Application Note
RPS/RPS LITE 6.14.100
Crystal Reports Runtime Restore Utility

Overview

The Crystal Reports Runtime Restore Utility is an optional utility used to restore SAP Crystal Reports from version 13.0.34 (installed with RPS 6.14.100) to version 13.0.20.

If the RPS v6.14.100 upgrade process is cancelled or fails, the RPS installer will revert to the prior RPS installed version. However, the Crystal Reports Runtime component will remain updated from version 13.0.20 to version 13.0.34.

RPS Panel Reports in versions prior to 6.14.100 will not operate correctly with the updated Crystal Reports Runtime component (v13.0.34) installed. To restore Panel Reports operations in RPS prior to v6.14.100, the Crystal Reports Runtime will require restoring the prior supported version (v13.0.20). This utility will attempt to uninstall v13.0.34 and then re-install v13.0.20.

Applicability
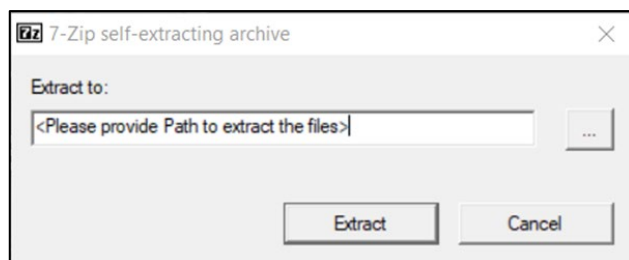
The utility applies to:
- RPS version: v6.14.001 or earlier
- RPS-LITE version: v6.14.001 or earlier
- Crystal Reports Runtime version: v13.0.34

Utility Installation

To support RPS Panel Reports for v6.14.001 and earlier, this utility reverts Crystal Reports Runtime from version 13.0.34 back to version 13.0.20.
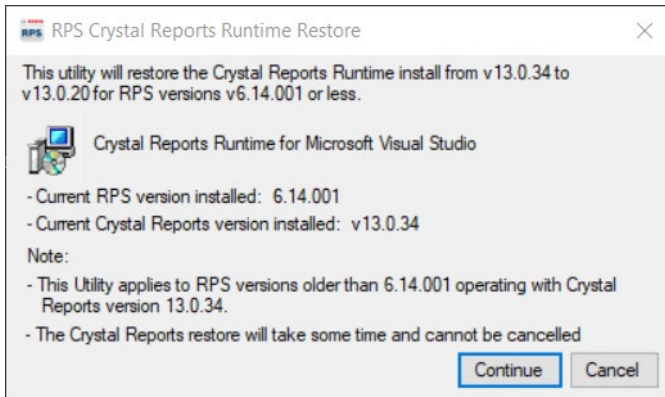
To install the utility:
1. Close the RPS or RPS-LITE application on the computer where you are installing.
2. Double-click the utility 7-Zip archive package named **RPSCrystalReportUtility.exe** located in the Crystal_Reports_Restore_Utility folder.
3. Provide the path for the extract folder where you want to copy the extracted files.
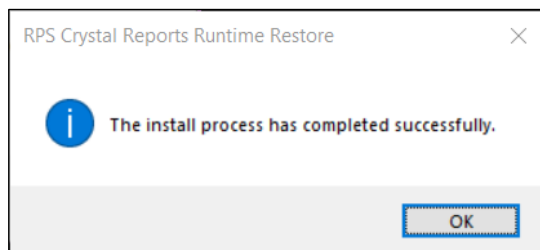4. Click **Extract**.

5. Locate the **RPS_CR13.0.34_to CR13.0.20.exe** executable file in the folder.
6. Right-click and select **Run as Admin** on **RPS_CR13.0.34_toCR13.0.20.exe** to run the installer.

7.   When the installer screen opens, click **Continue**. The installation begins.

8.   When the installation has finished successfully, click **OK** to exit the installer.

Installation Notes

- Log entries about the success or failure of the utility are added to the RPSInstallation.log file: **<Installed path>\Log\ RPSInstallation.log**.

- If the Crystal Reports Runtime Restore Utility fails, uninstall Crystal Reports Runtime manually and then install Crystal Reports Runtime v13.0.20 using the msi package available in the folder.

- The Crystal Reports Runtime Restore Utility installer **Continue** button is disabled and the installation does not continue when:

    o   RPS is not installed.

    o   RPS installed version is greater than v6.14.001.

    o   Crystal reports installed version is not v13.0.34.