SAP BusinessObjects Edge Series 3.1 Getting Started Guide

2009-04-14

Contents

Introduction to SAP BusinessObjects Edge Series 3.1

chapter 1

What is SAP BusinessObjects Edge Series 3.1?

SAP BusinessObjects Edge Series 3.1 is an intuitive and easy-to-use tool for creating and analyzing business intelligence data over the web. It is built on BusinessObjects Enterprise technology and it enables you to create and publish Web Intelligence, and Desktop Intelligence documents. Web Intelligence delivers a unique, single web environment for both querying and analyzing information. Desktop Intelligence is an integrated query, reporting, and analysis solution for business professionals. It allows you to access the data in your corporate databases directly from your desktop and present and analyze this information in a Desktop Intelligence document. SAP BusinessObjects Edge Series 3.1 also includes a report publisher and a web portal interface that is used to view reports.

SAP BusinessObjects Edge Series 3.1 may be installed on a single machine for end users to access, view, and interact with Web Intelligence, Desktop Intelligence and Crystal Reports documents. It allows you to store documents in a central database for security and data integrity. Users then access the documents through a web portal.

With SAP BusinessObjects Edge Series 3.1, you can set up security to control which end users can access specific folders and documents. You can also specify the rights for users or groups such as who can schedule and publish documents.

Note:
SAP BusinessObjects Edge with data management includes both data integration and data quality management. For more information about Data Management, see the *Data Services Getting Started Guide* available at the SAP BusinessObjects support site at: *http://help.sap.com/businessobject/product_guides/boexir31/en/xi31_ds_getting_started_guide_en.pdf*

For information about working with Data Integration, see the *Data Services Tutorial*.

Who is SAP BusinessObjects Edge Series 3.1 for?

SAP BusinessObjects Edge Series 3.1 is ideal for organizations that need to deliver Web Intelligence, Desktop Intelligence, and Crystal Reports documents over the web to smaller audiences. It does not requires multiple servers and complicated configurations. All components are installed on a single server for quick installation and setup.

The quick setup allows you to start using the software to increase your document development productivity and data security.

About this documentation

This guide describes how to use SAP BusinessObjects Edge Series 3.1 and InfoView.

InfoView runs within your web browser and is your main interface for working with Web Intelligence documents and Crystal Reports in SAP BusinessObjects Edge Series 3.1. Your administrator may deploy different types of objects, such as Crystal Reports, Web Intelligence documents, and other objects that are created from SAP BusinessObjects Edge Series 3.1 plug-in components. InfoView allows you to view these objects, organize them, and work with them to suit your needs.

Who should read this documentation?

This guide is intended for users who work with documents and reports over the Web through SAP BusinessObjects Edge Series 3.1 and InfoView. It is also intended for administrators who configure and manage objects through the Central Management Console and Central Configuration Manager.

For more information about InfoView and other BusinessObjects Enterprise products, refer the following guides:

- *BusinessObjects Enterprise InfoView User's Guide*
- *BusinessObjects Enterprise Administrator's Guide*

Note:
SAP BusinessObjects Edge Series 3.1 is built on the BusinessObjects Enterprise framework. Therefore, you can refer to the BusinessObjects Enterprise guides for more information on SAP BusinessObjects Edge Series 3.1 features. While you are referring to the BusinessObjects Enterprise guides, you may encounter some information that does not apply to SAP BusinessObjects Edge Series 3.1.

Administering SAP BusinessObjects Edge Series 3.1

chapter 2

Before you begin

Ensure you have SAP BusinessObjects Edge Series 3.1 installed on your system. For information on how to install SAP BusinessObjects Edge Series 3.1, see the install guides included with this product in the `/docs/en/` directory of the product distribution.

Administration Overview

The regular administrative tasks associated with SAP BusinessObjects Edge Series 3.1 can be roughly divided into three major categories: User Management, Content Management, and Server Management. This section briefly introduces new administrators to some of the available management tools.

Note:
The word 'Object' in this guide is a generic term for items represented in the Repository. SAP BusinessObjects Edge Series 3.1 supports many types of objects including reports, Web Intelligence documents, programs, Microsoft Excel files, Microsoft Word files, Microsoft PowerPoint files, Adobe Acrobat PDFs, rich text format files, text files, hyperlinks, and object packages.

You will use the following applications to manage SAP BusinessObjects Edge Series 3.1:

- Central Management Console (CMC):

  This web application is the most powerful administrative tool provided for managing a SAP BusinessObjects Edge Series 3.1 system. It offers you a single interface through which you can perform almost every task related to User Management, Content Management, and Server Management.

- Central Configuration Manager (CCM):

  This server administration tool is provided in two forms. CCM allows you to manage local and remote servers through its Graphical User Interface (GUI) or from a command line.

- Publishing Wizard:

  This application allows you to publish the reporting content to SAP BusinessObjects Edge Series 3.1 quickly. It also allows you to specify a number of options on each report that you publish. Although this application runs only on Windows, you can use it to publish reports to SAP BusinessObjects Edge Series 3.1 that are running on Windows, or on Linux.

Additional documentation

For more information on administration related to SAP BusinessObjects Edge Series 3.1 features, see the *BusinessObjects Enterprise Administrator's Guide*.

Managing SAP BusinessObjects Edge Series 3.1 applications

You can use the BusinessObjects Applications area of the Central Management Console to make changes to the appearance and functionality of web applications such as the InfoView, without doing any programming. Note that some applications provide more flexibility than others.

You can also control user and administrator access by changing the rights associated with each application.

This section includes information about the following topics:

- *Managing InfoView* on page 13
- *Managing Web Intelligence* on page 14

Managing InfoView

In the **Applications** area of the Central Management Console, the Properties tab for the InfoView allows you to change several display options.

You can also control user and administrator access by changing the rights associated with each user and group on the **Rights** tab.

Changing display settings for InfoView

To change the display settings of InfoView, perform the following steps:

1. Login to the CMC with User name and Password.
2. Click **Applications** management area of the CMC.
3. Right-click **InfoView**.
4. Click **Properties**.
5. In the "InfoView Properties" window, select the options that you want:
   - **Header and style**: You can change the colors of the header and the logo displayed in the header. If you have a cascading style sheet for the intranet, you can specify it here to format InfoView with the same styles.
   - **Display**: Choose the functionality that your users can see. You can choose whether or not to display the **Preferences** button, the **Type** list, and the "Filters" tab.
   - **Default Navigation View**: Choose the default navigation method for the users as either a folder or a category.
   - **Default Viewing Action on Listing Page**: Choose whether to display the original object or the latest successful instance of the object.
6. Click **Save**.

Managing Web Intelligence

For the Web Intelligence application, you can control which interactive features the users have access to for Web Intelligence documents by setting Web Intelligence rights in the Central Management Console.

Note that in order for users to be able to use the Interactive view format and use the Query HTML panel, you must grant access to the "Allows interactive HTML viewing (as per license)" option. The user can select this view format and report panel option in the Web Intelligence Document Preferences tab in InfoView.

