

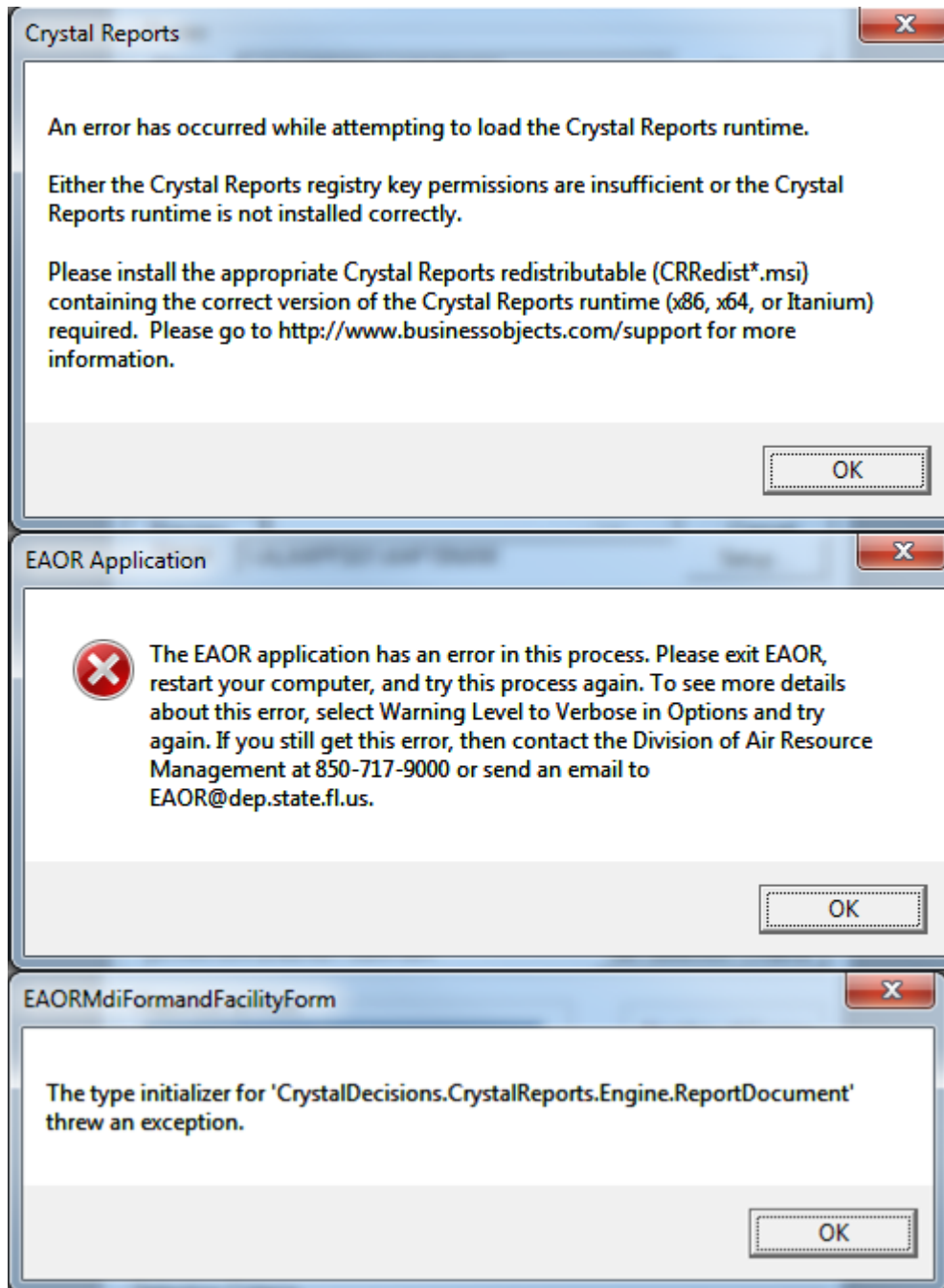
EAOR Crystal Report Issue and Solution

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If you attempt to print/preview reports and/or submit your data file, and you receive the following series or similar error messages, then please follow the steps below in Appendix E, and / or Appendix G, depending on the error messages you received:

Appendix E – Crystal Reports Error Fix (installing crystal reports)

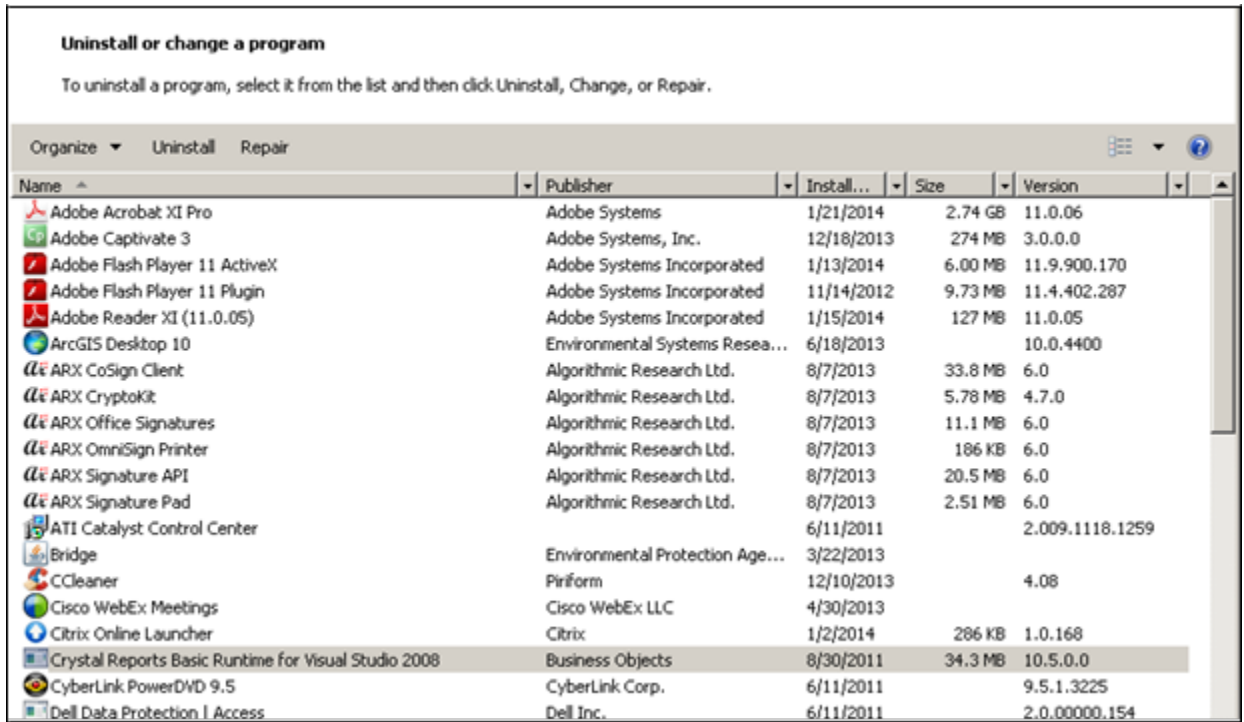
If you attempt to print/preview reports and/or submit your data file, and you receive the following series of similar error messages, then please follow the steps below.



