

CRYSTAL REPORTS®

CRYSTAL REPORTS® 2008 OVERVIEW FREQUENTLY ASKED QUESTIONS

SAP Product Brief
SAP BusinessObjects Business Intelligence
Solutions
Crystal Reports 2008

Crystal Reports® 2008 is the latest release of the leading business intelligence (BI) reporting solution from SAP. Part of the Crystal Reports family of offerings, Crystal Reports 2008 software provides an innovative reporting solution that is designed to be flexible and enable interactive report consumption and superior visualization, deployable in any business setting. To find out more about Crystal Reports 2008, read these frequently asked questions.

Crystal Reports 2008 Frequently Asked Questions

Q. Why are developers, report consumers, and decision makers so excited about Crystal Reports 2008?

The release of Crystal Reports 2008 has redefined the reporting experience. Benefits include:

- Flexible, interactive report viewing
- More persuasive and professional-looking reports with stunning visualization
- New, comprehensive deployment options
- Reduced report proliferation and maintenance
- Advanced report design power
- Reduced design time and improved designer productivity

The software delivers advanced functionality that helps reduce report proliferation and maintenance while enabling you to build increasingly powerful reports, and save time with high-productivity design features. You can find more information in the same report with interactive features such as report sorting, reformatting, and parameter filtering. You also can create visually compelling data presentations by embedding powerful Xcelsius® software and Flash graphics. With Crystal Reports 2008, you can save time by inserting summary, variances, and any other custom calculation into a crosstab row or column without any coding.

Enterprise Functionality

Q. Is Crystal Reports 2008 compatible with SAP® BusinessObjects™ Enterprise software?

Crystal Reports 2008 is compatible with SAP BusinessObjects Enterprise XI 3.0 software and SAP BusinessObjects Enterprise XI 3.1 software. This compatibility enables new functionality such as:

- Report publishing and scheduling
- Save reports directly to SAP BusinessObjects Enterprise applications
- HTML preview pane
- Business views and universe support
- Hyperlinking wizard
- Repository explorer

Server Functionality

Q. Will Crystal Reports 2008 work with my current Crystal Reports Server or SAP BusinessObjects Edge software applications (formerly BusinessObjects Crystal Decisions)?

Crystal Reports 2008 is fully supported by Crystal Reports Server 2008 software and SAP BusinessObjects Edge 3.0 software.

Files authored in Crystal Reports 2008 (.rpt files) are compatible with all SAP BusinessObjects XI and XI Release 2 servers. However, the new features in Crystal Reports 2008 will be ignored when these files are deployed to these servers.

The Crystal Reports 2008 report designer is unable to log in to SAP BusinessObjects XI Release 2 or older servers. This means the functionality that depends on an enterprise session is unavailable. If you are using one of these report servers, we recommend that you use the Crystal Reports XI or Crystal Reports XI Release 2 report design tool. For best performance, we recommend you to upgrade your server to SAP BusinessObjects XI 3.0 or 3.1.

Product and Packaging

Q. What is shipped in the Crystal Reports 2008 kit?

Crystal Reports 2008 is delivered as a single CD in a box that includes an insert with installation and product information.

Q. Why is Crystal Reports 2008 only a single CD when previous versions required multiple CDs?

Based on customer feedback, we provide one CD for a smaller, faster installation. We have removed optional product elements from the CD so that the core product on the CD is now just 350 MB compressed. This smaller size enables a faster and more efficient installation. Optional elements are now provided by download.

Q. What is on the CD and what is available via download?

Here's how it breaks down:

On the CD (about 620 MB total size uncompressed; 350 MB compressed)

- Crystal Reports 2008 report designer, including all database drivers, exports, charting, and mapping
- Translations for all languages for the designer only (resource DLLs)
- Online help for all languages
- Template .rpt files for all languages
- Crystal Reports software, version for Visual Studio .NET. This provides Microsoft Visual Studio integration for .NET 1.1 and 2.0 and Visual Studio 2003 and 2005

Available from the Web Site Only

- Sample database
- Sample reports
- .NET developer and Java developer downloads

.NET Developer Downloads

- Merge modules and MSIs for all languages (includes support for the Inproc RAS API)
- .NET SDK documentation in English and Japanese

Java Developer Downloads

- Crystal Reports software, version for Eclipse 2.0, designer
- Java SDK documentation

Q. What are the system requirements for Crystal Reports 2008?

System requirements for Crystal Reports 2008 include:

- Intel Pentium III or equivalent processor
- 256 MB RAM, 512 recommended
- 600 MB recommended with Microsoft Visual Studio .NET integration
- CD-ROM (for CD install only)

Q. Does Crystal Reports 2008 include the same Crystal Reports Server promotional offer (five named-user licenses) that was included with Crystal Reports XI?

