

## Symptom

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

## Environment

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

## Reproducing the Issue

1. Create a Crystal report base on Oracle database via JDBC connection.  
JDBC connection string is used to connect two Oracle servers for HA (high availability) like this:  
jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=hostName1)(PORT=1521))(ADDRESS=(PROTOCOL=TCP)(HOST=hostName2)(PORT=1521))(LOAD\_BALANCE=yes)(CONNECT\_DATA=(SERVER=DEDICATED)(SERVICE\_NAME=aconnew)))  
To be simple, use following simple URL string to connect only one Oracle server:  
jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS\_LIST=(ADDRESS=(PROTOCOL=TCP)(HOST=hc2)(PORT=1521)))(CONNECT\_DATA=(SERVICE\_NAME=ora)))
2. Publish this report to BOE.
3. Logon Linux as BOE installation account and set registry value as below:  
BOBJ\_HOME/bobje/data/.bobj/registry/software/business objects/suite 12.0/crystal reports/databaseoptions  
"MergeConnectionProperties"="Yes"
4. Restart BOE server.
5. Logon **CMC** and select option "Use custom database logon information specified here." in the page of report **Database Configuration**.  
Provide new connection string "jdbc:oracle:thin:@hostName1:1521:aconnew1" to the textbox of **Server** area.
6. Save the configuration and refresh the report.
7. Error message "Failed to open the connection." appears in page.

## Cause

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

## Resolution

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

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

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

Please also refer to attached screenshot in changeRegistrybyXWin32\_new.xls for how to configure Linux and X-win32 on your client.

## Header Data

Released On 01.11.2010 02:55:39

Release Status Released to Customer

Component

Priority

Category

Operating System

BI-BIP-ADM User & server configuration, InfoView refresh, user rights

Normal

Problem

LINUX 10.0

## Product

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

## References

### This document refers to:

SAP Knowledge Base Articles

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

## Attachments

File Name	File Size (KB)	Mime Type
<a href="#">changeRegistrybyXWin32_new.xls</a>	247808	application/vnd.ms-excel