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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):

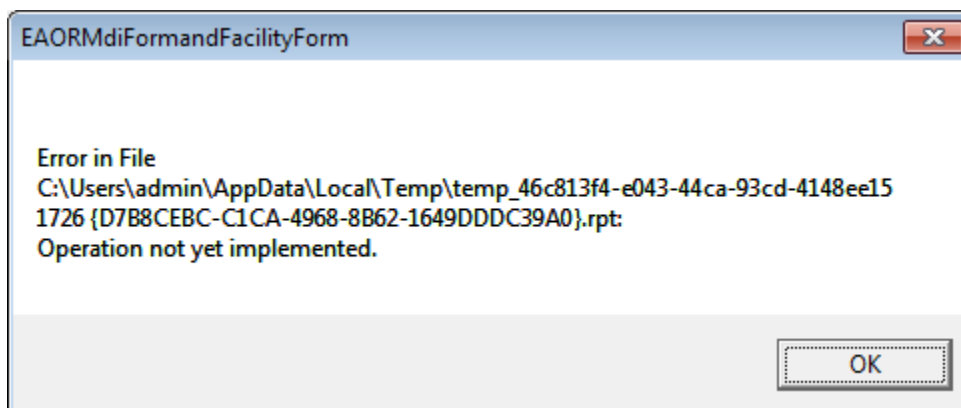
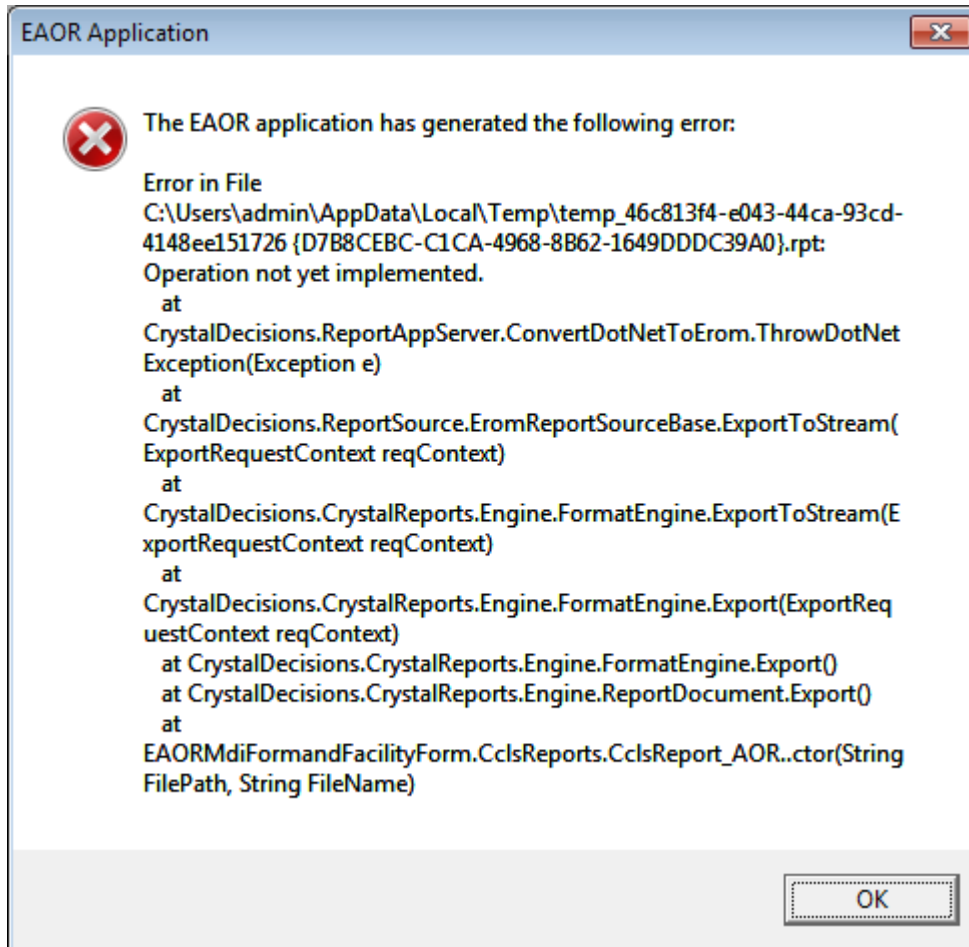
https://smpdl.sap-ag.de/~sapidp/012002523100009351342008E/CRBasicVS2008_redist_x86.zip

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.

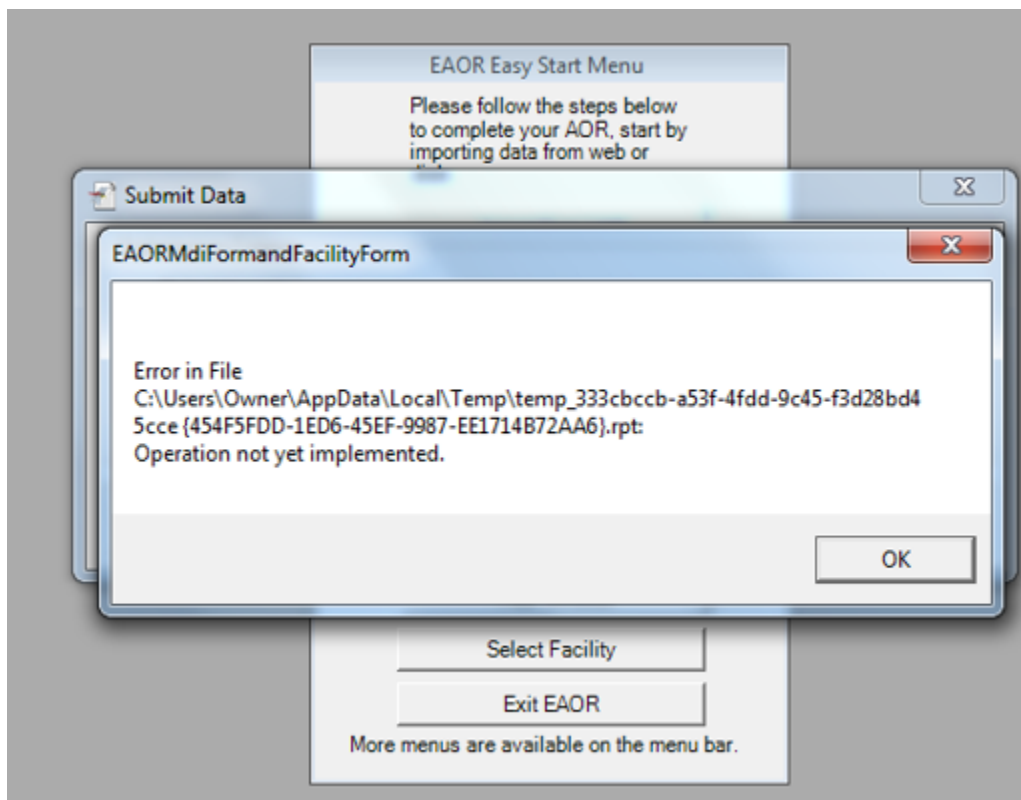
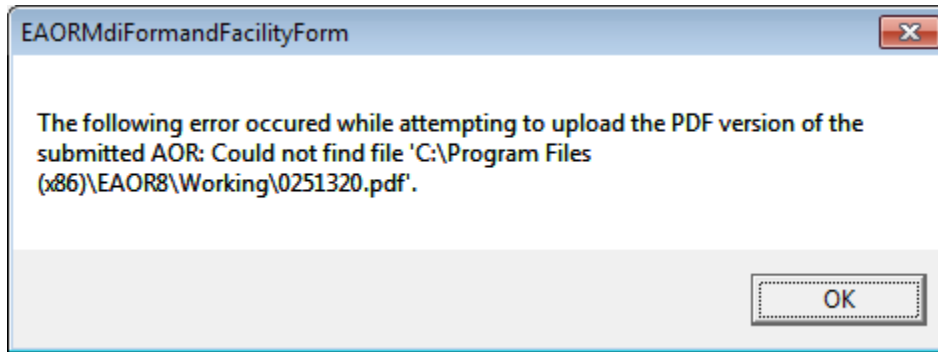
Appendix G – Crystal Reports Error Fix (for Windows Batch Update (KB3102429):

