On a segmented system when running reports with a date time filter you get information across all segments

Symptom

When running reports with a date/time filter on a segmented system, you get information across all segments.

Resolution

Upgrade to a newer build of OnGuard (OnGuard 7.3 Update 3, or OnGuard 7.4 or later), or you can roll back Crystal Reports on the systems running reports to Crystal Reports 13.0.5, correcting Crystal Reports in 7.3.345.258.

1. Close OnGuard.
2. Download Crystal Reports 13.0.5.891 from: https://file.ac/-2H0XESf4AA/.
3. Navigate to **Control Panel > Programs and features** .
4. Select **SAP Crystal Reports runtime engine for .NET Framework** and click [Uninstall], then follow the prompts.
5. Browse to and double-click on the Crystal Installer you downloaded in step 2. Its name is **CRRuntime_32bit_13_0_5**.
6. Click [Next].
7. Select **I accept the License Agreement**, then click [Next].
8. Click [Next].
9. You might receive a prompt from Windows asking if you authorize it to make changes. Agree to the changes.
10. When the installation completes, click [Finish]. The installer closes.
11. Log into OnGuard and the desired segment and create or preview the Global Area/MobileVerify Occupancy report with a date/time filter. Verify that only the desired areas are present in the report.

Applies To

OnGuard 7.3 with update 2 running Crystal Reports 13.0.16.1954.

Additional Information