

I. Installation Requirements

Before you begin - To install EAOR Reviewer Version 2016-1 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 Reviewer Version 2016-1. 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 Reviewer Version 2016-1 is to be installed. If the minimum requirements are not met, EAOR Reviewer Version 2016-1 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 Reviewer Version 2016-1 uses Microsoft Data Access Component (MDAC) 2.8 SP1 or later and .NET Frameworks 2.0 and 3.5 and **for DEP District Office users, the Oracle Client**. Microsoft provides MDAC and the .NET Framework and Oracle provides the Oracle Client at no charge.

MDAC is a framework of interrelated Microsoft technologies that allows programmers a uniform and comprehensive way of developing applications that can access almost any data store, and is required for **EAOR Reviewer Version 2016-1** 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 Reviewer Version 2016-1, you must have one of the following operating systems with Microsoft Internet Explorer 6 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)
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.
Conventional Mouse or other pointing device.

II. Obtaining the Installation File

1. You may download the EAOR Installation files from the DARM Intranet at https://fldep.dep.state.fl.us/arms_reports/eaor/. Click on the link labeled, “Download EAOR Reviewer Software”.

EAOR Reports	
<u>Version Information</u>	
1. Review Status Report	Description
2. Survey Report	Description
3. Survey Summary Report	Description
4. Download EAOR Reviewer Software	Description
6. AOR Missing Electronic Signature	Description
7. AOR Report Contact Mailing Labels	Description
8. AOR Electronic Signature Contact	Description

2. The “**Download EAOR Reviewer Software**” link takes you to the page that includes the installation file, Installation Instructions, EAOR Manual – Facility Version, EAOR Reviewer Supplemental Manual, Microsoft .NET Framework 3.5 Redistributable, and the Oracle 11g Client. Click on the link, “Download EAOR Reviewer Version 2016-1”.

EAOR Reviewer Version 2016-1 – Installation Instructions

December 2016

EAOR Reviewer Version 2016-1 Released December 8, 2016

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 Windows 8 or Windows 10 operating systems. This application has been developed to work with the Microsoft Internet Explorer web browser. It may or may not work with other web browsers.

[Download EAOR Reviewer Version 2016-1](#)

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_Reviewer_2016_1.exe file on your desktop to start the installation. **Please read the instructions very carefully to ensure the proper setup of the program.**

[Installation Instructions.](#)

[EAOR Reviewer Deskbook](#)

The EAOR Reviewer Deskbook is a compilation of procedures, tables, and other related information useful for EAOR Reviewers.

[EAOR Manual - Facility Version](#)

An updated manual for EAOR. Appendix A of this manual contains the instructions for DEP Form 62-210.900 (5).

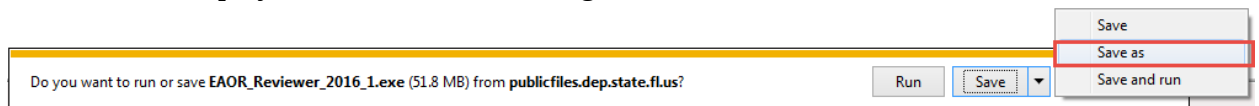
[EAOR Reviewer Supplemental Manual](#)

This is a supplemental guide to the EAOR Manual for EAOR Facility version. It covers features that are not in the Facility Version.

[Microsoft .NET Framework 3.5 Redistributable](#) Click this link if your computer needs the .NET Frameworks 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](#).

[Oracle 11g Client Software](#) For EAOR Reviewer **Network** users only: Click this link to download the Oracle 11g Client Software if you don't already have this software installed on your PC. Make sure to follow the instructions in the **installation instructions** document above. This software is only required for EAOR Reviewer **Network** users. If you're an EAOR Reviewer Local program user you don't need this software to use EAOR Reviewer. Supported Operating Systems: Windows Server 2003, Windows XP Professional, and Windows 7.

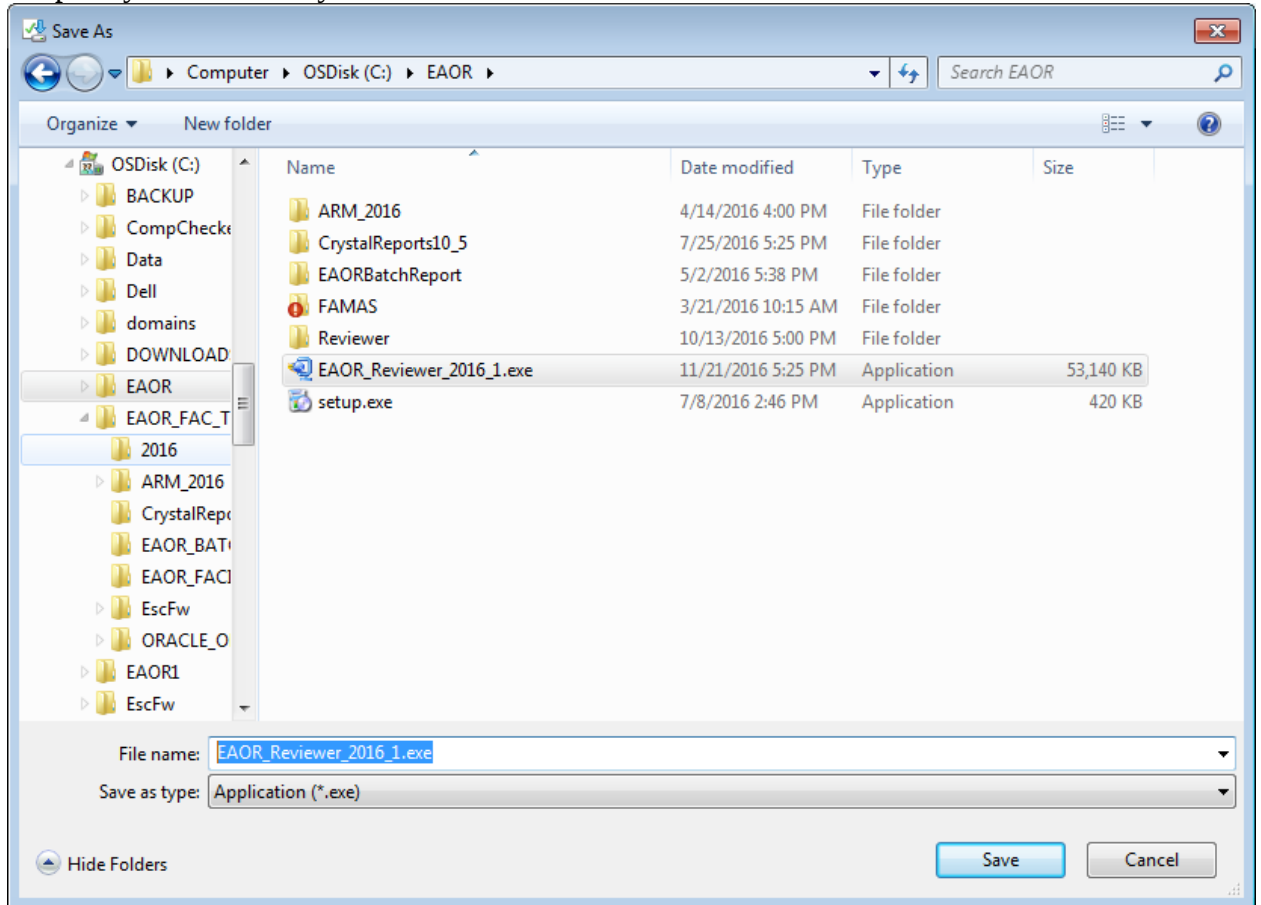
3. The link will display a File Download message box. Click on the **Save** button.



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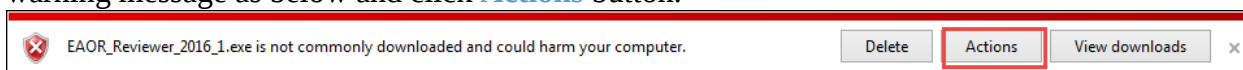
4. In the **Save As** box, select your Desktop or EAOR Default folder (C:\EAOR) or a temporary folder where you want to save the EXE/Extracted files.



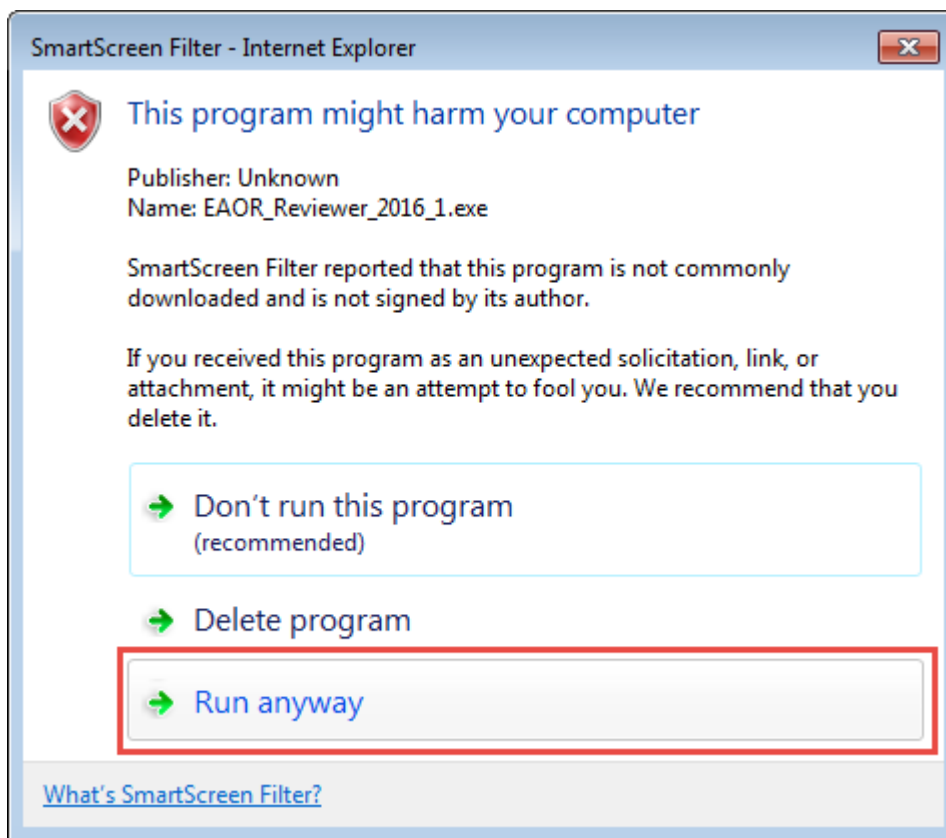
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Once the **Save** is complete then you will see the security scan and then show the warning message as below and click **Actions** button.

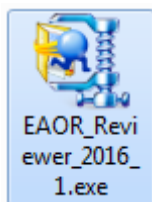


Once the click the Actions button then it will show the SmartScreen Filter and then select **Run anyway** option as below if you want run immediately, otherwise select **Don't run this Program** if you are decided to run to later.



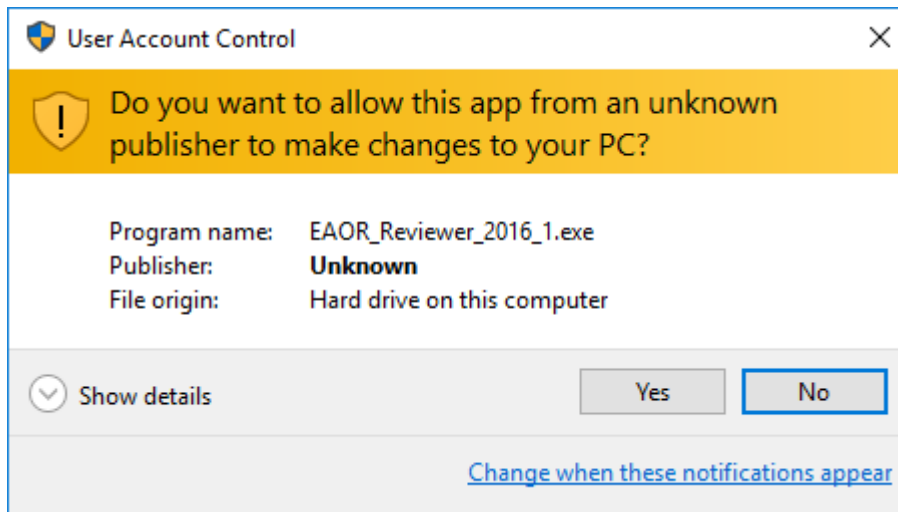
III. Begin the Installation Process

1. Once the installation file is downloaded to your local computer, double click on the file that says EAOR_Reviewer_2016-1.exe installation icon that is shown below.

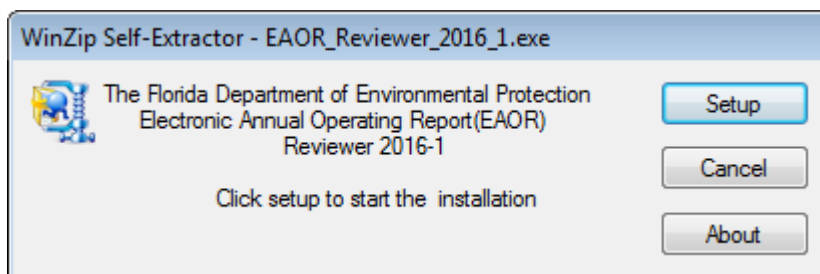


2. Double clicking on the file name or icon will open the installation message box that is shown below. Click Yes.

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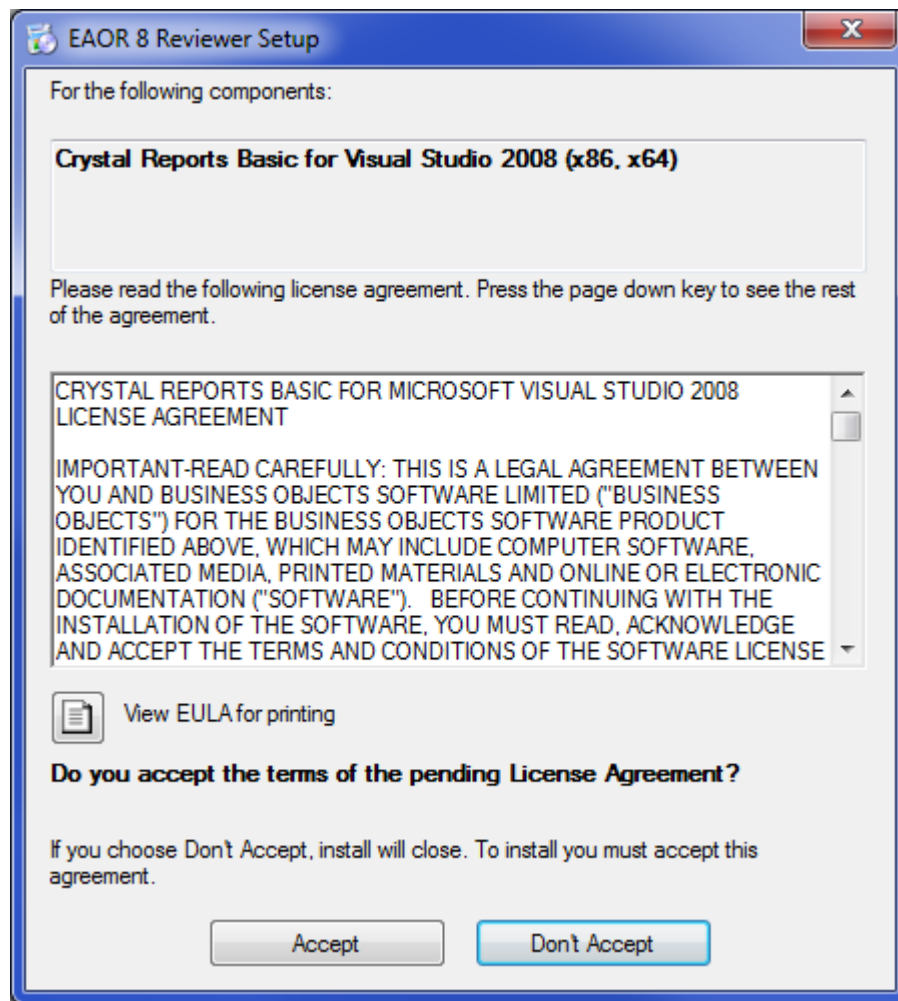
3. Click on the **Setup** button to start the installation process.



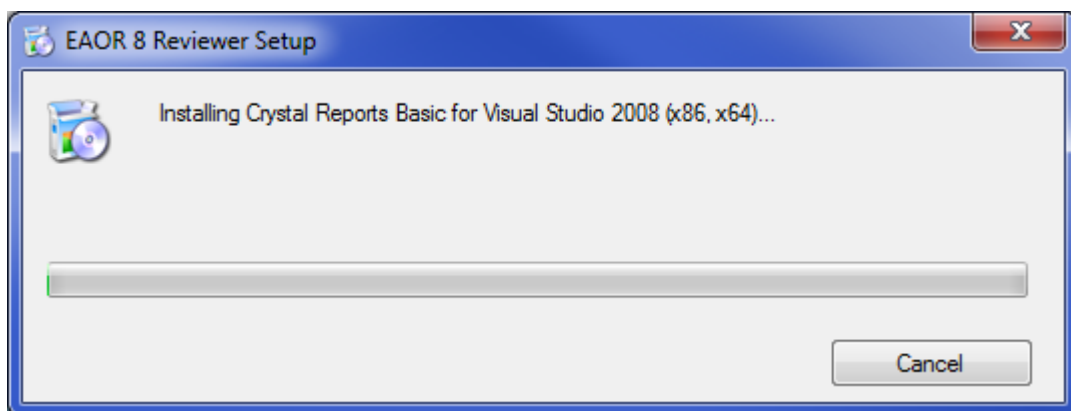
4. if the application **Crystal Reports Basic for Visual Studio 2008** is not already installed on your PC you'll see the following message otherwise you'll see the message in step 9 (go to step 9).

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

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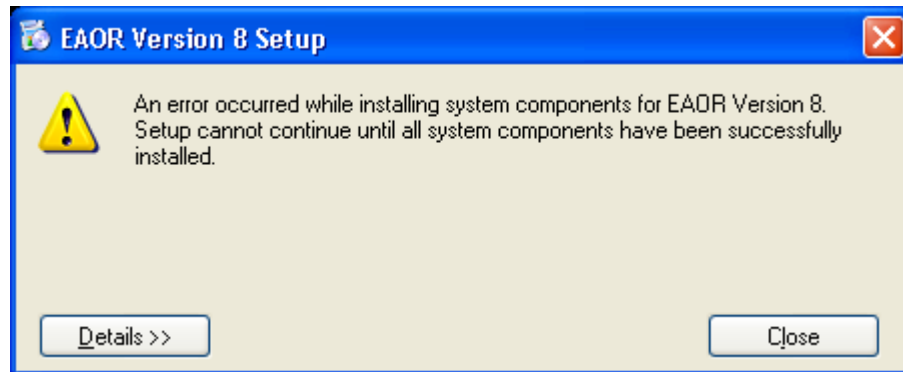
5. When you click on the **Accept** button on the window above you'll see the following dialog box.