Setting rights for Web Intelligence features

To set the rights for Web Intelligence, perform the following steps:

1. Login to the CMC with User name and Password.
2. Click **Applications** management area of the CMC.

3. Right-click **Web Intelligence**.
4. Select **Manage**.
5. Select **Security**, and then click **User Security**.

   "User Security: Web Intelligence" window appears.
6. Select the user type from the available table, and click **Assign Security**.

   "Assign Security" window appears.
7. Select the options as required against the available check boxes in the upper panel.
8. Under **Access Levels** tab, select the options you want from "Available Access Levels" and move to "Assigned Access Levels".
9. Select the options you want from "Assigned Access Levels".
10. Click **Apply**.

Managing license information

The License Keys tab identifies the number of concurrent, named, and processor licenses associated with each key.

To view license information, perform the following steps:

1. Login to the CMC with User name and Password.
2. Click **License Keys** management area of the CMC.
3. Select a license key.

   The details associated with the key appear in the Licensing Information area. To purchase additional license keys:
   - Contact your Business Objects sales representative.
   - Contact your regional office. For details, go to:

     http://www.businessobjects.com/company/contact_us/

Adding a license key

Note:
If you are upgrading from a trial version of the product, make sure to delete the Evaluation key prior to adding any new license keys or product activation keycodes.

To add a license key, perform the following steps:

1. Go to the **License Keys** management area of the CMC.
2. Type the key in the **Add Key** field.
3. Click **Add**.

   The key is added to the list.

   For information on how to manage SAP BusinessObjects Edge Data Management licensing, refer the section "Using the License Manager" in *Data Services Installation Guide for Windows* at the Business Objects support site.

Viewing current account activity

To view current account activity, perform the following steps:

1. Login to the CMC with User name and Password.
2. Click **Settings** management area of the CMC.
3. Click **View global system metrics**.

This tab displays current license usage, along with additional job metrics.

Working with Publications

3

chapter

What is publication?

A "publication" is a collection of documents intended for distribution to a mass audience. Before the documents are distributed, the publisher defines the publication by using a collection of metadata. This metadata includes the publication source, its recipients, and the personalization applied.

Publications enable you to send information across the organization more efficiently:

- They allow you to distribute information easily to individuals or groups of users and personalize the information each user or group receives.
- They deliver business information to groups or individuals through a password-protected portal, across an intranet, an extranet, or the Internet.
- They minimize database access by eliminating the need for users to send process requests themselves. You can create different types of publications based on Crystal reports, Desktop Intelligence documents, or Web Intelligence documents.

For information about publishing concepts, see the *BusinessObjects Enterprise Publisher's Guide* available at the SAP Business Objects support website: *http://help.sap.com*

Publication process

The publication process consists of various tasks that can be divided roughly into the following categories:

- Creating and designing basic publications
- Improving performance with advanced features
- Using design options for specific source document types
- Post-design publication tasks

Creating and designing basic publications

All publications require you to perform the following basic tasks:

1. Create a new publication object
2. Select source documents to publish
3. Specify recipients (Enterprise or dynamic)
4. Specify formats and destinations

5. Specify recurrence (scheduling) information

Improving performance with additional features

After you have performed the basic publication design tasks, you can use additional features to improve the performance of your publication. These tasks are optional:

- Specify processing extensions for your publication.
- Specify a server group to process your publication
- Set delivery rules
- Specify a profile resolution method
- Specify a report bursting method

Using design options for specific source document types

Depending on the type of publication you are designing, you also have these options available:

- For Crystal report publications, you can set print options, format merged PDFs, specify database logon and parameter information, and set delivery rules.
- For Desktop Intelligence document publications, you can publish individual report tabs, specify prompt information, and set delivery rules.
- For Web Intelligence document publications, you can specify prompt information and publish individual report tabs.

Post-design publication tasks

After you finish designing your publication, you can perform these tasks if necessary:

- Test the publication
- Redistribute a successful publication instance
- Retry a failed publication
- View a publication result
- Subscribe to or unsubscribe from a publication

For detailed information about publication process, see the *BusinessObjects Enterprise Publisher's Guide*.

Working with Web Intelligence documents

chapter 4

Overview

Web Intelligence is easy-to-use and flexible for building and analyzing reports on corporate data over the web, on secured intranets, and extranets.

This section describes additional features that are unique to work with Web Intelligence documents, such as drilling, responding to prompts, and editing queries.

To use Web Intelligence from your desktop computer, you can log into the business intelligence portal InfoView from your Internet browser. Then, depending on your security profile, you can work with reports in corporate documents or build your own documents from the Web Intelligence report panel or query panel.

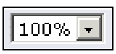
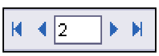
Viewing Web Intelligence documents

When you click to view a Web Intelligence document, the document is displayed in a viewer. Depending on the type of viewer that is deployed and the functions that are enabled by your administrator, you can perform different activities. The following sections provide information about the Web Intelligence toolbar and give instructions on how to work with the navigation map, display user prompts, find text, and drill down data in your Web Intelligence documents.

Web Intelligence toolbar

The following table describes the Web Intelligence toolbar options:

Option	Description
	**Document actions** Allows you to edit or save the document.

Option	Description
	**View** Allows you to choose a view mode and show/hide the left panel.
	**Save** Saves the document.
	**Find** Allows you to search for text in the document.
	**Undo** Reverses the previous action.
	**Redo** Reverses the undo action.
	**Zoom** Allows you to zoom in or out on the document.
	**Navigation** Allows you to move through the pages of a document. Go to Next Page, Go to Previous Page, Go to First Page, and Go to Last Page are available options.

Option	Description
	**Refresh** Obtains the most up-to-date data from the document's data source. You must have the necessary rights, and the document must contain the necessary data source information before you can refresh the document.
	**Start/End Drill mode** Allows you to drill to data beneath charts.
	**Snapshot** Takes a picture of the screen during Drill mode. The picture is saved on a tab for you to view at a later time.

Displaying the navigation map

The navigation map allows you to navigate to the reports that are contained in the Web Intelligence document.

To display the navigation map, perform the following steps:

1. Open the document that you want to view.
2. Click **View** 

, and select **Left panel**.
3. From the left panel list, select **Navigation Map**.

Displaying user prompts

Prompts ask users to enter information when the query is run. For Web Intelligence documents, this information can determine what data appears in the document. For example, in a sales document, there can be a prompt that asks the user to choose a region. When the user chooses a region, the document displays the results for that specific region instead of displaying the results for all the regions in the document.

To display user prompts, perform the following steps:

1. Open the document that you want to view.
2. Click **View** 

, and select **Left panel**.
3. From the left panel list, select **User Prompt Input**.

Finding text in documents

You can search for the text in the documents.

To find text in documents, perform the following steps:

1. Open the document that you want to view.
2. Click **View** 

, and select **Left panel**.
3. Click **Find**  .

   The Find options appear in the left panel.
4. In the **Find** field, type the text you want to locate.
5. Select **Match whole word** and/or **Match case**.
6. Select the direction of the search: **Up** or **Down**.
7. Click **Find Next**.

Drilling documents

You can drill down the document data to show the data beneath charts and summarized groups.