Errors below have been reported on Windows7 / Windows 8.1 Operating systems. Please follow the steps below if you have received similar errors when attempting to submit an EAOR:



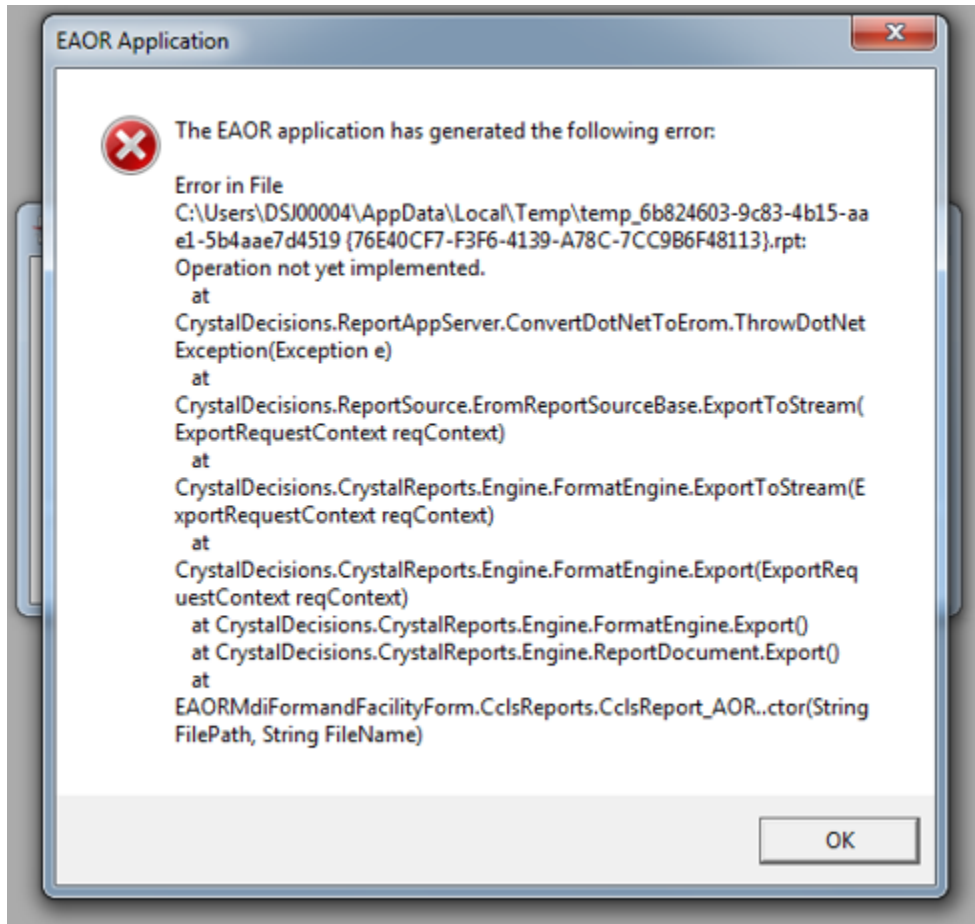
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If you receive errors similar to those above in Appendix G, then you will need to uninstall Microsoft Windows Batch Update KB3102429 (released November 17, 2015) or Install Windows Batch Update (**KB3102429**) which was released on [January 19, 2016](#).

You can update the batch (**KB3102429**) in the following two ways (you can follow either way):

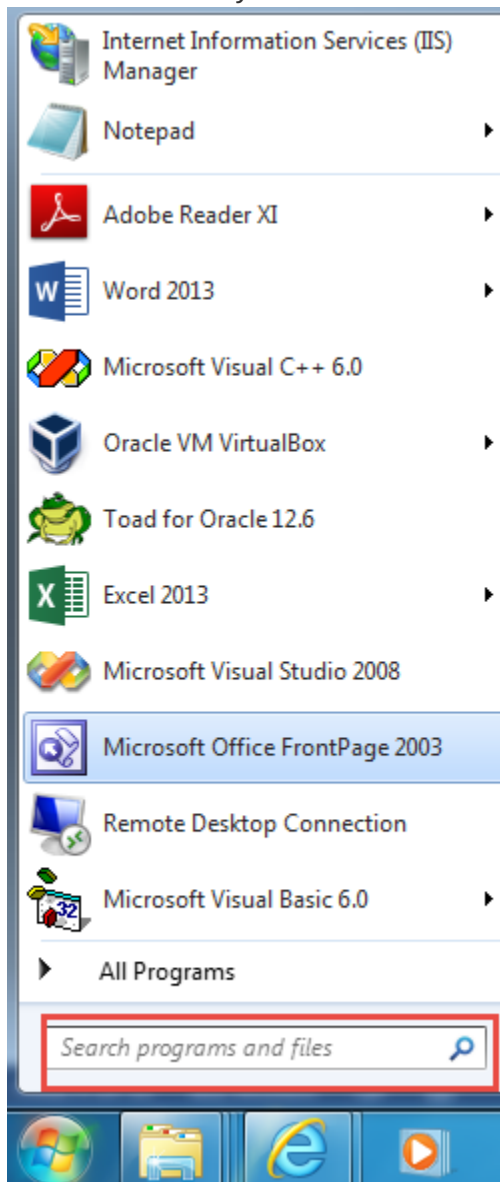
Install through Windows Update from your computer system

(Or)

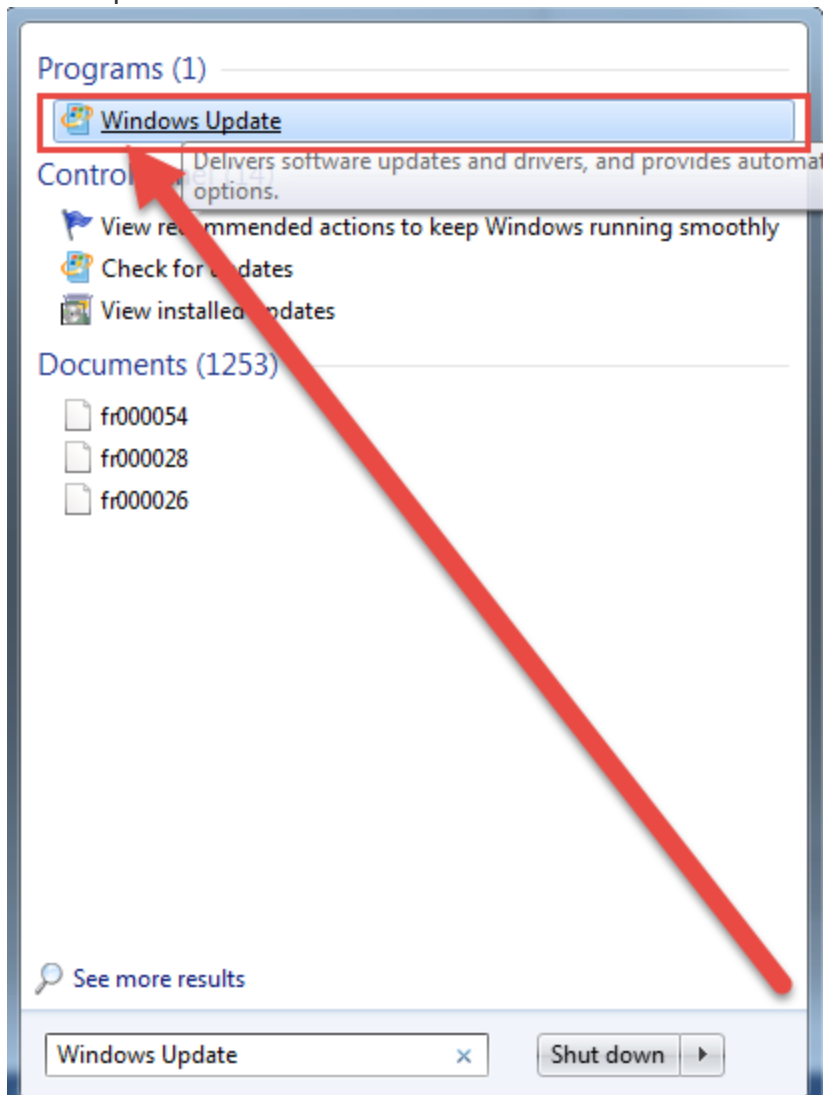
Download and Install from Microsoft Website