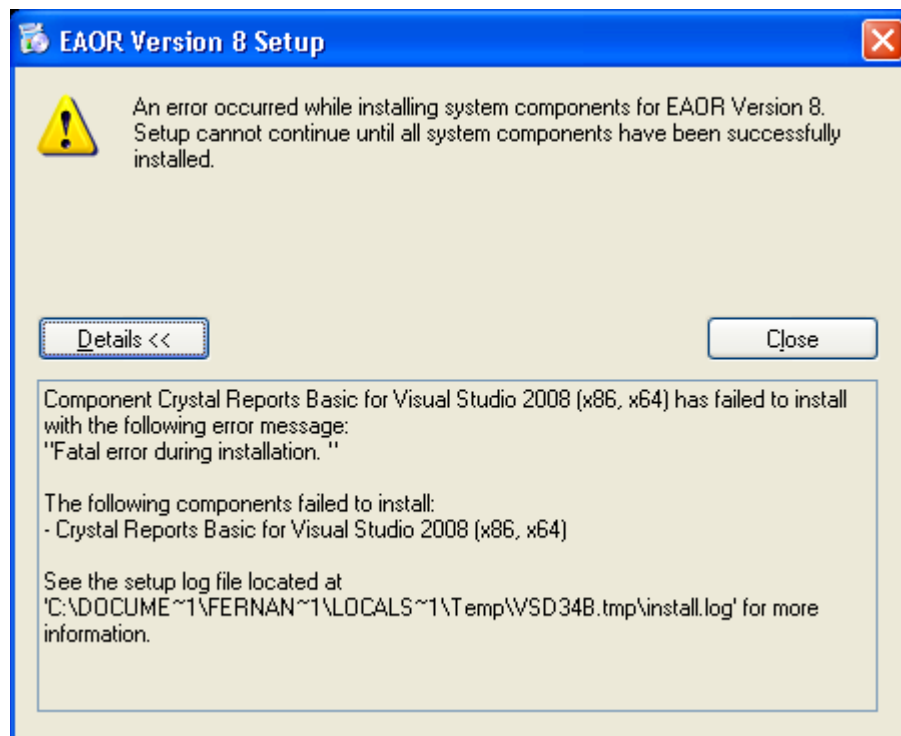
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6. If .Net Framework 2.0 is **NOT** installed on your PC you'll see the following message. Otherwise you will see the message in **step 11**.



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

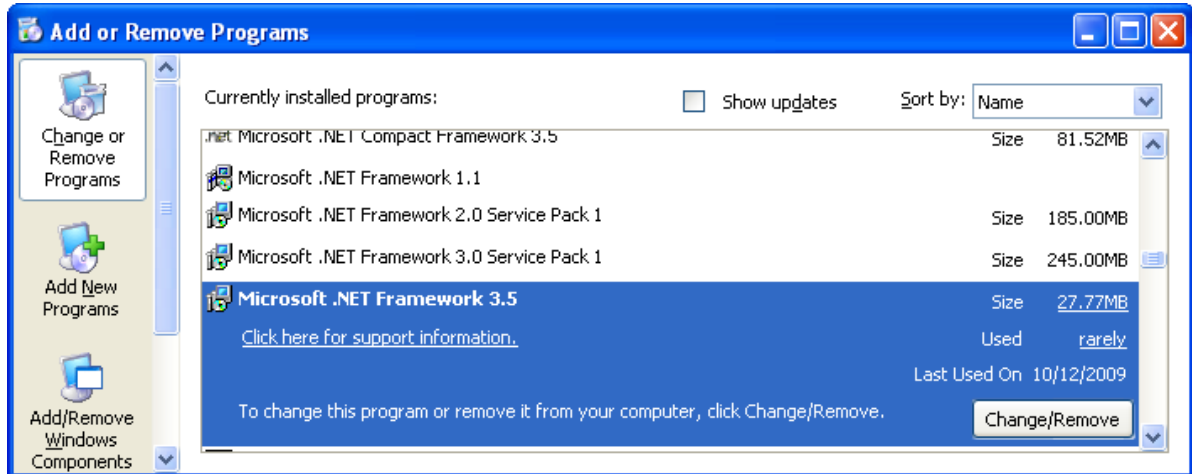


7. Click on the **Close** button to close the error dialog box.
8. If .Net Framework 3.5 or .Net Framework 3.0 is installed on your PC and .Net Framework 2.0 **is not** installed, you must uninstall .Net Frameworks 3.0 and 3.5. Go to step 9 to do this otherwise go to step 10.

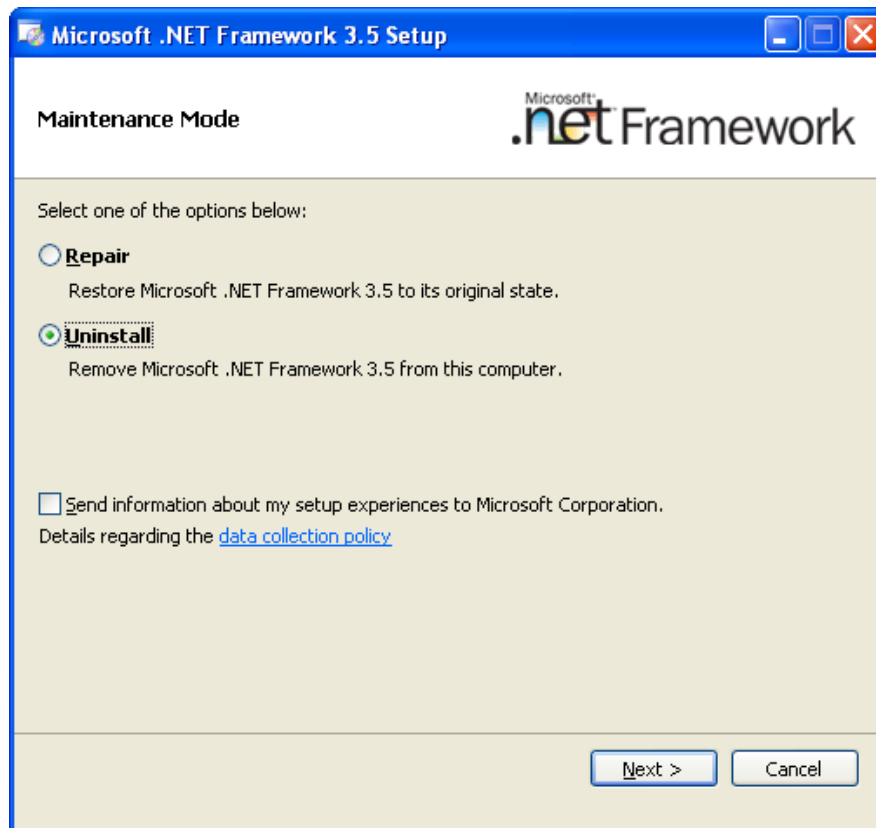
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9. Remove both .Net Frameworks 3.5 and 3.0 before proceeding to the next step. To remove .Net Framework 3.5 and or 3.0 go to Start → Control Panel → Add or Remove Programs and select .Net Framework 3.5 from the list and then click on the **Change/Remove**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



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

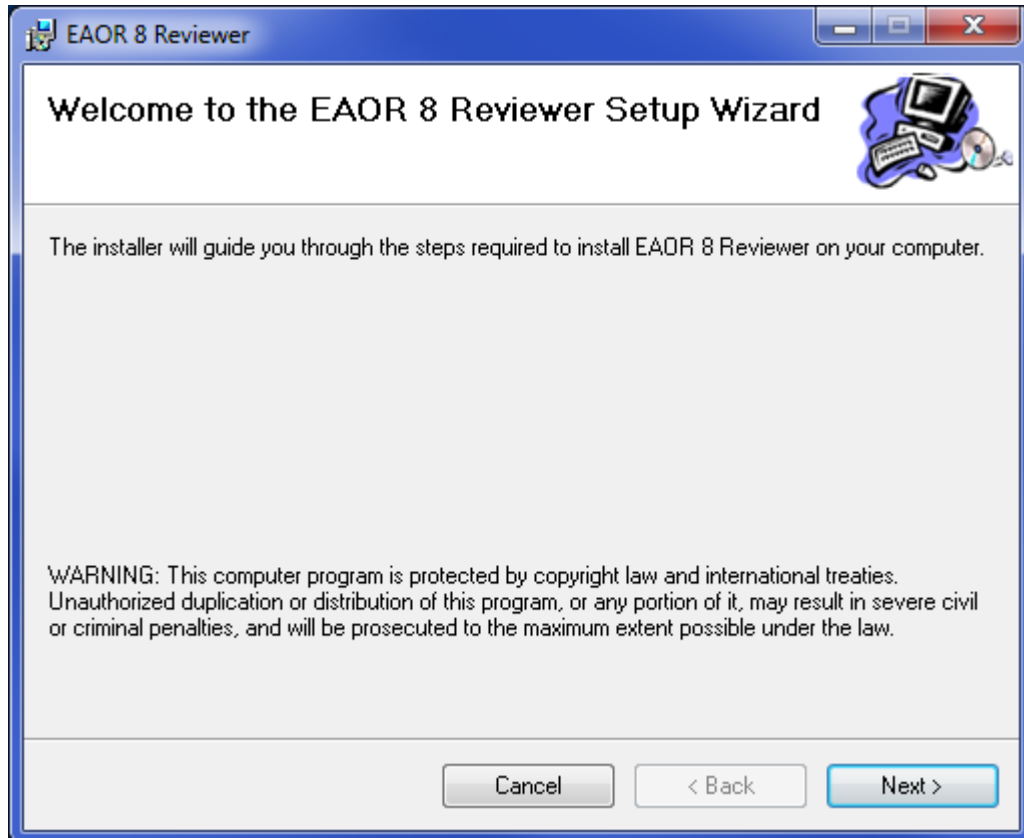


Once .Net Framework 3.5 has been successfully removed repeat this step for .Net Framework 3.0 if it's also installed on your PC.

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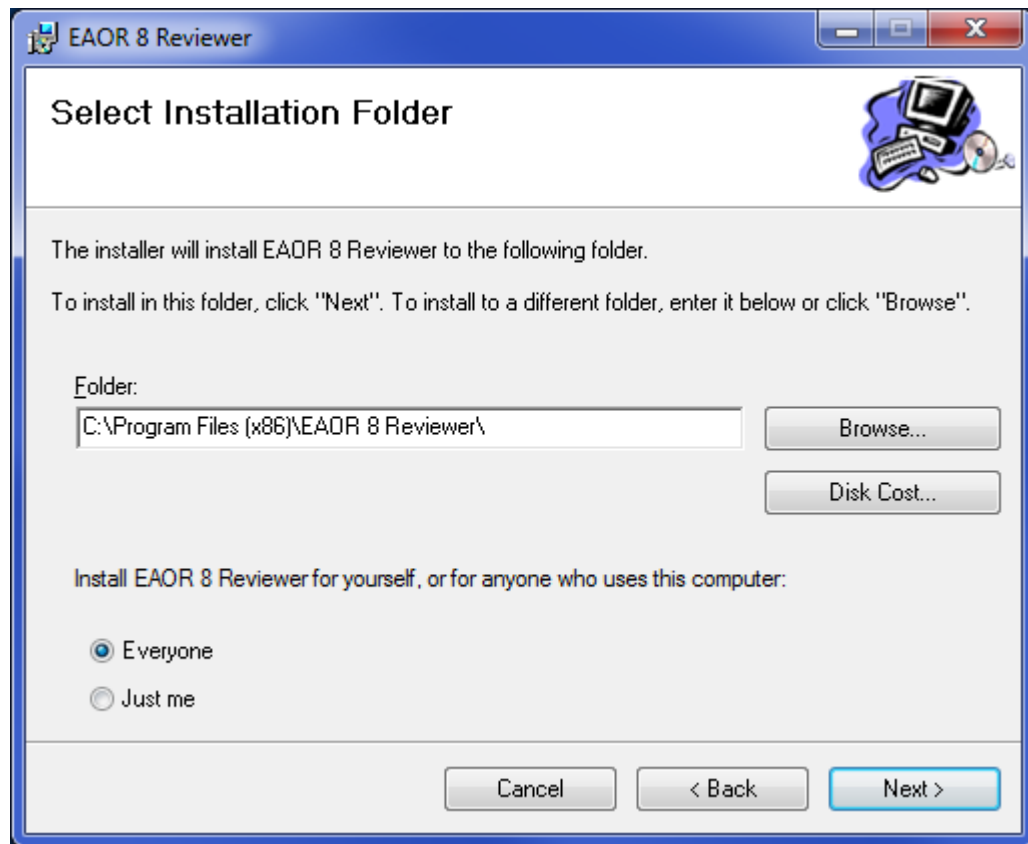
10. You'll need to install .Net Frameworks **2.0** and **3.5** before proceeding with the EAOR installation process. To do this go to the **EAOR Software Download** page at https://fldep.dep.state.fl.us/arms_reports/EAOR/Software/Download.asp and then go to **Appendix B** in this manual and follow all 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.
11. You will see the Welcome message, as shown below.



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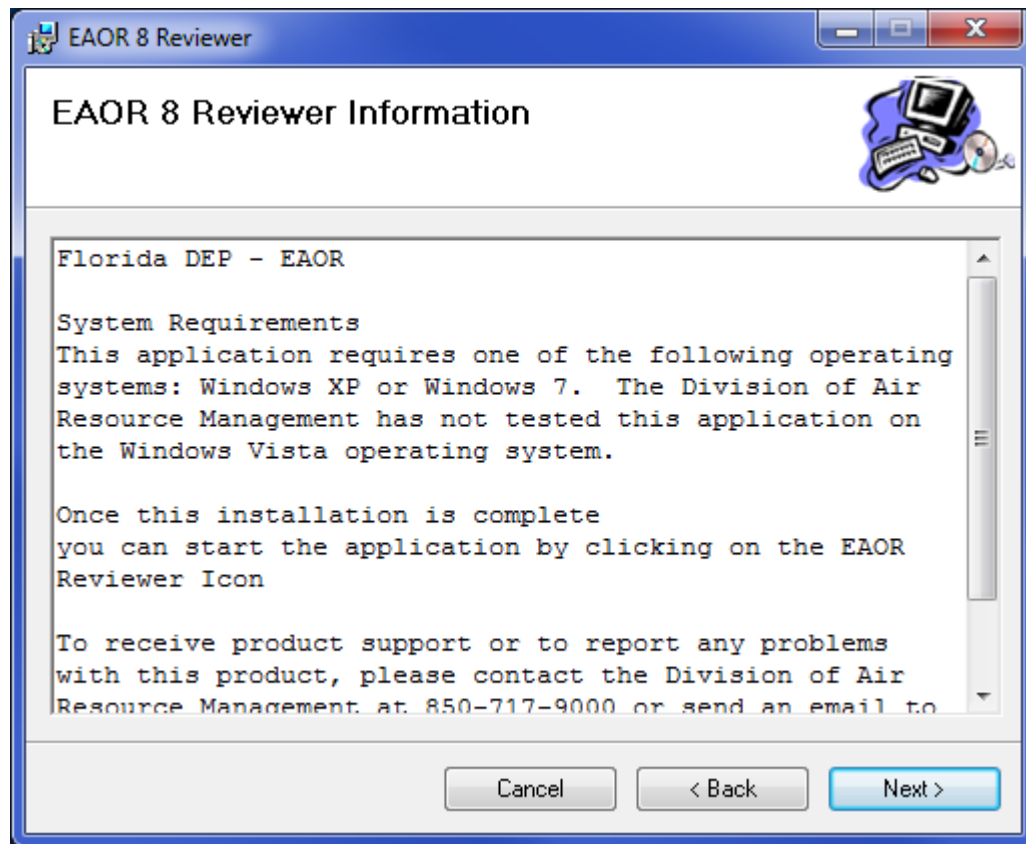
12. Please read the Warning message and then click next to continue the installation. You will see the Select Installation Folder message as shown below.



13. In the Select Installation Folder message you have the following options:
- Change the folder location of the EAOR application by clicking the Browse button to locate a different folder
 - Check to see if your computer has the disk space needed to install EAOR by clicking on the Disk Cost... button
 - Change the installation option so others that use the computer cannot use EAOR by clicking on the Just me radio button

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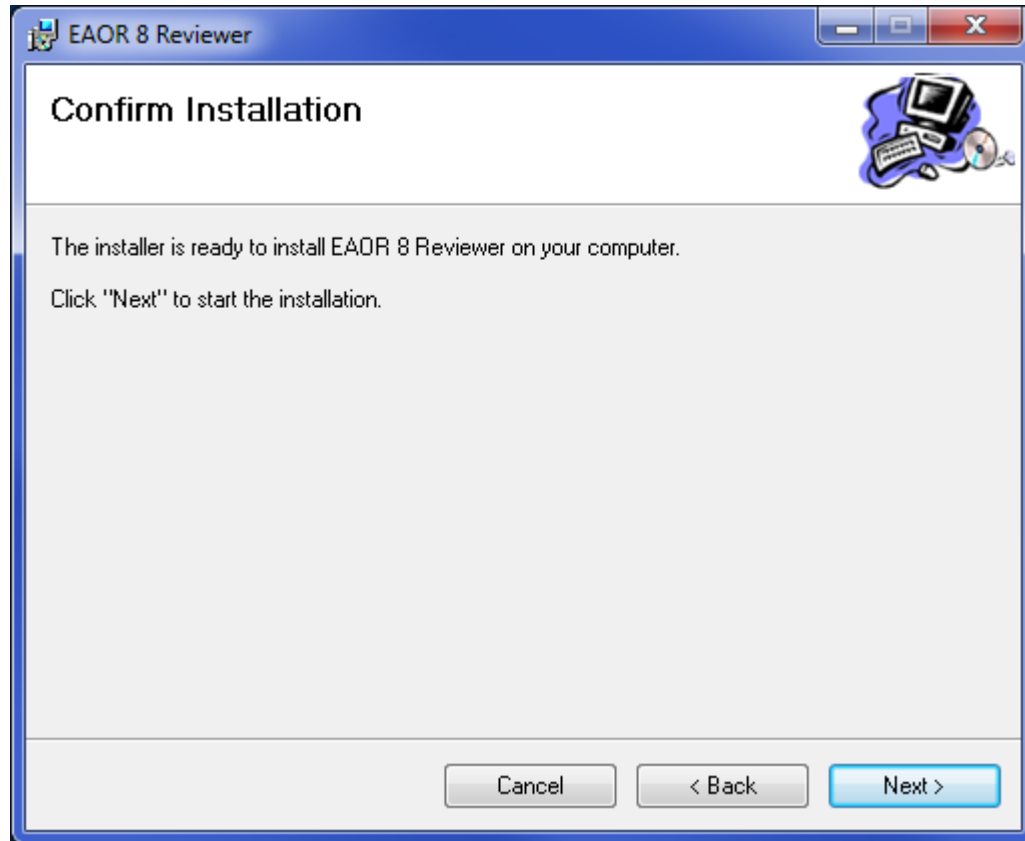
14. Once you have made any changes that are needed, or if the default options are acceptable, click the Next button to continue the installation process:



EAOR Reviewer Version 2016-1 – Installation Instructions

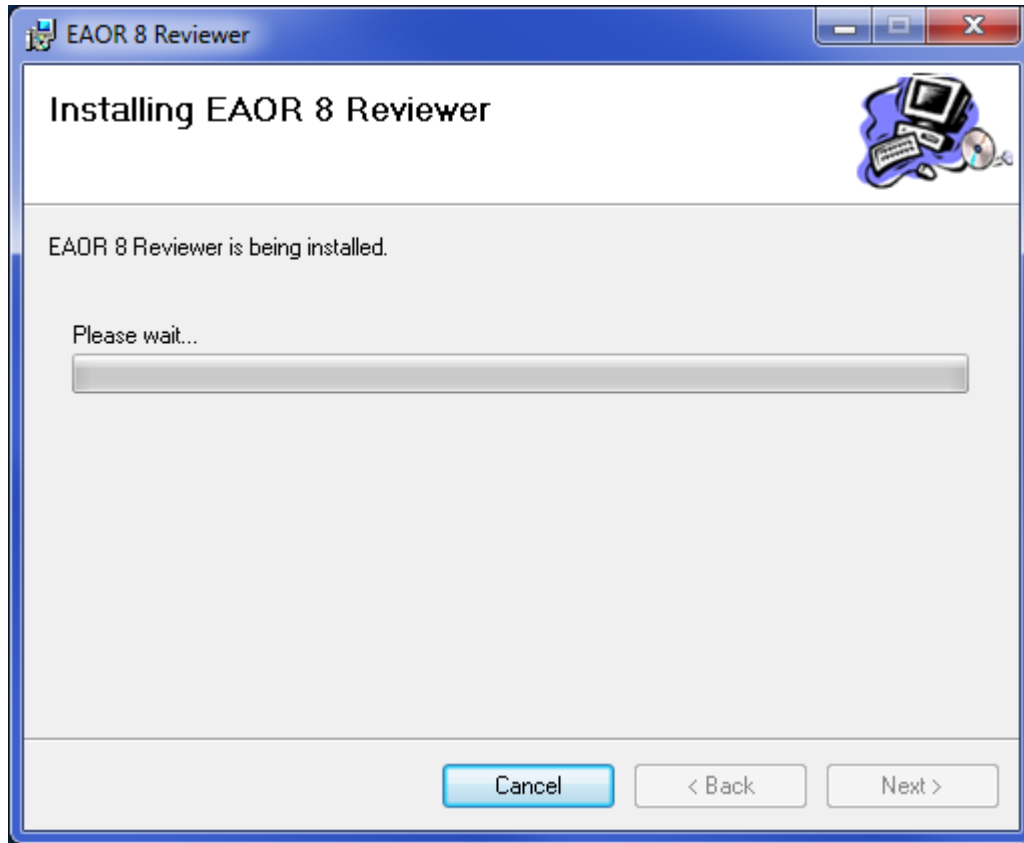
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15. You will see the EAOR Information message, shown above. This message includes the Division of Air Resource Management phone number and e-mail address. When you click next from the EAOR Information message, you will see the Confirm Installation 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:



EAOR Reviewer Version 2016-1 – Installation Instructions
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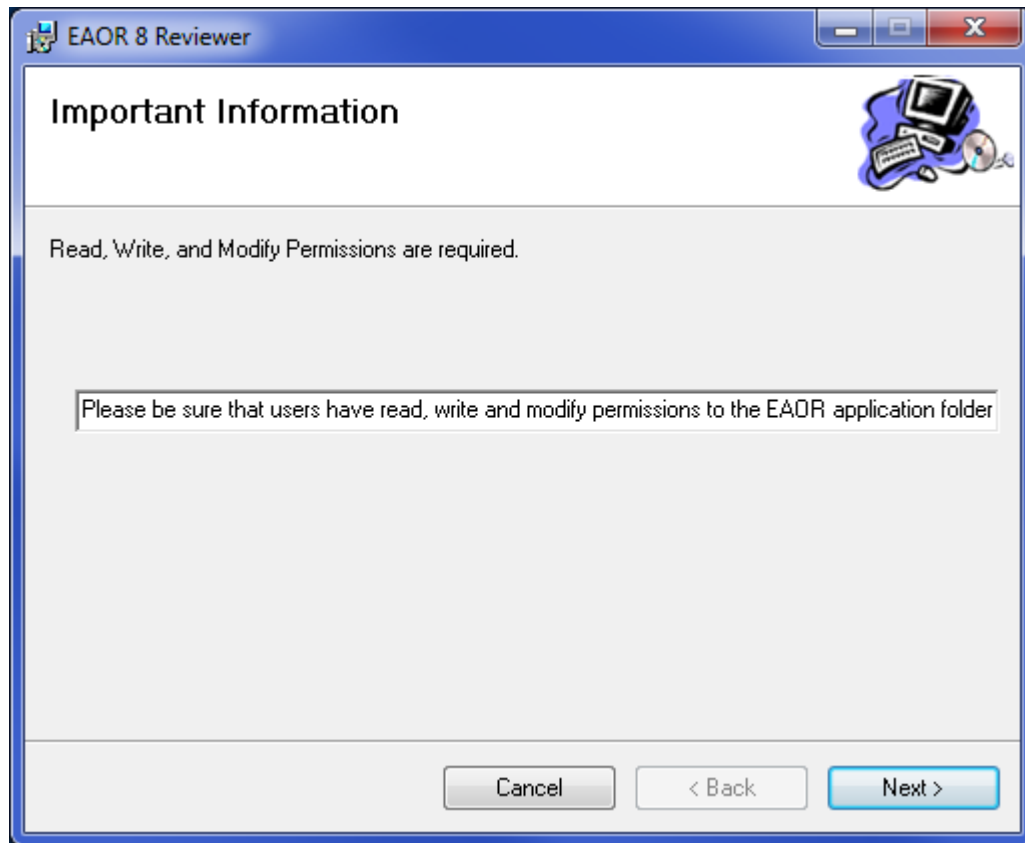
16. When you click **Next** from the Confirm Installation message, you will see the EAOR 8 Reviewer Installation message as shown below. You may click Cancel if you want to stop the installation process:



EAOR Reviewer Version 2016-1 – Installation Instructions

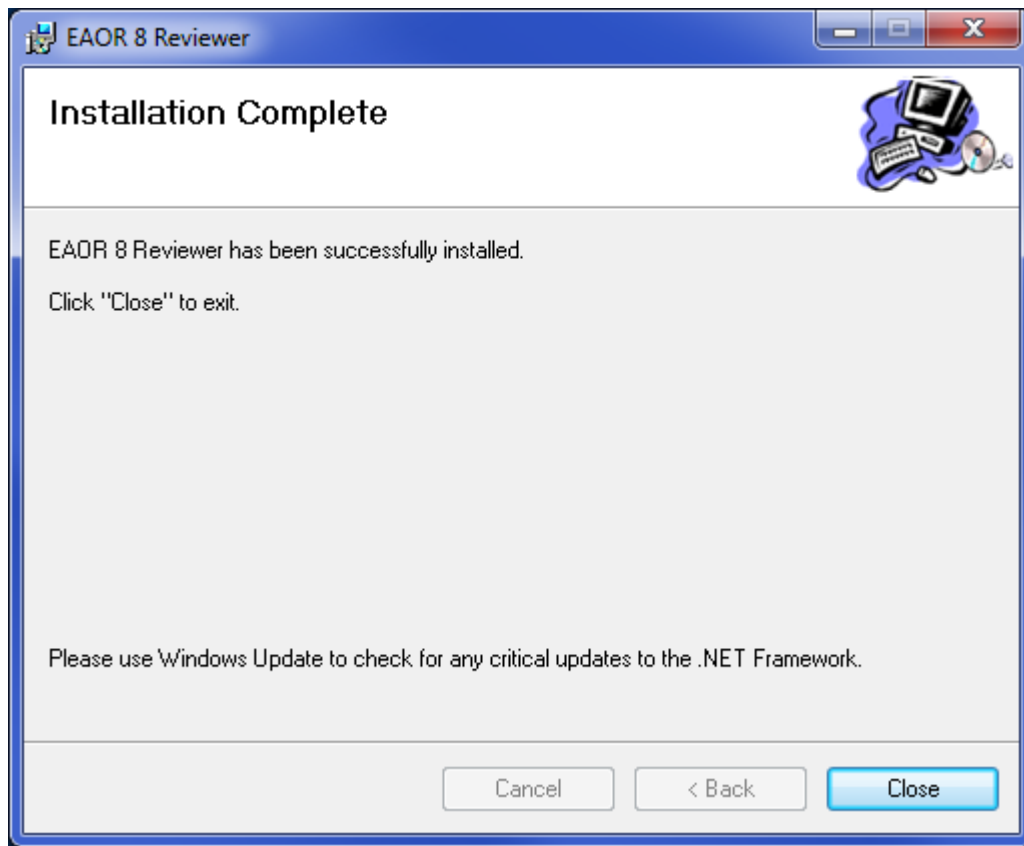
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17. Next you will see the Important Information screen. Click the Next button on the Important Information message:



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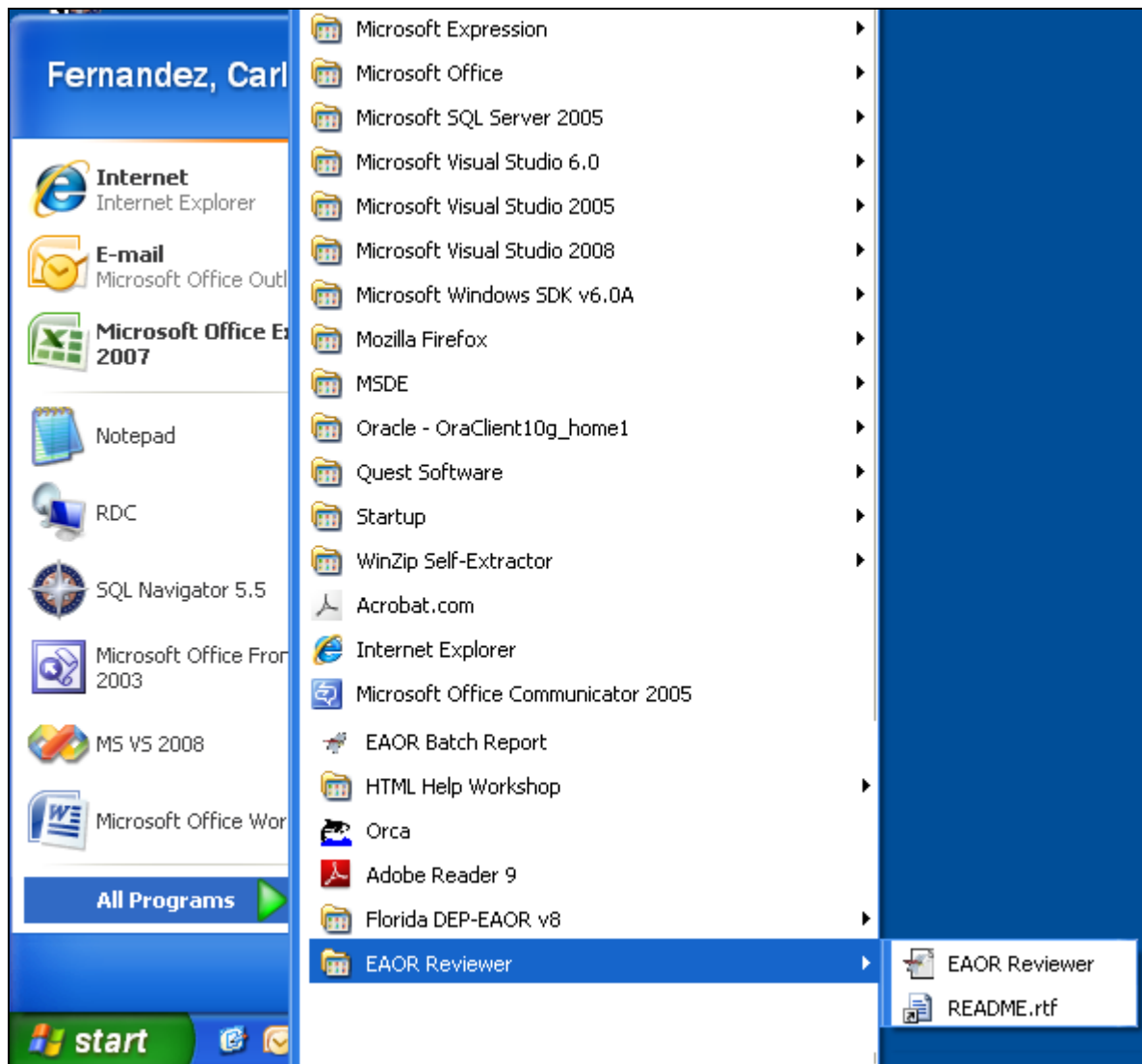
18. Then you will see the Installation Complete message. Click the Close button:



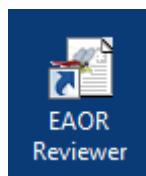
EAOR Reviewer Version 2016-1 – Installation Instructions

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19. You will see the EAOR Reviewer program group on your Start menu:



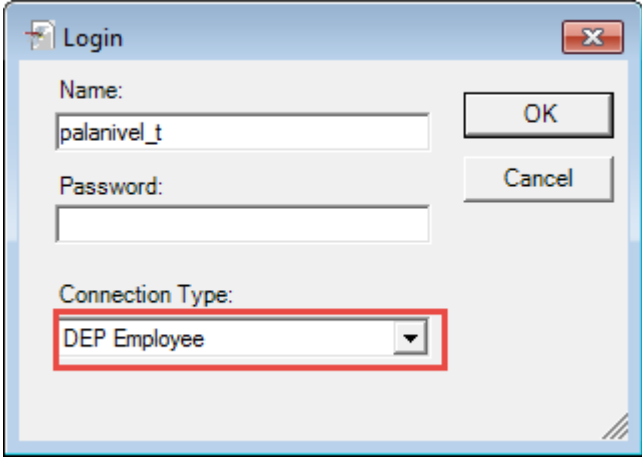
20. You will also see the Reviewer EAOR icon on your desktop:



21. You may start EAOR Reviewer Version 2016-1 by clicking on the Reviewer EAOR link on your Start menu or the Reviewer EAOR icon on your desktop.

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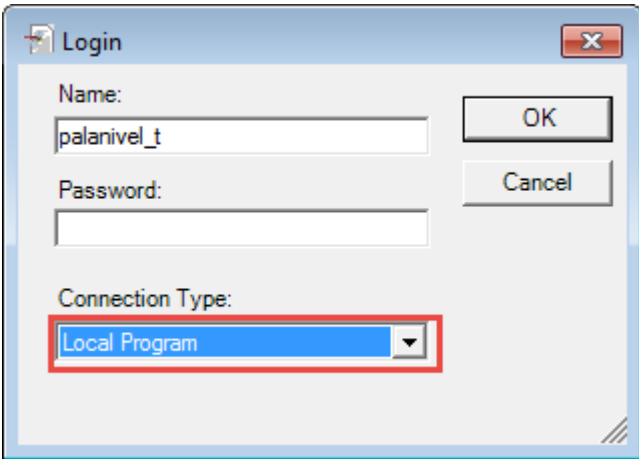
22. If you are in a **District Office**, you should see the Login screen with your Network ID entered into the first field. Type in your Network Password and leave the Connection Type as [DEP Employee](#). Click the OK button.



The screenshot shows a 'Login' dialog box with the following fields and controls:

- Name:** A text input field containing 'palanivel_t'.
- Password:** An empty text input field.
- Connection Type:** A dropdown menu with 'DEP Employee' selected. This field is highlighted with a red rectangular box.
- Buttons:** 'OK' and 'Cancel' buttons are located to the right of the input fields.

23. If you are in a **Local Program Office**, you should see the Login screen with your Computer or Network ID entered into the first field. Type in your Login Name and Password and Select the Connection Type to [Local Program](#). Click the OK button.



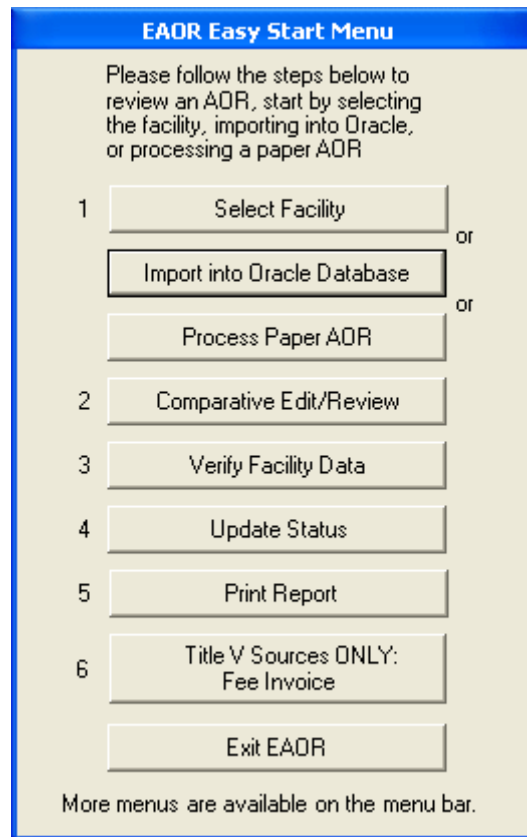
The screenshot shows a 'Login' dialog box with the following fields and controls:

- Name:** A text input field containing 'palanivel_t'.
- Password:** An empty text input field.
- Connection Type:** A dropdown menu with 'Local Program' selected. This field is highlighted with a red rectangular box.
- Buttons:** 'OK' and 'Cancel' buttons are located to the right of the input fields.

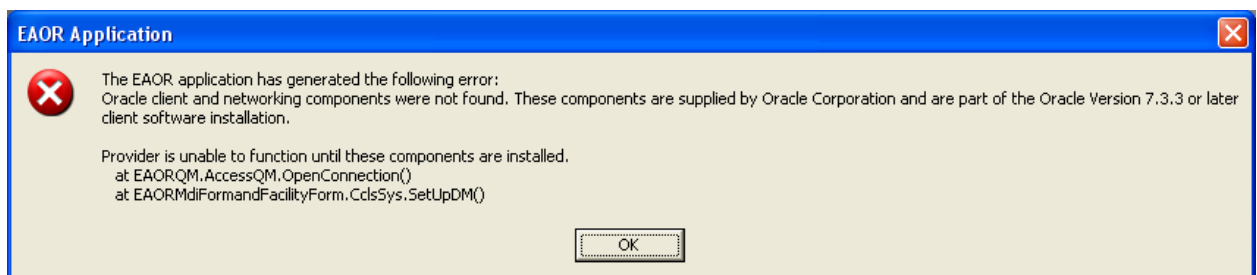
EAOR Reviewer Version 2016-1 – Installation Instructions

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24. After you enter a valid password, you should see the EAOR Easy Start Menu, as shown in the following screen shot:



25. If you are in a District Office and you receive a message similar to the one below that mentions Oracle client, then your computer needs to have the Oracle client installed or the Oracle file updated. Please see Appendix C:



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 Reviewer Version 2016-1 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

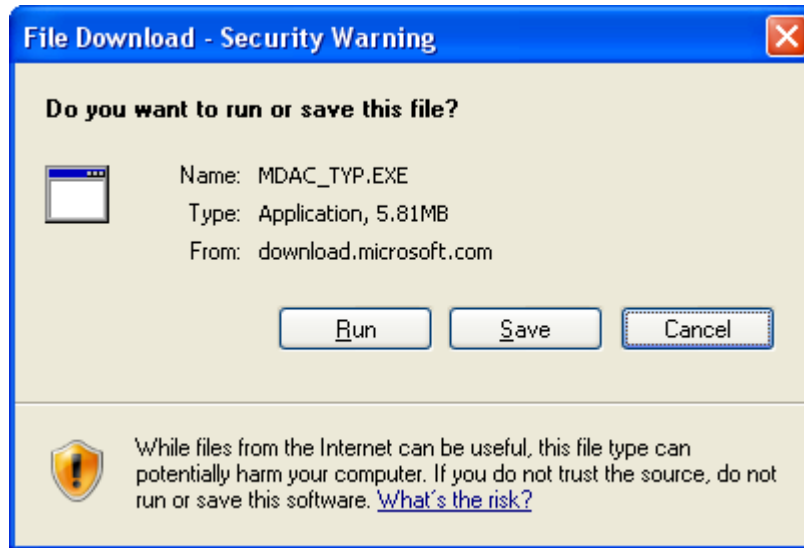
+ Related Resources



Visual Studio 2015

Tools for every developer and
every app.

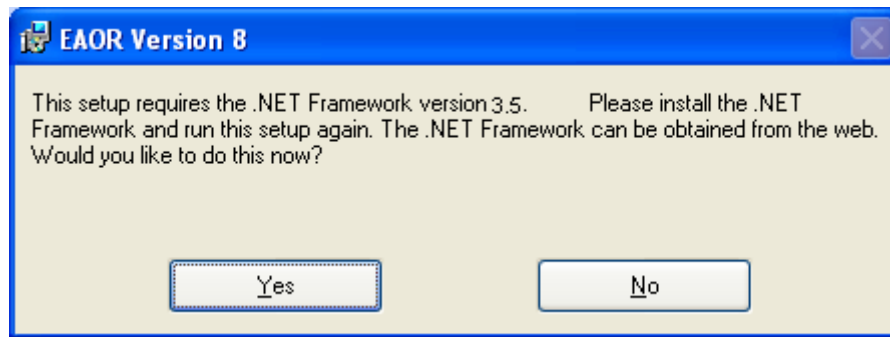
4. Once you click the Download button, the website responds with the following window. Click on the Run button to begin the installation or click on the Save button to save the installation file to your computer to begin the installation at a later time.



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 Reviewer Version 2016-1 Installation process will display a Windows Installer message similar to the one shown below.



