

# My Crystal Report does not work.

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If your crystal report site does not work on our server, please kindly follow the guidelines below:

1. Crystal Report is an addon service and this is a separate service that you need to purchase on top of your current hosting plan. To purchase this addon, please login to our [Help Desk System](#) -> Purchase Addon -> Crystal Report Addon.
2. Once you have purchased the addon, you need to wait for us to configure it for you. Once the configuration is completed, you will receive an email update
3. If even after the configuration, your crystal report still fails to work, please kindly log a support ticket via [Help Desk System](#) to Support Team, together with the URL to the error message and we will investigate it for you.
4. If after the investigation, we find the fact that you are using a difference Crystal Report version, you have to:

*prepare for the migration of your sites to another server that supports Crystal Report version used on your site. Please make sure you have everything backup and once you are ready, please advise us by updating*

- *please be advised that we only support Crystal Report 2008 (v12) and Crystal Report for Visual Studio 2010 (v13) runtime. If you have a previous version of Crystal Report, it will still work on our server, however, you need to perform additional steps. The steps are described on the following lines.*

## Upgrade to Crystal Report 2008 (v12)

*In order to use Crystal Report 2008 (v12) on our server, you have to make sure that you are on our server that supports Crystal Report 2008 (v12). Next, please make sure you include the following assemblies on your web.config.*

```
<assemblies>
  <add assembly="System.Core, Version=3.5.0.0, Culture=neutral, PublicKeyToken=B77A5C561934E089"
/>
  <add assembly="System.Data.DataSetExtensions, Version=3.5.0.0, Culture=neutral,
PublicKeyToken=B77A5C561934E089" />
  <add assembly="System.Web.Extensions, Version=3.5.0.0, Culture=neutral,
PublicKeyToken=31BF3856AD364E35" />
  <add assembly="System.Xml.Linq, Version=3.5.0.0, Culture=neutral,
PublicKeyToken=B77A5C561934E089" />
  <add assembly="CrystalDecisions.CrystalReports.Engine, Version=12.0.2000.0, Culture=neutral,
PublicKeyToken=692fba5521e1304" />
  <add assembly="CrystalDecisions.ReportSource, Version=12.0.2000.0, Culture=neutral,
PublicKeyToken=692fba5521e1304" />
```

```
<add assembly="CrystalDecisions.Shared, Version=12.0.2000.0, Culture=neutral,
PublicKeyToken=692f5f7f11d50a3a" />
<add assembly="CrystalDecisions.Web, Version=12.0.2000.0, Culture=neutral,
PublicKeyToken=692f5f7f11d50a3a" />
<add assembly="CrystalDecisions.ReportAppServer.ClientDoc, Version=12.0.1100.0, Culture=neutral,
PublicKeyToken=692f5f7f11d50a3a" />
<add assembly="CrystalDecisions.Enterprise.Framework, Version=12.0.1100.0, Culture=neutral,
PublicKeyToken=692f5f7f11d50a3a" />
<add assembly="CrystalDecisions.Enterprise.InfoStore, Version=12.0.1100.0, Culture=neutral,
PublicKeyToken=692f5f7f11d50a3a" />
<add assembly="Microsoft.ReportViewer.WebForms, Version=9.0.0.0, Culture=neutral,
PublicKeyToken=B03F5F7F11D50A3A" />
<add assembly="Microsoft.ReportViewer.Common, Version=9.0.0.0, Culture=neutral,
PublicKeyToken=B03F5F7F11D50A3A" />
</assemblies>
```

*If you are using previous Crystal Report version (such as Crystal Report v10 or Crystal Report v9), what you need to do is to go to BusinessObjects website, download CR 2008 v12, integrate this crystal report version on your VS 2008 tool. Please compile your project and upload the compiled projects to our server. Please make sure you use the assemblies that we gave you on the above lines and your Crystal Report will certainly work directly.*

### **Upgrade to Crystal Report for Visual Studio 2010 (v13)**

*In order to use Crystal Report 2010 (v13) on our server, you have to make sure that you are on our server that supports Crystal Report 2010 (v13). This Crystal Report version has come in bundled with your Visual Studio 2010 and you can simply publish your Crystal Report project and it will work directly.*