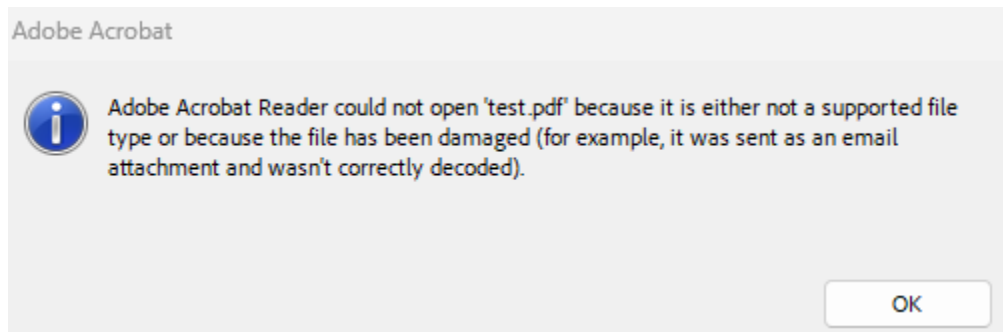


## Question:

### **Scenario 1: PDF Export/Opening Error**

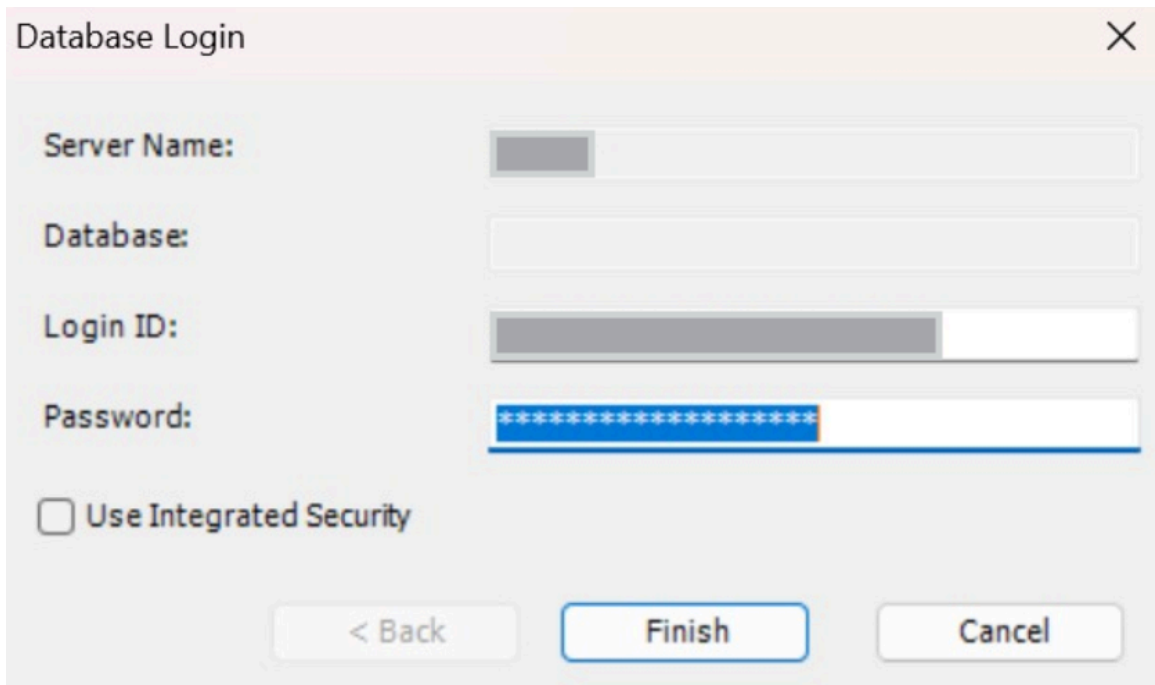
Only one specific Crystal Report in SAP Business One cannot be opened, and the following error message appears:

> "Adobe Acrobat Reader could not open 'test.pdf' because it is either not a supported file type or because the file has been damaged (for example, it was sent as an email attachment and wasn't correctly decoded.)"