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

EAOR Reviewer Version 2016-1 Released December 8, 2016

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 Windows 8 or Windows 10 operating systems. This application has been developed to work with the Microsoft Internet Explorer web browser. It may or may not work with other web browsers.*

[Download EAOR Reviewer Version 2016-1](#)

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_Reviewer_2016_1.exe file on your desktop to start the installation. **Please read the instructions very carefully to ensure the proper setup of the program.**

[Installation Instructions.](#)

[EAOR Reviewer Deskbook](#)

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[EAOR Manual - Facility Version](#)

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[EAOR Reviewer Supplemental Manual](#)

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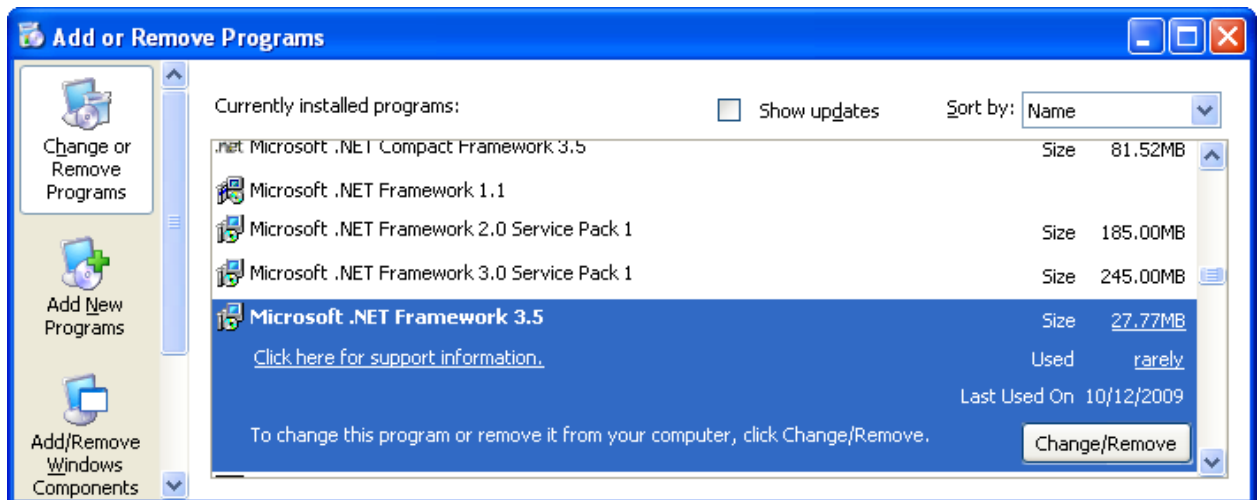
[Microsoft .NET Framework 3.5 Redistributable](#) Click this link if your computer needs the .NET Frameworks 2.0 or 3.5 (This installation package will install both .Net Frameworks 2.0 and 3.5). Supported Operating Systems: Windows Server 2003/2008/2012, Windows XP/7. Reminder: You may want to check 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.](#)

[Oracle 11g Client Software](#) For EAOR Reviewer **Network** users only: Click this link to download the Oracle 11g Client Software if you don't already have this software installed on your PC. Make sure to follow the instructions in the **installation instructions** document above. This software is only required for EAOR Reviewer **Network** users. If you're an EAOR Reviewer Local program user you don't need this software to use EAOR Reviewer. Supported Operating Systems: Windows Server 2003, Windows XP Professional, and Windows 7.

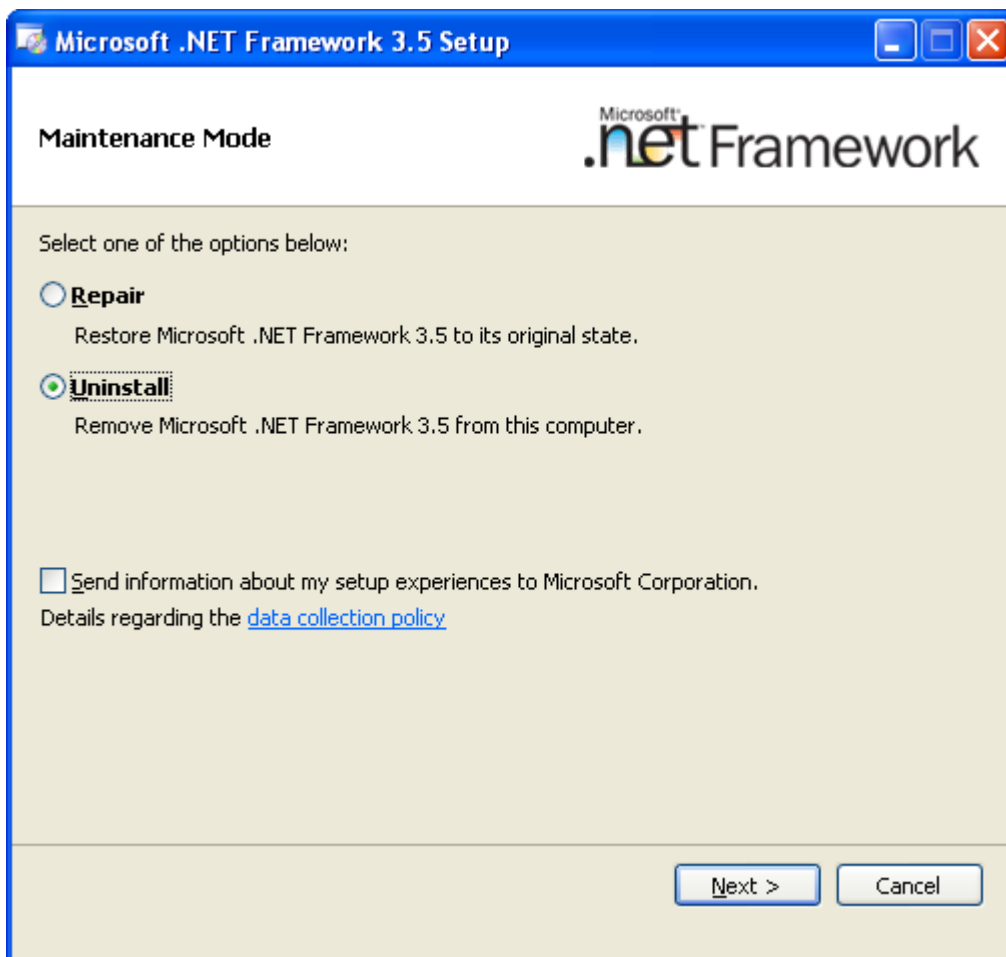
EAOR Reviewer Version 2016-1 – Installation Instructions

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4. The Supported Operating Systems for the .NET Framework 3.5 include: Windows Server 2003, Windows Server 2008, Windows Vista and 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. Install Internet Explorer 8.0.
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 6 otherwise go to step 7.
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.

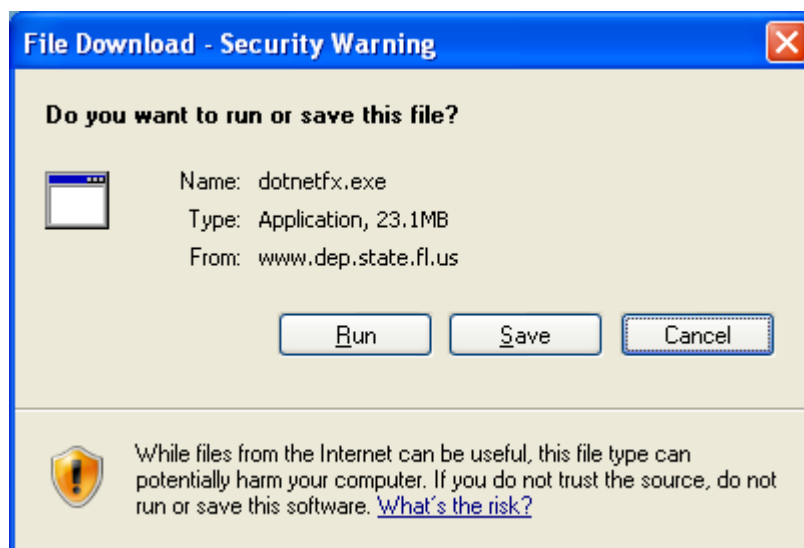


A new Dialog box will appear. Choose the **Uninstall** option then click on the **Next** button.



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.

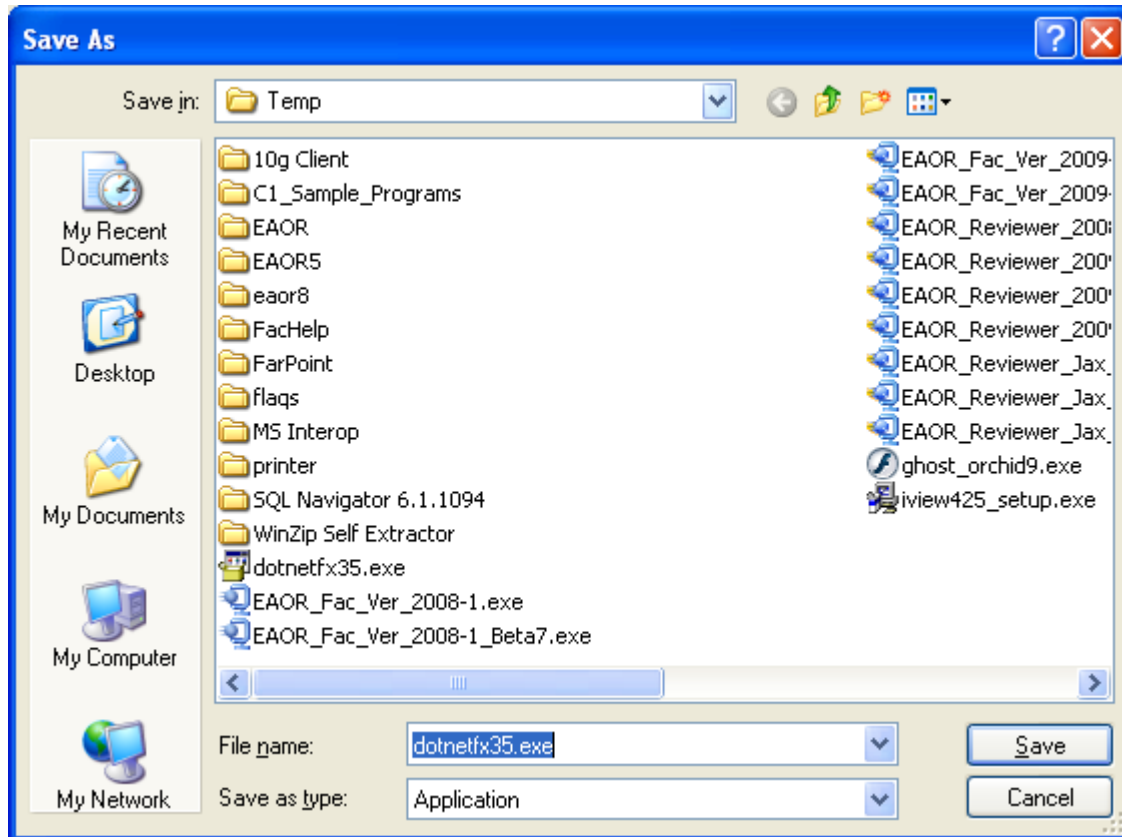
8. If your computer's Windows operating system is up to date, click on the Microsoft .NET Framework 3.5 Redistributable link and you should see a dialog box similar to the following image.



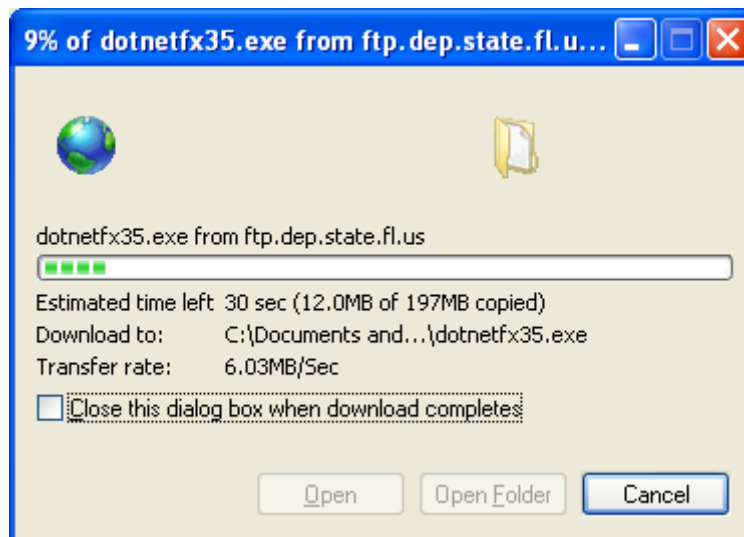
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9. The File Download – Security Warning will ask if you want to run or save this file. Select Save by clicking on the Save button. When you click on Save, you will see the Save As window as shown below.



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.

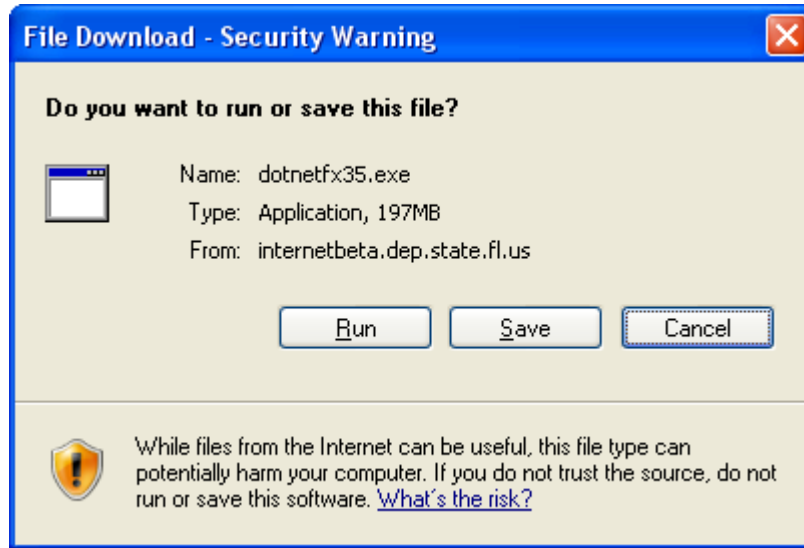


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11. To begin the .NET Framework 3.5 installation, click on the dotnetfx35.exe icon on your desktop.



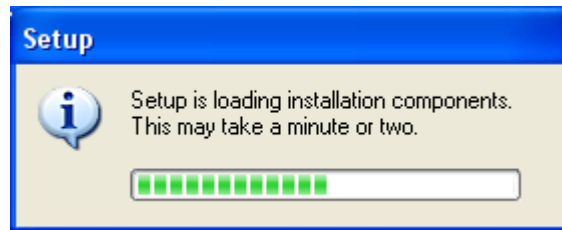
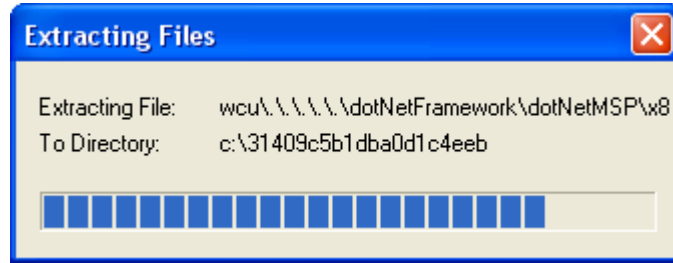
12. You may receive the Open File – Security message shown in the following image. Select Run by clicking on the Run button.



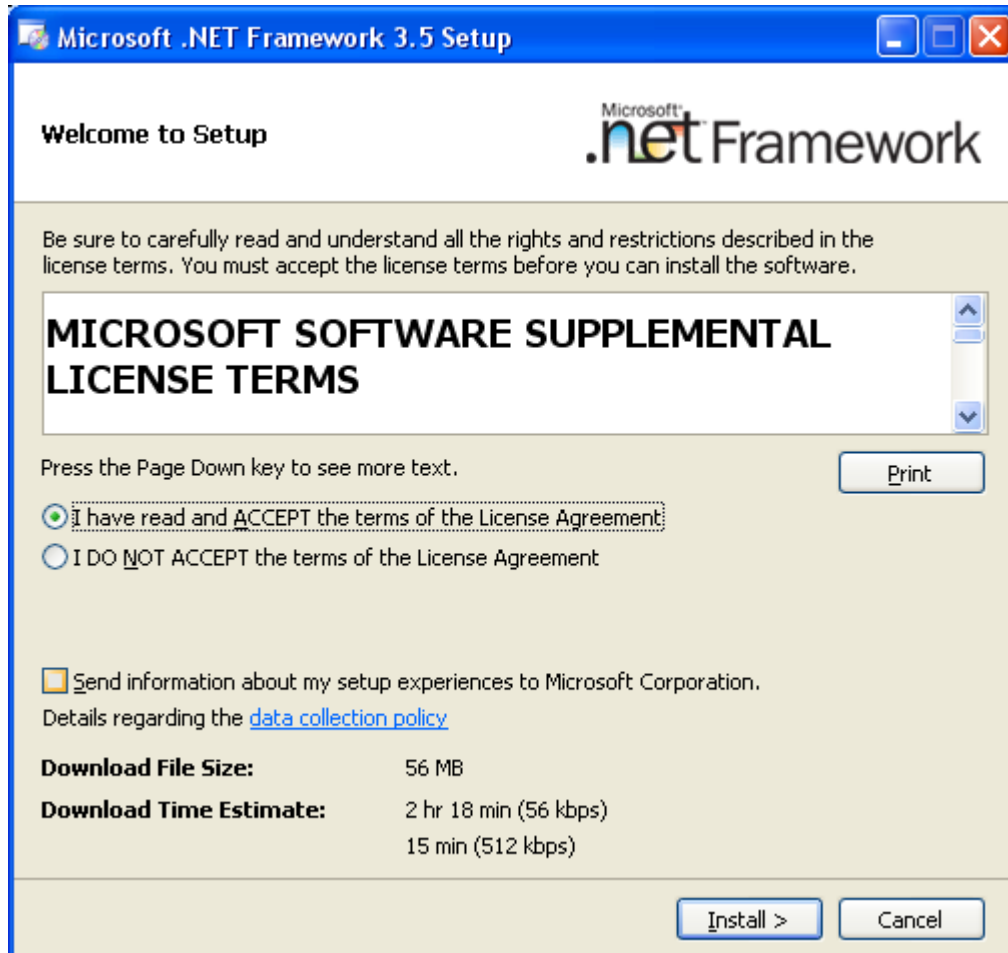
You may also see this message. If so, select Run by clicking on the Run button.



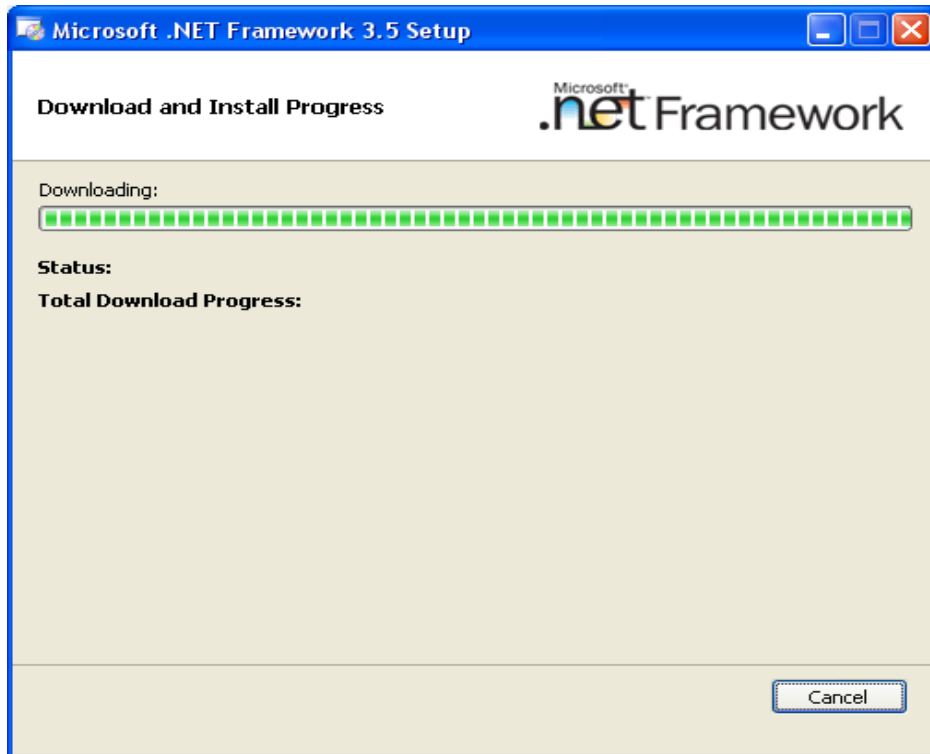
13. Now you should see the following messages about Extracting Files and Installing Components.



