# Rocket

# Case Detail

Export

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|---|---|
| **Case ID:** | 105556 |
| **Legacy ID:** | UCC-1527 |
| **Status:** | Closed |
| **Summary:** | Error while running crystal report with multivalue data in result set |
| **Case Type:** | Problem |
| **Description:** | Sql Statement generates error<br>failed to retrieve data from database<br>s1000 rocket u2 uvodbc 1401233 error id 29 severity error facility fpserv<br>line 1 col 223 around INNER syntax error... |
| **Product:** | U2 UniVerse |
| **Serial Number:** | D367-7411-0792-4F4F |
| **Install Site:** | Systems House Inc NJ |
| **Operating System:** | AIX 5.1 |
| **Severity:** | Sev 2 - major |
| **Business Impact:** | odbc is unusable from m/v reports |
| **Component/s:** | click to edit... |
| **Product Version:** | click to edit... |
| **Updated:** | 2014-11-03 10:01 |
| **Created:** | 2012-04-30 23:45 |
| **Subscribers:** | click to edit... |
| **24X7 Support:** | ☐ |
| **Surveyed:** | ☐ |

## Comments

| Date | User | Comment |
|---|---|---|
| 2012-09-07 04:58 | **Case Auto Closure Service** | This case has been closed by the Rocket automated case-closure process. If you need to reopen the case, please update the case in the Rocket Customer Portal at http://www.rocketsoftware.com/support, or by clicking on the Case Summary field above. |
| 2012-08-31 05:56 | **Case Auto Closure Service** | This is an automated reminder that we are waiting for your response on this case. Our last request for information was 14 days ago. If you would like this case to remain open, please reply to this message. Note that this case will be closed automatically after a further 7 days, unless other arrangements are made. |
| 2012-08-23 20:57 | **Case Auto Closure Service** | This is an automated reminder that we are waiting for your response on this case. Our last request for information was 7 days ago. If you would like this case to remain open, please reply to this message. Note that this case will be closed automatically after a further 14 days, unless other arrangements are made. |
| 2012-08-16 05:30 | **Paul Chang** | The registry key change will solve the Crystal Report XI sql syntax issue.<br><br>HKLM\Software\Wow6432Node\Business Objects\Suite 11.0\Crystal Reports\Database |
| 2012-07-27 07:10 | **David Fertig** | had to reboot for the registry change to take effect - but that seems to have fixed it.<br>i think with this registry tweak we should be ok for now..<br><br>thanks. |
| 2012-07-27 06:57 | **David Fertig** | the embedded version looks to be using...<br>HKLM\Software\Wow6432Node\Business Objects\Suite 11.0\Crystal Reports\Database<br><br>updating registry for that now.. |
| 2012-07-27 06:54 | **David Fertig** | STILL DIDNT' work from the embedded version - but i am trying the find that registry key now.. |
| 2012-07-27 06:51 | **David Fertig** | HKLM\Software\Wow6432Node\Business Objects\Suite 11.5\Crystal Reports\Database\QueryBuilder\JoinBuilder<br><br>SUCCESS!!!!<br><br>took a while but the doc you sent was it -once i updated the key it works.. !!!<br>i am now testing the reports i have - once the alias issue is updated we should be good to go.. |

