

I. Installation Requirements

Before you begin - To install **EAOR Version 2015-1** on your computer, you must have Administrator rights. If you do not have Administrator rights on your machine, or if you are not sure what this means, contact your System Administrator for assistance. You may also need an Internet connection during installation if your computer does not have the software needed by EAOR. This Internet connection is used by the installation process to retrieve software needed by EAOR Version 2015-1. It is recommended that you close all other applications during this installation.

Minimum System Requirements - This section describes the minimum configuration requirements for a computer where EAOR Version 2015-1 is to be installed. If the minimum requirements are not met, EAOR Version 2015-1 setup will block the installation of the redistributable package. Specifically, note that you cannot install the .NET Framework on a computer running the Microsoft Windows 95 operating system.

Required software - EAOR Version 2015-1 uses the Microsoft Data Access Component (MDAC) 2.8 SP1 or later and the .NET Frameworks **2.0** and **3.5**. Microsoft provides **MDAC** and the **.NET Framework** at no charge.

- MDAC allows programs to use the Access database, and is required for EAOR Version 2015-1 to work correctly. Please see Appendix A for installing MDAC.
- The Microsoft .NET Framework is a component of the Microsoft Windows® operating system used to build and run Windows-based applications. If the version of this software is not on your computer, the setup process will use your connection to the Internet to install it for you. Please see Appendix B for more information about the .NET Framework updates.

Operating System Requirements - To install EAOR Version 2015-1, you must have one of the following operating systems with Microsoft Internet Explorer 5.5 or later installed on your computer:

- Microsoft Windows 2003 Server with the latest Windows service pack and critical updates available from the Microsoft Security Web site (www.microsoft.com/security).
- Microsoft Windows XP (Home or Professional).
- Microsoft Windows 7.

Hardware Requirements - The minimum hardware requirements include:

- Central Processing Unit (CPU) Intel Pentium class, 90 megahertz (MHz) or the minimum CPU required for running the operating system, whichever is higher.
- Random Access Memory (RAM) 32 MB or the minimum RAM required for running the operating system, whichever is higher.
- Hard Drive with 60 MB of free space.
- Disk Drive either a 3.5" or CD standard disk drive (for submitting/importing/exporting data). This is optional if you have an Internet connection.
- Conventional Mouse or other pointing device.

Network Installation – Please see Appendix C for instructions on how to install EAOR for multiple computers on a network.

II. Obtaining the Installation File

1. You may download the EAOR Version **2015-1** Installation files from the Internet at <http://www.dep.state.fl.us/air/emission/eaor/default.htm>. Click on the EAOR Version 2015-1 Installation link under the Download Software title

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**Emission Sources**
EAOR

2016 Electronic Annual Operating Report

For the 2016 Electronic Annual Operating Report, you are required to use version **2015-1** of the EAOR software.
Note: No changes were made to this software for the 2016 AOR. If you already have the 2015 EAOR program installed, you do not need to download it again.

- » [Download software version 2015-1](#)

Important: You must submit your 2016 AOR by April 1, 2017.

- » [Click here if you have trouble submitting, previewing, or printing your report from EAOR--"Crystal Reports" error solution.](#)
- » [Click here for "EAOR has stopped working" error solution.](#)

- » [Information about EAOR](#)
Summary of Changes | Training | AOR form | Computing methods | Title V Fees
- » [Print or Request Hard Copy AOR](#)
- » [AOR Electronic or Hard Copy Signature Instructions](#)
- » [Assistance](#)
- » [Title V Fee Payments Received](#)
- » [Benefits of using EAOR](#)
- » [Search AOR Submittals](#)
This allows you to check the receiving status of your submittal or view reported emissions data.

Summary of Changes in Version 2015-1

- » Enhancements were made to the Title V fee calculations.
- » Additional data checks were added to improve data quality.

Webinar Training: Tuesday, January 24, 2017:

Please join us on **Tuesday, January 24** from **1:30-3:00 p.m.** for an EAOR Facility Training webinar if you are new to using EAOR, or would like a refresher or simply have questions. The webinar will be conducted using Skype. (Note: No registration is required, but the maximum number of attendees is 250.) Registration details will be provided on this page by January 16.

Important Notice:

The Division of Air Resource Management has revised the Annual Operating Report (AOR), DEP Form 62-210.900(5). [Click to view the revised AOR form with instructions, amended 8/25/14.](#)

2. This will take you to the Download Website. Click on the link, “**Click here to download EAOR Version 2015-1**”.

Emission Sources
EAOR

Electronic Annual Operating Report Software Download
See error solutions Links below if you are having trouble submitting a File, Printing a report or the EAOR program closing:

System Requirements: This application requires one of the following operating systems: Windows XP or Windows 7. The Division of Air Resource Management has not tested this application on the Microsoft Windows 8/10 OS or Microsoft Edge Browser. This application has been developed to work with the Microsoft Internet Explorer web browser. It may or may not work with other web browsers.

- » [Click Here to Download EAOR Version 2015-1](#)
When the File Download message appears, select Save and save this file to your desktop. Once the download is complete, select Close. Double click on the EAOR_Fac_Ver_2015-1.exe file on your desktop to start the installation. **Please read the instructions very carefully to ensure the proper setup of the program.**
- » [Click Here for the Installation Instructions - Updated January 05, 2017](#)
Note : Fixes for error messages are found in the installation instruction Appendices.
- » [Click Here for "Crystal Reports" Error Solution:](#)
Crystal Reports error will cause the File Submission or the Print/Preview report features to Fail in EAOR.
- » [Click Here for "FAOR has stopped working" Error Solution:](#)
This error states a problem caused the program to stop working and closes EAOR.
- » [EAOR Manual](#) An updated manual for EAOR. The Appendix of this manual contains the instructions for DEP Form 62-210.900(5). **We strongly recommend you print a copy of this document and follow it while using the program to complete your AOR.**
- » [Microsoft .NET Framework 3.5 Redistributable](#) Click this link if your computer needs the .NET Framework 2.0 or 3.5 (This installation package will install both .Net Frameworks 2.0 and 3.5). Supported Operating Systems: Windows Server 2003/2008/2012, Windows XP/7. Reminder: You may want to check that you have the latest service pack and critical updates for the version of Windows that you are running. To find recent security updates, visit [Windows Update](#). You must be running Microsoft Internet Explorer 8.0 or later for all installations of the .NET Framework. [Download the Latest Version of the Internet Explorer](#).

Last updated: March 17, 2016

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[Questions & Comments Form](#)
[Accessibility Statement](#) [Privacy Statement](#)

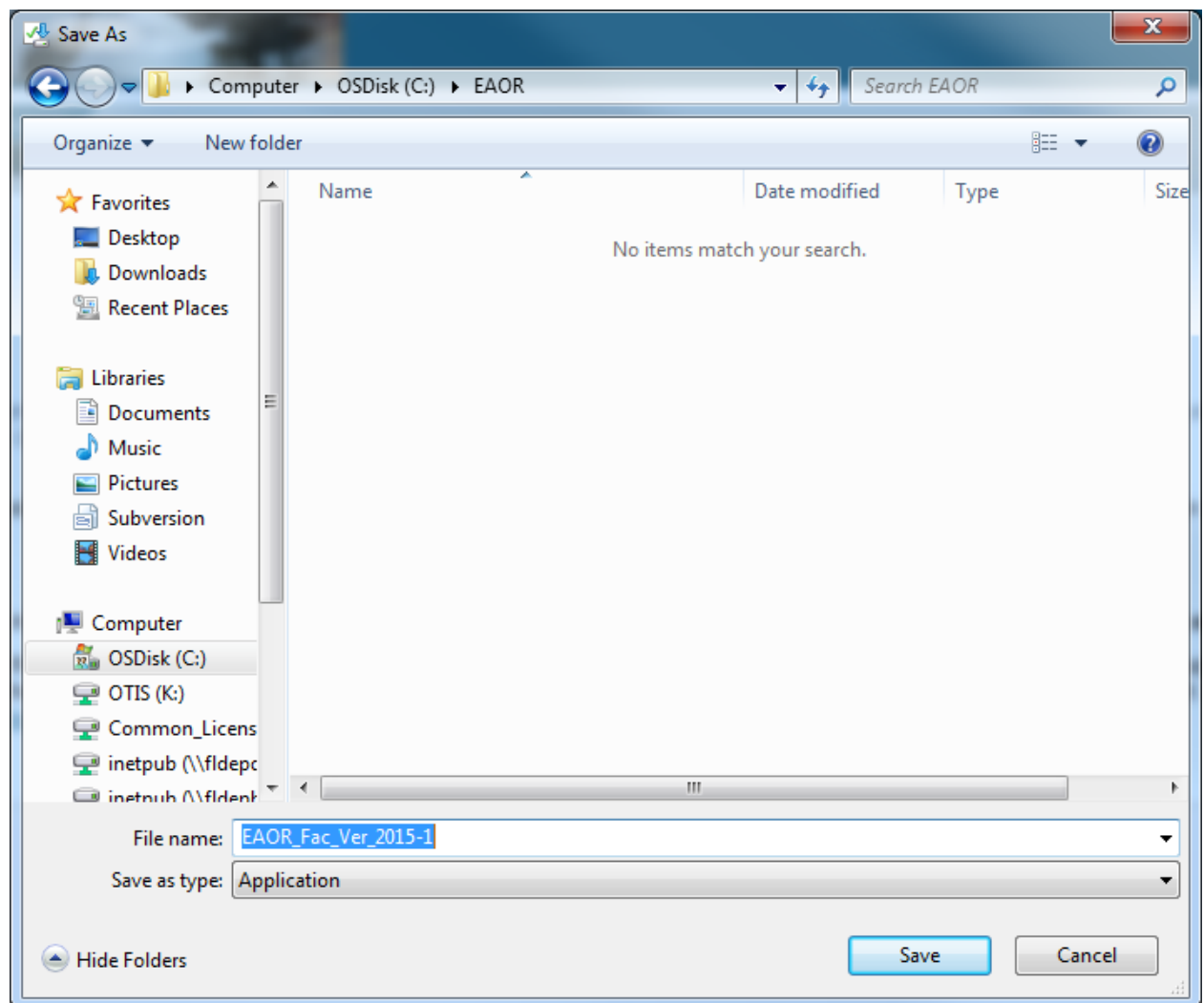
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EAOR Version 2015-1 – Installation Instructions
Last Updated: January 2017

3. The link will display a File Download message box. Click on the **Save** button.



4. In the **Save As** box, select your Desktop or EAOR Default folder (C:\EAOR) or a temporary folder where you want to save the EXE/Extracted files.



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5. Once the save is complete then you will see Download complete message. You may click on “X” mark at the top right corner to close when the download is complete.



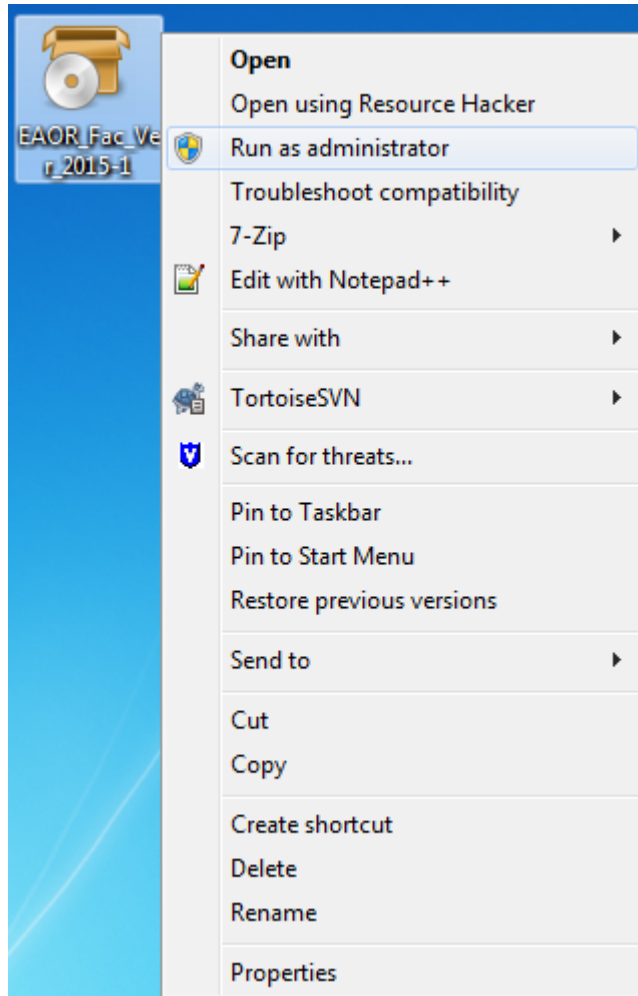
III. Begin the Installation Process

1. Once the installation file is downloaded to your local computer, double click on the file that says **EAOR_Fac_Ver_2015-1.exe** or on the **EAOR_Fac_Ver_2015-1.exe** installation icon that is shown below:



2. Right click on the file name or icon and Select Run as administrator is shown below

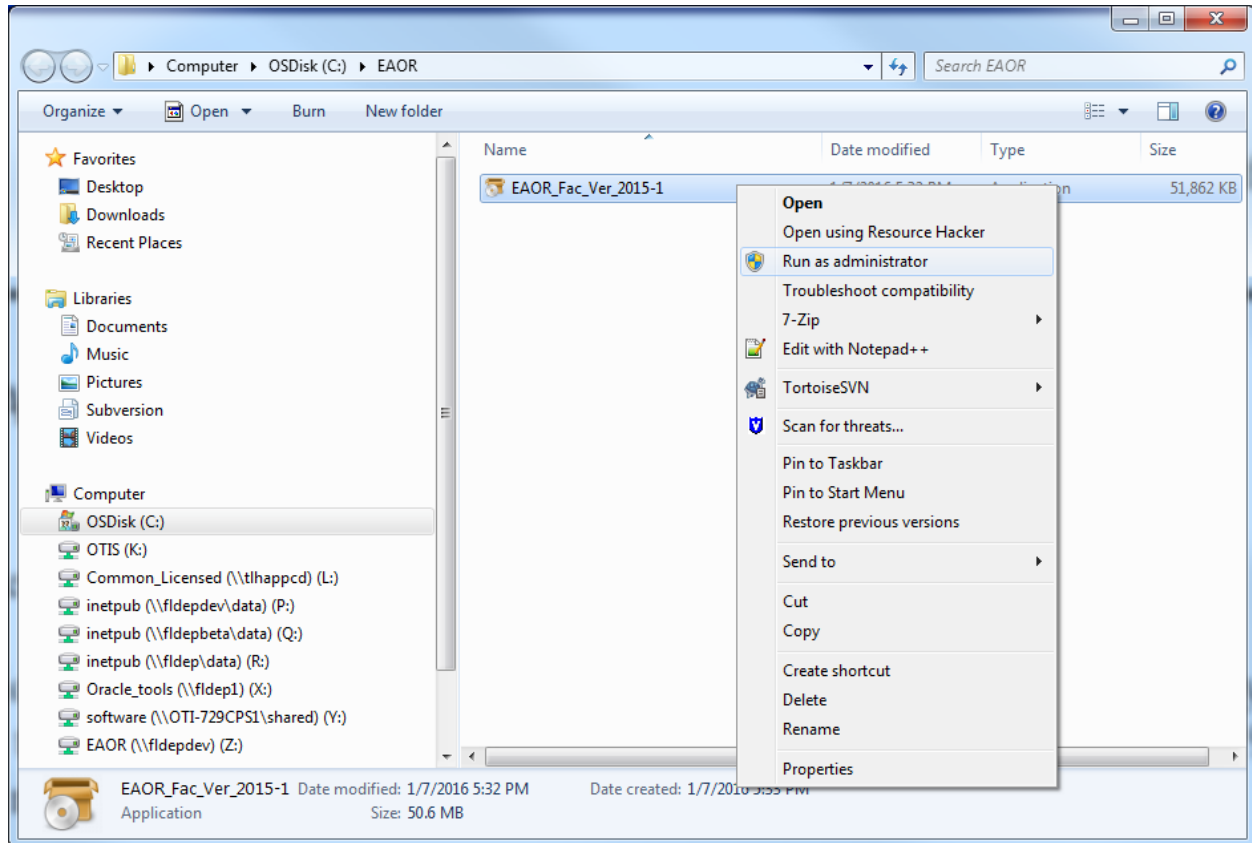
Run through Desktop Icon is shown below



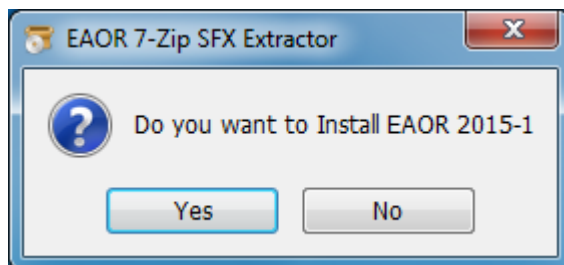
EAOR Version 2015-1 – Installation Instructions

Last Updated: January 2017

Run through Default Extraction Folder (C:\EAOR) and Executable File is shown below

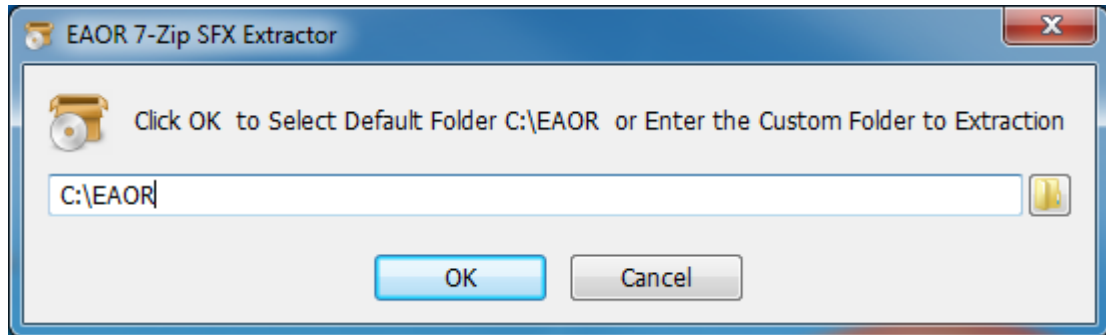


- a. Click on the **Yes** button to start the EAOR 2015-1 installation process is shown below

