

## *Frequently Asked Questions*

### ***For all Crystal Reports and Xcelsius customers without a maintenance agreement***

Website: [www.sdn.sap.com/irj/boc](http://www.sdn.sap.com/irj/boc)

First point of contact for Technical support content for users of Crystal Reports, Crystal Reports Server, Crystal Reports for Visual Studio, Crystal Reports for Eclipse, and Xcelsius products.

(Note that customers with active maintenance agreements should use the [SAP Support Portal](#).)



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## Technical Support

### Forum/Notes/Articles/Blogs:

The Link: [www.sdn.sap.com/irj/boc](http://www.sdn.sap.com/irj/boc) → Support

#### Forum:

SAP Community Network Forums → Business Objects

Crystal Report/Xcelsius Customers can access the Forum. Please select the forum most related to your issue. You can post your comment, search for solutions provided or provide your findings to other users. All forums are regularly monitored.

#### Notes:

Search SAP BusinessObjects Notes for Crystal Reports, Crystal Reports Server, Crystal Reports for Visual Studio, Crystal Reports for Eclipse, and Xcelsius.

Notes were known as Knowledge Base Search and Knowledge Base Articles on the SAP BusinessObjects web site.

#### Articles:

Access SAP BusinessObjects articles, formerly known as **Technical Papers**, **Supported Platforms**, and **Products Availability Reports (PARs)**. Under articles you will find links which allow you to browse articles by product version.

**Note** that SAP BusinessObjects Enterprise Technical Support Program articles are available here in addition to Crystal Reports, Crystal Reports Server, and Xcelsius content.

**For additional *Business Objects Resources* you can also check the Blogs**

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### How to purchase a single case?

Customer support when you need it - one case at a time

If you require technical support we would recommend access the Forums and the SAP BO Notes.

If you require further assistance, you can purchase buy a single case.

#### Follow the steps:

1. You need to "[purchase a single case](#)"
2. Select the relevant country
3. Select 'Technical Support'
4. You need to [activate your single case](#) → send the details to the mentioned e-mail address

SAP will create a single case for you and will contact you to investigate and resolve your issue.

Note: Single case includes assistance from our knowledgeable Technical Support Engineers as well as continued access to online content and moderated community forums.

Crystal Single Case is not software; it is a technical support related product which allows you to access support agents online and via telephone for assistance with Xcelsius (versions 4.5 and 2008), Crystal Reports (versions XI R2 and 2008), Crystal Reports for Visual Studio (versions 2003, 2005, and 2008), Crystal Reports for Eclipse (version 1 and 2), Crystal Vision, and Crystal Reports Server (XI R2 and 2008). Incidents are valid for one year from date of purchase.

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## Where can I find the keycode?

The location of your keycode depends on how you purchased/received your Business Objects product(s). Your keycode can be found in one of the following places:

- The red sticker on the back of the product CD sleeve.
- The License Certificate that confirms your license purchase.
- The confirmation email sent with your online purchase.
- The Help|About screen in Crystal Reports®.

The Help|About screen in Visual Studio® .NET

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## I get an error message when I try to register my Product key?

Please ensure that you have entered the details correctly.

If the error message states that your key is invalid or has been registered already please contact [Customer Interaction Center](#).

Please include the following details:

- Method of Purchase:
- Proof of Purchase:
- Registration Number (if possible):
- Full Company Name:
- Address – i.e. City and State/Country:
- Contact Name:
- Email Address:
- Name of software product:
- Version number of software being installed:
- Keycode(s) being used to install software:
- Number of Keycode(s):
- Any details of license agreement or invoice number:

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## Where can I get a valid license key if the one I have is not working?

After you have installed the software, you receive an error that your license key is invalid or not working for any reason, please first review:

SAP Notes: <http://www.sdn.sap.com/irj/boc/notes>

SAP BO Forums: <http://forums.sdn.sap.com/irj/boc> → Forums

For further assistance, please contact [Customer Interaction Center](#)

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## Promotion or trial key code

a. If you have requested this recently and have not received or it is not working, please follow up with your local Sales

- EMEA: 00800 55115511
- North America: +1 888 229 2276

b. You have received a CD (plus) with another product, with keycode \*\*\*\*4, please be aware this key has expired. To update go to

<http://www.sap.com/solutions/sapbusinessobjects/sme/freetrials/index.epx>

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## Where can I get my license key code re-activated for my Xcelsius Product 4.X?

