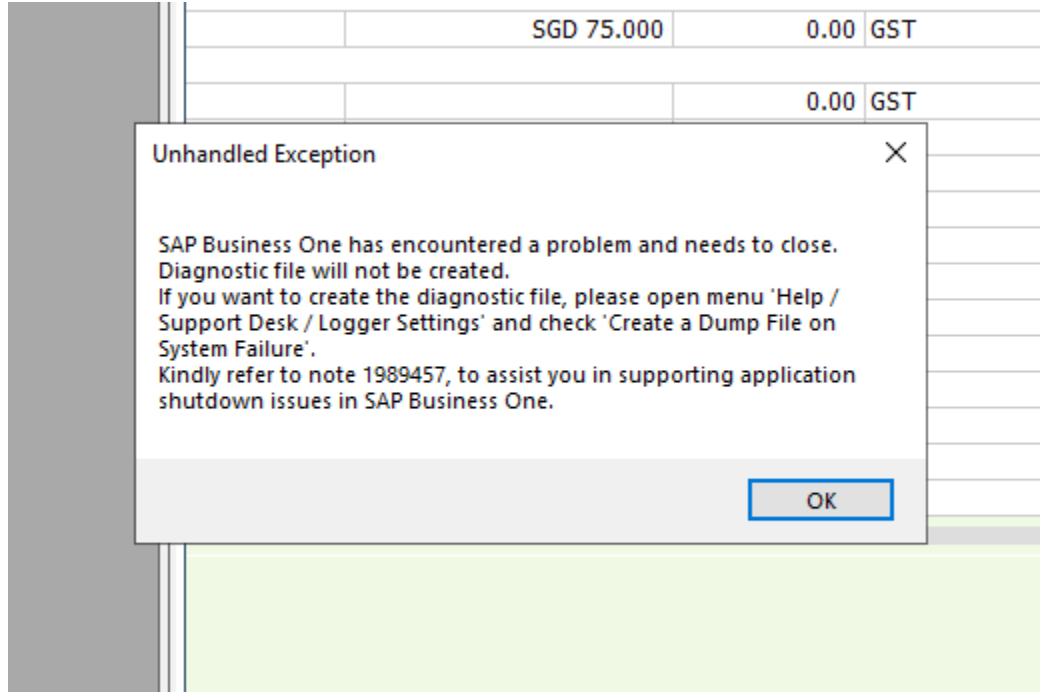


## Question:

When attempting to print a Crystal Report in SAP Business One, an "Unhandled Exception" window appears with the following message:

> "SAP B1 has encountered a problem and needs to close. Diagnostic file will not be created. If you want to create the diagnostic file, please open menu 'Help/Support Desk /Logger Settings' and check 'Create a Dump File on System Failure'. Kindly refer note 1989457, to assist you in supporting application shutdown issues in SAP B1."



## Answer:

This issue is typically related to problems with the user's server configuration or outdated/corrupted drivers.

To resolve this unhandled exception, perform the following steps:

1. **Re-install all SAP Business One Clients:** Completely uninstall and then reinstall all SAP Business One client installations on the affected machine(s).
2. **Re-install Crystal Reports:** Perform a clean re-installation of Crystal Reports. Ensure you are using a version compatible with your SAP Business One installation.

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**\*\*Note:\*\*** If the issue persists after performing these steps, consider reviewing SAP Note 1989457 as suggested in the error message for additional diagnostic and troubleshooting information. You may also need to check for other underlying system issues, such as operating system updates or hardware problems.