

# Business Objects Knowledge Accelerator

## Frequently Asked Questions

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### Overview

This document lists a number of Frequently Asked Questions (FAQ) for the Business Objects Knowledge Accelerator and the OnDemand for Business Objects tools used to customize it.

Please read this document before requesting support.

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## Introduction

Knowledge Accelerator is a web-based learning environment that uses software simulations for self-paced tutorials as well as quick reference material. The content is authored using OnDemand Developer for BusinessObjects tools from Global Knowledge, Inc.

See

[http://www.businessobjects.com/services/training/knowledge\\_accelerator.asp](http://www.businessobjects.com/services/training/knowledge_accelerator.asp) for product description and sales information.

The following is a list of some common questions about Knowledge Accelerator covering installation, configuration, and customization.

## Technical Requirements

Knowledge Accelerator is published as:

- Player Package (Browser Based Player)
- LMS Package
- HTML Web Site

Depending on your requirements, you can choose to deploy the Browser Based Player, LMS package, or HTML Web Site.

### What are the technical requirements for deploying the Knowledge Accelerator published as Browser Based Player?

You can deploy the Knowledge Accelerator published as Browser Based Player to a web server, file server, Usage Tracking system, CD-ROM, or user workstation.

(Refer to Deploy.pdf in ReadFirst or C:\Program Files\BusinessObjects Knowledge Accelerator\Developer 8.6.1 - Chapter 2 – Deploying with the Browser-based Player.)

<b>End User Hardware – minimum recommended requirements</b>	
Processor	P III 500 MHz or equivalent
Memory	128 MB
Machines with faster processors, larger amounts of RAM and larger amounts of disk space are highly recommended	

<b>End User Operating Systems</b>	
Windows 2000	
Windows XP, SP 1 and SP 2	
Citrix MetaFrame XP	Due to Citrix limitation, sound may not be synchronized with topic playback.  <b>Note:</b> There is no sound in the standard Knowledge Accelerator, so this limitation affects customized Knowledge Accelerators only.
<b>End User Browsers</b>	
Internet Explorer 5.5 SP2  Internet Explorer 6.0 SP1 and higher	JavaScript must be enabled. ActiveX required for sound playback.
<b>Server Hardware – minimum recommended requirements</b>	
Processor	P III 500 MHz or equivalent
Memory	512 MB
Disk Space	Between 250 KB and 1.5 MB average per topic without sound (Actual size depends on many factors including length of topic, screen resolution, and color depth).
Machines with faster processors, larger amounts of RAM, and larger amounts of disk space are highly recommended. Depending on content usage patterns, a server configured per minimum recommended requirements may support between 1,000 and 1,500 end users.	
<b>Web Server Software</b>	
Any web server software can be used.	

## What are the technical requirements for deploying the Knowledge Accelerator published as LMS Package?

You can deploy Knowledge Accelerator published as LMS package to an LMS (Learning Management System).

(Refer to the Deploy.pdf in ReadFirst or C:\Program Files\BusinessObjects Knowledge Accelerator\Developer 8.6.1 - Chapter 3 – Deploying with an LMS Package.)

<b>End User Hardware – minimum recommended requirements</b>	
Processor	P III 500 MHz or equivalent
Memory	128 MB
Disk Space	10 MB
Machines with faster processors, larger amounts of RAM and larger amounts of disk space are highly recommended	
<b>End User Operating Systems</b>	
Windows 2000 Server	
Windows XP, SP 1 and SP 2	
Citrix MetaFrame XP	Due to Citrix limitation, sound may not be synchronized with topic playback.  <b>Note:</b> There is no sound in the standard Knowledge Accelerator, so this limitation affects customized Knowledge Accelerators only.
<b>End User Browsers</b>	
Internet Explorer 5.5 SP2  Internet Explorer 6.0 SP1 and higher	JavaScript must be enabled. ActiveX required for sound playback. Java required for AICC compliance.
<b>Server Hardware – minimum recommended requirements</b>	
Processor	P III 500 MHz or equivalent
Memory	512 MB
Disk Space	Between 250 KB and 1.5 MB average per topic without sound (Actual size depends on many factors including length of topic, screen resolution, and color depth).
Machines with faster processors, larger amounts of RAM, and larger amounts of disk space are highly recommended	
Depending on content usage patterns, a server configured per minimum recommended requirements may support between 1,000 and 1,500 end users.	
<b>Web Server Software</b>	
Any web server software can be used.	
<b>Compliant Learning Specifications</b>	

(Refer to the “Deploy.pdf” - Chapter3 – Deploying with an LMS Package)
AICC
SCORM 1.2
SCORM 1.3

## What are the technical requirements for deploying the Knowledge Accelerator published as HTML Web Site?

HTML Web Site is not the preferred option for deploying content. It is included in this document in case you need to present the content as static Web pages.

