How to - Fix Crystal Report Error

EventTracker Enterprise
Abstract

This guide describes about how to fix crystal report error in EventTracker Enterprise.

Target Audience

EventTracker Users and Administrators who wish to fix crystal report error.
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Fix Crystal Reports Error

Please follow the steps mentioned below to fix crystal reports.

1. Select the **Start** button, select **Control Panel**, and then select **Add or Remove Programs**.

2. Uninstall **Crystal Reports for .NET Framework 2.0**, **Crystal Reports Basic for Visual Studio 2008**, and **SAP crystal report runtime engine for .NET Framework (32-b-t)**.

3. Remove crystal report related entries from the registry hive.
   
   a. **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall**
   
   b. **HKEY_CLASSES_ROOT\Installer\Products**

   **NOTE:** Before deleting below mentioned entry, please take backup of the same.

   a. **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall**

   **NOTE:** Left side Key may vary system to system please check right pane for crystal key.

![Registry Editor](image)

Figure 1
b. Locate the registry key **Crystal Reports Basic Runtime for Visual Studio 2008, Crystal Reports for .NET Framework 2.0 (x86)** in **HKEY_CLASSES_ROOT\Installer\Products\** and delete it.

Refer **Figure 3** and **Figure 4**.

![Registry Editor](image-url)  
*Figure 2*
Figure 3
4. Remove the physical folder **Business Objects** from the following path C:\Program Files\Common Files\. 

5. Now verify Add/remove programs, crystal reports should not appear.