *Next* to accept the default values.
15. Click *Finish* to create the variable.

You are returned to the *Selection for Dimension* dialog box. Your new hierarchy node variable is visible in the variable list.

25.1.2.1.1.5.1.2 To add the hierarchy node variable to the query

1. Click the hierarchy node variable named Test Hierarchy Node Variable.
2. Click the right arrow to move the variable to the Selection area of the dialog box.
3. Click *OK*.

You are returned to the BEx Query Designer. Your new hierarchy node variable is visible in the Rows area under the Material characteristic. You are now ready to save the query.

4. Click *Save Query As...* to save the query with a new name and description.

For this example, in the Description field, type Simple Hierarchy w Node Variable, and in the Technical Name field, type HIERARCHY_SIMPLE_HNV.

5. Click [Quit and Use Query](#).

You now have a query with a simple hierarchy on Material class and a hierarchy node variable based on the Material class hierarchy.

25.1.2.1.1.5.2 How to build a report off the query with a hierarchy node variable

This section guides you through the process of creating a list of default values for the parameter that appears in [Crystal Reports](#).

1. Create the same report that you created in [How to build a report off the BW hierarchy \[page 551\]](#) except you are now using the query called Simple Hierarchy w Node Variable as the data source.
2. Click the [Refresh](#) button when you have finished designing the report.

i Note

If your variable is optional, ensure that the [Set to Null](#) check box is clear when you select a parameter value. The [Set to Null](#) check box overrides any value you select from the list of default parameter values. This check box is not always cleared when you select a parameter value.

25.1.2.1.1.6 Building a report off a BW query with a hierarchy variable and a hierarchy node variable

This tutorial guides you through adding a hierarchy variable to the query you created in the last tutorial. The hierarchy variable allows users to choose what hierarchy they would like Crystal Reports to use when displaying the data. The hierarchy node variable allows users to then choose what node of the hierarchy they would like to see data from.

You will perform the following tasks in this tutorial:

- Add a hierarchy variable to your existing query
- Create a new report based on this query
- Bind the hierarchy node variable to the MemberUniqueName field.
- Bind the hierarchy variable to the Hierarchies field.
- Preview the report

i Note

This tutorial builds on the query that you built in the previous tutorial. If you have not built a query yet, follow the steps outlined in [How to create a simple BW query \[page 546\]](#), [How to create a simple BW query with a hierarchy \[page 550\]](#), and [How to create a query with a hierarchy node variable \[page 554\]](#).

25.1.2.1.1.6.1 How to create a hierarchy variable

This section guides you through the process of creating a hierarchy variable on your existing query and resetting the hierarchy node variable to correspond to this new hierarchy variable.

In the last tutorial, you set the hierarchy node variable to the Material class hierarchy because that is the hierarchy that existed in the query. In this tutorial you will change the hierarchy of the query from the Material class hierarchy to a variable. To avoid unexpected behavior, the hierarchy node variable should be based on the same hierarchy as the query. Therefore, you will change the hierarchy node variable to reflect the new hierarchy variable in this query.

25.1.2.1.1.6.1.1 To create a hierarchy variable

1. Go to **Start** > **Programs** > **Business Explorer** > **Query Designer**.
2. Click **Open Query**.
3. Select the query you created in the last tutorial.

This query already contains a hierarchy and a hierarchy node variable.

If you have not created a query, complete the steps outlined in [How to create a simple BW query \[page 546\]](#), [How to create a simple BW query with a hierarchy \[page 550\]](#) and [How to create a query with a hierarchy node variable \[page 554\]](#).

4. In the Rows area, right-click **Material** and click **Properties**.

The **Properties for Characteristic Material** dialog box appears.

5. Click the **Values** icon.

The **Select Hierarchy** dialog box appears.

6. Select the **Variables** check box and then click the **New Variable** icon.

The SAP BW Variables Wizard appears.

7. Ensure that the **Type of Variable** field says Hierarchy.
8. Fill in the rest of the fields as follows:
 - In the **Variable Name** field, type a name such as HV01.
 - In the **Variable Description** field, type a name such as Test Hierarchy Variable.
 - In the **Processing by** field, ensure it says User Entry/Default Value.
 - In the **Characteristic** field, ensure it says Material.
9. Click **Next**.

The **Details** window appears.

10. On the **Variable Entry is** list click **Optional** or **Mandatory**.

The **Default Values** window appears.

11. Click **Next** to accept the default values.
12. Click **Finish** to create the variable.

You are returned to the **Select Hierarchy** dialog box. Your new hierarchy variable is visible in the Name list.

13. Select the new hierarchy variable from the Name list and click [OK](#).

In this example, the hierarchy variable name appears as HV01(Test Hierarchy Variable).

Now that the display hierarchy is set to a variable rather than the Material class hierarchy, you must reset the hierarchy node variable to the new hierarchy variable.

25.1.2.1.1.6.1.2 To set the hierarchy node variable

1. In the Rows area, click the Test Hierarchy Node Variable, and click [Restrict](#).

The [Selection for Material](#) dialog box appears.

2. In the Selection area, right-click the Test Hierarchy Node Variable.
3. Click [Select Variable Hierarchy](#).
4. Select the [Variables](#) check box to expose the variable hierarchies in the Name list.
5. From the Name list, click the hierarchy variable you created earlier in this tutorial.

In this example, the hierarchy name is HV01 (Test Hierarchy Variable).

6. Click [Save Query As...](#) and name the query Simple Hierarchy Variable w HN Variable.
7. Click [Quit and Use Query](#).

You now have a simple query that will prompt the user to choose a particular hierarchy to use when displaying results and to restrict that result set to a particular hierarchy node.

25.1.2.1.1.6.2 How to build a report off the query with a hierarchy variable and hierarchy node variable

This section guides you through the process of creating a basic report off your new query and creating a list of default values for the hierarchy variable in Crystal Reports.

25.1.2.1.1.6.2.1 To build a report off the query with a hierarchy variable and hierarchy node variable

1. Create the same report that you created in [Building a report off a BW query \[page 546\]](#) except you are now using the query called Simple Hierarchy Variable w HN Variable as the data source.
2. Click the [Refresh](#) button.

You are presented with two parameter prompts. One prompts you to enter a value for the hierarchy node variable and one prompts you to enter a value for the hierarchy variable.

3. Select a value for the Hierarchy parameter.

i Note

Be sure to select this value first because the Hierarchy Node values are set based on the selection you make here.

4. Select a value for the Hierarchy Node parameter.

25.1.2.1.1.7 Crystal Reports and variable pick lists

Crystal Reports does not create default pick lists for any BW variables that are in your query.

i Note

You do not need to do this when viewing the report in SAP BusinessObjects Business Intelligence platform. In SAP BusinessObjects Business Intelligence platform the pick list is dynamic.

25.1.2.1.1.7.1 Creating default values list for hierarchy node variable

Click a link to view one of the topics in this section:

- [To create a list of default values for the hierarchy node variable \[page 559\]](#)

25.1.2.1.1.7.1.1 To create a list of default values for the hierarchy node variable

i Note

This procedure is based on the query you created in [Building a report off a BW query with a hierarchy variable and a hierarchy node variable \[page 556\]](#).

1. In the Field Explorer, expand [Parameter Fields](#), and right-click [\[HNV01\]](#).
The parameter, [HNV01], in CR represents the hierarchy node variable you created for this query.
2. Click [Edit](#).
The Edit Parameter dialog box opens.
3. Ensure that the [List of Values](#) field is set to [Static](#).
4. From the [Value Field](#) list, select [Material MemberUniqueName](#).
The attributes appear with their technical names in this list.
5. From the [Description Field](#) list, select [Material](#), which is the Member Caption field.
The attributes appear with their technical names in this list.

6. Click [Actions](#) and then click [Append all database values](#).

The Value and Description lists are populated with values from the BW system.

7. In the Values Options area, set the Prompt Text to the message you would like users to receive in the parameter prompt.
8. Ensure that Allow custom values and Allow multiple values are set to False.
9. Click [OK](#).

Now when you refresh the report and are presented with the parameter prompt, you are able to pick the parameter value from a list of values.

i Note

If your variable is optional, ensure that the Set to Null check box is clear when you select a parameter value. The Set to Null check box overrides any value you select from the list of default parameter values. This check box is not always cleared when you select a parameter value.

25.1.2.1.1.7.2 Creating list of default values for hierarchy variable

i Note

This procedure is based on the query you created in [Building a report off a BW query with a hierarchy variable and a hierarchy node variable](#) [page 556].

When a query contains a hierarchy variable, the MDX Query driver creates an extra field called Hierarchies in Crystal Reports that allows you to create a list of values for the variable.

1. In the Field Explorer, expand [Parameter Fields](#), and right-click [\[HV01\]](#).

The parameter, [HV01], in CR represents the hierarchy variable you created for this query.

2. Click [Edit](#).

The Edit Parameter dialog box opens.

3. Ensure that the [List of Values](#) field is set to [Static](#).
4. From the Value list, select [Hierarchies-\[OMATERIAL\]](#).
5. From the Description list, select [Hierarchies-\[OMATERIAL\]-Description](#).
6. Click [Actions](#) and then click [Append all database values](#).

The Value and Description lists are populated with values from the BW system.

7. In the Values Options area, set the Prompt Text to the message you would like users to receive in the parameter prompt.
8. Ensure that Allow customer values and Allow multiple values set to False.
9. Click [OK](#).

25.1.2.1.1.7.2.1 To create a list of default values for the hierarchy node variable

Repeat the steps outlined in the task [To create a list of default values for the hierarchy node variable \[page 559\]](#).

Now when you refresh the report, you are presented with two prompts, each with a list of default values.

25.1.2.1.2 Reporting off Operational Data Stores

This section introduces the Operational Data Store Driver and how to report off it.

25.1.2.1.2.1 Operational Data Store driver overview

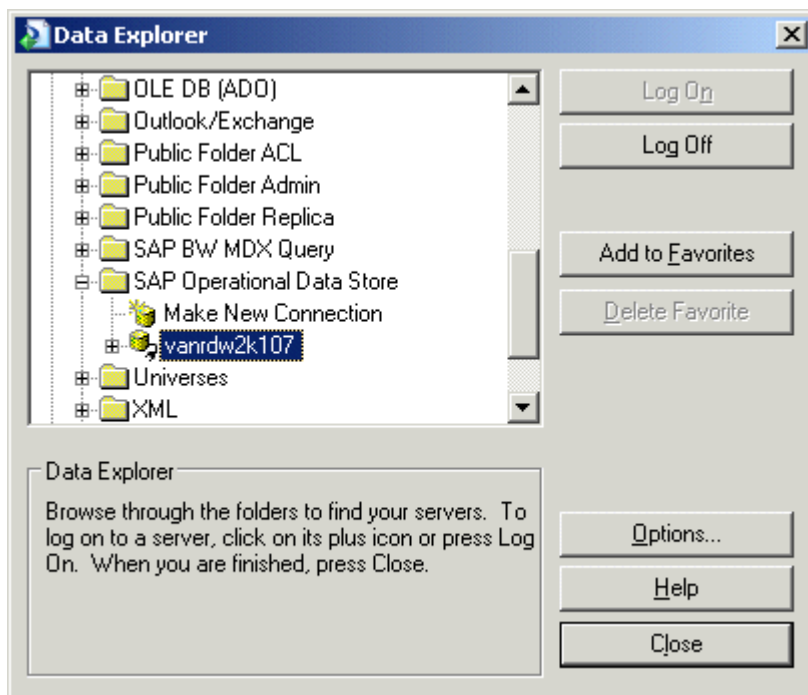
The Operational Data Store (ODS) driver allows you to use existing ODS objects from your BW Data Warehouse as a data source in Crystal Reports. ODS objects are collections of info objects that act as smaller organizational units for the data in your BW Data Warehouse. Through this driver, the user can design multiple reports by quickly referencing the same ODS objects.

Reports that are based on ODS objects behave similarly to reports that are based on stored procedures in mainstream databases. Because the data stored in the ODS objects is not multidimensional and contains no parameters, it can be accessed and reported from quickly. This driver also pushes record selection to the server, which further speeds up report processing.

25.1.2.1.2.2 Selecting an ODS object

1. Start Crystal Reports.
2. Connect to SAP as outlined in [Using the Log On Server command \[page 535\]](#).

Select SAP Operational Data Store in the Data Explorer.



3. Click *Options*.

The [Options](#) dialog box appears with only the Database tab displayed.

The screenshot shows the 'Options' dialog box with the 'Database' tab selected. The dialog is divided into three main sections: 'Tables and Fields', 'Data Explorer', and 'Advanced Options'. In the 'Tables and Fields' section, 'Show Name' is selected with a radio button, and 'Sort Tables Alphabetically' is checked. In the 'Data Explorer' section, 'Tables', 'Views', and 'Stored Procedures' are checked, while 'System Tables' and 'Synonyms' are not. There are two text input fields labeled 'Table name LIKE:' and 'Owner LIKE:', both followed by a '(%,_)' placeholder. The 'Advanced Options' section contains several checked options: 'Use Indexes or Server for Speed', 'Database Server is Case-Insensitive', 'Select Distinct Data for Browsing', 'Verify On First Refresh', 'Verify When Database Driver Upgraded', and 'Automatic Smart Linking'. At the bottom of the dialog are 'OK', 'Cancel', and 'Help' buttons.

→ Tip

If you chose to use the report wizard, right-click SAP Operational Data Stores and click Options.

4. In the Data Explorer area, select the options for the types of data that you want to make available for the report.

In this case, ensure that Stored Procedures is selected.

5. Use the [Table name LIKE](#) and [Owner LIKE](#) fields to select only a subset of the available data types.

Use any of the following techniques when filtering:

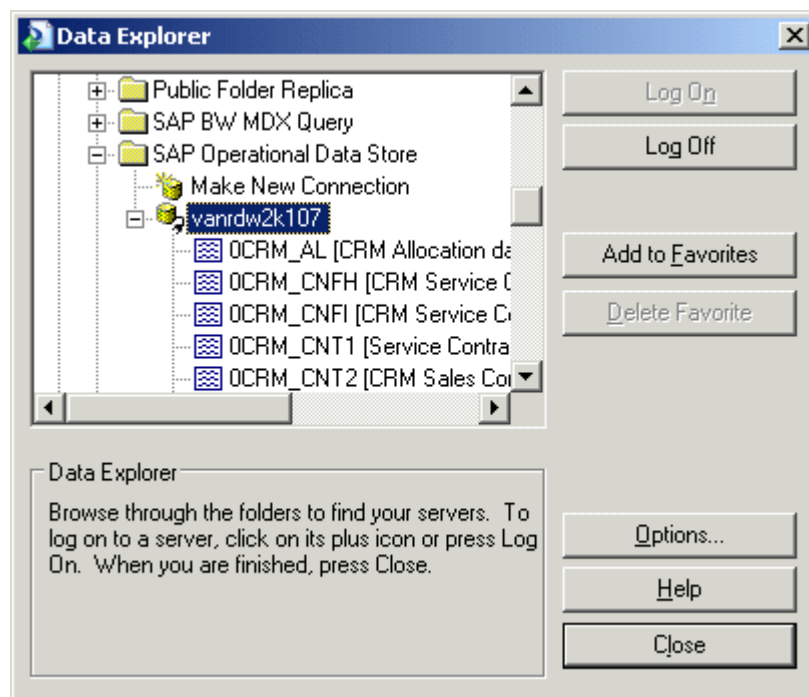
- Type full or partial names of tables.
- Add wildcards to select multiple ODS objects.
 - Use a percentage sign (%) to denote any number of characters.
 - Use an underscore (_) to denote a single character.

Note

The % and _ wildcards correspond respectively to the asterisk (*) and question mark (?) wildcards used in Windows. The % and _ wildcards correspond respectively to the asterisk (*) and plus sign (+) wildcards in SAP.

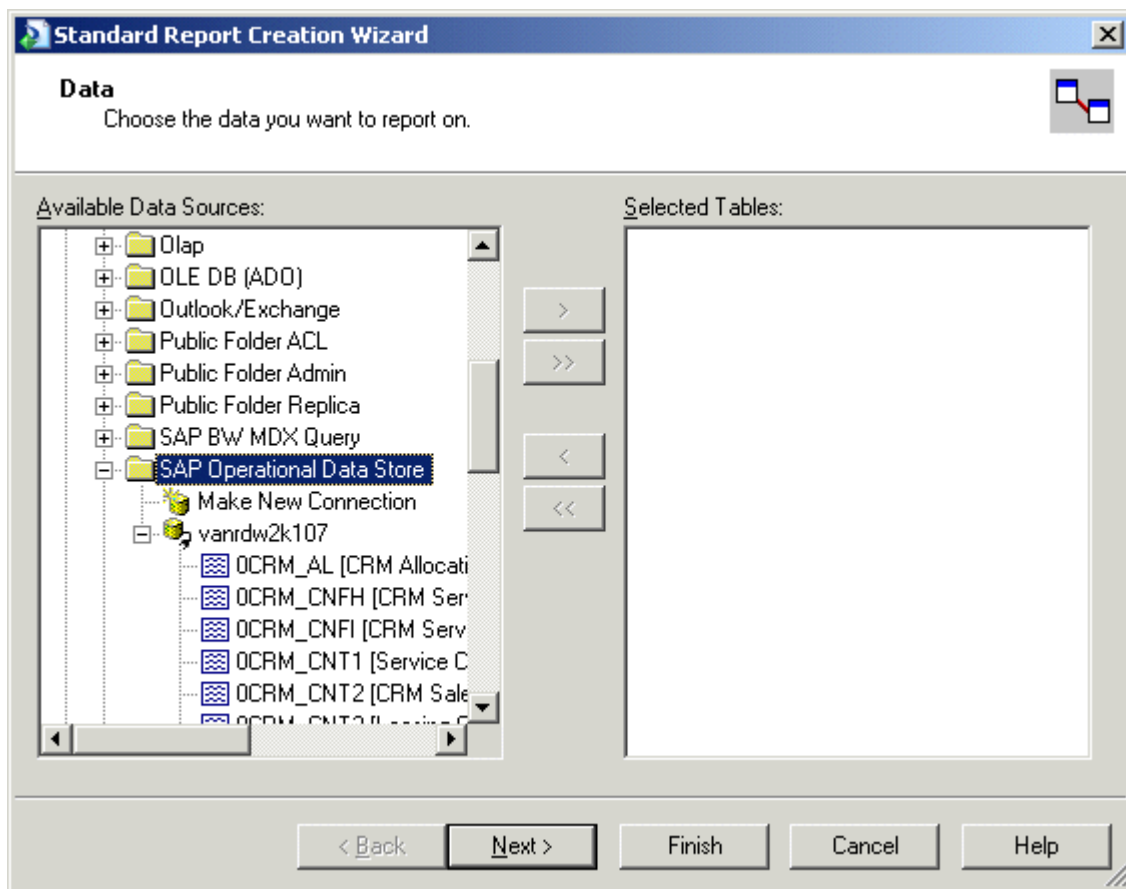
- Clear both fields and click OK to proceed without filtering.
- 6. In the Tables and Fields area, click [Show Both](#).
- 7. When you have specified the ODS that you want to see, click [OK](#).

The Data Explorer displays the selected tables with descriptions defined by the SAP administrator.



- 8. Click [Close](#).
- 9. Open a new, blank report.

The Database Expert opens.



10. In the Available Data Sources area, double-click the ODS that you want to use as a data source for the report.

The ODS moves to the Selected Tables area.

11. Click [OK](#).

You can now add fields and continue to design your report.

25.1.2.1.3 Reporting off InfoSets and SAP Queries

This section describes the combined InfoSet/ABAP Query driver and shows how to select an InfoSet or an SAP query as a data source for a Crystal report.

25.1.2.1.3.1 InfoSet Query driver overview

The combined InfoSet/ABAP Query driver allows you to use an existing SAP query or InfoSet (previously known as a Functional Area) as a data source for a Crystal report. The SAP query or InfoSet is built within SAP by a content expert, who then makes the data set available to the business user. Through this driver, the user can design multiple reports by quickly referencing the same query or InfoSet.

Because an InfoSet can be built on top of a logical database in SAP, it can inherit all of the business logic and security that is programmed into the logical database. However, the report that is designed through the driver can contain only as much data as the SAP query or InfoSet has been designed to retrieve.

Reports that are based on SAP queries and InfoSets behave similarly to reports that are based on stored procedures in mainstream databases. You can insert subreports that are based on different queries or InfoSets into the main report.

i Note

If you want to join two or more InfoSets or SAP queries, you should consider creating a brand new InfoSet or SAP query instead. The new join will be processed on the SAP server allowing the report to respond faster.

i Note

Your SAP queries and InfoSets may contain parameters that you can use to limit the data that is returned from the SAP system. For example, you might specify a date range to get data for only a certain period. If parameters are included in the SAP query or InfoSet, Crystal Reports prompts you to specify the values that you want to include in the query.

→ Tip

You can use transaction `SQ02` to create an InfoSet in SAP, and transaction `SQ01` to create an SAP query. For more information about designing SAP queries and InfoSets, refer to your SAP documentation.

25.1.2.1.3.2 Accessing an InfoSet or SAP query

User groups are groups that are managed in SAP. They allow you to control user access to InfoSets and SAP queries

An SAP query can belong only to a single user group (which must be shared with the InfoSet that the SAP query is based on). In contrast, InfoSets can belong to multiple user groups. For a user to report off an InfoSet (or SAP query based on an InfoSet), the user and the InfoSet/SAP query must belong to a common user group.

→ Tip

To associate existing InfoSets and users with additional user groups in SAP, use transaction `SQ03`.

25.1.2.1.3.3 Selecting an InfoSet or SAP query in Crystal Reports

1. Start Crystal Reports.
2. Connect to SAP as instructed in [Using the Log On Server command \[page 535\]](#). Select the SAP InfoSet driver, and provide your user credentials.

The *Data Explorer* dialog box appears.

3. Click [Options](#).

The [Options](#) dialog box appears with only the [Database](#) tab displayed.

The screenshot shows the 'Options' dialog box with the 'Database' tab selected. The dialog is divided into three sections: 'Tables and Fields', 'Data Explorer', and 'Advanced Options'. In the 'Tables and Fields' section, 'Show Name' is selected with a radio button, and 'Sort Tables Alphabetically' is checked. In the 'Data Explorer' section, 'Tables', 'Views', and 'Stored Procedures' are checked, while 'System Tables' and 'Synonyms' are not. There are two text input fields labeled 'Table name LIKE:' and 'Owner LIKE:', both followed by a wildcard pattern '(%,_)'. In the 'Advanced Options' section, several checkboxes are checked, including 'Use Indexes or Server for Speed', 'Database Server is Case-Insensitive', 'Select Distinct Data for Browsing', 'Verify On First Refresh', 'Verify When Database Driver Upgraded', and 'Automatic Smart Linking'. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

4. In the Data Explorer area, select the check boxes for the types of data that you want to make available for the report.
5. Use the [Table name LIKE](#) field to select only a subset of the available data types. Use any of the following techniques when filtering:
 - Type full or partial names of tables.
 - Add wildcards to select multiple queries or InfoSets: use a percentage sign (%) to denote any number of characters; use an underscore (_) to denote a single character. (The % and _ wildcards correspond respectively to the * and ? wildcards that are used within Windows. The % and _ wildcards also correspond respectively to the * and + wildcards that are used within SAP.)
 - Clear both fields and click OK to proceed without filtering. Note, however, that there is a limit to the number of objects that can be displayed in the Data Explorer. If the number of queries or InfoSets in SAP exceeds this limit (which is by default 8000), you may receive an Out of Memory error or a blank Data Explorer.

Note

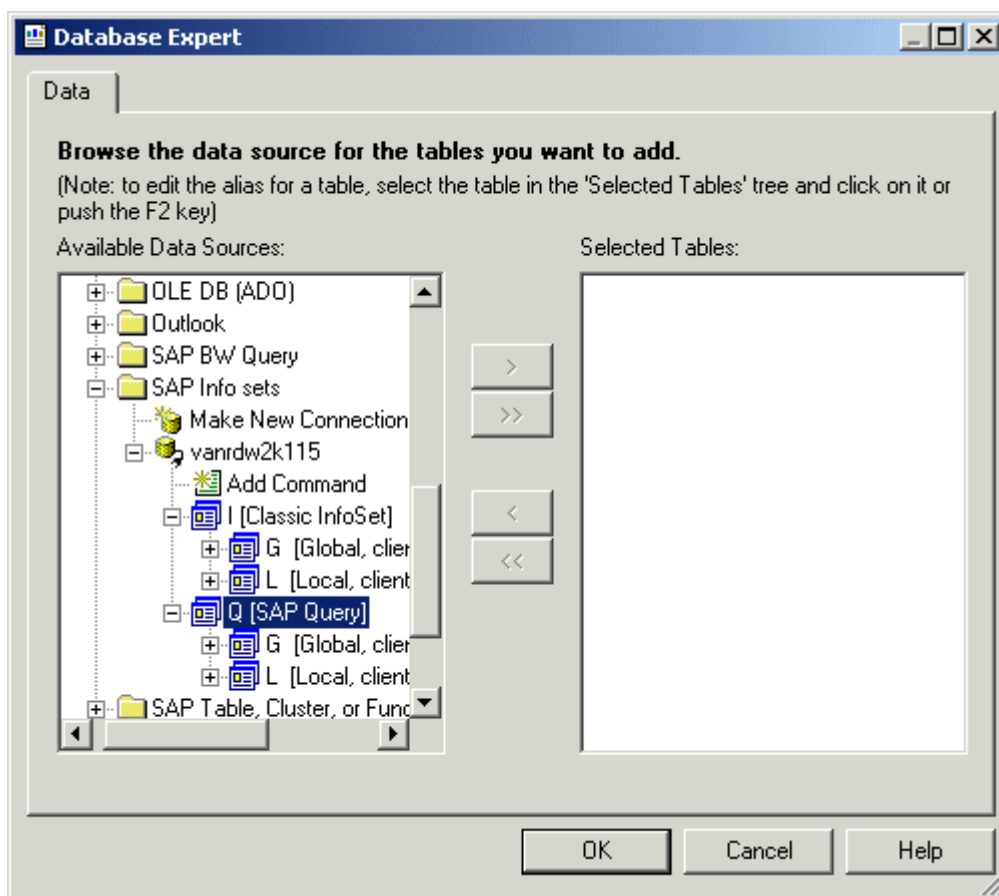
The InfoSet driver does not make use of the Owner LIKE field.