No. The promotional offer has ended. However, when purchasing Crystal Reports 2008, customers receive a free trial version of Crystal Reports Server 2008. This gives them the opportunity to test Crystal Reports 2008 with our new server product.

Q. In which languages is Crystal Reports 2008 available?

Crystal Reports 2008 is available in 16 supported languages:

- Brazilian Portuguese
- Chinese (simplified)
- Chinese (traditional)
- Dutch
- English
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Russian
- Spanish
- Swedish
- Thai

Product Upgrade and Maintenance

Q. Who qualifies for the upgrade price?

Any existing Crystal Reports customer can upgrade to Crystal Reports 2008. This includes registered users of Crystal Reports software, version for Visual Studio, and Crystal Reports software, version for Eclipse.

Q. As a maintenance license holder, am I entitled to get Crystal Reports 2008?

Yes. All customers who hold a valid maintenance license for their Crystal Reports software are entitled to a free upgrade.

Q. I am an existing Crystal Reports 2008 customer and I would like to purchase (or renew) maintenance for my product. How can I do this?

If you purchased your Crystal Reports software under an enterprise agreement, you can renew your maintenance annually together with all the other solutions covered by your agreement. We currently don't offer a maintenance program for desktop products purchased outside of enterprise agreements.

Q. I own a previous version of Crystal Reports, but I don't hold a valid maintenance license. How can I obtain Crystal Reports 2008?

Any existing Crystal Reports customer can upgrade to Crystal Reports 2008 by purchasing an upgrade license. For specific information, please visit our online store or contact the vendor from whom you acquired your Crystal Reports.

Availability

Q. When will Crystal Reports 2008 ship?

Crystal Reports 2008 is available now.

Q. Where can I buy it?

Crystal Reports 2008 is available through our online store, direct-purchase by telephone, and through resellers. Call us direct for more information at 1.888.333.6007.

To see a list of Crystal Reports 2008 resellers, visit our Web site at www.businessobjects.com/resellers.

Q. What editions are available?

Crystal Reports 2008 is available in a single edition, called Crystal Reports 2008. This new, single edition has features equivalent to the Crystal Reports Developer edition of older versions.

Q. How much does it cost?

Please contact your local SAP office for pricing details or visit our Web site for your [preferred reseller](#).

Licensing and Runtime

Q. How does the user license relate to the Crystal Reports 2008 designer?

Each kit of Crystal Reports 2008 includes one named-user license that allows a single individual to install the Crystal Reports designer on their local machine to create reports. Users may not share this license among multiple individuals.

Q. Since the Crystal Reports 2008 feature set is based upon the previous Crystal Reports Developer edition, will it include the same runtime engine distribution license?

Yes. Thick-client applications can be freely redistributed internally and externally. Web applications can be distributed internally (within your organization) with no additional licensing.

Q. What if I want to redistribute a Web application externally?

If you build client-server or Web applications that will be redistributed, sold, or deployed to a third party or accessed by users external to your organization, you must purchase Crystal Reports 2008 Developer Advantage, a runtime license for Crystal Reports software.

Runtime Engines and SDKs

Q. What runtime engines and viewers are included with Crystal Reports 2008?

The following components can be used for integrating Crystal Reports into your applications:

- .NET runtime engine with either a merge module (MSM) or MSI file for choice of deployment options.
- .NET WinForm and WebForm viewers
- .NET SDK with the Report Creation API set for report creation and modification
- Available via download from the Crystal Reports 2008 start page
- A runtime engine for Java applications that works with Crystal Reports 2008 is available as a free, separate download (registration required). This free version is called Crystal Reports software, version for Eclipse 2.0.

Q. Which features work with which Crystal Reports 2008 viewers?

All new Crystal Reports 2008 features work with all viewers, except the .NET WinForm viewer doesn't support embedded Flash.

