



NATO Communications and Information Agency  
Agence OTAN d'information et de communication

## **LOGFAS ISSUE WITH REPORTS AFTER UPGRADE**

Last updated: 28-JAN-2022

Applies to: LOGFAS 6.5.0, 7.0

**TABLE OF CONTENTS**

Table of contents ..... 2

1 General ..... 3

    1.1 Applicability ..... 3

    1.2 Summary ..... 3

2 Solutions ..... 4

    2.1 Before installing LOGFAS 6.5.0 / 7.0 ..... 4

    2.2 After installing LOGFAS 6.5.0 / 7.0 ..... 4

    2.3 Silent upgrade after installing LOGFAS 6.5.0 / 7.0 ..... 5

        2.3.1 If you installed LOGFAS 6.5.0 / 7.0 (64-bit) ..... 5

        2.3.2 If you installed LOGFAS 6.5.0 / 7.0 (32-bit) ..... 5

Document change log			
Version	Comments	Date	Author
1.0	Initial version	24-MAR-2020	Jan-Willem GOOSSENS
1.1	Added LOGFAS 7.0 and silent upgrade.	21-SEP-2021	Jan-Willem GOOSSENS
1.1	Updated LOGFAS 7.0.	28-JAN-2022	Stanislav HRABOVSKY

# LOGFAS ISSUE WITH REPORTS AFTER UPGRADE

## 1 GENERAL

### 1.1 Applicability

The issue is that reports of LDM and other modules may not work correctly.

The issue affects LOGFAS servers and workstations that previously had another version of LOGFAS installed older than 6.5.0. The issue does not affect servers and workstations that did not previously have LOGFAS installed or if upgrading version LOGFAS 7.0 from version LOGFAS 6.5.0 as they both use the same version of the SAP Crystal Reports. This issue affects both LOGFAS 6.5.0 as well as LOGFAS 7.0. Since this issue affects both LOGFAS 6.5.0 and LOGFAS 7.0, the text below refers to "LOGFAS 6.5.0 / 7.0".

### 1.2 Summary

LOGFAS 7.0 and previous versions use a component called SAP Crystal Reports to show reports in various LOGFAS modules. In LOGFAS 6.5.0 this component has been updated compared to LOGFAS 6.4.0, and LOGFAS 7.0 uses the same version as LOGFAS 6.5.0.

If LOGFAS 6.4.0 was present on the workstation or server before LOGFAS 6.5.0 / 7.0, then in some cases the SAP Crystal Reports is not correctly updated. As a result, reports in LDM and other LOGFAS modules may not work correctly.

This issue can be prevented before installing LOGFAS 6.5.0 by following the extra steps described in section 2.1 below before installing LOGFAS 6.5.0.

If LOGFAS 6.5.0 / 7.0 is already installed, then perform the following two steps to test if the issue is present on a workstation or server:

1. Open *LCM* and activate a database and then open *LDM* and go to Reports -> Items -> RIC Report.

Possible results:

- a. (OK) If the issue is not present, then the report is shown.
- b. (NOK) If the issue is present, then LDM will close unexpectedly.

2. Open *Programs and Features* (Start -> appwiz.cpl ) and check the line(s) for SAP Crystal Reports:

Possible results:

- a. (OK) If the issue is not present, then SAP Crystal Reports version **13.0.24.2970** is shown<sup>1</sup>

Name	Publisher	Installed On	Size	Version
SAP Crystal Reports runtime engine for .NET Framework (32-bit)	SAP	3/20/2020	241 MB	13.0.24.2970
SAP Crystal Reports runtime engine for .NET Framework (64-bit)	SAP	3/20/2020	232 MB	13.0.24.2970

- b. (NOK) If the issue is present, then another version of SAP Crystal Reports than 13.0.24.2970 is shown—notably version 13.0.5.891 of LOGFAS 6.4.0.

Name	Publisher	Installed On	Size	Version
SAP Crystal Reports runtime engine for .NET Framework (32-bit)	SAP	3/20/2020	211 MB	13.0.5.891
SAP Crystal Reports runtime engine for .NET Framework (64-bit)	SAP	3/20/2020	215 MB	13.0.5.891

If the issue is found to be present, then section 2.2 describes how to resolve this issue.

<sup>1</sup> On 32-bit installations of LOGFAS, only the 32-bit SAP Crystal Reports is installed. On 64-bit installations of LOGFAS, both 32-bit and 64-bit SAP Crystal Reports are installed.

## 2 SOLUTIONS

### 2.1 Before installing LOGFAS 6.5.0 / 7.0

This issue can be prevented by following the extra steps described here *before* installing LOGFAS 6.5.0 / 7.0.

In short, any existing SAP Crystal Reports must be uninstalled before starting the installation of LOGFAS 6.5.0 / 7.0 following the installation guide. LOGFAS 6.5.0 / 7.0 will then install the correct version.

