

**May 2004**  
The BridgeBuilder Company,  
8701 Mallard Creek Road, Suite 108  
Charlotte, NC 28262

[www.BridgeBuilder.com](http://www.BridgeBuilder.com)

1-888-274-3432

## Inside This Issue

- Southeast Crystal User Group Meeting Re-Cap
- Business Objects Partner Conference
- Charlotte ITEC Show
- Tips & Tricks
- Mental Break!!!
- Public Training Class Schedule-including Raleigh, NC classes!



### Re-Cap of Southeast Crystal Users Group Meeting

*Many thanks to Southeast Crystal User Group member Tom Cozart for the following meeting minutes!*

April 29, 2004  
Jefferson Pilot Financial (JPF) - Greensboro, NC

Reggie Gentle from Jefferson Pilot kicked off the meeting with a brief introduction and discussion about the upcoming national conference for Crystal users (CDUGNA) to be held May 26th-28th in New Orleans. Samantha Ferrie of BridgeBuilder requested input for topics of interest. One area mentioned was how to handle dynamic parameters, which could be accomplished in Seagate Info, but currently can't in Crystal Enterprise without purchasing a 3rd party add-on product from APOS systems.

The group also discussed opening channels of communication among users in the group through a website forum. Reggie suggested utilizing the national forum, although we may consider other options such as a local forum. The group was asked if anyone had any Crystal tips to share. Tom Cozart, an independent consultant, presented a Crystal report that he developed for a previous employer, which demonstrated financial consolidation of budgeted and actual data along with several levels of groups for drilldown and charts.

Reggie Gentle did a presentation for the group on optimizing report performance through the use of the SQL command features in Crystal 10. This presentation featured a comparison of processing times for a Crystal Report designed using typical file linking and record selection formulas versus one using SQL commands. Reggie also demonstrated the benefits of using the Crystal SQL Designer to generate a SQL statement and copied that statement directly into a command within Crystal Reports.

Samantha asked the group to write down suggestions for improving our quarterly Meetings and the regular drawing for Business Objects goodies was held.

Our next meeting will be held at a Raleigh location that has yet to be determined. The tentative date for this meeting is August 19th and topics will include a member presentation on using Crystal Reports with Visual Basic. To register for the Users Group meeting or for more information, contact Samantha Ferrie at [Samantha.Ferrie@BridgeBuilder.com](mailto:Samantha.Ferrie@BridgeBuilder.com) or at (704) 503-3800. And until next time...

Happy Reporting!!!

### BridgeBuilder to Attend Business Objects Partner Conference

Business Objects will be hosting their annual Partner Conference in Palm Springs, CA May 12th-13th. BridgeBuilder will be there and we promise to bring back oodles of technical information and maybe even some inside info on the happenings at Business Objects. Look for the update in June's newsletter.

### Join us at the Charlotte ITEC Show.

Join us on June 9<sup>th</sup> -10<sup>th</sup> at the Charlotte Convention Center for the annual Charlotte ITEC trade show. Stop by our booth (#624) to learn about our latest product and service offerings and grab some free BridgeBuilder merchandise. To learn more about the event or to register please visit [www.goitec.com](http://www.goitec.com).

### Tips & Tricks

#### Tip #1 REPORT BURSTING INDEXES FOR CR 9 & 10

Report Bursting Indexes is one feature in Crystal Reports that is widely overlooked. This feature was added in version 9 of Crystal Reports in order to increase the efficiency of large reports (10,000 rows or more). To use this feature click Report > Report Bursting Indexes. The "Saved Data Indexes" dialogue box appears. This dialog box is used to select the fields you want indexed within your report's saved data.

**Note:** Indexing a report's saved data can increase performance on larger reports, but has little or no effect on smaller reports.

Indexes you specify are created when you refresh the report's data. Here are some basic rules that you should follow when choosing which fields you should index:

- ❖ Index fields that you use frequently in your record selection for the report.
- ❖ Index fields that are currently being referred to by the report's record selection formula.
- ❖ Don't index all of the fields in the report. Doing so can result in increased processing times. It is best to index only on the fields that meet the criteria specified above. If all of the fields meet these criteria, then you should prioritize the fields and index only some of them.
- ❖ Fields that contain unique values (such as EmployeeID) should not be indexed. If you do so, a separate index is created for each and every value in the field.

If you follow these simple guidelines, you are well on your way to creating efficient large reports. Good Luck!

## Mental Break!!!

### Answers to April's Brain Teasers:

#### Brain Teaser #1

The Crystal Cannibals of Enterprise Island have the annoying habit of eating each other. One evening, the Crystals threw a dinner party, one of those bring-a-friend get-togethers. Six cannibals turned up and they decided to eat each other in turn. So someone was selected for everyone to eat and when he had been eaten, someone else was selected, and so on. If it took one cannibal two hours on his own to devour one person, how long was it before just one consumer remained?

**Answer:** 4 Hours and 34 minutes.

#### Brain Teaser #2

The fair had arrived in town. "A prize for guessing the number of balls under the mugs," shouted one stall owner, as he placed four upturned mugs on the counter in front

of him. Each concealed the same number of balls and on each mug was a statement about the number of balls underneath: One or four; Two or four; Two or three; One or two. Only one of the statements was correct. How many balls were under a mug and which statement is true?

**Answer:** Three balls under each mug and the third statement was true.

### May's Brain Teasers:

#### Brain Teaser #1

A medieval king needed to work out how he could recruit fighting men for the battle ahead. However, there were so many distractions around the castle, his thinking became confused. So in order to change his daze into knights, he asked for a secluded walk to be made so he could ponder in peace. The head gardener was given the job of planting lines of high bushes. First, he planted a line running 100 paces east. Then from the end of that line he planted a line 100 paces north, then 100 west, 98 south, 98 east, 96 north, 96 west, and so on. This made a square spiral path 2 paces wide.

If the king intended to walk down the middle of the path, how long was the path?

#### Brain Teaser #2

The following brain teaser comes from our friend P.G. Manney at Orius Corporation. Thanks Manney!

Four of these consumer products share a common characteristic. Which is the odd one out, and what's different about it?

- 1) Phonograph
- 2) Silly Putty
- 3) Velcro
- 4) Teflon
- 5) Microwave oven

Send **BOTH** of your correct answers to [Samantha.Ferrie@BridgeBuilder.com](mailto:Samantha.Ferrie@BridgeBuilder.com) and win a bushel full of BridgeBuilder stuff. First 10 correct answers win so think fast!

Good luck!

## Upcoming Public Training Dates-including Raleigh classes!!!

### Charlotte, NC

#### Crystal Reports 9 Classes

Level 1 June 21-22

Level 2 June 23-24

Level 3 June 25

#### Crystal Reports 10 Classes

Level 1 May 10-11

Level 2 May 12-13

Level 3 May 14

Level 1 July 26-27

Level 2 July 28-29

Level 3 July 30

#### Crystal Enterprise 10 Classes

Administering Users/Content May 3-4

Administering Servers May 5-6

Building & Implementing Business Views May 17-18

Designing & Deploying a Solution June 28-29

#### ACT! Classes

July 12-13 System Administrator

### Raleigh, NC

#### Crystal Reports 9 Classes

Level 1 May 24-25

Level 2 May 26-27

Level 3 May 28

#### Crystal Reports 10 Classes

Level 1 July 12-13

Level 2 July 14-15

Level 3 July 16

Call to Register  
1-888-274-3432  
[www.BridgeBuilder.com](http://www.BridgeBuilder.com)