RentalPoint and Crystal Reports

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How Does RentalPoint Support Crystal Reports?

- RentalPoint Software only supports Crystal Reports written by RentalPoint Software.
- There are significant differences between Rentalpointv10 and Rentalpointv11 integration with Crystal Reports. Your version of Rentalpoint can be determined via clicking HelpàAbout off the main Rentalpoint menu.
- Custom templates can be written for a fee which is determined once a spec is provided by the client.
- The spec would consist of a draft of what the report should look like in Excel and any other notes pertinent to providing a clear understanding of what is required.

RentalPoint v10 and Crystal Reports

- RentalPoint has the runtime files and a Crystal Report Viewer for Crystal Version 8.5 behind it therefore RentalPoint Version 10.x and higher can run Crystal Report templates that are built in Version 8.0 or Version 8.5 of Crystal Reports.
- If you create a report template in Version 8.5 of Crystal, you can run it inside RentalPoint without requiring the Crystal Reports program HOWEVER you may need an ODBC driver on your machine in order to run those reports. Please see ODBC Instructions for RentalPoint for further details.

Database Connection (ODBC) Instructions for RentalPoint v10

Why Can't I Run a Later Version of Crystal Reports Inside RentalPoint v10?

- Since Version 8.5 of Crystal Reports (at time of this document writing) there are
 - Crystal Reports Version 9, Version 10, Version 11 (XI),
 - Crystal Reports Version 12 which is labelled Crystal Reports 2008
 - $\circ~$ Crystal Reports Version 14 which is labelled as Crystal Reports 2011
- Everything from Version 9 onwards uses a different formatted file for the report format. So a Version 9+ report file cannot be run by the run time files in Version 8.5 or even opened in Crystal Reports Version 8.5. Also Crystal Reports Version 9 onwards has no way of saving back into a Crystal Reports Version 8.x file format.

Are Reports Created in Crystal Reports Version 9+ Useable in RentalPoint v10?

• If you have created your own custom crystal report templates for your reporting needs and have done this in Crystal Reports Version 9 or higher then you can't add that template to the Crystal Report Menu in RentalPointv10 and have it run. This will produce an error <u>BUT you</u>

can still use the report template outside of RentalPoint with an external viewer quite successfully. Consider upgrading to Rentalpointv11 which will accommodate your needs.

RentalPoint v11 and Crystal Reports

- Rentalpointv11 Crystal viewer supports any 32-bit version of Crystal Reports Runtime. Crystal Reports Runtime has functions and libraries that need to exist on your Rentalpoint Workstation in order for reports to display in Rentalpoint. Therefore you need to install the Crystal Report Runtime Engine on your workstation.
- To check if Crystal Reports Runtime is already installed, go to Add/Remove Programs on your workstation and look for the following installation:

) 💽 🔹 Control Panel 🔹	Programs - Programs and Features				👻 🛃 Searc	th Programs and Features
Control Panel Home	Uninstall or change a program					
View installed updates	To uninstall a program, select it from the list and t	then click Uninstall, Change, or F	Repair.			
Turn Windows features on or off						
	Organize 🕶 Uninstall Change Repair					
	Name 🔺	+ Publisher	+ Install + S	ize 🗐 🚽 Version	.	
	Microsoft Office Standard 2010	Microsoft Corporation	2016-01-19	14.0.6029.1000	1.	
	Microsoft Report Viewer 2012 Runtime	Microsoft Corporation	2016-01-19	26.2 MB 11.0.2100.60		
	Microsoft SQL Server 2008 R2 Management Object		2016-01-19	15.2 MB 10.51.2500.0		
	Microsoft SQL Server 2008 Setup Support Files	Microsoft Corporation	2016-01-19	39.4 MB 10.1.2731.0		
	Microsoft SQL Server 2012 (64-bit)	Microsoft Corporation	2016-01-19	0011100 1011200110		
	Microsoft SQL Server 2012 Native Client	Microsoft Corporation	2016-01-19	7.22 MB 11.0.2100.60		
	Microsoft SQL Server 2012 Setup (English)	Microsoft Corporation	2016-01-19	49.4 MB 11.0.2100.60		
	Microsoft SQL Server 2012 Transact-SQL Compiler.		2016-01-19	84.7 MB 11.0.2100.60		
	Microsoft SQL Server 2012 Transact-SQL ScriptDon		2016-01-19	4.53 MB 11.0.2100.60		
	Microsoft SQL Server System CLR Types	Microsoft Corporation	2016-01-19	2.53 MB 10.51.2500.0		
	Microsoft System CLR Types for SOL Server 2012 .		2016-01-19	1.76 MB 11.0.2100.60		
	Microsoft Visual C++ 2008 Redistributable - x86 9.		2016-01-19	599 KB 9.0.30729.4974		
	Microsoft Visual C++ 2010 x64 Redistributable		2016-01-19	13.8 MB 10.0.40219		
	Microsoft Visual C++ 2010 x86 Redistributable		2016-01-19	11.1 MB 10.0.40219		
	Microsoft Visual C++ 2010 x86 Runtime - 10.0.4		2016-01-19	15.9 MB 10.0.40219		
	Rucrosoft Visual Studio 2010 Shell (Isolated) - ENU	Microsoft Corporation	2016-01-19	516 MB 10.0.40219		
	Microsoft VSS Writer for SQL Server 2012	Microsoft Corporation	2016-01-19	2.91 MB 11.0.2100.60		
	Rackspace Monitoring Agent	Rackspace Monitoring	2016-06-10	3.43 MB 2.5.5		
	RP RentalPoint Server	RentalPoint Software Inc	2016-01-28	28.4 MB 11.1.6.0		
	RentalPoint version 11	RentalPoint Software Inc.	2016-02-24	300 MB 11		
	RentalPointPDF		2016-01-20	3.0	-	
	SAP Crystal Reports runtime engine for .NET Fra	SAP	2016-06-28	202 MB 13.0.16.1954		Crystal Reports
	S Skype™ 7.18	Skype Technologies S.A.	2016-01-28	79.9 MB 7.18.109		Runtime alread
	SQL Server Browser for SQL Server 2012	Microsoft Corporation	2016-01-19	9.88 MB 11.0.2100.60		installed
	🗾 Visual Studio 2010 Prerequisites - English	Microsoft Corporation	2016-01-19	23.3 MB 10.0.40219		
	SAP Product version: 13.0.16.1954	Size: 202 MB				

Installing Crystal Reports Runtime for RentalPoint v11

- There is Crystal Report run time 32bit_13_0_16 in your Rentalpoint installation, alternatively you can source the latest 32-bit version from the link provided here http://downloads.businessobjects.com/akdlm/cr4vs2010/CRforVS_redist_install_32bit_13_0_17
- To find the installation file provided by Rentalpoint, navigate to your live Rentalpoint system directory (usually c:\Rentalpointv11\sys)
- Double click on the CrystalInstaller folder
- Run the msi installer to install Crystal Reports software

Computer • New Volume (D:) • Rentalpoint • sys • • • • • • • • • • • • • • • • •									
Open Ne	w folder								
_	Name +		Date modified	Туре	Size				
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	\delta Crxlat32.	🐞 Downloads							

Database Connections for Crystal Reports in RentalPoint v11

While Old versions of RPCrystalViewer worked with User DSN ODBC alias, Rentalpoint v11.1.7 version and higher will use your Rentalpoint configuration file c:\rentalpointv11\sys\rpini.ini for database connection details. This means if you can successfully run Rentalpoint, then you should have no issues connecting to the database when running Crystal Reports.

Running Crystal Reports in RentalPoint (v10 and v11)

Launch the reports via Crystal Reports menu option off the main Rentalpoint menu

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Rentalpoint provides four standard Crystal Reports which by default can be found in the c:\Rentalpointv11\Reports directory (configured in your c:\rentalpointv11\sys\rpini.ini configuration file.

// RPIni - Notepad
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<pre>[[DIRECTORIES] Hp5ys_dir=D:\RentalPointV11\sys ConfigFilePath=D:\RentalPointV11\sys HpData_dir=D:\customer data\Hans Hpdocs_dir=D:\RentalPointV11\docs ArchiveDocsPath= HpRoot_dir=D:\RentalPointV11\Reports TEMPLATES_DIR=D:\RentalPointV11\docs\Templates FR_TEMPLATES_DIR=D:\RentalPointV11\docs\Templates FR_TEMPLATES_DIR=D:\RentalPointV11\docs [DATABASE] DatabaseName=Rentalpoint ServerName=MFSERV2\SQLEXPRESS SQLPROVIDER= [LOGIN] UseSQLAuth=0 LoginName= Password= PasswordISEncrypted=1</pre>