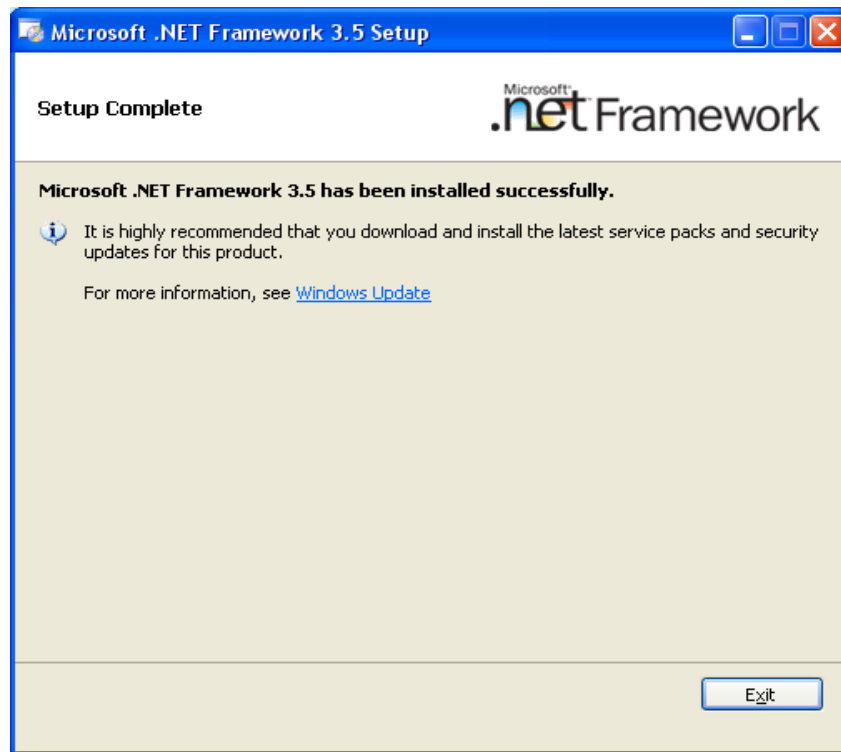
14. Next you will see the Microsoft .NET Framework 3.5 Setup license agreement. Read the license agreement and click on the “I have read and ACCEPT ...” check box to accept the agreement, and then click the **Install** button.



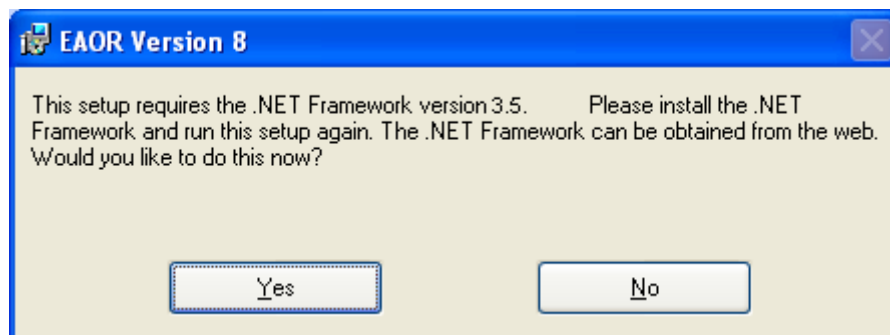
15. You will see this download progress message during the installation.



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 Version2016-1.



Using the Microsoft Website

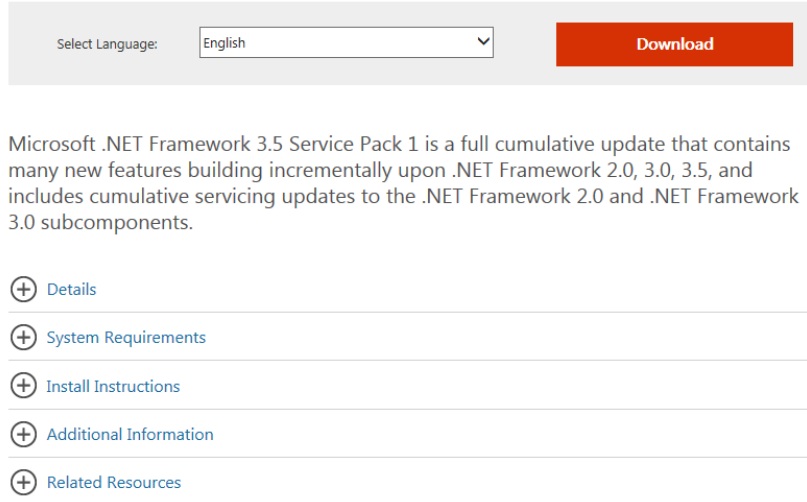


17. When you select No from the Windows Installer Loader message, you may obtain the .NET Framework 3.5 by going to the Microsoft website at:
<https://www.microsoft.com/en-us/download/details.aspx?id=22>
. This link should take you to a page similar to the following.

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Microsoft .NET Framework 3.5 Service Pack 1



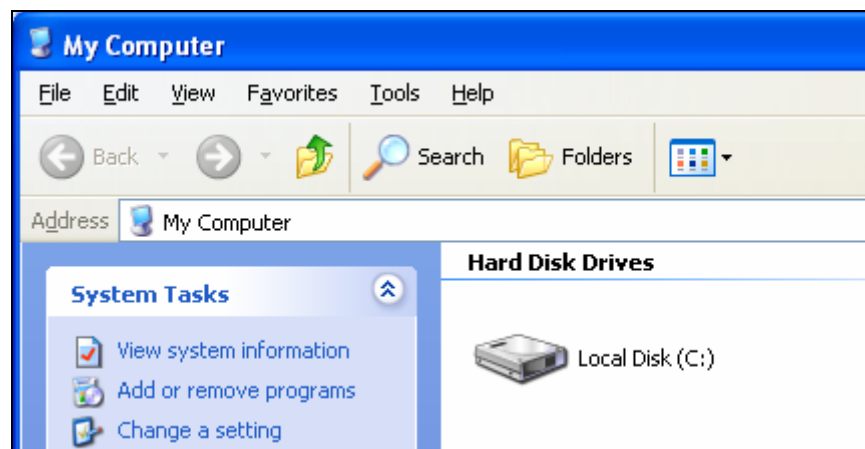
Visual Studio 2015

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 number 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.

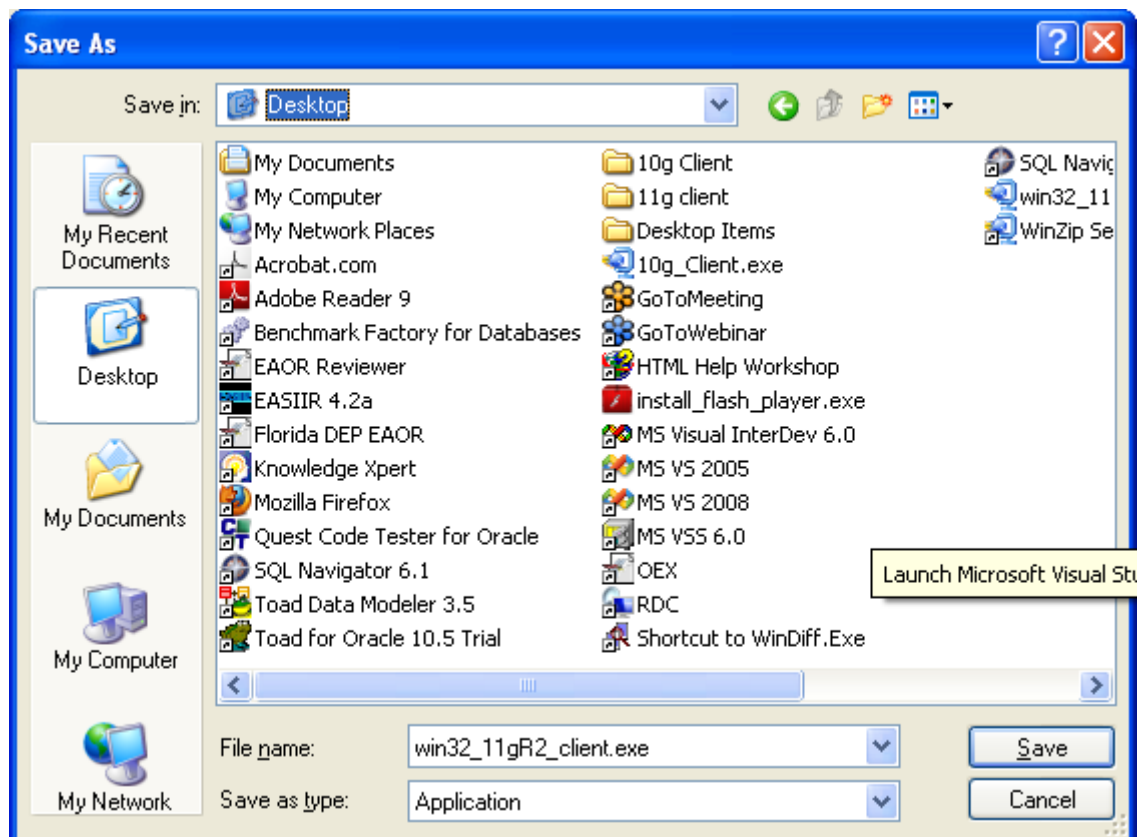
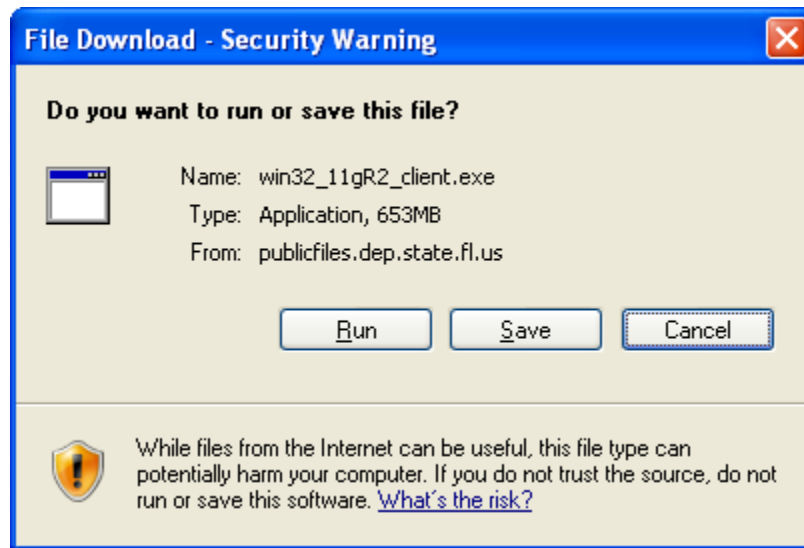


2. The system information lists the Operating System Version and Service Pack in the System Properties General tab.



Appendix C – Oracle Client Installation

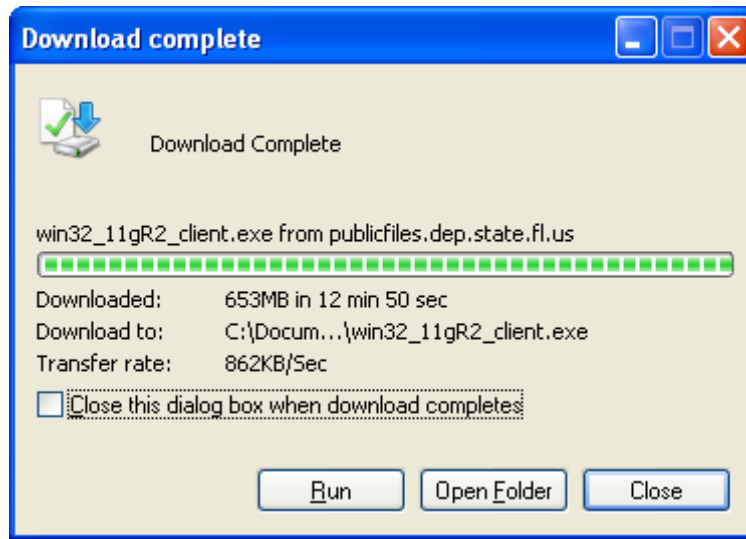
1. The Oracle 11g Client installation files are on the EAOR Reviewer Software download web site at: https://fldep.dep.state.fl.us/arms_reports/eaor/Software/Download.asp. Click on the link **Oracle 11g Client Software**.
2. You should see the following dialog box. Click on the **Save** button and save the file to your desktop or to another folder.



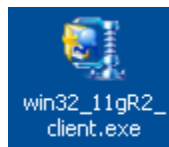
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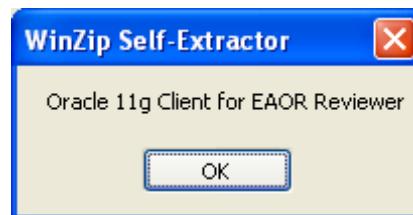
Click on the **Close** button to close the download dialog box.



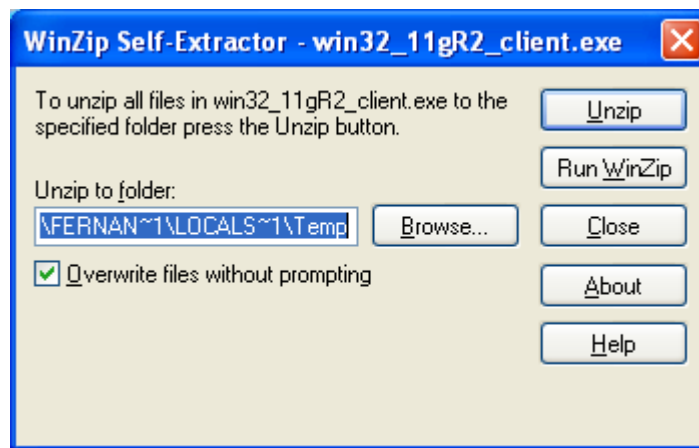
3. Once the file has finished downloading double click on the desktop icon or file called **win32_11gR2_client.exe**. This is a self extracting zip file.



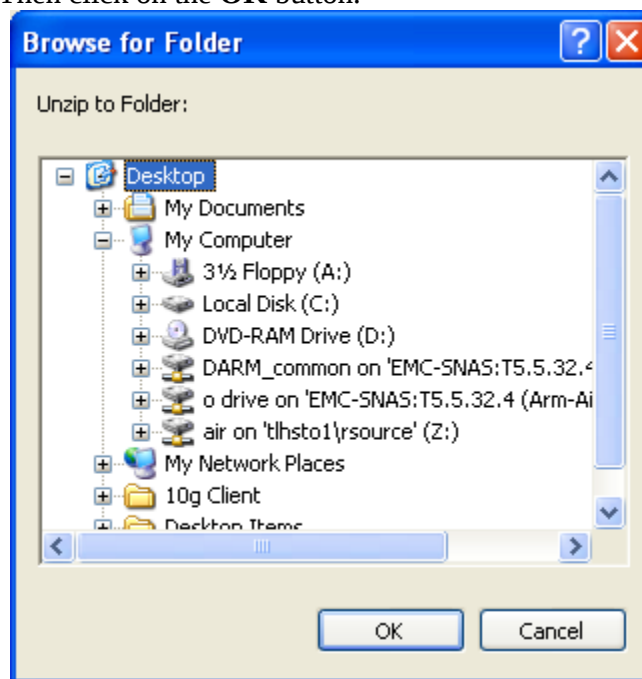
4. You should see the following dialog box. Click on the **OK** button to continue.



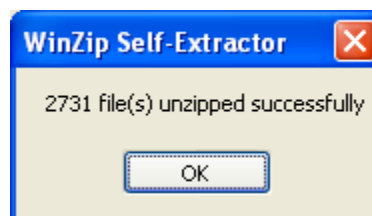
5. Then you'll see the following dialog box. Under the **Unzip to folder** section click on the **Browse** button and select **Desktop** as the **Unzip to folder** location.



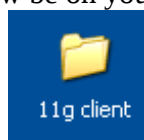
Then click on the **OK** button.



6. Once the Client files have been unzipped you'll see the following dialog box. Click OK to close the dialog box.



7. A folder called 11g Client should now be on your desktop.



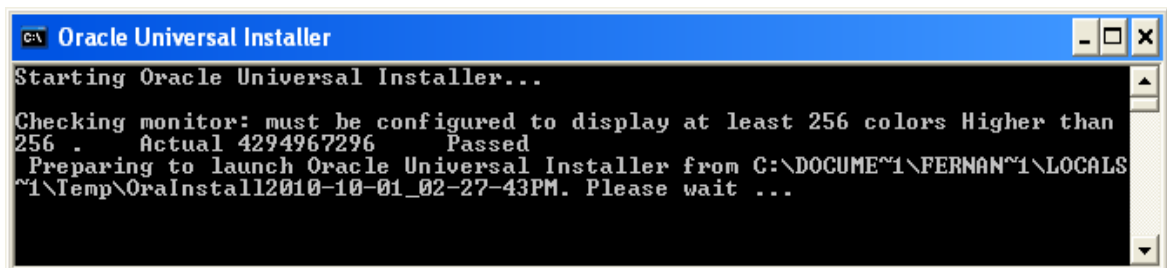
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8. Open the **11g client** folder on your desktop. Double click on the setup.exe file.



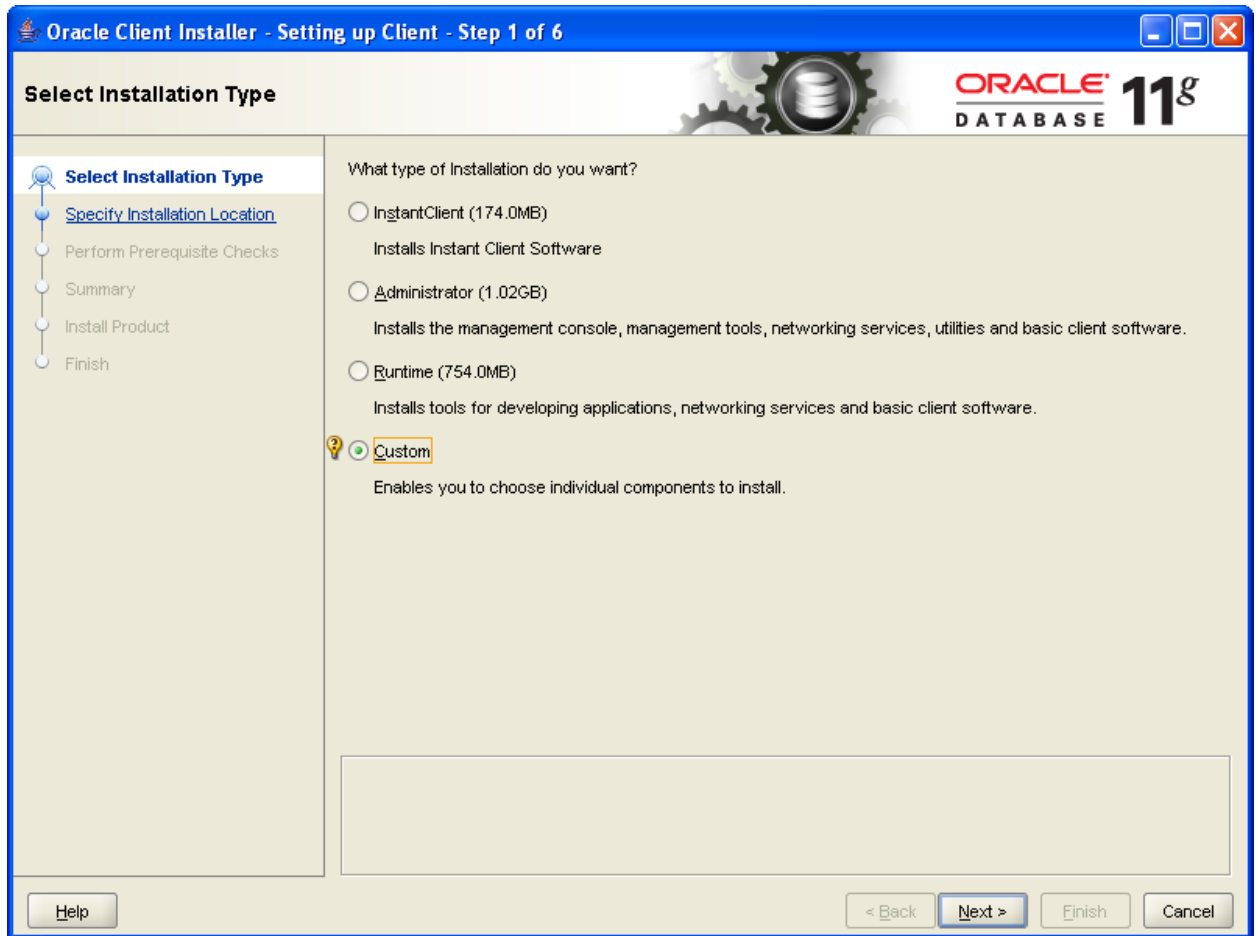
9. Double clicking on the setup.exe file should display the Oracle Universal Installer Welcome screen. Depending on your computer, this may take a few minutes to load and you may see the please wait message shown below.