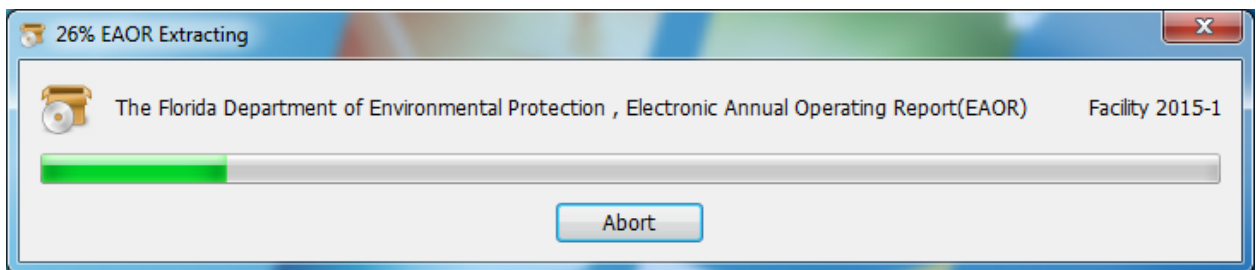


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Last Updated: January 2017

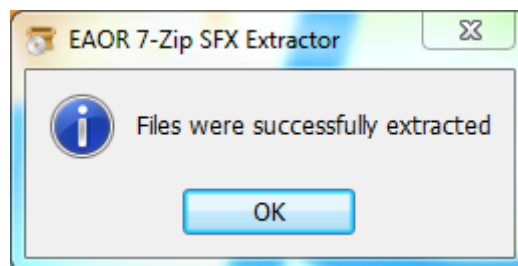
3. Click on the OK button to Extract the Installation files into Default Folder (C:\EAOR) or Enter the Custom Folder is shown below



When you click on the OK button on the window above then it shows the Extracting Process

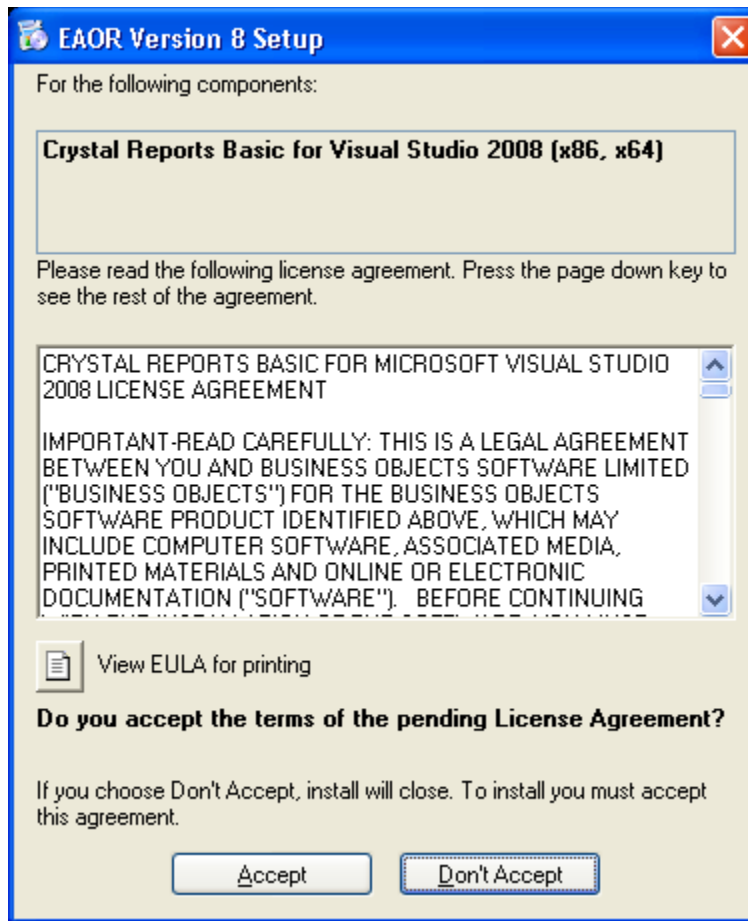


- a. After the Successful Extraction is shown below

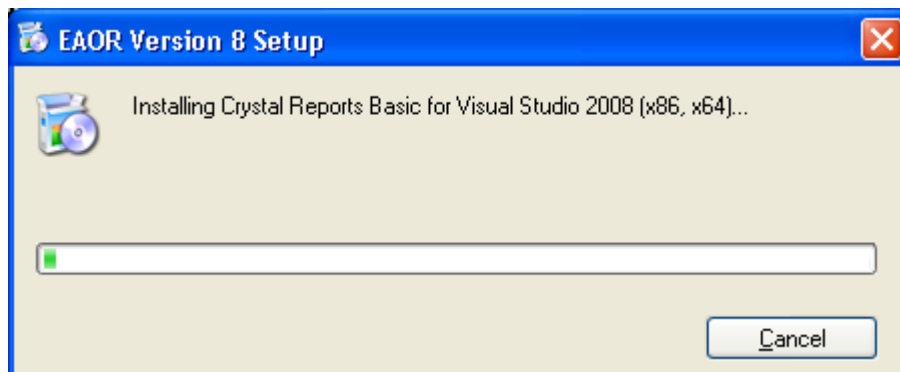


4. After the 100% EAOR Extraction is done, if the application **Crystal Reports Basic for Visual Studio 2008** is not already installed on your PC you'll see the following message, otherwise you'll see the message in step 12 (**Go to Step 12 (in Section III)**).

If you see the message below click on the **Accept** button to continue

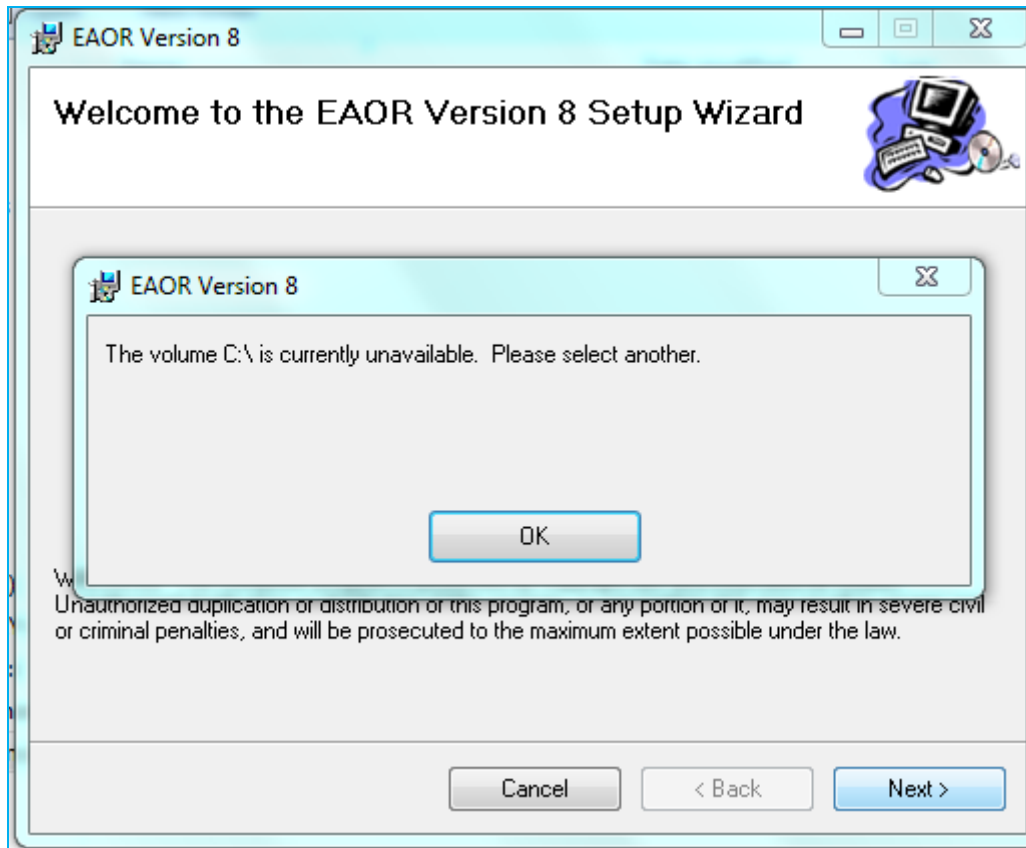


5. When you click on the **Accept** button on the window above you'll see the following dialog box.



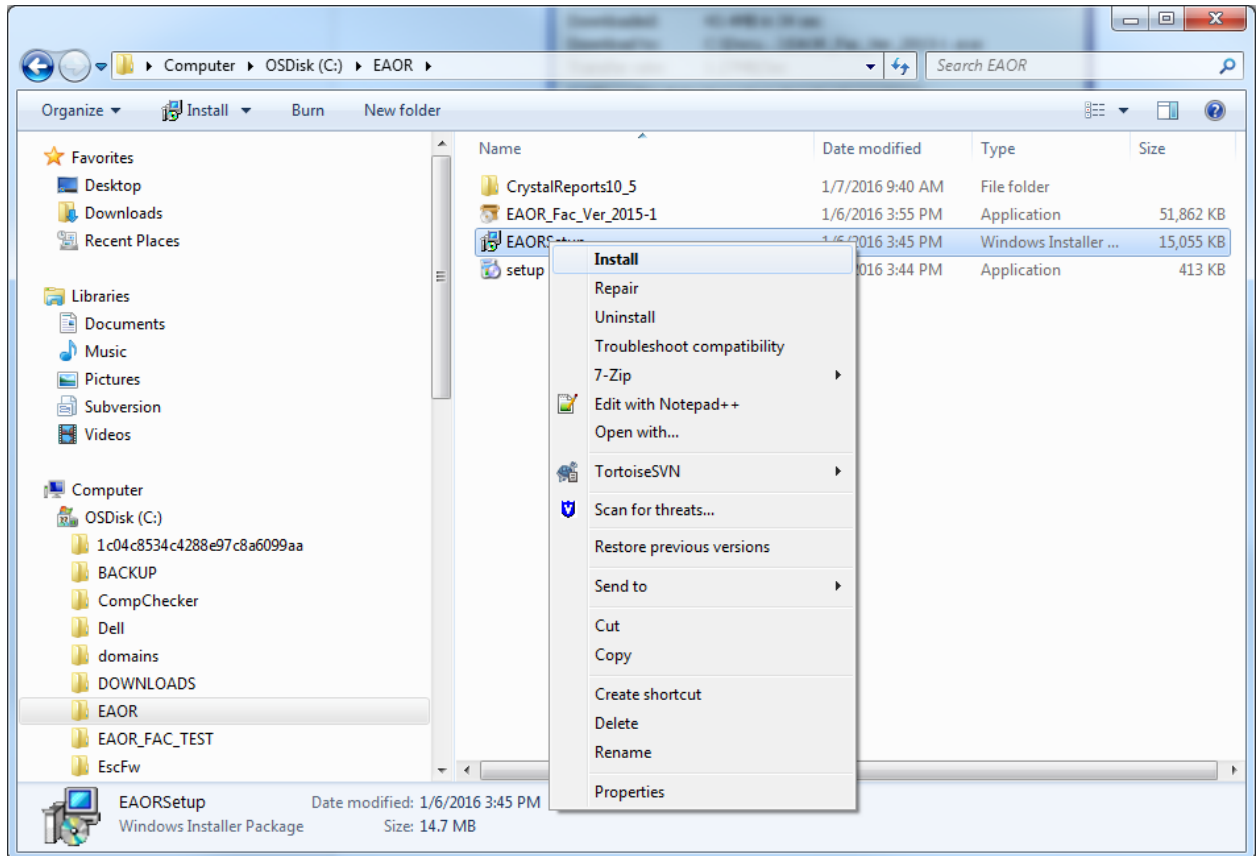
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Last Updated: January 2017

6. If you encounter the following error then please continue with next step, **otherwise Skip to Step 12 (in Section III).**

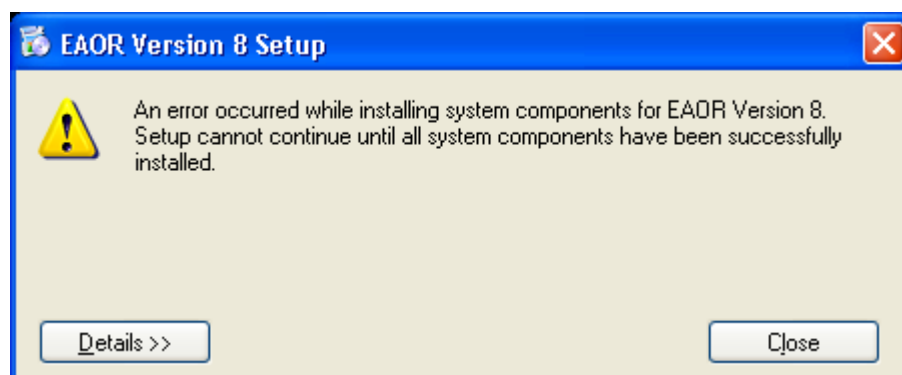


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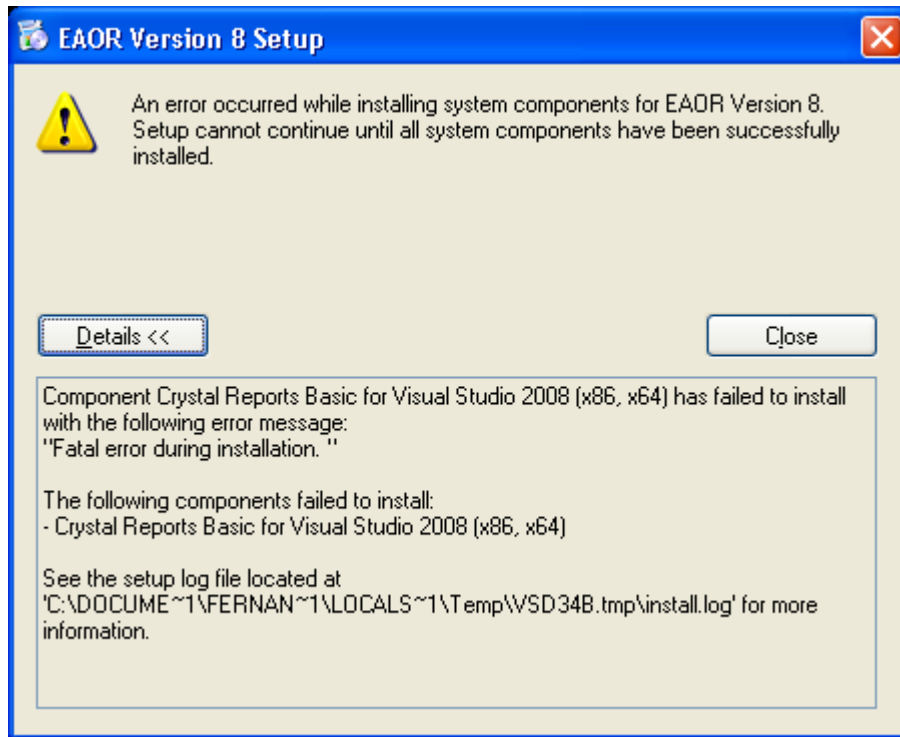
- a. Go to the Downloaded Folder (C:\EAOR) and Right Click on the **EAORSetup.MSI** (Windows Installer Package) and follow the prompts and then Go to Step 12 (in Section III)



7. If . Net Framework 2.0 is **NOT** already installed on your PC then you'll see the following message and should continue with the next step, **otherwise skip to step 12 (in Section III)**.



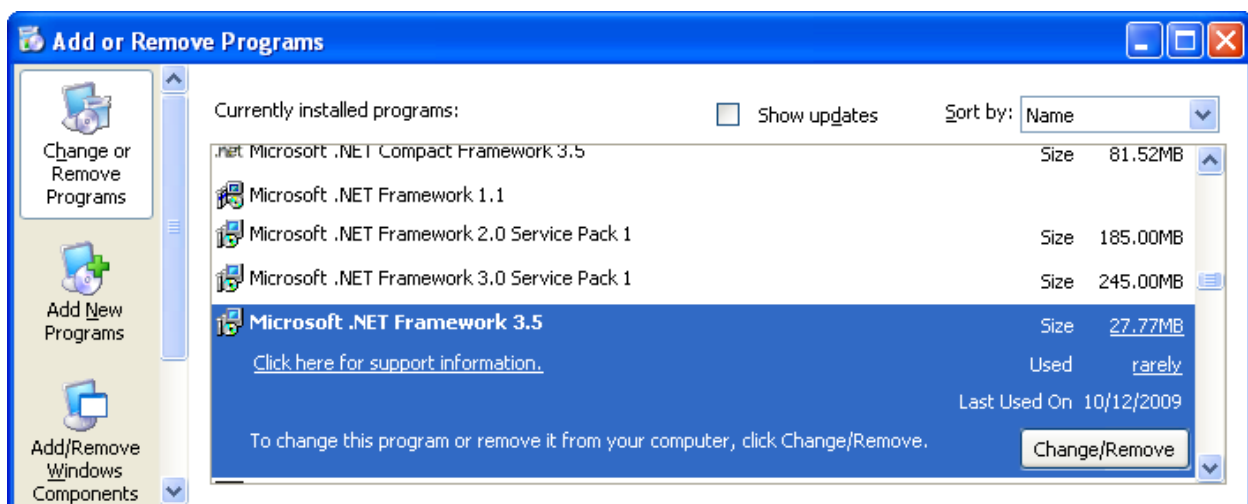
Click on the **Details** button in the window above to display the error message.