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| 2012-07-27 06:42 | **David Fertig** | i had updated prior.. - i am updating the new keys now.. <br><br> [HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Crystal Reports\Database\Querybuilder] <br><br> [HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Crystal Reports\Database\Querybuilder\JoinBuilder] "LotusNotesJoinBuilder"="uvodbc" <br><br> [HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Crystal Reports\Database\Querybuilder\OuterJoinEscSeq] "MSOuterJoinEscSeq"="uvodbc" |
| 2012-07-27 06:40 | **David Fertig** | using the doc you sent i found following registry keys . <br> updating now to see if it will work. <br><br> HKCU\Software\Business Objects\Suite 11.5\Crystal Reports\Database\QueryBuilder\JoinBuilder <br><br> HKLM\Software\Wow6432Node\Business Objects\Suite 11.5\Crystal Reports\Database\QueryBuilder\JoinBuilder <br><br> HKCU\Software\Business Objects\Suite 11.5\Crystal Reports\Database\QueryBuilder\JoinBuilder |
| 2012-07-16 08:18 | **David Fertig** | Thanks paukl – no I have not had a chance – I am traveling and will back tomorrow –then out for a week again -I will try and test tomorrowDf[http://www.tshinc.com/images/tshwebad.gif][http://www.tshinc.com/images/facebook.jpg] [http://www.tshinc.com/images/linkedin.jpg]David FertigVP Technical Svcs.The Systems House, Inc.1033 Route 46 EastClifton NJ 07013Phone: 973-777-8050 x 280Fax: 973-777-3063Email: David.Fertig@tshinc.comURL: http://www.tshinc.comSupply Chain Management for the Real World"If you can not measure it, you can not improve it." - Lord Kelvin |
| 2012-07-16 07:32 | **Paul Chang** | David, <br> Do you have any chance to test Crystal Report add-in for VS 2010 with the registry key setting? The key is only required for inner join. On new Crystal report version, it will generate the left outer join syntax correctly. Please update us. Thanks! <br> Paul |
| 2012-07-11 02:54 | **Paul Chang** | Sent two files (VS2010_CR_Addin.pdf and registry key setting) to David. |
| 2012-07-11 02:50 | **David Fertig** | Paul – I was not able to access those attachments.[cid:image001.png@01CD5F62.F311DBC0][http://www.tshinc.com/images/tshwebad.gif] [http://www.tshinc.com/images/facebook.jpg][http://www.tshinc.com/images/linkedin.jpg]David FertigVP Technical Svcs.The Systems House, Inc.1033 Route 46 EastClifton NJ 07013Phone: 973-777-8050 x 280Fax: 973-777-3063Email: David.Fertig@tshinc.comURL: http://www.tshinc.comSupply Chain Management for the Real World"If you can not measure it, you can not improve it." - Lord Kelvin |
| 2012-07-11 02:42 | **Paul Chang** | I have found another solution for you. You can use the FREE Crystal Reports add-in for VS 2010 IDE environment. It is the free version similar as Crystal Reports 2011. In this new version, it will generate the correct left outer join syntax for using the latest UVODBC client. <br><br> But, it will require the registry key setting to generate the correct simple join syntax. Please see more detail in the VS2010_CR_Addin.pdf attachment file. I also put the registry key setting in the vs2010_cr_regkey_win7.txt file. It might be good solution for future application. Please try it and let us about the results. Thanks! |
| 2012-07-09 06:08 | **David Fertig** | it's embedded into the application - so i can not use the new version. <br> if we have to upgrade it - we will have to test and redo all the report's as well. |
| 2012-07-09 06:05 | **Paul Chang** | For my tests, CR2008 and CR 2011 will generate the SIMPLE SQL JOIN syntax if I set the registry key, so it will work file here. We do not want to modify the SQL syntax manually. The Crystal Reports must know something different to generate the different SQL JOIN syntax. That is why I try to find out why it will generate different SQL JOIN syntax based on the registry key setting. <br><br> I also tested the 4.0.2 UVODBC client from your system on our CR2008 and CR2011. Both tests are failed on our environment that will still generate the INNER JOIN syntax. The only difference between your test and mine is using different Crystal Reports version. Is it possible for you to test new Crystal Reports version? |
| 2012-07-09 05:20 | **David Fertig** | Added Custom uvodbc.dll |
| 2012-07-09 05:18 | **David Fertig** | Paul if you remember the Crystal reports query didnt include the inner join - it used what you called simple joins - <br> see comments below.. <br><br> <table><tr><td>2012-05-15 19:36</td><td>**David Fertig**</td><td>If i modify the statement as such - removing the inner join it seems to work ok..<br><br>SELECT "OPERATOR"."LOGON", "OPERATOR"."OPER_REF", "OPERATOR<br>"OPERATOR"."PASSWORD", "OPERATOR_DETAIL"."PROC_CODE", "OPEF<br> FROM  "OPERATOR" OPERATOR", "OPERATOR_DETAIL" "OPERATOR_I<br>"OPERATOR"."Z_ID"="OPERATOR_DETAIL"."Z_ID"<br> ORDER BY "OPERATOR"."OP_CODE"<br><br>Start:<br>Executing.....=> SELECT "OPERATOR"."LOGON", "OPERATOR"."OPER_REF<br>"OPERATOR"."OP_CODE", "OPERATOR"."PASSWORD", "OPERATOR_DET<br>"OPERATOR_DETAIL"."PROC_UPDATE_FLAG"<br> FROM  "OPERATOR" OPERATOR", "OPERATOR_DETAIL" "OPERATOR_I<br>"OPERATOR"."Z_ID"="OPERATOR_DETAIL"."Z_ID"<br> ORDER BY "OPERATOR"."OP_CODE"<br><br>Executed<br>End:</td></tr></table> |

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| 2012-07-09 03:14 | **Paul Chang** | I tested the LEFT OUTER JOIN syntax using CR 2008 and CR2011 on different machines that seem working correctly wihtout any registry key setting. It will use the standard "oj" ODBC syntax. But, the INNER JOIN is different. I must set the registry key "LotusNotesJoinBuilder"="uvodbc" ot make it work correctly.<br><br>I also tried different UVODBC 4.0.2 versions to make it work with INNER JOIN, but all my tests are failed. What exact UVODBC version you are using to make it work without any registry key setting? Could you send that UVODBC driver to us? Thanks! |
| 2012-07-06 04:02 | **Paul Chang** | Sorry! It should be 11.5 not 10.5.<br>Windows Registry Editor Version 5.00<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Business Objects\11.5\Crystal Reports\Database\QueryBuilder]<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Business Objects\11.5\Crystal Reports\Database\QueryBuilder\JoinBuilder]<br>"LotusNotesJoinBuilder"="uvodbc"<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Business Objects\11.5\Crystal Reports\Database\QueryBuilder\OuterJoinEscSeq]<br>"MSOuterJoinEscSeq"="uvodbc" |
| 2012-07-06 04:01 | **Paul Chang** | The registry key setting for Crystal Reports XI SP 2 should be using the following:<br><br>Windows Registry Editor Version 5.00<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Business Objects\10.5\Crystal Reports\Database\QueryBuilder]<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Business Objects\10.5\Crystal Reports\Database\QueryBuilder\JoinBuilder]<br>"LotusNotesJoinBuilder"="uvodbc"<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Business Objects\10.5\Crystal Reports\Database\QueryBuilder\OuterJoinEscSeq]<br>"MSOuterJoinEscSeq"="uvodbc" |
| 2012-07-06 03:45 | **David Fertig** | C:\Program Files (x86)\Business Objects\Crystal Reports 11.5  is the path to my crw32.exe |
| 2012-07-06 03:44 | **David Fertig** | again - when i use the old uvodbc.dll - i do not have any of these issues. |
| 2012-07-06 03:43 | **David Fertig** | Should note: -  these fixes never worked for me back in 2009 - and i have no reason to believe they will fix the issue in 2012<br>the point of this case was to get it corrected - not update the registry again - |
| 2012-07-06 03:41 | **Paul Chang** | Where Crystal Reports XI software was installed? It should be in the "C:\Program Files (x86)\Business Objects\...." folder. Please check where is the "crw32.exe" program folder. Thanks! |
| 2012-07-06 03:35 | **David Fertig** | Are you running on 32-bit XP machine or 64-bit Crystal Reports XI version?<br>[df]<br>64 Bit Machine - Window 7 Pro.  - Crystal reports Xi sp2 (32 bit application)<br><br>The registry key will be different for 32-bit and 64-bit machines<br>[df] ok - do you have any idea where on 64 bit to put it in?<br><br>. Are you testing the INNER JOIN, LEFT OUTER JOIN or both?<br>[df] both |
| 2012-07-06 03:25 | **Paul Chang** | Are you running on 32-bit XP machine or 64-bit Crystal Reports XI version? The registry key will be different for 32-bit and 64-bit machines. Are you testing the INNER JOIN, LEFT OUTER JOIN or both? |
| 2012-07-06 03:17 | **David Fertig** | That had no effect.. |
| 2012-07-06 03:16 | **Paul Chang** | Are you running on 32-bit XP machine or 64-bit Crystal Reports XI version? |
| 2012-07-06 03:11 | **David Fertig** | I updated these on my pc..<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Crystal Reports]<br>[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Crystal Reports\Database]<br>[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Crystal Reports\Database\Querybuilder]<br>[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Crystal Reports\Database\Querybuilder\JoinBuilder]<br>"LotusNotesJoinBuilder"="uvodbc"<br>[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Crystal Reports\Database\Querybuilder\OuterJoinEscSeq]<br>"MSOuterJoinEscSeq"="uvodbc" |
| 2012-07-06 03:07 | **David Fertig** | I am using the Full Version on my laptop= but we only push out the embedded version<br><br>here is the technote all cleaned up..<br><br> Problems with UVODBC and SQL OUTER JOIN syntax whenusing Crystal Reports XI<br>Technote (FAQ)<br><br>Question<br>Crystal Reports XI have changed the SQL syntax used from ODBC syntaxto ANSI syntax.In most instances this does not cause a problem. The exception to this isthe LEFT OUTER JOIN syntax.The SQL statement now sent to UVODBC by Crystal Reports XI is as thefollowing example.SELECT CUSTOMER.FNAME, CUSTOMER_ORDERS.PRODIDFROM CUSTOMER LEFT OUTER JOIN CUSTOMER_ORDERS ONCUSTOMER.CUSTID = CUSTOMER_ORDERS.CUSTID;Provided 'Name Mapping' is set to 'No' and 'Retry as UniVerse' is set to'Yes', in the 'UniVerse ODBC Data Source Setup' options screen, then thisOUTER JOIN syntax should work successfully.However, if 'Name Mapping' is set to 'Yes' and 'Retry as UniVerse' set to'No', then the SQL statement will fail with an error message similar to thefollowing:ErrorMsg="[IBM][UVODBC] |