Click ADD to add these reports

RP Crystal Reports RP Op	en			×	_ 🗆 🗵
Report name	Look in: 🚺 Reports		💽 🕝 🗊 🖻		
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A 'Report not found' message could mean the report cannot be located in the reports directory OR the Crystal Reports Runtime engine is not installed

RP RentalPoint									
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	Code	Organisation	Out	Date	Time	In	Date	Time	Booking Type
Bookings	MYTEST00002	mytest	Wed	24-02-2016	09:00	Thu	25-02-2016	18:00	Hire
	MYTEST00003	mytest	Wed	24-02-2016	09:00	Fri	26-02-2016	18:00	Hire
Shortages	MYNEWCUS00002	Crystal Reports	Man	20.02.2014	00.00	Tua	01 02 2016	10.00	- D X
-	MYTEST00010	Report name							
. ,	AIRPUSH00014								
Customers	AIRPUSH00015	CustomersAdded.rpt							
	AIRPUSH00016								
YO	MYTEST00005	Invoice_Listing.rpt							
Products	MYTEST00006	Assets_Added.rpt							
	MYTEST00008	Assets_Added.ipt							
Venues	MANDY00001	Assets_Sold.rpt							
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	MYTEST00004								
Schedule	MYTEST00009								
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Contacts								🗙 Clos	e

Export a Crystal Report to Excel

Follow these instructions to export Crystal Reports to Excel or PDF.

Download the Export_CR_To_Excel.zip file from rentp.com support downloads page

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SOFTW		roducts Dealer	s Support	Links	Careers	Contact		
Small Business Edition Pro Edition	RentalPoint Updates					_		
Enterprise Edition Feature Comparison Contact Management Multi-Location Cloud Hosting	The file to download is V11.x.xx.exe where x represents the current version number. This is an update patch for workstations and servers, it does not contain a setup program.							
Technical Details Pricing	To view a list of historical versions <u>click here</u> . * Things to consider before upgrading: 1. Ensure you are using SQL 2008 Express or later. If you are using SQL 2000, MSDE or are unsure of the version, please contact us for assistance. RentalPoint will still run on MS SQL 2005 but will run faster on later versions.							
	 If you have Crystal Reports, please c that the reports will run in v10/v11. 		igner to verify	- 2				
	File	Last Updated (EST)	Size	Dor	4-10			
	✓ <u>V11.2.0.19.exe</u>	Jul 6, 2017 @ 02:29	112 MB	KCHN	talP			
	🤗 Patch Changes V11.html	Jul 6, 2017 @ 02:28	353 KB					
		Jul 1, 2015 @ 11:30	75 MB					
	🤗 Patch Changes V10 1.txt	Jul 1, 2015 @ 11:30	61 KB					
	🤗 <u>New V10.1 Features.pdf</u>	Mar 18, 2013 @ 15:45	29 MB					
	🤗 How To Update RentalPoint.pdf	Jun 1, 2010 @ 9:36	228 KB					
	✓ Step By Step Installation.pdf	Jun 1, 2010 @ 9:36	10 MB					
	W RentalPointPDF 2.7.0.1	Jun 4, 2013 @ 12:43	8 MB					
	RentalPointPDF 3.0.0.1	Jun 4, 2013 @ 12:43	8 MB					
	✓ <u>RPScanner.exe</u>	Jun 7, 2010 @ 10:42	10 MB					
	✓ Templates.zip	Feb 22, 2010 @ 12:10	150 KB	I				
	✓ Export CR To Excel.zip	Oct 19, 2010 @ 11:20	319 КВ					
	✓ E9-1-17-31.exe	May 26, 2010 @ 12:30	49 MB					
	RPServerSetup11.1.6.0.msi	Nov 10, 2015 @ 14:30	9 MB					
	V StripeIntegration.zip	Nov 09, 2016 @ 10:17	461 KB					
	RPCrewWebpage.zip	Nov 09, 2016 @ 10:17	5.7 MB					

Extract the information from the zip file into your RentalPoint\sys directory. Replace all existing files.

Navigate to your RentalPoint\sys directory.

Double click on **rp-pdf.bat**. This will register the files on your computer.

Now when you run a Crystal Report, you can use the envelope button in the viewer to export to Excel and PDF.