6. In the Tables and Fields area, select [Show Both](#).
7. When you have specified the data sources that you want to see, click [OK](#).

The Data Explorer displays the selected queries or InfoSets, along with the descriptions defined by the SAP administrator.

8. Click [Close](#).
9. Open a new, blank report.

The Database Expert appears.



→ Tip

You can also add InfoSets or SAP queries to existing reports. To do so, open the desired report and, on the [Database](#) menu, select [Database Expert](#).

10. In the Available Data Sources area, locate the query or InfoSet that you want to use as a data source for the report:
 - Expand either I (for Info Set) or Q (for SAP query).
 - Expand either G (to search in the Global area) or L (to search in the Local area).

i Note

Queries and InfoSets in the Local area are client-dependent.

11. Double-click the query or InfoSet that you want to use as a data source for the report.

i Note

If the query or InfoSet contains parameters, the Enter Parameter Values dialog box will prompt you for information. Use the dialog box to specify the data that you want to include, and then click OK.

12. In the *Data Explorer* dialog box, click *OK*.

→ Tip

For additional information about parameters and general report design topics, see the *Crystal Reports Online Help*.

25.1.2.2 Reporting off other SAP data sources

In addition to the previously mentioned drivers, Crystal Reports provides the Open SQL driver, which allows you to report off additional SAP data sources from within Crystal Reports.

25.1.2.2.1 Reporting off tables, views, clusters, and functions

The Open SQL driver is the most powerful of the drivers due to the flexibility it provides for accessing data in SAP. This flexibility, however, results in a higher level of complexity than with the InfoSet driver.

When you create reports that use the Open SQL driver, you gain easy access to SAP's transparent tables, pool tables, cluster tables, and views. Users who are currently involved with the production of ABAP reports will find it easy to build reports quickly with this driver.

Advanced functionality in the driver also allows reporting against ABAP functions and ABAP data clusters. ABAP developers can use these features to perform advanced tasks such as reporting against data clusters in HR.

25.1.2.2.1.1 Open SQL driver overview

The Open SQL driver is a powerful driver because of the flexibility that it provides for accessing data in SAP. By writing reports with the Open SQL driver, you gain easy access to SAP's transparent tables, pool tables, cluster tables, and views. If you are currently involved with the production of ABAP reports, you will find it easy to quickly build reports with this driver.

The advanced functionality of the driver allows you to report against ABAP functions and ABAP data clusters. ABAP developers can therefore perform advanced tasks such as reporting against data clusters in HR. The

Cluster Definition tool is provided as part of the server installation for users who need to add, edit, and delete data cluster definitions. Developers can also utilize ABAP to augment report processing.

Additionally, the Open SQL driver provides the ability to secure the data to which users have access. You can place limitations either on individual tables, or, at a more granular level, on the individual rows within a table. For more information about using the Security Definition Editor to customize your own set of data access authorizations, see the “Defining Security for the Data Access Kit” section in the *SAP BusinessObjects Business Intelligence Platform Installation Guide*.

25.1.2.2.1.1.1 Objects supported by the Open SQL driver

The Open SQL driver provides access to several low-level objects within SAP: transparent tables, pool and cluster tables, views, and ABAP data clusters and functions.

25.1.2.2.1.1.2 Transparent tables

This type of database object is similar to the traditional database table. Transparent tables contain the majority of the SAP application data from which you can derive Business Intelligence. Most SAP applications use one or more transparent tables to store and retrieve business transactions. You can link these tables to other transparent tables in order to pull information from other application areas of the SAP system.

25.1.2.2.1.1.3 Pool and cluster tables

Pool and cluster tables are made up of a logical grouping of other database tables. They are primarily used to store application configuration and control information rather than the actual application data. Because these tables are only a logical view of several tables combined, they are accessible only through the Open SQL driver. Native database access does not provide the same view of this data.

25.1.2.2.1.1.4 Views

A view appears as one table with a list of fields, but actually consists of several tables linked together. Views provide a more abstract view of the data and allow you to build reports without having to worry about linking multiple tables in a report. Views are maintained within SAP and need to be configured before you use them for reporting. For more information about views, see your SAP documentation.

25.1.2.2.1.1.5 ABAP data clusters and functions

Reporting off ABAP data clusters and functions are advanced topics that usually require some understanding of the ABAP programming language. For details, see [Reporting off ABAP functions \[page 573\]](#) and [Reporting off ABAP data clusters \[page 577\]](#).

25.1.2.2.1.2 Selecting tables, views, functions, and clusters

Once you have selected the Open SQL driver and provided valid SAP user credentials, use the Options dialog box to choose the tables, views, functions, or clusters that you want to add to the report. You can filter by the type of table and by the actual table name. Note that, in this situation, table also refers to views, ABAP data clusters, and ABAP functions.

25.1.2.2.1.2.1 To select tables, views, functions, and clusters

1. Start Crystal Reports.
2. Click the [Start Page](#) tab if the Start Page is not already visible in Crystal Reports.
3. Click [Blank Report](#) in the New Reports area.

The [Database Expert](#) dialog box appears.

4. In the [Create New Connection](#) folder, expand [SAP Table, Cluster, or Function](#).

The [SAP System Logon](#) dialog box appears.

5. Log on to an SAP system, provide your user logon credentials, and specify extended logon parameters as prompted. Then, click [Finish](#).

You return to the [Database Expert](#) dialog box.

6. Right-click the connection you created and select [Options](#).

The [Options](#) dialog box appears, with only the [Database](#) tab displayed.

7. In the Data Explorer area, select the check boxes for the types of data that you want to make available to the report.
8. Use the [Table name LIKE](#) field to select only a subset of the available data types. Use any of the following techniques when filtering:
 - Type full or partial names of tables.
 - Add wildcards to select multiple queries or InfoSets: use a percentage sign (%) to denote any number of characters; use an underscore (_) to denote a single character. (The % and _ wildcards correspond respectively to the * and ? wildcards that are used within Windows. The % and _ wildcards also correspond respectively to the * and + wildcards that are used within SAP.)
 - Clear the field and click [OK](#) to proceed without filtering. Note, however, that there is a limit to the number of objects that can be displayed in the Data Explorer. If the number of queries or InfoSets in SAP exceeds this limit (which is by default 8000), you may receive an Out of Memory error or a blank Data Explorer.
9. In the Tables and Fields area, select [Show Description](#).

10. Click [OK](#).

The Database Expert displays the selected clusters, tables, or functions, along with the descriptions that were defined by the SAP administrator. Three branches appear under the data connection that you created:

- ABAP Function modules
- Data Clusters
- Data Dictionary

11. In the Available Data Sources area, double-click the tables, clusters, or functions that you want to add to the report.

→ Tip

You can also CTRL-click multiple tables and then click >.

12. Click [OK](#).

If you selected multiple tables for the report, you must provide table-linking information. For more details, see [Linking tables and views \[page 572\]](#). If you selected a single table, you can now add fields to the report.

25.1.2.2.1.3 Linking tables and views

Reports that are based on SAP tables (transparent, pool, and cluster tables, as well as views) behave similarly to reports that are based on mainstream databases. If you include more than one table or view in a report, you must describe the relationship between the tables by using the Links tab in the Database Expert in Crystal Reports.

Due to the standardized field-naming conventions that are used by SAP, you may find that the Auto-Link feature (on the Links tab of the Database Expert) generates unnecessary links between tables.

25.1.2.2.1.3.1 To clear Auto-Links

1. On the [Database](#) menu, click [Database Expert](#).
2. On the [Links](#) tab, click [Clear Links](#).
3. Click [OK](#).

i Note

The [Links](#) tab appears in the Database Expert only when two or more tables are selected for the report.

The following client field and language field features are specific to SAP tables.

25.1.2.2.1.3.2 Client field

Most tables in SAP contain a client field (native field name is MANDT). Because individual SAP systems can be configured to hold data for multiple clients, the client field specifies which rows of data in a table are for which

clients. The Open SQL driver automatically handles this configuration. When you connect to SAP, you are prompted to provide your client number: this information eliminates the need to create a selection formula that filters the clients. As well, if a report contains multiple tables, you do not need to include a link on the client field—this, too, is automatically handled by the Open SQL driver.

25.1.2.2.1.3.3 Language field

Some tables in SAP, specifically those that contain text descriptions, have multiple entries—one for each language that is installed on the SAP system. Consequently, with these tables you must create a selection formula on the Language Key (native field name is SPRAS) and specify the language that you want to display. For example:

```
{table.spras} = "E"
```

For additional help on table-linking and on general report design topics, see the *Crystal Reports Online Help*.

25.1.2.2.1.4 Reporting off ABAP functions

Reporting off ABAP Functions is an advanced topic that requires an understanding of the ABAP programming language.

While technically not a table, an ABAP function is often used in SAP reporting to provide calculations, and to retrieve data that is based on parameters that are passed into the function (for example, an employee number passed to a function that returns the employee's address). For this reason, the Open SQL driver provides the ability to call ABAP functions that have defined return types and to display their results. ABAP functions are also useful in situations where complex pre-processing of the data must occur before viewing, or in circumstances where you may want to further optimize the performance of a query.

25.1.2.2.1.4.1 How it works

Using the steps listed in [Selecting tables, views, functions, and clusters \[page 571\]](#), select a function. In the Database Expert's Available Data Sources area, right-click ABAP Function modules and select *Options*. Then, type the full or partial function name in the Table name LIKE field. When you add it to the report, the function appears on the Links tab of the Database Expert just like a table (assuming there is more than one table or function already added to the report). All the input and output parameters are displayed as fields in the table.

Specify the input parameters either by linking them to another table's fields or by adding them to a record selection formula. If the output of the function is one or more tables, the "virtual table" consists of rows that are the cross-product of the values in all the tables. If the output of the function is one or more values or structure instances, the "virtual table" consists of a single row that contains all the values/structure values.

25.1.2.2.1.4.2 Limitations

For functions to be used in a report, they must meet two conditions:

- Functions must have defined return types for each of the output parameters.
- Functions must not have whole tables as input parameters.

i Note

If a function does not meet the first condition, you can write a "wrapper" function with defined return types, and then call the original function from within the wrapper function.

Finally, the ability to call entire programs is not supported—you may call individual functions only.

25.1.2.2.1.4.3 Examples

The following examples illustrate the different types of ABAP functions that can be called by the Open SQL driver and show how they appear in Crystal Reports.

25.1.2.2.1.4.3.1 Functions with values as inputs and outputs

```
Function F
  Importing
    VALUE(NAME) TYPE C
    VALUE(DEPARTMENT) TYPE C
  Exporting
    VALUE(Years_of_service) TYPE I
    VALUE(Age) TYPE I
```

This function would appear as a table called "F" with the following schema:

Field	Type
Name	String
Department	String
Years_of_service	Integer
Age	Integer

The first two fields, Name and Department, are input parameters. You must either link to them from another table (or function), or specify them with a record selection formula (for example, {F.Name} = "Richard").

For example, if table "T" contains departments that are over budget, you can link {T.Department} to {F.Department} and have a record selection formula that specifies {F.Name} = "Richard". This formula will get the years of service and age of all people named Richard in departments over budget.

25.1.2.2.1.4.3.2 Functions with values as inputs and outputs and in/out (CHANGING) parameters

```
Function F
  IMPORTING
    VALUE (NAME) TYPE C
    VALUE (DEPARTMENT) TYPE C
  EXPORTING
    VALUE (Years_of_service) TYPE I
    VALUE (Age) TYPE I
  CHANGING
    DATEFIELD TYPE D
```

This function would appear as a table called "F" with the following schema:

Field	Type
Name	String
Department	String
Years_of_service	Integer
Age	Integer
DateField_In	Date
DateField_Out	Date

When working with the Name, Department, and DateField_In fields, you must either link them to another table, or specify them in a record selection formula.

For example, if table "T" contains departments that are over budget, you can link {T.Department} to {F.Department} and have a record selection formula that specifies {F.Name} = "Richard" and DateField = Date(1999,04,14). This formula will get the years of service, age, and start date of all people named Richard in departments over budget on April 14, 1999.

25.1.2.2.1.4.3.3 Functions with structures as inputs and outputs

```
Function F
  IMPORTING
    VALUE (ADDRESS) LIKE S_ADDR STRUCTURE S_ADDR
  EXPORTING
    VALUE (CONTACTINFO) LIKE S_CINFO STRUCTURE S_CINFO
  S_CINFO is defined as:
    PHONE(20) TYPE C
    EMAIL(100) TYPE C
  S_ADDR is defined as:
    STREET(100) TYPE C
    ZIPCODE(6) TYPE N
```

This function would appear as a table called "F" with the following schema:

Field	Type
Address.street	String
Address.zipcode	Integer
ContactInfo.Phone	String
ContactInfo.email	String

As before, you must either link the street and zip code fields to or from another table, or define them in a record selection formula.

25.1.2.2.1.4.3.4 Functions with a table as their output

```
Function F
  IMPORTING
    VALUE (NAME) TYPE C
  EXPORTING
    VALUE (GENDER) TYPE C
  TABLES
    POSITIONS STRUCTURE S_POSN
  S_POSN is defined as:
    TITLE(20) TYPE C
    STARTDATE TYPE D
```

In this case, the function takes a name as an argument and returns the age and position of that person. Suppose that Tom's gender is male, and that the Positions table returned by F for Tom contains:

Title	StartDate
Mail Clerk	1/1/93
Manager, Mail	3/4/95
VP, Mail	7/12/98

When the function is called, the result will be a table called "F" that contains:

Name	Gender	Positions.Title	Positions.StartDate
Tom	M	Mail Clerk	1/1/93
Tom	M	Manager, Mail	3/4/95
Tom	M	VP, Mail	7/12/98

25.1.2.2.1.4.3.5 Functions with multiple tables as their output

```
Function F
  IMPORTING
    VALUE(NAME) TYPE C
  EXPORTING
    VALUE(GENDER) TYPE C
  TABLES
    POSITIONS STRUCTURE S_POSN
    OPTIONS STRUCTURE S_OPTN
  S_POSN is defined as before and S_OPTN is defined as:
  GRANTDATE TYPE D
  NUMBER TYPE I
```

Suppose that the data from Positions is as before, and the Options table looks like:

GrantDate	Number
4/4/93	1000
5/6/97	15300

When the function is called, the result will be a table called "F" that contains:

Name	Gender	Positions.Title	Positions. StartDate	Options. GrantDate	Options. Number
Tom	M	Mail Clerk	1/1/93	4/4/93	1000
Tom	M	Manager, Mail	3/4/95	4/4/93	1000
Tom	M	VP, Mail	7/12/98	4/4/93	1000
Tom	M	Mail Clerk	1/1/93	5/6/97	15300
Tom	M	Manager, Mail	3/4/95	5/6/97	15300
Tom	M	VP, Mail	7/12/98	5/6/97	15300

25.1.2.2.1.5 Reporting off ABAP data clusters

Reporting off ABAP data clusters is an advanced topic that requires an understanding of the ABAP programming language.

25.1.2.2.1.5.1 What is a data cluster?

Unlike most of the SAP system, the Human Resources module stores much of its data in ABAP data clusters, rather than in data dictionary tables such as transparent, pool, or cluster tables. Data clusters are actually

stored in some transparent tables. Any such transparent table can contain many different types of clusters. Each cluster of data is stored in encoded binary fields. A cluster can contain any number of individual components or pieces of data, which may range from single values to structures to tables.

You can access a data cluster in an ABAP program by running the ABAP command IMPORT. This command takes parameters—such as cluster database name, cluster ID, and so on—as well as a list of pieces of data to import. The IMPORT command also copies the contents of the data cluster into local variables within the calling code. A typical transparent table that contains cluster data has a structure similar to the following:

client	area	key	line counter	user data	data length	data cluster

The combination of transparent table name and area identifies which type of cluster to import, while the key identifies the specific cluster. For HR, the cluster key is typically some combination of personnel number and something else. The key is stored in a single text field, but may actually represent more than one logical key field (for example, personnel number + a sequence number for HR Payroll data).

25.1.2.2.1.5.2 How it works

The difficulty in working with clusters from a generic, relational data access point of view is that the definition of the clusters is not stored in a repository such as the ABAP dictionary (unlike the definitions of transparent, pool, and cluster tables, for instance). Furthermore, the format of these clusters may change from site to site due to customizations. Finally it is fundamentally difficult to map these as tables in the relational sense because, although the data represented is relational, it is stored in independent clusters in an almost hierarchical form.

In order to overcome these issues, the individual components of data clusters must be mapped as tables. You can do this by creating a dictionary of the clusters on a particular SAP system.

25.1.2.2.1.6 Mapping ABAP data clusters

The Cluster Definition tool (transaction ZCDD) enables you to create a dictionary of the data clusters on your SAP system. Once you have added a data cluster to the dictionary, you can select the cluster in Crystal Reports and report off its data with the Open SQL driver. You will usually require prior experience with ABAP programming because you need to find the cluster definitions within R/3 before you enter them with the Cluster Definition tool.

The following procedures show how to map the SALDO table (Time balances per period) to your dictionary of data clusters with the Cluster Definition tool. The SALDO table is located in the B2 (PDC Data (Month)) cluster area of the ABAP data cluster that is stored in the PCL2 (HR cluster 2) transparent table. In this case, PCL2 is the cluster database, B2 is the cluster area or type, and SALDO is the table. The procedures listed below correspond to SAP R/3 4.6b:

25.1.2.2.1.6.1 Creating a new cluster entry in the dictionary

This section guides you through the process of defining a new cluster entry in the dictionary.

25.1.2.2.1.6.1.1 To create a new cluster entry in the dictionary

1. From the SAPGUI, execute transaction `ZCDD`.

The Cluster Definition tool displays its *View Cluster Id Table* screen.

2. Click *Add* to create a new entry.

The *Edit Cluster ID Record* screen appears.

3. In the *Cluster Database* field, type the name of the table in which the ABAP data cluster is stored.

For this example, type PCL2.

i Note

To find out which transparent table contains a required ABAP data cluster, ask a subject matter expert about the module on which you are working. Or, if you are trying to locate the data from a particular program (such as an SAP report like RPC11XEO), look for the table in the ABAP code. When you find the table, look at the data in the RELID field for a list of cluster areas.

4. In the *Cluster Area* field, type the name of the cluster area or RELID.

For this example, type B2.

5. Click *Save* and exit the Cluster Definition tool.

You now need to find the key to the cluster area. Specifically, you need the name of the dictionary structure or table in which the key fields are stored, and you need the names of those key fields. To locate the cluster area's key fields, go to the next section, [Locating the cluster area's key fields \[page 579\]](#).

25.1.2.2.1.6.2 Locating the cluster area's key fields

This section guides you through the process of locating the cluster area's key fields based on the new cluster entry you created in the last section, [Creating a new cluster entry in the dictionary \[page 579\]](#).

There are several ways to find this information within SAP. This example uses the Object Navigator to locate the key information for the B2 cluster area.

25.1.2.2.1.6.2.1 To locate the cluster area's key fields

1. Execute transaction `SE80` to access the Object Navigator.
2. Select *Program* from the list and type the name of the program that holds the key information related to the cluster area.

For this example, type RPCLSTB2, which is the program that holds the key information for the B2 cluster area.

3. Press [Enter](#).

The Object Navigator displays the information for the specified program.

4. In the [Object name](#) list, expand the [Fields](#) folder.
5. Double-click the entry that corresponds to your cluster area's key.

For this example, double-click the B2-KEY entry.

The relevant ABAP code is displayed.

6. In the ABAP code, look for the heading that denotes the beginning of the cluster area's key, and note the structure that is included in the following line.

For this example, look under the heading DATA: BEGIN OF B2-KEY for the line INCLUDE STRUCTURE PC2B0 (highlighted in the image above). This shows that the PC2B0 structure contains the fields of the key.

Now that you've located the name of the structure that holds the key fields, you need to determine the names of those key fields.

7. Create a new session in R/3 and execute transaction SE11 to access the ABAP/4 Dictionary.

The [ABAP Dictionary: Initial](#) Screen appears.

8. Select [Database table](#) and type the name of the structure that contains the key fields.

For this example, type PC2B0.

9. Click [Display](#).

The [Dictionary: Display Structure](#) screen appears.

10. Make a note of the names of the key fields displayed in the [Component](#) column.

In this case, the four key fields are PERNR, PABRJ, PABRP, CLTYP.

You now need to add the key fields to your new dictionary entry in the Cluster Definition tool. To add these key fields to the dictionary entry, go to next section, [Adding the key fields to the dictionary entry \[page 580\]](#).

25.1.2.2.1.6.3 Adding the key fields to the dictionary entry

This section guides you through the process of adding the key fields to the dictionary entry based on the key fields that you noted in the last section, [Locating the cluster area's key fields \[page 579\]](#).

Following are the steps involved in adding the four key fields to the dictionary entry that you created for the B2 cluster area.

25.1.2.2.1.6.3.1 To add the key fields to the dictionary entry

1. In the SAP Easy Access screen, execute transaction ZCDD to access the Cluster Definition tool.
2. In the [View Cluster Id Table](#) screen, select the new entry that you created.

For this example, select the PCL2 B2 entry.

3. Click [Edit](#).

The [View Cluster Record](#) screen appears.

4. Click [New Cluster Key](#).

The [Edit Cluster Key Record](#) screen appears.

5. In the [Key Number](#) field, type the sequence number of the key field that you want to specify.

For this example, type 001 (this is the first entry for this cluster area's key).

6. In the [Key Name](#) field, type the name that you want to appear when you use this key field in Crystal Reports.

For this example, type K_PERNR.

→ Tip

In general, follow a naming convention. For instance, start a key field name with K_ to specify it as a key field, as has been done here.

7. Use the [Reference Table](#) field to define the key field's data type by referencing an existing field of the same type in another table.

For this example, type PC2B0, because it is the name of the structure that holds the Reference Field.

8. In the [Reference Field](#) field, type the name of the field to which you want to refer. This field must exist in the Reference Table.

For this example, type PERNR.

i Note

If the key field is not already defined in the data dictionary, and if you do not define it by referencing an existing field, you can manually specify the ABAP type and Length in order to define the key field's data type. In this example, the key field is defined by reference, so you can ignore the ABAP type and Length fields.

9. Click [Save](#); then click [Back](#) to return to the View Cluster Record screen.
10. Repeat steps 4 to 9 for each field in the key. In the [Key Number](#) field, be sure to increment the sequence number by one every time you define a new key field for this cluster area.

The values for each field in this example are:

Key Number	Key Name	Reference Table	Reference Field
002	PABRJ	PC2B0	PABRJ
003	PABRP	PC2B0	PABRP
004	CLTYP	PC2B0	CLTYP

Once you have entered all of the definitions, the [View Cluster Record](#) screen looks like this.

Now you need to determine the structure of the table that you want to access. In this example, the table in question is SALDO. There are several ways to determine the SALDO table's structure within SAP. The next section [Determining the structure of the cluster table \[page 582\]](#) explains one way.

25.1.2.2.16.4 Determining the structure of the cluster table

This section guides you through the process of determining the structure of the cluster table based on the cluster entry you created in the previous section. This example below again uses the Object Navigator to locate the required information about the SALDO table.

25.1.2.2.16.4.1 To determine the structure of the cluster table

1. In the SAP Easy Access screen, execute transaction `SE80` to access the Object Navigator.
2. Select *Program* from the list and type the name of the program that holds the key information related to the cluster area.

For this example, type RPCLSTB2, which is the program that holds the key information for the B2 cluster area and its SALDO table.

3. In the *Object name* list, expand the *Fields* folder.
4. Double-click the entry that corresponds to the table that you want to access.

For this example, double-click the SALDO entry.

The relevant ABAP code is displayed.

5. In the ABAP code, look for the heading that denotes the beginning of the table, and note the structure that is included in the following line.

For this example, look under the heading DATA: BEGIN OF SALDO OCCURS 50 for the line INCLUDE STRUCTURE PC2B5 (highlighted in the image above). This shows that the PC2B5 structure defines the fields of the SALDO table.

Now that you've determined which structure defines the fields of the table you want to report off, you must add this information to your new dictionary entry by following the steps in section, [Adding the table to the dictionary entry \[page 582\]](#).

25.1.2.2.16.5 Adding the table to the dictionary entry

This section guides you through the process of adding the table to the dictionary entry based on the cluster table's structure you created in the last section, [Determining the structure of the cluster table \[page 582\]](#).

25.1.2.2.1.6.5.1 To add the table to the dictionary entry

1. In the SAP Easy Access screen, execute transaction `ZCDD` to access the Cluster Definition tool.
2. In the [View Cluster Id Table](#) screen, select your new entry.

For this example, select the PCL2 B2 entry.

3. Click [Edit](#).
4. In the [View Cluster Record](#) screen, click [New Cluster Data](#).

The [Edit Cluster Data Record](#) screen appears.

5. In the [Piece Name](#) field, type the name of the table as it appears in the cluster area.

For this example, type SALDO.

6. In the [Display Name](#) field, type the name of the table as you want it to appear in Crystal Reports .

For this example, type B2SALDO.

→ Tip

In general, use a naming convention. For instance, combine the table name with the name of the cluster area, as has been done here (in case there is another SALDO table in a different cluster area).

7. In the [Piece Class](#) field, type the abbreviation appropriate to the data piece: (T)able, (S)tructure, or (B)asic type.

For this example, type T.

8. Use the [Reference Table](#) field to define the structure of the new data piece by referencing an existing structure of the same type in another table.

For this example, type PC2B5.

i Note

In this example, you need not complete the remaining fields (Reference Field, ABAP Type, and Length). Use these fields to add specific information if the structure of the table is not defined in the data dictionary.

9. Click [Save](#); then click [Back](#) to return to the [View Cluster Record](#) screen.

Now that you have entered all of the definitions, you have finished creating your new dictionary entry in the Cluster Definition tool. The [View Cluster Record](#) screen appears.

When you create a new report with the Open SQL driver, you can report off your customized ABAP data cluster by searching for the table named B2SALDO.

Although it takes some time to define each data cluster, keep in mind that once the definition is complete all users can access the cluster—regardless of whether or not they have ABAP experience.