3. Logon to the workstation with an account that has Administrative privileges.
4. Open *Programs and Features* (Start -> *appwiz.cpl*) and find the one or more line(s) for SAP Crystal Reports:

Name	Publisher	Installed On	Size	Version
SAP Crystal Reports runtime engine for .NET Framework (32-bit)	SAP	3/20/2020	211 MB	13.0.5.891
SAP Crystal Reports runtime engine for .NET Framework (64-bit)	SAP	3/20/2020	215 MB	13.0.5.891

5. Uninstall each of these entries, following the on-screen instructions.
6. After all SAP Crystal Reports components were uninstalled, then continue as normal to install LOGFAS 6.5.0 / 7.0 using the Installation Manual.

After completing the installation of LOGFAS 6.5.0 / 7.0, rerun the two test steps of section 1.2 to confirm that the issue is indeed not present.

### 2.2 After installing LOGFAS 6.5.0 / 7.0

In case the issue is found *after* installing LOGFAS 6.5.0 / 7.0, then the following section describes how to resolve this issue.

In short, first any existing SAP Crystal Reports components must be *uninstalled*. Second, the SAP Crystal Reports components on the LOGFAS 6.5.0 / 7.0 disk must be installed.

1. Logon to the workstation with an account that has Administrative privileges.
2. Open *Programs and Features* (Start -> *appwiz.cpl*) and find the one or more line(s) for SAP Crystal Reports:

Name	Publisher	Installed On	Size	Version
SAP Crystal Reports runtime engine for .NET Framework (32-bit)	SAP	3/20/2020	211 MB	13.0.5.891
SAP Crystal Reports runtime engine for .NET Framework (64-bit)	SAP	3/20/2020	215 MB	13.0.5.891

3. Uninstall each of these entries, following the on-screen instructions.
4. Open the DVD from which you have previously installed LOGFAS 6.5.0 / 7.0.

The next steps are described for LOGFAS 6.5.0. For LOGFAS 7.0, replace “LOGFAS 6.5.0” with “LOGFAS 7.0”.

5. If you previously installed LOGFAS 6.5.0 x64 (64-bit), then open DISK 1.

- a. Open the following folder in Windows Explorer:

`LOGFAS 6.5.0 x64\SSSetupPrerequisites\{6B3BA13D-31A5-4DEB-BE1C-C0F9C28A8FFF}`

Then double-click `CRRuntime_64bit_13_0_24.msi` to start the installation. Follow the on-screen instructions.

- b. Open the following folder in Windows Explorer:

`LOGFAS 6.5.0 x64\SSSetupPrerequisites\{7C0C5FDF-1EB0-49EF-BE8B-726DFD0F0323}`

Then double-click `CRRuntime_32bit_13_0_24.msi` to start the installation. Follow the on-screen instructions.

6. If you previously installed LOGFAS 6.5.0 x86 (32-bit), then open DISK 2.

- a. Open the following folder in Windows Explorer:

`LOGFAS 6.5.0 x86\SSSetupPrerequisites\{7C0C5FDF-1EB0-49EF-BE8B-726DFD0F0323}`

Then double-click *CRRuntime\_32bit\_13\_0\_24.msi* to start the installation. Follow the on-screen instructions.

After completing the above steps, rerun the two test steps of section 1.2 to confirm that the issue is indeed no longer present.

### 2.3 Silent upgrade after installing LOGFAS 6.5.0 / 7.0

The upgrade of Crystal Reports can also be performed silently without manual uninstallation of the older version.

Logon to the workstation with an account that has Administrative privileges.

The next steps are described for LOGFAS 6.5.0. For LOGFAS 7.0, replace "LOGFAS 6.5.0" with "LOGFAS 7.0" in the "F:\LOGFAS 6.5.0 x64" etc.

#### 2.3.1 If you installed LOGFAS 6.5.0 / 7.0 (64-bit)

Insert DISK 1 from which you have previously installed LOGFAS. Let's say the DVD is "F:" or replace with the root of DISK 1.

1. Open a Command Prompt as Administrator.
2. Run the following command:

```
cmd /c msixec.exe /i "F:\LOGFAS 6.5.0  
x64\ISSetupPrerequisites\{7C0C5FDF-1EB0-49EF-BE8B-  
726DFD0F0323}\CRRuntime_32bit_13_0_24.msi" /qn UPGRADE=1
```

Wait for the command to finish.

3. Run the following command:

```
cmd /c msixec.exe /i "F:\LOGFAS 6.5.0  
x64\ISSetupPrerequisites\{6B3BA13D-31A5-4DEB-BE1C-  
C0F9C28A8FFF}\CRRuntime_32bit_13_0_24.msi" /qn UPGRADE=1
```

Wait for the command to finish.

4. Verify that the problem has been resolved, as described above in Section 1.2.

#### 2.3.2 If you installed LOGFAS 6.5.0 / 7.0 (32-bit)

Insert DISK 2 from which you have previously installed LOGFAS. Let's say the DVD is "F:" or replace with the root of DISK 2.

1. Open a Command Prompt as Administrator.
2. Run the following command:

```
cmd /c msixec.exe /i "F:\LOGFAS 6.5.0  
x86\ISSetupPrerequisites\{7C0C5FDF-1EB0-49EF-BE8B-  
726DFD0F0323}\CRRuntime_32bit_13_0_24.msi" /qn UPGRADE=1
```

Wait for the command to finish.

3. Verify that the problem has been resolved, as described above in Section 1.2.