

Symptom

- Error "Failed to open the connection" appears when refresh CR report in InfoView.
- Error "Failed to open the connection" appears when schedule CR report in InfoView.
- Changing JDBC connection string in CMC causes error "Failed to open the connection".
- Changing the 'table prefix' of the JDBC connection in CMC causes error "Failed to open the connection".

Environment

- Red Hat Enterprise Linux Server release 5
- Oracle 11g

Reproducing the Issue

1. Create a Crystal report base on Oracle database via JDBC connection.
JDBC connection string is used to connect two Oracle servers for HA (high availability) like this:
jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=hostName1)(PORT=1521))(ADDRESS=(PROTOCOL=TCP)(HOST=hostName2)(PORT=1521))(LOAD_BALANCE=yes)(CONNECT_DATA=(SERVER=DEDICATED)(SERVICE_NAME=aconnew)))
To be simple, use following simple URL string to connect only one Oracle server:
jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS_LIST=(ADDRESS=(PROTOCOL=TCP)(HOST=hcZ)(PORT=1521)))(CONNECT_DATA=(SERVICE_NAME=ora)))
2. Publish this report to BOE.
3. Logon Linux as BOE installation account and set registry value as below:
BOBJ_HOME/bobje/data/.bobj/registry/software/business objects/suite 12.0/crystal reports/databaseoptions
"MergeConnectionProperties"="Yes"
4. Restart BOE server.
5. Logon **CMC** and select option "Use custom database logon information specified here." in the page of report **Database Configuration**. Provide new connection string "jdbc:oracle:thin:@hostName1:1521:aconnew1" to the textbox of **Server** area.
6. Save the configuration and refresh the report.
7. Error message "Failed to open the connection." appears in page.

Cause

Modifying registry files under BOBJ_HOME/bobje/data/.bobj/ does not make "MergeConnectionProperties"="Yes" working in this scenario.

Resolution

*****WARNING***:** The following resolution involves editing the registry. Using the Registry Editor incorrectly can cause serious problems. Use the Registry Editor at your own risk. Refer to Note [1323322](#) for more information.

This problem can be resolved by modifying Mainwin registry rather than registry files under BOBJ_HOME/bobje/data/.bobj/. We need X-Win32 to modify Mainwin registry.

1. Install and startup a X-server on your client OS (i.e. X-Win32) . (You can download X-Win32 from <http://www.starnet.com/products/xwin32/download.php>)
2. Logon Linux by BOE installation account and run bash as below:
bash\$ export DISPLAY=\$YOURXWin32ClientMACHINENAME:0.0
bash\$ echo &DISPLAY
bash\$ cd \$INSTALLDIR/bobje/setup/
bash\$ source env.sh
bash\$ regedit
where \$INSTALLDIR is where BOE is installed.
3. Switch to X-win32 client machine and there will be a prompt Registry Editor if the configuration is successful in step 2.
4. Create registry category under HKEY_LOCAL_MACHINE: **HKEY_LOCAL_MACHINE\Software\Business Objects\Suite 12.0\Crystal Reports\DatabaseOptions**
Add a key named MergeConnectionProperties under DatabaseOptions category and set String value Yes as it's Data.
5. Add a key also named MergeConnectionProperties under **HKEY_CURRENT_USER\Software\Business Objects\Suite 12.0\Crystal Reports\DatabaseOptions** category and set String value Yes as it's Data.
6. Refresh or schedule report in Infview and now it works.

Please also refer to attached screenshot in changeRegistrybyXWin32_new.xls for how to configure Linux and X-win32 on your client.

Header Data

Released On 01.11.2010 02:55:39

Release Status Released to Customer

Component BI-BIP-ADM User & server configuration, InfoView refresh, user rights
Priority Normal
Category Problem
Operating System LINUX 10.0

Product

Product	Product Version
SAP BusinessObjects Business Intelligence platform	SAP BusinessObjects Enterprise XI 3.1

References

This document refers to:

SAP Knowledge Base Articles

1323322 [Editing the Windows Registry - Warning](#)

Attachments

File Name	File Size (KB)	Mime Type
changeRegistrybyXWin32_new.xls	247808	application/vnd.ms-excel