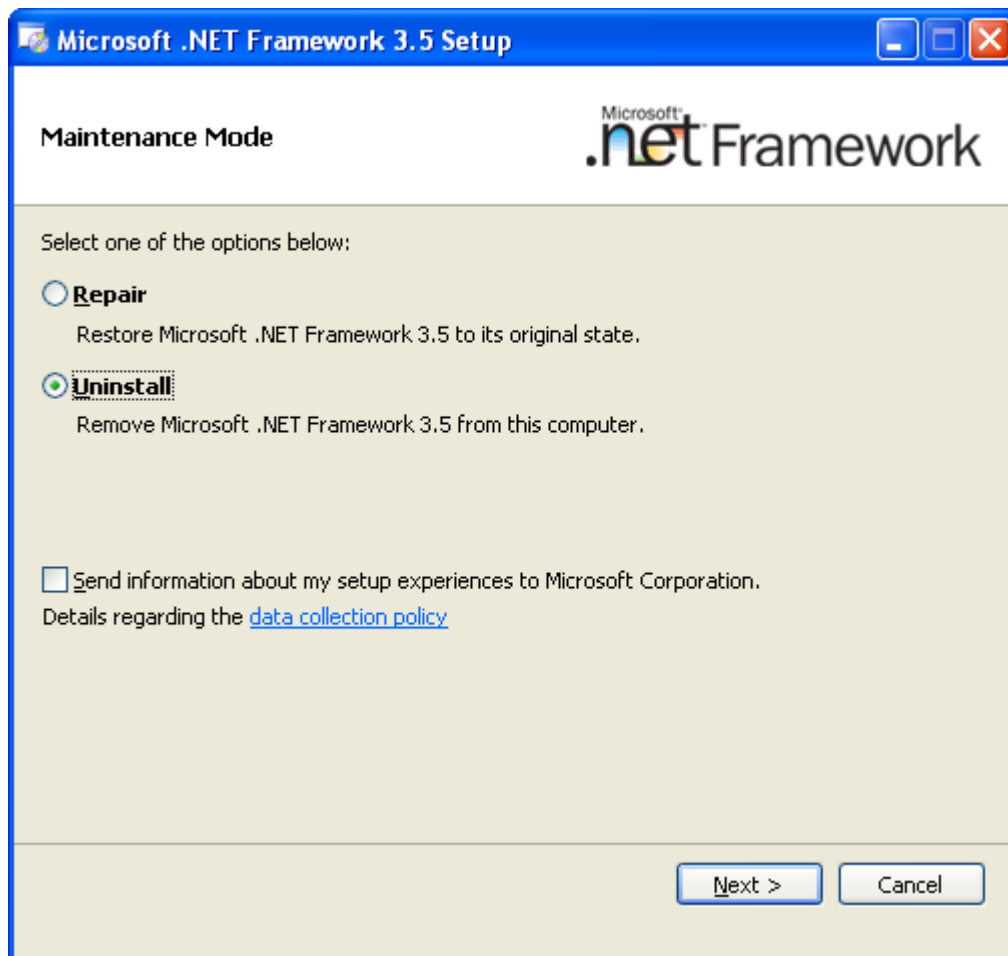
8. Click on the **Close** button to close the error dialog box.

9. If .Net Framework 3.5 or .Net Framework 3.0 is installed on your PC and .Net Framework 2.0 **is not** already installed, then you must uninstall .Net Frameworks 3.0 and 3.5 to resolve the above error and should continue with the next step, **otherwise you'll see the message in step 12** (Section III).

10. Remove both .Net Frameworks 3.5 and 3.0 before proceeding to the next step. To remove .Net Framework 3.5 and or 3.0 go to Start → Control Panel → Add or Remove Programs and select .Net Framework 3.5 from the list and then click on the **Change/Remove** button.



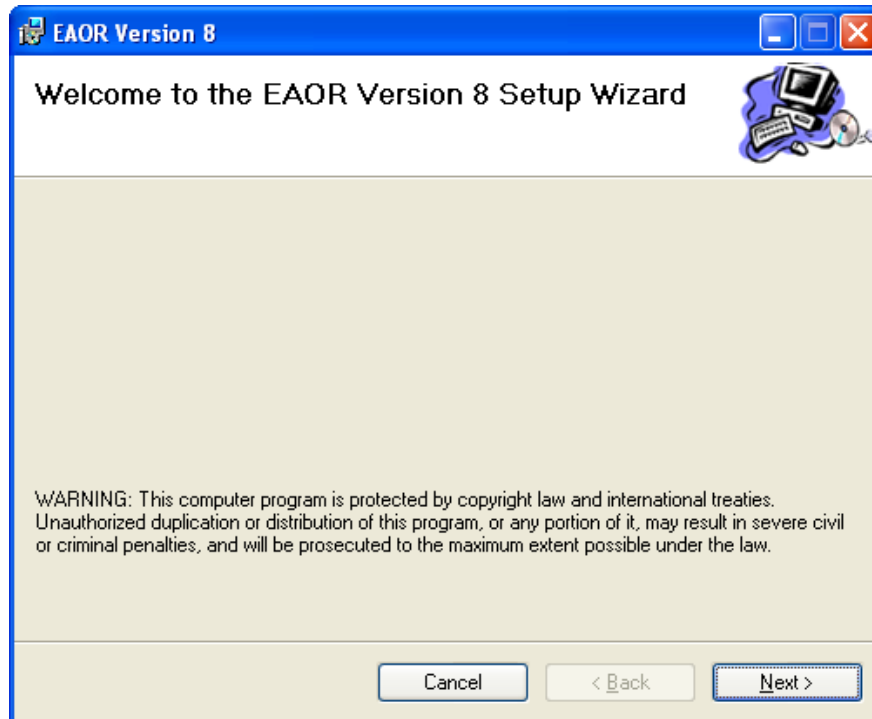
A new Dialog box will appear. Choose the **Uninstall** option then click on the **Next** button.



Once .Net Framework 3.5 has been successfully removed repeat this step for .Net Framework 3.0 if it's also installed on your PC.

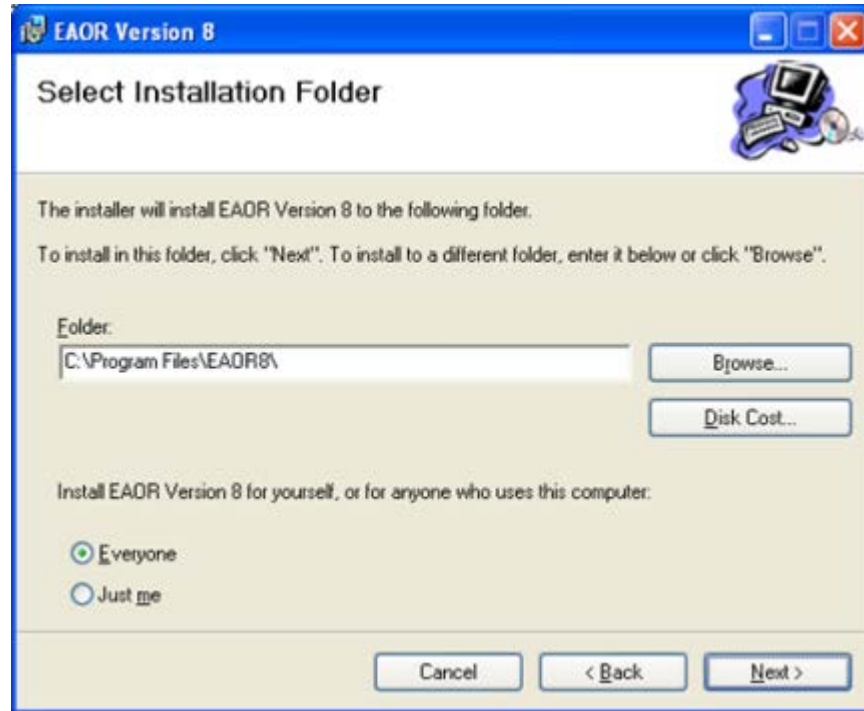
11. You'll need to install .Net Frameworks **2.0** and **3.5** before proceeding with the EAOR Facility installation process. To do this go to the **EAOR Software Download** page at <http://fldep.dep.state.fl.us/air/emission/eaor/download.asp> and then go to **Appendix B** in this manual and follow all the steps **starting** with **step 3**. Running the .Net 3.5 Framework setup program will install both .Net Frameworks 2.0 and 3.5 on your PC. Once the .Net Framework 3.5 installation is complete go back to Section **III** step **1** above to install EAOR.

12. You will see the Welcome message, as shown below.



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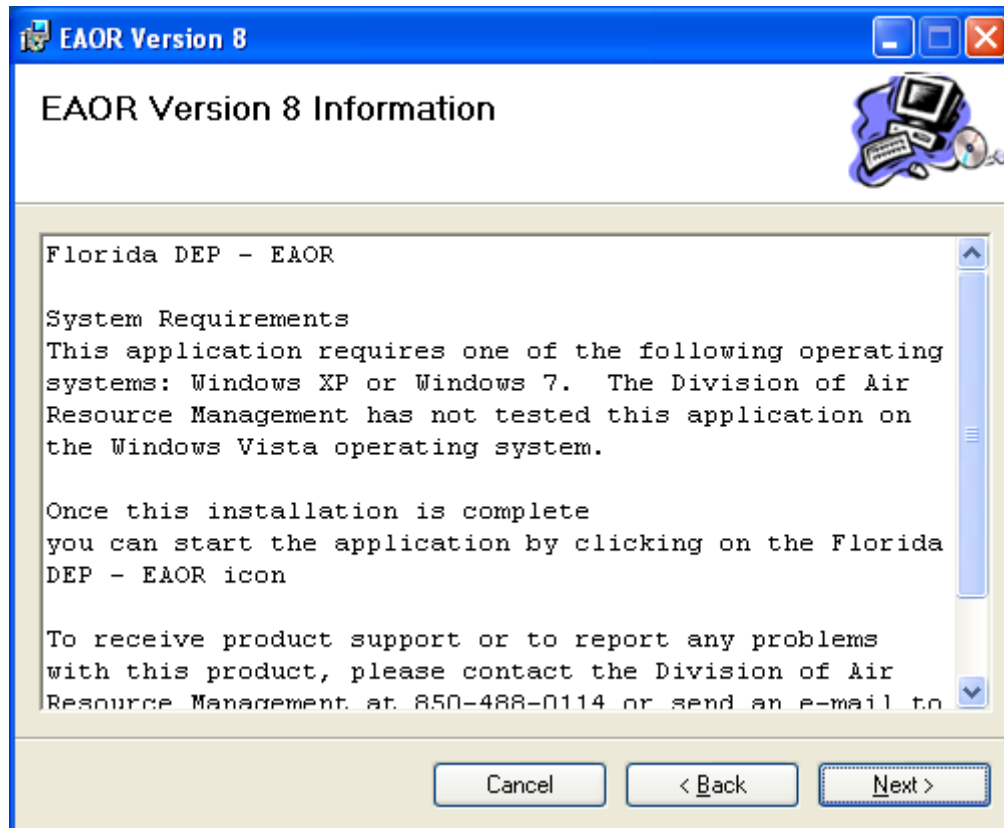
13. Please read the Warning message and then click next to continue the installation. You will see the Select Installation Folder message as shown below.



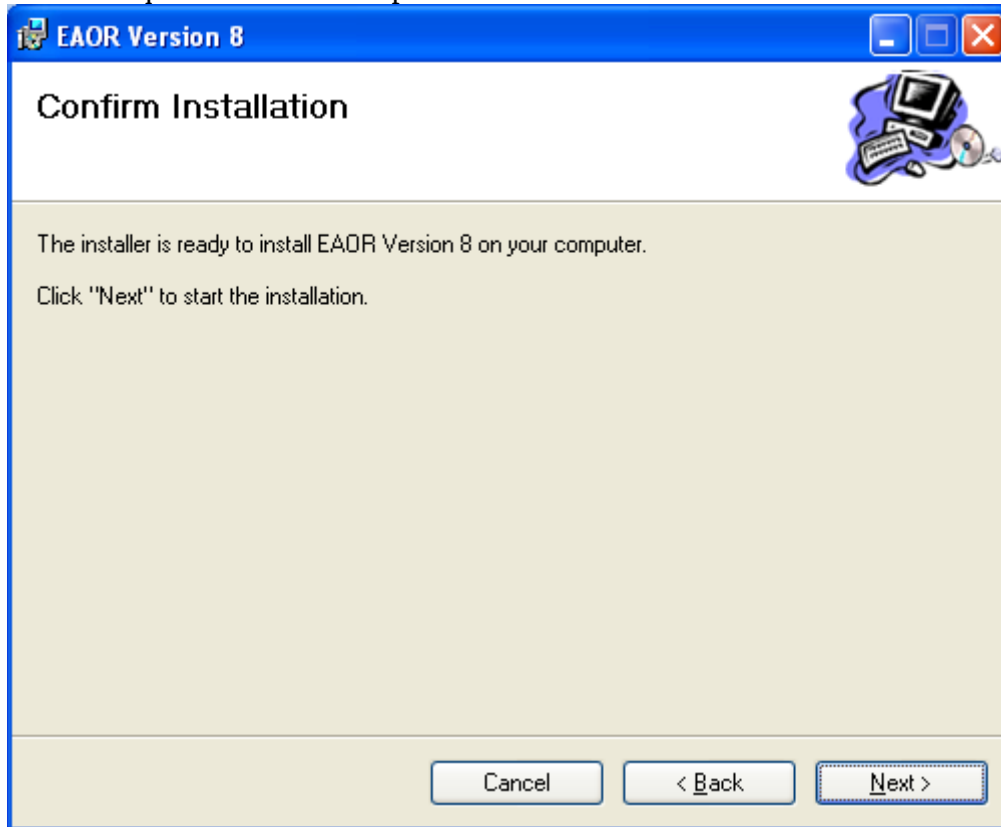
14. In the Select Installation Folder message you have options:

- to change the folder location of the EAOR application, use the browse button to locate a different folder
- check to see if your computer has the disk space needed to install EAOR, click on the Disk Cost button
- Change the installation option so others that use the computer cannot use EAOR, click on the Just me radio button.

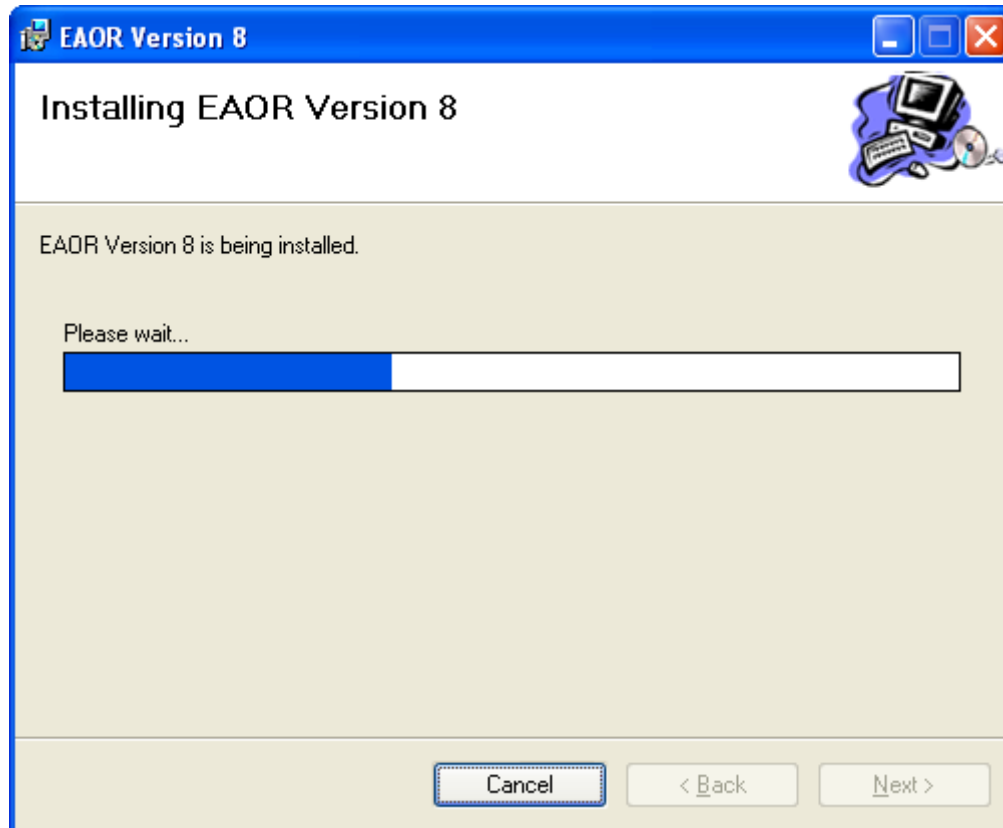
15. Once you have made any changes that are needed, or if the default options are acceptable, click the Next button to continue the installation process.