[1401032]Error ID: 29 Severity: ERRORFacility: FPSRVERR - Line 1, column 65 (around "OUTER"): Syntaxerror."The error message has also stated (around "LEFT") in some instances.
Cause
This error is caused because UVODBC is expecting the following OUTERJOIN syntax using the same example as used above.SELECT CUSTOMER.FNAME, CUSTOMER_ORDERS.PRODIDFROM
{ oj
CUSTOMER LEFT OUTER JOIN CUSTOMER_ORDERSON CUSTOMER.CUSTID = CUSTOMER_ORDERS.CUSTID
}
;
Answer
Crystal Reports XI can be told to produce the required syntax by means of a Registry entry as follows:
[HKEY_LOCAL_MACHINE\Software\Business Objects\CrystalReports\Database\Querybuilder\OuterJoinEscSeq]"MSOuterJoinEscSeq"="uvodbc"
Page 1 of 2IBM - Problems with UVODBC and SQL OUTER JOIN syntax when using Crystal Repo...07/08/2009http://www-01.ibm.com/support/entdocview.wss?rs=895&context=SSKJMP&context=S...


 The following Registry entry has also been found to be effective in somecases:[HKEY_CURRENT_USER\Software\Business Objects\CrystalReports\Database\QueryBuilder\JoinBuilder] LotusNotesJoinBuilder ="UVODBC"
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Page 2 of 2IBM - Problems with UVODBC and SQL OUTER JOIN syntax when using Crystal Repo...07/08/2009http://www-01.ibm.com/support/entdocview.wss?rs=895&context=SSKJMP&context=S...

| 2012-07-06 02:31 | Paul Chang | Could you resize the font for previous IBM Technote comment? Thanks! That is a TechNote as I created it for 32-bit XP environment a couple of years ago. If you are working on 64-bit machine, the registry key path will be a little different. |
| 2012-07-06 02:22 | Paul Chang | Are you using the full Crystal Reports version or the free add-in CR version? If you are using the full CR XI version, it can be found the crw32.exe in the Program Files (32-bit machine) or Program Files (x86) (64-bit machine). If you are using add-in option, we need to know what VS version you are using. Is it using Visual Studio 2010 or others? |
| 2012-07-06 02:10 | David Fertig | here is a picture of the registry key. |
| 2012-07-06 02:09 | David Fertig | paul - are the keys supposed to be there - b/c i am only seeing  Crystal Reports\Keycodes<br>and Crystal Reports\ DatabaseOptions -<br><br>there is one in there for Lawson (another ERP software i have seen elsewhere)<br><br>how much i am supposed to be adding? |
| 2012-07-06 02:04 | David Fertig | updating registry and trying now.. |
| 2012-07-06 01:43 | Paul Chang | The registry key will be different for Crystal Report versions. We only have CR2008 and CR2011 versions here, but it should be similar as on CR XI version.<br><br>Here is the setting for 32-bit CR 2011 installed on 64-bit Windows 7 machine.<br><br>1. Installed folder:<br>"C:\Program Files (x86)\SAP BusinessObjects\SAP BusinessObjects Enterprise XI 4.0\win32_x86\crw32.exe"<br><br>2.   Registry keys:<br><br>Windows Registry Editor Version 5.00<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\**SAP BusinessObjects\Suite XI 4.0**\Crystal Reports\Database\QueryBuilder]<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\**SAP BusinessObjects\Suite XI 4.0**\Crystal Reports\Database\QueryBuilder\JoinBuilder] "LotusNotesJoinBuilder"="uvodbc"<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\**SAP BusinessObjects\Suite XI 4.0**\Crystal Reports\Database\QueryBuilder\OuterJoinEscSeq] "MSOuterJoinEscSeq"="uvodbc<br><br>The "**SAP BusinessObjects\Suite XI 4.0**" path setting will be different for other Crystal Reports versions. |
| 2012-07-06 01:29 | David Fertig | no problem - just let me know the registry key or create a .reg file and i will update it<br><br>if we can get version 11.x with a registry fix - that should work ok as a long term workaround |
| 2012-07-06 00:53 | Paul Chang | For the LEFT OUTER JOIN syntax, our engineer found a way to use 2.0 (oj) syntax for new UVODBC client. But, I need to verify and test the solution from our engineer. For the Crystal Report INNER JOIN syntax, it will be based on the registry key setting. It can work fine with my CR 2008 and CR 2011 versions, but we do not have the Crystal Report XI version here. Is it possible for you to test the latest Crystal Report version? |
| 2012-07-06 00:07 | David Fertig | any updates on this one? |
| 2012-06-25 08:14 | David Fertig | this is not working - i am back to this error - we started with<br><br>Facility: DBCAPERR Severity: ERROR Error ID: 46 Extern error: 950088 Message: UCI Error. Func: SQLPrepare(DML); State: S1000; uniVerse code: 950088; Msg: [U2][SQL Client][UNIVERSE]UniVerse/SQL: syntax error.  Unexpected filename.  Token was "CUSTOMERX". Scanned command was FROM "CUSTOMERX" "CUSTOMERX" . |
| 2012-06-25 07:33 | Paul Chang | The solution shoudl be same as the UCC-1526 suggestion. If the problem is still now solved, please let us know. Thanks! |

