

Crystal Reports Server XI Release 2 SP4 for Windows

Supported Platforms

Overview

This document lists specific platforms and configurations for Crystal Reports Server XI Release 2 SP4 for Windows.

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Introduction

This document contains information specific to platforms and configurations for the Crystal Reports Server XI Release 2 SP4. For the latest information on updates to this document, please visit the [Business Objects Articles](#) web site.

NOTE	Anything that is highlighted using red font indicates that it is an update, addition or correction made after the original release of this document.
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Products

Desktop Products

- Crystal Reports Server XI R2 (Win32 Client Components)
- BusinessObjects Live Office XI R2
- Crystal Reports XI R2 (All Editions)

Server Products

- Crystal Reports Server XI R2

Languages

- Chinese Simplified
- Chinese Traditional
- Dutch
- English
- French
- German
- Italian
- Japanese
- Korean
- Polish
- Portuguese (Brazil)
- Russian
- Spanish
- Swedish

Supported Operating Systems

Desktop Products

- Windows 2000 SP4 Professional
- Windows XP SP2 Professional
- Windows Vista (All 32-bit and 64-bit Editions)
- Windows Vista SP1 (All 32-bit and 64-bit Editions)
- Windows 2000 SP4 Advanced Server
- Windows 2000 SP4 Datacenter Server
- Windows 2000 SP4 Server
- Windows Server 2003 R2 Enterprise Edition
- Windows Server 2003 SP1 (All 32-bit and 64-bit Editions)
- Windows Server 2003 SP2 (All 32-bit and 64-bit Editions)

Server Products

- Windows 2000 SP4 Advanced Server
- Windows 2000 SP4 Datacenter Server
- Windows 2000 SP4 Server
- Windows Server 2003 R2 Enterprise Edition
- Windows Server 2003 SP1 (All 32-bit and 64-bit Editions)
- Windows Server 2003 SP2 (All 32-bit and 64-bit Editions)

BusinessObjects and Microsoft Critical Patches

The patch level necessary on Windows 2000 SP4 is Update Rollup 1 ([KB891861](#)).

Business Objects supports and recommends the install of all Microsoft critical patches for the operating systems listed above.

Minimum Hardware Requirements for Crystal Reports Server XI Release 2

- 700-MHz Pentium III-class processor
- 2 GB RAM
- 5.70 GB hard disk space for complete install
- 3.80 GB hard disk space for patch install
- 0.2 GB hard disk space for BusinessObjects Live Office

Note: Windows support is on 32-bit and 64-bit versions of Windows operating system. 32-bit Windows which are supported by Crystal Reports Server are ones that operate on either 32 or 64-bit (x64) AMD/Intel chipsets. 64-bit Windows which are supported by Crystal Reports Server are ones that operate on 64-bit (x64) AMD/Intel chipsets. Crystal Reports Server software for Windows is not warranted or supported for use on other chipsets.

Supported Application Servers

Application Servers	JDK
JBoss 4.0.4	JDK 1.4.2_xx
IIS 5.0	N/A
IIS 6.0	N/A
Oracle OAS 10G Rel.2 (10.1.2)	JDK 1.4.2_xx
Tomcat 5.0.27	JDK 1.4.2_13+
	JDK 1.5.0_xx
Tomcat 5.5	JDK 1.5.0_xx
WebLogic 8.1 SP4	JDK 1.4.2_xx JRockit 1.4.2_xx
WebLogic 9.2	JDK 1.5.0_04+ JRockit 5.0+
WebSphere 5.1.1.x (excluding 5.1.1.4)	JDK 1.4.2_xx
WebSphere 6.0.2.x	JDK 1.4.2_xx
WebSphere 6.1.0.7	JDK 1.5.0_xx

Note: Due to security vulnerabilities identified by the SANS Institute in JDK/JRE versions 1.4.2_12 and lower, Crystal Reports Server XI Release 2 SP4 will ship with 1.4.2_13. It is recommended that any JVM be updated to a minimum of 1.4.2_13.