To drill document data, perform the following steps:

1. Open the document that you want to view.
2. Click **Start Drill mode** , and then click links in the document to drill down to more information.
3. Click **Add Drill Filter** .

   Filter options appear in a list.
4. Select a filter to apply to the drill session.
5. Click **Snapshot** to take a picture of the drilled view.

   The snapshot is saved as a tab in the viewer.
6. Click the tab to view the snapshot.
7. Click **End Drill mode** to end the drill session.

Creating documents

You can create Web Intelligence documents by selecting a universe in InfoView and building one or more queries to define the data content of the documents. Each universe maps to a database containing corporate business information. When you connect to a universe, Web Intelligence automatically launches the document editor selected on the **Web Intelligence Document Preferences** page in InfoView.

Selecting a universe for a new document

To select a universe for creating a new document, perform the following steps:

1. On the InfoView Home page, click **New** and select **Web Intelligence Document**.

   The "Web Intelligence Document - New Document" page appears.
2. Click the universe that you want to use as the data source for your document.

Note:
You can specify a default universe for Web Intelligence to use when you create a Web Intelligence document.

The "Web Intelligence report panel" opens.

3. Build one or more queries to use in your document.

   Note:
   For instructions on how to use the report panel to build queries for Web Intelligence documents, refer to the appropriate guide for the report panel you are using:
   - *Building reports using the Web Intelligence HTML Report Panel*
   - *Building queries with Web Intelligence Query-HTML*
   - *Building reports using the Java Report Panel*

4. Click **Run Query**.

Editing existing documents

You can edit the queries on which your Web Intelligence documents are based. By editing the queries, you can modify the data definitions of your documents to match changes in your corporate data and business needs.

Editing queries while viewing documents

To edit the query while viewing a document, perform the following steps:

1. Open the document that you want to view.
2. Click **Document**  , and then select **Edit**.

   The report appears and displays the queries that are defined for the document.

   For instructions on how to use the report panel to build queries for Web Intelligence documents, refer to the appropriate guide for the report panel you are using:
   - *Building reports using the Web Intelligence HTML Report Panel*
   - *Building queries with Web Intelligence Query-HTML*

- *Building reports using the Java Report Panel*

Using Web Intelligence Rich Client

Web Intelligence Rich Client is a locally installed Microsoft Windows application that allows you to work with Web Intelligence Documents (WID) that are stored locally or in a CMS.

When working without a CMS connection you can work on your local machine with either CMS-secured or unsecured documents.

Web Intelligence Rich Client is based on the Web Intelligence Java Report Panel and provides equivalent document creation, editing, formatting, printing and saving capabilities.

There are a number of reasons for using Web Intelligence Rich Client to work with WID documents:

- When you have to work with Web Intelligence documents and you are unable to connect to a CMS (for example, while traveling).
- To improve calculation performance: Web Intelligence Rich Client performs calculations locally, rather than on the server, and local calculations can perform better than server calculations.
- When you have to work with Web Intelligence documents without installing a CMS or application server.

Working with Crystal Reports

chapter 5

Overview

When you work with Crystal Reports, you can use all of the InfoView features that are described in the chapter Working with Objects in *BusinessObjects Enterprise Infoview Users Guide*.

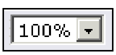
This section describes additional features that are unique to working with Crystal Reports, such as drilling, viewing alerts, and distributing reports. It also describes the Crystal Reports Offline Viewer.

Viewing Crystal Reports

When you click to view a Crystal Report, the report is displayed in a viewer. Depending on the type of viewer that is deployed and the functions that are enabled by your administrator, you can perform a number of different activities. The following section provides information about the Crystal Reports viewer toolbar and gives instructions on how you can use it to work with your reports.

Crystal Reports viewer toolbar

Option	Description
	**Export this report** Exports the Crystal report to your local machine or to a location on a network.
	**Print this report** Prints the report.

Option	Description
	**Show/Hide Group Tree** Shows/hides the group tree. When the group tree is displayed, you can use it to navigate through the data in your report.
	**Navigation** Allows you to move through the pages of a report. Go to Next Page, Go to Previous Page, Go to First Page, and Go to Last Page are available options.
	**Refresh Page** Obtains the most up-to-date data from the report's data source. You must have the necessary rights, and the report must contain the necessary data source information, before you can refresh the report.
	**Search for text** Allows you to search for the specific instance of a text.
	**Zoom** Allows you to zoom in or out on a re-port.

Drilling Crystal Reports

You can drill down on report data to show the data beneath charts and summarized groups. Click the chart or summarized data to see a drilled down view.

To drill down Crystal Reports, perform the following steps:

1. Open the report that you want to view.
2. In the Crystal Report viewer, double-click the links in the report to drill down for more information.

   Tip:
   You can also use the group tree and/or report tabs at the top of the viewing panel to drill down on report data. Click  on a report tab to close the drilled-down view of the data.

Viewing alerts in Crystal Reports

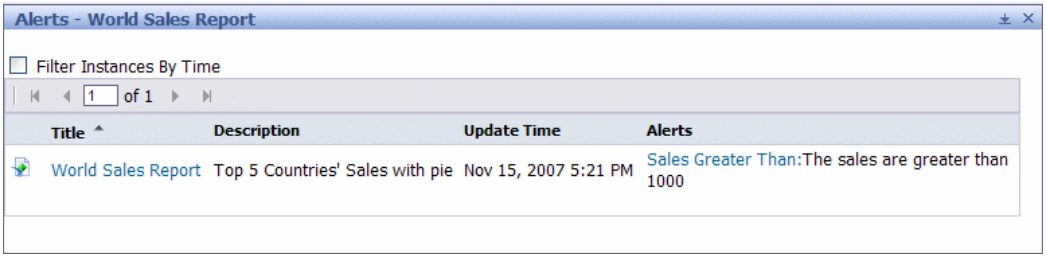
SAP BusinessObjects Edge Series 3.1 tracks report instances that trigger Alerts.

Alerts are custom messages that are created in Crystal Reports. When you view a report, they appear when certain conditions are met by report data. Alerts provide more information about the report data or prompt the user to perform an action.

To view alerts in Crystal Reports, perform the following steps:

1. In InfoView, go to the folder/category that contains the Crystal report that you want to view.
2. Select the object and choose **Alerts** from the **Actions** menu in the InfoView Workspace toolbar.

   The "Alerts" page appears.



Note:
You can access Alerts only for reports that contain Alerts. The Alerts page displays only the instances that triggered the alert.

3. Double-click the title to launch the report instance in a Crystal Report Viewer.

Parameters

Some Crystal Reports have parameters, which prompt you for input. You can be asked for this information when you refresh a report or view it on demand. You may also be able to view and edit parameter values while you are viewing the report. Changing the values of parameters allows you to perform analysis on the data. The report designer determines how the parameters affect the report. Some parameters may change the data you see; some may format the data differently.

While you are viewing a report, you can view and edit parameters from the Parameter Panel in the Crystal Reports. Whether you can view or edit a parameter is determined by the report designer. Some parameters may require you to exit the report and view it again to change their values. The Java and ActiveX viewers prompt you to edit parameters when you view the report if it was designed so that you must enter values before the report loads. You can edit these parameter values by refreshing the report.