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| 2012-06-19 07:00 | **Paul Chang** | David,<br><br>We have installed CR 2008 and CR 2011 SP2 environment, but it is not easy to get the CR XI version.<br><br>For the UVODBC DSN setting, you must use the  "Universe Name Mapping = NO Retry as universe SQL = YES" setting not default setting. Otherwise, you will always get the syntax error. You should see the @ASSOC_ROW field name when using Crystal Report.<br><br>For Crystal Report 2011, you can use RDO/ODBC or ADO/ODBC connection option. You might try the RDO/ODBC connection that table alias name will be different from the original table, so it should work fine. Please try it and let us know the reuslt. Thanks!<br><br>Paul |
| 2012-06-19 05:53 | **David Fertig** | The row postion name is "Z_ASSOC_ROW" not "@ASSOC_ROW". Are you using the DSN with mapping or no mapping option?<br><br>- i am using the defaults -<br>Universe Name Mapping = YES<br>Retry as universe SQL = NO |
| 2012-06-19 05:51 | **David Fertig** | Paul i dont understand this comment..<br>if I put the working SQL syntax in the UVODBC tester tool, it still fail with SQL syntax error.  That might be an issue. |
| 2012-06-19 05:50 | **David Fertig** | Paul i am running IS<br>Crystal Reports ActiveX Designer Design and Runtime Support  VERSION 11.0.0.1282<br>C:\Program Files (x86)\Common Files\Business Objects\3.0\bin\craxddrt.dll<br>DATED: 3/8/2005 1:09 AM<br> From Business Objects<br>this is the version with 11 |
| 2012-06-19 05:37 | **Paul Chang** | David,<br><br>I  am trying to install Crystal Report 2011 SP2 version on our Windows 7 machine for testing the problem. Are you running on Crystal Report 2011 or CR XI (11) version? The CR version in this case is not consistent. Please verify it again. Thanks!<br><br>Paul |
| 2012-06-19 01:21 | **Paul Chang** | For my testing on XP machine with Crystal Report 2008, it will work fine with the specific registry key setting. The DSN name must be using the no mapping option.<br>Windows Registry Editor Version 5.00<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\Crystal Reports\Database\QueryBuilder]<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\Crystal Reports\Database\QueryBuilder\JoinBuilder]<br>"LotusNotesJoinBuilder"="uvodbc"<br><br>[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\Crystal Reports\Database\QueryBuilder\OuterJoinEscSeq]<br>"MSOuterJoinEscSeq"="uvodbc"<br><br> In the uvodbc.log file, the SQL syntax is the following:<br><br>Enter SQLExecDirect and  SQL Stmt: SELECT "CUSTOMERX"."CUSTID", "CUSTOMERX"."SAL", "CUSTOMERX"."FNAME", "CUSTOMERX_ORDERS"."PRODID", "CUSTOMERX_ORDERS"."DESCRIPTION", "CUSTOMERX_ORDERS"."BUY_DATE" FROM "CUSTOMERX" "CUSTOMERX", "CUSTOMERX_ORDERS" "CUSTOMERX_ORDERS" WHERE ("CUSTOMERX"."CUSTID"="CUSTOMERX_ORDERS"."CUSTID")<br><br>-----------------------------------------------------------------<br><br>Preparing UniVerse SQL statement:<br><br>   UV/ODBC cursor = 0D96B830<br><br>   UCI hstmt     = 03230108<br><br>statement = SELECT ALL "XREMOTSUC"."CUSTID", "XREMOTSUC"."SAL", "XREMOTSUC"."FNAME", "SREDRO_XREMOTSUC"."PRODID", "SREDRO_XREMOTSUC"."DESCRIPTION", "SREDRO_XREMOTSUC"."BUY_DATE" FROM "CUSTOMERX" "XREMOTSUC", "CUSTOMERX"_"ORDERS" "SREDRO_XREMOTSUC" WHERE ( ( "XREMOTSUC"."CUSTID" ) = ( "SREDRO_XREMOTSUC"."CUSTID" ) )<br><br>If I remove the registry key setting, it will return the syntax error.<br><br>Enter SQLExecDirect and  SQL Stmt: SELECT "CUSTOMERX"."CUSTID", "CUSTOMERX"."SAL", "CUSTOMERX"."FNAME", "CUSTOMERX"."LNAME", "CUSTOMERX_ORDERS"."PRODID", "CUSTOMERX_ORDERS"."DESCRIPTION", "CUSTOMERX_ORDERS"."BUY_DATE", "CUSTOMERX_ORDERS"."LIST_PRICE" FROM   "CUSTOMERX" "CUSTOMERX" INNER JOIN "CUSTOMERX_ORDERS" "CUSTOMERX_ORDERS" ON "CUSTOMERX"."CUSTID"="CUSTOMERX_ORDERS"."CUSTID"<br><br>-----------------------------------------------------------------<br><br>Preparing UniVerse SQL statement:<br><br>   UV/ODBC cursor = 0A9B8DB8<br><br>   UCI hstmt     = 031AA070<br><br>   statement    =  SELECT "CUSTOMERX"."CUSTID", "CUSTOMERX"."SAL", "CUSTOMERX"."FNAME", "CUSTOMERX"."LNAME", "CUSTOMERX_ORDERS"."PRODID", "CUSTOMERX_ORDERS"."DESCRIPTION", "CUSTOMERX_ORDERS"."BUY_DATE", "CUSTOMERX_ORDERS"."LIST_PRICE" FROM   "CUSTOMERX" "CUSTOMERX" INNER JOIN "CUSTOMERX_ORDERS" "CUSTOMERX_ORDERS" ON "CUSTOMERX"."CUSTID"="CUSTOMERX_ORDERS"."CUSTID"<br><br>UCI SQLPrepare(DML) returned -1<br><br>SQLSTATE : S1000  Native Error : 950088  [U2][SQL Client][UNIVERSE]UniVerse/SQL: syntax error.  Unexpected filename.  Token was |

