

# Running Crystal Reports after OnGuard upgrade produces an error

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## Symptom

When running reports after upgrading OnGuard, you might see the following error:

Could not load file or assembly 'CrystalDecisions.CrystalReports.Engine, Version =13.0.2000.0 Culture=neutral, PublicKeyToken=xxxxxxx or one of its dependencies. The system cannot find the file specified.  
This can occur when a previous version of SAP Crystal Reports runtime engine for .NET framework (32-bit) is installed.

## Resolution

1. Run the install .msi and either repair or install. This file is located on the Install iso at the following location:

**%\Windows\Temp\Crystal**

Open the installation disc and run the **CRRuntime\_32bit\_13\_0\_16** file.

2. Once the install is complete, log back into System Admin and run a basic report.
3. If the above does not work, go to Programs and Features and uninstall the following:

SAP Crystal Reports runtime engine for .NET framework (32-bit)

4. Once the uninstallation is complete, repeat step 1 to install the version compatible with OnGuard 7.4.

**Note:** Repeat this procedure on any workstation or server that is having the issue.

## Applies To

OnGuard 7.4 (and above)

## Additional Information

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