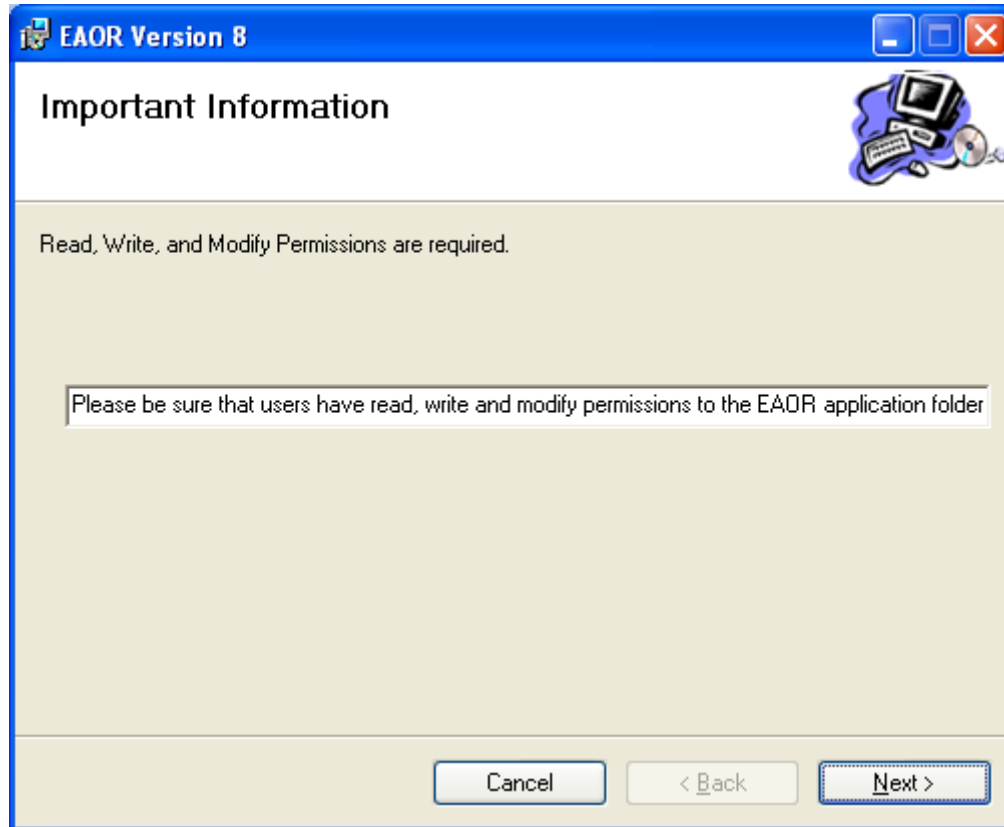
16. You will see the EAOR Information message, shown above. This message includes the Division of Air Resource Management phone number and e-mail address. When you click next from the EAOR Information message, you will see the Confirm Installation message, as shown below. You may click **Next** to continue, **Back** to return to the EAOR Information message, or **Cancel** to quit the installation process.



17. When you click next from the Confirm Installation message, you will see the Installation EAOR message, as shown below. You may click Cancel if you want to stop the installation process.

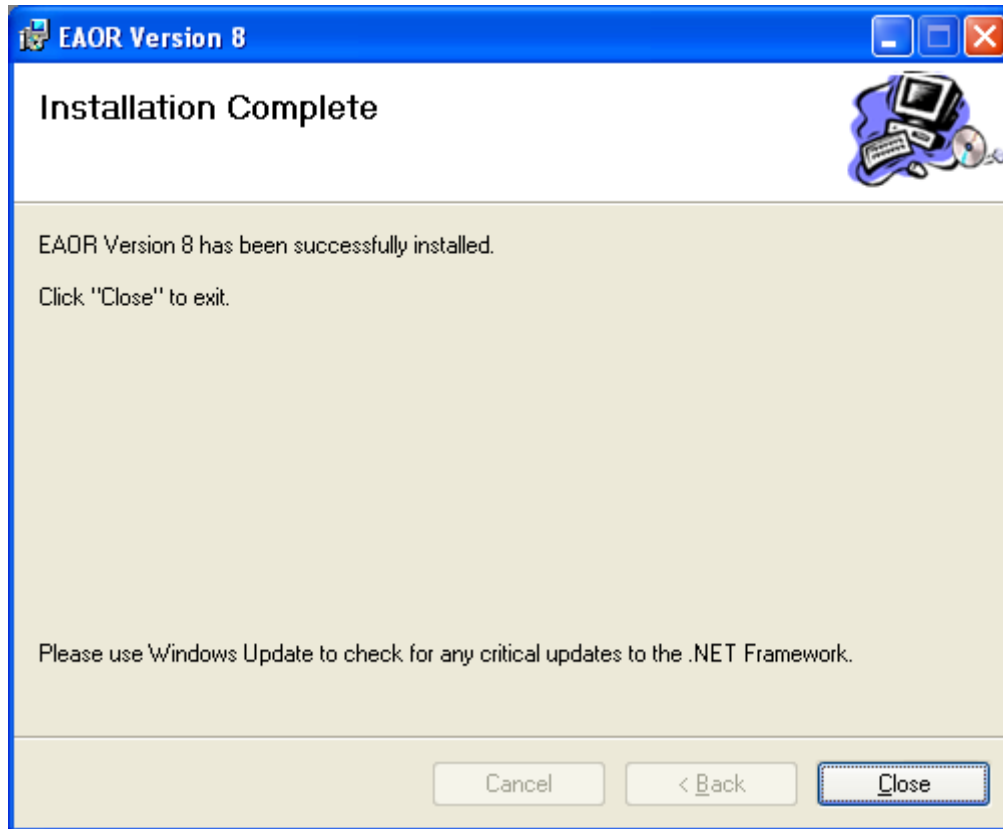


18. Next you will see an important Information message for the Administrator who is installing this application for others who do not have Administrator rights. All users must have read, write, and modify permissions to use EAOR. Click on the Next button to continue.

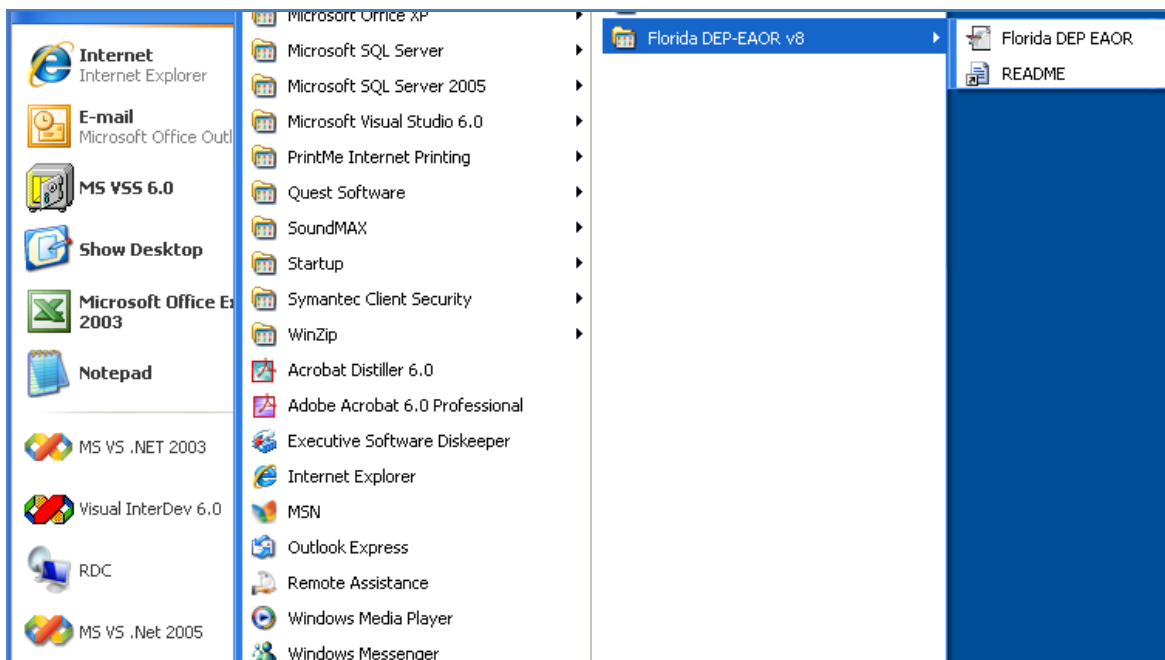


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19. Then you will see the Installation Complete message. Click the Close button.

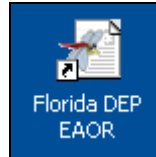


20. You will see the Florida DEP-EAOR v8 program group on your Start menu.



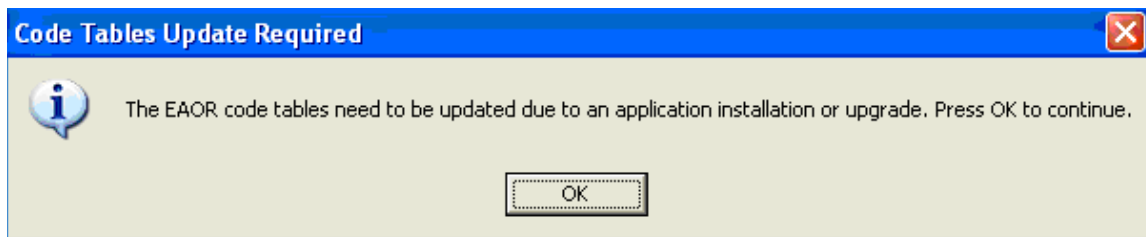
21. Before using EAOR make sure that all users have read, write and modify permissions to the folder where EAOR is installed. Go to **Appendix D** in this document for instructions on how to do this.

22. You will see the Florida DEP EAOR icon on your desktop.

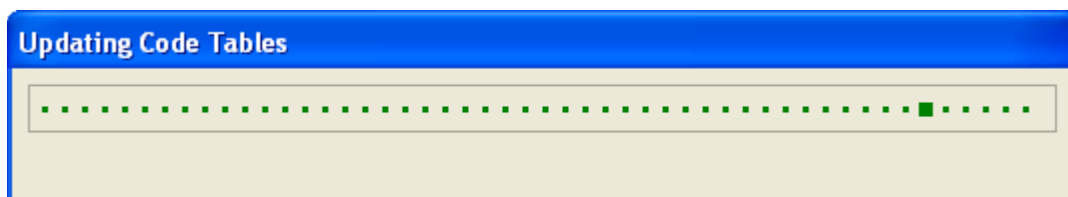


23. You may start EAOR by clicking on the Florida DEP EAOR icon on your start menu or on your desktop.

24. If this is the first time EAOR has been opened on the computer or if the EAOR code tables need to be updated, you will see the following three message boxes. Click the OK button on the first one below entitled Code Tables Update Required to continue.



Next you will see the Updating Code Tables message below for a few seconds while the code tables are updated.



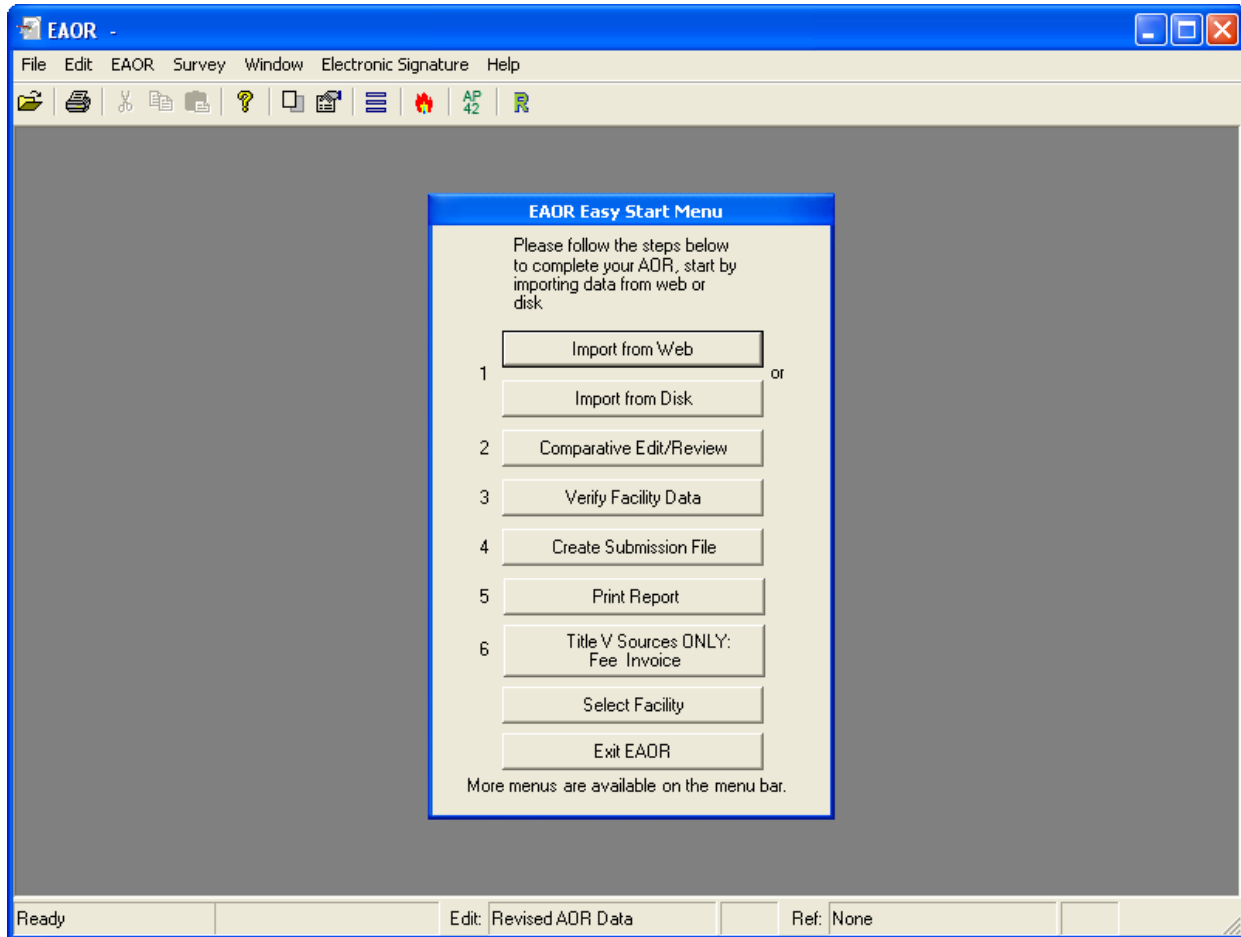
When the code table updates are complete, you will see the EAOR Code Tables Update message below. Click the OK button to continue.



EAOR Version 2015-1 – Installation Instructions

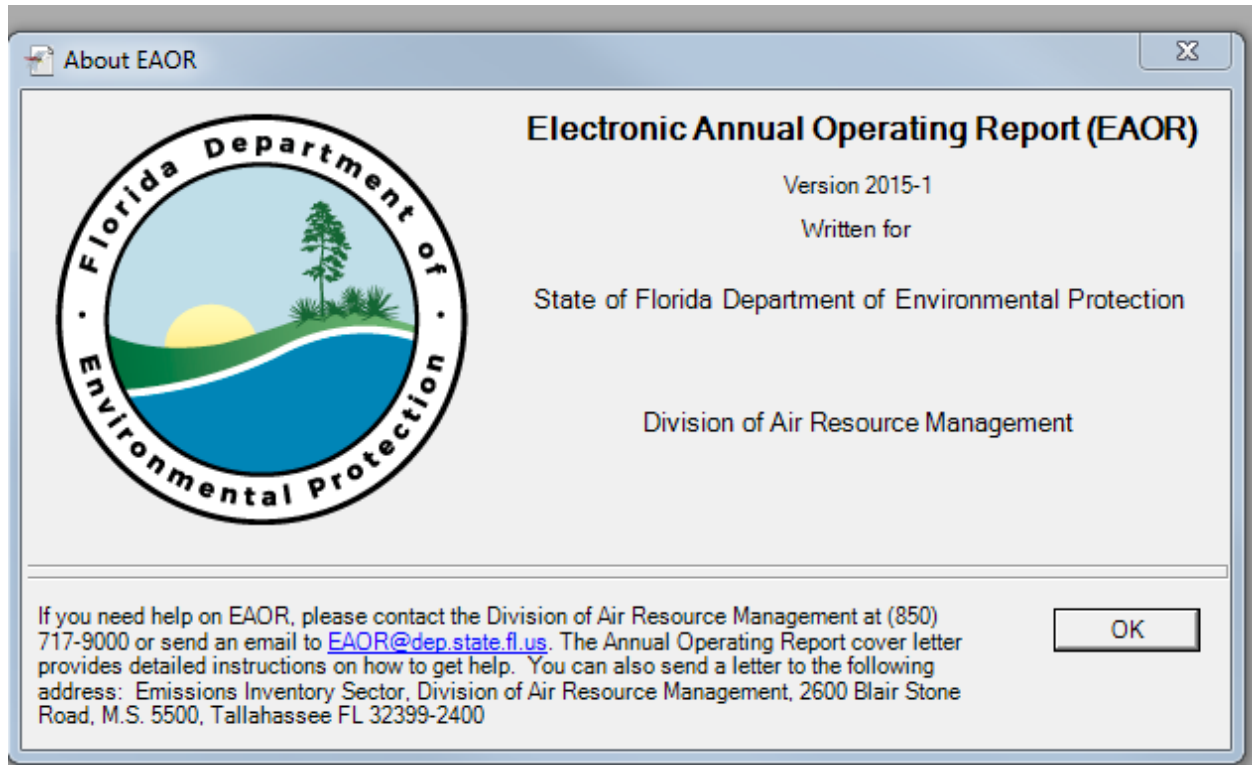
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25. The EAOR Version 2015-1 application will open and you will see a screen similar to the one below. You may click the Exit EAOR button to close the application.



EAOR Version 2015-1 – Installation Instructions
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- a. Verify the Correct Version (2015-1) of EAOR software is shown below
(Help→About EAOR)



Appendix A – MDAC Updates

1. MDAC may need to be installed on PCs running Windows XP. If you are running the Windows 7 operating system MDAC comes preinstalled as an operating system component (WDAC – Windows Data Access Components). **Windows 7 users should NOT use the link below to install MDAC.**
2. Installing Microsoft Data Access Component (MDAC) – When the User's computer does not have MDAC installed, EAOR Version 2015-1 will not install until the User downloads and installs a copy from the Microsoft website. The version recommended is: **MDAC 2.8 SP1** or later. It is available from the Microsoft Download Center at www.microsoft.com. The MDAC can be downloaded from:

<https://www.microsoft.com/en-us/download/details.aspx?id=5793>

3. Click on the Download button to begin the process.

Microsoft Data Access Components (MDAC) 2.8 SP1

Select Language:	English	Download
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Microsoft Data Access Components (MDAC) 2.8 SP1 contains core Data Access components such as the Microsoft SQL Server™ OLE DB provider and ODBC driver.