You can deploy Knowledge Accelerator published as an HTML Web Site to a web server, file server, CD-ROM, or user workstation.

(Refer to Deploy.pdf in ReadFirst or C:\Program Files\BusinessObjects Knowledge Accelerator\Developer 8.6.1 - Chapter 5 – Deploying with an HTML Web Site )

<b>End User Operating Systems</b>	
Any operating system can be used.	
<b>End User Browsers</b>	
Any web browser that supports JavaScript and PNG graphic format can be used.	
<b>Server Hardware Requirements</b>	
Processor	P III 500 MHz
Memory	512 MB
Disk Space	Between 250 KB and 1.5 MB average per topic without sound (Actual size depends on many factors including length of topic, screen resolution, and color depth).
Machines with faster processors, larger amounts of RAM, and larger amounts of disk space are highly recommended	
Depending on content usage patterns, a server configured per minimum recommended requirements may support between 1,000 and 1,500 end users.	
<b>Web Server Software</b>	
Any web server software can be used.	

## What are the technical requirements for installing the Usage Tracking Server?

Install the Usage Tracking when you want to deploy the Knowledge Accelerator to Usage Tracking system.

(Refer to UT\_admin.pdf and UT\_config.pdf in ReadFirst)

<b>Hardware – minimum recommended requirements</b>	
Processor	P III 500 MHz or equivalent
Memory	512 MB
Disk Space	10 MB, excluding Microsoft .NET Framework 1.1
Machines with faster processors, larger amounts of RAM and larger amounts of disk space are highly recommended	
<b>Operating Systems</b>	
Windows 2000 Server	Microsoft .NET Framework 1.1 required (installed if necessary)
Windows 2003	Microsoft .NET Framework 1.1 required (installed if necessary)
<b>Web Server Software</b>	
Internet Information Server 5.0, 6.0	
<b>Database Server Requirements</b>	
Microsoft SQL Server 2000	May be run on the Usage Tracking server or a separate server. See Microsoft for SQL Server 2000 hardware sizing requirements.
Disk Space	Space requirements will vary based on number of topics, number of users, and topic usage. Between 200 MB and 1 GB of disk space is adequate for most installations.

## What are the technical requirements for installing Knowledge Accelerator Developer?

Install the Knowledge Accelerator Developer when you want to customize the Knowledge Accelerator content.

<b>End User Hardware – minimum recommended requirements</b>	
Processor	P III 500 MHz or equivalent
Memory	256 MB
Disk Space for OnDemand	60 MB for the installation of program files  Between 250 KB and 1.5 MB average per topic without sound (Actual size depends on many factors including length of topic, screen resolution, and color depth).
Machines with faster processors and larger amounts of disk space and RAM are highly recommended.	
<b>Operating Systems</b>	
Windows 2000	
Windows XP, SP1 and SP2	
<b>Browsers</b>	
Internet Explorer 5.5 SP2  Internet Explorer 6.0	JavaScript must be enabled. ActiveX required for sound playback.
<b>Software</b>	
Microsoft Word 2000, XP, 2003	Only necessary if content is published for Documentation output
Microsoft Windows Media Player 6.4 or later	



## Installation and Deployment

Depending on your requirements, you can deploy Knowledge Accelerator to a Learning web server, file server, Management Server (LMS), CD-ROM, Usage Tracking system, or user workstation. A plug-in is not required for any of these deployments.

If you don't have an LMS, and you would like to track users' information, we provide the Usage Tracking system with some pre-built reports. You can add additional reports to your Usage Tracking system or modify existing reports.

### How can I install Knowledge Accelerator on a user workstation?

Extract the Knowledge Accelerator `**_deploy.zip` file, and then extract the `**_player` or `**_html.zip` file. To install the Knowledge Accelerator, double-click `**_player.exe` or `**_html.exe` and follow the installation wizard. You can install the Knowledge Accelerator to desired location or you can accept the default location.