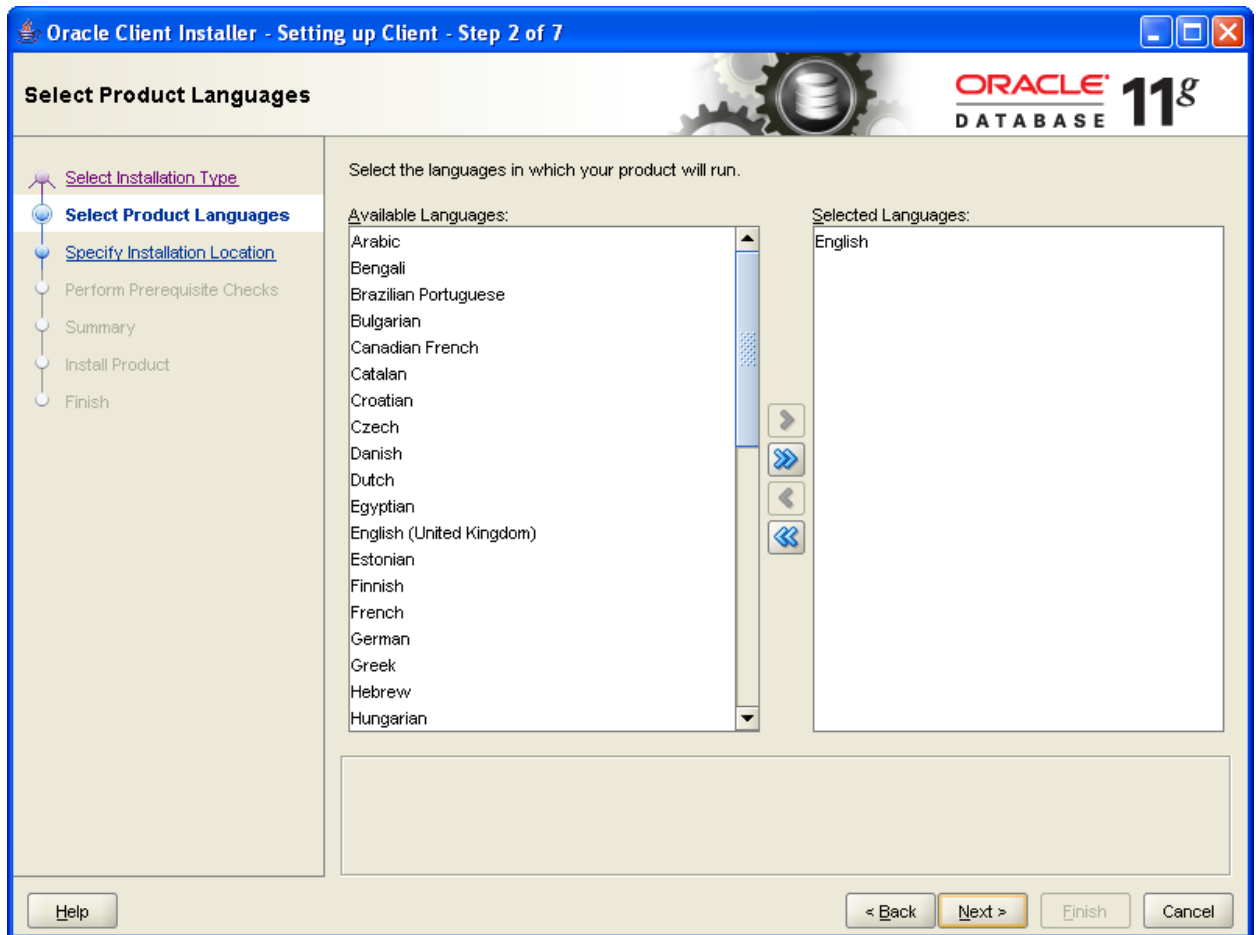
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10. When the Oracle Client Installer, as shown below, appears, you may click on the **Custom** radio button which is at the end of the list. Then click the Next button to continue.



11. The next screen is the **Select Product Languages**. The default language is **English**. Click the **Next** button to continue with the installation.



12. The next screen is the **Specify Installation Location**. Change the **Oracle Base** field to **C:\oracle** then click on the **Next** button.

Oracle Client Installer - Setting up Client - Step 3 of 7

Specify Installation Location

Select Installation Type
[Select Product Languages](#)
Specify Installation Location
[Perform Prerequisite Checks](#)
Summary
Install Product
Finish

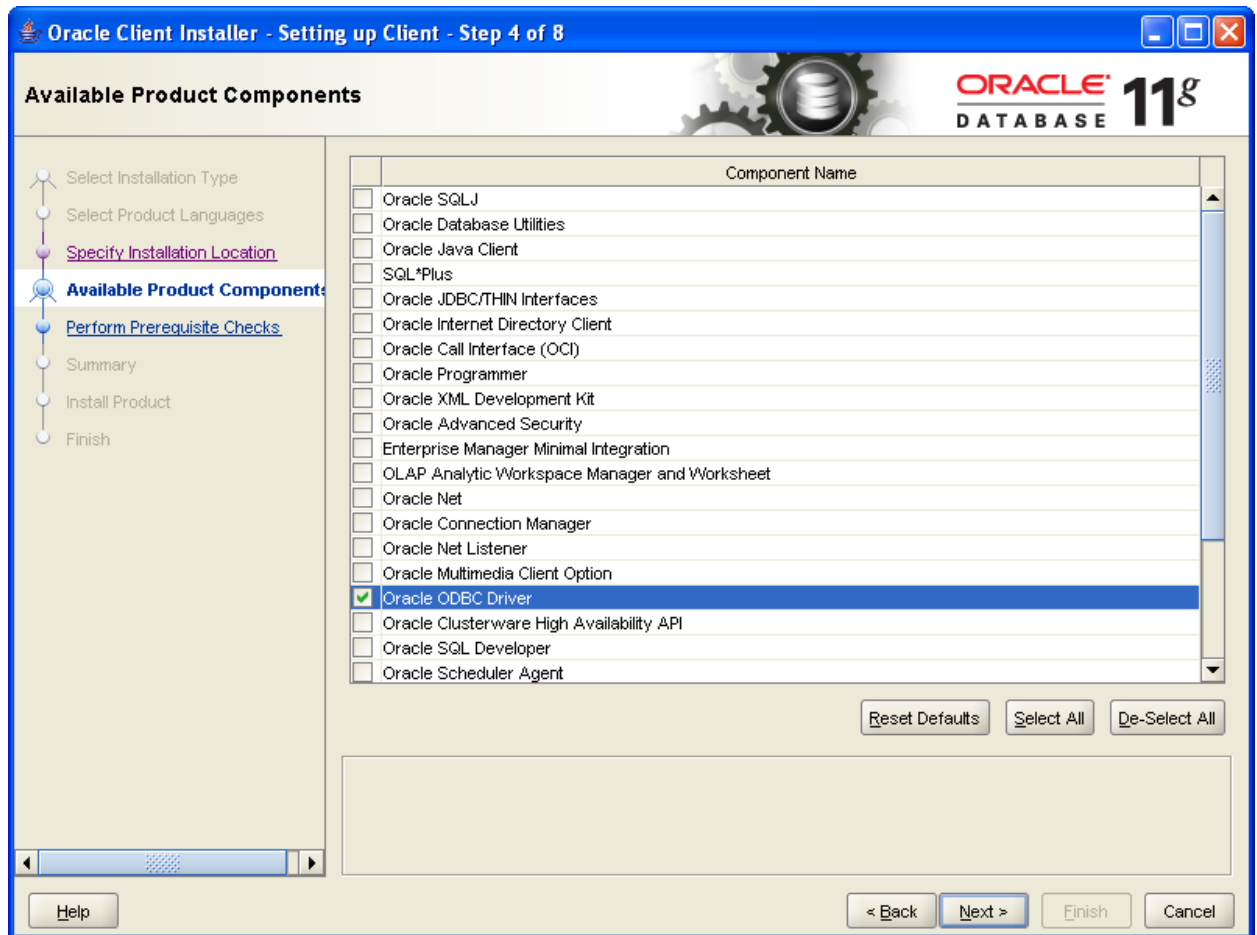
Specify an Oracle base path to place all Oracle software and configuration-related files. This location is the Oracle base directory.

Oracle Base:

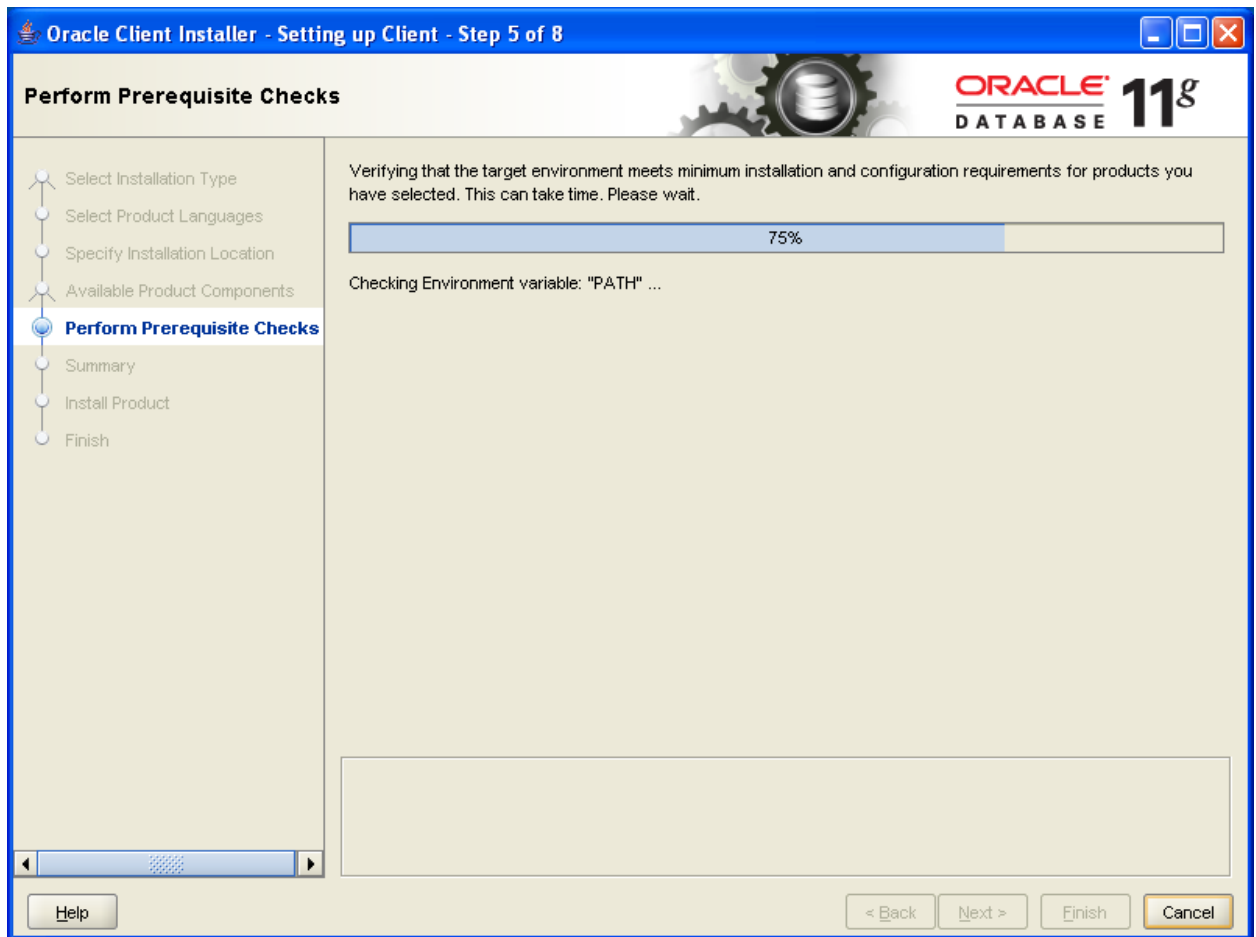
Specify a location for storing Oracle software files. This location is the Oracle home directory.

Software Location:

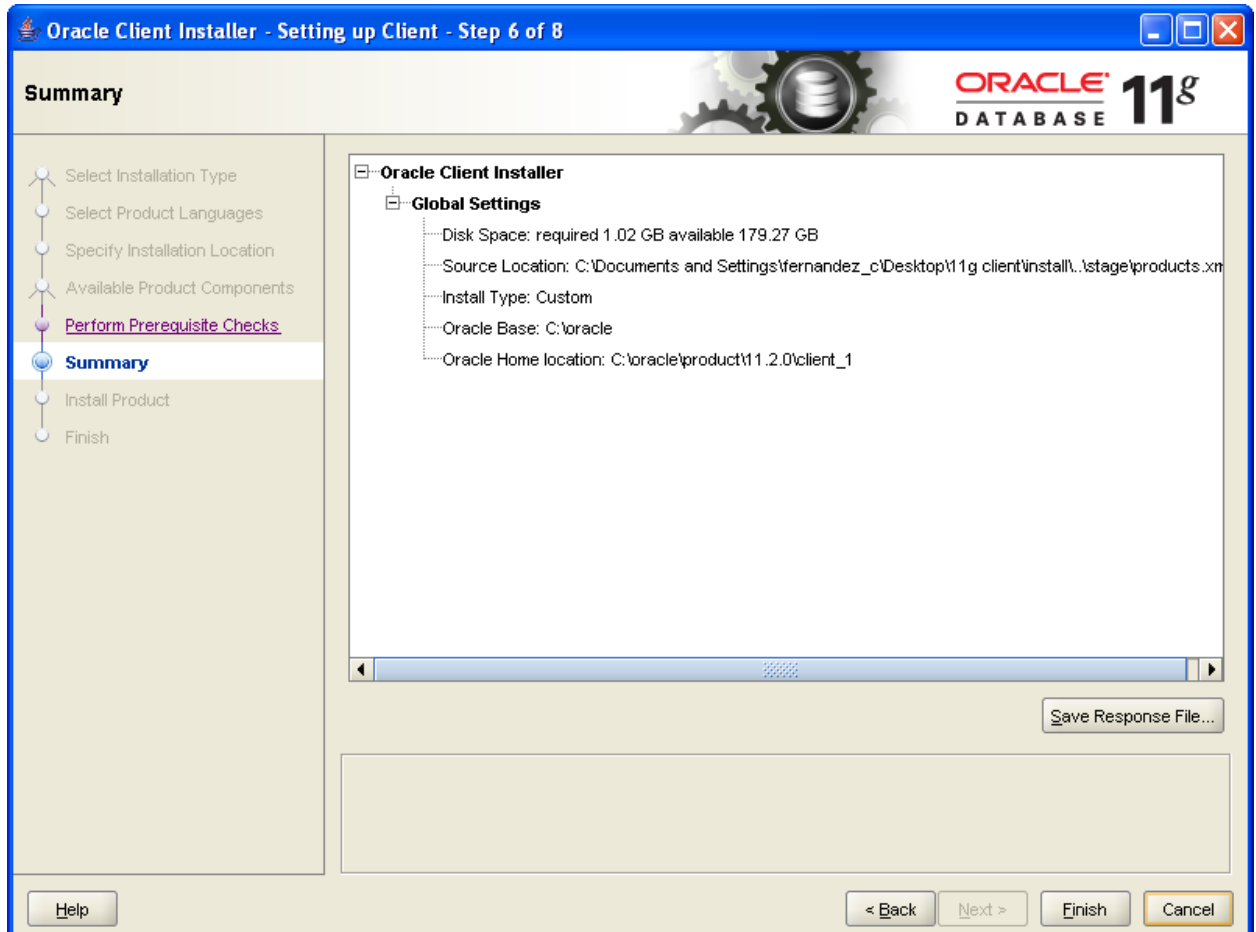
13. The next screen is the Available Product Components. Click on the **Oracle ODBC Driver** option. Click on the Next button to continue.



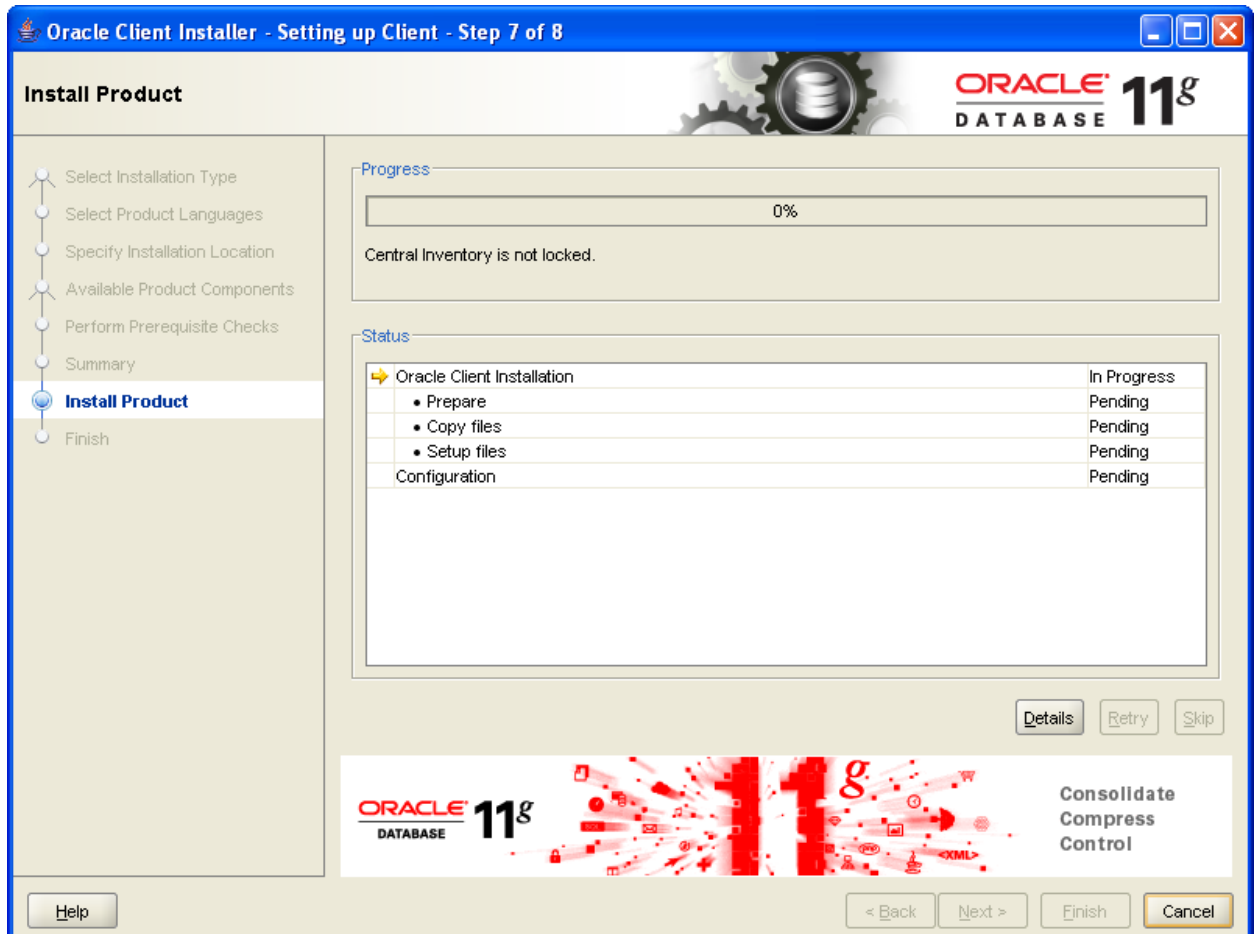
14. The **Perform Prerequisite Checks** screen will display.