| | | "CUSTOMERX". Scanned command was FROM "CUSTOMERX" "CUSTOMERX"<br><br>Facility: DBCAPERR Severity: ERROR Error ID: 46 Extern error: 950088 Message: UCI Error. Func: SQLPrepare(DML); State: S1000; uniVerse code: 950088; Msg: [U2][SQL Client][UNIVERSE]UniVerse/SQL: syntax error.  Unexpected filename.  Token was "CUSTOMERX". Scanned command was FROM "CUSTOMERX" "CUSTOMERX" .<br><br>If I put the working SQL syntax in the UVODBC tester tool, it still fail with SQL syntax error.  That might be an issue. |
|---|---|---|
| 2012-06-19 00:59 | **Paul Chang** | David,<br>I reviewed the uvodbc.log file, which was created on your XP with CR XI version. The row postion name is "Z_ASSOC_ROW" not "@ASSOC_ROW". Are you using the DSN with mapping or no mapping option? The INNER JOIN syntax is not working with the DSN mapping option that will return the syntax error. I also found the CR XI using ODBC 3.0 not 2.0 in the log file.<br><br>Here is the part of uvodbc.log file.<br>Enter SQLFetch and it calls ExtendedFetch as ODBC 3.0<br>Exit SQLFetch and  RETCODE:100<br><br><br>Paul |
| 2012-06-19 00:59 | **Paul Chang** | David,<br>I reviewed the uvodbc.log file, which was created on your XP with CR XI version. The row postion name is "Z_ASSOC_ROW" not "@ASSOC_ROW". Are you using the DSN with mapping or no mapping option? The INNER JOIN syntax is not working with the DSN mapping option that will return the syntax error. I also found the CR XI using ODBC 3.0 not 2.0 in the log file.<br><br>Here is the part of uvodbc.log file.<br>Enter SQLFetch and it calls ExtendedFetch as ODBC 3.0<br>Exit SQLFetch and  RETCODE:100<br><br><br>Paul |
| 2012-06-18 08:29 | **David Fertig** | I TURNED ON debugging and all i got was.<br><br>32bit UVODBC Driver 5.140.0<br>© Rocket Software, Inc. 1985-2011. All rights reserved.<br>================================================================<br>================================================================<br><br>nothing else is showing up. |
| 2012-06-18 08:25 | **David Fertig** | i installed a fresh copy of 11.x odbc drivers and got the same error on innner joins on a clean XP pc installed with crystal X11 - note i am using crystal X1 not 2008 |
| 2012-06-18 07:23 | **David Fertig** | added uvodbc.log and word doc. |
| 2012-06-18 07:21 | **David Fertig** | uploaded attachments and log to site- testing on clean pc now - |
| 2012-06-18 06:41 | **David Fertig** | ok - got it now - i am reproducing on my pc - and on another one here to verify it's not my machine.. |
| 2012-06-18 06:32 | **David Fertig** | Paul i did not see this file attached? -  20120612_CR2008_XP.docx<br><br>did you send it to me? |
| 2012-06-12 01:12 | **Paul Chang** | David,<br><br>I tested this case again using the Nov 2011 ODBC client and Crystal Report 2008 that seems working fine as expected. Do you have any chance to test the problem on different machine? Is it possible to generate the client and server SQL syntax similar as testing in the 20120612_CR2008_XP.docx attachment file?<br><br>Regards,<br>Paul |
| 2012-05-25 07:53 | **David Fertig** | paul this was done using the custom version i had prior to the update  - not the new dll |
| 2012-05-25 07:50 | **Paul Chang** | I tested the problem again and did work fine on my machine. We might schedule a Gotomeeting next week to see the problem.. |
| 2012-05-25 06:36 | **David Fertig** | Added my testing document |
| 2012-05-25 06:24 | **David Fertig** | updating now.. |
| 2012-05-23 02:51 | **David Fertig** | spoke with paul - will recreate his testing doc on my pc using the drivers i have and see if i can get it to fail/work w<br>while collecting the logs - |