To use the Knowledge Accelerator, go to Start > Programs > BusinessObjects Knowledge Accelerator and select your Knowledge Accelerator. Also, you can navigate to the location where you installed it and double click the `index.html` or `default.htm` file.

**Note:** HTML Web Site (`**_html.zip`) is not the preferred option for deploying content.

(Refer to `Deploy.pdf` in `ReadFirst` or `C:\Program Files\BusinessObjects Knowledge Accelerator\Developer 8.6.1 - Chapter 2 – Deploying with the Browser-based Player` and `Chapter 5 – Deploying with an HTML Web Site`)

### How can I install Knowledge Accelerator on a Local Area Network?

Extract the Knowledge Accelerator `**_deploy.zip` file, and then extract the `**_player` or `**_html.zip` file. To install the Knowledge Accelerator, double-click `**_player.exe` or `**_html.exe` and follow the installation wizard. You can install the Knowledge Accelerator to desired location or you can accept the default location.

Assign access rights to network users as required (users only require READ access to the directory).

To allow users to access Knowledge Accelerator, create a shortcut, map a drive, or distribute a UNC address of the location where you installed Knowledge Accelerator.

**Example:** `\\myserver\KA\index.html` or `\\myserver\KA\default.htm`

**Note:** HTML Web Site (`**_html.zip`) is not the preferred option for deploying content.

(Refer to the Deploy.pdf in ReadFirst or C:\Program Files\BusinessObjects Knowledge Accelerator\Developer 8.6.1 - Chapter 2 – Deploying with the Browser-based Player and “Deploy.pdf” - Chapter 5 – Deploying with an HTML Web Site)

## How can I install Knowledge Accelerator on a Web Server?

Extract the Knowledge Accelerator \*\*\_deploy.zip file, and then extract the \*\*\_player or \*\*\_html.zip file. To install the Knowledge Accelerator, double-click \*\*\_player.exe or \*\*\_html.exe and follow the installation wizard. You can install the Knowledge Accelerator to desired location or you can accept the default location. You can create a link to the index.html or default.htm page from an existing Web site, or make the index.html or default.htm page itself available to users.

It is also possible to create a virtual directory on the web server to access network drives if desired.

## How can I install Knowledge Accelerator on a LMS (Learning Management System)?

Extract the Knowledge Accelerator \*\*\_deploy.zip file, and then extract the \*\*\_lms.zip file. To install the Knowledge Accelerator, double-click \*\*\_lms.exe and follow the installation wizard. You can install the Knowledge Accelerator to desired location or you can accept the default location. Now, you can add required files to your Learning Management System (LMS).

(Refer to the Deploy.pdf in ReadFirst or C:\Program Files\BusinessObjects Knowledge Accelerator\Developer 8.6.1 - Chapter 3 – Deploying with an LMS Package and Permission violation – Learning Management Server (LMS).

## How can I install Knowledge Accelerator on a Usage Tracking Server?

Extract the Knowledge Accelerator \*\*\_deploy.zip file, and then extract the \*\*\_player.zip file. To install the Knowledge Accelerator to the Usage Tracking Server, double-click \*\*\_player.exe and install it to the ‘Content’ folder on your Usage Tracking Server.

**Note:** When you install the Usage Tracking Server, Content folder is created by default. You can change the name of the Content folder and install the Knowledge Accelerator to that folder.

(Refer to UT\_admin.pdf and UT\_config.pdf in ReadFirst)

## Browser Based Player

### On what kind of web server can the Knowledge Accelerator be deployed?

You can use any web server software to deploy Knowledge Accelerator.

**Note:** UNIX - UNIX based OS's are case sensitive. The Knowledge Accelerator uses mixed case in its file structure. This does not cause a problem on a UNIX based OS because all calls to our files are in the correct case. For example, a file named "Test" will always be called "Test" - it will never be called "test". However, there is a module in Apache called "mod\_rewrite" that can automatically lower-case (or upper case depending on the configuration) all URLs. Unfortunately, if your server is using this module, then our calls to OnDemand files will now be called in lower-case, but since the file is mixed-case, it will generate an error (web error number 404.) Please note, this is a very popular module in Apache. You may try to disable "mod\_rewrite" for your Knowledge Accelerator folder. Information on mod\_rewrite can be found at: [http://httpd.apache.org/docs/mod/mod\\_rewrite.html](http://httpd.apache.org/docs/mod/mod_rewrite.html).