### **Scenario 2: Database Login Prompt**

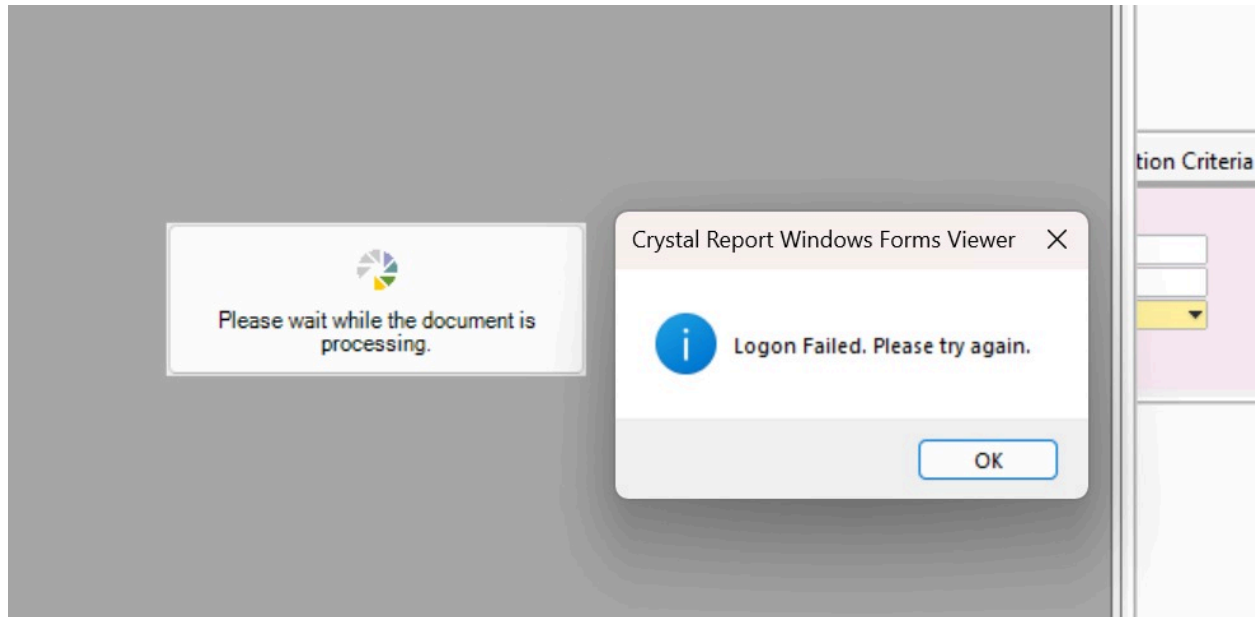
Users are prompted for database login credentials when attempting to preview a Crystal Report layout or run a customized Crystal Report.

A screenshot of the "Database Login" dialog box. The title bar says "Database Login" with a close button (X) on the right. The dialog contains four input fields: "Server Name:" with a small grey icon to its left, "Database:", "Login ID:", and "Password:". The "Password:" field is filled with asterisks. Below these fields is a checkbox labeled "Use Integrated Security". At the bottom of the dialog are three buttons: "< Back", "Finish", and "Cancel".

### **Scenario 3: Logon Failed Error**

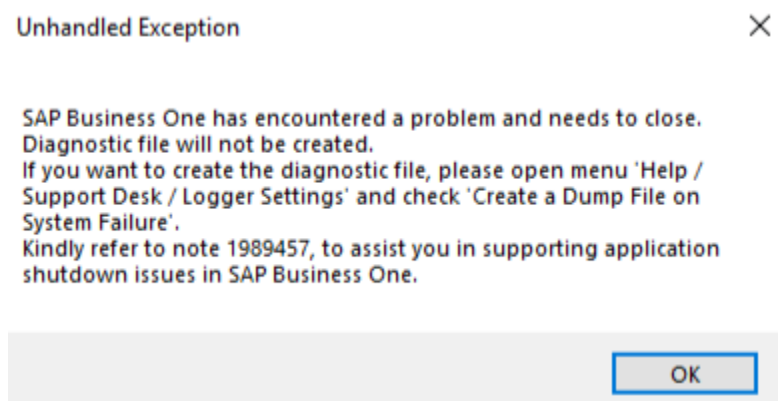
A "Crystal Report Windows Forms View" window pops up with the error message:

- > "Logon Failed. Please try again."
- > Remember to double check the stored procedure



### **Scenario 4: Unhandled Exception**

Try to Re-install all SAP clients, Re-install Crystal Reports.



## **Answer:**

Install SQL Native Client to client PC. You can download it here:  
<https://www.microsoft.com/en-us/download/details.aspx?id=50402>  
Give administrative permissions to SAP applications.