25.1.2.2.1.7 Defining Security for the Open SQL driver

This section shows how to use the Security Definition Editor to define table-level and row-level security for specific SAP tables when you access them using the Open SQL driver. The Security Definition Editor enables you to maintain your current SAP security levels when you deploy the Open SQL driver.

25.1.2.2.1.7.1 Security Definition Editor overview

When you deploy the Data Access component and distribute the database drivers, you allow SAP users to access the data stored within your SAP R/3, mySAP ERP, and BW systems. By default, the Open SQL driver provides an open reporting environment where there are no data access restrictions. (You can, however, easily reverse this default behavior with the Security Definition Editor's Global Lock feature, which initially restricts users from accessing all SAP tables.

If you need to deploy a security model that regulates users' access to SAP data, use the Security Definition Editor (transaction /CRYSTAL/RLS) to restrict data access at the table level and at the row level. The Security Definition Editor defines security for transparent tables, pool tables, cluster tables, and tables containing data clusters (for instance, PCL2). The restrictions that you specify are enforced whenever a user attempts to connect to SAP with the Open SQL driver, whether to design, refresh, or schedule a Crystal report. Thus, in order to design, refresh, or schedule a Crystal report against R/3, mySAP ERP or BW, users require access to all of the tables referred to by the report.

Data access restrictions that you define using the Security Definition Editor are applied on a per-client basis. That is, the restrictions you apply affect all users who access SAP using the same client used to define the restrictions.

In previous versions of BusinessObjects Enterprise, data access restrictions were client-independent. To preserve restrictions that you defined using earlier versions of this tool, follow the instructions in [Migrating your existing security model \[page 584\]](#) before continuing.

i Note

The Security Definition Editor is provided by the Security Definition Editor transport, which you import into your SAP system when you set up the Data Access.

25.1.2.2.1.7.2 Migrating your existing security model

To continue to use the data access restrictions that you defined using a previous version of SAP BusinessObjects XI Integration (using the ZRLS transaction), you can import these restrictions into client-dependent form using /CRYSTAL/RLS. Import these data restrictions before using /CRYSTAL/RLS to create or modify additional restrictions. Any changes you made using /CRYSTAL/RLS will be overwritten when you import the global restrictions.

To apply your global data access restrictions to additional clients, import these restrictions once for each client.

25.1.2.2.1.7.2.1 To migrate data access restrictions

1. Enter the transaction /CRYSTAL/RLS in your SAP system.
2. Under the *Extras* menu, select *Import Global Data*.

A dialog appears, warning you that importing these restrictions will overwrite any restrictions you have defined using /CRYSTAL/RLS.

3. Click *Yes*.

Your global, client-independent data access restrictions are imported.

25.1.2.2.1.7.3 Choosing your table-level security model

For enhanced flexibility, the Security Definition Editor provides a Global Lock feature, which allows you to define the basis of your data access security model in one of two ways:

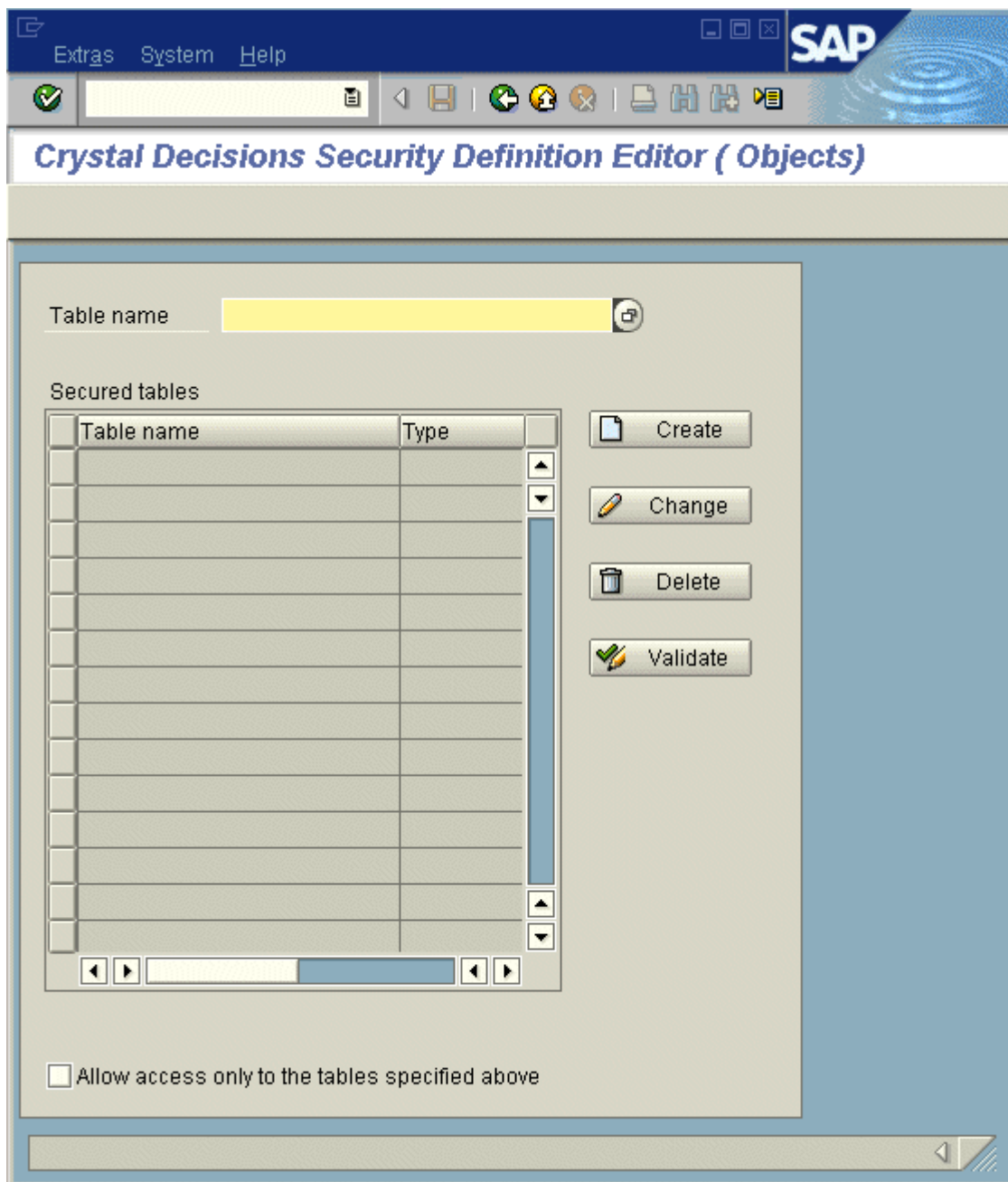
- Global Lock disabled
This open security model initially provides all users with access to all tables. To customize the model to match your current SAP security configuration, you can prevent users from accessing particular tables on a table-by-table basis. When you first deploy the Data Access , the Global Lock is disabled by default.
- Global Lock enabled
This closed security model initially denies all users access to all tables. To customize the model to match your current SAP security conventions, you can authorize users to access particular tables on a table-by-table basis. Additionally, you can specify a list of custom functions that users can still report off when the Global Lock is enabled.

Once you have enabled or disabled the Global Lock, you can refine the security model by customizing data access authorizations for particular tables.

25.1.2.2.1.7.3.1 To enable/disable the Global Lock

1. From the SAPGUI, execute transaction /CRYSTAL/RLS.

The *Security Definition Editor* appears.



2. You now have two options:
 - If you want to enable the Global Lock, select the *Allow access only to the tables specified above* option.
 - If you want to disable the Global Lock, ensure that the *Allow access only to the tables specified above* option is not selected.

Now that you've chosen an open or closed basis for your security model, you can customize authorizations for particular users and tables, thereby allowing or disallowing data access in order to match your SAP security conventions.

25.1.2.2.1.7.4 Customizing authorizations for specific tables

Whether you have enabled or disabled the Global Lock feature, you may need to customize the data access authorizations for one or more SAP tables. If the Global Lock is enabled, you will need to allow all or some users to access particular tables. (Otherwise, users will be unable to design or refresh reports against the SAP system.) Alternatively, if the Global Lock is disabled, you may need to prevent all or some users from accessing tables that contain sensitive data.

In either case, whether you want to secure a table or to permit access to a table, you must use an authorization object for that purpose. (You can customize a new authorization object, or reuse an existing one.) Then, using the Security Definition Editor, you associate the authorization object with the table in question. Finally, you incorporate the new authorization object into your current configuration of user profiles or roles.

Essentially, by associating an authorization object with an SAP table, you define that table as an exception to the Global Lock settings that you have made within the Security Definition Editor. In other words, once you've associated an authorization object with a table, that table is withheld from all users—regardless of your Global Lock settings. You must then use the authorization object according to your usual SAP security conventions in order to provide particular users with access to the SAP table.

25.1.2.2.1.7.4.1 To customize authorizations for a specific table

1. Create a new authorization object.

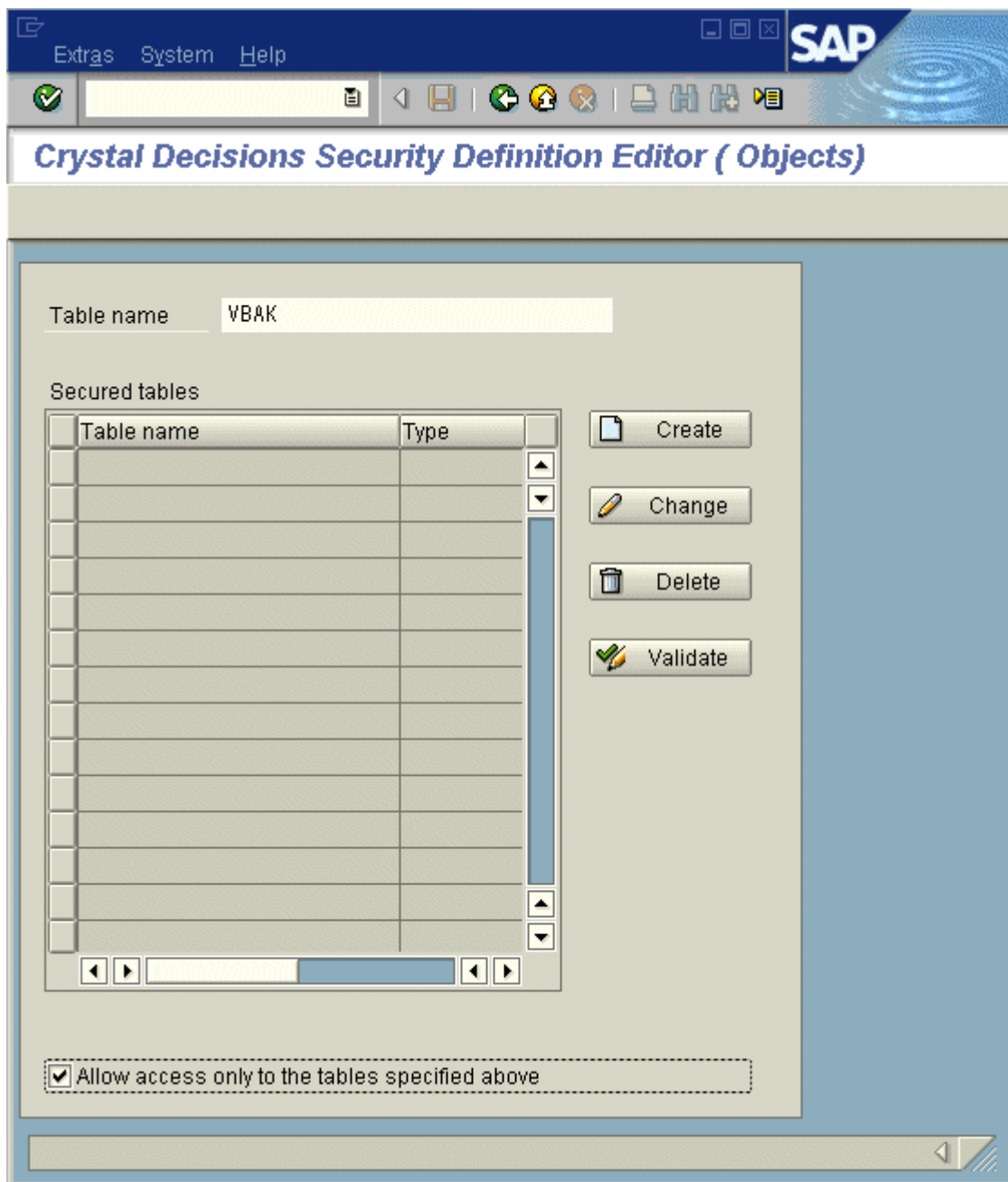
For this example, create an authorization object called ZTABCHK that consists of one authorization field called TABLE. The ZTABCHK authorization is being used to secure the VBAK table from all but a particular subset of users.

Note

Use transaction SU21 to create the authorization object, or see the SAP Help for more information on creating authorization objects.

2. From SAP, execute transaction /CRYSTAL/RLS.

The *Security Definition Editor* screen appears.



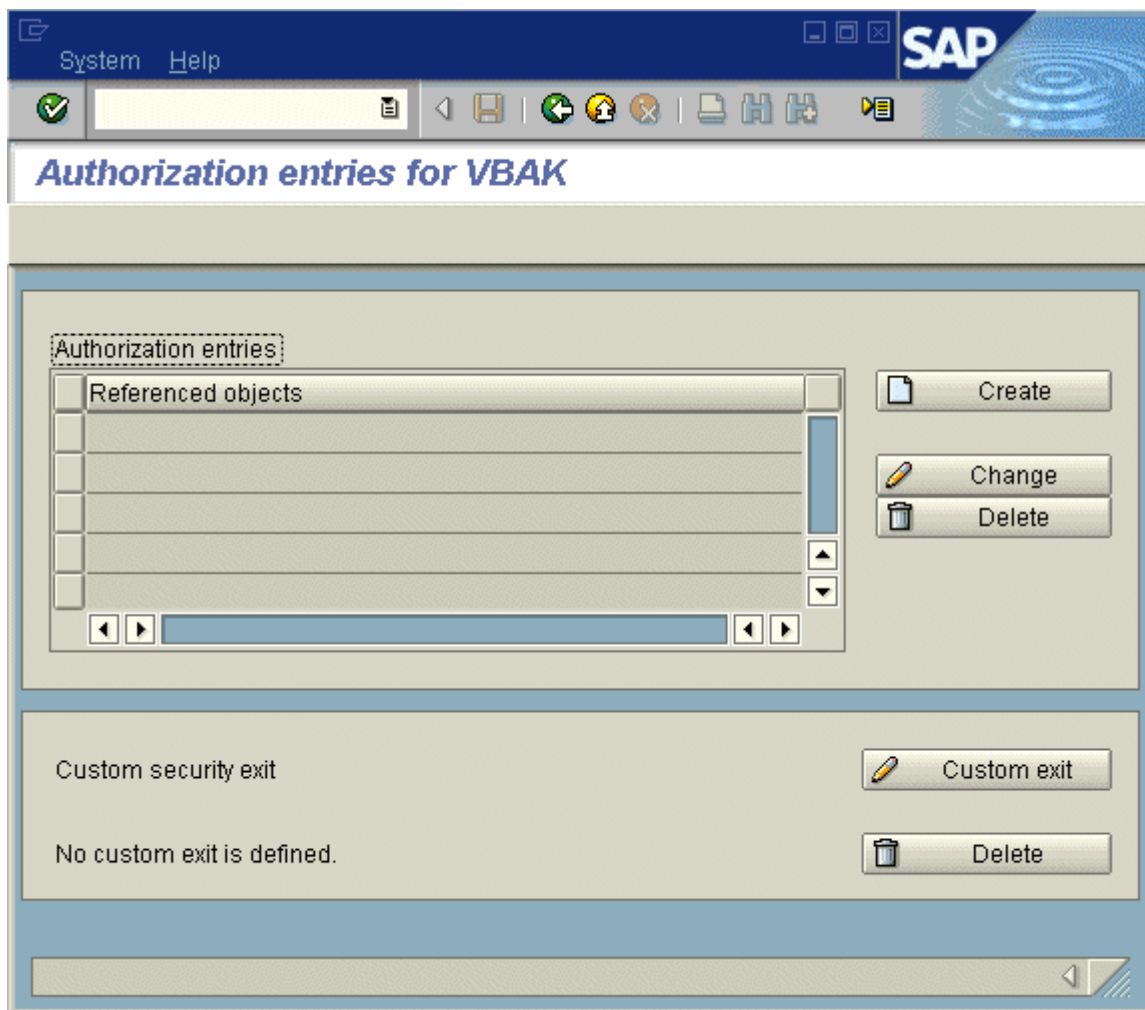
You will now associate your new authorization object with an SAP table.

3. In the *Table name* field, type the name of the table whose security definition you will customize.

For this example, type **VBAK**.

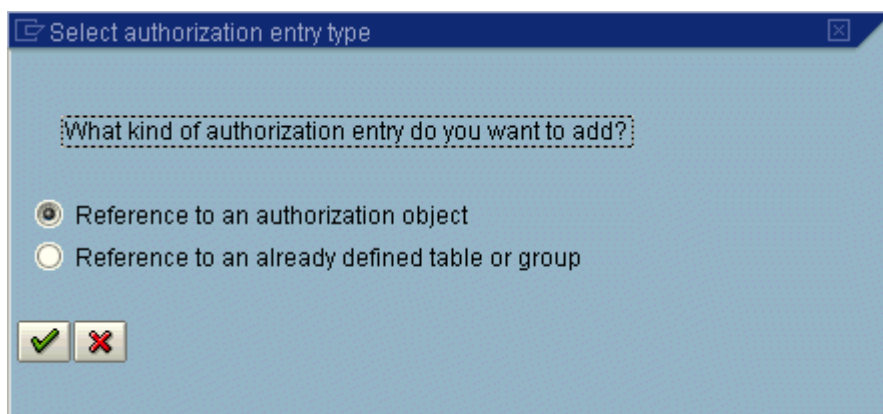
4. Click *Create*.

The *Authorization entries* screen appears



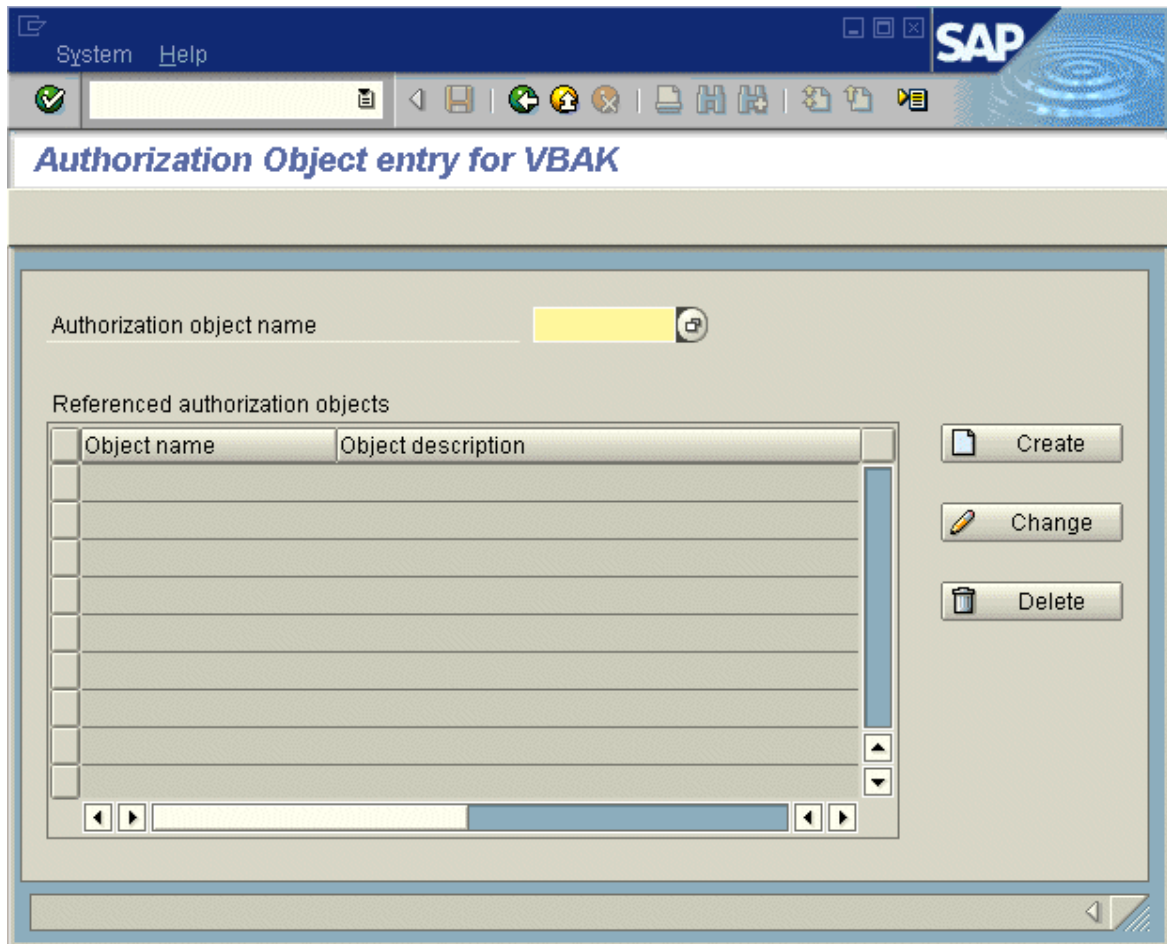
5. Click *Create*.

The *Authorization Object entry* dialog box appears.

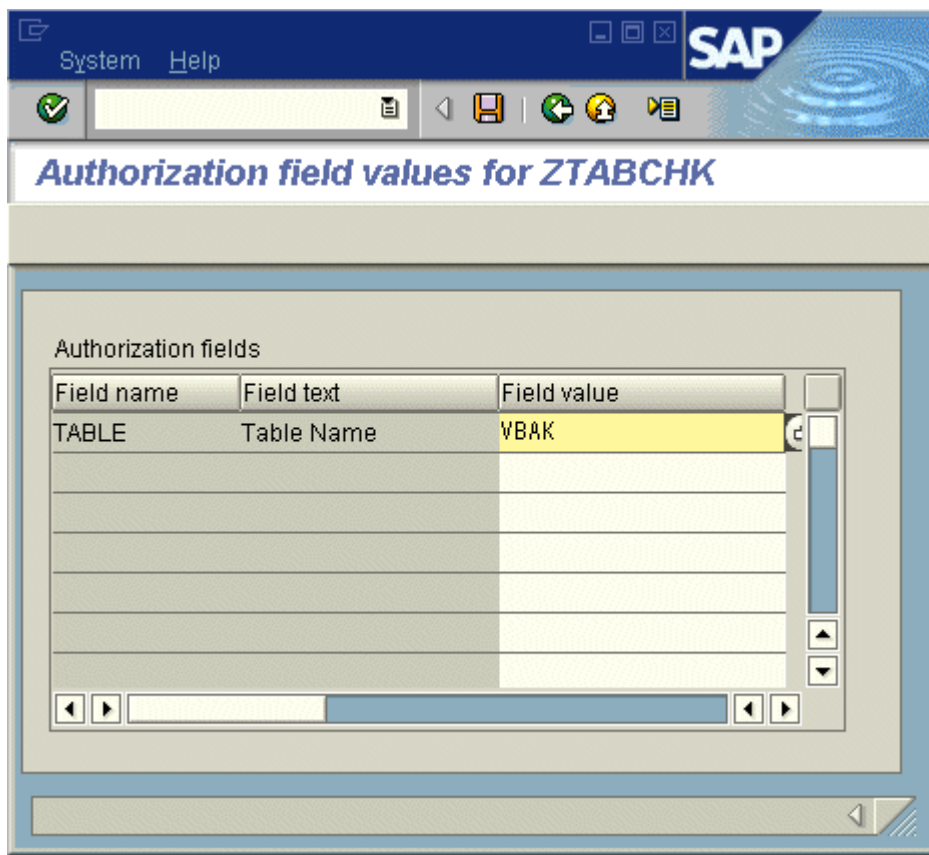


6. Click *Reference to an authorization object*.

The *Authorization Object entry* screen appears.



7. In the *Authorization object name* field, type the name of the authorization object that you created in step 1.
For this example, type **ZTABCHK**.
8. Click *Create*.
The *Authorization field values* screen appears.



9. In the *Field value* list, type the name of the table whose security definition you want to customize.

For this example, type **VBAK**.

10. Click *Save*.

You have now associated your customized authorization object with a specific SAP table.

11. Exit the Security Definition Editor.
12. Following your usual procedure, incorporate the new authorization object into your configuration of user profiles or roles.

For instance, following this example, you would apply the ZTABCHK authorization object to the subset of users who need to access the VBAK table.

Depending on the version of R/3 or mySAP ERP that you are using, and the SAP authorization model that you have already deployed, you can accomplish this in various ways:

- Attach the new authorization object to a new role that you in turn add to each user's security profile.
- Attach the new authorization object to a new profile that you in turn add to each user's security profile.

The end result is that the authorization is added to the master user data, so the database drivers can adhere to your customized data access restrictions.

i Note

Regardless of the method you use, ensure that your new authorization holds the name of the correct database table in its TABLE field value. In this example, the VBAK table must be specified.

25.1.2.2.1.7.5 Customizing authorizations for specific functions

When the Global Lock feature is disabled, report designers essentially have the freedom to call any function on the SAP system. To restrict the functions available to report off, enable the Global Lock. This restricts users from calling any functions on the SAP system. In the `/CRYSTAL/AUTHFCN` table, you can specify a list of functions that are exceptions to the Global Lock. That is, you can specify a list of functions that users are able to call. To access the list of functions, use the `/CRYSTAL/RLS` tool and go to [► Extras ► Function modules](#) .

25.1.2.2.1.7.6 Defining table authorizations by group

The Security Definition Editor provides two ways for you to quickly define table authorizations for tables that require similar levels of security:

- You can reference a table to any other table whose data access authorizations you have already defined. The [Reference to an already defined table or group](#) option is provided in the [Select authorization entry type](#) screen, which appears in the Security Definition Editor when you create an authorization entry for a table.
- You can reference multiple tables to a group table that acts as a security template. To create a group table, execute transaction `/CRYSTAL/RLS` and specify a nonexistent table name in the Editor. (When the specified table does not exist, the Editor assumes instead that you are creating a group or template.) The main screen listing all the definitions will show the table type as group. You can now share security levels by referencing existing tables to this security template.

