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Genesys Skills Management Knowledge Base Articles

Updates to Microsoft Framework 4.6 may break Crystal Reports

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Updates to Microsoft Framework 4.6 may break Crystal Reports

Software product name	Performance DNA
SLS Version Number	8.5.x and above
Subject	Updates to Microsoft Framework 4.6 may break Crystal Reports

Symptoms

Crystal Reports have been working on your installation, and then suddenly stop. You are unable to expand the Report Viewer tree view to access the reports.

Cause

This issue is caused when the .Net Framework 4.6 is updated and its version number increases. The Crystal reports viewer is unable to find some files that it needs and therefore fails. (See [\[1\]](#))

Resolution

SAP have indicated that they will release a fix for this problem in their Service Pack 16. Until that is released, there are two approaches you can take:

1. Disable .Net Framework updates on the server
2. Update the version number of the folder containing the files for Crystal reports to match the new version number of the .Net Framework. You will need to do this every time an update is installed.