Details

Version:	Date Published:
1.0	5/10/2005
File Name:	File Size:
MDAC_TYP.EXE	5.8 MB

Microsoft Data Access Components (MDAC) 2.8 SP1 contains core Data Access components such as the Microsoft SQL Server™ OLE DB provider and ODBC driver. This redistributable installer for the MDAC 2.8 SP1 release installs the same Data Access components as Microsoft Windows XP SP2.

This release does not include Microsoft Jet, the Microsoft Jet OLE DB Provider or ODBC driver, the Desktop Database ODBC Drivers, or the Visual FoxPro ODBC Driver.

+ System Requirements

+ Install Instructions

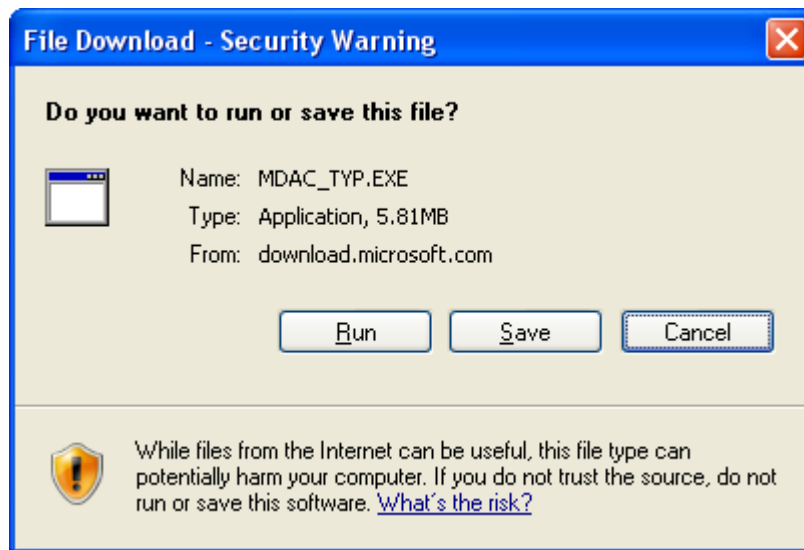
+ Related Resources



Visual Studio 2015

Tools for every developer and every app.

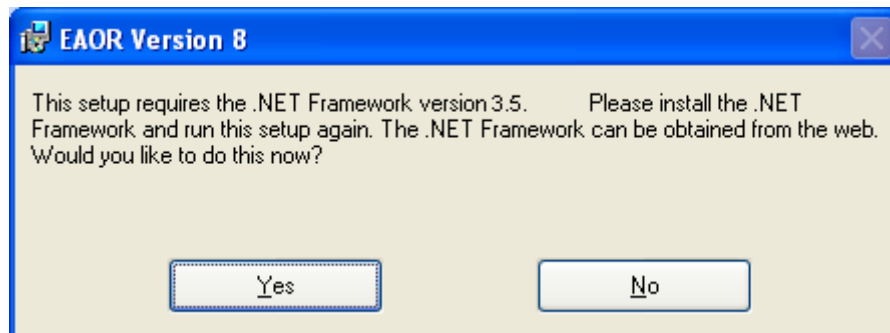
4. Once you click the Download button, the website responds with the following window. Click on the Run button to begin the installation or click on the Save button to save the installation file to your computer to begin the installation at a later time.



5. After you complete the MDAC installation, please continue the EAOR installation.

Appendix B – Microsoft .NET Framework 3.5

1. The .Net Frameworks 2.0 and 3.5 may need to be installed on PCs running Windows XP. If you are running the Windows 7 operating system .Net Framework 3.5 with SP1 comes preinstalled as an operating system component (this includes .NET Framework 2.0 SP2, 3.0 SP2 and 3.5 SP1). **Windows 7 users should NOT use the link below to install the .Net Frameworks 2.0 and 3.5.**
2. For computers that do not have Microsoft .NET Framework 3.5, the EAOR Version 2015-1 Installation process will display a Windows Installer message similar to the one shown below.



3. When you select **Yes** from the Windows Installer Loader message, you will be taken to the DEP EAOR website as shown in the image below.

Emission Sources
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See error solutions Links below if you are having trouble submitting a File, Printing a report or the EAOR program closing:

System Requirements: This application requires one of the following operating systems: Windows XP or Windows 7. The Division of Air Resource Management has not tested this application on the Microsoft Windows 8/10 OS or Microsoft Edge Browser. This application has been developed to work with the Microsoft Internet Explorer web browser. It may or may not work with other web browsers.

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This error states a problem caused the program to stop working and closes EAOR.
- » [EAOR Manual](#) An updated manual for EAOR. The Appendix of this manual contains the instructions for DEP Form 62-210.900(5). **We strongly recommend you print a copy of this document and follow it while using the program to complete your AOR.**
- » [Microsoft .NET Framework 3.5 Redistributable](#) Click this link if your computer needs the .NET Framework 2.0 or 3.5 (This installation package will install both .Net Frameworks 2.0 and 3.5). Supported Operating Systems: Windows Server 2003/2008/2012, Windows XP/7. Reminder: You may want to check that you have the latest service pack and critical updates for the version of Windows that you are running. To find recent security updates, visit [Windows Update](#). You must be running Microsoft Internet Explorer 8.0 or later for all installations of the .NET Framework. [Download the Latest Version of the Internet Explorer](#).

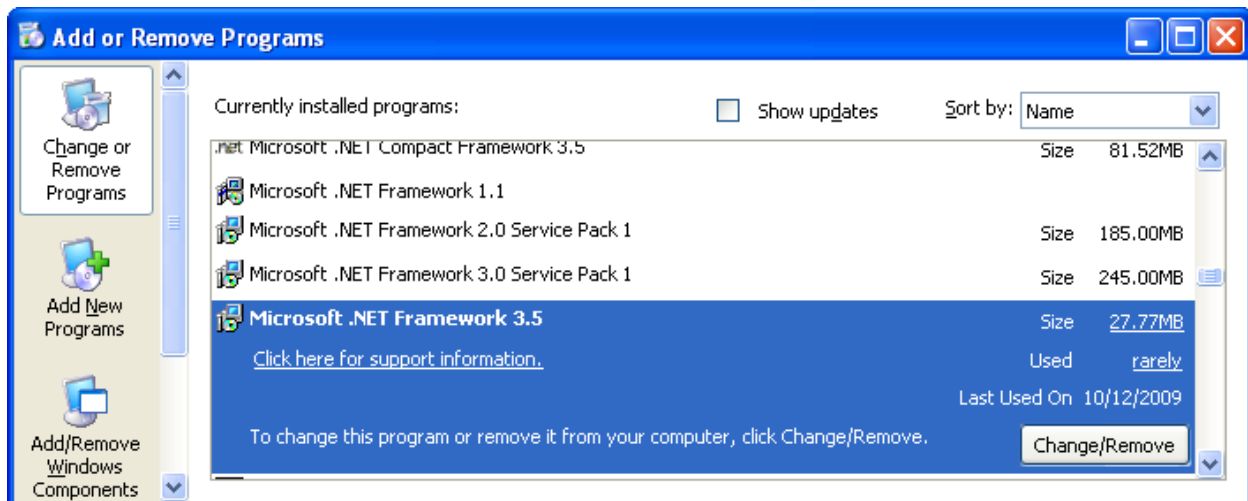
Last updated: March 17, 2016

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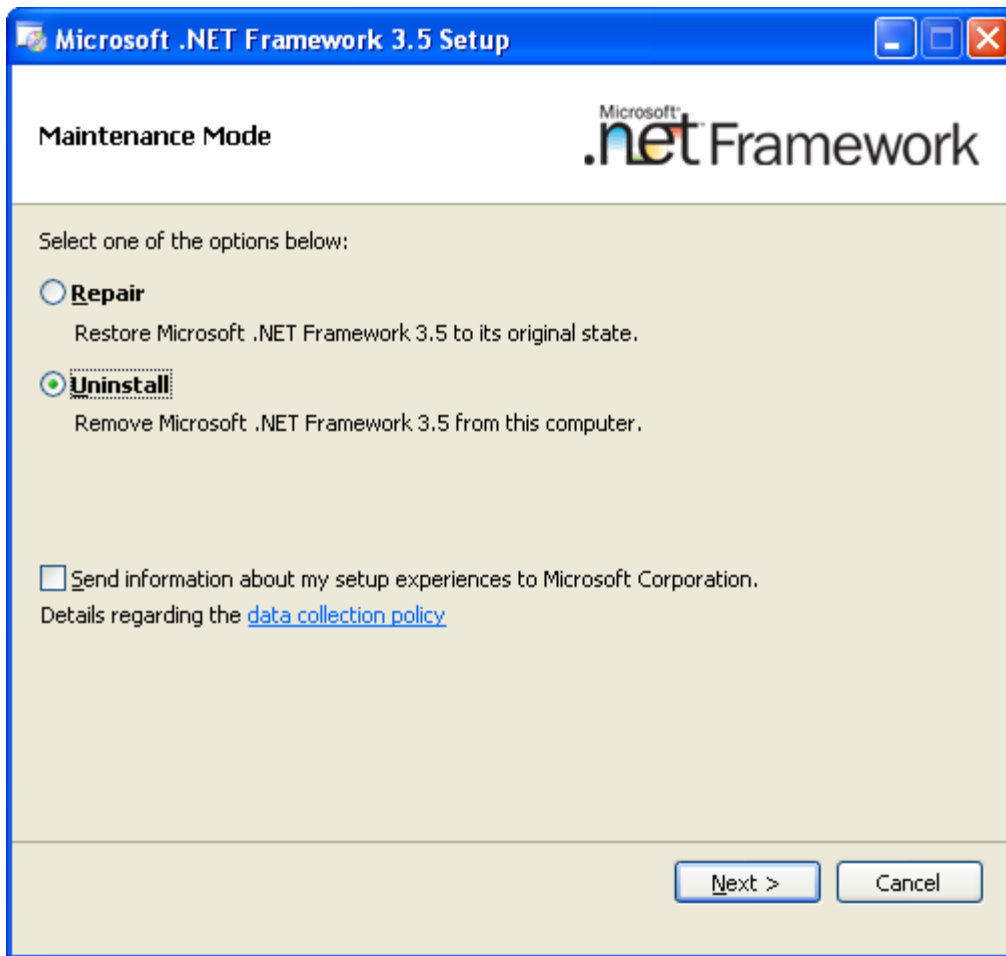
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Last Updated: January 2017

4. The Supported Operating Systems for the .NET Framework 3.5 include: Windows Server 2003; Windows Server 2008; Windows Vista; Windows XP. Reminder: You may want to check to see if you have the latest service pack and critical updates for the version of Windows that you are running. To find recent security updates, visit Windows Update. You must also be running Microsoft Internet Explorer 5.01 or later for all installations of the .NET Framework.
5. Confirm that your version of Windows is included in the supported operating systems list, and that it has the recommended service pack and critical updates.
6. This version of EAOR requires both .Net 2.0 and 3.5. If .Net Framework 3.5 or 3.0 is installed on your PC **and .Net Framework 2.0 is not installed** then go to step 7 otherwise go to step 8.
7. Remove both .Net Frameworks 3.5 and 3.0 before proceeding to the next step. To remove .Net Framework 3.5 and or 3.0 go to Start → Control Panel → Add or Remove Programs and select .Net Framework 3.5 from the list and then click on the **Change/Remove** button.

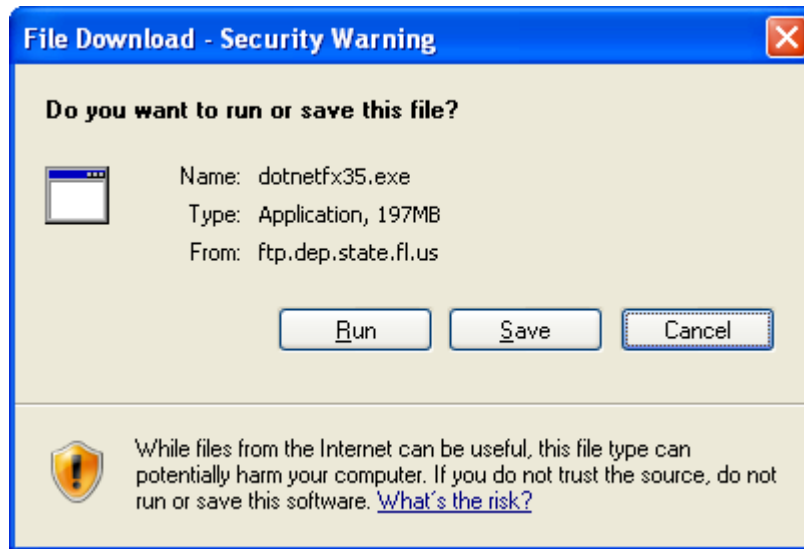


A new Dialog box will appear. Choose the **Uninstall** option then click on the **Next** button.

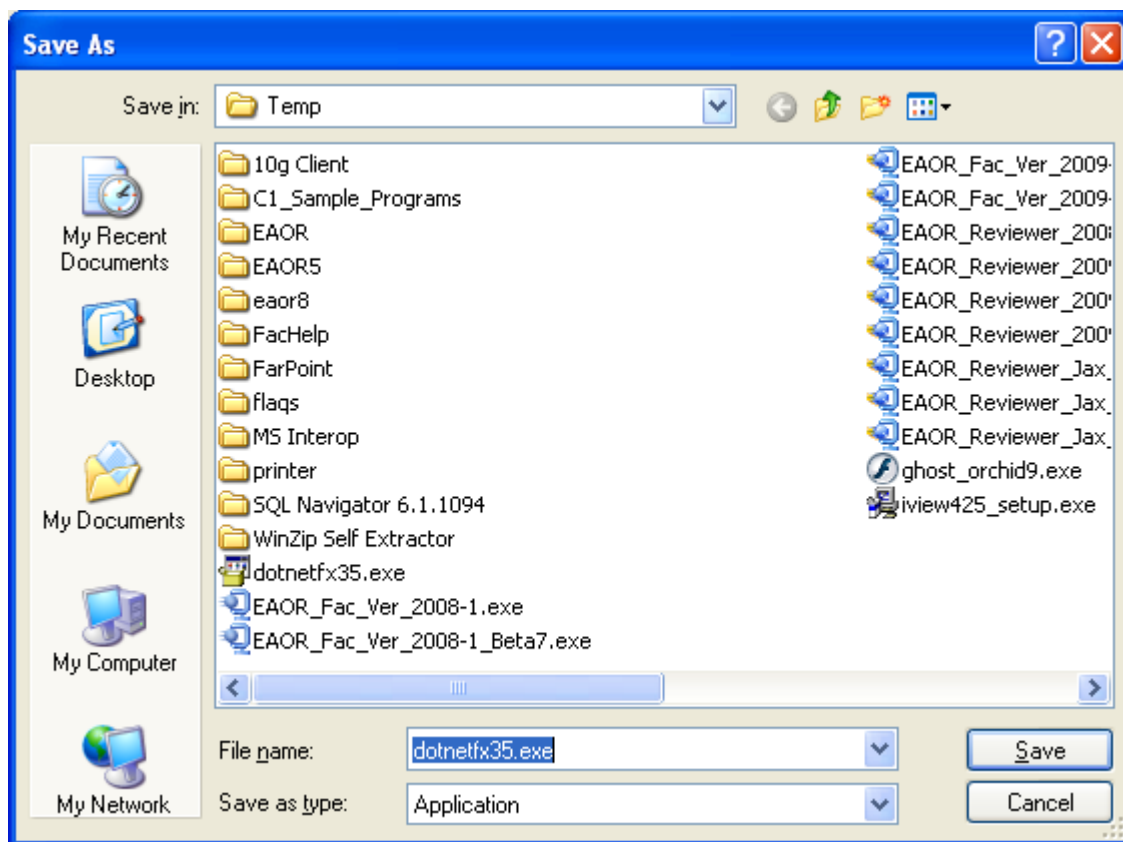


Once .Net Framework 3.5 has been successfully removed repeat this step for .Net Framework 3.0 if it's also installed on your PC.

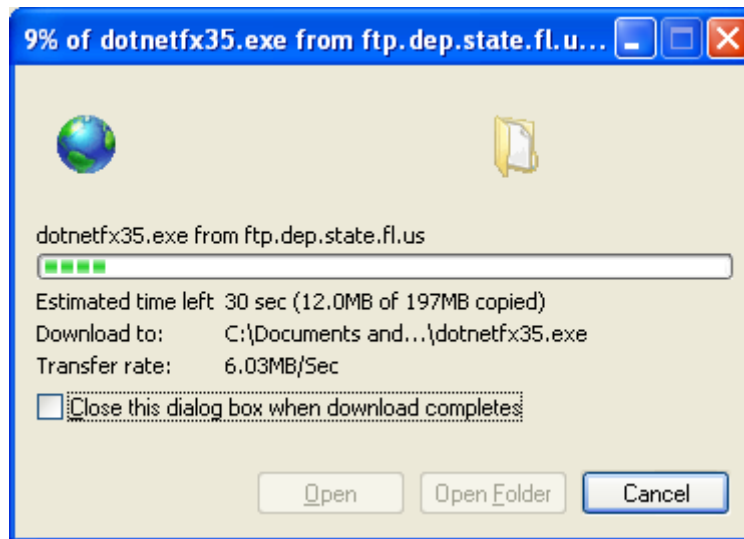
8. If your computer's Windows operating system is up to date, click on the Microsoft .NET Framework 3.5 Redistributable link and you should see a dialog box similar to the following image.



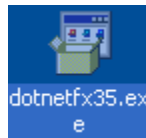
9. The File Download – Security Warning will ask if you want to run or save this file. Select Save by clicking on the Save button. When you click on Save, you will see the Save As window as shown below.