25.1.2.2.1.7.7 Applying row-level security

Sometimes table-level security does not allow you to secure data in a way that corresponds with the security privileges of your SAP users: you may need to grant all users access to a particular table, while at the same time limiting a subset of those users to a certain portion of the table's data. To accomplish this, use the Security Definition Editor to define an additional level of security for the individual rows of data.

In general, row-level security is based on a particular field within a table. For instance, you might need to prevent users from seeing data for all customers within a Sales table. To enable this type of restriction, you create an authorization object and use the Security Definition Editor to associate the object with the Customer field in the Sales table. Then, when you apply the new authorization object to each user's profile or role, you specify the Customer values for those customers whose Sales records the user is permitted to view. When the user designs or refreshes reports against the Sales table, data is returned only for those customers that you have specified.

Essentially, by associating an authorization object with a field within an SAP table, you define that table as an exception to the Global Lock settings that you have made within the Security Definition Editor. In other words, once you've associated an authorization object with a field, the parent table is secured from all users—regardless of your Global Lock settings. You must then use the authorization object according to your usual SAP security conventions in order to provide particular users with access to rows of data within the SAP table.

You can secure rows in a table by using authorization objects, custom functions, or both.

25.1.2.2.1.7.7.1 Securing rows using authorization objects

In order to define row-level security for tables, you can create an authorization object and use the Security Definition Editor to associate the object with one of the table's fields. You then apply the new authorization object to the roles or profiles of SAP users who need to access any of the table's data. When you apply the authorization object, you specify the rows of data that each user is permitted to access.

25.1.2.2.1.7.7.1.1 To define row-level security using an authorization object

1. Create a new authorization object.

For this example, create an authorization object called Z_BUKRS that consists of one authorization field called BUKRS. This authorization is being used to secure the GLT0 table based on the values in the BUKRS (Company Codes) field.

i Note

Use transaction SU21 to create the authorization object, or see the SAPGUI Help for more information on creating authorization objects.

2. Execute transaction /CRYSTAL/RLS to access the Security Definition Editor.
3. In the *Table name* field, type the name of the table that contains the rows you want to secure.

For this example, type **GLT0**.

i Note

You can now use wildcards to specify the table name. This is an efficient way to apply an authorization to multiple tables with similar names simultaneously. Use * to specify zero or more characters and + to specify one character.

4. Click *Create*.
5. In the *Authorization entries* screen, click *Create*.
6. In the *Select authorization entry type* screen, click *Reference to an authorization object*.
7. Click *OK* to access the *Authorization Object entry* screen.
8. In the *Authorization object name* field, type the name of the authorization that you created in step 1.

For this example, you would type **Z_BUKRS**.

9. Click *Create*.

The *Authorization field values* screen appears.

10. In the *Field value* list, type the equals sign (=) and the name of the field that you want to secure.

For this example, you would type **=BUKRS**.

→ Tip

To view a list of available fields, right-click the Field value list and, on the shortcut menu, click Possible entries. Double-click the desired field (in this case, BUKRS) to insert it along with the required equals sign (=).

11. Click [Save](#).
12. Exit the Security Definition Editor.
13. Following your usual procedure, apply the new authorization object to the profiles or roles of the appropriate users.

For instance, following this example, you would apply the Z_BUKRS authorization object to each user who needs to access rows of data within the GLTO table. When you apply the authorization object, you enter the appropriate Company Code values into the BUKRS authorization field, thereby specifying the Company Codes that the specified user is authorized to access.

Depending on the version of R/3 or mySAP ERP that you are using, and the SAP authorization model that you have already deployed, you can accomplish this in various ways:

- Attach the new authorization to a new role that you in turn add to each user's security profile.
- Attach the new authorization to a new profile that you in turn add to each user's security profile.

The end result is that the authorization is added to the master user data, so the database drivers can adhere to your customized data access restrictions.

25.1.2.2.1.7.7.2 Securing rows using custom security exits

In addition to, or instead of using authorization-based restrictions for tables, you can secure rows using custom security exits. That is, you can map table fields to function parameters so that you can define the call to one function to handle the post filtering for any table.

i Note

You must give a value (either constant or field-mapped) for all non-optional parameters.

i Note

Make mappings between compatible types. For example, do not link a function parameter for a date to a number field. Mapping incompatible types results in a failure at runtime.

The following example shows how to map table fields to function parameters in a custom security exit.

25.1.2.2.1.7.7.2.1 To define row-level security using a custom security exit

1. Execute transaction `/CRYSTAL/RLS`.
2. In the [Table name](#) field, type the name of the data table whose rows you want to secure.

For this example, type PA0000 to secure the rows in that table.

i Note

You can now use wildcards to specify the table name. This is an efficient way to apply an authorization to multiple tables with similar names simultaneously. Use * to specify zero or more characters and + to specify one character.

3. Click [Create](#).

The [Authorization entries](#) screen appears.

This screen lists the authorization entries (if any) that are currently applied to the table.

4. Click [Custom exit](#).

The [Edit custom function security exit mappings](#) window appears.

5. In the [Function name](#) field, type the name of the function that you want to use to secure the table, and then click [Transfer](#).

For this example, type HR_CHECK_AUTHORITY_INFTY.

6. For each necessary parameter, specify a value or field to map to that parameter.

In this example make the entries listed in the table below:

Imported parameter name	Field name
INFTY	'0000'
PERNR	=PERNR
SUBTY	=SUBTY

7. Click [Save](#).

You are returned to the [Authorization entries](#) screen, which now indicates that there is an active custom security exit for this table.

When a user attempts to access a table secured by a custom security exit, the driver checks the appropriate field(s) in the table. The field values you mapped are passed as parameters to the function you selected, in this example HR_CHECK_AUTHORITY_INFTY. When authorization restrictions are combined with the values you mapped, the authorization restrictions filters the results first, and then the mapped values further filter the results.

25.1.2.3 Reporting with SAP BW

Click a link to view one of the topics in this section:

- [Designing and Translating Reports \[page 596\]](#)
- [Publishing Reports \[page 598\]](#)

25.1.2.3.1 Designing and Translating Reports

This section introduces you to the Report Wizards in Crystal Reports and provides reporting details that are relevant within SAP environments. The section also shows how to prepare reports for translation and how to conditionally modify the report's design based on the user's logon language.

25.1.2.3.1.1 Designing reports for translation

If your BW system supports users in multiple languages, you may want to prepare your reports for translation within BW. Once you publish the translated reports to SAP BusinessObjects Business Intelligence platform, SAP users can view the reports that correspond to their preferred viewing locale. This section describes how to prepare your report for translation, and how to use a report's `LanguageCode%` formula to make language-specific modifications to reports.

25.1.2.3.1.1.1 Preparing reports for translation

When you save a report to BW, you are given the option to prepare the report for translation. When you select this option, Crystal Reports extracts the string contents from all the text objects that you have inserted into the report (and replaces the original strings with placeholders in the .rpt file). Use the standard translation transactions within BW to access the language table that contains the original strings and translate them into all the languages that you require. Once you finish this process, the translated strings will be inserted back into the report when you publish to SAP BusinessObjects Business Intelligence platform.

When you publish a translated report from BW to SAP BusinessObjects Business Intelligence platform, the BW Report Publisher receives a single .rpt file, the original report strings, a list of destination languages, and all the translated report strings from BW. For each language, the BW Report Publisher copies the original .rpt file and replaces the placeholders with the corresponding report strings. The BW Report Publisher also marks each report with a language code (for details, see [Conditional formatting with the LanguageCode% formula \[page 597\]](#)). The BW Report Publisher then generates multiple .rpt files (one for each language), and publishes each of these objects to SAP BusinessObjects Business Intelligence platform.

i Note

When users refresh or schedule translated reports, new data is retrieved from BW, but the report strings are not refreshed. To update the translations of your report strings, publish the reports again from BW to SAP BusinessObjects Business Intelligence platform.

25.1.2.3.1.1.1.1 To prepare all reports for translation

1. Start Crystal Reports and open a report that you want to prepare for translation.
2. On the [SAP](#) menu, click [Settings](#).

The Settings dialog box appears.

3. Ensure that *Prepare reports for translation on server* is selected.

This option changes your default settings, so reports are always prepared for translation on the server.

If you prefer to select this option for individual reports, clear the *Suppress save dialog* option. You are then prompted with a *Prepare this report for translation* option every time you save a report to BW.

4. Click *OK*.
5. On the *SAP* menu, click *Save Report* and proceed as usual.

25.1.2.3.1.1.2 Conditional formatting with the LanguageCode % formula

When you first create a report that is based on a BW query, Crystal Reports automatically generates a formula named `LanguageCode%`. You can find this formula in the Field Explorer. Rather than performing a calculation, this formula consists of a string value—a single letter—that serves to associate the report with a particular logon language.

When you first create and design your report, the formula contains the code for your current language ("E" for English, "D" for German, and so on). This is the report's master language. When you prepare reports for translation and subsequently publish them to SAP BusinessObjects Business Intelligence platform, the BW Report Publisher modifies the `LanguageCode%` formula in each translated report. When an SAP user views a Crystal report or logs on to BI launch pad, the application filters the available reports: if a translated report is available in the user's logon language, it is displayed for the user; if a translated report is unavailable, the report appears in its master language.

The `LanguageCode%` formula is intended to provide you, the report designer, with a tool for conditionally formatting reports in ways that accommodate users with different logon languages. For example, suppose that your report displays values from a Product Category field, the string values of which are translated within SAP. As a report designer, the difficulty lies in that the German strings are longer than the equivalent English strings.

To solve this problem, you could use the `LanguageCode%` to conditionally reduce the font size for the translated version of the report (as demonstrated in the following steps). Alternatively, you could insert two Details sections—each containing the same database fields—and increase the width of the fields in the second section to accommodate for the longer German strings. Your conditional formatting formula would then show/hide the Details sections according to the report's language.

i Note

For complete instructions on conditionally formatting fields and using the Format Editor, see the *Crystal Reports Online Help*.

25.1.2.3.1.1.2.1 To reduce a field's font size conditionally

1. Open the report in Crystal Reports, and click the *Design* tab.
2. In the Details section of the report, right-click the field that contains the font that you want to conditionally format.

3. On the shortcut menu, click [Format Field](#).

The [Format Editor](#) dialog box appears.

4. Click the [Font](#) tab.
5. Click the [Formula](#) button that corresponds to the Size field.

The Formula Workshop opens a new formula and names it Font Size.

6. In the text area, type this formula (which uses Crystal Syntax):

```
if {@LanguageCode%} = "D"  
    then 10  
    else 12
```

This formula ensures that the font size of the field that is currently selected is reduced from 12 pts to 10 pts when the user's logon language is German (or when the user schedules a German instance of the report).

7. Click [Save and close](#).

25.1.2.3.2 Publishing Reports

This section describes how to publish Crystal reports to SAP BusinessObjects Business Intelligence platform. It also describes how to view those reports from SAP BusinessObjects Enterprise BI launch pad and through other applications.

25.1.2.3.2.1 Publishing predefined reports to SAP BusinessObjects Business Intelligence platform

There are several ways to publish valid Crystal report files to SAP BusinessObjects Business Intelligence platform:

- When you open a report in Crystal Reports, you can simultaneously save it to BW and publish it to SAP BusinessObjects Business Intelligence platform.
- If you have already added a number of reports to BW, you can publish them in batches to SAP BusinessObjects Business Intelligence platform. For details, see [Batch publishing reports from BW \[page 598\]](#).
- You can add Crystal reports to the system through the Publishing Wizard, the Central Management Console, or the Import Wizard. For details, see the *SAP BusinessObjects Business Intelligence Platform Administrator Guide* (`admin.pdf` in the `docs` directory of your SAP BusinessObjects Business Intelligence platform product distribution).

25.1.2.3.2.1.1 Batch publishing reports from BW

You can publish large numbers of Crystal reports using the Content Administration Workbench. For more information on the Content Administration Workbench, see the "Configuring publishing in the Content

Administration Workbench" section of the *SAP BusinessObjects Business Intelligence Platform Administrator Guide*.

25.1.2.3.2.1.2 Migrating development content to a production BW system

If you have deployed SAP BusinessObjects Enterprise Integration for SAP Solutions in your development BW environment, you can import your reporting content to the SAP BusinessObjects Business Intelligence platform system that is configured for use with your production BW environment.

Before importing your content, consider the following:

- BW treats Crystal reports (.rpt files) as native objects. If the Crystal reports are stored in the repository of your development BW system, you can transport the BW content and then batch publish the reports to SAP BusinessObjects Business Intelligence platform. (For details about transporting content between BW systems, see the SAP Library.) This procedure ensures that the database information for each report is updated by the BW Report Publisher.
- If you have deleted some or all of the Crystal reports from the repository of your development BW system, you can use the Upgrade Manager to import the report objects from one SAP BusinessObjects Enterprise installation to another. When using the Upgrade Manager, be sure to set the correct database information on each of the report files that you import.
- If the number of report files that you want to migrate is small, you may find it easier to change each report's database information in the Central Management Console (CMC). (Go to the Objects management area, locate the report, and click the Database link on its Process tab.)

After you migrate your content, use the Content Administration Workbench to perform maintenance on your reports. Report maintenance tasks include synchronizing information about reports between SAP BusinessObjects Business Intelligence platform and BW (Update status), deleting unwanted reports (Delete reports), and updating reports migrated from previous versions of SAP BusinessObjects Enterprise (Post-migration).

For more information about maintaining your reports, refer to the *SAP BusinessObjects Business Intelligence Platform Administrator Guide*.

25.2 Integrating with Oracle E-Business Suite

25.2.1 Overview

If you installed the Data Connectivity feature part of the Crystal Reports installation and SAP BusinessObjects BI installation for Oracle E-Business Suite, you can work with Oracle EBS data in SAP Crystal Reports.

25.2.2 To access data in SAP Crystal Reports

1. Start Crystal Reports.
2. On the Start Page, click Blank Report.
3. In the Database Expert, expand [Create New Connection](#).
4. Provide the information in the following table.

Field	Action
Host	Type the name of the server that hosts your Oracle EBS system.
Port	Type the port number that the server uses for the SML listener
Environment	Type the name of the environment that you want to access in the system.
User	Type your user name.
Password	Type your password.
Role	Type the name of the role that you want to access in the system.

5. Click [Finish](#).

You can now create Crystal reports with data from your Oracle EBS system.

Once you have connected to a data source, you can save the connection in your Favorites folder. In the Database Expert, right-click the connection, and click Add to Favorites.

For details on using SAP Crystal Reports please see the *SAP Crystal Reports 2020 User Guide*.

To enable Unicode support, you must configure your system as described in the *SAP Crystal Reports 2020 User Guide* and the *SAP BusinessObjects Business Intelligence Platform 4.3 Installation Guide*.

25.3 Integrating with Siebel

25.3.1 Connecting to Siebel

Generating reports using the Integration product provides easy access to the data within Siebel. Users who are currently involved with the production of reports using Siebel or other tools will find it easy to build reports quickly with the driver included in the Integration product.

This section discusses how to connect to Siebel with the driver, and also describes advanced features such as controlling visibility, using Siebel formatting features, and connecting to an active Siebel Mobile/Dedicated Web Client.

25.3.1.1 Creating a connection in SAP Crystal Reports

Once you've installed the Integration product on a machine running the SAP Crystal Reports designer, you must create a connection to Siebel for your report. There are two ways to create a connection in SAP Crystal

Reports: use one of the Report Wizards, or select Log On Server from the File or Database menu. Both methods are described below.

25.3.1.1.1 Using the Report Wizards

1. Launch SAP Crystal Reports.
2. On the [Start Page](#), click [Report Wizard](#).

The Standard Report Creation Wizard dialog box appears.

→ Tip

To create a specific type of report, select the appropriate Wizard.

3. In the Available Data Sources list, expand [Create New Connection](#) and double-click [Siebel eBusiness Applications](#).

The Connection Information dialog box appears.

4. In the [Connection Type](#) area, select [Server](#), [Local](#), or [Local \(Active Dedicated Session\)](#).

i Note

This example illustrates how to create a Server connection type. To decide which connection type to select, and for details on how to create the other types of connections, see [Configuring the connection \[page 602\]](#).

5. In the [Connection Name](#) field, type a name for the connection.
6. Click [Next](#).

The Connection Details dialog box opens.

7. Type your Siebel user name and password in the appropriate fields.
8. In the [Connection String](#) field, type the connection string for your Siebel Server.
9. If you are using a Server connection, type the name of your Siebel repository in the [Repository](#) field.

You can leave this field blank if you are using the default name of "Siebel Repository" for your repository. Otherwise, type the name of your repository.

10. If desired, select [Apply Current Query](#) or [Restrict to Current Selection](#).

i Note

You must select Apply Current Query to display the Restrict to Current Selection option.

11. Click [Finish](#) to return to the Standard Report Creation Wizard.

→ Tip

Once you have configured the Siebel connection, you can store the connection in the Favorites folder.

25.3.1.1.2 Using the Log On Server command

If you prefer not to use the Report Wizards, connect to Siebel using the Log On Server command.

1. Launch SAP Crystal Reports.
2. On the *File* menu (or *Database* menu, if a report is already open), click *Log On or Off Server*.
3. In the Data Explorer, expand *Create New Connection*.
4. Expand *Siebel eBusiness Applications*.

The Connection Information dialog box appears.

5. In the *Connection Type* area, select *Server*, *Local*, or *Local (Active Dedicated Session)*.

i Note

This example describes how to create a Server connection type and helps you decide which connection type to select and for details on how to create the other types of connections.

6. In the *Connection Name* field, type a name for the connection.
7. Click *Next*.

The Connection Details dialog opens.

8. Type your Siebel user name and password in the appropriate fields.
9. In the *Connection String* field, type the connection string for your Siebel Server.
10. If you are using a Server connection, type the name of your Siebel repository in the *Repository* field.

You can leave this field blank if you are using the default name of "Siebel Repository" for your repository. Otherwise, type the name of your repository.

11. If desired, select *Apply Current Query* or *Restrict to Current Selection*.

i Note

You must select Apply Current Query to display the Restrict to Current Selection option.

12. Click *Finish* to return to the Data Explorer.

→ Tip

Once you have configured the connection to Siebel, you can store the connection in the Favorites folder.

25.3.2 Configuring the connection

The Integration product supports the following connection types:

- [Server \[page 603\]](#)
- [Local \[page 603\]](#)
- [Local \(Active Dedicated Session\) \[page 605\]](#)

25.3.2.1 Connection names

When you open a connection to a data source, Crystal Reports automatically assigns a name to the connection in the Connection Name field of the Siebel eBusiness Applications Connection Information dialog box. By default, the first connection is named SIEBEL1, and additional connections opened in the same session are named SIEBEL2, SIEBEL3, and so on. To give your connections distinct and descriptive names, you can edit the Connection Name field when connecting.

If you do not ensure that your connections have different names, you may experience problems when refreshing your reports.

For example, if you refresh a Crystal report with the connection name SIEBEL1, Crystal Reports will prompt you for the location of the data source before refreshing the report. If you do not close this report before opening and refreshing a second Crystal report with the same connection name (in this example, SIEBEL1), the second report will be refreshed using the first report's data source.

Therefore, it is recommended that you either give your connections distinct names, or that you do not open two reports with the same connection name concurrently.

25.3.2.2 Server

The Server connection type connects directly to the Siebel server. It is available only if the appropriate Siebel EAI components are installed on the workstation.

When using the Server connection type, all data is accessed directly from the server, thus making it ideal for reports that are to be published to SAP BusinessObjects Business Intelligence platform and delivered through HTML, DHTML, or other zero-client technologies.

If you select the Server connection type when connecting to Crystal Reports, the Connection Details dialog box will require a connection string.

25.3.2.2.1 Connection String

In the Connection String field, enter the connection string used to connect to the Siebel Server. Depending on your Siebel configuration, you may be able to find connection strings for your server in a file named `eapps.cfg`, which is located on your Siebel web server. For more details, see the Siebel Bookshelf.

25.3.2.3 Local

The Local connection type connects to the Siebel Mobile/Dedicated Web Client and accesses data from any of the available data sources, such as Local database, Server database, and Sample database. To use this connection type, the complete Siebel Mobile/Dedicated Web Client must be installed on the same machine as Crystal Reports.

When using this connection, all data is accessed through the Siebel Mobile/Dedicated Web Client, thus making report design possible without impacting the Siebel servers.

i Note

Before a report created using the Local connection type can be published to SAP BusinessObjects Business Intelligence platform, the connection type must be changed to Server.

i Note

If you are creating a local Siebel database for use with a Crystal Reports local connection, when extracting the database make sure you set the *Extract all Repository Tables* parameter to *True*. This parameter is usually set to False by default, and this will prevent your Siebel data from functioning properly with a Crystal Reports local connection.

If you select the Local connection type when connecting to Crystal Reports, the Connection Details dialog box has the following fields:

- [Config File \[page 604\]](#)
- [Data Source \[page 604\]](#)

25.3.2.3.1 Config File

In the Config File field, enter the full filename and path to the configuration file used by the Siebel Mobile/Dedicated Web Client. For example:

```
C:\Program Files\Siebel\7.7\web_client\BIN\ENU\siebel.cfg
```

25.3.2.3.1.1 Data Source

The Data Source field contains the data source as selected when logging on to the Siebel Mobile/Dedicated Web Client. These data sources are defined in the configuration file entered in the Config File field. Examples of data sources are: Server, Local, and Sample.

i Note

Selecting the Server data source in the Data Source field continues to use the Siebel Mobile/Dedicated Web Client to connect and will require a Set Location operation on the report before it is published to a SAP BusinessObjects Business Intelligence platform server.

25.3.2.3.1.2 To find your configuration file

1. Right-click the icon you use to start Siebel.

2. From the shortcut menu, click [Properties](#).

The Siebel Properties dialog box appears. On the Shortcut tab, the Target field contains the filename and path to the configuration file.

25.3.2.3.1.3 Local (Active Dedicated Session)

The Local (Active Dedicated Session) connection type is a refinement of the Local connection type, and requires the complete Siebel Mobile/Dedicated Web Client. This connection type allows reports to be opened and run from within the Siebel Mobile/Dedicated Web Client without the user having to log on to Siebel again. The Local (Active Dedicated Session) connection type is provided for use with the Crystal Reports Local Viewer application. When designing reports against a local data source, use the Local connection type.

Since the Local (Active Dedicated Session) connection type connects directly to the first Siebel Mobile/Dedicated Web Client that is running, it does not require a user name and password. If more than one Siebel Mobile/Dedicated Web Client is running concurrently, it is not possible to specify which client Crystal Reports will connect to.

i Note

Before a report created using the Local (Active Dedicated Session) connection type can be published to SAP BusinessObjects Business Intelligence platform, the connection type must be changed to Server.

25.3.2.4 Queries and Selections

The Connection Details dialog box allows you to configure how the report will act when operated from the Siebel Mobile/Dedicated Web Client included with the Integration product or BI launch pad. These settings have no effect when refreshing reports from within Crystal Reports or SAP BusinessObjects Business Intelligence platform itself. They are used only when reports are linked to Siebel views and accessed via the contextual awareness feature.

Two options are available:

- [Apply Current Query \[page 606\]](#)
- [Restrict to Current Selection \[page 606\]](#)

i Note

If Apply Current Query is not selected, Restrict to Current Selection is not available.

i Note

When you view a report using the Siebel Mobile Web Client and the BI launch pad, the report always uses the query and selection options that you chose when you created the report.

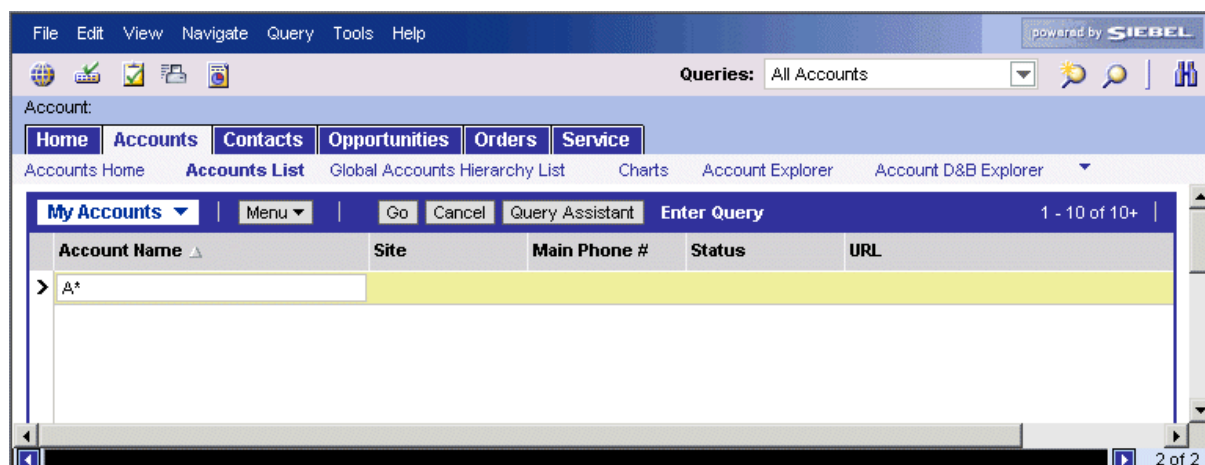
i Note

To use the Apply Current Query functionality in the BI launch pad, the report must use the same Business Component as the Siebel view that you link it to.

25.3.2.4.1 Apply Current Query

Siebel allows a user to filter information displayed in any view by applying a query. If Apply Current Query is selected when using the Server connection type, the query applied in Siebel is applied to the Crystal report when the report is published to SAP BusinessObjects Business Intelligence platform.

For example, if a query in Siebel has restricted the list of Accounts to only those that begin with "A", such as shown in the image below, only these accounts will be visible in the Crystal report.



i Note

Apply Current Query takes effect only if the same business component is being used in the report and in the current Siebel view; otherwise the a *Database Connector Error* message will display if you attempt to view or schedule a report.

i Note

Apply Current Query applies only to Crystal reports that are linked to Siebel views.

25.3.2.4.2 Restrict to Current Selection

If you select Apply Current Query, you can also choose to select Restrict to Current Selection. Selecting Restrict to Current Selection further restricts the records displayed in a Crystal report to the record highlighted in Siebel. This allows you to select a single record and produce reports on its elements.