Application Server Incremental Release Support Policy

Specified application servers versions have been successfully tested by Business Objects. Incremental releases of the specified versions defined by the last number in the application server name will be supported as they are made available, but may not have been tested by Business Objects. Exceptions in support will be documented.

JDK Version Support Policy

JDK major versions are specified to ensure the use of correct version when there are multiple choices provided by the vendor. Business Objects tests and supports any _x release installed with a given application server.

Specific Patches Required for Oracle Application Server

See release notes for exact patch level support.

Support of IBM WebSphere and BEA WebLogic Editions

Network Editions of the Applications Server listed above are NOT supported. The Express Edition of WebSphere and WebLogic application servers are supported.

IBM WebSphere 5.1.1.4 is not supported

Several issues have been found when applying the cf4 patchset for WebSphere 5.1.1. Moving forward to 5.1.1.5/6 or back to 5.1.1.3 both appears to fix the issue. In consequence Business Objects will not support this particular version of WebSphere. All other 5.1.1x versions are supported.

Supported HTTP Servers

Any supported by Application Server vendor.

Supported Portal Servers

- Microsoft SharePoint Portal Server 2003 (32-bit editions only) (1)
- Microsoft Windows SharePoint Services (WSS 2.0) 2003 (32-bit only) (1)
- Microsoft SharePoint Portal Server 2007 (32-bit editions only) (1)
- Microsoft Windows SharePoint Services (WSS 3.0) 2007 (32-bit only) (1)(2)
- Oracle Portal Server 10g R2 (10.1.2) (JSR 168)
- BEA WebLogic Portal 8.1 SP4 (JSR 168)
- BEA WebLogic Portal 9.2 (JSR168)
- IBM WebSphere Portal 6 (JSR 168)

(1) Portal Integration Kit for SharePoint supports 32-bit SharePoint running on either 32-bit or 64-bit Windows Servers provided SharePoint itself supports the operating system.

(2) Installation of the Portal Integration Kit for SharePoint Services (WSS 3.0) must be done via command line installation using the following syntax (setup.exe SP2007=1)

Portal Server Minor Release Support Policy

Specified portal servers versions have been successfully tested by Business Objects. Incremental releases of the specified versions defined by the last number in the portal server name will be supported as they are made available, but may not have been tested by Business Objects. Exceptions in support will be documented.

Supported Browsers

Browser OS	Browser	JVM
Macintosh	Safari 3.0 (1)	Apple 1.4.2_xx Apple 1.5.0_xx
Windows	Firefox 2.0	Sun 1.5.0_xx Sun 1.6.0_02+
	IE 6.0 SP2	Sun 1.4.2_xx Sun 1.5.0_xx Sun 1.6.0_02+
	IE 7.0	Sun 1.4.2_xx Sun 1.5.0_xx Sun 1.6.0_02+

(1) Supported for Infoview only

Data Source Middleware Support

BusinessObjects products have been tested against data sources using 32-bit middleware connectivity. Unless otherwise specified, 64-bit middleware connectivity is not supported.

CMS Database (Repository) Supported Databases

Provider Name	Data Connector
IBM DB2/UDB for NT/UNIX 8.1	DB2 Client 8.1
IBM DB2/UDB for NT/Unix 8.2	DB2 Client 8.2
IBM DB2/UDB for NT/Unix/Linux 9.1	DB2 Client 9.1
Microsoft SQL Server 2000 SP4	Microsoft ODBC MDAC 2.8
Microsoft SQL Server 2005 RTM / SP1 / SP2	Microsoft ODBC MDAC 2.8 Microsoft ODBC SNAC (Native Client)
Microsoft SQL Server 7.0 SP4	Microsoft ODBC MDAC 2.7
MySQL 4.1.23	MySQL C-API
Oracle 10g R1 (10.1)	Oracle .NET Client 10.1(1)
Oracle 10g R2 (10.2)	Oracle .NET Client 10.2(1)
Oracle 9.2	Oracle .NET Client 9.2
Sybase Adaptive Server Enterprise 12.5.2	Sybase Open Client 12.5.2
Sybase Adaptive Server Enterprise 15	Sybase Open Client 12.5.2