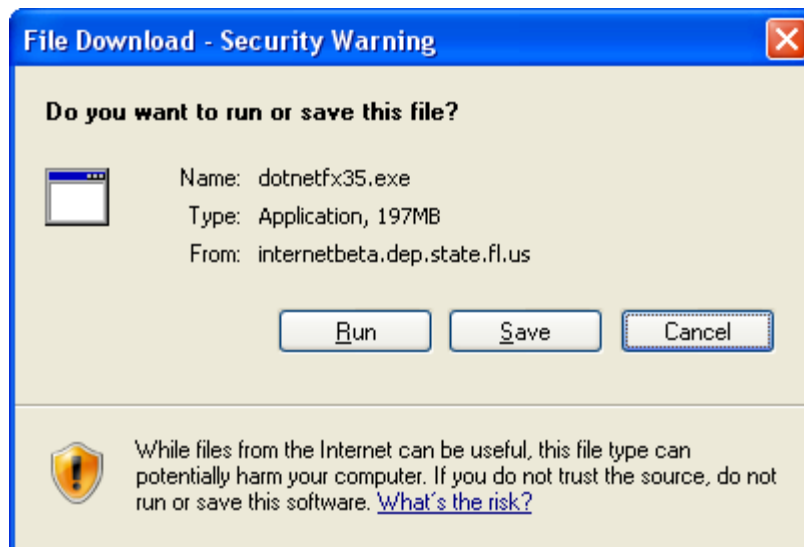
10. Select Desktop by clicking on the Desktop icon on the left-hand side of the dialog box. You should see the Percent Completed window as shown in the following image. Click on the check box for Close this dialog box when download completes.



11. To begin the .NET Framework 3.5 installation, click on the dotnetfx35.exe icon on your desktop.



12. You may receive the Open File – Security message shown in the following image. Select Run by clicking on the Run button.

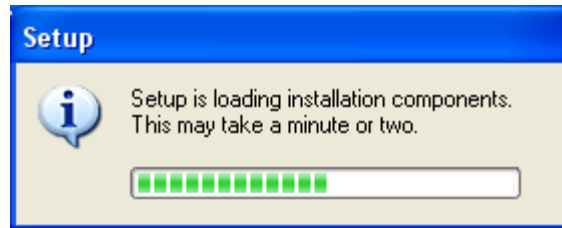


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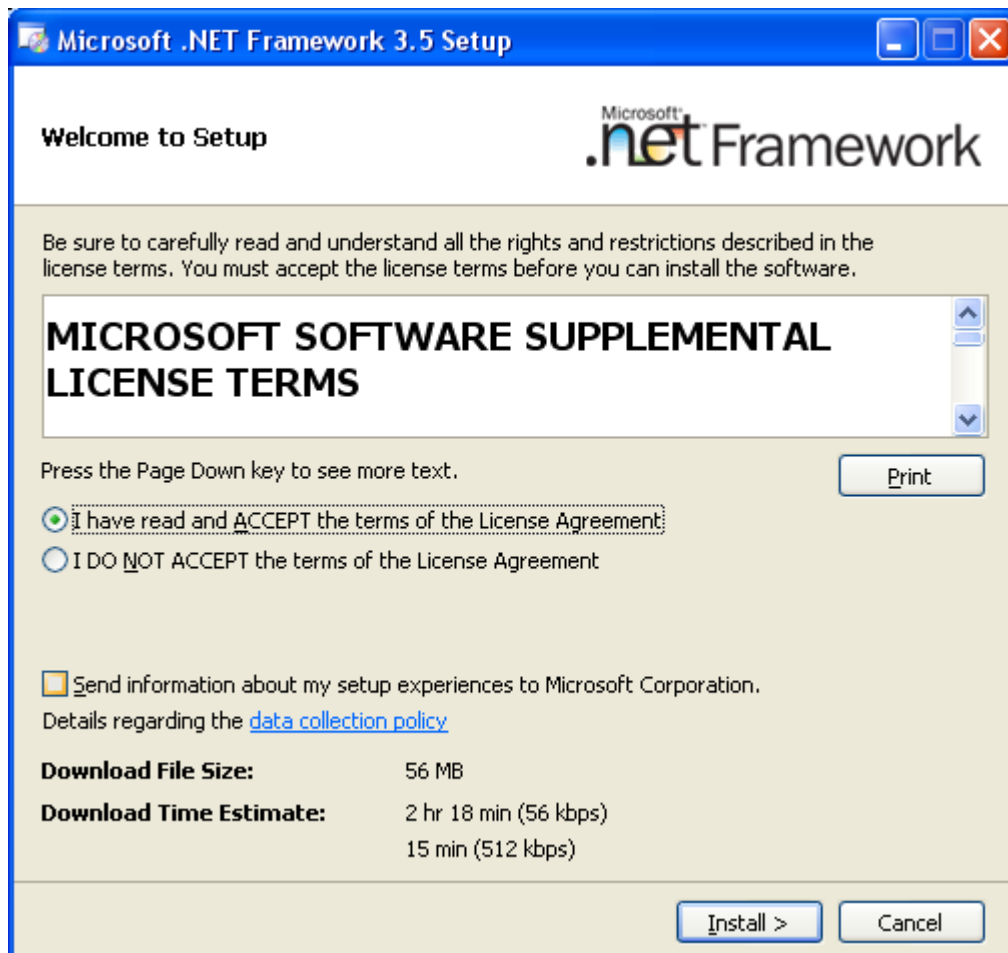
You may also see this message. If so, select Run by clicking on the Run button.



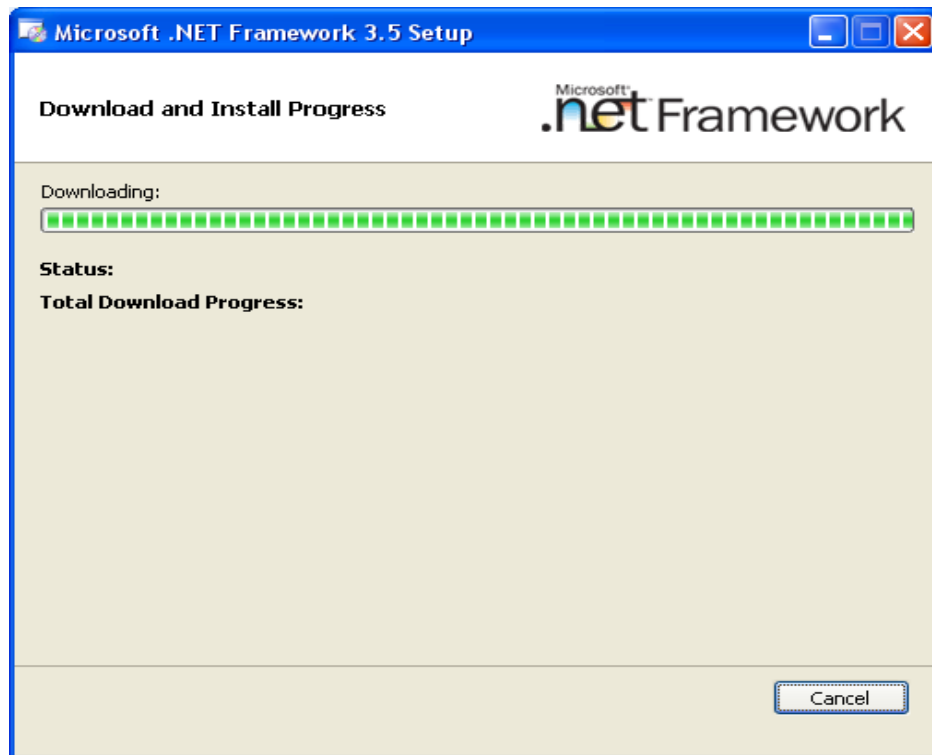
13. Now you should see the following messages about Extracting Files and Installing Components.



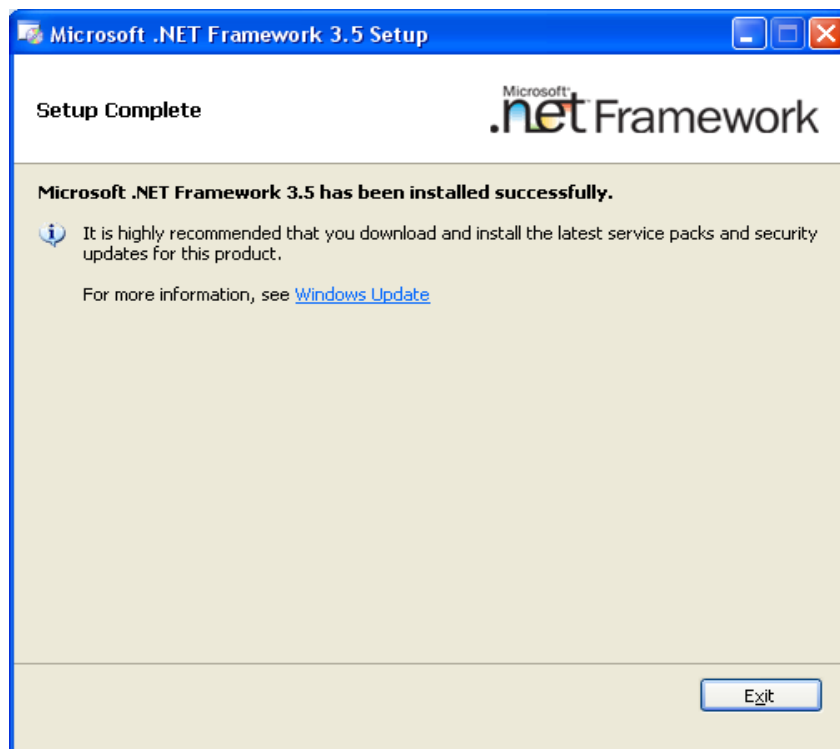
14. Next you will see the Microsoft .NET Framework 3.5 Setup license agreement. Read the license agreement and click on the "I have read and ACCEPT ..." check box to accept the agreement, and then click the **Install** button.



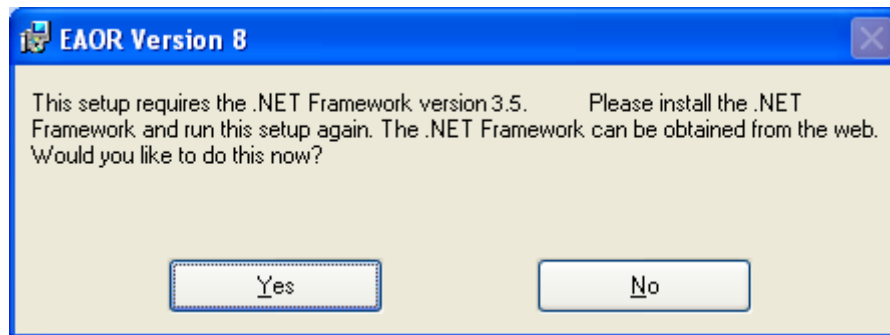
15. You will see this download progress message during the installation.



16. When the installation is complete, you should see the Setup Complete message. You may close this window by clicking the **Exit** button and begin installing EAOR Version 2015-1.



Using the Microsoft Website



17. When you select **No** from the Windows Installer Loader message, you may obtain the .NET Framework 3.5 by going to the Microsoft website at:
<https://www.microsoft.com/en-us/download/details.aspx?id=22>
. This link should take you to a page similar to the following.

Microsoft .NET Framework 3.5 Service Pack 1



Microsoft .NET Framework 3.5 Service Pack 1 is a full cumulative update that contains many new features building incrementally upon .NET Framework 2.0, 3.0, 3.5, and includes cumulative servicing updates to the .NET Framework 2.0 and .NET Framework 3.0 subcomponents.

- [+ Details](#)
- [+ System Requirements](#)
- [+ Install Instructions](#)
- [+ Additional Information](#)
- [+ Related Resources](#)



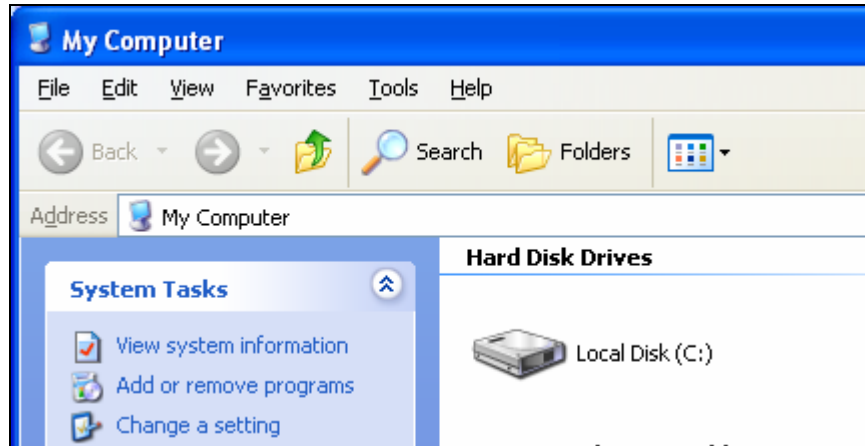
Visual Studio 2015

Tools for every developer and
every app.

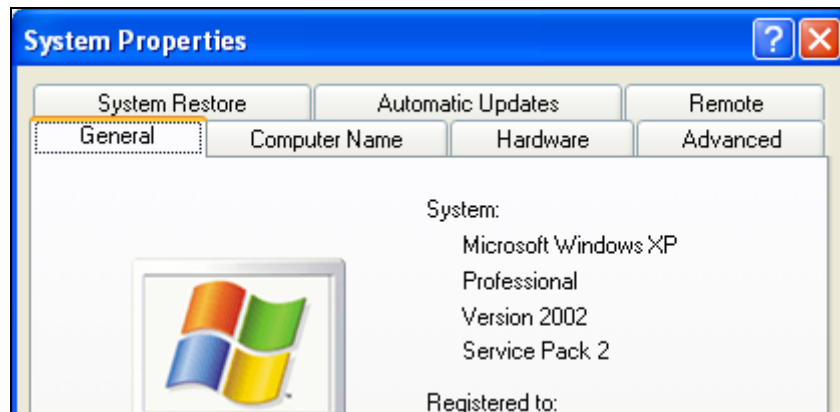
18. Click the Download button in the middle left-hand side of the page and you should see the same messages that are presented in this appendix starting with step 8.

Checking Windows Version and Updates

1. To check your computer's operating system version and service pack, click on My Computer and then click on the View System Information under the System Tasks title.



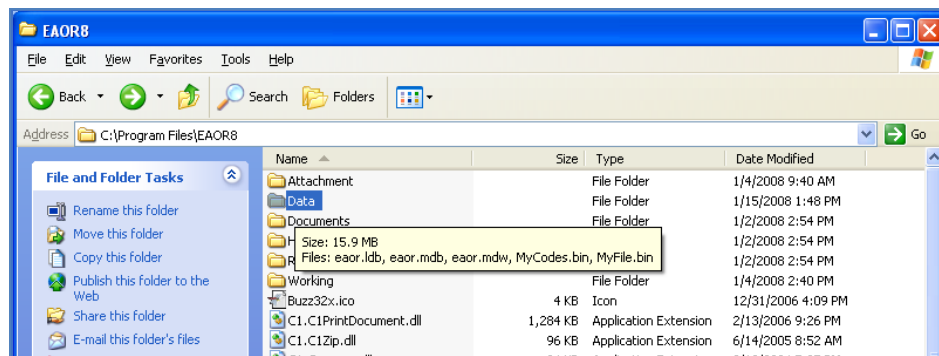
2. The system information lists the Operating System Version and Service Pack in the System Properties General tab.



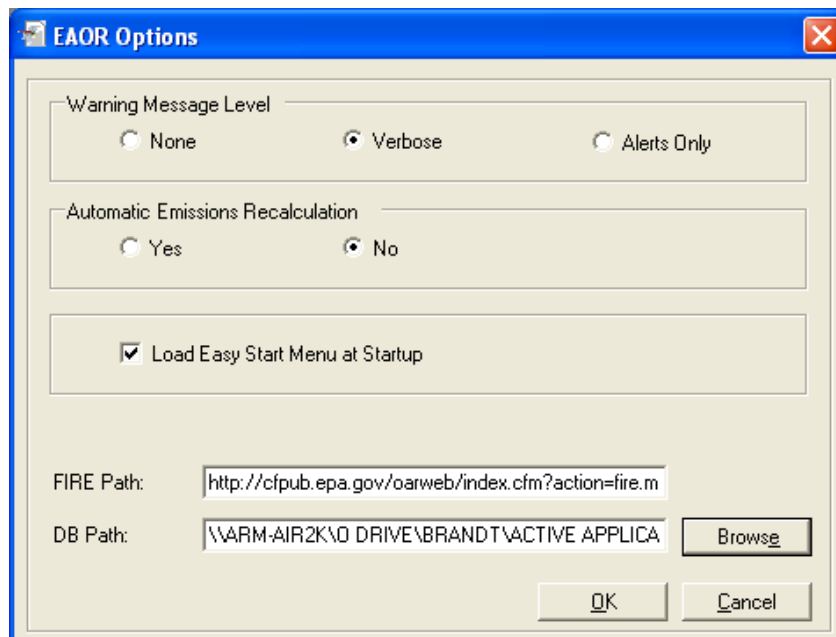
Appendix C – EAOR Network Installation

The following instructions are for installing EAOR for multiple users through the network. For installing EAOR on the first computer follow steps 1 through 7. For the installations on other computers after the first one, follow steps 8 through 14. If you are upgrading to a newer version of EAOR, please follow steps 15 through 17.

1. Install EAOR on the first local computer following the steps in Section II and III, found on pages 2 through 11, of these instructions.
2. Copy the Data folder from the local installation, usually this is in C:\Program Files\EAOR8 to the Network.



3. Go to File, Options and Browse or enter the network path in the **DB Path** field. In the Example below the network path is \\Arm-air2k\o drive\Brandt\Active Applications\EAOR\Data.



