

Electronic Software Delivery (ESD)

Software Download Guide

Overview

This guide will help you download software products from the Business Objects ESD website.

| | |
|-----------------------------|--|
| Minimum Requirements | In order to download software from the ESD, we recommend a high-speed internet connection such as a Cable, DSL or T1 connection. |
|-----------------------------|--|

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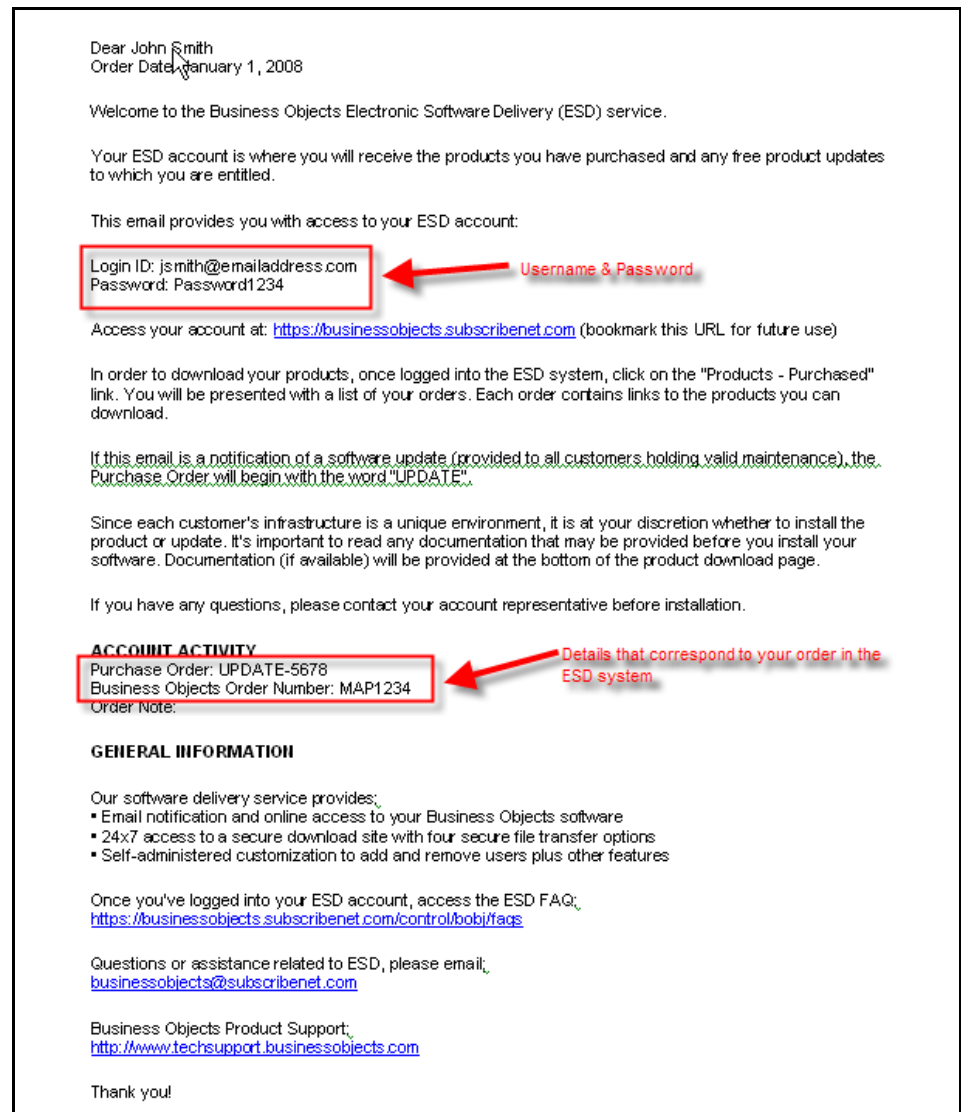
Introduction

The ESD site allows you to download many things such as products, product updates, service packs, hot fixes, and fix packs.