Parameters may need new data from the database when edited. These are data parameters. Editing them will cause increased load on your system's servers. Data parameters are indicated by an icon in the Parameter Panel. Non-data parameters will not require new data when edited, and do not have an icon in the Parameter Panel.

Crystal Reports supports optional parameters. If a report designer has set a specific parameter to be optional, you are not required to fill it in to run the report. Instead, all possible data with will be displayed. For example, a report may contain an order date parameter. You enter a range of dates as the parameter value, and the report only shows you data about orders from within the time range that you specified. If the report designer made the order date parameter optional, you would have the choice of entering a time range or leaving the parameter blank to view all orders, regardless of their order date. Report designers should indicate that the parameter is optional in the prompt text.

When you schedule a report, each parameter's default value is used to determine how data is displayed in the resulting instance. Default values are also used to display reports if users are not prompted to enter a value for that parameter when refreshing the report. If the report is set to prompt users to change parameter values when the report loads, or if no default value exists, users are prompted for a parameter value.

Viewing and Editing the parameters of Crystal Reports in the Web viewer

To view and edit the parameters of Crystal Reports in the Web viewer, perform the following steps:

1. Navigate to the folder/category that contains the Crystal Report that you want to view and double-click on its title to open it.
2. If you are asked to enter prompt values, the report has parameters that you must fill in before you can view it. Select the data you would like to see and click **OK**.

   If you are not prompted to enter values for the parameters, the report does not have parameters that you must fill in before you can view the report and you are taken directly to the report.

   The report appears.
3. To view the parameters that you can access from within the report, click **Parameters** in the Crystal Reports viewer toolbar.
4. You can view the parameters in the Parameter Panel.
5. Click on a parameter to select it.
6. Edit the parameter value in one of the following ways:
   - Edit the parameter directly in the parameter panel by typing in a new value.

- Click **Edit** to open an advanced editing dialog box and enter the new values according to the instructions. Then click **OK**.

7. Click **OK**.
8. Edit other parameters as you wish. When you want to see the report with your new parameter values, click **Apply**.

Distributing Crystal Reports

You can distribute Crystal Reports in one of the following ways:

- Printing
- Exporting

Note:

- You can also send Crystal Reports to locations including file locations, email addresses, and SAP BusinessObjects Edge Series 3.1 inboxes. For more information, see Sending Objects or instances in *BusinessObjects Enterprise InfoView User's Guide*.
- If you have the rights to schedule reports, you can also distribute reports by scheduling them directly to a disk location, an email, an FTP, or a printer. For details, see Destination locations in *BusinessObjects Enterprise InfoView User's Guide*.

Printing Crystal Reports

You can print successful instances of reports or reports that you view on demand.

Note:

- Depending on the Crystal Report Viewer that you use, the steps that are detailed below may be different; however, the general principles for printing reports remain the same.
- If there are on-screen instructions that are provided, follow those instructions instead of the steps that are described below.
- Page orientation is set by report designers when they create reports.

1. Open the document that you want to view.

2. On the viewer toolbar, click **Print Report** .

   The Print dialog box appears.
3. In the Print range area, select all pages or type a specific range of pages.
4. In the Copies area, select the number of copies that you want to print.

   Tip:
   If you select the Collate option, the pages are printed in order. (For example, if you are printing two copies of a report that has four pages, your report prints pages one, two, three, and four of the first copy, and then prints pages one, two, three, and four of the second copy.)
5. Click **OK**.

Exporting Crystal Reports

You can export successful instances of reports, as well as the reports that you view on demand, to several formats to facilitate the distribution of information. For example, you can export data that predicts sales trends to an Excel spreadsheet and then email it to the sales team.

Tip:
- You can select the page range for the report that you wish to export.
- For reports in which you can drill down, you can export the drilled down view.

Format types

SAP BusinessObjects Edge Series 3.1 provides you with several export format types:
- Crystal Reports (RPT)
- PDF
- Microsoft Excel (97-2003)
- Microsoft Excel (97-2003) Data-only
- Microsoft Word (97-2003)

- Microsoft Word (97-2003)—Editable
- Rich Text Format
- Separated Values (CSV)
- XML

Note:

- When you export a report to a file format other than Crystal Reports format (.rpt), you may lose some or all of the formatting that appears in your report. However, the program attempts to preserve as much formatting as the export format allows.
- The difference between Excel and Excel (Data only) is that Excel attempts to preserve the look and feel of your original report.
- The Microsoft Word (97-2003) format maintains as much formatting as possible, including graphics. Each object appears in an individual text field. Microsoft Word (97-2003) — Editable format does not preserve as much formatting. Text is displayed in lines and images are placed in line with the text. Rich Text Format is similar to Microsoft Word (97-2003).
- Separated Values (CSV) format is only available from the Web viewer.
- You cannot export to Crystal Reports (RPT) format from a drilled-down view.

For more information on the options, you must set to schedule Crystal Reports to a specific format, see the *Crystal Reports User's Guide*.

Exporting reports

To export a report, perform the following steps:

1. Open the document that you want to view.
2. On the viewer toolbar, click **Export Report**  .

   The "Export" dialog box appears.
3. In the **Page Range** area, select all pages or type a specific range of pages.
4. Click **Export**.

Interactive Sorting

Interactive sorting is a Crystal Reports feature when enabled by the report designer, allows you to sort data in a report while you view it. Because interactive sorting does not require any new data from the database, you can use interactive sorting even if you do not have access to the database on which the report is built.

You can tell that a report has interactive sorting enabled if you can see the interactive sorting controls for the fields by which you can sort:

You can sort data alphabetically (if the data is in the form of a text string, such as the name of a country) or numerically, in either ascending or descending order.