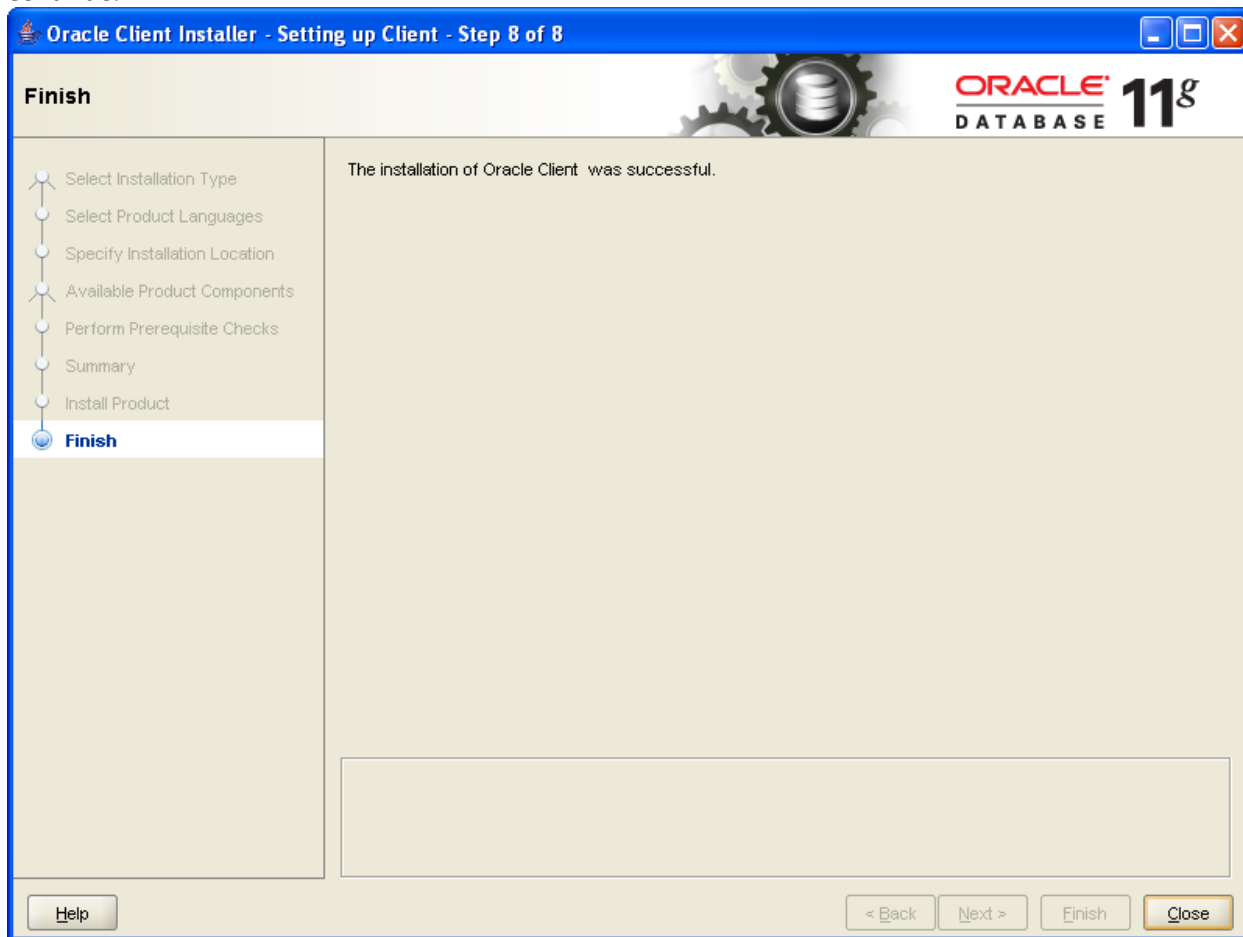
15. The next screen is the **Summary**. Click the Finish button to start the installation process.



16. During the installation, the screen below will display the installation progress bar.



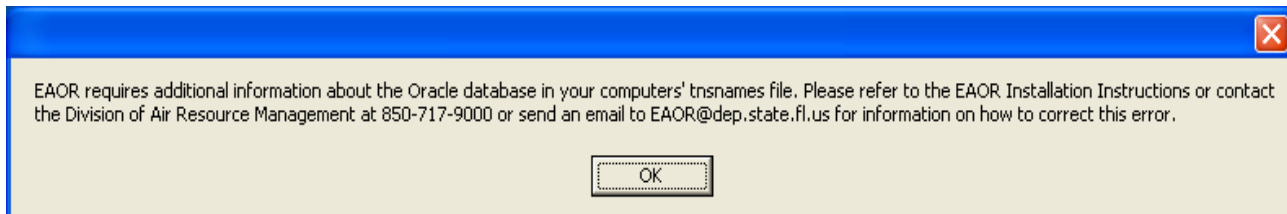
17. When the installation is complete, you will see the **Finish** screen. Click the **Close** button to continue.



18. When you click the Close button, the window above will close.

Oracle Client is installed

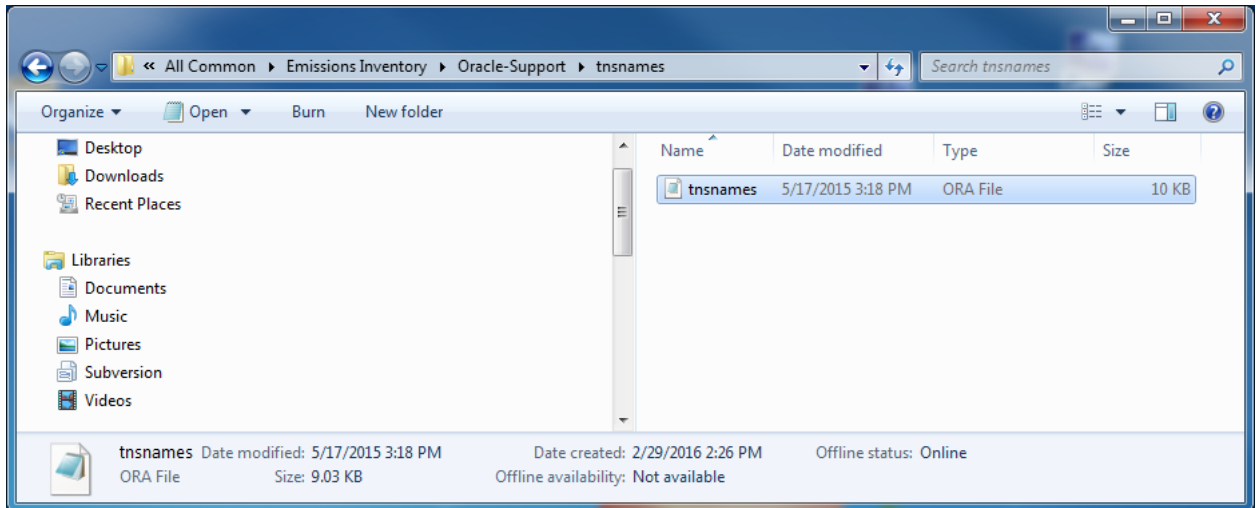
19. When the Oracle Client is installed, you need to include the Oracle Transparent Network Substrate (TNS) information. If you do not have this information, you will receive a message similar to the one below.



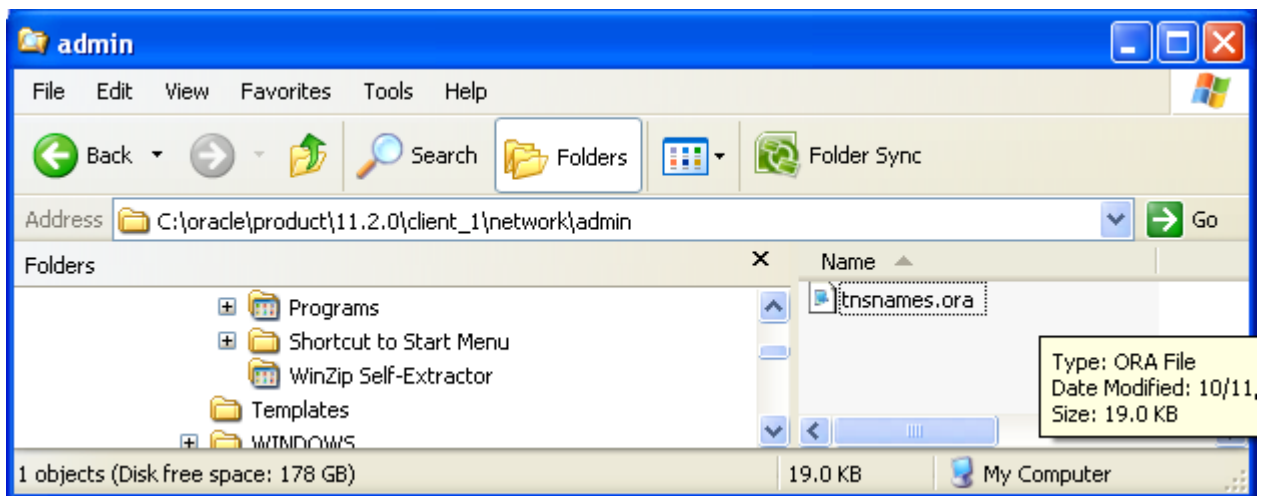
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19. The **tnsnames.ora** file is on the Network at: [\\f1dep1\ARM\All_Common\Emissions Inventory\Oracle-Support\tnsnames](#) . You should copy this file to the directory where the Oracle Client was installed.



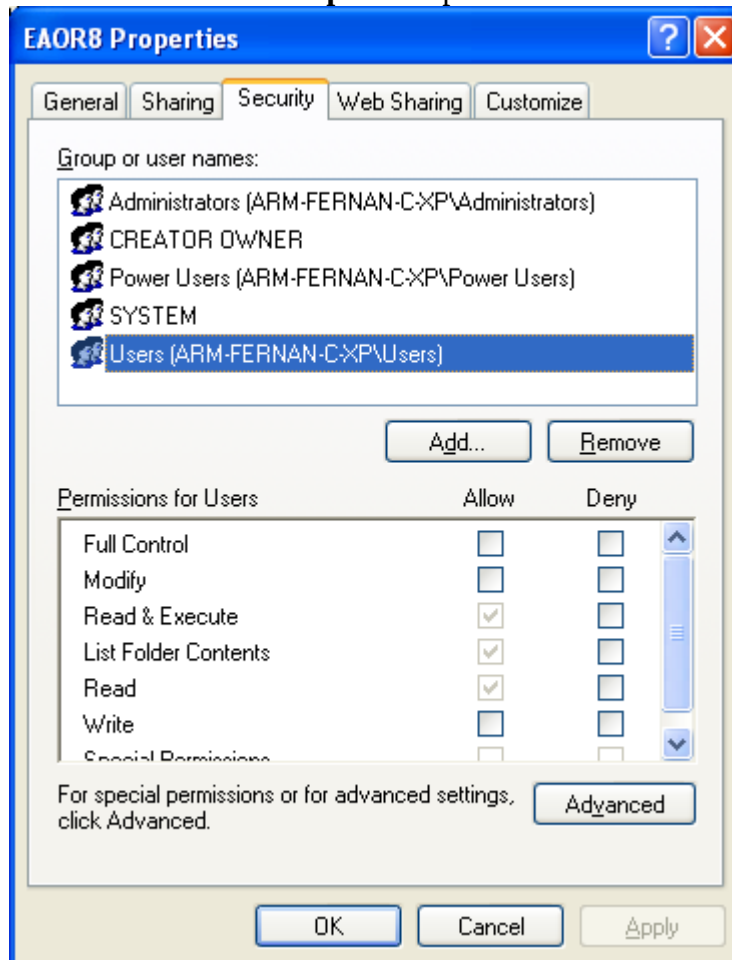
21. The [tsnnames.ora](#) file should be added to the \network\ADMIN folder where you installed the Oracle Client. See step number 12 of this section for where the installation path that should be in front of the \network\ADMIN folder. If you already have a tsnames.ora file in this directory, you will need to edit it to add the EAOR Oracle information.



Appendix D – EAOR Folder Permissions

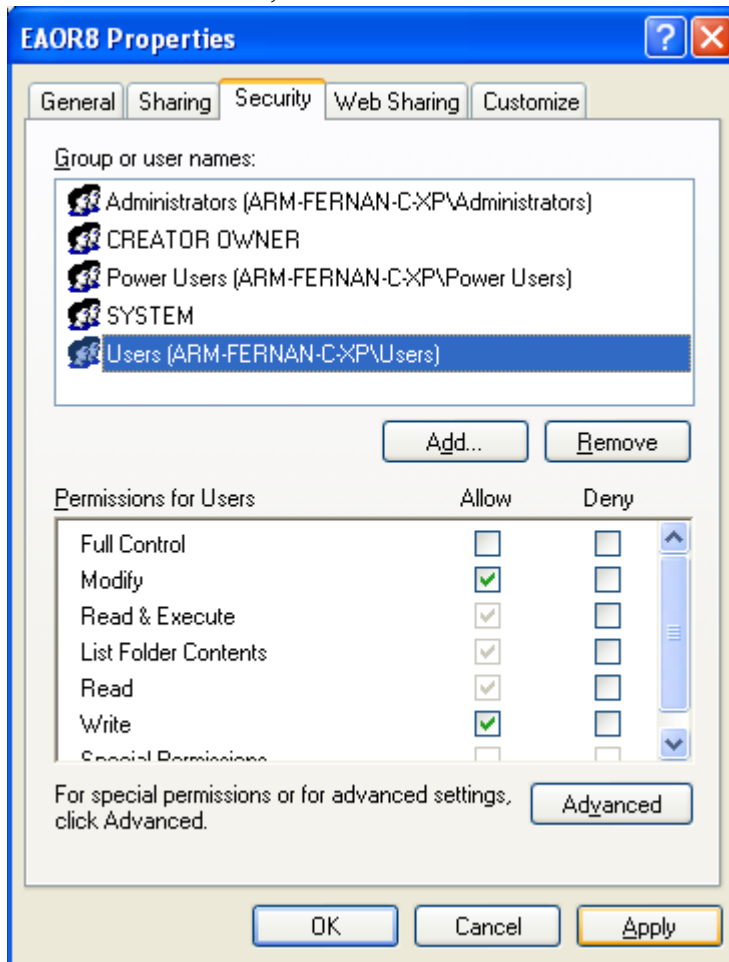
Case 1 Windows XP

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

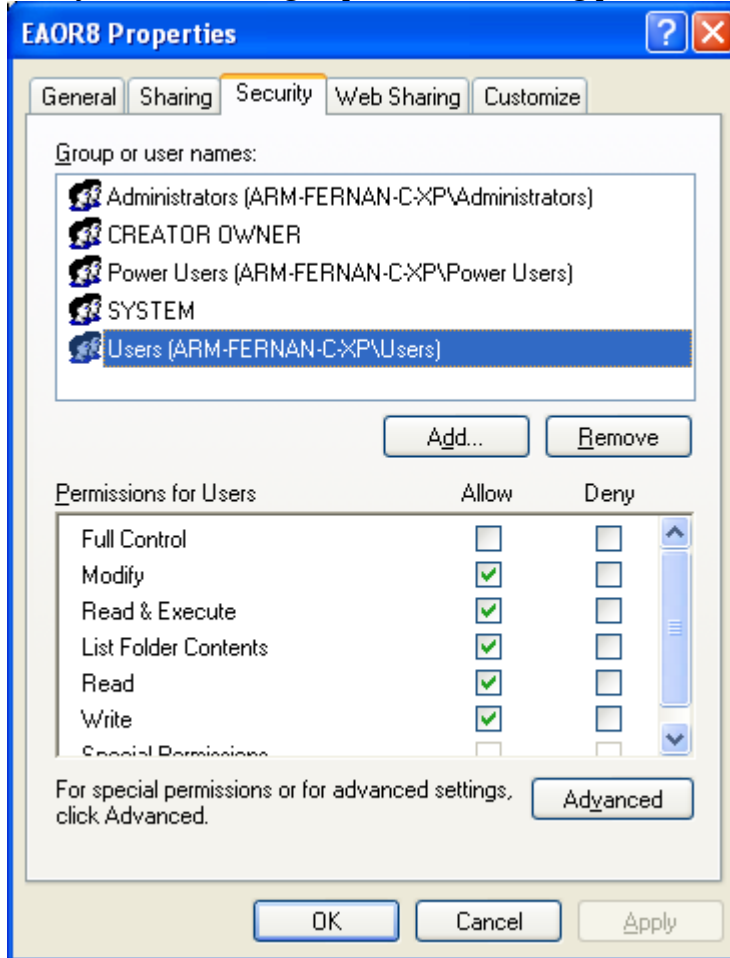


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2. Select the **Users** group and under **Permissions for Users** select Modify, Read & Execute, List Folder Contents, Read and Write then click on the **Apply** button.



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



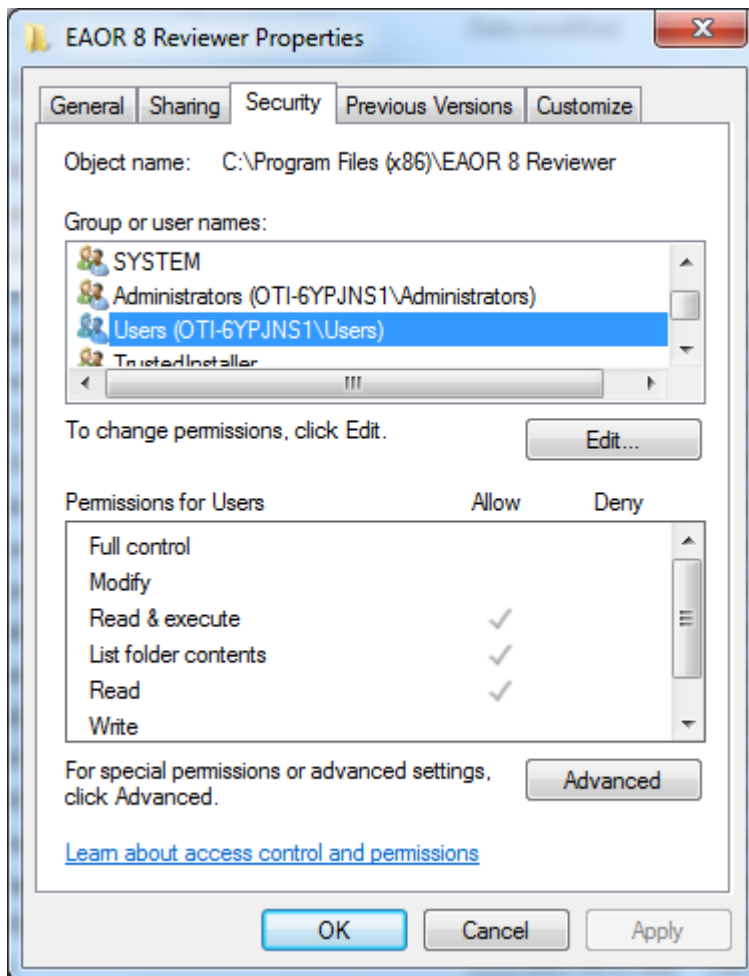
Case 2 Windows 7

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 Reviewer** folder and select **Properties** and go to the **Security** tab.

