SAP   **1219678 - Error: "Access denied. You cannot log on to an older version of the CMS."**

Version 3   **Validity:** 16.01.2014 - active   **Language** English

Symptom

- Error: Access denied. You cannot log on to an older version of the CMS.
- Unable to logon to the BusinessObjects Enterprise repository
- When attempting to logon to BusinessObjects Enterprise repository from Crystal Reports, get an access denied error.

Environment

- Crystal Reports XI R2
- Crystal Reports 2008
- SAP Crystal Reports 2011
- SAP Crystal Reports 2013

Reproducing the Issue

1. In Crystal Reports, click on the **Logon** button of the Repository Explorer window
2. In the **Log On to BuisnessObjects Enterprise** window, enter the BusinessObjects Enterprise system you want to connect to, as well as the user name and password.
3. Click on OK to connect to the BusinessObjects Enterprise repository
4. The following error displays:

Cause

- This error message appears when the version of Crystal Reports is higher than the version of the BusinessObjects Enterprise system that is trying to communicate to.
- Crystal Reports cannot communicates with the Central Management Server (CMS) of an earlier version of BusinessObjects Enterprise system.

Resolution

- To connect to BusinessObjects Enterprise repository from Crystal Reports, uses the same version of Crystal Reports as the BusinessObjects Enterprise system you are trying to connect to.
    - Crystal Reports XI R2, connects to BusinessObjects Enterprise XI R2
    - Crystal Reports 2008, connects to BuisnessObjects Enterprise XI 3.1
    - Crystal Reports 2011, connects to SAP BusinessObjects Business Intelligence 4.0   (BI 4.0)
    - Crystal Reports 2013, connects to SAP BusinessObjects Business Intelligence 4.1   (BI 4.1)

For example, to connect to BusinessObjects Enterprise XI 3.1 repository from Crystal Reports, you will need to use Crystal Reports 2008 v1.

Keywords

CR R2 CRXI CRXIR2 SERVER CRSERVER CE 11 COMPATIBLE COMPATIBILITY Crystal Reports Crystal Reports XI Release 2 Version compatibility , c2018904

Header Data

Released On   16.01.2014 19:52:48
Release Status Released to Customer
Component   BI-RA-CR SAP Crystal Reports, Business Views Manager
Priority   Normal
Category   Problem

Product

Product	Product Version

SAP Crystal Reports	CRYSTAL REPORTS XI R2
	Crystal Reports 2008 V0
	Crystal Reports 2008 V1
	SAP Crystal Reports 2011
	SAP Crystal Reports 2013