For example, if you apply a query that restricts the list of Accounts to only those that begin with "A," and then further highlight a specific record in your view and select both Apply Current Query and Restrict to Current Selection when connecting to Crystal Reports with the Local (Active Dedicated Session) connection type, the Crystal report will show information only for this record. If you select both Apply Current Query and Restrict to Current Selection when connecting to Crystal Reports with the Server connection type, the record that is highlighted in Siebel is applied to the Crystal report but will only be visible after the report has been published to SAP BusinessObjects Business Intelligence platform.

If there is no active selection for the business component being viewed in Crystal Reports, then this restriction has no effect and the same records are returned as if this option was not selected.

i Note

If you apply any filtering to the Crystal report, the selection is lost, and the report behaves as though Restrict to Current Selection was not selected.

25.3.3 Selecting business components

Once a connection is completed, Crystal Reports displays the list of business objects and business components available. SAP BusinessObjects Business Intelligence platform and business components are displayed in a tree structure, with business components shown under the business object that they are a part of. This is formatted as:

```
business object.business component
```

You add business components to a report in the same way that you add tables to a report. If you select multiple business components to place them in a report, you must link the business components. See [Linking tables in reports \[page 611\]](#) for details.

25.3.3.1 Filtering business components

If you apply a filter to the list of business components, it reduces only the number of business components in the tree structure. All business objects will still be visible. Filtering business components should not be necessary in most cases.

→ Tip

If you apply a filter, it is applied to all data sources. Remember to reset the Options so that your search will not be restricted when you connect to other business components at a later time.

25.3.4 Refreshing reports with Siebel data

You can modify the sample reports so that they report off the data stored in your Siebel environment. This requires you to set each report's database location, so that it points to the Siebel system.

25.3.4.1 To change the connection information in Crystal Reports

1. From the [Database](#) menu, select [Set Datasource Location](#).

The Set Datasource Location dialog box appears.

2. In the [Current Data Source](#) area, select the data source whose connection you want to change.
3. If you already have a replacement connection configured (that is, one that uses the same business components and a Server connection type), select it in the [Replace with](#) area, click [Update](#), and skip to step 9.
4. If you do not, expand [Create New Connection](#) and double-click [Siebel eBusiness Applications](#).
The Connection Information dialog box opens.
5. Select your Connection Type, choose a connection name, and then click [Next](#).
6. Enter the rest of your connection details such as User name, Password, Connection String, for your connection to Siebel.
7. Click [Finish](#) to return to the Set Datasource Location dialog box.
8. Under the new connection, select the business component that was used in the original report and click [Update](#).
9. Refresh the report to verify that the connection has been updated and the report retrieves the correct data.
10. Save the report.

25.3.5 Updating reports created in earlier versions of Crystal Reports

It is recommended that you reset the datasource location of reports created with Crystal Reports 8.5 and earlier versions of the Integration product. To do so, you must reset each report's database location.

25.3.5.1 To change the connection information in Crystal Reports

1. From the [Database](#) menu, select [Set Datasource Location](#).
The Set Datasource Location dialog box appears.
2. In the [Current Data Source](#) area, select the data source whose connection you want to change.
3. If you already have a replacement connection configured (that is, one that uses the same business components and the correct connection type for your Siebel environment), select it in the [Replace with](#) area, click [Update](#), and skip to step 9.
4. If you do not, expand [Create New Connection](#) and double-click [Siebel eBusiness Applications](#).
The Connection Information dialog box appears.
5. Select your Connection Type, choose a connection name, and then click [Next](#).
6. Enter the rest of your connection details such as User name, Password, Connection String, and language for your connection to Siebel.
7. Click [Finish](#) to return to the Set Datasource Location dialog box.
8. Under the new connection, select the business component that was used in the original report and click [Update](#).
9. Refresh the report to verify that the connection has been updated and the report retrieves the correct data.

10. Save the report.

25.3.6 Security

Crystal Reports supports Siebel's security to ensure that sensitive information can be managed. Every time users run reports against Siebel data, they must log on with valid Siebel user credentials. This ensures that users are able to access only the information that they are permitted to by their Siebel credentials.

i Note

In the case of the Local (Active Dedicated Session) option, there is no logon prompt, as the user has already logged on using the Siebel Mobile/Dedicated Web Client.

25.3.7 Views

Crystal Reports allows reports to be produced with any of Siebel's available visibility settings. These settings can be changed for any given report. Thus, a single report can be filtered to show different views of its information. For example, a report showing Accounts can be filtered so that only the accounts available in the My Accounts view or the My Team's Accounts view are visible.

25.3.7.1 The View Mode field

In each table, there is a field called View Mode. This field is designed to be a filter that allows the visibility to be changed. For example, if you want the report to show the PersonalView, you can add a selection to set the View Mode field to PersonalView.

i Note

When accessing data from Siebel, Crystal Reports represents business components as tables. Crystal Reports does not access Siebel tables when using the Integration product connection.

If the View Mode field is placed onto a report, it will always show the current visibility, which is AllView by default.

25.3.7.1.1 To set up record selection using the Select Expert

1. On the [Report](#) menu, click [Select Expert](#).

The Select Expert dialog box appears.

i Note

If you click the Select Expert button without first highlighting a field in your report, the Choose Field dialog box appears. Highlight the field on which you want to base record selection (in this example, Account_Account._ViewMode), and click OK. The Select Expert appears.

2. Use the drop-down lists to enter your selection criteria. In the example above, the View Mode field is set to PersonalView.

i Note

View Mode is not a true database column and has certain restrictions. Each table can have only one view mode, so it is not possible to use filters that employ options other than "is equal to," and only a single filter can be used for each table.

Because of these restrictions, the following type of formula is not supported:

```
View Mode = PersonalView OR View Mode = SalesRepView
```

3. Click **OK** when finished.

A selection formula is generated based on your specifications, limiting the report to the records you indicated.

i Note

To view the selection formula, click Show Formula in the Select Expert. The Select Expert expands to show the formula. Click the Formula Editor button to modify the formula.

i Note

Separate tables can use different view modes.

For more information about visibility, see the Siebel Bookshelf.

25.3.8 Using Siebel formatting

Siebel provides a mechanism that formats information for the user based on preferences defined within the Siebel system. For example, currency fields are formatted to show the correct currency symbol, numbers and dates are adjusted to the display style of the user's nation, and textual information may also be modified.

Although much of Siebel's formatting can be replicated inside Crystal Reports, doing so can be time consuming. Instead, you can simply convert table fields into the representation that Siebel would display. This is done by inserting an SQL expression field.

25.3.8.1 To insert an SQL expression field

1. Open the report in SAP Crystal Reports.

2. From the [View](#) menu, select [Field Explorer](#).
3. Right-click [SQL Expression Fields](#).
4. From the shortcut menu, select [New](#).

The SQL Expression Name dialog box appears.

5. Type in a name for the column you are adding to the table and click [OK](#).

The SQL Expression Editor appears. It has five panes:

- the navigation pane at left
 - the Report Fields, Functions, and Operators panes across the top
 - the Formula text pane at the bottom.
6. In the Functions pane, expand [System](#).
 7. Double-click the [Format](#) function.

In the Formula text pane, the text `Format()` appears with a flashing cursor after the last parenthesis.

8. Move the cursor between the parentheses `()`.
9. In the Report Fields pane, double-click the field you wish to format.

In the Formula text pane, the name of the field you selected appears between the parentheses. It is now part of a function.

i Note

Only the format function shown below is supported by the driver included in the Integration product.

i Note

Format expression is not a true SQL expression supported by Siebel. So it is not possible to create complex expressions other than those involving a single field.

Because of these restrictions, the following types of expressions are not supported:

```
Format ('Account_Revenue', 'Revenue') + " USD"
```

10. Click [Save and close](#).
11. The new field appears under the SQL Expression Fields category. It can now be dragged and dropped onto the report.

25.3.9 Linking tables in reports

Siebel does not present its data as relational database tables, but rather as a series of objects called business components. When accessing Siebel data using this Integration product, Crystal Reports represents each business component as a table.

You can use a variety of link types to link these tables in reports and subreports. Because business components are not relational tables, these linking operations are performed by Crystal Reports on the client side. For more information on linking tables, see your Crystal Reports documentation.

In addition to the client-side linking performed by Crystal Reports, Siebel allows multiple business components to be programmatically linked if the business components have a parent-child relationship. Doing so allows

users to improve report performance, and in some cases report from child business components that would otherwise be impossible to report off directly.

You can report off Siebel parent and child business components by linking parent business components to child business components. For details, see [Reporting off parent-child business components \[page 612\]](#).

25.3.9.1 Additional Siebel business components

Siebel provides a mechanism for generating additional business components that combine data at the object level. For more information, see the Siebel Bookshelf.

25.3.9.2 Reporting off parent-child business components

The SAP BusinessObjects Business Intelligence platform allows you to report off Siebel business components with parent-child relationships. When you define a link between parent and child business components in Crystal Reports, the Siebel server returns only the subset of data relevant to the parent and child components, significantly improving report performance.

You can report off parent-child business components by linking parent business components to child business components in the following ways:

- By opening the child business component using the same business object that is used to open the parent business component.
- By opening the child business component associated with the parent's Multi Value field, identified with a name that represents the child business component.
- By opening the child business component associated with the parent's Pick List Value field, identified with a name that represents the child business component.

25.3.9.2.1 Using the same business object

To open multiple business components with parent-child relationships using the same business object, the components must be linked.

In this example, the three business components are opened using the same business object that was used to open the top-level parent component (Account_Account).

25.3.9.2.2 Using the parent's Multi Value field

To open a child component by using its parent's Multi Value field, you must first link the parent component to the child component, then set the record selection on the child component to specify the name of the parent's Multi Value field that you want to use.

25.3.9.2.2.1 To open a child business component using its parent's Multi Value field

1. In Crystal Reports, link the parent and child business components.
2. On the [Report](#) menu, click [Selection Formulas](#) and then click [Record](#).
3. In the [Field Tree](#) pane of the Record Selection Formula Editor, expand the Siebel database field tree.
4. Expand the child business component.
5. Double-click the [_Multi Value](#) field to add it to the formula.
6. Type an equals sign and quotation mark (= "), the name of the parent's Multi Value field that you want to use, and then a closing quotation mark.
7. Click [Save and close](#).

i Note

_Multi Value and _Pick List Value are not true database columns and therefore have certain restrictions. Each child business component can use only one of _Multi Value or _Pick List Value to specify the associated parent field. So it is not possible to use complex filters that employ options other than "is equal to", and only a single filter can be used for each business component.

25.3.9.2.3 Using the parent's Pick List Value field

To open a child component by using its parent's Pick List Value field, you must first link the parent component to the child component, then set the record selection on the child component to specify the name of the parent's Pick List Value field that you want to use.

25.3.9.2.3.1 To open a child business component using its parent's Pick List Value field

1. In Crystal Reports, link the parent and child business components.
2. On the [Report](#) menu, click [Selection Formulas](#) and then [Record](#).
3. In the [Field Tree](#) pane of the Record Selection Formula Editor, expand the Siebel database field tree.
4. Expand the child business component.
5. Double-click the [_Pick List Value](#) field to add it to the formula.
6. Type an equals sign and quotation mark (= "), the name of the parent's Pick List Value field that you want to use, and then a closing quotation mark.
7. Click [Save and close](#).

i Note

_Multi Value and _Pick List Value are not true database columns and therefore have certain restrictions. Each child business component can use only one of _Multi Value or _Pick List Value to specify the

associated parent field. So it is not possible to use complex filters that employ options other than "is equal to", and only a single filter can be used for each business component.

25.3.10 Multi-value columns

There are certain columns within the tables that are displayed through the Siebel driver that represent multiple values. Crystal Reports will normally display the primary value for these fields. If no primary ID field is defined, Crystal Reports will display one of the values, but this value is not predictable.

By default, Crystal Reports tries to improve performance by having any sort performed on the server. In the case of multi-value columns where no primary value has been defined, this will fail. It is necessary to make any report that needs to sort using multi-value columns perform the sorting on the client.

25.3.10.1 To perform sorting on the client

1. From the [File](#) menu in Crystal Reports, click [Report Options](#).
2. In the Report Options dialog box, clear the [Use Indexes Or Server For Speed](#) check box.
3. Make sure the [Always Sort Locally](#) check box is selected.
4. Click [OK](#).

25.3.11 Data Types

Click a link to view one of the topics in this section:

- [Mapping Siebel data types to Crystal Reports types \[page 614\]](#)

25.3.11.1 Mapping Siebel data types to Crystal Reports types

Siebel supports a range of data types within its business components. These are converted to Crystal Reports data types for presentation of the table equivalents. The following table shows the conversions.

Siebel Type	Crystal Reports Type
DTYPE_BOOL	Boolean
DTYPE_INTEGER	Number
DTYPE_NUMBER	Number

Siebel Type	Crystal Reports Type
DTYPE_CURRENCY	Currency
DTYPE_DATE	Date
DTYPE_TIME	Time
DTYPE_DATETIME	Date-time
DTYPE_ID	String
DTYPE_PHONE	String
DTYPE_TEXT	String
DTYPE_NOTE	Memo
DTYPE_UTCDATETIME	Date-time

i Note

DTYPE_PHONE in Siebel is a number. However, for the value to be meaningful, it is necessary to apply Siebel formatting to the field. To reduce the effort required to add a SQL expression for every DTYPE_PHONE element, Crystal Reports automatically applies the format and returns the value as a string.

When filtering the phone type field, the Crystal report automatically removes the formatting and converts the value into a number. For example:

[Phone Number] = (123) 456-7890

will be filtered as

[Phone Number] = 1234567890

25.4 Integrating with PeopleSoft

25.4.1 Overview

If you installed the Data Connectivity feature of SAP BusinessObjects Business Intelligence platform 4.x, you can work with PeopleSoft data in SAP Crystal Reports.

25.4.2 To access data in SAP Crystal Reports

1. Start SAP Crystal Reports.
2. On the Start Page, click Blank Report.
3. In the Database Expert, expand [Create New Connection](#).
4. Double-click the data source type that corresponds to your installation:
 - If you installed the integration product on a PeopleSoft Enterprise (PeopleTools 8.46-8.49) environment, click PeopleSoft Enterprise, and provide the following information:

Field	Action
Server	Type the appropriate URL to connect to the Query Access Services through the PeopleSoft Integration Gateway. (For example, type <code>http://<webserver>/PSIGW/QueryListeningConnector.</code>)
i Note This URL is specified when you configure the Query Access Services in PeopleSoft.	
User	Type your user name.
Password	Type your password.

- If you installed the integration product on a PeopleSoft Enterprise (PeopleTools 8.21-8.45) environment, click PeopleSoft Query, and provide the following information:

Field	Action
Server	Type <code><server:port></code> , where <code><server></code> is the name of your PeopleSoft Application Server, and <code><port></code> is the JSL port number that the server uses for the Jolt listener.
User	Type your user name.
Password	Type your password.

- If you installed the integration on a PeopleTools 8.50 environment, click PeopleSoft Query, and provide the following information:

Field	Action
Server	Type the appropriate URL to connect to the Query Access Services through the PeopleSoft Integration Gateway. (For example, type <code>http://<webserver>/PSIGW/PeopleSoftServiceListeningConnector.</code>)
User	Type your user name.
Password	Type your password.

- Click *Finish*.

You can now create Crystal reports with data from your PeopleSoft Enterprise system.

i Note

Private queries in PeopleSoft Enterprise are marked with an asterisk (*) to distinguish them from public queries.

Once you have connected to a data source, you can save the connection in your Favorites folder. In the Database Expert, right-click the connection, and click Add to Favorites.

For details on using Crystal Reports please see the *Crystal Reports User's Guide*.

To enable Unicode support, you must configure your system as described in the *Crystal Reports User's Guide* and the *SAP BusinessObjects Business Intelligence platform 4.0 Installation Guide*.

25.5 Integrating with JD Edwards

25.5.1 Overview

If you installed the Data Connectivity feature of the SAP BusinessObjects Business Intelligence platform 4.x, you can work with JD Edwards EnterpriseOne data in SAP Crystal Reports.

25.5.2 To access data in SAP Crystal Reports

- Start SAP Crystal Reports.
- On the Start Page, click *Blank Report*.
- In the Database Expert, expand *Create New Connection*.
- Provide the information in the following table.

Field	Action
Host	Type the name of the server that hosts your EnterpriseOne system.
Port	Type the port number that the JD Edwards EnterpriseOne server uses for the XML listener
Environment	Type the name of the JD Edwards EnterpriseOne environment that you want to access in the system.
User	Type your user name.
Password	Type your password.
Role	Type the name of the JD Edwards EnterpriseOne role that you want to access in the system.

5. Click [Finish](#).

You can now create Crystal reports with data from your JD Edwards EnterpriseOne Enterprise system.

Once you have connected to a data source, you can save the connection in your Favorites folder. In the Database Expert, right-click the connection, and click Add to Favorites.

For details on using Crystal Reports please see the *SAP Crystal Reports 2020 User Guide*.

To enable Unicode support, you must configure your system as described in the *SAP Crystal Reports 2020 User Guide* and the *SAP BusinessObjects Business Intelligence Platform 4.3 Installation Guide*.

26 Accessing Data Sources

26.1 Introduction

Crystal Reports can access data stored in almost any common database format, as well as many uncommon formats. This section discusses the many different types of data that Crystal Reports can access, and explains the data access layers involved in connecting to the data. If you are not sure what Database Management System (DBMS) your company uses, contact your IT manager or your network administrator.

The principal purpose of Crystal Reports is simply to access data stored in databases and to produce reports on that data. This goal is one of the oldest uses of computers and remains one of the most common and most necessary. Crystal Reports is designed to make that task easier, less time-consuming, and more powerful.

This idea of accessing data remains at the root of every report produced. By understanding how Crystal Reports accesses data, you will gain a better knowledge of the reporting process, as well as a better knowledge of the type of data with which the program can work.

In addition, understanding the data access process will help you troubleshoot problems you may encounter while trying to open a particular database file. This is especially useful for IT managers, or for anyone who provides data access support for a group of users.

Most of the information in this section is designed for experienced Crystal Reports users and IT managers, and covers technical aspects of Database Management Systems (DBMS) and data storage techniques. A familiarity with computers, the Windows operating system, and at least one DBMS application is assumed.

26.1.1 Four types of data

The data that Crystal Reports can access falls into four general categories:

- [Direct access database files \[page 620\]](#)
- [ODBC data sources \[page 626\]](#)
- [OLE DB \[page 632\]](#)
- [Business Views \[page 636\]](#)

Each type of data must be accessed using a specific set of Dynamic Link Libraries (DLLs) and other data access-related files. Once you understand the process the program uses to access each type of data, you will have a better understanding of the report creation process and the elements used to create powerful reports with your data.

i Note

When accessing any type of data, Crystal Reports relies on the database drivers to provide field names, field types, and field lengths. This information is provided by either the database engine or the ODBC database driver.

26.2 Direct access database files

Crystal Reports can access many of the most common PC database formats directly. In other words, the program has the built-in capabilities needed to directly open database files and tables designed in Microsoft Exchange server, Outlook files, Local file system, IIS log files, among others. This functionality exists as soon as you install Crystal Reports. Once the program is installed on your system, you can immediately begin creating reports based on these databases by selecting the appropriate file.

26.2.1 Advantages

Accessing the database directly is the fastest way to read the data. Crystal Reports only needs to talk to a single data access layer that provides contact with the data. Report results can be obtained quickly in almost any system environment.

In addition, data access is simple. Direct access database files are point-and-click data sources. You need only select the required database files, and Crystal Reports will read all the stored data.

26.2.2 Disadvantages

When you access a database directly through Crystal Reports, only that database type can be used by the report. You cannot switch to a different type of database or table without creating a new report.

If you access data through ODBC, on the other hand, the syntax used is always the SQL language, regardless of the actual database type. See [ODBC data sources \[page 626\]](#).

26.2.3 Three layers

Direct access of database files from Crystal Reports requires three layers:

- [Crystal Reports \[page 620\]](#)
- [Data translation \[page 621\]](#)
- [Database \[page 621\]](#)

Crystal Reports uses the data translation layer to talk to the database and access its data.

26.2.3.1 Crystal Reports

Crystal Reports operates as an interface through which you can format, arrange, select, and sort the data stored in database files. It obtains data by communicating with one or more files in the data translation layer that can actually read the database. Since Crystal Reports can work with many forms of data, it must rely on

other files in order to work directly with the data. Crystal Reports can then use a native method of communication to talk to the translation files.

26.2.3.2 Data translation

Data is translated through a set of DLLs specific to Crystal Reports. The program uses the DLLs specific to a certain data type to understand how data is organized for that type and to present it correctly when your report is printed, previewed, or exported.

i Note

Crystal Reports comes with all the data translation files for each of the direct access database types that it supports.

26.2.3.3 Database

The database file consists of one or more tables. Different DBMS applications store database information differently.

When Crystal Reports accesses a database file directly, it automatically retrieves information about all of the tables and fields in that file. You may not use all of the tables or fields, but the program will make them available to you.

i Note

Crystal Reports will also open queries in an Access database through ODBC and will allow you to report on query fields, as with table fields. See [Access \[page 630\]](#).

26.2.4 Common database formats

Although Crystal Reports uses the same three-tiered system for obtaining data from all direct access database file formats, each format requires a different set of DLLs. However, some formats expand the basic three-tiered structure.

The following sections cover the systems used by Crystal Reports to access data from some of the most popular database formats.

26.2.4.1 Microsoft Access

Microsoft Access provides several means for opening its database files. Each method has its advantages and disadvantages, and the technique that you should use may depend on how your data is set up. You can use Microsoft's Open Database Connectivity (ODBC) standard, which is described in [Access \[page 630\]](#).

26.2.4.2 Exchange

Exchange is Microsoft's successor to MS Mail. Exchange, however, includes not only e-mail, but also management of group scheduling, electronic forms, groupware, and Internet connectivity. An Exchange folder can contain standard notes (mail), files, and instances of Exchange forms. All of this data is stored in the Exchange Information Store.

i Note

Exchange 2000 can be accessed through ADO.

Crystal Reports can report on data contained in the Exchange Information Store. Exchange data sources available for reporting include:

- Message Tracking Logs
- Address Lists
 - Personal Address Books
 - Global Address Lists
 - Distribution Lists
- Exchange Folder Contents
 - Mail messages
 - Exchange Form applications
 - Properties of OLE documents
- Exchange Administrator
 - Properties of Exchange mailboxes on the Exchange Server
 - Properties of public folders on the Exchange Server
 - Replica list of public folders
 - ACL (Access Control List) of public folders

You can use each Exchange data source like a database table and you can link each Exchange data source to other data sources. For example, you can join the Message Tracking Log to an Address List by using an e-mail address as the link field.

The data translation file used to access the Exchange data source depends on the data source that is being accessed. The following table lists each of the Exchange data translation files and describes their purpose:

File name	Data source
crdb_p2strack.dll	Exchange Server Message Tracking Logs
crdb_p2smapi.dll	Exchange Folders and Address Book
crdb_p2sexsrm.dll	Exchange Server Mailbox Admin
crdb_p2sexsrp.dll	Exchange Server Public Folders Admin
crdb_p2srepl.dll	Exchange Public Folder Replica
crdb_p2sacl.dll	Public Folders Access Control Lists (ACL)

File name	Data source
crdb_p2soutlk.dll	Physical Server DLL for Microsoft Outlook
p2soutlk.dll	

Exchange translation files work directly with the Microsoft Messaging API (MAPI). MAPI acts as a database engine for Exchange data.

How Crystal Reports treats Exchange data

Crystal Reports treats Exchange Administrator data (Public Folder Admin, Public Folder ACL, Public Folder Replica, and Mailbox Admin server types) as a physical database server. To access this data, you must log on using a SQL/ODBC server and select the appropriate tables from the Choose SQL Table dialog box.

When you log on to any of the Exchange Administrator servers, you must select a profile (or profiles). Each profile represents an Exchange Server.

i Note

Refer to your Microsoft Exchange documentation for more information about how to set up and create Exchange profiles.

26.2.4.3 Outlook

Microsoft Outlook provides powerful organization and information management tools in the form of e-mail, calendars, task lists and other popular tools.

Crystal Reports lets you report on your Outlook data by providing the translation files crdb_p2soutlk.dll and p2soutlk.dll. Because Outlook data is stored in a flat file system, the translation file accesses it directly.

i Note

You must have Microsoft Outlook installed, or available through UNC (universal naming convention) read-access. UNC is a standard format for paths that include a local area network file server. The basic syntax is:
`\\server\share\path\filename`

26.2.4.4 Oracle

Crystal Reports supports direct access to Oracle SQL databases. This accessibility is provided by the crdb_oracle.dll translation file. This file communicate with the Oracle database driver, which works directly with Oracle databases and clients, retrieving the data you need for your report.

i Note

In order for Crystal Reports to use Oracle SQL databases, the Oracle client software must be installed on your system, and the location of the Oracle client must be in the PATH statement of your Autoexec.bat file.

i Note

When logging on to Oracle using crdb_oracle.dll, the date format is changed to match the default date/time format of Crystal Reports.

26.2.4.5 Sybase Adaptive Server

Crystal Reports opens SQL data created by Sybase Adaptive Server directly through the crdb_p2ssyb10.dll, installed with Crystal Reports. This translation file works with the Sybase database drivers to read Sybase Adaptive Server data. If your Sybase server is correctly configured, you will be able to read Sybase data as soon as Crystal Reports is installed.

26.2.4.6 DB2 Server

IBM's DB2 Server is an SQL compliant, client/server application that is part of IBM's popular database management suite.

Crystal Reports opens SQL data created by DB2 through the crdb_p2sdb2.dll, installed with Crystal Reports. This translation file works with the DB2 database drivers to read DB2 data. You must have the DB2 client installed and configured properly before using this translation file.

26.2.4.7 Active Data

Crystal Reports can be used to report off ActiveX data sources, including ActiveX Data Objects (ADO), and Remote Data Objects (RDO). Reports created off these data sources can be used in Visual Basic applications that use these ActiveX data sources.

