

The requested operation requires further information

Error message

While trying to generate a crystal report such as report or extension listing, the following error message appears

The report you requested requires further information.

CALLTRAK

Server name:

Database name:

User name:

Password:

Use Integrated Security

Operating Systems

All Windows OS. Windows Server 2008

Explanation

The message appears because Crystal reports can not connect to the database. So, it is important for the following to occur

Prerequisite

Make sure the correct Crystal reports redistribution is installed including the OS it is intended for. The distribution downloads can be obtained from

http://resources.businessobjects.com/support/additional_downloads/runtime.asp#07

eg if you have Windows Server 2008, download Crystal Reports Basic for Visual Studio .NET 2008 and select Crystal Reports Basic for Visual Studio 2008 x86 Redistributable Package (32 Bit)

Eventhough Windows Server 2008 is 64Bit, Crystal reports is a 32 bit application and needs the appropriate 32 bit redistributables.

Solution

There are 2 causes for this error

Cause 1. Crystal Reports require the ODBC connection properly configured, so that the Web Application can access the database through the server.

This requires that through the ODBC configuration

ie Administrative Tools -> Data Sources (ODBC)

Not only is there a User DSN entry for the ODBC connection, BUT ALSO a System DSN entry for the connection

This message appears for both Firebird AND SQL Server database connections

For Firebird, use the Firebird driver
For SQL Server, use SQL Server native client

When Configuring the ODBC entry,

- A. add a new entry called CALLTRAK
- B. when prompted for SQL Server, select the SQL Server name the DB was installed on
- C. Tick Connect to SQL Server to obtain default settings for the additional configuration options. You will then be prompted for the Login ID and Password. Enter the values for connecting to the SQL Server database
- D. Click next until the Test Data Source button is displayed. Click the button and if successful, messages will appear followed by

TESTS COMPLETED SUCCESSFULLY!

E Click OK to complete

Don't forget to create both User DSN and System DSN ODBC entries

Cause 2. When installing on Windows Server 2008 (64 Bit), Crystal reports needs to have a 32 ODBC connection.

Execute the 32Bit ODBC driver found at C:\Windows\SysWOW64\odbcad32.exe

and make sure both the User and System DSN entries for CALLTRAK are created. The ODBC entries are created similarly to above (Cause 1).

FINISHED