Q. Where is the JRC? I want to integrate Crystal Reports with my Java application.

The latest version of the Java Reporting Component is in Crystal Reports software, version for Eclipse 2.0, which is a free download from our Web site at <http://www.businessobjects.com/campaigns/forms/downloads/crystal/eclipse/>. Crystal Reports software, version for Eclipse 2.0, supports most of the new Crystal Reports 2008 features.

Q. Where is the RDC? I want to integrate Crystal Reports with my COM application.

For COM based application development, we recommend Crystal Reports XI Release 2. This includes the RDC and ActiveX Viewer, and is a free upgrade from Crystal Reports XI.

Q. Is it true that the Crystal Reports COM runtime engine (also known as the RDC) will be retiring?

Yes. This is consistent with our [statement of direction](#).

For COM-based report development, we recommend Crystal Reports XI Release 2.

Crystal Reports Viewers in BusinessObjects Enterprise

Q. What report viewers are included with BusinessObjects Enterprise XI 3.0 and Crystal Reports 2008?

Report viewers include Java DHTML Page viewer and ActiveX Viewer.

Q. What report viewers are included with BusinessObjects Enterprise XI 3.1?

Report viewers are Java DHTML Page viewer, ActiveX Viewer, and .NET WebForm viewer

Q. What features work with the BusinessObjects Enterprise XI 3.x viewers?

All new Crystal Reports 2008 features work with the Java DHTML and .NET WebForm viewer, including Flash rendering. The ActiveX Viewer does not support new Crystal Reports 2008 features such as interactive parameters, interactive sorting, and Flash.

Q. Where is the Advanced Viewer?

The Advanced Viewer is no longer supported, because the new features in the page viewer make the advanced viewer features unnecessary.

Compatibility with Earlier Versions

Q. Can I install Crystal Reports 2008 on the same machine as my existing Crystal Reports?

Yes. Crystal Reports software is side-by-side compatible and will install beside your existing Crystal Reports version without affecting it.

Q. Can Crystal Reports 2008 read my older .rpt files?

Yes. Crystal Reports 2008 will read .rpt files from version 7 or newer.

Q. Can Crystal Reports 2008 .rpt files be read by my older Crystal Reports designer or application?

Yes. Crystal Reports 2008 .rpt files can be read and executed by the previous two versions of Crystal Reports – versions 10 and XI. New features in Crystal Reports 2008 will be ignored by the older version of the runtime engines.

Technical Support

Q. What support is included with Crystal Reports 2008?

When covered by the enterprise maintenance agreement, customers receive enterprise support. Customers without an enterprise maintenance agreement receive support through the free, moderated Crystal Reports forums on SAP Developer Network (SDN).

Note: Only registered customers may access this complimentary support service.

Q. How can I obtain additional support?

Customers with more demanding support requirements can purchase Crystal Reports single-case incident-based support. Please visit our online store for further details on this offering.

Quick Facts

Summary

Crystal Reports® software is an intuitive reporting solution that helps you create flexible, feature-rich, and dependable reports that can be integrated into both thick-client and thin-client applications.

Business Challenges

- Reduce dependency on IT staff for report design, development, and deployment
- Give users the ability to easily visualize the potential outcome of business decisions
- Expand access to data over the Web
- Add business-critical information to reports without coding

Key Features

- **Report design** – Create highly formatted, interactive, and professional-looking reports using a complete set of layout tools and design controls
- **Application development** – Leverage cross-platform support for both Java and .NET, allowing developers to focus on application business logic rather than tedious, time-intensive coding
- **Report delivery** – Export reports to popular formats, such as Adobe PDF, Microsoft Office, and RTF

Business Benefits

- **Save valuable design time** with a stand-alone report designer or a design tool integrated within Microsoft Visual Studio 2008 without leaving the development environment
- **Provide a flexible development environment** with separation of application development and report-design tasks so that developers can focus on application development while report authors can focus on report design
- **Increase report use** by creating compelling reports with stunning visualizations
- **Enable faster, better-informed decisions** at all levels of the organization with interactive report exploration and controlled sharing, because reports can be previewed in HTML and published to the Web

For More Information

To learn more about Crystal Reports family of offerings and business intelligence solutions from SAP, visit our Web site at www.sap.com/sapbusinessobjects.

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