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Multiple products: Reports & Receipts generated by Crystal Reports fail after disabling TLS 1.0 with message "Unable to connect: incorrect log on parameters."

Scott Leonard - 2025-01-06 - [Software](#)

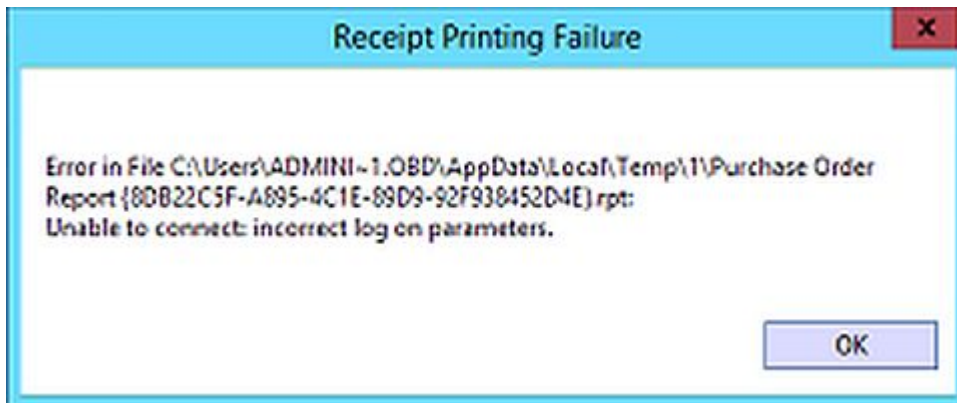
After disabling TLS 1.0 on a PC, reports and receipts generated by Crystal Reports on that PC fail with a message similar to:

Receipt Printing Failure

Error in file C:\Users\username\AppData\Local\Temp\1\ReportName{hexchars}.rpt:

Unable to connect: incorrect log on parameters.

OK



The only known way to get these working again is to reenale TLS 1.0. For the procedure, see the linked article below "Multiple Products: SQL Server service will not start, error code -2146893007".

Related Content

- [Multiple Products: SQL Server service will not start, error code -2146893007](#)