Install through Windows Update from your computer system:

- 1) Click Windows Symbol on task bar Start and enter “**Windows Update**” in search box



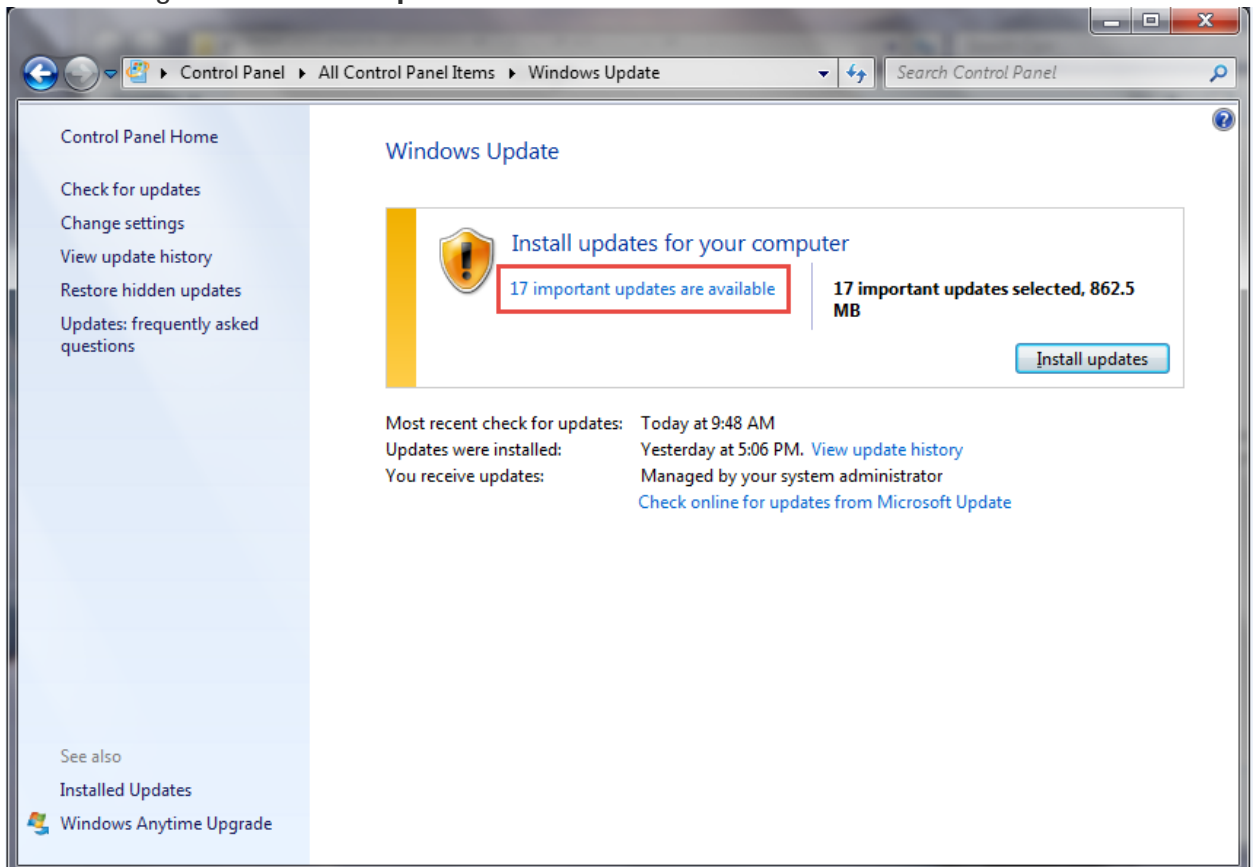
- 2) After typing "Windows Update" then it shows as below; then Click **Windows Update** to Install Updates.



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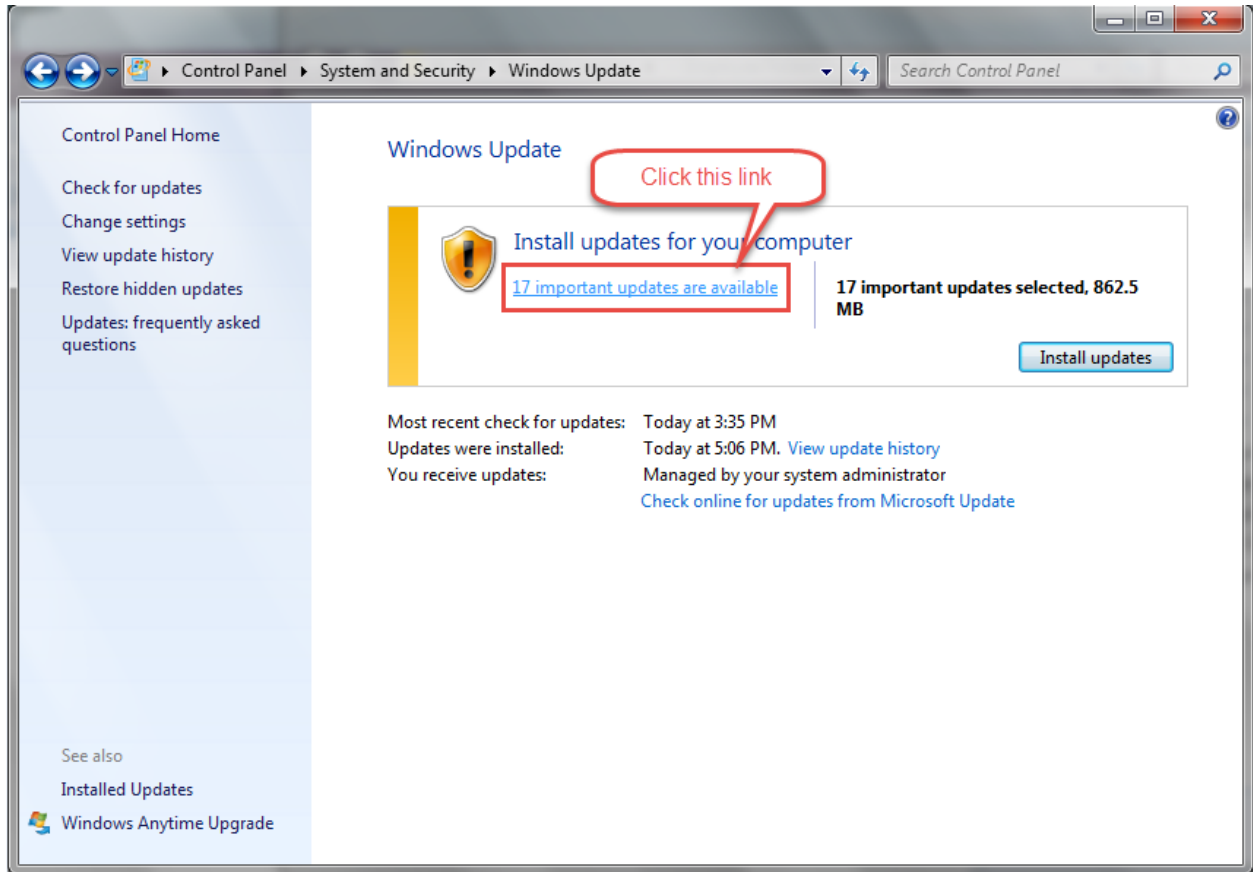
3) After clicking on “**Windows Update**” then it is shows as below