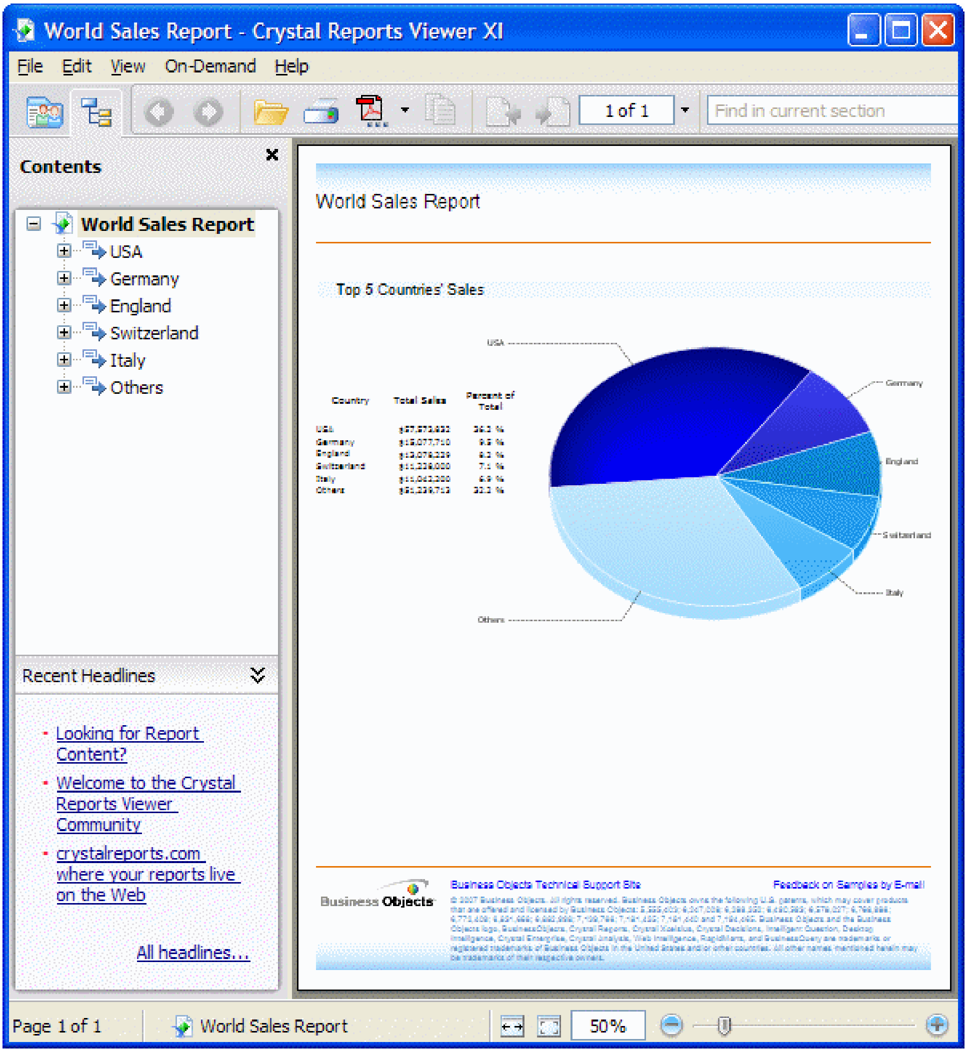
Sorting data interactively

To sort the data interactively, perform the following steps:

1. Open a Crystal Report that uses interactive sorting.
2. Choose a value to sort by.
3. Click the appropriate arrow to sort the data in the report by your chosen value:
   - To do an ascending sort, click 
   - To do a descending sort, click 

Crystal Reports Viewer

The Crystal Reports Viewer is a report viewer that is installed locally on the computer. You can use this viewer to look at the Crystal Reports that you have downloaded without connecting to SAP BusinessObjects Edge Series 3.1.



The Crystal Reports Viewer allows you to do the following tasks:

- Print or export your report
- Save your reports
- Select the data that you want to view
- Drill down for more detail in the report

- View multiple reports

The Crystal Reports Viewer functions similarly to Crystal Reports. For more information about the tasks that you can perform with the Crystal Reports Viewer, access the online help from the Crystal Reports Viewer Help menu.

Installing the Crystal Reports Viewer

You can download the Crystal Reports Viewer from the Business Objects website at *http://www.businessobjects.com*. You can find the viewer in the Crystal Reports section of the website. Once the viewer is installed, it resides locally as a client-side viewer.

To install the Crystal Reports Viewer, perform the following steps:

1. Download the Crystal Reports Viewer installation program from the Crystal Reports section of the Business Objects website at *http://www.sap.com/solutions/sapbusinessobjects/sme/reporting/viewer/featuresfunctions/index.epx*.
2. Run the installation program.
3. Follow the instructions on your screen and accept the default values when possible.
4. When the installation is done, click **Finish**.

Launching the Crystal Reports Viewer

The Crystal Reports Viewer is launched when you select a Crystal Report (.rpt) file from your machine and double-click it.

Note:
If Crystal Reports is installed on your computer, it takes precedence over the Crystal Reports Viewer and displays your reports by default.

Working with Desktop Intelligence documents

chapter 6

Overview

When you work with Desktop Intelligence documents, you can use all of the InfoView features that are described in the chapter Working with Objects in *BusinessObjects Enterprise InfoView User's Guide*.

This section explains how to work with Desktop Intelligence documents in InfoView. Desktop Intelligence is a Business Objects product which allows you to create documents which gather data from databases. These documents can be uploaded to SAP BusinessObjects Edge Series 3.1 and shared with other users via InfoView. For information about how to create and edit documents in Desktop Intelligence, see the *Desktop Intelligence: Data Access and Analysis Guide* and the *Desktop Intelligence: Reporting Techniques and Formatting Guide*.

Note:
The information in this section is applicable only if you are viewing Desktop Intelligence documents in Web format.

Viewing Desktop Intelligence documents

You can double-click the title of a Desktop Intelligence document to view it in the Desktop Intelligence viewer in InfoView. You can navigate through, export, save, search, and zoom Desktop Intelligence documents with the viewer, as well as respond to prompts that were set up by the designer of the document. You can also choose to edit the document in the client version of Desktop Intelligence if it is installed on your computer.

Desktop Intelligence viewer toolbar

Option	Description
Document	The **Document** menu enables you to close the document and return to the Document List, **Edit** the document in Desktop Intelligence, **Save** your changes to the document in InfoView over the existing document, or choose **Save as** to create a copy of the document in InfoView. You can also choose **Save to my computer as** to save a version to your local computer in comma separated value, Microsoft Excel, or PDF format.
View	The **View** menu lets you choose the way the Desktop Intelligence viewer displays the document. **Page Mode** displays the document in a paginated view. **Draft Mode** displays the document in a non-paginated view. **PDF** displays a PDF of the document. Your SAP BusinessObjects Edge Series 3.1 administrator determines whether the PDF is created of the entire document, or of the tab you are currently viewing.
	Save Document Saves the document to SAP BusinessObjects Edge Series 3.1.

Option	Description
	**Export to PDF for Printing** Creates a PDF of the document so that you can print it.
	**Find text in tables and cells on this page** Allows you to search for text within the page of the document that you are viewing.
	**Undo previous action** Undoes your most recent actions.
	**Redo previous action** Redoes your most recent actions.
	**Zoom** Allows you to zoom in or out on a report.
	**Page navigation** Allows you to navigate between pages of the report.
Edit	Allows you to edit the document in Desktop Intelligence.
 **Refresh Data**	Gets the most recent data from the data source.

Navigating documents

To navigate through the document, open the "Navigation Map" and click on the report or section you wish to view.

Navigating through a Desktop Intelligence document

To navigate through a Desktop Intelligence document, perform the following steps:

1. Open a Desktop Intelligence document in InfoView.
2. Click on the **Navigation Map** icon to display the " Navigation Map".

   Note:
   The "Navigation Map" is displayed by default when you open a Desktop Intelligence document.

3. Expand the document you are viewing by clicking **+**.
4. Click on the report you would like to view.

   The report appears in the right panel of the viewer.

Entering User Prompt values

Prompts in Desktop Intelligence documents allow you to enter values which change the content or display of the document. The prompts and how they affect the Desktop Intelligence document are set by the designer of the document when it is created. You can edit the values from the "User Prompt Input" panel.