Step 1 – Order Notification Email

Once your product is available for download on the ESD site you will receive an **Order Notification from Business Objects** email informing you that a new product is available for you to download. This notification provides some key information that you will need once you are ready to download your product.

Figure 1



Note

Only the **Ship To** contact on your purchase order or invoice will receive an Order Notification email.

Step 2 – Accessing the ESD

To access the ESD site go to the following URL:

<http://businessobjects.subscribenet.com>

You will be prompted for your username & password in order to login.

Figure 2

Address <https://businessobjects.subscribenet.com/control/bobj/login>

Business Objects™ Worldwide | Site Map | Store | Free Trials

Please log in.

Login ID

Password

Login

Welcome to the Business Objects Electronic Software Distribution (ESD) website. The ESD enables customers to download products they have purchased. The ESD is accessible to customers who have purchased directly with Business Objects. To determine whether you are eligible to access the ESD, please review the [ESD Access Policy](#).

If you have forgotten your login ID and/or password, please use our [Password Finder](#) to have it emailed to you.

If you are having troubles logging in or are experiencing issues with your ESD account, submit an email to the ESD Customer Service team using our [online form](#).

Note

If you have misplaced your password, you can click the **Password Finder** link to obtain a new password.

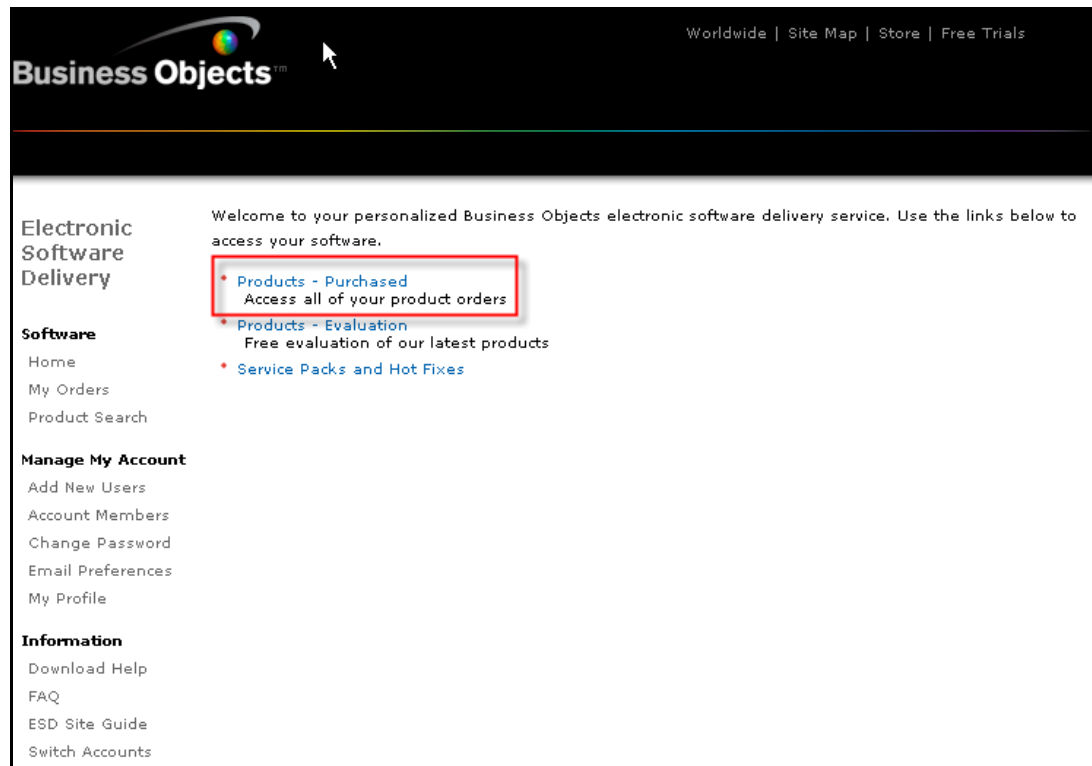
Step 3 – Finding & Downloading your Products

The next four sections explain the various steps to download products and other items from the ESD site.

