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 reenable 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