Editing and Viewing user prompts

To view and edit the user prompts, perform the following steps:

1. Open a Desktop Intelligence document in InfoView.
2. Click on the **User Prompt Input** icon to display the "User Prompt Input" panel.
3. Select a prompt you wish to edit and click **Advanced**.

4. In the "Prompts" dialog box, edit the prompt.

   Click **Refresh Values** to see the available values for the prompt. Select the value you wish to use and click **>**, or type the value you wish to use.

5. Click **Run** to apply your new prompt values to the report.

Finding text

You can find the text within Desktop Intelligence documents using the "Find" panel.

Finding text in a Desktop Intelligence document

To find the text in a Desktop Intelligence document, perform the following steps:

1. Open the document that you want to view.
2. Click **Find**  .

   The "Find" options appear in the left panel.

3. In the **Find** field, type the text you want to locate.
4. Select **Match whole word** and/or **Match case**.
5. Select the direction of the search: **Up** or **Down**.
6. Click **Find Next**.

Refreshing data

If you have the necessary rights in InfoView, you can refresh a Desktop Intelligence document to get the most recent data from the data sources.

Note:
Refreshing a document puts increased load on the SAP BusinessObjects Edge Series 3.1 server. Refresh a document when you think the data will be different from the data currently in the document. The last refresh date and time of the document you are viewing is displayed in the bottom-right corner of the Desktop Intelligence viewer.

Refreshing data in a Desktop Intelligence document

To refresh the data in a Desktop Intelligence document, perform the following steps:

1. Open a Desktop Intelligence document in InfoView.
2. Click **Refresh Data** in the Desktop Intelligence viewer toolbar.

   The report is updated with the most recent data and the “Refresh Date” of the report, in the bottom-right corner of the viewer, is also updated.

Saving Desktop Intelligence documents

If you have the necessary rights in InfoView, you can save changes you have made to a Desktop Intelligence document, whether you have refreshed the data in a document or edited prompt values. Saving your changes overwrites the version of the document you opened with the version of the document you are currently viewing.

You can also save changes you have made to a Desktop Intelligence document as a new Desktop Intelligence document. Instead of replacing the original document with your changes, you save a new document that reflects the changes you have made, so that you can view and access both documents. You must use the **Save As** command to save your changes as a new document.

You can also save Desktop Intelligence documents to your local computer in PDF, Comma Separated Value, or Excel format.

Saving Desktop Intelligence documents to InfoView

To save the Desktop Intelligence documents to InfoView, perform the following steps:

- In the Desktop Intelligence viewer toolbar, click **Document** and choose **Save**.

  Your changes to the Desktop Intelligence document are saved to InfoView and can be seen by anyone with rights to view the document.

Saving changes as a new Desktop Intelligence document

To save the changes as a new Desktop Intelligence document, perform the following steps:

1. In the Desktop Intelligence viewer toolbar, click **Document** and choose **Save As**.
2. Choose the folder, categories, name, description and keywords you would like your new document to have.
3. If you wish to keep the current regional format of time, dates, and numbers, select **Permanent regional formatting**.
4. If you wish the data in the report to be refreshed every time it is opened for users who have the necessary rights, select **Refresh on open**.

Saving Desktop Intelligence documents to your local computer

To save Desktop Intelligence documents to your local computer, perform the following steps:

1. In the Desktop Intelligence viewer toolbar, click **Document**, choose **Save to my computer as**, and choose your preferred format.

   Excel attempts to preserve as much formatting as possible in a Microsoft Excel file.

   PDF saves a PDF version of the report to your computer.

   CSV saves the data with commas separating each value, to enable easy data access and manipulation.

2. Click **Save** in the **File Download** dialog box and save your file to your chose location on your local computer.

Printing documents

You can print a Desktop Intelligence document while you view it.

Printing Desktop Intelligence documents

To print the Desktop Intelligence documents, perform the following steps:

1. Open a Desktop Intelligence document in InfoView.
2. In the Desktop Intelligence viewer toolbar, click **Export to PDF for printing**  .
3. Download and open the PDF document.

   A PDF version of your document appears.
4. Print the PDF document from your PDF viewer.

Editing documents

If you have the necessary rights in InfoView and the Desktop Intelligence application installed on your local computer, you can open a Desktop Intelligence document in Desktop Intelligence directly from the Desktop Intelligence viewer.

Note:
You must have Desktop Intelligence installed on your local machine to edit Desktop Intelligence documents.

Editing Desktop Intelligence documents

To edit a Desktop Intelligence document, perform the following step:

- In the Desktop Intelligence viewer toolbar, click **Edit**.

  Desktop Intelligence opens on your local machine with the document you are viewing ready for editing. For more information, see the *Desktop Intelligence Access and Analysis Guide*.

Working with Dashboard and Analytics

7

chapter

Overview

You can use Dashboard Builder, a Dashboard and Analytics application, to create and edit dashboards and analytics. To see if you have access to Dashboard Builder, click **Open**. If there is no Dashboard and Analytics option, contact your SAP BusinessObjects Edge Series 3.1 administrator.

Dashboards can display objects such as Crystal reports, Web Intelligence documents, hyperlinks, or analytics in a single view so that you can analyze data. Analytics aggregate data on a business metric and display it visually; for example, as a speedometer or set of traffic lights, or in charts and graphs. Analytics can also display alerts if monitored values reach certain markers.

For example, an analytic that is monitoring net sales for Europe could display a traffic light, where a green light indicates gross that net sales are at an acceptable level. If the gross net sales drop below a preset value, the traffic light turns red. When salespeople add a Web Intelligence report on sales, and a web page which reviews the company, and the analytic to a dashboard, they can compare the data side-by-side.

You can configure an alert analytic to display rule alerts you set up in Performance Manager. A rule alert can contain suggested actions and link to applicable documents. These rule alerts help guide your company to bring metrics back to an acceptable value.

If you have the necessary rights in InfoView, you can create and view personal and corporate dashboards. A personal dashboard, called My Dashboard, is for your use only and is saved in your personal folders. Corporate dashboards are available to other InfoView users and could contain analytics and objects tailored to people working in specific departments, regions, or roles, so that they see the same information.

Before you begin working with dashboards and analytics, you should set your dashboards and analytics preferences.

You can set either a personal or a corporate dashboard to be your InfoView start page. For more information about working with Dashboards, see the *Dashboard Builder User Guide*.

Accessing Dashboard Builder

In InfoView, you can access Dashboard Builder in the following way:

1. Click **Open** and select Dashboard and Analytics.
2. Navigate to a Corporate Dashboard in the **Document List** and double-click its title to open it.
3. Click **Dashboards** and select **My Dashboard**.

Working with Voyager

chapter

8

What is Voyager?

Voyager is a powerful, web-based OLAP analysis tool that can help you to gain insight into business data and make intelligent decisions that impact corporate performance.

OLAP data is displayed in the Voyager analysis window with crosstabs and charts. You create a workspace, add crosstab and chart objects to the analysis window, connect those objects to OLAP data sources, and then interactively define queries to explore your data.