1. Products Purchased Section

Once you have logged on in order to access the products you have purchased or have been delivered as an Update, go to the **Products - Purchased** link in the main body of the web page. When you click on this link it will take you to your **Orders History** page.

Figure 3



2. Order History Page

Your **Order History** page will list the orders that you have for your account. The Order Number and Customer PO Number will correspond with the Order Notification email you had received earlier.

Within each order are the products you will be able to download. Click on the order to view the products under that order. Once you click on this link you will be taken to the **Order Detail** page.

Figure 4

The screenshot shows the Business Objects website interface. At the top, there is a navigation bar with the Business Objects logo and links for 'Worldwide | Site Map | Store'. Below the navigation bar, the page is divided into a left sidebar and a main content area. The sidebar contains links for 'Electronic Software Delivery', 'Software' (Home, My Orders, Product Search), 'Manage My Account' (Add New Users, Account Members, Change Password, Email Preferences, My Profile), and 'Information' (Download Help, FAQ, ESD Site Guide, Switch Accounts). The main content area is titled 'Order History' and contains a paragraph explaining that the list shows a history of orders up to the most recent purchase. Below the text is a table with the following data:

| Order Date | Order Number | Customer PO Number | Sold To Contact |
|-----------------|--------------|--------------------|-------------------------|
| January 1, 2008 | MAP1234 | UPDATE - 5878 | jsmith@emailaddress.com |

3. Order Detail Page

Your **Order Detail** Page will list one or more products in your order. This page lists the link to download the files for the product as well as the keycode to unlock your software (if applicable).

Once you click on the **Download Product** link it will take you to the **Product Download** page.

Figure 5



Order Detail

Order Number: [MAP1234](#)
Order Date: [January 1, 2008](#)
PO Number: [UPDATE - 5678](#)

| Line # | Product ID | Product Description | License Qty | |
|--------|---------------|-------------------------------------|-------------|--|
| 1 | B-OCW-I-LX-00 | Crystal Reports Server - LIN - INTL | 1 | Download Product License Certificate XYSlokjsdfkdsdjf |

Link to download product

Keycode to unlock product

4. Product Download Page

The **Product Download** page lists all the files associated with your product. A product may have one or more files associated with it. This page contains:

- ISO images that you can use to create your own CD copies
- ZIP or TAR GZ compressed files which you can un-compress to perform the product installations

We recommend that you download all the files associated with your software to ensure you have what is necessary to install your software.

If you need a hardcopy of your software you can request CD copies by clicking the **Order CD** button.

Figure 6

Product Download
Crystal Reports Server - LIN - INTL

[Download Log](#) | [Notes](#) | [Notification Log](#) | [Restrict Access](#)

Click to order a CD with all available files for this product. [Order CD](#)

Crystal Reports Server XI Linux (All Languages) CD 1 [Download](#)

Download file size: 491,045,010 bytes (468.3 MB)
[Estimated Times and Details](#) [Download Manager](#)

Crystal Reports Server XI Linux (All Languages) CD 2 [Download](#)

Download file size: 642,616,434 bytes (612.8 MB)
[Estimated Times and Details](#) [Download Manager](#)

Crystal Reports XI for Windows (Multi-Language) [Download](#)

Download file size: 796,665,856 bytes (759.8 MB)
[Estimated Times and Details](#) [Download Manager](#)

NOTE

For a 300MB file, the average download duration is 20 minutes.

Finding More Information

For more information and resources, refer to your product technical documentation and visit the support area of the Business Objects web site at: <http://www.businessobjects.com/>

► www.businessobjects.com

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