Macintosh - The HTML Website published format is supported on the Macintosh, but the Browser Based Player is not.

### Can the Knowledge Accelerator run on a Citrix client?

Yes, on CITRIX MetaFrame XP.

### Does the Knowledge Accelerator use backend Java services?

JavaScript must be enabled.

### Does the Knowledge Accelerator use cookies?

Yes, but this feature can be disabled.

### Does the Knowledge Accelerator maintain session state or data needed to complete a transaction on the web server?

No, during playback of the Browser Based Player, KA does not maintain session state or data to complete a transaction on web server.

### Does the Knowledge Accelerator use Internet Protocol (IP)?

Browser Based Player uses HTTP.

### Does the Knowledge Accelerator rely on DHCP on Windows workstation to dynamically assign an IP address?

No. This question is not applicable.

### Does the Knowledge Accelerator install any server components or use a temporary directory?

No. The Browser Based Player does not install server components.

### What can I do if the screen display is delayed - The screen brings in the verbiage and then it puts the bubble casing around it?

Readjust your Internet Explorer settings; From the Tools menu, select 'Internet Options...'; Click 'Settings'; Select 'Automatically'; Click 'OK' to exit.



### Does the Knowledge Accelerator use the browser or MS Office print functions?

The Browser Based Player uses the browser print functions; printed output uses MS Office print functions.

## **What can I do if nothing happens when I click on a link to launch the Browser-based Player?**

The Knowledge Accelerator opens in a new browser window. If you have a pop-up blocker installed, disable or uninstall it.

## **Can the Knowledge Accelerator be accessed behind a firewall?**

Yes. The Knowledge Accelerator is DHTML and can be accessed behind most firewalls.

## **How much bandwidth is required for the Knowledge Accelerator?**

The Browser-based Player interface and TOC are less than 200 KB and get cached after the first download. When a See It! or Try It! Mode is launched, the first 5 pages of the topic are downloaded and cached on the browser (this is to improve navigation performance). The initial download is typically less than 300 KB. After the initial download, subsequent frames are cached one at a time as they are accessed.

## **What is the underlying architecture of the Browser Based Player?**

The Browser-based Player is DHTML (Dynamic HTML which is HTML and JavaScript. The images are PNG format).

## **Are there any plug-ins required on the user's machines to view the Knowledge Accelerator deployed as the Browser-based Player?**

No. The Browser-based Player does not require a plug-in; however, you must be running Microsoft Internet Explorer 5.5 or 6.0 and you must have JavaScript enabled.

## **Does the Knowledge Accelerator run on other browsers besides Microsoft Internet Explorer?**

Internet Explorer 5.5 SP2 or 6.0 SP1 and higher is required to view the Browser Based Player because of its expanded support for JavaScript. There are other publish formats, like the HTML Website, which can be viewed with other browsers besides Internet Explorer.

## **How do I enable JavaScript?**

Some anti-virus products and pop-up blockers will interfere with JavaScript. You may need to adjust your settings for the Internet Explorer:

From the Tools menu, select 'Internet Options...'; Select the 'Security' tab; Click the 'Custom Level' button; Scroll down to 'Scripting' Under 'Active Scripting' click 'Enable'; Click 'OK' to exit.

## **Is Usage Tracking required to deploy the Knowledge Accelerator?**

No. It is an optional program that we provide with the Knowledge Accelerator.

## **Does Usage Tracking replace my Learning Management System (LMS)?**

No. If you don't have an LMS, and you would like to track users' information, we provide the OnDemand Usage Tracking with some pre-built reports. You can add additional reports to your Usage Tracking system or modify existing reports.

## **Does Usage Tracking support Microsoft Active Directory?**

Yes, if Windows Authentication is configured as the authentication method during the installation.

## **How can users see the Usage Tracking reports?**

Within the OnDemand Usage Tracking Installation and Configuration Guide, Chapter 4: "Using the Configuration Tool" - Setting the Authentication Mode for both Windows and Forms (UsageTracking\Docs\English).