Voyager is intuitive and easy to use, while providing unique analysis capabilities, including the ability to simultaneously view data from different cubes and providers. For example, you can view sales data from a Microsoft Analysis Services cube on the same page as finance data from an Oracle Hyperion Essbase cube.

Voyager is accessed from InfoView in a web browser. All you need is a connection to a SAP BusinessObjects Edge system that has Voyager installed. You do not need to install Voyager on your local machine.

Creating a Voyager workspace

Voyager workspaces provide an intuitive interface for viewing and studying data cubes.

A Voyager workspace is an interactive document that allows you to connect to and analyze OLAP data. The data is visualized in crosstab and chart components that you add to the pages in the workspace. You can add up to four components per page, and there is no limit to the number of pages.

To create a Voyager workspace, perform the following steps:

1. Start InfoView and log on.

   For information about logging on to InfoView, see the *BusinessObjects Enterprise InfoView User's Guide*.

2. In InfoView, click **Document List**.
3. Click **New** > **Voyager Workspace** .

   A workspace is created containing an empty crosstab and an undefined query. The "Choose Connection" dialog box is displayed.

Note:

- If your system administrator has not granted you sufficient rights, "Voyager Workspace" does not appear in the **New** menu. For more information about rights and access levels, see the *Voyager Administrator's Guide*.
- If you have selected a default connection in the "Voyager Client" section of the "Preferences" page in InfoView, the new workspace opens with that default connection already added to the workspace. The "Choose Connection" dialog box is not shown.

4. Click a connection in the list, and then click **OK** to add it to the workspace.

   Alternatively, you can double-click the desired connection to add it to the workspace.

   Note:

   Voyager includes a set of sample cubes that you can use to explore the many analysis features Voyager provides. Your system administrator can install these sample cubes and create connections for them so that you can add them to your workspaces. For more information, see "Installing sample data cubes" in the *BusinessObjects Voyager Administrator's Guide*.

5. If the connection requires authentication, type your credentials in the Logon dialog box, and click **OK**.

   If authentication succeeds, the connection appears in the active connections list at the top of the **Data** tab, and the metadata explorer displays the data objects contained in the data source.

   If authentication fails, first verify that you entered the credentials correctly. If authentication continues to fail, contact your system administrator. Your credentials may not be set up properly in the Central Management Console, or the OLAP server may be offline.

For more information about working with Voyager, see the *BusinessObjects Voyager User's Guide*.

SAP BusinessObjects Edge Series 3.1 Product Information

9

chapter

SAP BusinessObjects Edge Series 3.1 components

This section provides a brief overview of the SAP BusinessObjects Edge Series 3.1 components. SAP BusinessObjects Edge Series 3.1 comprises the following components:

- InfoView

  InfoView is a web application that provides a window to Web Intelligence documents, Desktop Intelligence documents, and Crystal reports published to SAP BusinessObjects Edge Series 3.1. InfoView enables you to view, schedule, export, and save Web Intelligence documents and Crystal reports.

  For more information, see the *BusinessObjects Enterprise InfoView User's Guide*.

- Central Configuration Manager

  The Central Configuration Manager (CCM) is a server-management tool that enables you to configure each of your SAP BusinessObjects Edge Series 3.1 servers. This tool enables you to start, stop, enable, and disable servers, and it allows you to view and configure advanced server settings. For more information, see the *BusinessObjects Enterprise Administrator's Guide*.

- Central Management Console

  The Central Management Console (CMC) is a web application that enables you to manage the SAP BusinessObjects Edge Series 3.1 environment. It can be used to manage users, content, and servers. You can also use the CMC to stop, enable, and configure servers.

  For more information, see the *BusinessObjects Enterprise Administrator's Guide*.

- Universe Designer

  Business Objects Designer is a software tool that enables you to create universes for Web Intelligence and Desktop Intelligence users.

  For more information, see the *Designer's Guide* available at the SAP Business Objects Support website at: *http://help.sap.com/*

- Scheduling

  This feature enables you to run Crystal reports, Web Intelligence, and Desktop Intelligence documents automatically at set times such as daily, weekly, hourly, or on any predefined business calendar. The report that is created is saved by the system and can be viewed by users at any time.

  For more information about Scheduling, see *BusinessObjects Enterprise Administrator's Guide*.

- Security

  SAP BusinessObjects Edge Series 3.1 allows you to set security so that you can avoid unauthorized access to the system. It contains it's own Enterprise authentication method and also supports third-party Windows NT, LDAP, and Active Directory authentication.

  For information about security, see the *BusinessObjects Enterprise Administrator's Guide*.

- Report Viewers

  Report Viewers display Web Intelligence documents and Crystal reports pages in users' web browsers. There are different Report Viewers available.

  For more information, see Report viewers in the *BusinessObjects Enterprise Administrator's Guide*.

- Import Wizard

  The Import Wizard is a locally installed tool that allows administrators to import users, groups, folders, and reports from an existing BusinessObjects Edge Series, Crystal Enterprise, or Crystal Info implementation to SAP BusinessObjects Edge Series 3.1.

  For more information about Import Wizard, see the *BusinessObjects Enterprise Import Wizard Guide*.

- Publishing Wizard

  The Publishing Wizard is a locally installed tool that allows administrators and users to add Crystal reports to SAP BusinessObjects Edge Series 3.1.

For more information about publishing, see the *BusinessObjects Enterprise Administrator's Guide*.

- Data Source Migration Wizard

  The Data Source Migration Wizard is a tool that enables you to migrate Crystal reports that are based on Crystal queries, dictionaries, and Business Views to SAP BusinessObjects Edge Series 3.1.

- Desktop Intelligence

  Desktop Intelligence is an integrated query, reporting, and analysis solution that allows you to access the data in your corporate databases directly from your desktop. It also enables you to analyze and present this information in a Desktop Intelligence document.

  Desktop Intelligence makes it easy to access this data, because you work in familiar business terms and not technical database terms such as SQL.

  Once you have used Desktop Intelligence to access data, you can present the information in tabular and chart formats.

  For more information on Desktop Intelligence, see the *Desktop Intelligence User's Guide: Data Access and Analysis*.

- Web Intelligence Rich Client

  Web Intelligence Rich Client is a locally installed Microsoft Windows application that enables you to work with Web Intelligence Documents (WID) that are stored locally or in a CMS.

  When working without a CMS connection, you can work on your local machine with either CMS-secured or unsecured documents.

  Web Intelligence Rich Client is based on the Web Intelligence Java Report Panel and provides equivalent document creation, editing, formatting, printing and saving capabilities.

  For more information on Web Intelligence Rich Client, see the *Web Intelligence Rich Client User's Guide*.

For information about SAP BusinessObjects Edge Data Management components, see the *Data Services Getting Started Guide*.

Consult the *BusinessObjects Enterprise Administrator's Guide* and the *BusinessObjects Enterprise User's Guide* for more information about using SAP BusinessObjects Edge Series 3.1. While you are referring to the

BusinessObjects Enterprise guides, you may encounter some information that does not apply to SAP BusinessObjects Edge Series 3.1.