Crystal Reports also offers the ability to create reports without specifying an actual data source. This is supported through the use of a Data Definition file, which is an ASCII text file with placeholders to represent database fields. By using reports created off a Data Definition File, an application developer has the flexibility of specifying the actual data source at runtime.

Crystal Reports provides these translation files for Active Data reporting:

File	Description
crdb_fielddef.dll	For Microsoft ActiveX Data Objects

File	Description
crdb_ado.dll	For Microsoft ActiveX Data Objects
crdb_odbc.dll	For ODBC

These translation files works with a different set of drivers for each data source.

26.2.4.8 Local file system

You can use Crystal Reports to report on files located on your system or network drives including information such as file name, version number, date, and so on.

The translation file crdb_filesystem.dll is provided by Crystal Reports for reporting on your local file system.

i Note

You must have UNC (universal naming convention) read-access to your local file system. UNC is a standard format for paths that include a local area network file server. The basic syntax is: \\server\share\path\filename

26.2.4.9 NT Event Log

If using Windows NT version 3.51 or later, you can use Crystal Reports to report on the NT Event Log. The Event Log is a database used by network administrators to record and keep track of different types of events that can occur on a Windows NT Workstation or on a Windows NT server.

Crystal Reports provides the translation files crdb_p2sevt.dll (archived log) and crdb_p2sevtc (current log) for working with NT Event Log data. These files communicate with the Event Logging API in Advapi32.dll, a part of the Windows NT operating system.

26.2.4.10 Microsoft IIS/Proxy log file

If you use Microsoft Internet Information Server (MS IIS), or Microsoft Proxy, you can use Crystal Reports to report on the log files. These log files keep track of different types of events that occur when using a web server and browser.

The translation file Crystal Reports provides for MS IIS and Proxy log files is crdb_p2smsiis.dll. Because log file data is normally stored in a flat file system, the translation file accesses it directly.

i Note

You must have UNC (universal naming convention) read-access to your local file system. UNC is a standard format for paths that include a local area network file server. The basic syntax is: \\server\share\path\filename

26.2.4.11 Web/IIS log files

You can use Crystal Reports to report on Web log files. These log files keep track of different types of events that occur when using a web server and browser.

The translation file Crystal Reports provides for Web/IIS log files is `crdb_p2swblg.dll`. Because log file data is normally stored in a flat file system, the translation file accesses it directly.

Note

You must have UNC (universal naming convention) read-access to your local file system. UNC is a standard format for paths that include a local area network file server. The basic syntax is: `\\server\share\path\filename`.

26.3 ODBC data sources

Open Database Connectivity (ODBC) is a standard developed by the Microsoft Corporation through which many different types of data can be accessed by a single application. An application need only communicate with one set of files (ODBC) to be able to work with any source of data that can be accessed by ODBC.

There are hundreds of Database Management Systems (DBMS) available for personal computers, and thousands of applications that access DBMS data. Normally, a company that designs an application that accesses data, such as Crystal Reports, must develop a means for the application to communicate with each type of data that a customer might want to use. Crystal Reports does this with the databases that it can access directly.

On the other hand, if a DBMS simply provides a means by which ODBC can access its data, the DBMS data becomes an ODBC data source. Any application that can communicate with ODBC (such as Crystal Reports), will instantly have access to any ODBC data source. With ODBC drivers available for most common DBMS products, the range of data types that Crystal Reports can use is almost unlimited.

26.3.1 Advantages

Perhaps the biggest advantage to accessing data through ODBC is the ability to access a wide range of data with just one interface. Since most popular Database Management Systems now offer ODBC drivers, with more appearing every day, Crystal Reports can use any type of data you have.

Because of the extreme flexibility built into ODBC, you can use the same report file with different ODBC data sources. For example, you might design a report using an Oracle data source, and later, if your company switches to Microsoft SQL Server, you can simply change the ODBC data source used by your report. The only requirement is that the new data source must have the same structure (tables and fields) that the original data source had (although table names can be different). For more information, search for the topic called "Changing the data source accessed by a report" in the *Crystal Reports Online Help*.

Experienced SQL (Structured Query Language) programmers also benefit from the ODBC standard. Since Crystal Reports uses SQL to communicate with ODBC, SQL programmers and Database Administrators can view and edit the SQL statements sent to ODBC, controlling exactly how data is retrieved from the data source.

Finally, by using SQL pass-through technology to send an SQL statement to ODBC and retrieve an initial set of data, Crystal Reports off-loads much of the data retrieval and sorting work on to the server system, freeing up local memory and resources for more important tasks. In addition, only the data specified by the SQL statement is returned to Crystal Reports, reducing network traffic and the use of network resources. By working more efficiently with the original data, Crystal Reports saves you time and effort, and lets you concentrate on the design process and other more important work.

26.3.2 Disadvantages

There are many layers involved in passing data through ODBC from a database to an application. First, Crystal Reports must request some data. The request must be translated by the ODBC translation layer into a format that ODBC understands (an SQL statement). ODBC must determine where the requested data exists, and pass the request on to the ODBC data source. For more information, see [DBMS translation \(ODBC data source\) layer \[page 628\]](#). The data source must analyze the request and translate it again into a format that can be understood by the DBMS. This complex process can fail at any of several possible levels.

In addition, ODBC data sources must be correctly configured and set up in the Odbc.ini and Odbcinst.ini files before they can be used. If you create a report on one system and try to open it on another system that does not have the same ODBC data source set up, Crystal Reports will not be able to connect to the data.

When working with ODBC, you should also be aware that the SQL language used by ODBC is based on the standards set for the SQL language by the American National Standards Institute (ANSI). Some SQL-based DBMS applications, however, provide additional features to the SQL language that are specific to that DBMS. If your data uses features unique to your DBMS, ODBC will not be able to translate those features (though in many cases it will still retrieve most of the data). See [The SQL language \[page 489\]](#).

26.3.3 Five layers

The process by which Crystal Reports accesses data from an ODBC data source consists of five layers:

- [Crystal Reports layer \[page 627\]](#)
- [ODBC translation layer \[page 628\]](#)
- [ODBC layer \[page 628\]](#)
- [DBMS translation \(ODBC data source\) layer \[page 628\]](#)
- [Database layer \[page 629\]](#)

By using the Structured Query Language (SQL), all five layers can conveniently pass data from the database to your report.

26.3.3.1 Crystal Reports layer

When working with ODBC data, Crystal Reports generates an SQL statement that requests the appropriate data from ODBC. The powerful SQL generator built into Crystal Reports is designed to create an SQL statement that will let the ODBC data source or ODBC itself do as much of the report generation as possible, returning only the data needed to produce the report.

26.3.3.2 ODBC translation layer

Crystal Reports uses the Dynamic Link Library `crdb_odbc.dll` to communicate with ODBC. This file is unique to Crystal Reports environment and provides your report with access to any ODBC data source. This is the driver that actually passes data to and from ODBC.

26.3.3.3 ODBC layer

ODBC is a set of several DLLs and INI files built into the Windows environment that act as a gateway through which database requests and data can pass. Any database file or format that is to be used via ODBC must be set up as an ODBC data source.

i Note

For more information on ODBC and the ODBC files, see the Microsoft ODBC documentation.

ODBC uses the SQL language for all transactions between Crystal Reports and ODBC. Even if the database does not normally use SQL to create and work with tables, the ODBC driver provided by the database (the DBMS translation layer) must communicate with ODBC using SQL. For most users, this feature of ODBC is transparent, but more advanced users often take advantage of the features of the SQL language used by ODBC.

26.3.3.4 DBMS translation (ODBC data source) layer

This layer consists of one or more drivers provided by a DBMS that allow ODBC to communicate with the database. Crystal Reports ships with several ODBC drivers for many of the most common database formats. If you are unsure whether you can use an ODBC driver to access the data in your database, refer to the documentation for your DBMS application. Most DBMS applications that run on a Windows-based platform offer an ODBC driver.

When a DBMS provides an ODBC driver, it must register the driver with ODBC on the machine on which it has been installed. It does this by assigning a name to the driver and recording the filename in the `Odbcinst.ini` file. Usually, this step is handled automatically when the DBMS application is installed on the system. However, your network system or DBMS application may require that you register the ODBC driver manually with the ODBC Setup application. For more information about registering an ODBC driver with ODBC, refer to the documentation for your DBMS.

Once an ODBC driver is registered, you need to establish an ODBC data source using that driver. The ODBC data source is the object that you connect to when accessing data from Crystal Reports through ODBC. Data sources are recorded in the `Odbc.ini` file. The data source keeps track of the DBMS translation files (ODBC drivers) and, sometimes, the database itself. An ODBC data source can specify just a database format, such as Oracle, Sybase SQL, or MS SQL Server. Some users, however, prefer to actually specify a particular database. In this case, the ODBC data source extends across both the DBMS translation layer, and the database layer.

If you are using a client/server database, such as an SQL server, the ODBC drivers communicate with the database server through the Database Communication layer, the same layer that your database client uses to communicate with the database server.

i Note

- ODBC drivers find their specific DBMS client files on the local machine mainly through key directories that the DBMS client has installed in the search path. The important thing to remember is that a workstation client on a local PC must be able to connect to its server successfully. If you are not sure how to verify this, contact your IT manager.
- Crystal Reports 2020 is a 64bit application. Make sure database client and ODBC driver are both 64bit.

For Crystal Reports and the ODBC drivers, it does not matter what kind of platform your database server exists on. It is the DBMS client that connects and communicates with the server; Crystal Reports and the drivers need only communicate with the DBMS client. For more information, see [Using SQL and SQL databases \[page 484\]](#).

26.3.3.5 Database layer

The database file which the ODBC data source refers to can be located anywhere on a system. Once the ODBC data source is set up, Crystal Reports does not need to know the actual location and format of the data. Thus, the database can have any format and can be located anywhere on a network, as long as ODBC can communicate with it through the ODBC data source.

26.3.4 Installing database clients

Ideally, your database client should be installed and configured before you install Crystal Reports. If, however, you've installed Crystal Reports first, you can ensure the proper configuration of the Crystal Reports ODBC Data Source Name (DSN) by following this procedure.

Crystal Reports 2020 is a 64bit application and requires the 64bit database client and 64bit ODBC driver to be installed and configured. For information on installation and configuring Database Client, see your database documentation or your database administrator.

26.3.4.1 To ensure correct ODBC DSN configuration

1. On the [Start](#) menu, select [Settings](#), select [Control Panel](#), then double-click [Add or Remove Programs](#).
2. Select [Crystal Reports](#) and click [Change](#).
3. In the Crystal Reports Setup dialog box, click [Add/Remove](#).
4. Expand the [Data Access](#) folder and select the appropriate data access option.

For example, if you have installed the Informix database client, select Informix from the Data Access folder.

5. Click the selected data access option and choose [Entire feature will be unavailable](#).

An X appears next to the option and the Feature Description area includes a remark that the feature will be completely removed.

6. Click [Next](#) on this dialog box and the following one.

The data access option you selected is removed.

7. Repeat steps 2 through 4.

8. Click the selected data access option and choose [Will be installed on local hard drive](#).

The X next to the option is removed and the Feature Description area includes a remark that the feature will be installed.

9. Click [Next](#) on this dialog box and the following one.

The data access option you selected is reinstalled and its ODBC DSN is configured properly.

26.3.5 Common ODBC database formats

26.3.5.1 Access

Although Microsoft Access files can be opened directly by Crystal Reports (see [Microsoft Access \[page 621\]](#)), you may wish to use ODBC for these files instead. When communicating with Access databases, ODBC uses a translation file that communicates with the Microsoft Jet Database Engine. The Jet Database Engine is an example of a DBMS-specific ODBC driver.

The Jet engine is the part of the Access DBMS that does all of the actual work with an Access database. Jet is a required component for working with Access data. Since the Jet engine is an integral part of all Access databases, it is shown here as part of the database layer.

26.3.5.2 Excel

You can convert Microsoft Excel spreadsheets into databases that can be read by Crystal Reports through ODBC. In Excel 4.0 and earlier, use the Set Database command on the Data menu. In Excel 5.0 and later, use Define on the Name submenu of the Insert menu. Once converted, spreadsheet rows become records, and spreadsheet columns become fields. (For more information on converting your spreadsheets to database format, refer to your Excel documentation). Once the spreadsheet is converted, you can set up an ODBC data source for the file, and then select it from Crystal Reports.

i Note

If you are using Excel 7 or later, you can export your spreadsheets as Access database tables, and read them from Crystal Reports as you would read any other Access tables. For more information, refer to your Excel documentation.

26.3.5.3 Informix

Crystal Reports accesses Informix databases through ODBC. The Informix client should be installed on your machine. Otherwise, Crystal Reports provides the DataDirect driver that ODBC uses to communicate with the Informix database engine.

i Note

If your report uses a DataDirect DSN connection and you want to publish the report to a BI platform installation on Unix, verify that the BI platform administrator has added a DSN entry into the `odbc.ini` file. For more information about configuring BI platform to use DataDirect connections, see the *SAP BusinessObjects Business Intelligence Platform Installation Guide for Unix*.

26.3.5.4 SQL databases through DataDirect

There are many different SQL Database Management Systems available on the market, and most of them can be accessed through ODBC. Crystal Reports provides several DataDirect ODBC drivers, allowing you to access many of the most popular SQL databases, including:

- Informix
- Oracle
- Sybase
- Microsoft SQL Server
- DB2

Crystal Reports still communicates with ODBC through the `crdb_odbc.dll` translation file, but the DataDirect drivers provide ODBC with easy access to the actual databases.

i Note

If you are using an SQL database not accessed by the DataDirect drivers, refer to your DBMS documentation for more information about the required ODBC drivers.

Do not confuse SQL databases with the SQL language. Structured Query Language (SQL) is a specialized computer language used to design, build, and read database files. See [Using SQL and SQL databases \[page 484\]](#).

SQL databases are any collection of computer applications that depend on the SQL language for database creation and manipulation. SQL DBMS applications are usually designed to run as large client/server applications spread across a network.

To open an SQL database, ODBC uses a set of DataDirect ODBC support drivers (these are the same for every SQL database format), a DataDirect ODBC driver specific to the database format, and the Database Communication layer that actually communicates directly to the database file. The files provided for this DBMS translation layer are all DataDirect drivers.

i Note

ODBC does not have to use the DataDirect drivers to access the SQL databases shown here. Most SQL DBMS applications provide their own ODBC drivers.

i Note

If your report uses a DataDirect DSN connection and you want to publish the report to a BI platform installation on Unix, verify that the BI platform administrator has added a DSN entry into the `odbc.ini` file. For more information about configuring BI platform to use DataDirect connections, see the *SAP BusinessObjects Business Intelligence Platform Installation Guide for Unix*.

26.3.5.5 OLE DB

OLE DB is a database connectivity entity from Microsoft similar in conception to ODBC.

i Note

OLE DB is a connectivity methodology and not a database. Like ODBC, it facilitates the exchange of data created in other database management systems by providing an interface layer.

i Note

OLE DB requires the use of an OLE DB provider, which is the OLE DB equivalent of an ODBC driver.

i Note

There are two ways to connect using an OLE DB provider. You can connect using a username and password, and depending on the provider, you may also be able to connect using *Integrated Security*. No user ID or password is required with *Integrated Security*, but it does require that Database Authentication is enabled on the server. Please consult your Database Administrator on how to enable and configure this function.

26.4 JDBC data sources

Java Database Connectivity (JDBC) is a Java API developed by Sun Microsystems that acts as an interface between a developer's Java code and a database. JDBC provides a mechanism for the developer to use to connect to a specified database, request information about the database, and then select information from it.

JDBC is similar to Microsoft's Open Database Connectivity (ODBC) and is fast becoming the standard for database-independent connectivity between Java applications and SQL-based databases.

JDBC shares many of the advantages of ODBC, but it has a unique advantage in its ability to provide platform-independent access to any database that has a JDBC driver available to it.

i Note

The Crystal Reports JDBC driver requires version 1.4 of the JDK.

26.4.1 JNDI

The Java Naming and Directory Interface (JNDI) provides an interface that you can use to seamlessly connect to diverse naming and directory services within your company. Most importantly for reporting purposes, JNDI contains a repository for holding JDBC connection strings; when you provide these predefined connection strings through JNDI, your users will not be called on to provide connection URLs and class names when connecting to a data source.

JNDI can also be used to employ the more advanced connection-pooling type connections to a database. In either case, JNDI returns a valid connection to your database.

i Note

Check the `Platforms.txt` file in the Crystal Reports product distribution for a list of supported JNDI servers.

26.4.2 Five layers

The process by which Crystal Reports accesses data from a JDBC data source consists of five layers.

- [Crystal Reports layer \[page 633\]](#)
- [JDBC translation layer \[page 633\]](#)
- [JDBC layer \[page 633\]](#)
- [DBMS translation \(JDBC data source\) layer \[page 634\]](#)
- [Database layer \[page 634\]](#)

26.4.2.1 Crystal Reports layer

The Crystal Reports layer is database-driver independent, but it is used to drive all of the remaining layers.

26.4.2.2 JDBC translation layer

Crystal Reports uses the Dynamic Link Library `crdb_jdbc.dll` to communicate with JDBC. This file is unique to Crystal Reports environment and provides your report with access to any JDBC data source. This is the driver that actually passes data to and from JDBC.

26.4.2.3 JDBC layer

JDBC acts as a gateway through which database requests and data can pass.

i Note

For more information on JDBC and the JDBC files, see the Sun Microsystems web site.

JDBC uses the SQL language for all transactions between Crystal Reports and JDBC. Even if the database does not normally use SQL to create and work with tables, the JDBC driver provided by the database (the DBMS translation layer) must communicate with JDBC using SQL. For most users, this feature of JDBC is transparent, but more advanced users often take advantage of the features of the SQL language used by JDBC.

26.4.2.4 DBMS translation (JDBC data source) layer

This layer consists of one or more drivers provided by a DBMS that allow JDBC to communicate with the database. If you are unsure whether you can use an JDBC driver to access the data in your database, refer to the documentation for your DBMS application.

26.4.2.5 Database layer

The database file which the JDBC data source refers to can be located anywhere on a system. Once the JDBC data source is set up, Crystal Reports does not need to know the actual location and format of the data. Thus, the database can have any format and can be located anywhere on a network, as long as JDBC can communicate with it through the JDBC data source.

26.4.3 Supported JDBC database formats

There are many different SQL Database Management Systems available on the market, and many of them can be accessed through JDBC. Crystal Reports communicates with JDBC through the `crdb_jdbc.dll` translation file, which has been designed to work with any fully JDBC-compliant driver. Crystal Reports officially supports third-party JDBC-compliant database drivers provided with:

- IBM DB2
- Oracle
- Microsoft SQL Server
- BEA LiquidData for WebLogic

i Note

Check the Release Notes in the Crystal Reports product distribution for specific version requirements and for updates to this list; more database drivers may be added as testing progresses.

26.4.4 Configuring the Crystal Reports JDBC driver

When you install Crystal Reports, the following Crystal Reports JDBC driver files are added to your system:

- In the `\Program Files (x86)\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\win64_x64` directory:
 - `crdb_jdbc.dll`
 - `crdb_jdbc_res_en.dll`
- In the `\Program Files (x86)\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\java` directory:
 - `CRConfig.xml`
- In the `\Program Files (x86)\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\java\lib` directory:
 - `CRDBJavaServer.jar`

26.4.4.1 CRConfig.xml configuration for JDBC/JNDI

After installing the Crystal Reports JDBC driver, you must configure the `CRConfig.xml` file before the driver will work. See the `CRConfig.xml` Tag Reference in the *Crystal Reports Online Help* for a complete list of tags. The main tags that you must configure are `<JavaDir, Classpath>` , and `<IORFileLocation>` .

26.5 Business Objects universes

You can create a Crystal report from a Business Objects universe. Crystal Reports lets you select a universe and design a query from it using a tool called the Business Objects Query Panel. This query forms the basis of a SQL statement that is saved as a Crystal SQL Command object. For more information about SQL Command objects, search for the topic called "Defining an SQL Command" in the *Crystal Reports Online Help*.

i Note

When you report off a universe in Crystal Reports, the query that is produced is based on the structure of the database the universe references as it was when you designed the report. If the universe changes, you must return to the Query Panel to propagate the changes in the report. See [Editing an existing query \[page 326\]](#) for more information.

i Note

If the universe contains security that is created and managed through BusinessObjects Supervisor, the rights applied to the current report are always the rights of the person designing the report.

i Note

When you report off a universe in Crystal Reports, Interactive Analysis server groups are not supported (PServer, JServer groups are supported).

This version of the Query Panel in Crystal Reports supports ODBC database connections (including Sybase and Informix ODBC) as well as OLE DB, DB2 native, and Oracle native connections.

To learn how to begin reporting off a universe in Crystal Reports, see [Connecting to a universe \[page 323\]](#).

26.6 Business Views

Business Views are collections of components created in Business View Manager—a flexible and reliable multi-tier system. Business View Manager lets companies build detailed and specific Business Views that help report designers and end users access the information they require.

Using Business Views, you can integrate data from disparate sources. You can also bring together data from multiple data collection platforms and application boundaries so that the differences in data resolution, coverage, and structure between collection methods are eliminated.

Business View Manager, a thick-client application, enables administrators to create and modify Data Connections, Dynamic Data Connections, Data Foundations, Business Elements, and Business Views.

i Note

A Business View is defined as the following collection of components:

- Data Connections
- Dynamic Data Connections
- Data Foundations
- Business Elements

Users can access Business Views through products such as Crystal Reports and the Report Application Server.

For detailed information about Business Views and how to create them, see the *Business Views Administrator's Guide*.

i Note

When you save a report that is based on a Business View, the Save As dialog box contains an option called "Disconnect view security." Selecting this option disconnects the report from the Central Management Server (CMS) so that users are not prompted for logon when they open the report. Once a report is disconnected from the CMS, you cannot reconnect to BusinessObjects Business Intelligence platform and its security features, nor can you refresh the report's data. This is a useful option for times when you might want to share data that is normally secured, but you don't want those who receive the report to be able to refresh the data later.

i Note

It is the responsibility of the System Administrator, or the report designer who has Administrator rights, to save reports based on Business Views to a secure location. If the Administrator creates a report based a Business View that has row- or column-level security, saving the report with saved data to a non-secure location and then disconnecting from SAP BusinessObjects Business Intelligence platform makes the report and all of its data available to any user.

27 Report Processing Model

This section provides you with in-depth information about the Report Processing model. This model determines the order in which data is accessed and manipulated during report generation.

27.1 Overview

Crystal Reports uses a three-pass reporting method to generate reports. The sections below describe what happens during each step of this process. To see a visual representation, refer to the flow-chart at the end of this section.

27.1.1 What is a "pass"?

A pass is a process that Crystal Reports uses each time the data is read or manipulated. Depending on the complexity of the report Crystal Reports may make 1, 2, or 3 passes over the data. This feature allows for complex reporting and formula manipulation.

27.1.2 Pre-pass 1

When previewing a report, the first elements to be evaluated are "constant" formulas. Constant formulas are those that have a constant value for the entire report. They do not change from record to record. For example, $100 * 30$ would be a constant formula. Constant formulas are evaluated at the beginning of the print generation process and are never evaluated again. This process is known as "BeforeReadingRecords." If you were to place a constant formula field (i.e., $100 * 30$) in the Details section, the result would be 3000 for each record displayed.

27.1.3 Pass 1

After the "BeforeReadingRecords" process has taken place, Crystal Reports begins reading the database records. During the record reading process, the following will occur:

- Record retrieval. Where possible record selection and sorting are pushed down to the database in this step.
- Evaluation of recurring formulas. These formulas are those that contain database fields but do not contain references to subtotals or summary information. This evaluation time is known as "WhileReadingRecords." Formulas that contain references to subtotals or summary information are processed in the second pass.

- Application of the record selection locally. If the record selection is too complex to be pushed down to the database, it is applied by Crystal Reports in this step.
- Application of the saved data record selection formulas. When records return to the report, they are further filtered through any existing saved data formulas.
- Sorting, grouping, and totaling. In this step, Crystal Reports sorts the records, separates them into groups, and then calculates the subtotals and summaries needed for each group.
- Cross-Tab, chart, and map generation. Only Cross-Tabs, charts, and maps that are based entirely on database fields and recurring formulas are generated in Pass 1. If these objects include running totals and/or PrintTime formulas, they are generated in Pass 2.
- Storage of saved data. After the totaling process is complete, all of the records and totals are stored in memory and to temporary files. Crystal Reports does not read the database again, but instead uses this saved data during all subsequent processing.

27.1.4 Pre-pass 2

During Pre-Pass 2, Crystal Reports orders the groups in the report for Top/Bottom N or Hierarchical Grouping. The records are not read in this process, instead Crystal Reports only looks at group instances from Pass 1, and takes the Top N as appropriate, or orders the groups based on the Hierarchical Grouping settings specified.

27.1.5 Pass 2

Crystal Reports enters the second pass through the data to format pages. The pages are formatted on demand. This means that Crystal Reports will not format a page until it is requested by the user, or until it is required for the total page count in Pass 3.

During page formatting, Crystal Reports does the following:

- Group selection formulas.
- Running totals.
- Calculation of formulas marked "WhilePrinting Records."
These are formulas that contain references to subtotals or summary information, also known as "PrintTime" formulas. This evaluation time is known as "WhilePrinting Records."
- Cross-Tabs, charts, and maps.
Cross-Tabs, charts, and maps that include running totals and/or PrintTime formulas, and charts that are based on Cross-Tabs are generated in Pass 2.
- OLAP grids.
- Subreports.
- Generation of Pages on Demand.

i Note

Subtotals, grand totals, and summaries may appear to be incorrect if the report has a group selection formula. This occurs because the grand totals and summaries are calculated during Pass 1, but the group selection formula filters the data again in Pass 2. Running total fields can be used instead of summaries to total data in reports with a group selection formula.

i Note

You can use on-demand subreports to ensure that your main report remains a single-pass report. With on-demand subreports, Crystal Reports must still make a second pass through the data; however, this second pass does not begin until you drill down on the subreport. Consequently, you can increase the performance of reports that contain subreports by using on-demand subreports.

27.1.6 Pass 3

In the third, and final pass, the total page count is determined. This applies to reports that use the total page count, or Page N of M special fields.

28 Crystal Reports Error Messages

This section provides you with information and resolutions for some common error messages that you might encounter in Crystal Reports.