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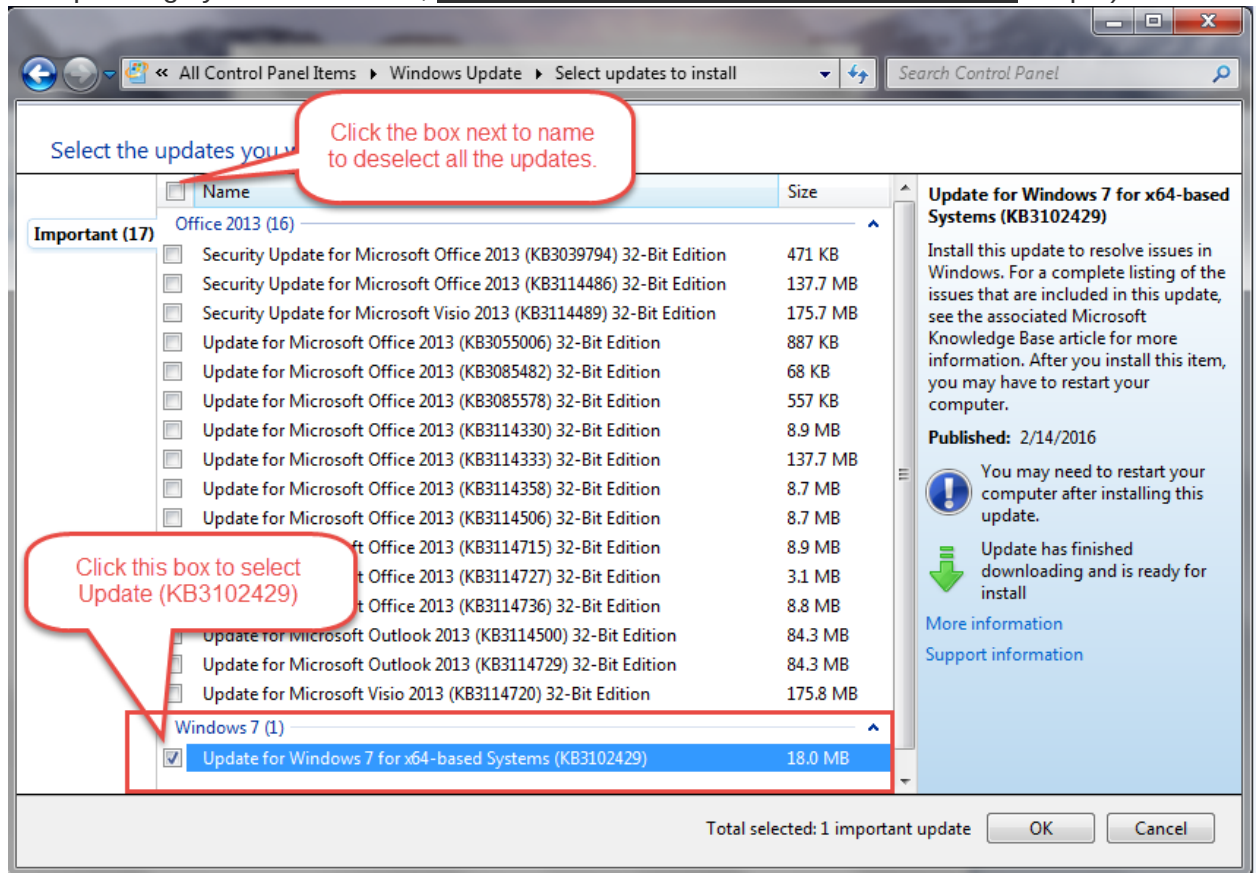
- 4) Click [xxx important updates are available](#) Link as shown below (xxx will Display a number based on your system and how many updates are available to update (eg.17))



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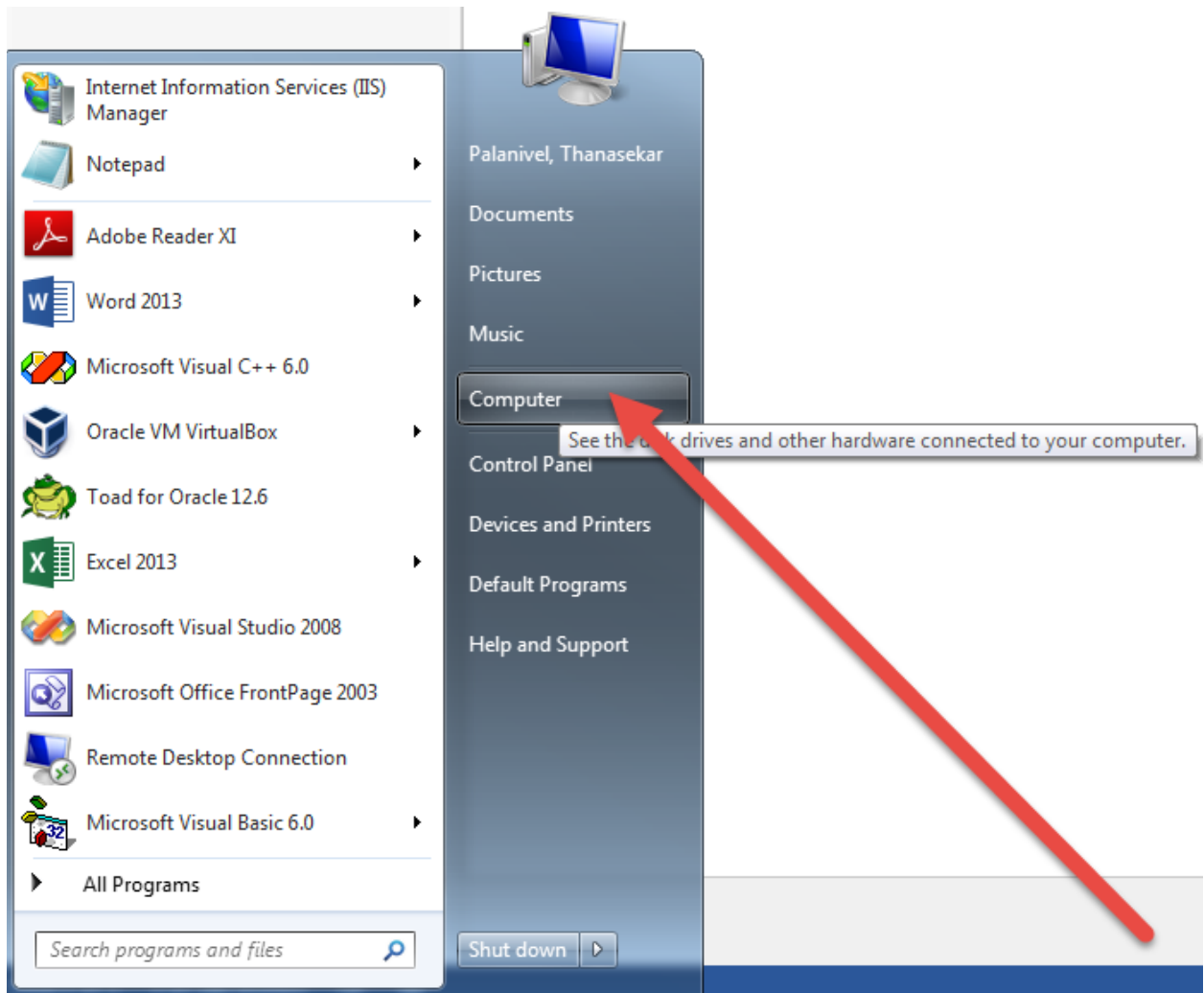
- 5) After clicking on **XXX Important updates are available** it shows as below, then select Batch Update (**KB3102429**) for your particular Windows operating system (i.e. for Windows 7, either 64-bit or 32-bit version of Windows 7 operating system (to determine the operating system see below, Download and Install from Microsoft Website Step 1).