SAP BusinessObjects Edge Series 3.1 Add-ons

10

chapter

Live Office

Live Office provides access to up-to-date information used everyday to do your job and make important business decisions. It gives you real-time data that is verifiable and easily refreshed. Live Office is built in to Microsoft Office applications that you already use. The information you need is at your finger tips and available in a familiar, easy to use format. Live Office empowers business workers to easily access corporate data from within Microsoft Office Excel, Word, Outlook, and PowerPoint without depending on IT expertise to use complex business intelligence tools.

Crystal Reports Viewer

Crystal Reports Viewer provides an easy way to view, work interactively, and share Crystal reports. Crystal Reports Viewer provides the following functionalities:

- Navigate through the report, using convenient tools that help to find the exact required information.
- Explore report data to see background information. (Background information is often found in hidden sections of the report that normally the user do not want to see.)
- Export the report to one of the several available formats. For example, you can export the report to PDF.
- Open a report from SAP BusinessObjects Edge Series 3.1, or share a report on crystalreports.com.
- Share a report by simply e-mailing the report and providing a hyperlink to the Crystal Reports Viewer. The recipient can download the free viewer and carry out any of the navigation and searching.

BusinessObjects XI 3.1 Integration for SAP Solutions

BusinessObjects XI 3.1 Integration for SAP Solutions provides you, and the SAP user, with the ability to extract the business intelligence information contained within the SAP systems. BusinessObjects InfoView allows you to share the reports over the Web, and SAP Authentication enables Single Sign-On between the SAP system and SAP BusinessObjects Edge Series 3.1.

BusinessObjects XI 3.1 Integration for SAP Solutions consists the following main components:

- Crystal Reports: It is a report-design tool that allows you to report the SAP data.
- SAP BusinessObjects Edge Series 3.1: It provides the framework for managing, scheduling, and distributing reports over the Web.

This solution supports tools such as Voyager, Web Intelligence, Live Office, and Xcelsius for reporting.

BI Widgets

BI Widgets is a new desktop application located in the CMC area of SAP BusinessObjects Edge Series. It is designed to provide you with a simple, intuitive deployment architecture from the CMC. Like other SAP BusinessObjects Edge Series applications, BI Widgets allows you to modify general as well as advanced user rights.

For information about BI Widgets, see the *BusinessObjects BI Widgets XI 3.1 User's Guide*.

BusinessObjects XI 3.1 SharePoint Portal Integration Kit

BusinessObjects XI 3.1 SharePoint Portal Integration Kit is a powerful new solution for Microsoft Windows SharePoint Portal Services or Microsoft Office SharePoint Portal Server and SAP BusinessObjects Edge Series.

It enables you to access all business intelligence resources such as Crystal Reports, Web Intelligence, OLAP Intelligence, Performance Management analytics and any Microsoft Office documents that are stored in the Central Management Server (CMS). In addition, users can navigate to personal/favorites folder, public folders, Business Objects inbox, personal categories and corporate categories.

For more information about BusinessObjects XI 3.1 SharePoint Portal Integration Kit, see the *Portal Integration Kit Administrator's Guide for Microsoft SharePoint* and the *Portal Integration Kit User's Guide for Microsoft SharePoint*.

Polestar

Polestar is an innovative search and explore tool that enables you to search within the content of Information Spaces (a collection data source objects, such as Universe objects, sharing a contextual meaning) managed by SAP BusinessObjects Edge Series. Spaces are retrieved by using search keywords and appear in search results ranked in order of relevance.

Note:
You can only view Information Spaces within their search results if they have the correct viewing rights.

For information about installing and administering Polestar, see *BusinessObjects Polestar Administration and Deployment Guide*.

BusinessObjects XI Integration for PeopleSoft Enterprise

The BusinessObjects XI Integration for PeopleSoft Enterprise enables you to combine the functionality of Crystal Reports and SAP BusinessObjects Edge Series to extract, report, and distribute data from your PeopleSoft system.

For information about installing PeopleSoft Enterprise, see *BusinessObjects XI Integration for PeopleSoft Enterprise*.

BusinessObjects XI Integration for Oracle E-Business Suite

The BusinessObjects XI Integration for Oracle E-Business Suite (EBS) enables you to combine the functionality of Crystal Reports and SAP BusinessObjects Edge Series to extract, report, and distribute data from your Oracle EBS system.

For information about installing Oracle E-Business Suite, see *BusinessObjects XI Integration for Oracle E-Business Suite*.

BusinessObjects XI Integration for JD Edwards EnterpriseOne

The BusinessObjects XI Integration for JD Edwards EnterpriseOne enables you to combine the functionality of Crystal Reports and SAP BusinessObjects Edge Series to extract, report, and distribute data from your JD Edwards EnterpriseOne system.

For information about installing JD Edwards EnterpriseOne, see *BusinessObjects XI Integration for JD Edwards EnterpriseOne*.

BusinessObjects XI Integration for Siebel

The BusinessObjects XI Integration for Siebel provides you with powerful report-design tools and a framework for managing, scheduling, and distributing your Crystal reports over the Web. It enables you to extract value from your Siebel data and share it with users across the enterprise.

For information about installing Siebel, see *BusinessObjects XI Integration for Siebel*.

More Information

A

appendix

Information Resource	Location
SAP BusinessObjects product information	*http://www.sap.com*
SAP Help Portal	Select *http://help.sap.com* > SAP BusinessObjects. You can access the most up-to-date documentation covering all SAP BusinessObjects products and their deployment at the SAP Help Portal. You can download PDF versions or installable HTML libraries. Certain guides are stored on the SAP Service Marketplace and are not available from the SAP Help Portal. These guides are listed on the Help Portal accompanied by a link to the SAP Service Marketplace. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.
SAP Service Marketplace	*http://service.sap.com/bosap-support* > Documentation • Installation guides: *https://service.sap.com/bosap-instguides* • Release notes: *http://service.sap.com/releasenotes* The SAP Service Marketplace stores certain installation guides, upgrade and migration guides, deployment guides, release notes and Supported Platforms documents. Customers with a maintenance agreement have an authorized user ID to access this site. Contact your customer support representative to obtain an ID. If you are redirected to the SAP Service Marketplace from the SAP Help Portal, use the menu in the navigation pane on the left to locate the category containing the documentation you want to access.
Developer resources	*https://boc.sdn.sap.com/* *https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary*

Information Resource	Location
SAP BusinessObjects articles on the SAP Community Network	*https://www.sdn.sap.com/irj/boc/businessobjects-articles* These articles were formerly known as technical papers.
Notes	*https://service.sap.com/notes* These notes were formerly known as Knowledge Base articles.
Forums on the SAP Community Network	*https://www.sdn.sap.com/irj/scn/forums*
Training	*http://www.sap.com/services/education* From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style.
Online customer support	*http://service.sap.com/bosap-support* The SAP Support Portal contains information about Customer Support programs and services. It also has links to a wide range of technical information and downloads. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.
Consulting	*http://www.sap.com/services/bysubject/businessobjectsconsulting* Consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in topics such as relational and multidimensional databases, connectivity, database design tools, and customized embedding technology.

Index

R

S

V

W