Xcelsius Customers need to send an e-mail to their respective [Customer Interaction Center](#) providing a Proof of Purchase and the Serial Number (Starts with Xcl)

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## Xcelsius 2008 - Invalid Keycode Error Message

Using Xcelsius 2008 and receive error: "Invalid Keycode" when entering your keycode, please try the following:

### XP:

Please refer the customer to the SDN or SMP side and provide the Note 1275298.

The Note can be viewed under the following link: <http://www.sdn.sap.com/irj/boc/notes>

### VISTA:

Please refer the customer to the SMP side and provide the Note 1200927.

The Note can be viewed under the following link: <http://www.sdn.sap.com/irj/boc/notes>

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## **General**

### **What version do I need to download whom can I contact?**

Please review information located here: <http://www.sdn.sap.com/irj/boc/downloads>  
If you require any assistance please contact your sales representative.

EMEA: 00800 55115511  
North America: +1 888 229 2276

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### **I have lost my CD for my Crystal Report product.**

Please send an e-mail to your respective [Customer Interaction Center](#) providing a Proof of Purchase Provide, license key and all necessary details about your Company and Contact person details.

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### **If I have a question who can I contact?**

If you have questions regarding Software or upgrades please contact your sales representative

- EMEA: 00800 55115511
- North America: +1 888 229 2276
- Canada: +1 888 342 5727

Review the SAP Notes, Articles available on the site, [www.sdn.sap.com/irj/boc](http://www.sdn.sap.com/irj/boc).  
The forums are a very useful source of information.

Please go to [Forum/Notes/Blogs/Articles](#)

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### **Where can I find the e-store and who can I contact for help?**

The e-store is available under this link <http://store.businessobjects.com> or you can follow the steps from the SDN site to the e-store.  
Once you have selected your country/region, click into your account and follow the 'need help' steps. Here you will find the contact details for the E-store customer care team for your region

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### **Download a Free Trial**

Get a free trial or purchase SAP Business Objects offerings designed for small businesses and midsize companies.  
Please go to <http://www.sdn.sap.com/irj/boc> → [Download a Free Trial](#)

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## Useful Information about SDN/BOC

Users of Crystal Reports, Crystal Reports Server, Crystal Reports for Visual Studio, Crystal Reports for Eclipse, and Xcelsius should make this their primary destination for technical support.

Search Business Objects Notes, read and post to the Business Objects forums, browse articles, and Downloads Service packs, hot fixes, samples, or runtime packages.

Business Objects Enterprise Technical Support Program customers should use the SAP Support Portal as their primary support destination.

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## Business Objects Learning

Under the section of Business Objects learning will you find the following topics:

- [Weekly Webinars](#)  
Catch the weekly SAP BusinessObjects "How-To Half Hour" webinar series, sponsored by the BusinessObjects OEM Sales and Marketing teams. These webinars, presented by SAP BusinessObjects technical experts and partners and industry thought leaders provide community members with up-to-date information about SAP BusinessObjects business intelligence and information management solutions. Session topics include best practices, tips and tricks, product demos and more and are designed to optimize customer and partner success with these solutions.
- [ELearning](#)  
Welcome to the Business Objects eLearning Catalog page! These eLearning sessions can help you broaden your skills through in-depth sessions, learning scenarios and how-to exercises. Open the eLearning session by simply clicking the session title.
- [Certification](#)  
Certification finder on [www.sap.com](http://www.sap.com)
- [Education Services](#)  
Business Objects Education Services

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## Contacting Customer Interaction Center

Please contact the Customer Interaction Center by mail

Americas: [Support.bosapamerica@sap.com](mailto:Support.bosapamerica@sap.com)

Europe, Africa, Middle East: [Support.bosapemea@sap.com](mailto:Support.bosapemea@sap.com)

Asia, Australia and New Zealand: [Support.bosapasia@sap.com](mailto:Support.bosapasia@sap.com)

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