- 6) After selecting the appropriate Windows update (KB3102429) then click OK to install the updates.
- 7) Once the Installation is successfully done, then restart the Computer, open EAOR and try print / preview reports, or create a submission file.
- 8) EAOR Submission Assistance: If you have questions or need assistance after following the above steps for crystal reports, then please contact us by phone at (850)717-9000 or email at eaor@dep.state.fl.us

Download and Install from Microsoft Website

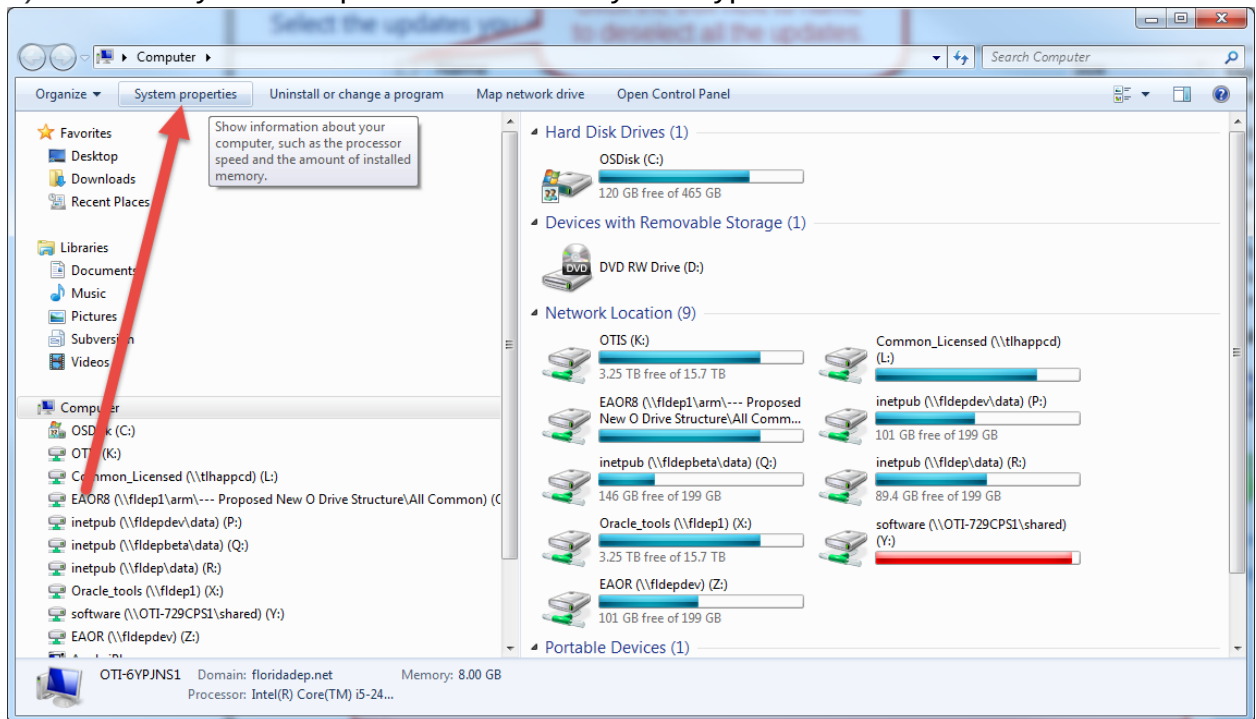
- 1) Determine if your system type is 32 bit or 64 bit:
 - a) Click the Windows Symbol on your task bar, Start, then click on Computer as shown below:



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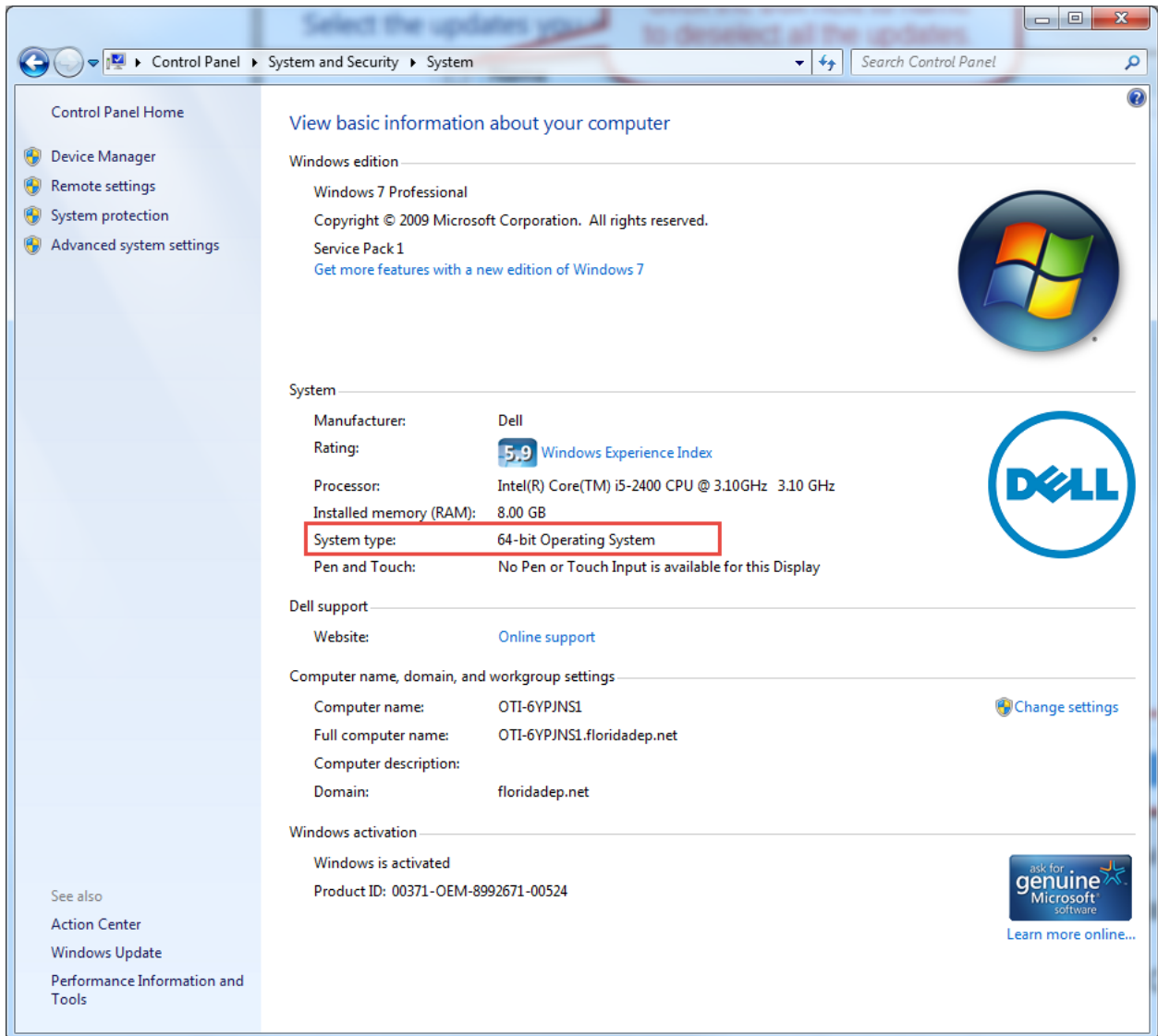
1. b) Click on System Properties to find the system type as shown below:



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- c) The system type for your computer will be displayed (in this example shown below, it is a 64-bit Operating System). If your computer system type is 64-bit, then continue to **Step 2)** below, or if 32-bit, then continue to **Step 3)**:



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- 2) If 64-bit, then Click <https://www.microsoft.com/en-us/download/details.aspx?id=49944>
Update for Windows 7 for x64-based Systems (KB3102429) and then it shows as below:

Update for Windows 7 for x64-based Systems (KB3102429)

Select Language:

Install this update to resolve issues in Windows.

Details

System Requirements

Supported Operating System

Windows 7 Service Pack 1

Install Instructions

1. To start the download, click the **Download** button and then do one of the following, or select another language from **Change Language** and then click **Change**.

- Click **Run** to start the installation immediately.
- Click **Save** to copy the download to your computer for installation at a later time.

Related Resources



Microsoft Edge

Go beyond browsing. Built for
Windows 10.

- 3) If 32-bit, then Click <https://www.microsoft.com/en-us/download/details.aspx?id=49948>
Update for Windows 7 for x86-based Systems (KB3102429) and then it shows as below:

Update for Windows 7 (KB3102429)

Select Language:

Install this update to resolve issues in Windows.

Details

System Requirements

Supported Operating System

Windows 7 Service Pack 1

Install Instructions

1. To start the download, click the **Download** button and then do one of the following, or select another language from **Change Language** and then click **Change**.

- Click **Run** to start the installation immediately.
- Click **Save** to copy the download to your computer for installation at a later time.

Related Resources



Microsoft Edge

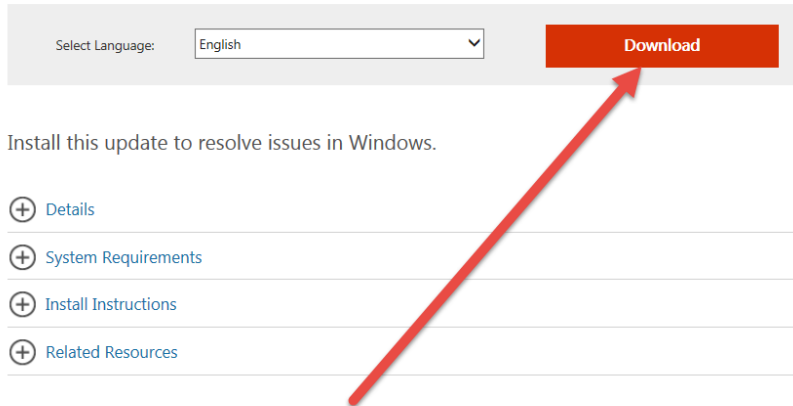
Go beyond browsing. Built for
Windows 10.

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4) Click Download button:

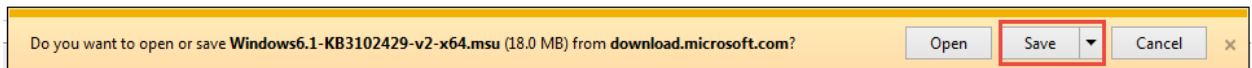
Update for Windows 7 for x64-based Systems (KB3102429)



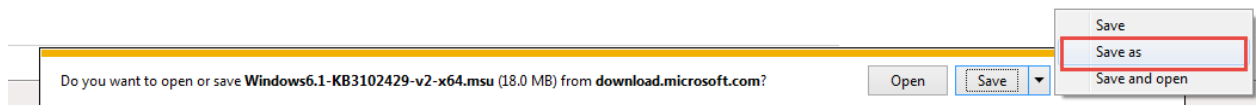
Microsoft Edge

Go beyond browsing. Built for Windows 10.