| | | once i have done that i will upload to this case. |
|---|---|---|
| 2012-05-22 07:02 | **Paul Chang** | Hi David,<br><br>I will take the ownership of this UVODBC issue. For the latest UVODBC client, it will fail with the SQL INNER JOIN syntax with name mapping setting "Y". It should work on early UVODBC version, so I will work with our engineer to solve this issue. You can see my test report in the 20120522_SQL_Test.docx file.<br><br>For the latest Crystal Report version, they do change some SQL syntax to cause the problem. The first one is relate to the same alias name that is fixed on new 4.0.6 or later. I suspect that fix to break the other SQL syntax issues.<br><br>If you turn on the UVODBC client log, you might be able to see the SQL syntax. The SQL left outer syntax should contain the "oj" keyword in the SQL statement. If not, you will get the SQL syntax error.<br><br>When I have more updates, you should be able to see it via RCP portal.<br><br>Thanks for your patience!<br><br>Paul |
| 2012-05-21 10:09 | **Tim Shea** | David,<br><br>Mike and Paul are in discussions regarding the problems you've encountered with the inner join..<br><br>In regards to the "?" - question marks that you have seen in emails from the Rocket Customer Portal - it's looking like these are being generated via Mike's updates/profile.  Are you seeing any of those questions marks in this update from me?   Do you consistently see those in updates from Mike or any of the other folks from U2 Support posting comments?<br><br>Thank You,<br>Tim Shea |
| 2012-05-16 02:56 | **Mike Rajkowski** | David,<br><br>Thanks for the additional information, I will be discussing your findings with the engineers, and will get back to you shortly.<br><br>Mike |
| 2012-05-15 09:55 | **David Fertig** | Added pictures of settings and examples.. or error and working example |
| 2012-05-15 09:54 | **David Fertig** | Added pictures of settings and examples.. or error and working example |
| 2012-05-15 09:36 | **David Fertig** | If i modify the statement as such - removing the inner join it seems to work ok..<br><br>SELECT "OPERATOR"."LOGON", "OPERATOR"."OPER_REF", "OPERATOR"."OPNAME", "OPERATOR"."OP_CODE", "OPERATOR"."PASSWORD", "OPERATOR_DETAIL"."PROC_CODE", "OPERATOR_DETAIL"."PROC_UPDATE_FLAG"<br> FROM   "OPERATOR" "OPERATOR", "OPERATOR_DETAIL" "OPERATOR_DETAIL" WHERE "OPERATOR"."Z_ID"="OPERATOR_DETAIL"."Z_ID"<br> ORDER BY "OPERATOR"."OP_CODE"<br><br><br>Start:<br>Executing.....=> SELECT "OPERATOR"."LOGON", "OPERATOR"."OPER_REF", "OPERATOR"."OPNAME", "OPERATOR"."OP_CODE", "OPERATOR"."PASSWORD", "OPERATOR_DETAIL"."PROC_CODE", "OPERATOR_DETAIL"."PROC_UPDATE_FLAG"<br> FROM   "OPERATOR" "OPERATOR", "OPERATOR_DETAIL" "OPERATOR_DETAIL" WHERE "OPERATOR"."Z_ID"="OPERATOR_DETAIL"."Z_ID"<br> ORDER BY "OPERATOR"."OP_CODE"<br><br><br>Executed<br>End: |
| 2012-05-15 09:31 | **David Fertig** | Ran same select using odbc test tool and it failed..<br><br> SELECT "OPERATOR"."LOGON", "OPERATOR"."OPER_REF", "OPERATOR"."OPNAME", "OPERATOR"."OP_CODE", "OPERATOR"."PASSWORD", "OPERATOR_DETAIL"."PROC_CODE", "OPERATOR_DETAIL"."PROC_UPDATE_FLAG"<br> FROM   "OPERATOR" "OPERATOR" INNER JOIN "OPERATOR_DETAIL" "OPERATOR_DETAIL" ON "OPERATOR"."Z_ID"="OPERATOR_DETAIL"."Z_ID"<br> ORDER BY "OPERATOR"."OP_CODE"<br><br>Start:<br>Executing.....=> SELECT "OPERATOR"."LOGON", "OPERATOR"."OPER_REF", "OPERATOR"."OPNAME", "OPERATOR"."OP_CODE", "OPERATOR"."PASSWORD", "OPERATOR_DETAIL"."PROC_CODE", "OPERATOR_DETAIL"."PROC_UPDATE_FLAG"<br> FROM   "OPERATOR" "OPERATOR" INNER JOIN "OPERATOR_DETAIL" "OPERATOR_DETAIL" ON "OPERATOR"."Z_ID"="OPERATOR_DETAIL"."Z_ID"<br> ORDER BY "OPERATOR"."OP_CODE"<br><br><br>Failed:ERROR [S1000] [Rocket U2][UVODBC][1401233]Error ID: 29  Severity: ERROR  Facility: FPSRVERR - Line 2, column 31 (around "INNER"): Syntax error. |
| 2012-05-15 09:27 | **David Fertig** | STILL GOT same ERROR RUNNING CRYSTAL |

