

## Crystal Reports 2008 – Frequently Asked Questions

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### Crystal Reports 2008 Overview

Crystal Reports® 2008 is the latest release of Crystal Reports. It is a flexible and innovative reporting solution that enables interactive report consumption and superior visualization – deployable in any business setting.

#### **Q: Why is everyone so excited about Crystal Reports 2008?**

**A:** The release of Crystal Reports 2008 has completely 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 & improved designer productivity

Crystal Reports 2008 delivers advanced functionality to help reduce report proliferation and maintenance, 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 will be able to create visually compelling data presentations by easily embedding powerful Xcelsius and Flash graphics. You will be able to save time by inserting summary, variance and any other custom calculation into a crosstab row or column without any coding.

### Enterprise Functionality

#### **Q: What BusinessObjects Enterprise version is Crystal Reports 2008 compatible with?**

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

- Report publishing and scheduling
- Save reports direct to BusinessObjects Enterprise
- 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 BusinessObjects™ Edge Series (formerly BusinessObjects Crystal Decisions)?**

- A:**
- Crystal Reports 2008 is fully supported by Crystal Reports Server 2008 and BusinessObjects Edge 3.0.
  - Although RPT files authored in Crystal Reports 2008 are compatible with all XI and XI Release 2 servers, 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 into 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 you use the Crystal Reports XI or XI Release 2 report design tool until the next generation of these servers is available.

## Product & Packaging

### **Q: What will ship in the Crystal Reports 2008 kit?**

- A:** Crystal Reports 2008 is comprised of 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 have required multiple CDs?**

- A:**
- Based on customer feedback 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. These optional elements will now be provided by download.
  - This smaller size will provide for a faster and more efficient installation.

### **Q: So what is on the CD and what is available via download?**

- A:**
- 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 2008 for Visual Studio. This provides Visual Studio integration for .NET 1.1 and 2.0 and Visual Studio 2003 and 2005

#### Available from the Website only:

- Sample database
- Sample reports

#### .NET Developer downloads:

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

#### Java Developer downloads:

- Crystal Reports version for Eclipse 2.0 designer
- Java SDK documentation
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**Q: What are the system requirements for Crystal Reports 2008?**

- A:**
- System Requirements for Crystal Reports 2008 include:
    - Intel® Pentium® III or equivalent processor
    - 256 MB RAM, 512 Recommended
    - 600 MB recommended with Visual Studio .NET integration
    - CD-ROM (for CD install only)

**Q: Does Crystal Reports 2008 include the same Crystal Reports Server promotional offer (5 named user licenses) that was included with Crystal Reports XI?**

- A:**
- 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?**

- A:**
- Crystal Reports 2008 is available in 12 supported languages (Chinese-Simplified, Chinese-Traditional, German, Dutch, English, Spanish, French, Italian, Japanese, Korean, Brazilian Portuguese, and Swedish).

### **Product Upgrade and Maintenance**

**Q: Who qualifies for the Upgrade price?**

- A:**
- Any existing Crystal Reports customer can upgrade to Crystal Reports 2008. This includes registered users of Crystal Reports version for Visual Studio and Crystal Reports for Eclipse.

**Q: I am a maintenance license holder. Am I entitled to get Crystal Reports 2008?**

- A:**
- 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?**

- A:**
- If you purchased your Crystal Reports 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 Enterprise agreements.

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

- A:**
- Any existing Crystal Reports customer can upgrade to Crystal Reports 2008 by purchasing an upgrade license. Pricing and availability vary by region. For specific information please visit our e-store or contact the vendor where you acquired your Crystal Reports

### **Availability**

**Q: When will Crystal Reports 2008 ship?**

- A:**
- Crystal Reports 2008 is available now.

**Q: Where can I buy it?**

- A:**
- Crystal Reports 2008 is available through our on-line 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 [www.businessobjects.com/resellers](http://www.businessobjects.com/resellers).

**Q: What editions will be available?**

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

**Q: How much does it cost?**

A: • Pricing varies by region. Please contact our office [in your area](#) for pricing details or visit your [preferred reseller](#).

## **Licensing & Runtime**

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

A: • 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 Developer edition, will it include the same runtime engine distribution license?**

A: • Yes. Thick client applications can be freely redistributed internally and externally.  
• Thin client applications can be distributed internally (within your organization) with no additional licensing.

**Q: What if I want to redistribute a thin client application externally**

A: • 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 a license of Crystal Reports 2008 for each company the application is distributed to.

## **Runtime Engines and SDKs**

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

A: • 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

**Q: Which features work with which Crystal Reports 2008 viewers?**

A: • All new Crystal Reports 2008 features work with all viewers, with the following exceptions:  
- .NET winform viewer: Doesn't support embedded Flash.

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

A: • The latest version of the Java Reporting Component is in Crystal Reports version for Eclipse, which is a free download from our [website](#).

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

A: • 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?**

A: • Yes this is consistent with our statement of direction, available at:

[http://resources.businessobjects.com/support/communitycs/technicalpapers/RDC\\_statement\\_of\\_direction.pdf](http://resources.businessobjects.com/support/communitycs/technicalpapers/RDC_statement_of_direction.pdf)

- We recommend Crystal Reports XI Release 2 for COM-based report development.

### **Crystal Reports Viewers in BusinessObjects Enterprise**

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

**A:**

- Java DHTML Page viewer.
- ActiveX Viewer

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

**A:**

- Java DHTML Page viewer.
- ActiveX Viewer
- .Net WebForm viewer

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

**A:** 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?**

**A:** The Advanced Viewer is no longer supported as 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?**

**A:**

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

**Q: Can Crystal Reports 2008 read my older RPT files?**

**A:**

- 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?**

**A:**

- 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?**

**A:**

- 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 have access to this complimentary support service.

**Q: How can I obtain additional support?**

**A:** Customers with more demanding support requirements can purchase Crystal Single Case incident-based support. Please visit our [e-store](#) for further details on this offering.