28.1 Drive:\filename.extension

This document could not be opened. It does not appear to be a Crystal Reports document.

Context

Occurs when attempting to open a Crystal report file that does not have an RPT extension.

Reason

This error occurs because the report has become corrupted.

Resolution

A backup copy of the report must be used in place of the corrupted copy.

28.2 Drive:\test.rpt

This document could not be opened. It does not appear to be a Crystal Report document.

The document has the expected extension (RPT), but it seems to be corrupted. If this report used to work, try opening it with a different version of Crystal Reports; if that does not work, contact your administrator.

Context

Occurs when attempting to open a Crystal report file that has an RPT extension.

Reason

This error occurs because the report has become corrupted.

Resolution

A backup copy of the report must be used in place of the corrupted copy.

28.3 Failed to load database connector

Reason

The database connector is not available on the machine that is processing the report.

The database client software required by the database connector is not available on the machine that is processing the report.

Context

Occurs when refreshing or previewing a Crystal report that does not contain saved data.

Resolution

Ensure that the database connector used by the report is installed on all machines where the report can be run.

Ensure that the necessary database client software required by the database connector is installed and in the PATH environment system variable on all machines where the report can be run.

28.4 Failed to open the connection. Details: [Database Vendor Code: <vendor code number>]

Reason

- The data source required by the report is unavailable or improperly configured on the machine that is processing the report.

- The database server required by the report is unavailable.
- The database client is installed but improperly configured on the machine that is processing the report. For example a DB2 database alias, Oracle *tnsnames* entry or Sybase *DSEEDIT* entry is missing or improperly configured.

Context

Occurs when refreshing or previewing a Crystal report that does not contain saved data.

Resolution

- Ensure that the data source required by the report is available and properly configured on all machines where the report can be run. For example, the ODBC data source or JNDI data source exists and connectivity can be proven from a client test tool.
- Ensure that the database server required by the report is running and that connectivity can be proven from a client test tool on all machines where the report can be run.

28.5 Failed to retrieve data from the database. Details: [Database Vendor Code: <vendor code number>]

Context

Occurs when refreshing or previewing a Crystal report that does not contain saved data.

Reason

The report SQL queries that have been sent to the server cannot be executed, because an error was returned by the database server after it processed the queries. For example, a field/table/procedure required by the report is missing, or the queries contain syntax errors.

Resolution

Ensure the report is using the correct connection information. For example, the data source name, server name, database name, and user name are correct.

In a database client test tool, ensure that the fields, tables, and procedures used by the report exist, and that SQL queries can be executed against them.

In the Crystal Reports designer, verify that the SQL query, as shown under the Database menu Show SQL Query option does not contain syntax errors.

If the SQL query shown in Crystal Reports is valid, execute the same SQL query through a database client test tool.

29 Creating Accessible Reports

Click a link to view one of the topics in this section:

- [About accessibility \[page 644\]](#)
- [Improving report accessibility \[page 646\]](#)
- [Designing for flexibility \[page 654\]](#)
- [Improving data table accessibility \[page 657\]](#)
- [Accessibility and BusinessObjects Business Intelligence platform \[page 662\]](#)
- [Accessibility and customization \[page 663\]](#)
- [Resources \[page 664\]](#)

29.1 About accessibility

When you create Crystal reports for a large audience across the organization—and around the world—you need to account for the diverse needs of that audience. Report designers often create reports for specific languages, countries, job tasks, or work groups, but it is also important to consider the accessibility requirements of users.

Report users may have physical, sensory, or cognitive limitations that affect their ability to access the Web. They may not be able to see, move, or hear. They may have low vision or limited movement. Some people have dyslexia, color-blindness, or seizure disorders; others have difficulty reading or understanding text. They may have a combination of disabilities, with varying levels of severity.

People with disabilities often use assistive technologies: products or techniques that help people perform tasks they cannot perform otherwise. Assistive technologies include adaptive software programs such as screen readers (which translate text into audible output), screen magnifiers, and speech-recognition software. People with disabilities may also use special browsers that allow only text or voice-based navigation. They may use assistive devices such as refreshable Braille displays, or alternative keyboards that use "sip-and-puff" switches or "eyegaze" technology.

To meet the reporting needs of people with disabilities, your reports should be designed to work with as many assistive technologies as possible.

Despite the wide range of potential accessibility issues, you can use the techniques described in this section to create reports that are useful for everyone.

29.1.1 Benefits of accessible reports

As more business and government leaders adopt new standards for delivering web content to people with disabilities, accessible design is becoming critical to information management and delivery.

Accessible design provides many benefits:

- Accessible reports are easier for everyone to use.
Many accessibility guidelines result in improved usability. An accessible report must provide logical and consistent navigation. Its content must be clearly written and easy to understand.
- Accessible reports are more compatible with a variety of technologies, new and old.
Accessible content is easier to export to simple formats that are more compatible with mobile phone browsers, personal digital assistants (PDAs), and other devices with low-bandwidth connections. Some people may not have a keyboard or a mouse. They may have a text-only screen, a small screen, or a slow Internet connection. Accessible design makes it easier for people with limited technology to access information.
- Accessible content is easier to reuse for other formats.
In the viewers, accessible reports are more accurately copied or exported to other formats.
- Accessible reports improve server efficiency.
You may reduce the number of HTTP requests on the server, by providing clear navigation so people can find what they need faster. Providing text-only alternatives can reduce the number of graphics, which take up valuable bandwidth.
- Recent initiatives indicate a worldwide trend towards providing accessible web content.
More companies are making accessibility a requirement for their web content, especially in the United States, where the government introduced section 508 of the Rehabilitation Act. Accessibility is quickly becoming an essential part of web content delivery.
- You may be legally required to provide accessible content.
Each year, more countries introduce anti-discrimination laws that ensure equal opportunities for people with disabilities. Even if you are not legally required to meet accessibility guidelines, you may want to do business with an organization that is required to adhere to them.
- Creating accessible reports is easier than modifying existing reports to make them accessible.
If you build accessible features into your reports now, it will be significantly less expensive than to redesign existing reports later.

29.1.2 About the accessibility guidelines

The most comprehensive accessibility guidelines are the Web Content Accessibility Guidelines (WCAG), developed by the international World Wide Web Consortium (W3C). The WCAG is widely considered the definitive set of recommendations for delivering web content to people with disabilities. The WCAG has influenced the development of similar web content standards around the world.

Organizations and governments worldwide are adopting the accessibility recommendations of the W3C. In Australia, the Disability Discrimination Act includes standards for web site accessibility. Similar guidelines have been introduced in the United Kingdom and throughout Europe. In Canada, all government web content is now developed according to the Common Look and Feel (CLF) initiative, which is largely based on the W3C's Web Content Accessibility Guidelines. Taking web accessibility a step further, the United States government introduced legislation in the form of Section 508 of the Rehabilitation Act, which ensures the right to accessible government web content.

Common to all guidelines is a focus on providing web content that is useful for all people, regardless of disability or impairment. For reports, accessible design is focused on the same key concepts:

- Content must be easy to understand and navigate.
- Text equivalents or alternatives should be provided for non-text objects.
- Objects should be logically organized to clarify relationships between objects.

- Reports must not rely on any one specific type of hardware, such as a mouse, a keyboard, or a color screen.

For more information on specific accessibility guidelines, see [Resources \[page 664\]](#).

29.1.3 Accessibility and Business Objects products

Business Objects products allow you to design accessible reports and deliver them to your users via the Web. By observing accessibility guidelines, you can use Crystal Reports to create reports that are accessible to users with disabilities. You can then publish these reports to the BI platform Server, where people with disabilities can view them on the Web using the BusinessObjects Business Intelligence platform web desktop and the DHTML viewers.

The reports in this section were created in Crystal Reports and tested using screen readers (including JAWS 4.5).

However, Crystal Reports does not currently provide complete accessibility for report designers with disabilities.

The BusinessObjects Business Intelligence platform management components, including the BusinessObjects Business Intelligence platform Central Management Console (CMC) and the Central Configuration Manager (CCM), do not currently provide access for people with disabilities. The ActiveX and Java viewers are also not accessible.

In the BusinessObjects Business Intelligence platform web desktop, the main user interface for working with reports through BusinessObjects Business Intelligence platform, the ability to log on and view reports is accessible for most users. However, other areas, such as new account sign up and scheduling, may not be accessible.

i Note

Although you can use many of the same design guidelines to improve the accessibility of OLAP Intelligence Professional reports, Worksheets are difficult to format for accessibility. Crystal Reports is the recommended option for delivering reports to people with disabilities.

29.2 Improving report accessibility

To begin improving the accessibility of your Crystal reports, start with accessibility guidelines that are quick and easy to implement. A small change in your design conventions or company template may have a significant impact on accessibility.

Simple navigation and clearly-written content are critical for accessibility, but they are easy to implement and useful for all report users.

The following sections provide tips and guidelines on how to design reports with accessibility in mind. Click the appropriate link to jump to that section:

- [Placing objects in reports \[page 647\]](#)

- [Text \[page 648\]](#)
- [Color \[page 651\]](#)
- [Navigation \[page 653\]](#)
- [Parameter fields \[page 653\]](#)

29.2.1 Placing objects in reports

There are a few general guidelines to keep in mind when you place objects on a report.

29.2.1.1 Organizing objects logically

When you place objects on reports, make sure their placement is clear and logical, especially when you need to imply a relationship between two objects in a report. For example, if you include a text description of a chart, ensure that it is close enough to the chart to make the connection clear.

Many assistive technologies read from left to right and from top to bottom; therefore, if you include a text description and title for a chart, you should decide which one you want the user to read first. This will ensure that the objects in a report are read in the correct order.

29.2.1.2 Placing objects in order

When you publish a report to SAP BusinessObjects Business Intelligence platform, the HTML version organizes the objects in the report according to the consecutive order that you added them in Crystal Reports, not according to where they were positioned on the report. The report appears the same on the screen, but the underlying HTML code lists the reports objects in the order they were inserted. Instead of reading the report from left to right and top to bottom, screen readers and other assistive devices may follow the order specified in the HTML. To make a report accessible, you must add objects to reports in the order that you want a screen reader to read them.

For example, you place Quarter, Year, and Invoice fields in the Details section and then add the report title "Invoices by Quarter" to the Report Header. When you publish the report to the BI platform Server, it looks the same as it did in Crystal Reports, but the underlying HTML displays the database field headings first, followed by the title. Instead of reading the report title first, a screen reader reads the headings first: "Quarter, Year, Invoice, Invoices by Quarter."

To avoid this, insert the "Invoices by Quarter" title first. Before you add the data table, you could provide an introductory text object that describes the table. Finally, add the fields to the Details section. The report will now make more sense in a screen reader, which will read "Invoices by Quarter. The following table lists our invoices for each quarter. Quarter, Year, Invoice.", and then read the data. (For details on providing accessible data tables, see [Improving data table accessibility \[page 657\]](#).)

Therefore, to create accessible reports, you must plan the order of your report before you begin working in Crystal Reports. Plan it on paper. Make sure you know which objects you want to add and where you want them. Include all calculations, images, and charts on your plan. When you create a new report based on your

plan, you can start adding objects from the upper left corner and work your way to the bottom right corner of the report. Once the objects are placed, you can make changes to them afterwards without affecting their order.

i Note

If you create a text-only alternative of your report, add it to your report as a subreport and, most importantly, add the subreport before you add any other object to your report. For further details, see [Text \[page 648\]](#).

After you add all objects to the report, you can test their placement order by tabbing through the objects.

29.2.1.2.1 To test the placement order of objects in a report

1. Make sure no objects in the report are selected.
2. Press the Tab key.

Crystal Reports selects the object that was placed on the report first.

3. Tab through the remaining objects.

The order that Crystal Reports uses to tab through the objects is the same order adopted by a screen reader that views the published version of the report.

29.2.2 Text

The most common accessibility issue encountered by report designers is also one of the easiest to resolve: providing text-only versions of non-text objects. A non-text object is an object that conveys meaning through a picture or sound. Non-text objects include pictures, charts, graphical buttons, graphical representations of text, sounds, animations, and audio or video clips.

People who use assistive technologies are accustomed to text-only substitutes and, therefore, will respond well to the text-only alternatives you provide.

There are a number of ways you can use text to substantially improve your reports' accessibility:

- Provide text equivalents for objects in reports.
- Provide text alternatives for reports.
- Ensure that text is written and formatted clearly.

Text is a useful tool for creating accessible reports. Most assistive technologies require text input, including screen readers, speech synthesizers, and Braille displays. You can easily resize and format text, and text is the most flexible medium for import and export.

29.2.2.1 Providing text equivalents

When you create reports, there are many opportunities to use text equivalents to clarify non-text objects.

- Place a descriptive text object next to a non-text object, and be sure to add them to the report in consecutive order (for more details see [Placing objects in order \[page 647\]](#)).
Whenever possible, a text equivalent should communicate the same information as its corresponding object in the report. If a report displays data in a pie chart, for example, include a text box next to the chart that summarizes its contents.
Describe the purpose of the non-text object. For example, if an image performs an action when you click it, describe the action. For a button that opens your web site, provide a text box labeled "Click to view our web site".
- If a report includes audio links, provide a transcript for significant audio clips.
- If a report links to a multimedia or video presentation, provide a transcript. You may also want to provide captioning for the audio portion and an audio description of the visual portion. Captioning should be synchronized with the audio.

29.2.2.2 Providing text-only alternatives

If there are too many non-text objects on a report, or if you do not have the resources to integrate accessible design into all of your reports, then you can provide complete text-only alternatives. For reports that represent data using only charts and graphics, for example, you can provide a link to a text-only alternative that provides the same data in data tables and text objects.

Whenever possible, a text-only alternative should provide the same information as the original report. The information conveyed through images in the main report should also be described using text objects on the alternative report.

i Note

If you cannot produce a complete text-only version of the report, you can still improve accessibility by providing a descriptive summary of key information or conclusions illustrated by the report.

It is good practice to provide the text-only alternative on a subreport, linked from the top left corner of the main report, so the user has the opportunity to switch to the text-only version as soon as possible. Add the subreport to the report before any other object to ensure that a screen reader will read it first. If you want the subreport link to appear only for people using screen readers or similar software, you can create a subreport link that is the same color as the background color. The link will appear as a small blank space, but a screen reader will read the text for the link.

29.2.2.2.1 To add a text-only alternative to a subreport

1. Create a text-only version of the report and save it.
2. Open a new report.
3. On the *Insert* menu, click *Subreport*.
4. In the Insert Subreport dialog box, select *Choose an existing report* and click *Browse* to locate the report you created in step 1.
5. Click the subreport, then choose *Format Subreport* from the *Format* menu.

6. In the Format Editor, on the *Subreport* tab, select *On-demand Subreport*.
7. To hide the subreport link, on the *Font* tab, choose the color that matches the background color of the report.

i Note

Instead of hiding the subreport link, you can conditionally suppress the section that contains the subreport. For details, see [Accessibility and subreports \[page 656\]](#).

29.2.2.3 Using punctuation

To improve the logical flow of spoken text, you may need to add extra punctuation to create pauses. Without extra punctuation, screen readers may read several text objects as one continuous sentence, making the content difficult to understand. For example, information in data tables may be read without stop. To prevent this, you can break up information in data tables by inserting periods between fields.

Certain punctuation marks are read aloud, which may be distracting if used too frequently. For example, when a screen reader reads a colon ":", it may read it aloud as "colon" instead of a pause. You can change the amount of spoken punctuation in your screen reader's settings.

To troubleshoot your report's punctuation, it is good practice to read the report using a screen reader. Do objects run together too quickly? Or are there too many pauses? Are any punctuation marks read aloud? Does this improve or deter from the usability of the report?

29.2.2.4 Formatting text

After you create text equivalents or alternatives for non-text objects, ensure that the text is clearly written and easy to read. Observe the following design guidelines:

- Use a larger font.
Although people with visual impairments can use the Zoom feature to increase the size of the report, they will not need to magnify the report as much if the font size is larger. For example, chart labels or legends can appear in a small font by default. For general legibility, it is good practice to use a font larger than 8 point. For accessibility, ensure that text is larger than 11 point.
- Use a "sans serif" font.
Simple fonts such as Arial and Helvetica can be easier to read than serif fonts like Times or Palatino.
- Choose left or justified alignment.
Left-aligned or justified text is easier to read than centered or right-aligned text.
- Ensure that text follows the guidelines for color usage. For details, see [Color \[page 651\]](#).

i Note

You can allow users to choose different font settings using a parameter and conditional formatting. For details, see [Accessibility and conditional formatting \[page 654\]](#).

29.2.2.5 Finding the right balance between text and non-text objects

Text equivalents are very flexible and often the best solution for accessibility, but they are not always necessary or preferred.

Not all non-text objects require text equivalents. You need to include text alternatives only for non-text objects that provide information or navigation elements that the user cannot do without. Images used for decorative purposes do not need a text description. If a report has a watermark image that acts as a background for the data, you do not need to provide a text equivalent. Adding text descriptions for decorative objects can produce unnecessary clutter.

Text versions of visual or auditory objects in reports should be used as a complement to the object—not as a replacement. You do not need to remove non-text objects. Visual objects in reports can be very helpful, especially for people with learning disabilities such as attention deficit disorder, or for people who are deaf. People with hearing impairments may be accustomed to visual communication such as sign language, and may find images more useful than text.

No one presentation method can meet the needs of all users. Audio clips can be very useful for people with visual impairments, but people with hearing impairments will be unable to use them. To help both groups, provide a combination of audio and text. Multimedia presentations may provide audio information for people with visual impairments, as well as video information for people who are deaf or hard of hearing. Multimedia presentations are particularly effective for people with attention deficit disorder. However, people with certain mental health disabilities may be distracted by visual or audio objects.

The best approach is to communicate the same information with both text and non-text objects. Add descriptive text to support the images, and add images that support the text.

If text objects begin to overwhelm your report, you may want to provide a complete text-only version in a separate report or a subreport. For details, see [Providing text-only alternatives \[page 649\]](#).

To learn more strategies on how to choose presentation methods that meet the needs of a variety of audiences, see [Designing for flexibility \[page 654\]](#).

29.2.3 Color

The colors you choose for objects in reports can have a significant impact on accessibility for people with visual impairments, low vision, or color blindness. Ensure that your reports can be understood when viewed without color.

29.2.3.1 Contrasting colors

Users with limited vision may be unable to distinguish between colors. To test the color contrast in your report, print or view a black and white copy. You should be able to distinguish between values or fields displayed in different colors (in a pie chart, for example).

If you cannot distinguish between colors on the report, try different colors or use gray shading. If this does not resolve the issue, you can change other characteristics.

For text, use the Format Editor to change the font, size, or style. You can add borders, underlining, or background shading to differentiate text objects from each other.

For charts, use a combination of shading and patterns. You can automatically convert a color chart to a black and white one using the Chart Expert, or you can select values individually and choose your own patterns.

29.2.3.1.1 To convert a chart into black and white

1. Select the chart and choose *Chart Expert* from the *Format* menu.
2. In the Chart Expert, click the *Options* tab.
3. In the "Chart color" area, select *Black and white*, and then click *OK*.

The chart colors convert to a variety of high-contrast pattern and color fills.

29.2.3.1.2 To change the fill for a chart value

1. Select the chart, then click the shaded area you want to change.
2. On the *Chart* menu, point to *Chart Options*, and then click *Format Background*.
3. In the Format Background dialog box, on the *Fill* tab, choose a color and click *Pattern*.
4. In the Choose A Pattern dialog box, click a pattern, then click *OK*.

i Note

You can also select a texture, gradient, or picture as a fill for the chart value. See the *Chart Help* for more information.

29.2.3.2 Using color to convey information

Do not use color as the only identifying characteristic for critical information in a report.

For example, a text object may instruct users to "click the green button" to open a subreport. Users with limited vision cannot tell which button is green. The button should be recognizable by another defining characteristic besides its color. For example, you can change the button graphic to a shape that is not used elsewhere on the report, and instruct users to "click the green arrow button". This solution provides color information for people who can distinguish colors, and extra information for people who cannot.

Other common situations where color may be used to provide important information include:

- **Highlighting**
To highlight particular values in a table, do not change only the color of the value. If you highlight outstanding invoices in red, for example, they may look the same as the paid invoices to someone with limited vision. In the Highlighting Expert dialog box, change a font characteristic other than color, such as font style.
- **Hyperlinks**

Using color as the only method for identifying hyperlinks may also cause problems for color-blind users. When you print your report in black and white, check the hyperlinks to ensure that they are still visible.

- Identifying important areas of the report

Do not organize a report by using color as a background or as a separator between different sections or areas. Instead of using color to identify sections, establish clear and consistent navigation for the entire report.

29.2.4 Navigation

As with other aspects of accessible design, providing several alternative navigation methods can help you meet the reporting needs of more people. The W3C recommends including several different navigation methods. On the other hand, simplicity is critical for intuitive navigation. Section 508 recommends simple navigation that uses the least number of navigation links possible. Either approach can be effective for your reports, as long as you maintain clarity and consistency.

You may want to use report parts to navigate a report (or to connect several reports). If you provide a series of links in a page header, keep in mind that screen-reading software will reread the navigation information every time the user refreshes the page or views a new page. In this case, simple navigation is preferable.

For a large report, you could provide a list of navigation links as a table of contents in the report header. More extensive navigation can be useful when you have a large volume of data. To allow users to skip the list, you could start with a "Skip the table of contents" link that jumps ahead to the first page header.

In general, report navigation should follow these guidelines:

- Identify the target of each link.
- Provide information at the start of the report that describes the layout and navigation.
- Use navigation consistently.
- Provide the opportunity to skip repetitive navigation links.

29.2.5 Parameter fields

When you include parameter fields in a report, make sure they are clear and simple. Although parameter fields can be a useful tool for providing accessible content, they can also introduce several accessibility concerns. It is important to test all parameter fields for accessibility.

Parameter fields should follow these guidelines:

- Provide a list of default values for the user to choose from.
Avoid requiring the user to type a value for a parameter. When users provide their own values, they need to make sure the format of the value will be recognized by the parameter field. A list of default values is easier to use, and it ensures that the user chooses from values with valid formats.
- Try to avoid complex parameter fields.
A complex parameter field may be more accessible when it is broken down into multiple parameters. When you test the accessibility of your parameter fields, pay particular attention to parameters that require a range. It may be easier to understand if you provide two parameter fields that prompt for discrete values for the top and bottom of the range, rather than ask the user to choose both values in the same parameter field.

- For date fields, do not allow users to choose their own values.
The calendar used to select date values is not currently accessible. Provide a pick-list of default date values. Using a list of default values also helps avoid invalid date formats.

29.3 Designing for flexibility

Flexibility is the key to providing accessible reports. Because different users require different levels of accessibility, it is good practice to provide a variety of presentation styles and methods to meet the needs of as many people as possible. For a detailed report, however, you may not be able to provide multiple presentation styles without cluttering the report with extra objects.

To address this problem, plan the degree to which you want to integrate accessible formats into your reports. You can provide accessible formatting for each object, for each section, or as a subreport. You can then allow users to choose their own accessibility options using a parameter field that prompts them to choose whether or not to display accessible formats.

Using this parameter field, you can conditionally format objects, or conditionally suppress sections that address different access needs. Or you can provide different display options by using subreports.

29.3.1 To create an accessibility parameter field

1. In Crystal Reports, on the [View](#) menu, click [Field Explorer](#).
2. In the Field Explorer, right-click [Parameter Fields](#) and click [New](#).
3. In the Create New Parameter dialog box, type the parameter name ([Access](#) , for example).
4. Ensure that the [Type](#) is set to [String](#).
5. In the Value area, create [Yes](#) and [No](#) values.
6. In the Value Options area, add prompting text in the [Prompt Text](#) field (for example, [Do you want to enable accessible formatting for this report?](#)).
7. Click [OK](#) in the Create New Parameter dialog box.

29.3.2 Accessibility and conditional formatting

Using the accessibility parameter field in simple formulas, you can provide multiple formats for any object in a report. If a user chooses "Yes" when prompted by the parameter, the conditional formulas will ensure that the objects are modified with accessible formatting conventions. If a user chooses "No", then the report appears without accessible formatting, perhaps in the standard company template.

For accessible text formatting, you can follow the guidelines suggested by this section and by the W3C, or you can survey your report users to determine the formats that work best for them. After you determine the formatting options you want to use, you can create conditional formulas that define the options. For example, you can display all database fields in a large Arial font, in white text on a black background, with the Can Grow option enabled.

The following procedure creates a conditional formatting formula based on the ?Access parameter field. The formula increases the font size if the ?Access parameter field is set to "Yes". You can use similar formulas to change colors, add borders, or enable the Can Grow setting. For complete instructions on conditionally formatting fields and using the Format Formula Editor, see the *Crystal Reports Online Help*.

i Note

If text objects are too small to accommodate the enlarged font, you can use a similar conditional formatting formula to enable the Can Grow setting, which appears on the Common tab of the Format Editor.

29.3.2.1 To apply accessible settings to font size conditionally

1. Open the report in the *Design* tab of Crystal Reports.
2. In the Details section, right-click the field you want to conditionally format, and select *Format Field*.
3. In the Format Editor, click the *Font* tab.

4.  Click the *Formula* button that corresponds to the Size list.

The Format Formula Editor opens a new formula named Font Size.

5. In the Formula text window, type this formula (which uses Crystal Syntax):

```
if {?Access} = "Yes"
    then 20
else 10
```

This formula ensures that the font size for the currently selected field is increased from 10 point to 20 point when the user chooses to display accessible formatting.

6. Click *Save and close*.
7. Click *OK* in the Format Editor.

29.3.3 Accessibility and suppressing sections

Instead of formatting individual objects conditionally, you can create separate sections for accessible versions of the report content, then use the accessibility parameter field to conditionally suppress sections. The accessible and non-accessible sections can be suppressed or shown, based on the parameter value the user selects.

Creating separate sections for accessible versions of report content may be more time-consuming, but there are a few situations where suppressing sections conditionally can be more practical than formatting on the object level:

- If a report contains many objects, suppressing sections may require fewer conditional formulas.
- Not all settings and features can be formatted conditionally. By suppressing sections, however, you can make any formatting changes you want.

- You may want to provide completely different types of information for people viewing the accessible version of the report. For example, you may want to split visual and audio objects into two different sections and conditionally suppress them based on the parameter value the user chooses.