(1) Oracle Real Application Cluster (RAC) is supported

Crystal Reports Supported Data Sources (OLAP)

Provider Name	Data Connector	Unicode Support
Hyperion Essbase Server 7.0	Hyperion Essbase API 7.0	Yes
Hyperion Essbase Server 7.1.x	Hyperion Essbase API 7.1.x	Yes
Microsoft SQL Server Analysis Services 2000 SP4	Microsoft SQL Server 2000 Analysis Services 8.0 OLE DB Provider SP4	Yes
Microsoft SQL Server Analysis Services 2005 SP1 ¹	Microsoft SQL Server 2005 Analysis Services 9.0 OLE DB Provider SP1	Yes
Microsoft SQL Server Analysis Services 2005 SP2 ¹	Microsoft SQL Server 2005 Analysis Services 9.0 OLE DB Provider SP2	Yes
SAP BW Server 3.5	SAP GUI 640	Yes
SAP BI 7 SP10	SAP GUI 640	Yes

¹ -The minimum version level for Microsoft SQL Server Analysis Services 2005 is SP1. The 2005 RTM version is not supported.

Crystal Reports Supported Data Sources (RDBMS)

Generic JDBC Data Sources	JDK 1.4	Yes
Generic ODBC Data Sources	ODBC	Yes
Generic OLEDB Data Sources	OLEDB	Yes
HP NeoView 2.2	HP NeoView ODBC 2.2	Yes
Ingres 2006 Enterprise Release 2	Ingres ODBC driver 3.5	Yes
IBM DB2/UDB for iSeries 5.2	DB2 Client 8.1	Yes
	IBM iSeries Access (JDBC) 5.2	Yes
	IBM iSeries Access (ODBC) 5.2	Yes
	IBM iSeries Access (OLEDB) 5.2	Yes
IBM DB2/UDB for iSeries 5.3	DB2 ODBC Client 8.1	Yes
	DB2 Client 8.2	Yes
	IBM iSeries Access (JDBC) 5.3	Yes
	IBM iSeries Access (ODBC) 5.3	Yes
	IBM iSeries Access (OLEDB) 5.3	Yes
	DB2 ODBC Client 8.2	Yes

IBM DB2/UDB for NT/Unix/Linux 8.1	DB2 Client 8.1	Yes
	DB2 JDBC 8.1	Yes
	DB2 ODBC Client 8.1	Yes
	DB2 OLEDB 8.1	Yes
IBM DB2/UDB for NT/Unix/Linux 8.2	DB2 Client 8.2	Yes
	DB2 JDBC 8.2	Yes
	DB2 ODBC Client 8.2	Yes
	DB2 OLEDB 8.2	Yes
IBM DB2/UDB for NT/Unix/Linux 9.1 (1)	DB2 Client 9.1	Yes
	DB2 JDBC 9.1	Yes
	DB2 ODBC Client 9.1	Yes
	DB2 OLEDB 9.1	Yes
IBM DB2/UDB for zSeries 7	DB2 Client 8.1	Yes
	DB2 ODBC Client 8.1	Yes
IBM/DB2/UDB for zSeries 8	DB2 Client 8.2	Yes
	DB2 ODBC Client 8.2	Yes
IBM Informix Dynamic Server 10.0	IBM Informix ODBC SDK 2.90	Yes
IBM Informix Dynamic Server 9.4	IBM Informix ODBC SDK 2.81	Yes
Microsoft Access 2000	DAO 3.6	Yes
	Microsoft ODBC Access 2000	Yes
	Microsoft OLEDB Access 2000	Yes
Microsoft Access 2003	DAO 3.6	Yes
	Microsoft ODBC Access 2003	Yes
	Microsoft OLEDB Access 2003	Yes
Microsoft SQL Server 2000 SP4	JDBC SQL Server 2000	Yes
	Microsoft ODBC MDAC 2.8	Yes
	Microsoft OLEDB MDAC 2.8	Yes
Microsoft SQL Server 2005 RTM / SP1 / SP2	JDBC SQL Server 2005	Yes
	Microsoft ODBC MDAC 2.8	Yes
	Microsoft ODBC SNAC (Native Client)	Yes
	Microsoft OLEDB MDAC 2.8	Yes
	Microsoft OLEDB SNAC (Native Client)	Yes
Microsoft SQL Server 7.0 SP4	Microsoft ODBC MDAC 2.7	Yes
	Microsoft OLEDB MDAC 2.7	Yes
MySQL 4.1.10a	JDBC MySQL	Yes
	MySQL ODBC Connector 3.51.12	Yes
MySQL 4.1.13a	JDBC MySQL	Yes
	MySQL ODBC Connector 3.51.12	Yes

