



Customer Alert

ISSUE

Reports will occasionally “freeze up” and never finish running. The user is then forced to end the program.

CAUSE

Crystal Reports and a version of “ctfmon” do not seem to be compatible. The issue appears to happen with machines that have Microsoft Office 2003 installed.

For more information on what “ctfmon” is, please read this Microsoft Knowledge Base article: <http://support.microsoft.com/default.aspx?kbid=282599>

SOLUTION

You must disable “ctfmon” on each machine that is exhibiting the issue as described above. Please note: only run the outlined procedure on machines that have exhibited the report freeze up issue.

1. On the **Start** menu, click **Run**.
2. In the **Open** field, type *msconfig*. Click **OK**. The **System Configuration Utility** window appears.
3. Click the **Startup** tab. In the **Startup Item** column, locate **ctfmon**. Clear the checkbox. Click **Apply**. Click **OK**.
4. Restart the computer.

5. Once the computer restarts, the **System Configuration Utility** warning message appears. This message warns you of the changes you made. Select the **Don't Show this Message...** check box then click **OK**.
6. On the **Start** menu, click **Control Panel**.
7. Click **Add or Remove programs**.
8. Scroll down to **Microsoft Office Professional Edition 2003**. Your version of **Microsoft Office** may be different.
9. Click **Change**. The **Microsoft Office 2003 Setup** window appears.
10. Select **Add or Remove Features**. Click **Next**.
11. Select each application in the Office suite.
12. Select the **Choose advanced customization of applications** check box. Click **Next**.
13. Under **Microsoft Office**, expand the items for **Office Shared Features**.
14. Change **Alternative User Input** to **Not Available**.
15. Under **Office Tools**, change the **Language Settings Tool** to **Not Available**.

NOTE When you change the **Alternative User Input** and **Language Settings Tool** to **Not Available**, a red X will appear next to each item.
16. Click **Update**. The **Alternative User Input** and **Language Settings Tool** will be disabled.
17. In the **Control Panel** window, click **Regional and Language Settings**.
18. In the **Languages** tab, click **Details...** The **Text Services and Input Languages** window appears.
19. Under **Installed Services**, select all items (except the **Keyboard**) then click **Remove**.

IMPORTANT Do not remove the **Keyboard** item.

20. Click **Apply** then click **OK**.
21. On the **Start** menu, click **Run**.
22. Type *Regsvr32.exe /u Msimtf.dll* in the **Open** field. Click **OK**. A confirmation window appears. Click **OK**.
23. On the **Start** menu, click **Run**.
24. Type *Regsvr32.exe /u Msctf.dll*. Click **OK**. A confirmation window appears. Click **OK**.
25. On the **Start** menu, click **Run**.
26. Type *msconfig*.
27. The **Systems Configuration Utility** window appears. Click the **Startup** tab.
28. There should now be a second **ctfmon**. Clear the check box next to the **ctfmon**. Click **Apply**. Click **OK**.
29. Restart the computer.
30. Once the computer restarts, the **System Configuration Utility** warning message appears. This message warns you of the changes you made. Select the **Don't Show this Message...** check box then click **OK**.

MICROSOFT UPDATES

After installing the Office 2003 Service Pack 3 update, you will be forced to re-run steps 21 thru 30 as described above. This Office update will reinstall "ctfmon" that is causing reports to freeze.

It is also important to note that future Office 2003 updates may reinstall "ctfmon." If that is the case, running steps 21 thru 30 should remove that file.