29.3.3.1 To suppress an accessible section

1. Right-click the left boundary of the section you want to suppress conditionally, and click [Section Expert](#).
2.  In the Section Expert, click the [Formula](#) button that corresponds to the [Suppress \(No Drill-Down\)](#) setting.

The Format Formula Editor opens a new formula named Suppress (No Drill-Down).

3. In the Formula text window, type this formula (which uses Crystal Syntax):

```
if {?Access} = "No" then True
```

This formula selects the Suppress option if the user chooses not to view accessible report content.

4. Click [Save and close](#).
5. Click [OK](#) in the Section Expert.

29.3.4 Accessibility and subreports

Accessible report design may become too cumbersome using conditionally formatted objects and suppressed sections. Two situations in particular may be problematic:

- To make the report accessible, you may need to change the overall organization of the report sections, or you may need to provide different objects.
- If the report contains a large number of objects or sections, it may take too much time to create conditional formulas for all of them.

For example, if a report contains many non-text objects displayed in a complex series of groups and sections, you may want to provide a text-only version that uses different objects and a simplified group structure to meet accessibility guidelines. The easiest way to address this problem is to create a subreport that displays the accessible version of the report and place the subreport at the beginning of the main report. For details on creating a text-only accessible subreport, see [Providing text-only alternatives \[page 649\]](#).

If you want only screen readers to be able to see the subreport, you can hide it by changing the subreport link to the same color as the background. Alternatively, you can use the ?Access parameter field to allow users to choose whether or not the subreport appears in the report. Place the subreport in its own section and conditionally suppress the section based on the ?Access parameter field. For details, see [Accessibility and suppressing sections \[page 655\]](#).

29.4 Improving data table accessibility

Large tables of data can be difficult to interpret if a person is using a non-visual means of accessing the web, such as a screen reader. People using screen magnifiers or the Zoom feature may also find data tables hard to navigate because they cannot see the table headings at all times. It can easily become difficult to associate the value that a screen reader is reading with the corresponding column and row headings. Users need to be able to understand the data value's position in the table and its relationship to other values.

To improve data table navigation, you can use text objects to provide contextual information with each value. Using conditional formatting or suppression, you can create a report that displays these objects only if the user chooses to view them. Other design guidelines can help make large tables of data easier to understand, such as providing summary paragraphs and expanded column headings.

i Note

This section uses terminology consistent with the W3C accessibility guidelines. In these guidelines, the term data table refers to values arranged in columns and rows. In Crystal Reports, data tables take the form of group or page headings combined with database fields in the Details section. Do not confuse data tables with database tables, which are data sources used by Crystal Reports.

29.4.1 Text objects and data table values

You can make a large table easier to understand and navigate by adding text objects that provide information about each value in the table.

Include whatever information is necessary to establish the meaning and context of the value displayed. When appropriate, include information that describes column headings or neighboring fields. For example, if a report displays employee names and salaries, you can add a text object before the Salary database field that reads "{Last Name}'s salary is ". The user can determine the context and meaning of the value by reading the accompanying text object.

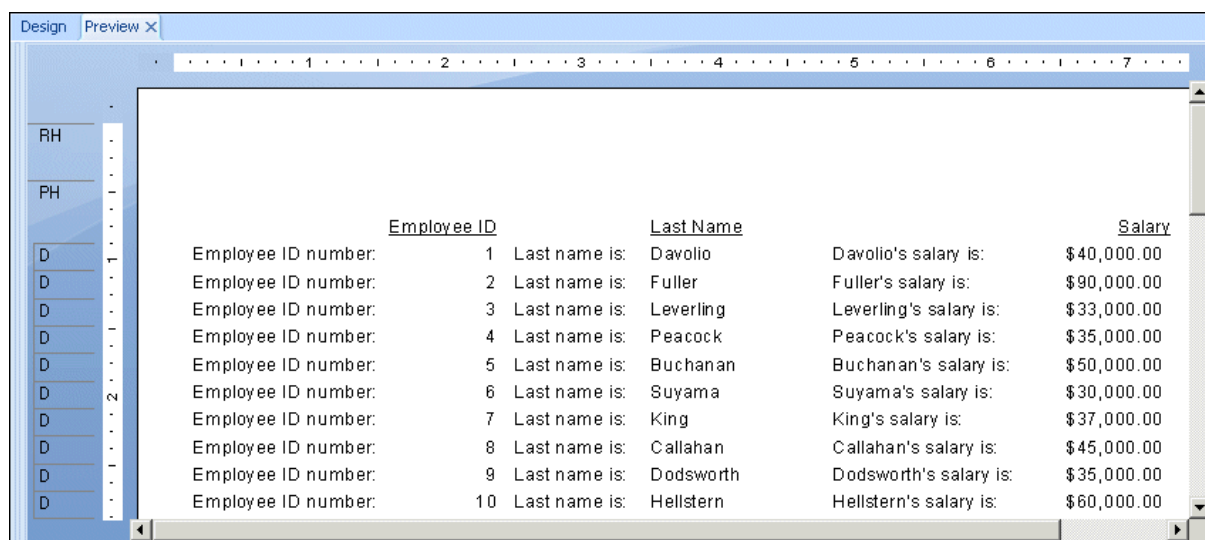
Ensure that your text objects use punctuation that will make the content easier to understand when read aloud by a screen reader. Without accessibility-orientated punctuation, data tables may be read as one long sentence, making navigation and interpretation very difficult. For example, you can add periods after values so a screen reader will pause between columns and rows. For details, see [Using punctuation \[page 650\]](#).

As with all objects in reports, the order in which you place text objects on the report can affect accessibility. Screen readers read the objects in the order they were originally added. (For details, see [Placing objects in order \[page 647\]](#).) The correct placement order is critical when you add a text object that identifies the contents of a particular column in a data table. If you add the text objects at the end of the design process, they may be read after the columns that they refer to. When you add text objects that describe values in a report, ensure that you place them on the report in the order that you want them to be read.

Before you can create an accessible data table, you must plan your report in advance, determining which objects and database fields you want to include. Because objects must be placed in the order you want them to be read, planning your content for accessibility is essential. As part of this planning, it is good practice to choose how you will use text objects to identify data table values. You can simply add text objects before each database field. Or you can conditionally suppress text objects or use formulas to combine text objects and values.

29.4.1.1 Labeling data tables with text objects

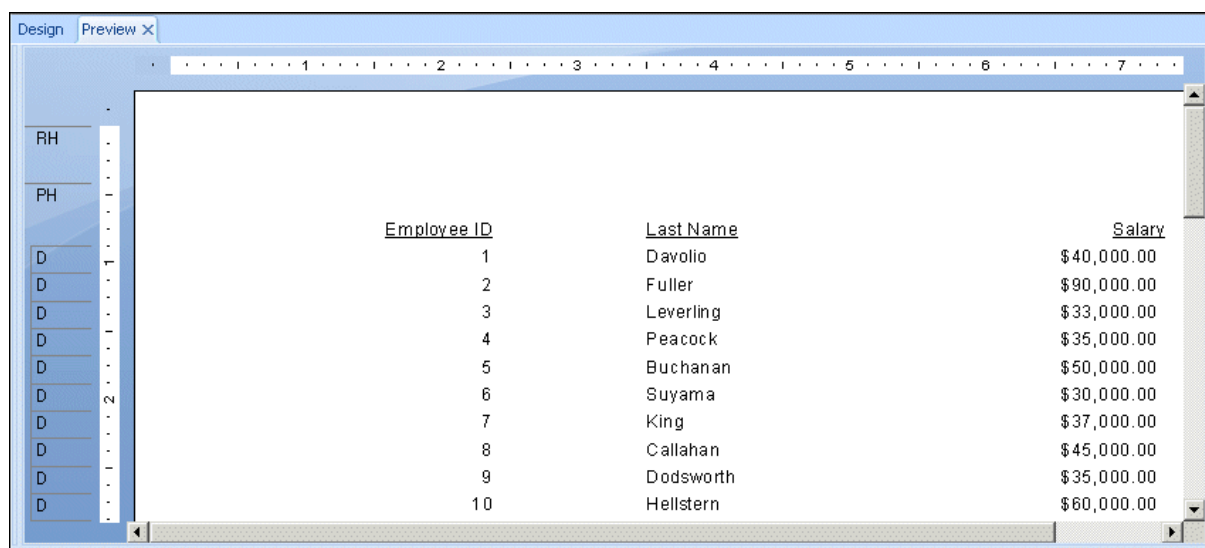
Before each field, add a text object that describes the field's position in the table. In the following example, the text box provides information about the Employee ID number. When the report is read with a screen reader, each number is preceded by the brief explanation in the text box.



The screenshot shows the SAP Crystal Reports Design view. On the left, there is a 'Design' tab and a 'Preview' tab. Below these are two vertical lists: 'RH' and 'PH'. The main area displays a data table with four columns: 'Employee ID', 'Last Name', and 'Salary'. Each row contains a descriptive text object followed by the field value. The text objects are: 'Employee ID number:', 'Last name is:', and 'Salary is:'. The values are: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, Davolio, Fuller, Leverling, Peacock, Buchanan, Suyama, King, Callahan, Dodsworth, Hellstern, \$40,000.00, \$90,000.00, \$33,000.00, \$35,000.00, \$50,000.00, \$30,000.00, \$37,000.00, \$45,000.00, \$35,000.00, \$60,000.00.

	<u>Employee ID</u>	<u>Last Name</u>	<u>Salary</u>
Employee ID number:	1	Last name is: Davolio	Davolio's salary is: \$40,000.00
Employee ID number:	2	Last name is: Fuller	Fuller's salary is: \$90,000.00
Employee ID number:	3	Last name is: Leverling	Leverling's salary is: \$33,000.00
Employee ID number:	4	Last name is: Peacock	Peacock's salary is: \$35,000.00
Employee ID number:	5	Last name is: Buchanan	Buchanan's salary is: \$50,000.00
Employee ID number:	6	Last name is: Suyama	Suyama's salary is: \$30,000.00
Employee ID number:	7	Last name is: King	King's salary is: \$37,000.00
Employee ID number:	8	Last name is: Callahan	Callahan's salary is: \$45,000.00
Employee ID number:	9	Last name is: Dodsworth	Dodsworth's salary is: \$35,000.00
Employee ID number:	10	Last name is: Hellstern	Hellstern's salary is: \$60,000.00

Providing extra information for each value can make a data table appear cluttered for people without vision impairments, so you may want to hide the extra text objects by changing the font color to the same color as the background. The extra text is invisible, but is still detected and read by screen readers.



The screenshot shows the SAP Crystal Reports Design view. On the left, there is a 'Design' tab and a 'Preview' tab. Below these are two vertical lists: 'RH' and 'PH'. The main area displays a data table with four columns: 'Employee ID', 'Last Name', and 'Salary'. Each row contains a descriptive text object followed by the field value. The text objects are: 'Employee ID number:', 'Last name is:', and 'Salary is:'. The values are: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, Davolio, Fuller, Leverling, Peacock, Buchanan, Suyama, King, Callahan, Dodsworth, Hellstern, \$40,000.00, \$90,000.00, \$33,000.00, \$35,000.00, \$50,000.00, \$30,000.00, \$37,000.00, \$45,000.00, \$35,000.00, \$60,000.00.

	<u>Employee ID</u>	<u>Last Name</u>	<u>Salary</u>
Employee ID number:	1	Davolio	\$40,000.00
Employee ID number:	2	Fuller	\$90,000.00
Employee ID number:	3	Leverling	\$33,000.00
Employee ID number:	4	Peacock	\$35,000.00
Employee ID number:	5	Buchanan	\$50,000.00
Employee ID number:	6	Suyama	\$30,000.00
Employee ID number:	7	King	\$37,000.00
Employee ID number:	8	Callahan	\$45,000.00
Employee ID number:	9	Dodsworth	\$35,000.00
Employee ID number:	10	Hellstern	\$60,000.00

29.4.1.2 Labeling data tables conditionally

Although adding text objects is relatively easy to implement, it does not address all accessibility concerns. Invisible text is read by screen readers, but does not help people with limited vision. You can allow the user to choose whether or not to display text descriptions in the data table by conditionally formatting or suppressing text objects.

Make sure your report includes an accessibility parameter field. For instructions on how to create the ?Access accessibility parameter field, see [Designing for flexibility \[page 654\]](#).

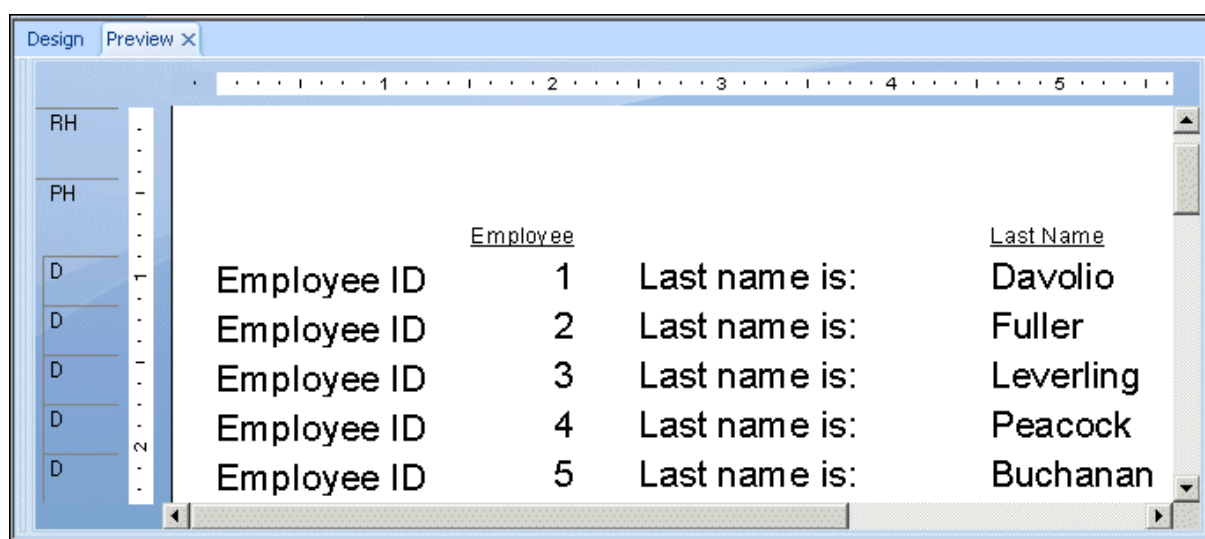
You can use the parameter field to suppress the text objects conditionally. While it has the same effect as changing the font color to the background color, conditionally-suppressed text also allows you to use the parameter field to specify other formatting options such as font size and style.

To display the text objects only when the user chooses **Yes** for the ?Access parameter field, the following report uses a simple conditional formula to enable the Suppress option on the Common tab of the Format Editor.

```
{ ?Access } = "No"
```

The formula must be added for each text object you want to suppress.

When the user chooses **Yes** for the ?Access parameter field, the text objects are not suppressed; the data table displays text descriptions.



	<u>Employee</u>		<u>Last Name</u>
Employee ID	1	Last name is:	Davolio
Employee ID	2	Last name is:	Fuller
Employee ID	3	Last name is:	Leverling
Employee ID	4	Last name is:	Peacock
Employee ID	5	Last name is:	Buchanan

i Note

The report shown also uses the ?Access parameter field to enable the Can Grow option (also on the Common tab of the Format Editor) and increase the font size for people with visual impairments.

When the user chooses **No** for the ?Access parameter field, the conditional formula suppresses the text objects, leaving spaces in the report in place of the text objects.

29.4.1.3 Labeling data tables with formulas

Another method for adding explanatory text to a data table is to create formulas that combine text, database fields, and conditional formatting. By adding the text and the database fields together in a conditional formula based on the ?Access parameter, you can provide optional text for values in a table without leaving blank spaces in the report. Using formulas also reduces the number of objects on the report, making it easier to maintain the proper placement order.

Note

Do not use this method if the report has summary fields or calculated fields. Although formulas provide the best display of data, they can interfere with calculations because the data is converted to text.

The following report uses formulas placed in the Details section that combine the database fields and the extra text. When the user chooses **Yes** for the ?Access parameter field, each formula builds a string that includes the description and the value.

Preview

	<u>Employee ID</u>	<u>Last Name</u>	<u>Salary</u>
D	Employee ID 1.	Employee last name is Davolio.	Davolio's Salary is \$40,000.00.
D	Employee ID 2.	Employee last name is Fuller.	Fuller's Salary is \$90,000.00.
D	Employee ID 3.	Employee last name is Leverling.	Leverling's Salary is \$33,000.00.
D	Employee ID 4.	Employee last name is Peacock.	Peacock's Salary is \$35,000.00.

This report uses the following formulas:

@Employee ID

```
If {?Access}="Yes" then "Employee ID "  
+ ToText({Employee.Employee ID},0) + ". "  
else ToText({Employee.Employee ID},0)
```

@Last Name

```
If {?Access}="Yes" then "Employee last name is "  
+ {Employee.Last Name} + ". "  
else {Employee.Last Name}
```

@Salary

```
If {?Access}="Yes" then {Employee.Last Name} + "'s Salary is " +  
ToText({Employee.Salary}) + "."  
else ToText({Employee.Salary})
```

Notice the added punctuation. The periods at the end of each formula improve screen reader legibility by creating a pause between fields.

i Note

The report also uses the ?Access parameter field to enable the Can Grow option and increase the font size.

i Note

In @Employee ID, ?Access parameter field has been set to "0" to enable the Can Grow option and increase the font size.

When the user chooses **No** for the ?Access parameter field, the formula returns only the data. The report does not display blank spaces in place of the conditional text objects. Both versions of the report are easy to read.

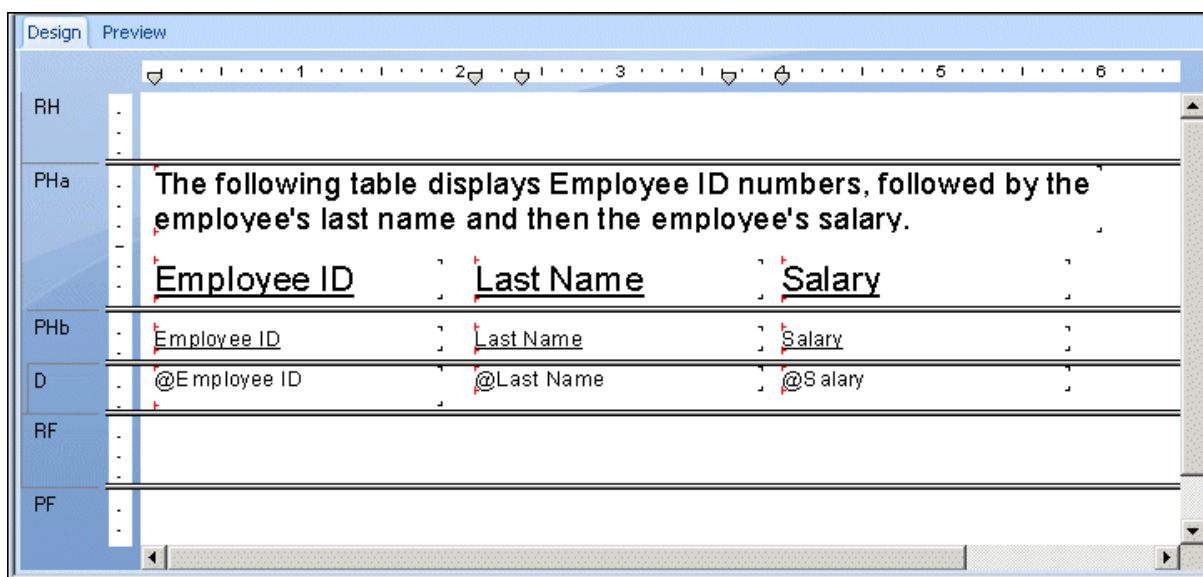
Employee ID	Last Name	Salary
1	Davolio	\$40,000.00
2	Fuller	\$90,000.00
3	Leverling	\$33,000.00
4	Peacock	\$35,000.00
5	Buchanan	\$50,000.00
6	Suyama	\$30,000.00
7	King	\$37,000.00
8	Callahan	\$45,000.00
9	Dodsworth	\$35,000.00
10	Hellstern	\$60,000.00
11	Smith	\$18,000.00
12	Patterson	\$25,000.00
13	Brid	\$75,000.00
14	Martin	\$50,000.00
15	Pereira	\$45,000.00

29.4.2 Other data table design considerations

In addition to labeling data values with text objects, other report design techniques can help you create data tables that are easier to understand and navigate.

- Include an introductory paragraph that summarizes the content of the table. The summary should be brief: one or two sentences if possible.
- Ensure that headings provide enough information to clearly identify the values that they label.
- To test a table's accessibility, read its headings and values in a linear fashion from left to right and from top to bottom. For example, if a report displays last and first name fields for each customer, it may read better if it displays first name followed by last name. Whenever possible, test the report using assistive technologies such as screen reading software.

The final accessible report includes a summary of the data table.



To display the table summary conditionally, the report designer divided the Page Header into two sections. The first page header is suppressed when the ?Access parameter field is set to **No**. The second page header is suppressed if the user chooses **Yes**. For details, see [Accessibility and suppressing sections \[page 655\]](#).

29.5 Accessibility and BusinessObjects Business Intelligence platform

Designing accessible reports is only part of the solution. You need to make sure that you deliver reports through an accessible interface that follows the same design guidelines.

Although the administrative components of SAP BusinessObjects Business Intelligence platform and the scheduling functionality in the BI platform Server web desktop are not currently accessible to everyone, the SAP BusinessObjects Business Intelligence platform web desktop and the DHTML viewer allow for accessible access to reports over the Web.

Several enhancements have been made to the BI platform Server to account for accessibility issues. Text descriptions are now provided in ALT tags for the toolbar buttons and other images. Descriptions for text boxes are clearer, and shortcut links are provided in the DHTML viewer so you can navigate past the toolbar and group tree.

29.5.1 Setting accessible preferences for SAP BusinessObjects Business Intelligence platform

For the best accessibility support in SAP BusinessObjects Business Intelligence platform, you need to set certain display preferences.

For the BI platform Server web desktop, display objects in the Action view. The Action view is more accessible because it provides a text list of the available reports and does not use shortcut menus for report commands. Depending on your users' needs, you may also want to reduce the number of reports displayed on each page.

For viewing reports, choose the DHTML viewer as the default viewer in your preferences.

i Note

You must have your own account on the system in order to set preferences.

29.5.1.1 To set accessible preferences for SAP BusinessObjects Business Intelligence platform

1. Log on to SAP BusinessObjects Business Intelligence platform.
2. On the title bar, click [Preferences](#).
3. On the General Preferences page, in the "On my desktop, show me" area, select [Action view](#).
4. To reduce the number of reports displayed on each page, type a number in the text box next to the Action view option.
5. Click the Crystal Report Preferences link.
6. In the "View my reports using the" area, select the [DHTML viewer](#).
7. Click [Apply](#).

29.6 Accessibility and customization

When you customize Crystal reports or the SAP BusinessObjects Business Intelligence platform web desktop, or if you incorporate the BI platform Server into an existing web site, ensure that your changes follow the accessibility guidelines set forth by the U.S. Access Board in section 508, or the W3C's Web Accessibility Initiative.

If you customize Crystal reports or the SAP BusinessObjects Business Intelligence platform web desktop extensively, you may encounter other accessibility issues. For online resources that provide comprehensive accessibility guidelines, see [Resources \[page 664\]](#). The following list provides some common accessibility issues that may cause problems when you customize Crystal Reports or SAP BusinessObjects Business Intelligence platform content.

- **Frames**
Frames should be clearly labeled, for easier identification and navigation. Provide text at the top of the frame that describes its purpose. For example, if a frame provides a list of links to different countries, you

can clarify its purpose clear by adding text to the frame, such as a title ("Countries") or short instructions ("Click a country for details").

- **Style sheets**

If you have a visual impairment, you can create a style sheet with specific viewing preferences to accommodate the disability. For example, you could create a style sheet that displays all web pages in a large font with white characters on a black background. Users cannot apply personalized style sheets to Crystal reports, but the viewers provide a Zoom button that enables people with visual impairments to increase the magnification to suit their needs. You can also allow users to choose from different formatting options using conditional formatting. For details, see [Accessibility and conditional formatting \[page 654\]](#).

- **Scripts**

If you modify Crystal content to include a script that displays content or an interactive object, ensure that the script is identified by text that conveys the purpose of the script. Make sure that pages with scripts are still usable when the scripts are turned off or unsupported. For more information about scripts and accessibility, see [Resources \[page 664\]](#).

- **Image maps**

Server-side image maps identify active regions using coordinates, which are not meaningful to a screen reader. Client-side image maps provide better accessibility because you can assign a link or URL to each active region within the image map.

- **Electronic forms**

Electronic forms can present difficulties for screen readers, and must be set up carefully. When you label a component in a form, ensure the label is clearly located next to the form component. For example, for a Search box, ensure that the "Search" title appears alongside the appropriate text box.

- **Applets and plug-ins**

If a report needs an applet, plug-in, or other application on the client machine in order to interpret page content, the plug-in or applet must follow accessibility guidelines.

If you attach multimedia or other additional resource files to your report, such as PDF or Real Audio files, provide a link to install the required plug-ins or software, and ensure that the required software also meets accessibility design standards.

- **Flickering**

Flickering images can trigger seizures for people with seizure disorders. The W3C recommends to avoid use of images that flicker or flash between four and 59 times per second.

- **Search engine placement**

Do not use hidden text to enhance your web site's placement in search engines. Hidden text reduces readability, because it is read by the screen readers. Also, hidden text is actively discouraged by popular search engines such as Google, and thus offers little benefit.

29.7 Resources

This section focuses on how you can create and distribute accessible reports with Crystal software. The report design techniques in the section were tested using JAWS 4.5. It is good practice to test all accessible reports using JAWS and other assistive technologies whenever possible.

To make all of your Web communications accessible, consult the detailed guidelines available through the W3C or from your government's web site.

- World Wide Web Consortium's Web Accessibility Initiative:
<http://www.w3.org/WAI/>

- the United States Access Board's web site for Section 508:
<http://www.access-board.gov/sec508/guide/>
- the Government of Canada Internet Guide:
<http://www.tbs-sct.gc.ca/clf2-nsi2/index-eng.asp>

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