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KB3102429 causes Crystal Report export to PDF to fail

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Like yesterday, it seems that another update is rolled out that will break your clients that using the export function of Crystal Reports to PDF. This time it is "Update that supports Azerbaijani Manat and Georgian Lari currency symbols in Windows" (KB3102429). It was released on [download](#) on November, 17, but rolled out during the December, 8 patch day.

[Ben Dafydd Gillard](#) has posted on the [Microsoft Community](#) and seems to found the problem is within the font updates, especially the version :

“ Problem observed with v6.88 of both of those fonts, included in KB3102429, installation of which definitely caused the problem. (I suppose it is possible it's not the font files causing the problem but some other file included in the update. I have not tested that.)

Previous v6.87 of both fonts worked fine. V6.90 of both fonts (Windows 10) also seem to work fine. We had a similar problem with TNR v6.85 (initial Windows 8.1 release) but it seems to have been fixed by v6.87. KB3102429 has different versions of fonts for Windows 7. I have not yet tried to reproduce the problem on Windows 7 but I have seen reports that this update does cause a similar problem on Windows 7.

A workaround is to replace the TNR and Arial fonts in the report with other fonts, at design time or runtime. I can confirm that uninstalling KB3102429 reverted to v6.87 of both fonts and solved the problem for me.

He also refer to the [SAP Forum](#) for more information.

So uninstall of update with KB3102429 seems to fix the problem for now. You remove this update with the following steps:

Windows 10

1. Go to **Start**, enter **View Installed Updates** in the **Search Windows** box, and then press Enter.
2. In the list of updates, locate and then select update KB3102429, and then select **Uninstall**.

Windows 8 and Windows 8.1

1. Swipe in from the right edge of the screen, and then select **Search**. If you're using a mouse, point to the lower-right corner of the screen, and then select **Search**.
2. Enter windows update, select **Windows Update**, and then select **Installed Updates**.
3. In the list of updates, locate and then select update KB3102429, and then select **Uninstall**.

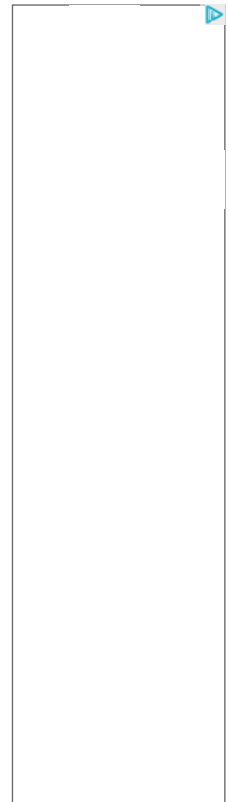
Windows 7, Windows Vista and Windows XP

1. Go to **Start**, enter **Run**, and then select **Run**

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1. Go to **Start**, enter **run**, and then select **run**.
2. Enter **Appwiz.cpl**, and then select **OK**.
3. Use one of the following procedures, depending on the operating system that you're running.
 1. Windows 7 and Windows Vista
 1. Select **View installed updates**.
 2. In the list of updates, locate and select update KB3102429, and then select **Uninstall**.
 2. Windows XP
 1. Select the **Show updates** check box.
 2. In the list of updates, locate and select update KB3102429, and then select **Remove**.

Sorry this time no msixec script to uninstall it in large deployments, but you can still script it with wusa:

```
1 @echo off
2 C:\Windows\System32\wusa.exe /uninstall /kb:3102429 /quiet /norestart
3 END
```

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currobg • 2 days ago

Incrediblemente funciona. No se que tendra que ver Azerbaijani Manat and Georgian Lari currency symbols con Crystal Reports pero funciona.

Y es increíble que Microsoft cometa estos errores y deje sin funcionar aplicaciones por todo el mundo

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Brad • 3 days ago

Do you need to reboot? For PDF export functionality to return?

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BVucinec → Brad • 3 days ago

Yes, I did reboot the computer.

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After uninstalling KB3102429 export to PDF problem is resolved.

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and change it to TLS V1.2

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