Errors running reports in System Administration: "Failed to load database information" or "Invalid class string"

Last Modified on 10/06/2022 4:15 am EDT

Symptom

When running any report in System Administration, you may encounter one of the following error messages:

"Error setting up report:
Failed to load database information."

"Error creating the report engine:
Invalid class string."

Resolution

To resolve the issue, install the Crystal Reports 11.5 runtime which is provided on the OnGuard installation disc at the following location:

\Temp\Crystal\CrystalReports115.msi

Applies To

OnGuard (All versions)

Additional Information

Note: The OnGuard client installation does not require that the Crystal Reports 11.5 runtime be installed first. Therefore, this issue is more likely to occur on an OnGuard client computer.

If installing the Crystal Reports 11.5 runtime does not resolve the issue, contact Lenel Technical Support for assistance.