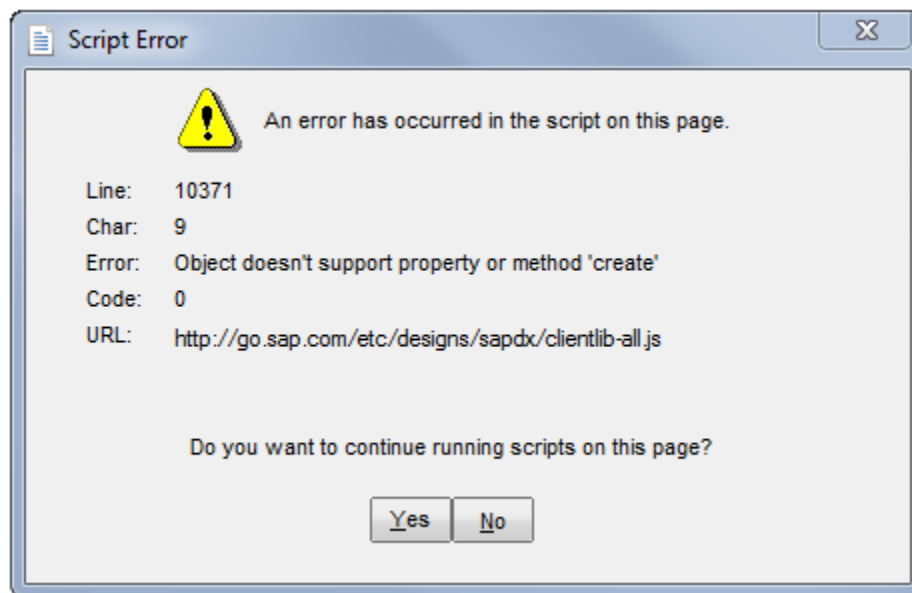


## Error: 'An error has occurred in the script of this page', when opening Crystal Reports

### Description:

When starting Crystal reports, the message: 'An error has occurred in the script of this page' similar to:



### Solution:

When opening Crystal reports, the Start Page shows information using Internet Explorer. This error occurs when there is an issue in the server the Start Page is using, or there is an issue with Internet Explorer.

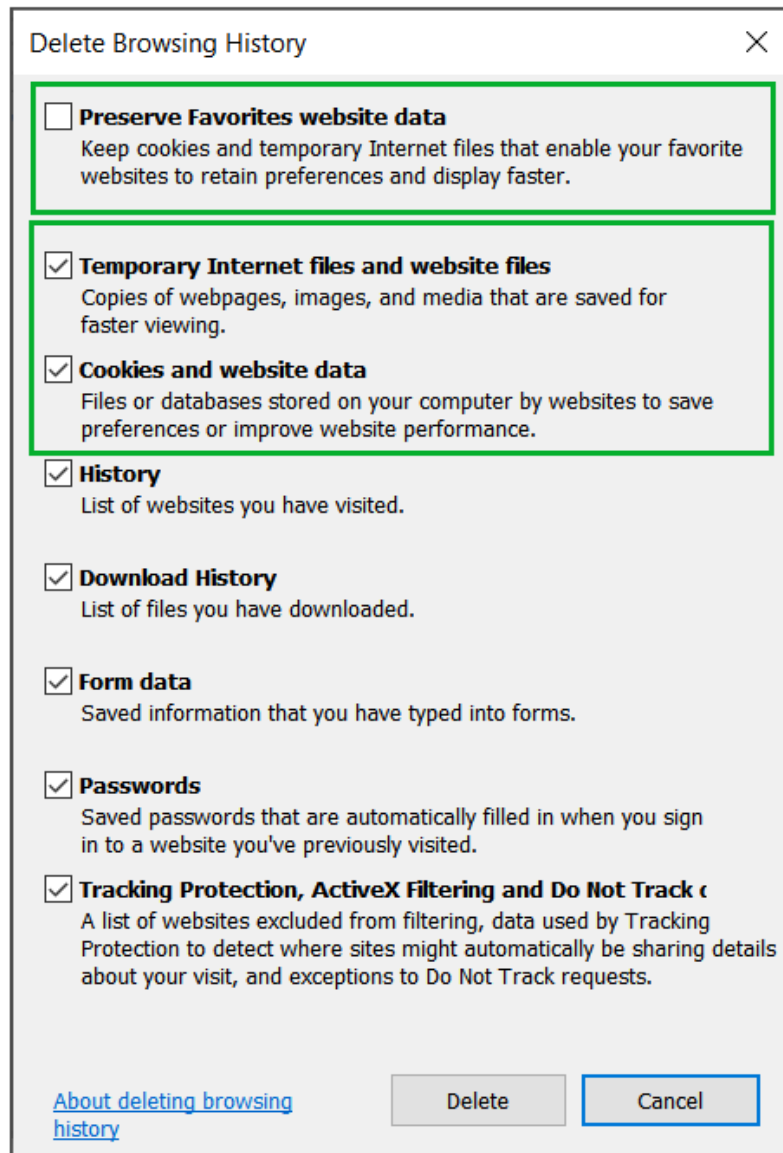
### For Crystal Reports XI R2, 2008, 2011:

Those products are no longer supported, and to resolve the error, disable the Start Page Online Resources by following the steps found in the SAP Knowledge Base Article [2857343](#).

## For Crystal Reports 2013, 2016, and 2020:

Clear the MS Internet Explorer Cache, and restart Crystal Reports.

1. In Internet Explorer Gear Icon, select Tools -> Internet Options
2. In the "Internet Options" window, under the tab "General", click on the "Delete" button in "Browsing history"
3. In the "Delete Browsing History" window:
  - **Uncheck Preserve Favorites website data**
  - Check Temporary Internet Files and website files
  - Check Cookies and website data



4. Click "Delete"
5. Start Crystal Reports.