

**Charts do not appear on report**

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| <b>Problem Summary</b>    | Graphs are not generated in the reports. But all other non graphical information are present   |
| <b>Error Message</b>      | NA   |
| <b>Possible Cause</b>     | Following can be possibilities - <ul style="list-style-type: none"><li>• The issue happens due to the presence of other third party applications that use 'Crystal reports' or 'Crystal dlls'.</li></ul> |
| <b>Recommended Action</b> | <ul style="list-style-type: none"><li>• Copy 'SSCSDK80.DLL' from 'C:\WINDOWS\System32' folder.</li><li>• Paste it to 'C:\Program Files\Business Objects\Common\3.5\bin'</li></ul>                        |
| <b>Release</b>            | Release 7.0(1), Release 8.0, Release 8.5   |
| <b>Associated CDETS #</b> | CSCsv30102   |