MySQL 4.1.23	JDBC MySQL	Yes
	MySQL ODBC Connector 3.51.12	Yes
MySQL 5.0	MySQL ODBC Connector 3.51.12	Yes
	MySQL AB JDBC V5.0	Yes
NCR Teradata V2R6	NCR Teradata JDBC 03.02.00	Yes
	NCR Teradata ODBC 3.04	Yes
NCR Teradata V2R6.1	NCR Teradata ODBC 3.05	Yes
NCR Teradata V2R6.2	NCR Teradata ODBC 3.06	Yes
Teradata V12	Teradata ODBC 12 (TTU 12.0)	Yes
	Teradata JDBC 12 (TTU 12.0)	Yes
Netezza NPS Server 3.0	Netezza ODBC 3.0	Yes
Netezza NPS Server 3.1	Netezza ODBC 3.1	Yes
Netezza NPS Server 4.0	Netezza ODBC 4.0	Yes
Oracle 10g R1 (10.1) (2)	JDBC Oracle 10.1	Yes
	ODBC Oracle 10.1	Yes
	OLEDB Oracle 10.1	Yes
	Oracle .NET Client 10.1	Yes
Oracle 10g R2 (10.2) (2)	JDBC Oracle 10.2	Yes
	ODBC Oracle 10.2	Yes
	OLEDB Oracle 10.2	Yes
	Oracle .NET Client 10.2	Yes

Oracle 9.2	JDBC Oracle 9.2	Yes
	ODBC Oracle 9.2	Yes
	OLEDB Oracle 9.2	Yes
	Oracle .NET Client 9.2	Yes
Sybase Adaptive Server Enterprise 12.5	JDBC Sybase 12.5	Yes
	ODBC Sybase 12.5	Yes
	Sybase Open Client 12.5	
Sybase Adaptive Server Enterprise 15	Sybase Open Client 15	
Technology		
ADO. NET	MS .NET Framework 1.0	Yes
	MS .NET Framework 1.1	Yes
	MS .NET Framework 2.0	Yes
COM	N/A	Yes
Microsoft Excel 2000	DAO 3.6	Yes
	ODBC	Yes
	OLEDB	Yes
Microsoft Excel 2003	DAO 3.6	Yes
	ODBC	Yes
	OLEDB	Yes
Microsoft Exchange 2000	Microsoft Office 2000	
Microsoft Exchange 2003	Microsoft Office 2003	Yes
Field Definitions	N/A	Yes
Java Bean	JDK 1.4	Yes
XML and Web Services	JDK 1.4	Yes

- (1) IBM DB2 v9.1 requires a minimum of Windows 2003 SP1 to be the Operating System for Windows deployments.
- (2) Oracle Real Application Cluster (RAC) is supported

Supported Data Sources for Crystal Reports Scheduling Only

Provider Name	Data Connector	Unicode Support
RDBMS		
IBM Informix Dynamic Server 10.0	IDS Client 10.0	
IBM Informix Dynamic Server 9.4	IDS Client 9.4	
Technology		
ACT 5	ACT 5	