| | | |
|---|---|---|
| 2012-05-15 09:25 | **David Fertig** | YOUR SELECT WORKED OK FROM THE TEST PROGRAM.. |
| 2012-05-15 09:23 | **David Fertig** | >list CUSTOMERX<br>Compiling "FULLNAME".<br>SAL :  : FNAME :  : LNAME<br>Compiling "FULLADDR".<br>IF ADDR2 THEN ADDR1 : ( char ( 251 ) ) : ADDR2 ELSE ADDR1<br>Compiling "STATENAME".<br>TRANS ( STATES , STATE , NAME , C )<br>Compiling "DESCRIPTION".<br>TRANS ( PRODUCTS , PRODID , DESCRIPTION , C )<br>Compiling "LIST_PRICE".<br>TRANS ( PRODUCTS , PRODID , LIST , C )<br>Compiling "DISCOUNT".<br>SUBR ( *HS.DISCNT , ( TRANS ( PRODUCTS , PRODID , LIST , C ) ) , PRICE ) |
| 2012-05-15 09:21 | **David Fertig** | MOVED OVER the customerx table - looks like it was from a windows server?<br>Top.<br>----: P<br>0001: F<br>0002: CUSTOMERX<br>0003: D_CUSTOMERX<br>Bottom at line 3.<br>----: FI<br>"CUSTOMERX" filed in file "VOC".<br>>LIST CUSTOMERX<br>Byte-swapped magic number in operating system file "CUSTOMERX", use "fnuxi CUST<br>OMERX" to convert.<br>Byte-swapped magic number in operating system file "CUSTOMERX", use "fnuxi CUST<br>OMERX" to convert.<br>Unable to open "CUSTOMERX" file.<br>>SH<br>[root@rs6000d]:[/u1/uv/HS.SALES]$ |
| 2012-05-15 09:18 | **David Fertig** | I am using the uvodbc_tester that comes with the uv 64 bit odbc  client 0- this seems to work ok.. |
| 2012-05-15 09:13 | **David Fertig** | i tied to download and run the java file:///C:/Users/David/Downloads/runjdbcxselectp_deploy.zip programs but they crashed my machine<br>was not able to get them running - i am reinstalling uvodbc now - and will try it in crystal directly.. |
| 2012-05-15 07:22 | **Mike Rajkowski** | David,<br><br><br>I am sending you this update as part of a test.<br><br>I want to see if the issue is with all the text I am typing in, or text I have coppied and pasted from word.<br>All the text up to this point is from me typing.<br><br>These next few lines are from stuff I typed into a word document.<br>I expect that these lines may have the strange characters.<br>If neither set of lines have the problem, we will have to monitor to see what is different<br>The next time we hit the issue<br><br><br>Mike |
| 2012-05-14 23:15 | **Mike Rajkowski** | David,<br><br><br>The example is based on files that were attached to the case by Paul, he is the ATS  (Advanced Technical Suport) for the middleware.  Prior to submiting somthing to engineering, Paul and I have to provide a reproducible case.  Paul beleives he may have identified the issue, as described in my last email, and created test files to show what he beleives is happening.<br><br> Please let us know when you have checked the setting.  If they needed to be changed, also let us know if this in fact changed the output.<br><br><br>Mike |
| 2012-05-13 14:00 | **David Fertig** | i am not following your example - but i will try the  "UniVerse Name Mapping" to true in the UniVerse UVODBC DSN and  "First Normal Form" option<br><br>AND SEE IF THAT WORKS.. |
| 2012-05-08 09:43 | **Mike Rajkowski** | David,<br><br>One of my fellow support engineers created files to try and reproduce the exact issue you are running into.  Please not that the zip file is attached to the case.<br><br>Make sure you set the "UniVerse Name Mapping" to true in the UniVerse UVODBC DSN and also check the "First Normal Form" option. I also created the CUSTOMERX file, which removed the "PRODID" column name.   We were able to run a similar SQL syntax using the 5.140.00.7463 driver without any problem.<br><br>Here is the sample sql syntax using the adoodbcxnet  tool.<br><br>SELECT "CUSTOMERX"."FNAME", "CUSTOMERX_ORDERS"."PRODID" FROM "CUSTOMERX" "CUSTOMERX", "CUSTOMERX_ORDERS" "CUSTOMERX_ORDERS" WHERE "CUSTOMERX"."Z_ID" = "CUSTOMERX_ORDERS"."Z_ID" ORDER BY "CUSTOMERX"."FNAME" ; |

| | | Please let me know is this works or if you see something we are missing with our test.<br><br>Mike |
|---|---|---|
| 2012-05-08 04:46 | **David Fertig** | any updates on this one?<br>- we had to roll back the dll updates. as it's not working.. |
| 2012-05-04 00:49 | **David Fertig** | currently crystal is automatically creating the join on the Z_ID field as an inner join - OPERATOR.Z_ID --> OPERATOR_DETAL.Z_ID<br>the Join is "NOT ENFORCED" - AND THE LINK TYPE IS "=" |
| 2012-05-04 00:44 | **David Fertig** | working:<br>**OS – Windows 7 64BIT (my pc)**<br>**U2 Client Version – uvodbc.dll version 4.0.2.7104  1..32 MB from 12/29/2005**<br>**version of Crystal – Crystal Reports ActiveX Designer Design and Runtime Support ver. 11.0.0.1282** |
| 2012-05-04 00:42 | **David Fertig** | **not working:**<br>**OS – Windows 7 64BIT (my pc)**<br>**U2 Client Version – uvodbc.dll version 5.140.0.7463 1.47 MB from 11/8/2011**<br>**version of Crystal – Crystal Reports ActiveX Designer Design and Runtime Support ver. 11.0.0.1282** |
| 2012-05-02 23:28 | **Mike Rajkowski** | David,<br><br>I expect that all the issues with case updates ae resolved.<br><br>Just to make sure we keep moving on this, I diecieded to resend my last updat on this:<br><br>Can you provide me with information on the clients (OS, U2 Client Version, and version of Crystal ) for both the client that is working, and the one that is having the issue.<br><br>Mike |
| 2012-05-02 08:39 | **Tim Shea** | The feedback that I received was …     The reason of the problem: Comment from David's email contains symbols which are not supported by XML format. That could be an aftereffect of copy/paste operation from one system to another. |
| 2012-05-02 08:13 | **David Fertig** | THANKS I will try and check out tonite- I was traveling today so I am playing catch up-What did I do to break it? (so I know not to do it next time)Df[tshwebad]David FertigVP Technical Svcs.The Systems House, Inc.1033 Route 46 EastClifton NJ 07013Phone: 973-777-8050 x 280Fax: 973-777-3063Email: David.Fertig@tshinc.comURL: http://www.tshinc.comSupply Chain Management for the Real World"If you can not measure it, you can not improve it." - Lord Kelvin |
| 2012-05-02 08:00 | **Tim Shea** | David,  We received notice that you should now be able see all published comments and the comments that you have added.    Please check at your convenience and let us know. Thank You,Tim SheaManager, Technical SupportRocket Software4600 South Ulster Street, Suite 1100, Denver, CO 80237 • USAt: +1.720.475.8050 ●  m: +1 303-588-6673 ●  e: [1]tshea@rocketsoftware.com |w: [2]www.rocketsoftware.com/u2[3] |
| 2012-05-01 23:58 | **Mike Rajkowski** | David,<br><br>Can you provide me with information on the clients (OS, U2 Client Version, and version of Crystal ) for both the client that is working, and the one that is having the issue.<br><br>Mike |
| 2012-05-01 16:41 | **David Fertig** | Background on ticketFYI -<br><br><br>-----Original message-----<br><br>**From:** Tim Shea <TShea@rocketsoftware.com><br>**To:** Andrea Dente <ADente@rocketsoftware.com>, David Fertig <david@tshhost.com>, Gene Lutz <GLutz@rocketsoftware.com><br>**Cc:** "sf@tshinc.com" <sf@tshinc.com><br>**Sent:** Mon, Apr 30, 2012 18:50:24 GMT+00:00<br>**Subject:** RE: ROCKET U2 FOLLOWUP EMAIL.. (support stuff)<br><br>Hi David,<br><br>The problem reported in support case UNV-8842 was fixed at the UVODBC 4.0.6 under the Development issue UCC-1091.<br><br>This is available in the Nov 2011 Clients release download - http://www.rocketsoftware.com/u2/resources/downloads<br><br>You can view the readme via our Product Availability page - https://u2tc.rocketsoftware.com/matrix.asp - search on Product ="U2 Clients" and Platform = "Windows x86", then select the Readme file associated with the NOV2011 download.  The Readme is in a ".zip" format. Once you download and unzip the file, you can navigate to the open the UniVerse ODBC 4.0.6 Readme to see the issue number and the description (which I've pasted below).<br><br>UCC-1091        Running simple selections with an alias table name (for example, select * from states states) against Crystal Reports with UV/ODBC 4.0.3 and older worked correctly, but failed with syntax errors using UV/ODBC 4.0.4 and above.  This issue has been resolved at version 4.0.6 of the UV/ODBC driver and will no longer throw errors when using |