4. After you have entered the DB Path, click OK to continue.

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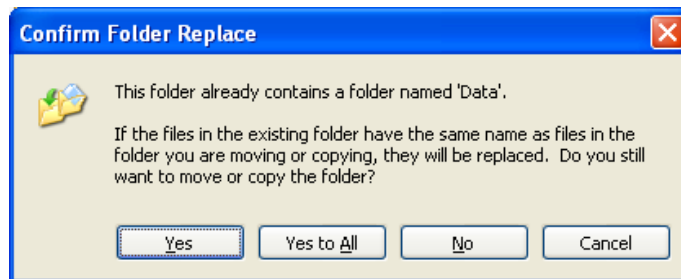
5. You should see the Changes to the Database location ... message as show below. Click OK.



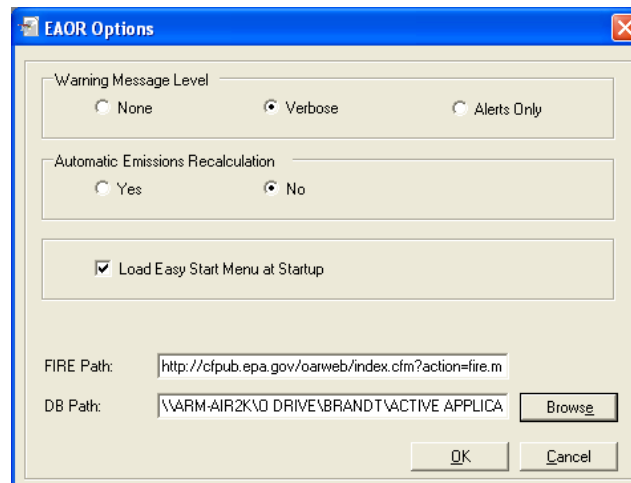
6. Exit EAOR.
7. Both the Network Database and the local database are updated; you need to have both Data directories.

For installations after the first one:

8. Install EAOR on the local computer.
9. Copy the Data folder from the Network to the local installation, usually this is in C:\Program Files\EAOR8. You will get a message similar to the one below. Click the Yes to All button.



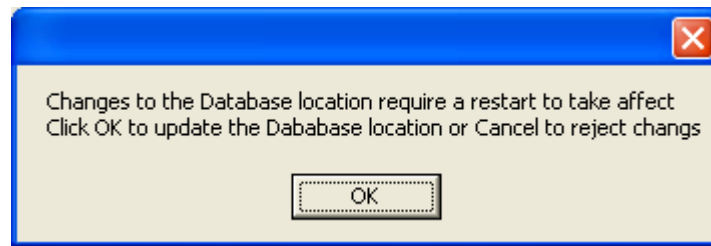
10. Go to File, Options and Browse or enter the network path in the **DB Path** field. In the Example below the network path is \\Arm-air2k\o drive\Brandt\Active Applications\EAOR\Data. Your network path will be different.



11. After you have entered the DB Path, click OK to continue.

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12. You should see the Changes to the Database location ... message as show below. Click OK



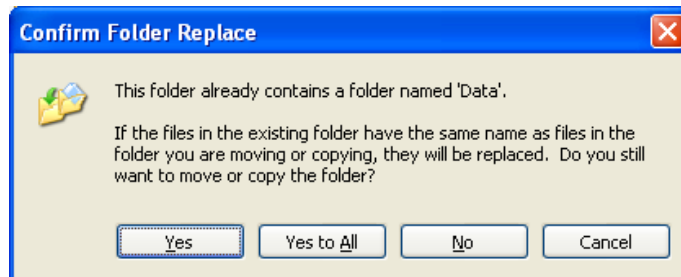
13. Exit EAOR

14. Both the Network Database and the local database are updated; you need to have both Data directories.

For installations that upgrade to a newer version of EAOR:

15. Install the newer version on the local computers to update the version.

16. Copy the Data folder from one of the local computers to the network. You will get a message similar to the one below. Click the Yes to All button.

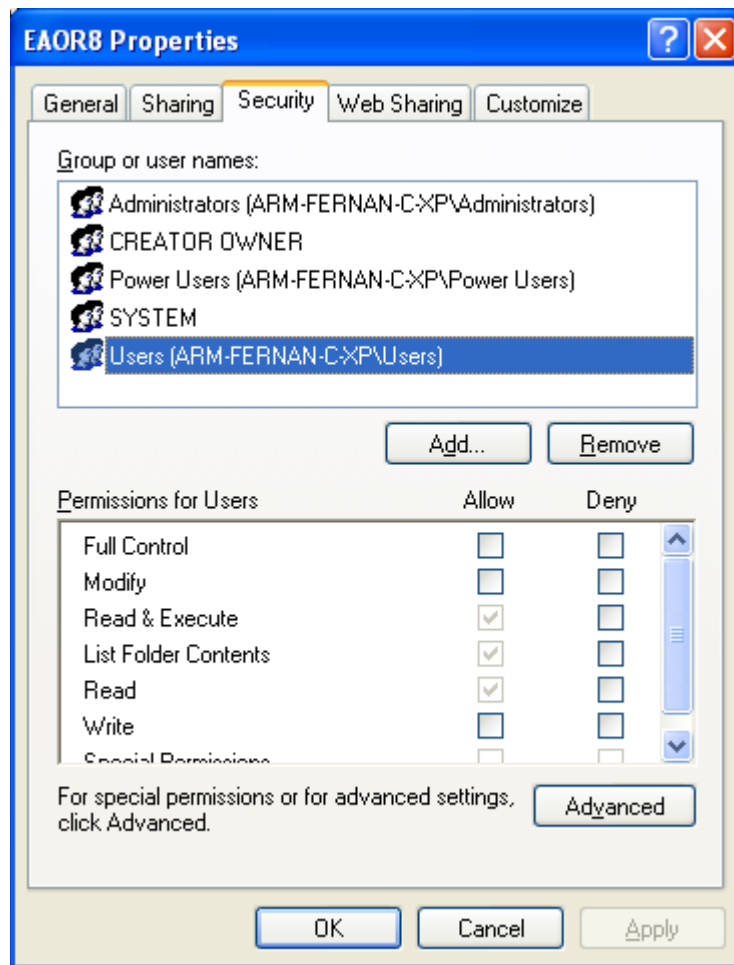


17. If in addition to updating the version of EAOR, you are also adding a new local computer to use the network version of EAOR, please follow the steps for installations after the first one, numbers 8 through 14.

Appendix D – EAOR Folder Permissions

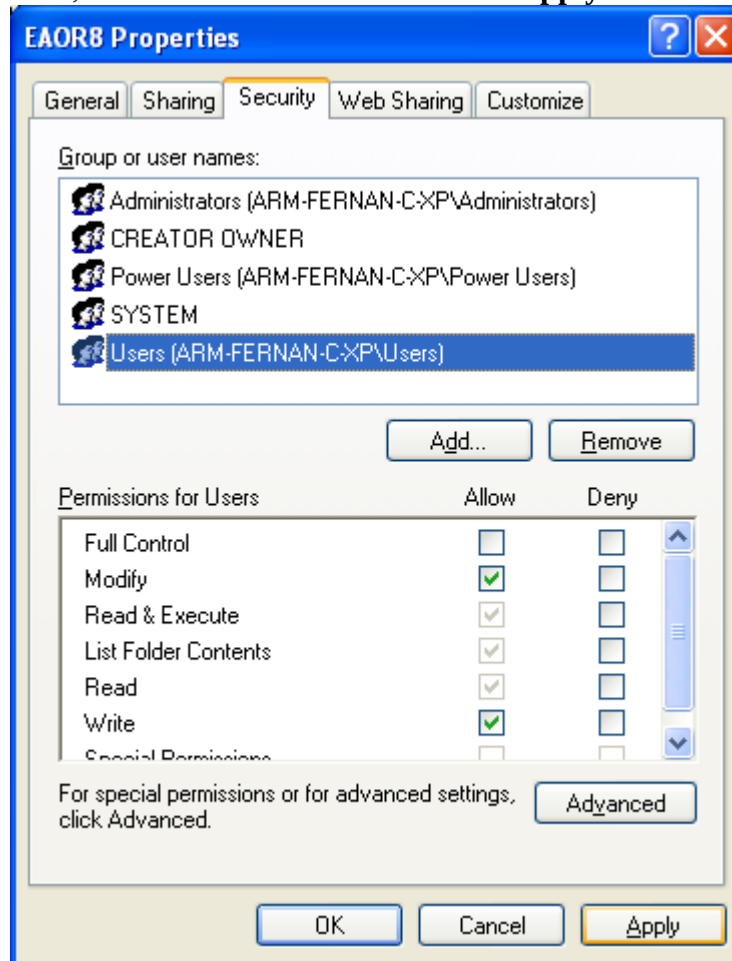
Case 1 Windows XP

1. Locate the following folder C:\Program Files\ and right click on the **EAOR8** folder and select the **Properties** option and select the **Security** tab.

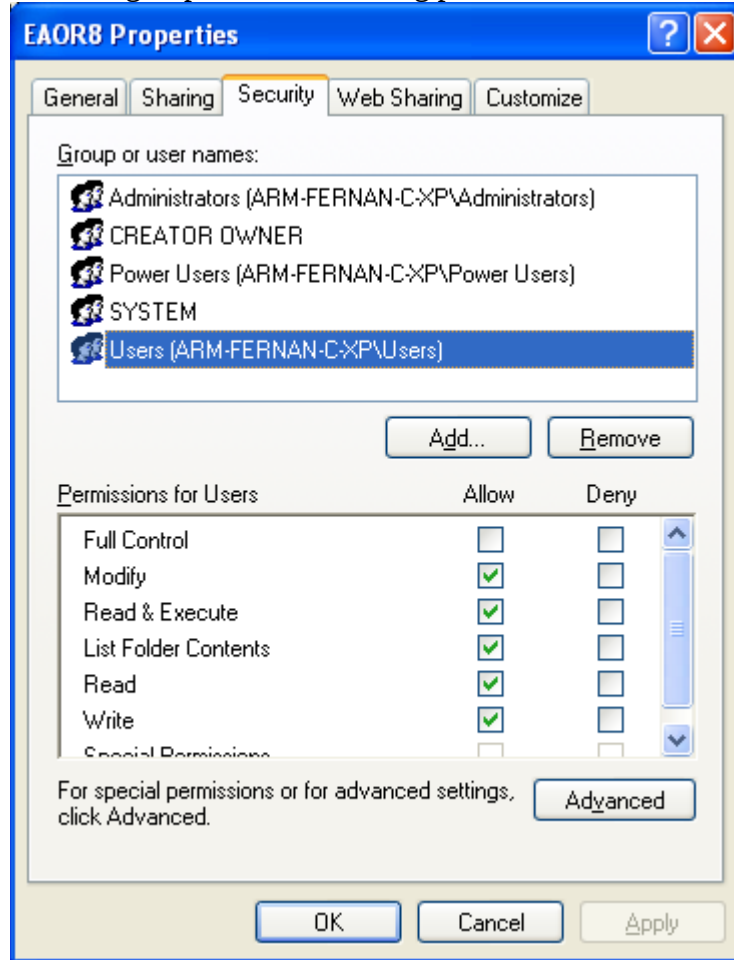


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2. Select the **Users** group and under **Permissions for Users** select Modify, Read & Execute, List Folder Contents, Read and Write then click on the **Apply** button.



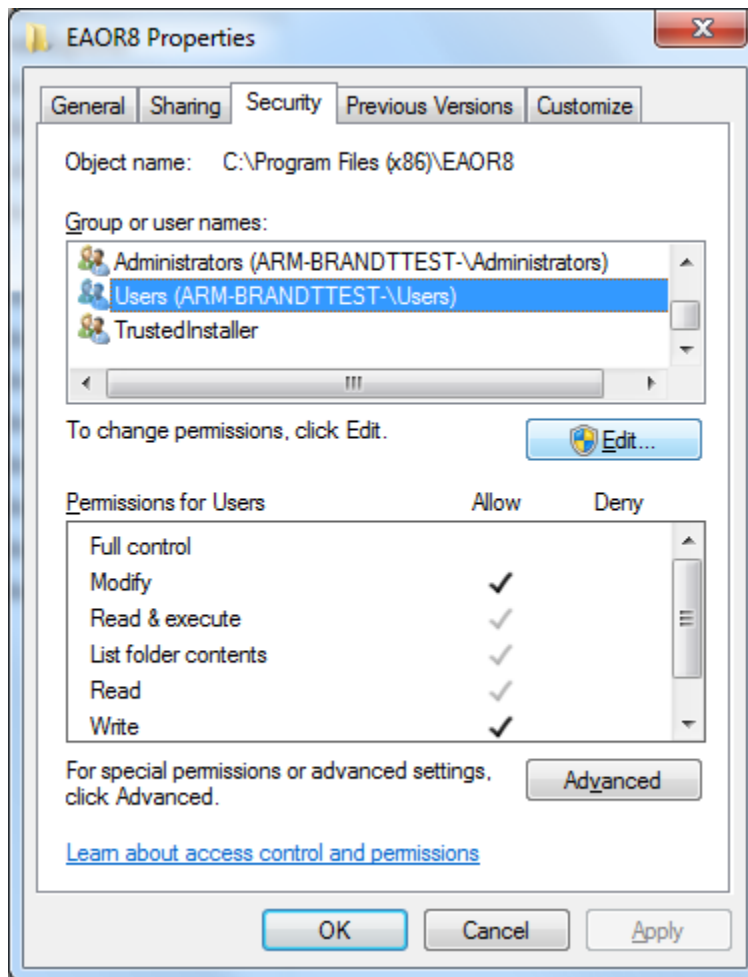
3. Verify that the Users group has the following permissions:



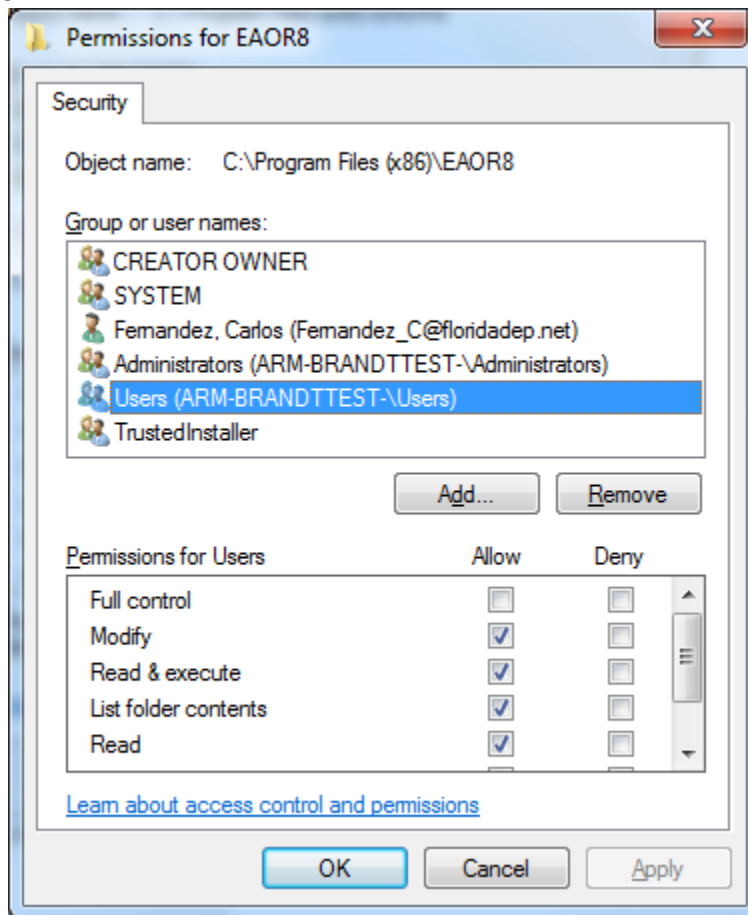
Case 2 Windows 7

1. Go to **C:\Program Files** (if you have the **32-bit** version of Windows 7) otherwise go to **C:\Program Files (x86)** (if you have the **64-bit** version of Windows 7) and right click on the **EAOR8** folder and select **Properties** and go to the **Security** tab.

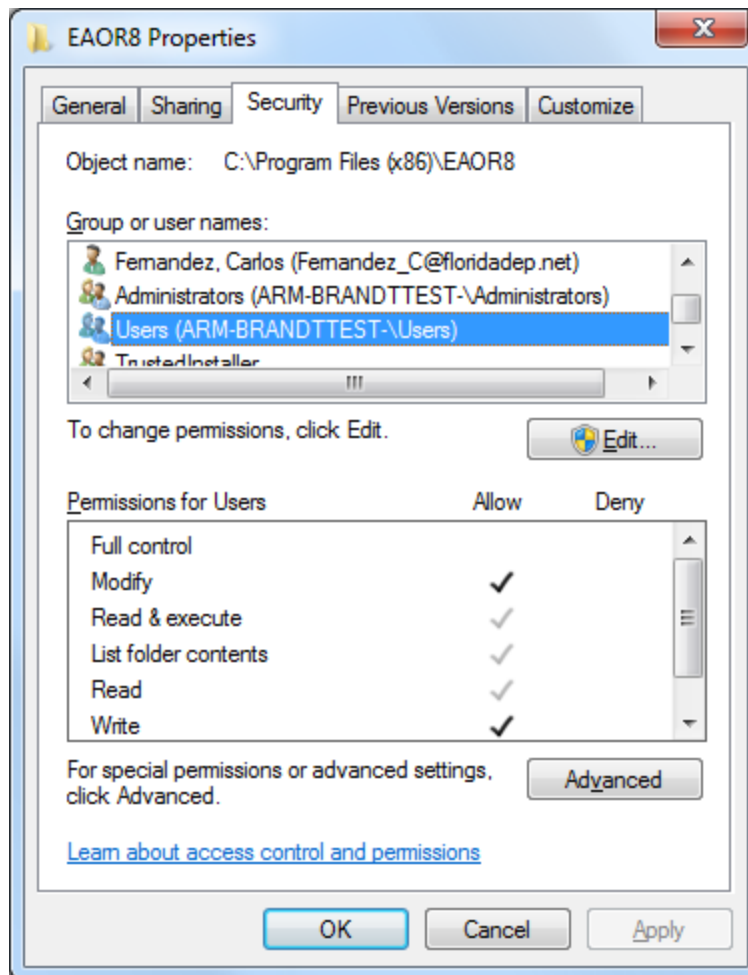
2. Select the **Users** account from the list and then click on the **Edit** button.