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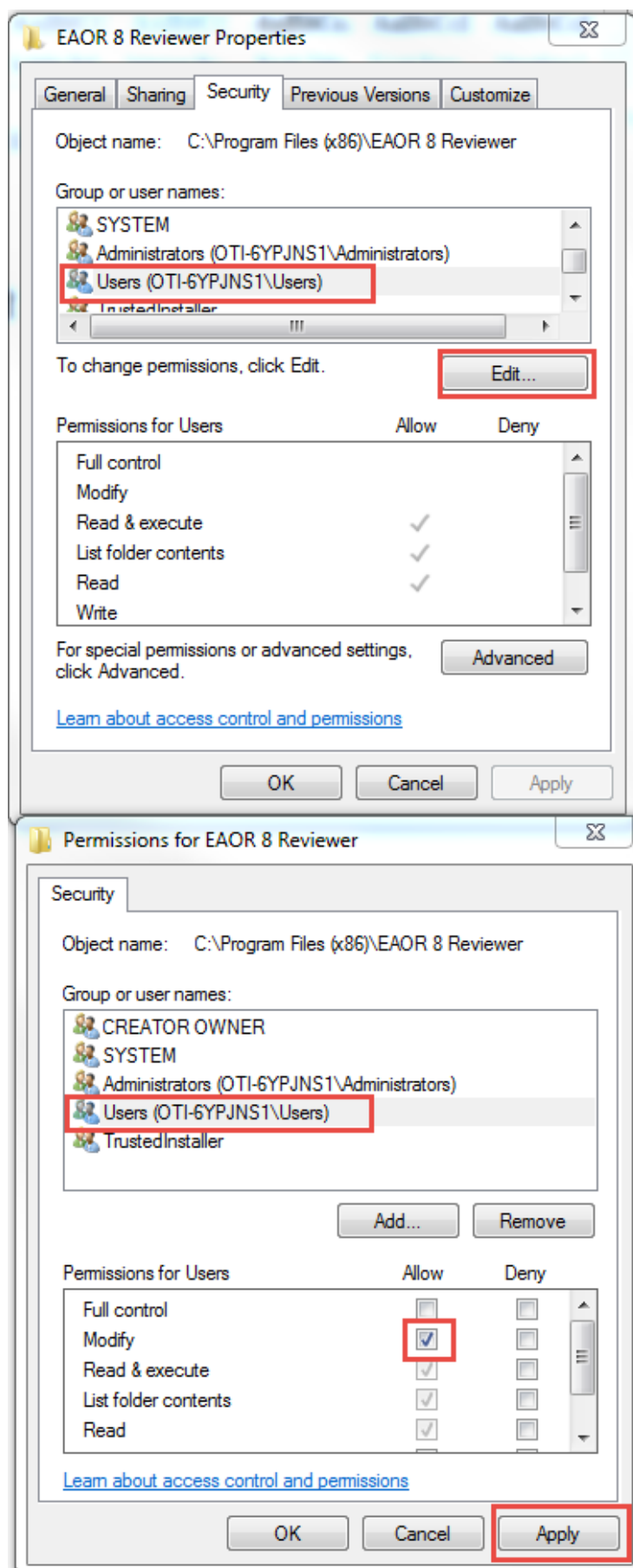
2. Select the **Users** account from the list and then click on the **Edit** button.



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

EAOR Reviewer Version 2016-1 – Installation Instructions

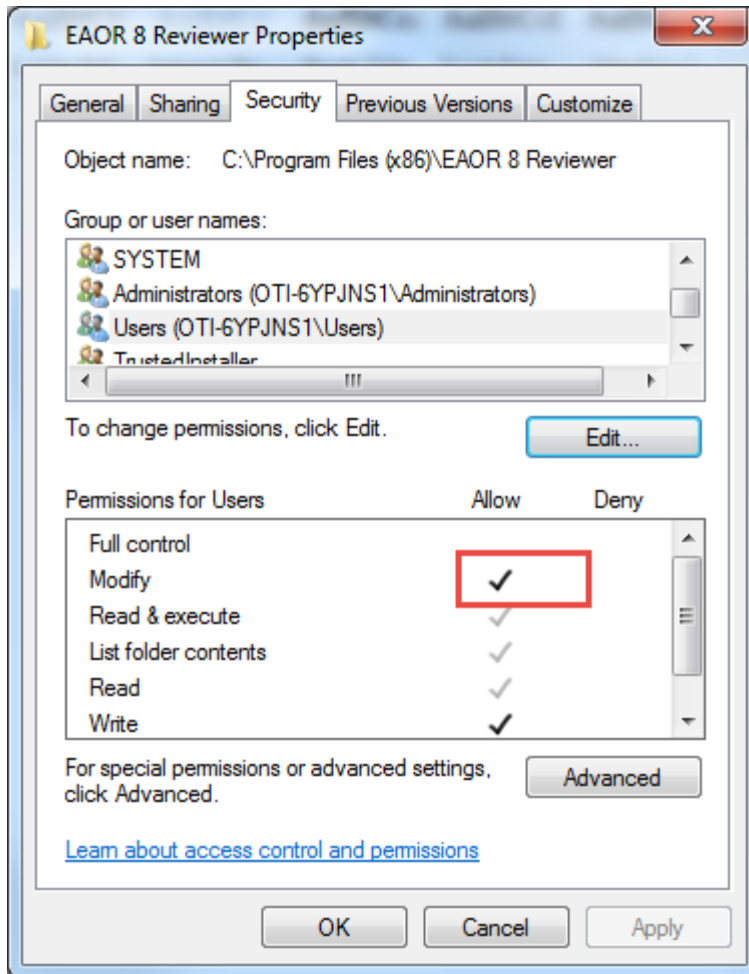
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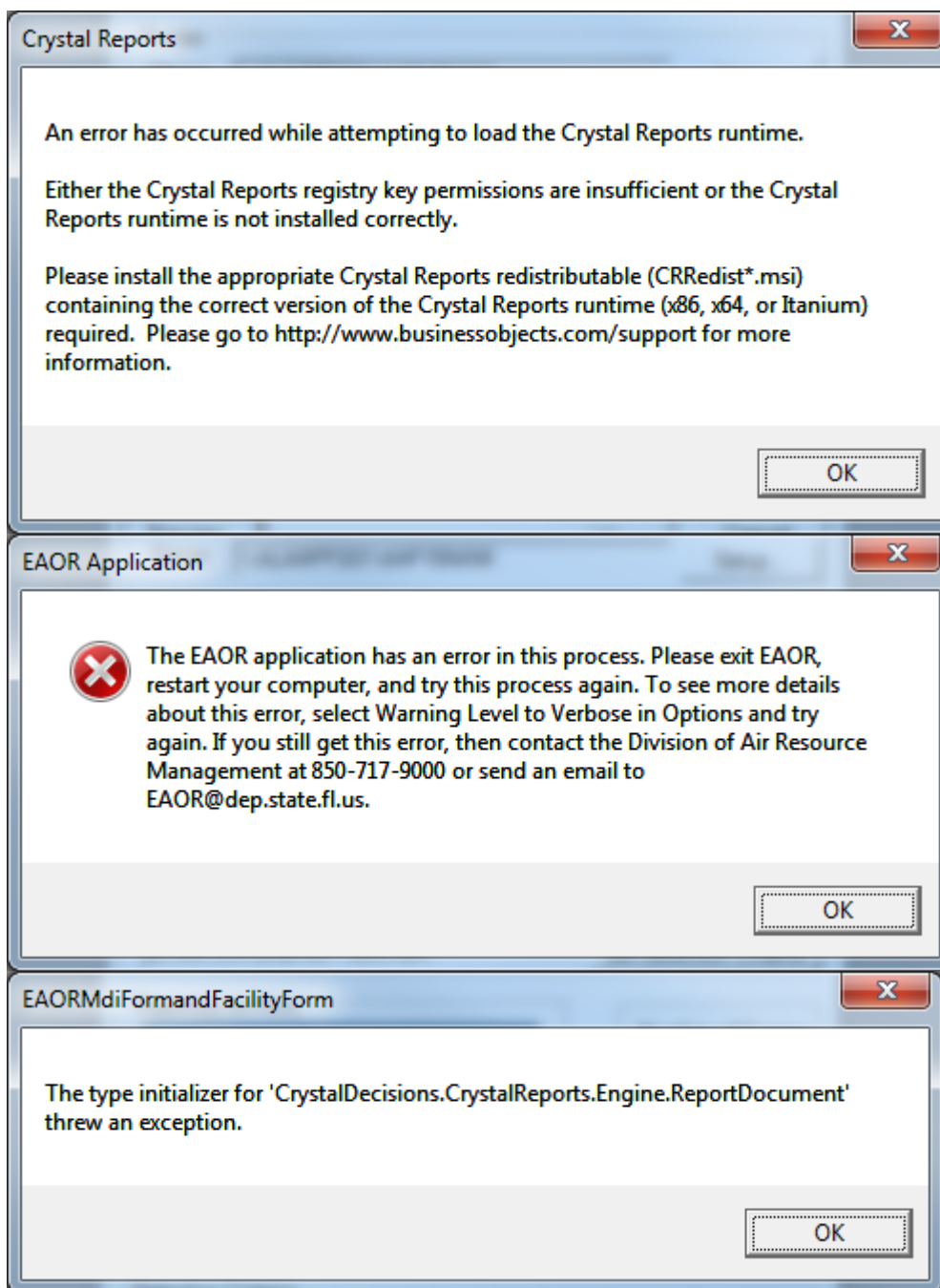
4. You'll be taken back to the dialog box in step 2. The **Users** permissions **Modify** should show as selected in the screenshot below.



Appendix E:

Crystal Reports Error Fix-1 and Fix-2

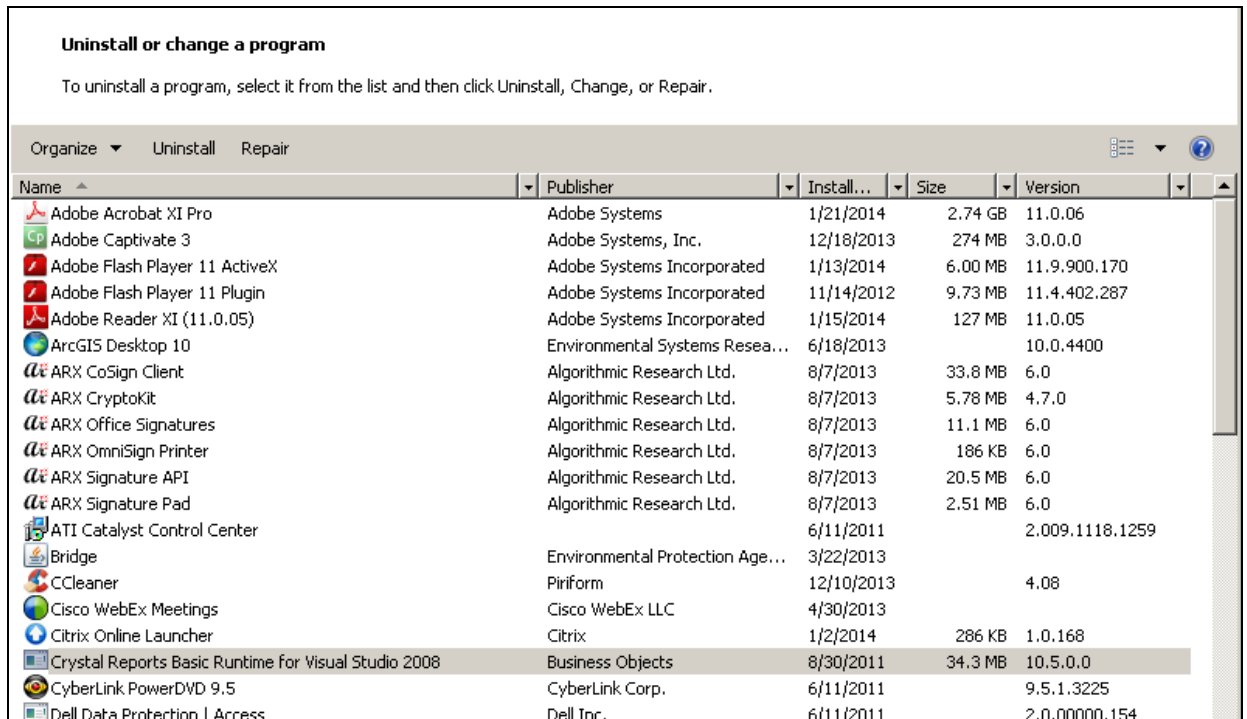
If you attempt to print/preview reports and/or submit your data file, and you receive the following series of similar error messages, please follow the steps below.



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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:

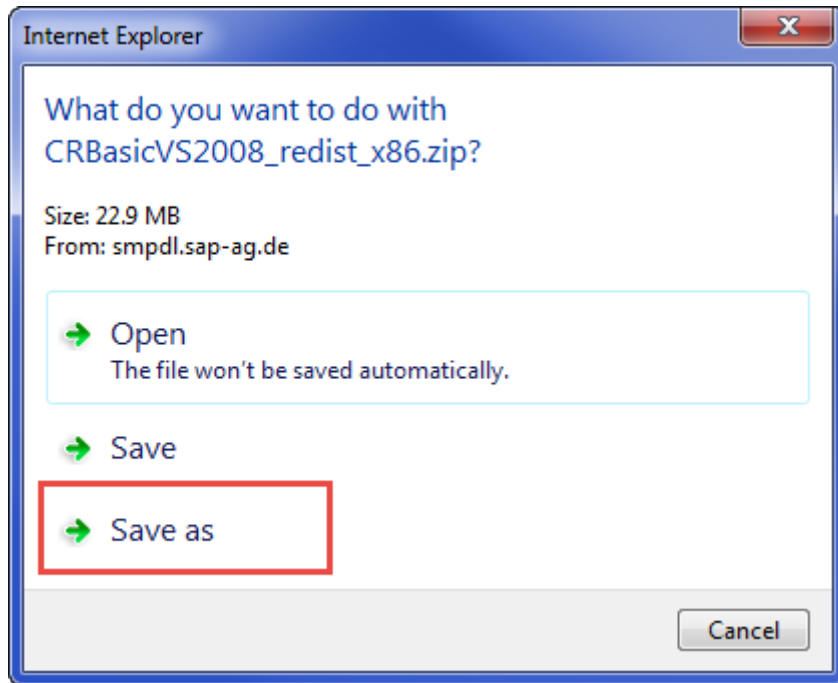
If you are not able to resolve the Crystal Reports Error through Appendix E – Crystal Reports Error Fix-1, then please try the following steps:

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

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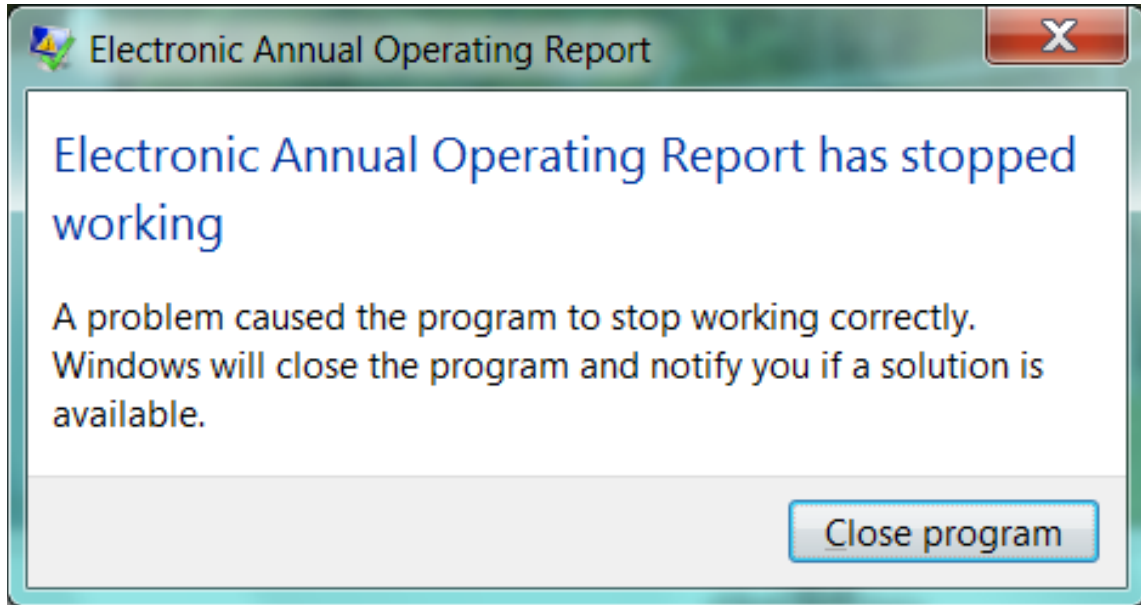
In my Programs list, this is what I have on my PC (which is a 64-bit operating system):

 Crystal Reports Basic Runtime for Visual Studio 2008	Business Objects	12/3/2015	34.3 MB	10.5.2.0
--	------------------	-----------	---------	----------

5. Then open EAOR Reviewer and try to Print/Preview Reports.

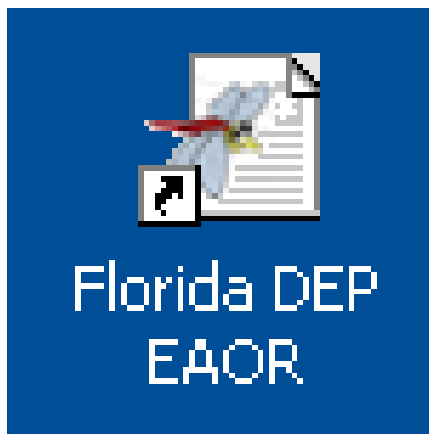
Appendix F – Random EAOR Errors:

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:

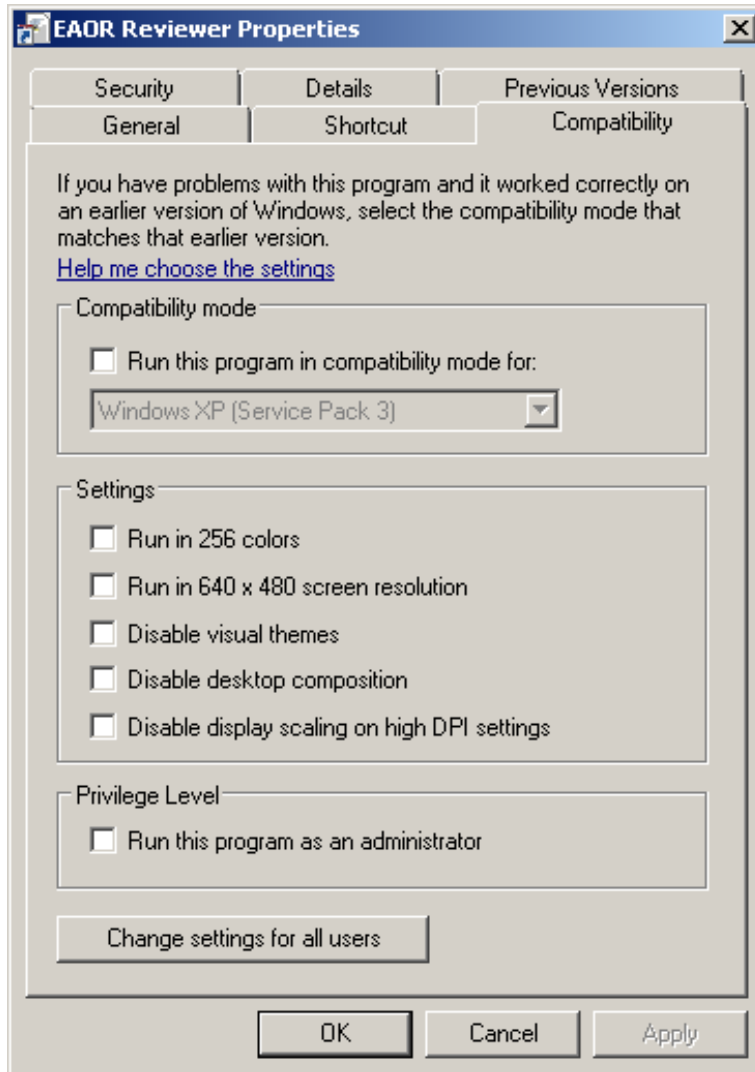
1. Right click on the EAOR Facility icon on your desktop.



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

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



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