the alias table name.

Let me know if you problems or questions in these regards.

Thank You,

Tim Shea
Manager, Technical Support
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w: www.rocketsoftware.com/u2

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| 2012-05-01 10:30 | **David Fertig** | Welcome to the world.of the.one percenter'sPlease excuse typographical errors sent from my mobile phone-----Original message----- |
| 2012-05-01 09:32 | **Tim Shea** | David, I reported the problem that you were not able to see your comments and requested the GoToMeeting so we could see what you are seeing (or not seeing). I received feedback that this was tested after I reported AND we are seeing the issue. Almost astonishing to me that we've not had any prior reports of this problem. Apologies for the problem. I will keep you posted – we'll see how quickly this can be resolved. We'll refrain from the GoToMeeting for now. Tim SheaManager, Technical SupportRocket Software4600 South Ulster Street, Suite 1100, Denver, CO 80237 • USAt: +1.720.475.8050 ● m: +1 303-588-6673 ● e: [1]tshea@rocketsoftware.com |w: [2]www.rocketsoftware.com/u2[3] |
| 2012-05-01 08:37 | **David Fertig** | How does 4pm EST work?Df[tshwebad]David FertigVP Technical Svcs.The Systems House, Inc.1033 Route 46 EastClifton NJ 07013Phone: 973-777-8050 x 280Fax: 973-777-3063Email: David.Fertig@tshinc.comURL: http://www.tshinc.comSupply Chain Management for the Real World"If you can not measure it, you can not improve it." - Lord Kelvin |
| 2012-05-01 08:29 | **Tim Shea** | We'd like to schedule a GoToMeeting with David to see if we can figure out why he is not able to see his updates to RCP - I am working to schedule a meeting with Ehab and David. |
| 2012-05-01 07:45 | **David Fertig** | cannot see any of my comments - this was posted in i/e 9.x |
| 2012-05-01 03:26 | **Tim Shea** | Mike and I called David, left voice mail. we asked for the SELECT statement - apparently we overlooked it in the case initially. Mike requested that David access technote UCC-17 and run the attached program. Although the technote is aimed at JDBC, this should provide us some insight to the ODBC behavior (same libraries used for JDBC and ODBC). We are currently reviewing the SELECT statement that David provided previously in the case notes. |
| 2012-04-30 13:51 | **David Fertig** | i added a bunch of comments but they seem to have disappeared.. |
| 2012-04-30 13:49 | **David Fertig** | **From:** Tim Shea [mailto:TShea@rocketsoftware.com]<br>**Sent:** Monday, April 30, 2012 5:04 PM<br>**To:** David Fertig<br>**Cc:** Andrea Dente<br>**Subject:** RE: ROCKET U2 FOLLOWUP EMAIL.. (support stuff)<br><br>Hi David,<br><br>Please do enter a case and include the SQL Select or statement, with some mention that this works with the 2005 driver. I saw one prior ticket with a similar error that was resolved by setting "Yes" on Retry as "UniVerse SQL" in ODBC setting - but that was on a Left Outer Join and may not be at all applicable to your situation. |
| 2012-04-30 13:49 | **David Fertig** | after tims email we downloaded and test..<br><br>**From:** Kevin P Lynch [mailto:kpl@tshinc.com]<br>**Sent:** Monday, April 30, 2012 4:45 PM<br>**To:** David Fertig<br>**Subject:** RE: ROCKET U2 FOLLOWUP EMAIL.. (support stuff)<br><br>That bug seems to have been fixed but now it is throwing a new error,<br><br>not sure yet but it looks like it may have something to do with reports<br><br>that include fields from a multivalue sub table. I can run some of the simple<br><br>reports but many are giving me the error below. FYI I copied back the old<br><br>2005 driver and retested and the same reports worked without any errors. |
| 2012-04-30 13:47 | **David Fertig** | this is a png of the error |
| 2012-04-30 13:46 | **David Fertig** | Example Selects statements from crystal operator.detail is the mv table using and assoc dictionary.<br><br>```<br> SELECT "OPERATOR"."LOGON", "OPERATOR"."OPER_REF", "OPERATOR"."OPNAME", "OPERATOR"."OP_CODE",<br>"OPERATOR"."PASSWORD", "OPERATOR_DETAIL"."PROC_CODE", "OPERATOR_DETAIL"."PROC_UPDATE_FLAG"<br> FROM   "OPERATOR" "OPERATOR", "OPERATOR_DETAIL" "OPERATOR_DETAIL"<br> WHERE  ("OPERATOR"."Z_ID"="OPERATOR_DETAIL"."Z_ID")<br> ORDER BY "OPERATOR"."OP_CODE"<br>``` |