3. Select **Users** again from the list and click on the **Modify** check box then click on the **Apply** button



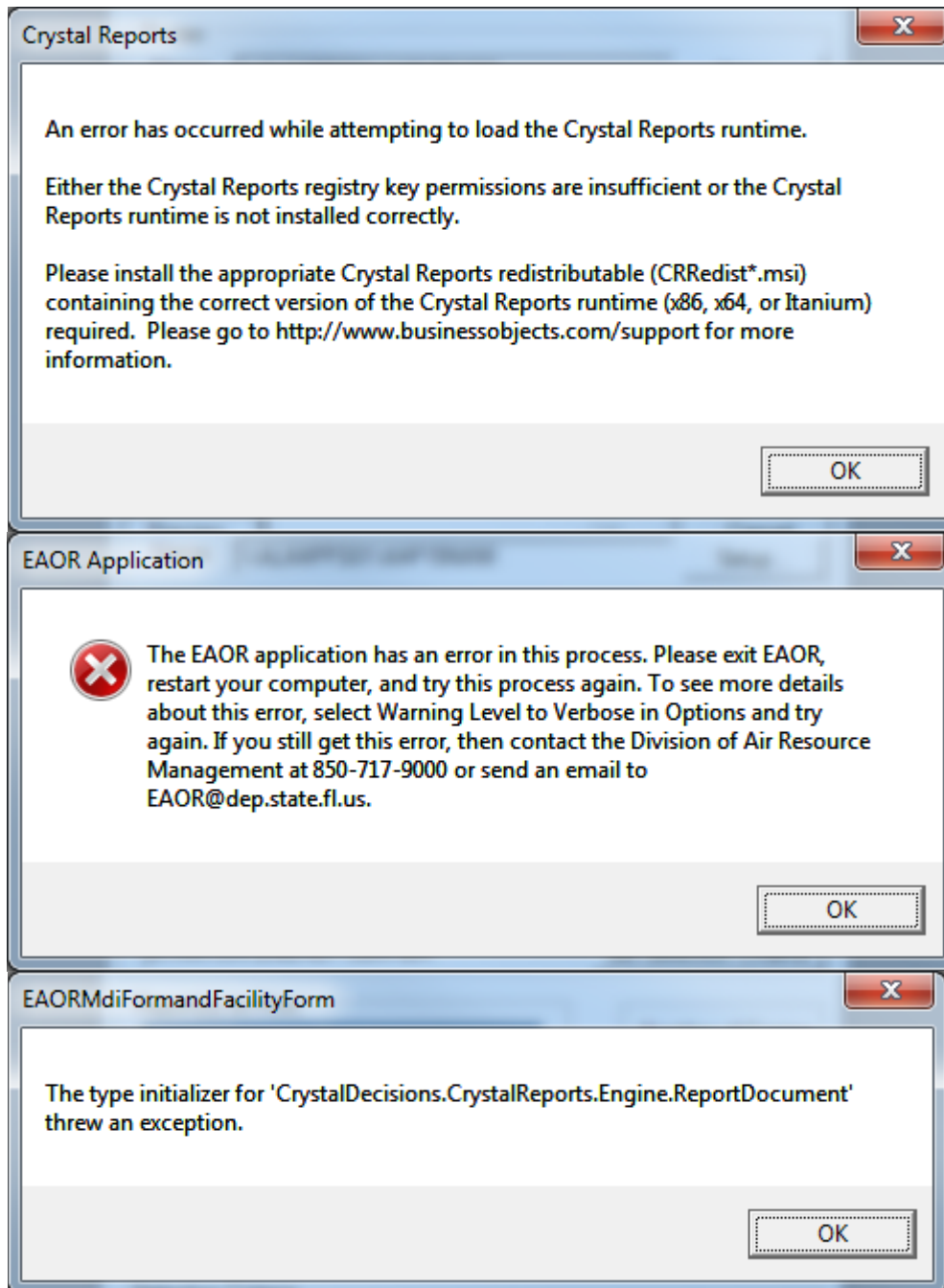
4. You'll be taken back to the dialog box in step 2. The **Users** permissions should match the permissions in the screenshot below.



Appendix E:

Crystal Reports Error Fix-1 and Fix-2

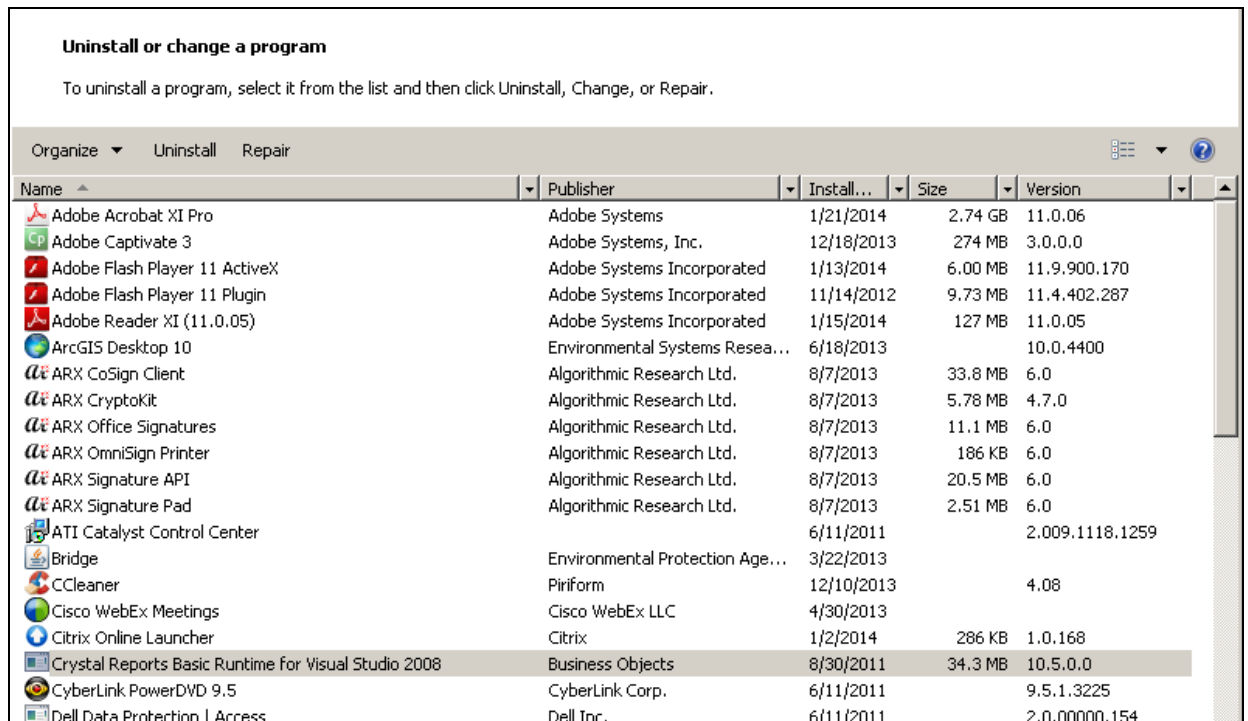
If you attempt to print/preview reports and/or submit your data file, and you receive the following series of similar error messages, please follow the steps below.



EAOR Version 2015-1 – Installation Instructions

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1. Uninstall Crystal Reports Basic Runtime for Visual Studio 2008.



2. Install the Crystal Reports 10.5 (x86) for [32-bit](#) software running on a [64-bit](#) OS (see link below):

https://smpdl.sap-ag.de/~sapidp/012002523100009351342008E/CRBasicVS2008_redist_x86.zip

3. Go back to your list of Programs from the Control Panel and confirm that item #2 has been installed.
4. Open EAOR and try to print/preview reports.

Crystal Reports Error Fix-2:

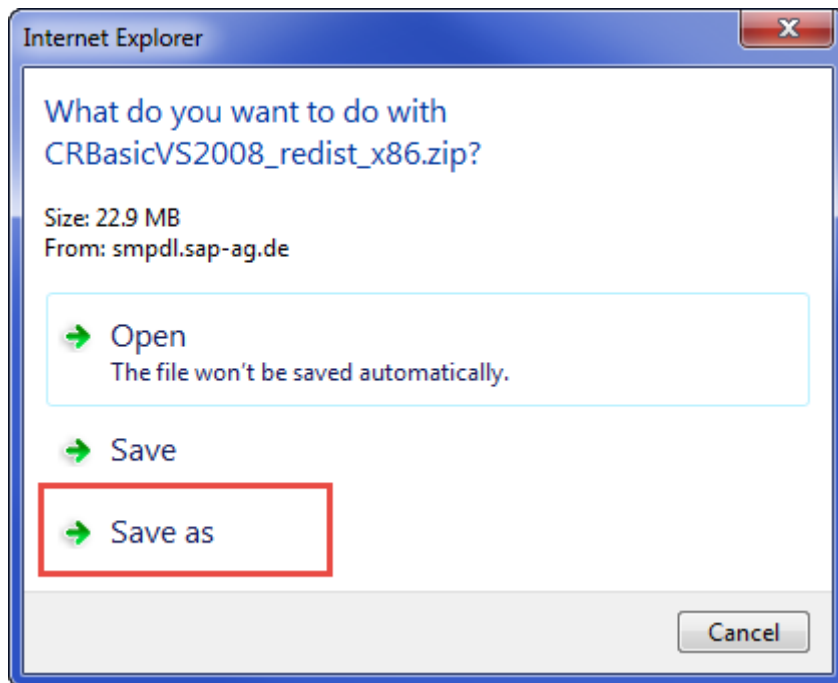
If you are not able to resolve the Crystal Reports Error through Appendix E – Crystal Reports Error Fix-1, then please try the following steps:

1. Uninstall Crystal Reports Basic Runtime for Visual Studio 2008: Go to Control Panel → Programs and Features → select Crystal Reports Basic Runtime for Visual Studio 2008 and uninstall. If the PC has Crystal Reports (CR) runtime version 10.5.0.0, then uninstall it and install CR runtime version **10.5.2.0**. Also, note that EAOR requires a [32-bit](#) CR runtime, not [64-bit](#).
2. Please confirm the program was completely uninstalled and is no longer in the Programs list.
3. Then install the Crystal Reports 10.5 (x86) for [32-bit](#) software running on a [64-bit](#) OS (see link below):

https://smpdl.sap-ag.de/~sapidp/012002523100009351342008E/CRBasicVS2008_redist_x86.zip

4. Go back to your list of Programs from the Control Panel and confirm that item #3 has been installed. *If you don't see it in your list of Programs, then please **save the .zip** file to your desktop (as shown below), unzip the file, and then double-click the file CRRedist2008_x86.msi

Select 'Save as'



Note: If you do not have .msi on the end of it, then double click on the one that's around 18,000 kb):

Name	Type	Compressed size	Password ...	Size
 CRRedist2008_x86.msi	Windows Installer Package	16,392 KB	No	18,192 KB
 CRRedist2008_x86_chs.msi	Windows Installer Package	880 KB	No	1,102 KB
 CRRedist2008_x86_cht.msi	Windows Installer Package	879 KB	No	1,101 KB
 CRRedist2008_x86_de.msi	Windows Installer Package	897 KB	No	1,118 KB
 CRRedist2008_x86_es.msi	Windows Installer Package	896 KB	No	1,118 KB
 CRRedist2008_x86_fr.msi	Windows Installer Package	897 KB	No	1,119 KB
 CRRedist2008_x86_it.msi	Windows Installer Package	897 KB	No	1,118 KB
 CRRedist2008_x86_jp.msi	Windows Installer Package	886 KB	No	1,108 KB
 CRRedist2008_x86_ko.msi	Windows Installer Package	884 KB	No	1,105 KB

In my Programs list, this is what I have on my PC (which is a 64-bit operating system):

EAOR Version 2015-1 – Installation Instructions

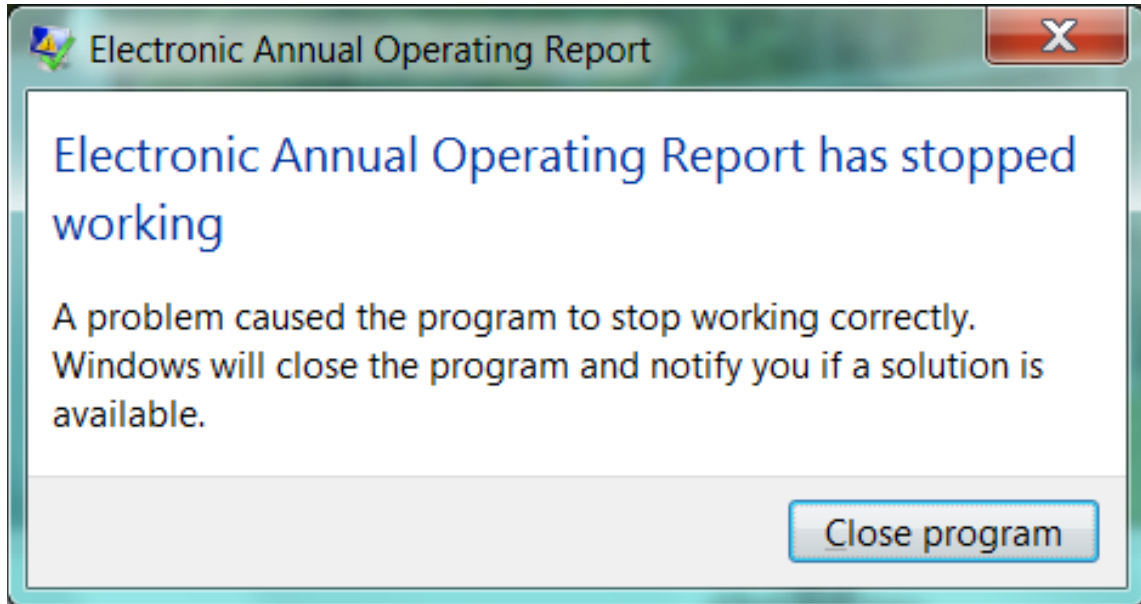
Last Updated: January 2017

 Crystal Reports Basic Runtime for Visual Studio 2008	Business Objects	12/3/2015	34.3 MB	10.5.2.0
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5. Then open EAOR Facility and try to Print/Preview Reports or Submit your data file.

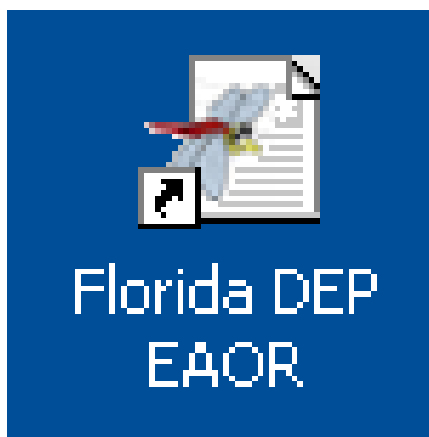
Appendix F – Random EAOR Errors:

If you seem to have a successful install of the EAOR software, but when you go to open the program, the following message appears:



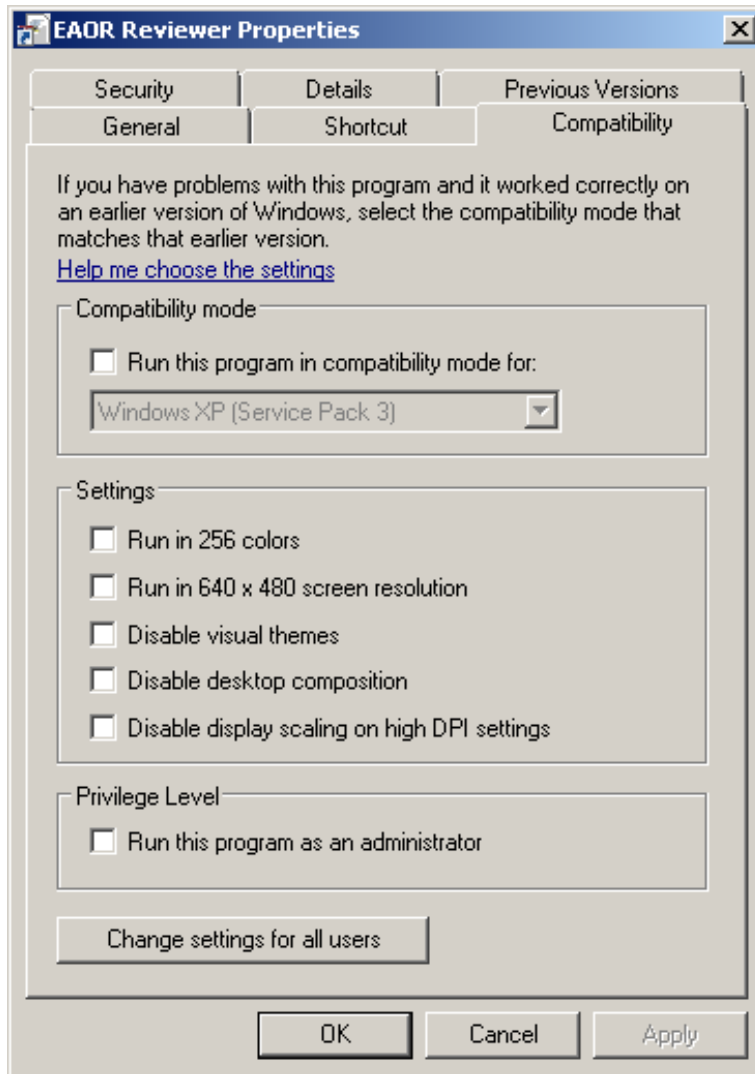
Please do the following:

1. Right click on the EAOR Facility icon on your desktop.



2. Select Properties.
3. Select the Compatibility tab.

4. Check “Run this program as an administrator.”



5. Click Apply and OK.
6. Try to open the EAOR program again.