

Convert from cViewMANAGER to cViewSERVER schedule

cViewSERVER runs as a Windows Service and cViewMANAGER is a desktop application

The 2 products have a different internal architecture - cViewSERVER has a more extended future life because it takes advantage of the later development platforms, operating systems and format of the cView.xml schedule file.

In addition, the Crystal run-time that we ship with the products have some difference in functionality depending on the Crystal version. You will find that our competitors have the same issues.

However, this means that it is not a straight switch from cViewMANAGER to cViewSERVER.

Roll out plan

Part of a successful roll out plan would need to include these factors:

- Whether you need the alert if "no records selected". If so, see the workaround below
- Whether you need to export to XML format. If so, see the workaround below
- Whether you need to export to CSV format. If so, see the workaround below
 - These features are not supplied by SAP Crystal Reports in the later run-time and so competitive products would have similar issues
- For the initial set-up, an Administrator familiar with Windows Services, especially that a Service may have different permissions from the user logged on. cViewSERVER needs to have access to the database and the reports with the right permissions.
- For the initial set-up, an administrator with full administration rights because it is not sufficient under Vista and later operating systems to install the Service as an Administrator - you need to right click on the file and "Run as Administrator"
- Also, we do not currently have an automated conversion from the cViewMANAGER schedule to the cViewSERVER schedule although the names are the same – cView.XML. Currently that means you would need to manually insert each report into your schedule

Workarounds:

We have various work-arounds for these issues.

- GridUFL used in your report will provide sophisticated csv format output
- XMLUFL used in your report will provide XML format output.
- The alert if "no records selected" feature is more complex to reproduce if you need it. Our work-around involves integrating a separate product cViewBATCH.

Advantage of using cViewSERVER

The big advantage is that once you have set cViewSERVER up, you do not need the administrator to be logged on - the schedule will run in the background with cViewSERVER. This has security advantages.

- cViewSERVER runs as a Windows Service. This means that cViewSERVER will start when the machine starts rather than requiring a user to log in and start a process.
- Another advantage is that you do not need to be logged in as a user or as administrator – this is an important security consideration in many environments
- The Service starts automatically if the machine is rebooted
- To send email, cViewSERVER uses the SMTP service included within Windows 2000 and later Windows operating systems. This is more reliable than the mail processing within cViewMANAGER.
- cViewSERVER supports the newer versions of Windows operating systems: Windows 2000 and above (minimum), Windows 2003 server (recommended), Windows XP, Windows Vista, (Windows 7: We are currently in test mode)

cViewSERVER Restrictions

- cViewSERVER supports only reports designed in later versions of Crystal Reports: Crystal Reports v9, v10, v11 (XI), CR2008.
- All reports that use the same database must use the same user and password because these are stored centrally for all reports. The cViewSERVER database id must have access to all the tables used by all the reports. This may be an issue if a very secure network is set up to limit access to some tables to different report designers.
- You need to provide all the necessary permissions to the account that the cViewSERVER Windows Service is running under. This is so that cViewSERVER has permission to run the reports and access the databases. These permissions may be different from those of the person administering the schedule. If these account permissions are causing you problems, it may be that cViewMANAGER is a better solution for you because it retains all the credentials a user has.

The reasons for using cViewMANAGER instead of cViewSERVER are:

- cViewMANAGER runs as a process, not a Windows Service.
- cViewSERVER, like all Windows Services, cannot see mapped drives. If your database requires a reference to a mapped drive on a remote site, you will not be able to use cViewSERVER. You can use cViewMANAGER instead or use a UNC path if available
- You can more closely monitor the report processing with cViewMANAGER.
- cViewMANAGER supports reports designed in most older versions as well as newer versions of Crystal Reports : Crystal Reports v7, v8, v8.5, v9, v10, v11 (XI)
- cViewMANAGER supports older versions of Windows operating systems: Windows NT 4 and Windows 98 (minimum) Windows 2000 and above (recommended) (Windows Vista: We are currently in test mode)

We have many customers who have converted successfully and we hope you will join that group.