If you use Windows Authentications you can create a group on the server to Delete Data (edit users) or Run Reports. You must also configure the IIS Permissions.

If you use Forms Authentication, you can change user permissions (edit users) to run reports, edit users, etc.

## LMS Package

### Is the Knowledge Accelerator AICC 3.5, SCORM 1.2, or SCORM 2004 compliant?

Yes. Most LMS's that support SCORM 2004 also support older standards.

### Will the Knowledge Accelerator run in my Learning Management System (LMS)?

The Knowledge Accelerator is AICC 3.5 and SCORM 1.2 compliant.

### Can the Knowledge Accelerator be tracked in my LMS if the content is on a different server (with a different domain) than my LMS?

Yes. The content needs to be loaded as AICC and some files must be configured on the content server to accommodate the cross-domain scripting issues. Java is also required on the end users machines for this method.

The problem occurs because the Java applet is retrieved from one server (content) and is attempting communication with another (LMS). This causes a permission violation. To solve the problem, you must:

1. Take the Java applet from any OnDemand package.  
(\lms\scripts\GetHTTPPostData.class)
2. Copy Java applet (GetHTTPPostData.class) to the LMS server.

**Example:** <<http://lmserver/odjava/GetHTTPPostData.class>>

Modify the OnDemand package so that the Java applet is retrieved from the LMS server:

1. Open the file \lms\scripts\lmsoptions.js in Notepad
2. - Modify the line:  
var appletPath = "";  
to point to the path on the LMS server where the applet should be downloaded from (see step 2 above). Using the above example, this would be:  
var appletPath = " <<http://lmserver/odjava>>"

Note that this modification can either be made in the package (for a one-time modification) or in the \styles\dhtml directory (OnDemand Developer) so that it would be applied to all future packages.

### Are there any plug-ins required on the user's machines to view the Knowledge Accelerator deployed to LMS?

JavaScript must be enabled. Java applet is required for AICC compliance. We tested the following JRE (Java Runtime Environments) - 1.3.1.02, 1.4.2.02,

1.4.2.03, and 1.4.2.05. You can download JRE from <http://java.sun.com/products/archive/>.

## **Does the Knowledge Accelerator work in the PeopleSoft and Docent Learning Management System (LMS)?**

Yes. The Knowledge Accelerator has been tested on the PeopleSoft and Docent Learning Management System (LMS).



## Customization

### **Can we use the customization tools to develop training on other applications or products?**

You cannot develop training on other applications or products. These tools can only be used to customize the content of the Business Objects Knowledge Accelerator that you purchased. You can buy additional licenses if you have several developers working on customization.

### **How can we customize Knowledge Accelerator?**

Business Objects Education Services provides customers with guidelines, tools, templates, training, and support to customize and create content.

### **What can we customize?**

You can customize lessons and job aids showing your company's data, reports and processes, as well as the look and feel of the product to support corporate identity. You need to install the Knowledge Accelerator Developer to change graphics or content and then publish the Knowledge Accelerator. (To change the logo in the Player, refer to the 'Technical Supplement.pdf' – Chapter 7 in . To change the logo in the Job Aid, refer to the Technical Supplement.pdf' – Chapter 5. You can find the 'Technical Supplement.pdf' c at the location where you installed the Knowledge Accelerator, inside the Docs folder.)

### **Is it possible to launch the Knowledge Accelerator outside of the Browser-based Player or from other applications?**

Yes. Individual topics can be launched from a hyperlink (in any of the available modes).

### **Can we use Microsoft Standards for content development?**

Yes. Open the developer and go to File > Title Properties. On the bottom of that screen you will see Template Set with a dropdown button. Select Microsoft Standard.

### **How can we leverage existing content?**

You have several options – 1) Copy/paste the content into bubbles within the Knowledge Accelerator Developer. 2) Link to the content via infoblocks. 3) Use the content -- as appropriate -- as scripts for creating a new Knowledge Accelerator.

### **Can we include sound in the Knowledge Accelerator?**

You can add sound to each page of a topic. The only supported sound format is WAV and is not compressed. Sound is not recommended for med-low bandwidth connections. ActiveX is required for sound.

## Finding More Information

For more information and resources, refer to the product documentation and visit the support area of the web site at: [www.businessobjects.com](http://www.businessobjects.com).

▶ [www.businessobjects.com](http://www.businessobjects.com)

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