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



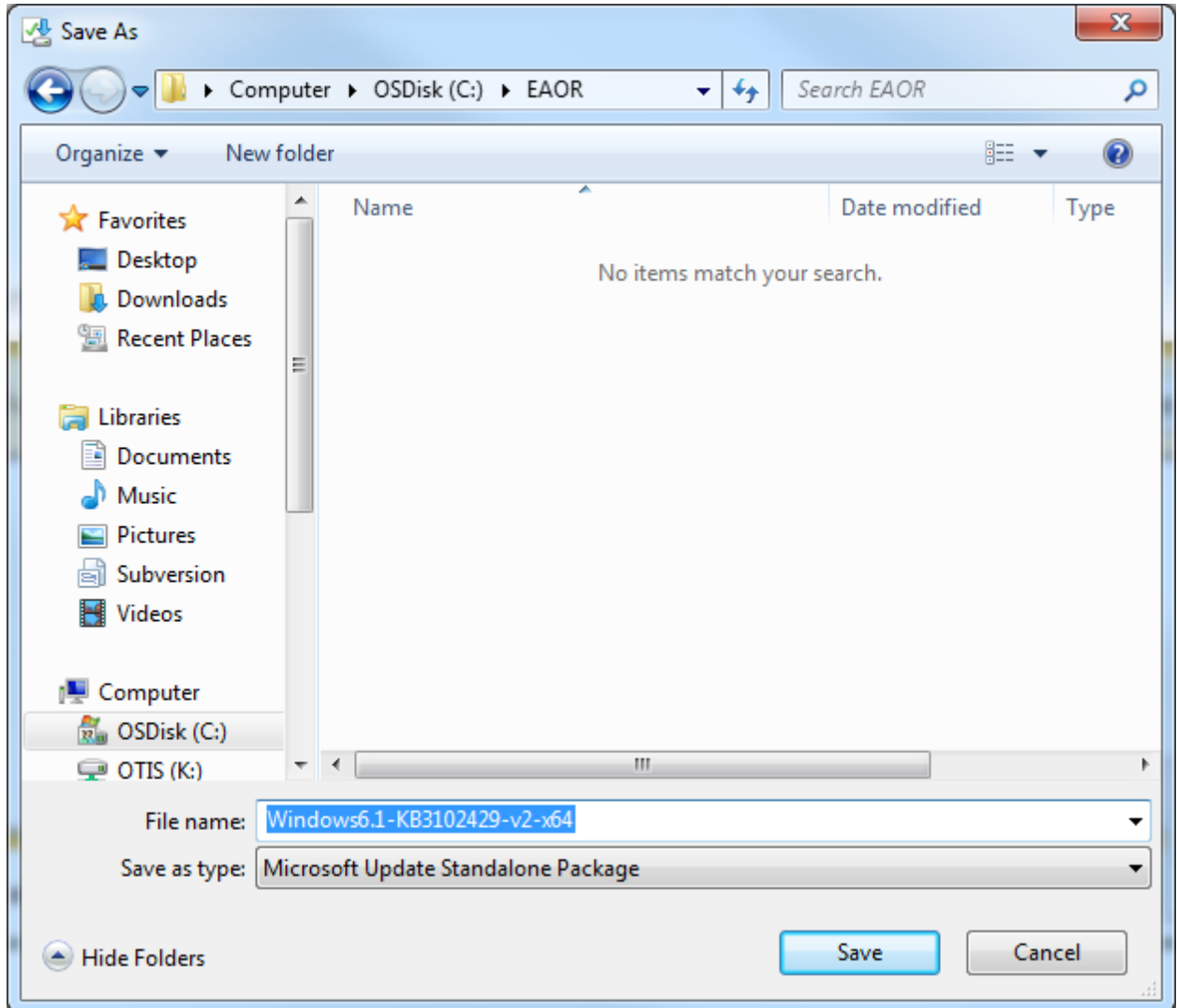
6) Click Save and Select Save as



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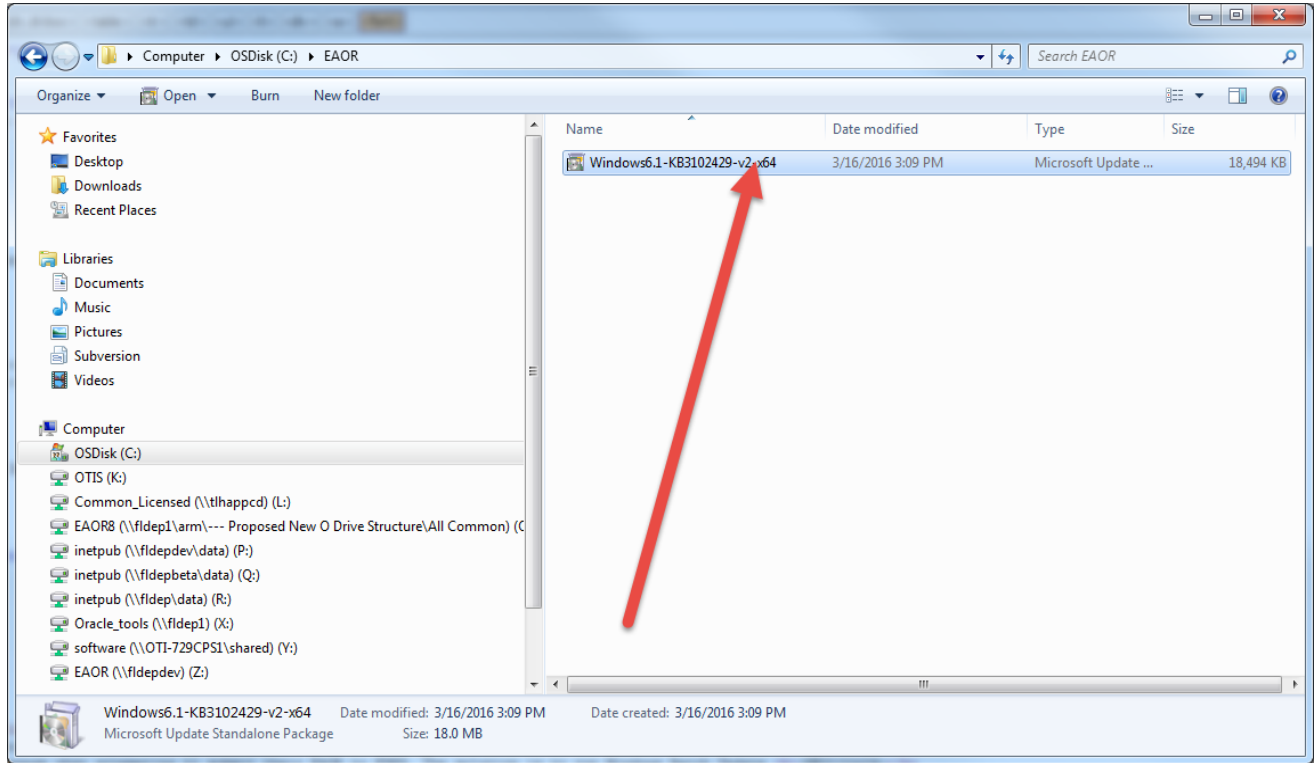
- 7) In the **Save As** box, select your Desktop or EAOR Default folder (**C:\EAOR**) or a temporary folder where you want to save the (**KB3102429**) Batch Update File.



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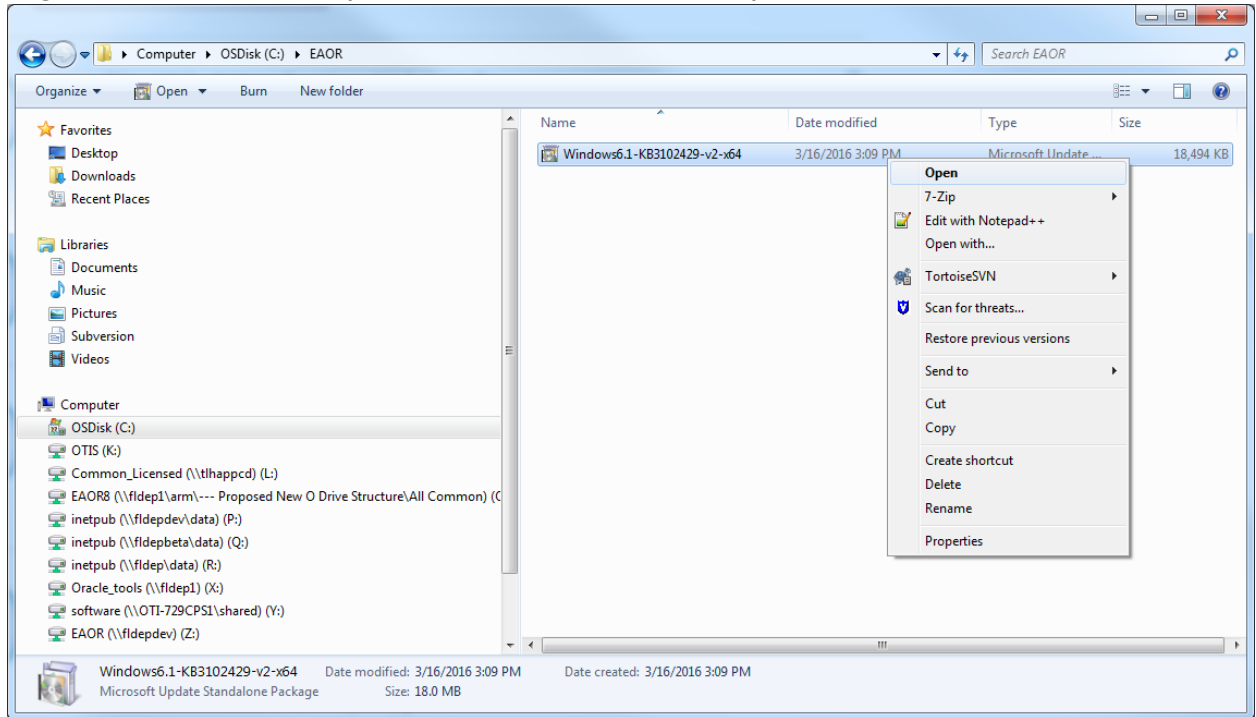
8) Once the Download is complete then it shows as below:



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- 9) Right click and Select Open to install the Windows Update file as shown below:



- 10) Once the Installation is successfully done, then Restart the Computer.

- 11) Open EAOR and try submitting your EAOR file.

- 12) EAOR Submission Assistance: If you have questions or need assistance after following the above steps for crystal reports, then please contact us by phone at [\(850\)717-9000](tel:8507179000) or email at eaor@dep.state.fl.us