



FAQ# 26-11050102  
Modified 01/13/01

**New Customer Using PCRE v2.6+:** must obtain a copy of Crystal Reports 7.0.1.100

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New customers using Parallel Crystal 2.6+ need to obtain a copy of Crystal Reports 7.0.1.100 and install it on their report server machine before attempting to install Dynamalivery's software. See the following steps:

### 1. Clean Machine

Ideally customers should start with a clean machine, i.e. reinstalling Microsoft Windows NT 4, service pack 5 or 6 and having no other software on the machine. If any other version of Crystal Reports has ever been on this machine, then the clean machine build is especially important as the Crystal Reports uninstall utility is not 100% effective and may leave residual DLLs or registry entries.

For more information on this topic see the article titled: "DLL HELL: The inside story" By *Franky Wong - Vice President, Desaware, Inc.*  
<http://www.desaware.com/Articles/DllHell3.htm>

### 2. Buy Crystal Reports 7 Professional Edition

Crystal Reports 7 is available from the Crystal Decision Online store and many other worldwide sources. <http://store.crystaldecisions.net>

### 3. Install and validation Crystal Reports 7

After installing Crystal Reports 7, validate that you have the right version by running the [CRVersion.exe](#) utility. Launch it by double clicking on its icon and take note of the version numbers. It should show the presence of only "Version 7.1 (1793)". Also compare the bitmap image below to the "about box" acknowledgements found under the "Help" menu in the Crystal Reports Designer.

Recall that Dynamalivery recommends that Parallel Crystal should be installed on a clean system. By this, we mean a freshly formatted hard drive with a clean installation of Microsoft Windows NT. Remember that Parallel Crystal 2.6 is based on Crystal Reports 7.0.1.100. Furthermore, the Seagate/Crystal Decisions uninstall utilities are not 100% effective in removing residual DLLs and registry entries that may be on your report server from prior installations of Crystal Reports or Crystal Enterprise, Dynamalivery Parallel Crystal, or applications that may embed them



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**About Seagate Crystal Reports** [X]

 Seagate Crystal Reports - DEM Version  
Product 7.0.1.100      CRW32 7.0.100.15  
Created: 6/21/99      Size: 8502784 bytes

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#### **4. Ready for Parallel Crystal 2.6 framework/middleware**

Go ahead and run the Parallel Crystal installation utility.

#### **5. Data Object Reporting (DOR)**

Dynalivery recommends that its customers use Data Object Reporting (DOR) to supply data to reports at run-time from the cache in live Java or COM objects. To the extent that customers do not accept this recommendation and use SQL database drivers from the report engine, they may need to use different drivers than Seagate provides in the Crystal Reports 7 box from [Merant](#) or other suppliers of database drivers.