Provider Name	Data Connector	Unicode Support
ACT 6	ACT 6	
Borland Database Engine 5.1	BDE 5.1	
Exchange 5.5	Microsoft Office 2000	
File System	N/A	Yes
Lotus Notes 5	ODBC Lotus Notes 5	Yes
Lotus Notes 6	ODBC Lotus Notes 6	Yes
Microsoft IIS Log	N/A	
Microsoft Outlook 2000	Microsoft Office 2000	
Microsoft Outlook 2003	Microsoft Office 2003	
Windows NT Event Log	N/A	
Pervasive SQL 2000	ODBC Pervasive 2000	Yes
	Pervasive SQL Client 2000	
Pervasive SQL 8	ODBC Pervasive 8	Yes
	Pervasive SQL Client 8	
Text	ODBC	Yes
Web Log	N/A	
Xbase	N/A	

Scheduled and on demand reporting

Schedule only indicates that the data connectivity is assumed to be single-threaded. Customers are recommended to use these with scheduled Crystal Reports instances; as concurrent on-demand reports will be handled serially.

Other connectivity are assumed to be multi-threaded and suitable to be used for both scheduled and on-demand Crystal Reports instances as concurrent on-demand reports will be handled in parallel.

Generic ODBC, OLEDB and JDBC: Limitation

Database server, Client and ODBC/JDBC/OLEDB driver used must support multiple threads.

Generic JDBC: 3rd Party JDBC Type 4-compliant drivers may potentially have issues as not all combinations have been tested, but are supported for *relational database access* as a general rule.

Generic ODBC: 3rd Party ODBC Level 2-compliant Drivers may potentially have issues as not all combinations have been tested yet, but are supported as a general rule.

Other Tools

LDAP Directory

- IBM Tivoli Directory Server 5.2
- IBM Tivoli Directory Server 6.0
- IBM Tivoli Directory Server 6.1
- Lotus Domino Directory 6.0.2
- Lotus Domino Directory 6.5.3
- Microsoft Active Directory Application Mode 2003 (ADAM)
- Novell eDirectory 8.7.3
- Oracle Internet Directory 10gR2 (10.1.2)
- Sun Java System Directory Server 5.1
- Sun Java System Directory Server 5.2

Active Directory

- Microsoft Active Directory 2000
- Microsoft Active Directory 2003
- Microsoft Active Directory 2003 R2

Access Management

- eTrust (Netegrity) Siteminder 5.5
- eTrust (Netegrity) Siteminder 6.0

Microsoft Office

- Microsoft Office 2000 SP3
- Microsoft Office 2003
- Microsoft Office 2003 SP1
- Microsoft Office 2003 SP2
- Microsoft Office XP
- Microsoft Office XP SP1
- Microsoft Office XP SP2

- Microsoft Office XP SP3
- Microsoft Office 2007*

*Office 2007 support for BusinessObjects Live Office and as an export destination for Crystal Reports

Admin Platform

- Citrix Metaframe XP 1.0 + FR3
- Citrix Metaframe XPE 1.0 + FR3
- Citrix Presentation Server 4.0

Product/Language Support on Citrix

- Citrix is supported for desktop products.
- Citrix is not supported for Chinese and Korean.

Adobe Reader

- Adobe Reader 7.0
- Adobe Reader 8.1.2

Microsoft .NET Framework

- .NET 1.0
- .NET 1.1
- .NET 2.0

Development Platforms

- Visual Studio .NET 2002
- Visual Studio .NET 2003
- Visual Studio .NET 2005

Note: This section refers to the Visual Studio components that are included in Crystal Reports. These components are not supported when running in Visual Studio 2003 on Windows Vista, since Visual Studio 2003 doesn't support Windows Vista. For more information see the Microsoft Visual Studio and Windows Vista FAQ here:

<http://msdn2.microsoft.com/en-us/vstudio/aa948854.aspx>

File Transfer Protocol (FTP) Requirements

The following are the guidelines that must be supported by any FTP Server being used in conjunction with Crystal Reports Server as a scheduling destination.

- FTP server needs to support using “./” as a directory
- FTP server needs to support specifying a directory with a trailing “/”
- FTP server needs to support filenames that are 20+ characters (if destination file names are generated randomly by Crystal Reports Server.)
- FTP server needs to support specifying file names starting with a “~” character (if destination file names are generated randomly by Crystal Reports Server.)

Finding More Information

For more information and resources, refer to the product documentation and visit the [Business Objects Support site](#).

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