



Crystal Reports Server 2008 V1 Quick Installation Guide for Linux

- Crystal Reports Server 2008 V1

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Introduction to Crystal Reports Server 2008 V1

What is Crystal Reports Server 2008 V1?

Crystal Reports Server 2008 V1 is a complete reporting solution to create, manage, and deliver Crystal reports over the web. It is built on SAP BusinessObjects Enterprise platform. It includes a report publisher and a web portal interface, which is used to view reports. It also includes Software Development Kit (SDK) that allows you to customize Crystal Reports Server 2008 V1 and integrate it with your custom applications.

Crystal Reports Server 2008 V1 may be installed on a single system for up to 20 end users to concurrently access, view, and interact with reports on the web without having Crystal Reports installed on their computers. It allows you to store reports in a central database for security and data integrity. Users can access the reports through a web portal.

With Crystal Reports Server 2008 V1, you can set up security to control which end users can access specific folders and reports. You can also specify the rights for users, or groups such as who can schedule or export reports.

Who is Crystal Reports Server 2008 V1 for?

Crystal Reports Server 2008 V1 is ideal for organizations that need to deliver reports over the web to smaller audiences. It does not require multiple servers and complicated configurations. All components are installed on a single server. This feature enables you to install and set up the application quickly.

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

About this documentation

This documentation provides you with information and procedures for installing Crystal Reports Server 2008 V1.

Who should read this documentation?

This documentation is intended for system administrators, IT professionals, or database administrators, who need to install Crystal Reports Server 2008 V1. Familiarity with the database environment and web server software is beneficial.

Crystal Reports Server 2008 V1 guides

The following table provides a list of Crystal Reports Server 2008 V1 guides and a brief description of them:

| Guide | Description |
|---|--|
| Crystal Reports Server 2008 V1 Installation Guide | This guide describes how to run the setup program and complete the installation of Crystal Reports Server 2008 V1. There are Linux and Windows versions of this guide available. |
| Crystal Reports Server 2008 V1 Upgrade Guide | This guide provides the upgrade scenarios for Crystal Reports Server 2008 V1 from the earlier versions. |
| Crystal Reports Server 2008 V1 Release Notes | This guide describes fixed and known problems in the Crystal Reports Server 2008 V1 release, and also describes what's new in Crystal Reports Server 2008 V1. |
| Crystal Reports Server 2008 V1 Getting Started Guide | This guide introduces Crystal Reports Server 2008 V1 components and describes how to work with them. |
| Crystal Reports Server 2008 V1 Quick Installation Guide | This guide describes how to run the quick install setup program and complete the installation of Crystal Reports Server 2008 V1. There are Linux and Windows versions of this guide available. |
| White Paper on WACS Administration and Deployment | This document elaborates the steps required to create a WACS instance, deploy different applications, and perform debugging. |

For a complete list of all of our product documentation visit:

<http://help.sap.com/>

Preparing to install Crystal Reports Server 2008 V1

Crystal Reports Server 2008 V1 is a server-side installation. You can install it on one central server rather than on each client system. You can access Crystal Reports Server from any client system by using InfoView.

Before you begin the installation, ensure that the necessary components are installed and configured correctly. For more information, see [System requirements](#) on page 9.

For information on performing a basic installation, see [Performing new installation](#) on page 11.

For information on configuring a separate database for Crystal Reports Server 2008 V1 before you begin your installation, see [Configuring an existing database server](#) on page 17.

System requirements

The following components must be installed and configured correctly on the server, before you install Crystal Reports Server 2008 V1:

- Web application server (unless you want to install Tomcat as part of the installation of Crystal Reports Server 2008 V1)
- Database software that is compatible with the CMS system (unless you want to install MySQL as part of the installation of Crystal Reports Server 2008 V1)

Note:

Crystal Reports Server 2008 V1 requires a database to store information about the system and its users.

Tip:

If you are installing on VMWare, ensure your system name does not include any of the following characters: an underscore (`_`), a period (`.`), or a slash (`/` or `\`).

For more information on supported environments and hardware requirements, see Platforms Availability Report (PAR) file available on the SAP BusinessObjects support site: <https://websmp102.sap-ag.de/~form/sapnet>. This file includes specific version and patch-level requirements for web application servers, web browsers, and operating systems.

For more information on deployment, see *BusinessObjects Enterprise XI 3.0 Deployment Planning Guide*.

Setting up product distribution

This section describes how to distribute Crystal Reports Server 2008 V1 to perform an installation.

You can perform this installation remotely through a telnet session, or locally through a terminal window. If you connect remotely to install Crystal Reports Server 2008 V1, ensure to set your terminal settings to VT100 before beginning the installation.

There are two ways you can set up the product distribution:

- Before you run `./install.sh`, you can copy the installation files to a temporary location.
- When you run `./install.sh`, you can specify the temporary location to place the installation files.

Running the product distribution directly from a CD

By default, the installation will use your current directory, that is, the directory from which you run `install.sh`, as it is a base directory for the install. If you run `install.sh` without copying the files to a temporary location, you will be prompted to specify a temporary location for the install. After you specify the temporary location, the following tasks will happen:

- The installation files will be copied to that temporary location.

- The installation program will exit.

You are then required to go to the temporary location you specified, and then run `install.sh` from that location.

Copying the product distribution to your system

By default, the installation will use your current directory, that is, the directory from which you run `install.sh`, as it is a base directory for the install. You may want to copy the product distribution to a directory on your system and run `install.sh` from there. The advantage of this option is that when you run `install.sh`, you will not be prompted for a temporary location to put the files.

To copy the product distribution to your system, perform the following steps:

1. Log on to your Linux system under the new account designated for installing Crystal Reports Server 2008 V1.
2. Copy the installation files from the product distribution to a temporary directory by using the command `/mnt/cd/install -t /tmp/`, where `/mnt/cd` is mapped to the CD drive and `tmp` is a temporary directory where you want to store the installation files.

Performing new installation

Performing a new installation is the simplest way to deploy Crystal Reports Server 2008 V1 because all the required and optional components are installed by default on one system.

A new installation of Crystal Reports Server 2008 V1 requires the following inputs:

1. Providing information to the system administrator for the new installation.
2. Configuring the system database. You can either install and configure MySQL, or configure an existing database.
3. Providing information about the Server Intelligence Agent (SIA).
4. Setting up and configuring the Web Application Server. You can either install and configure Tomcat, or configure an existing Web application server.

5. Confirming the installation directory.

Performing new installation of Crystal Reports Server 2008 V1

For a new installation of Crystal Reports Server 2008 V1, perform the following steps:

1. Mount the device that contains the installation files.
2. Type `./install.sh` in the command-line and press **Enter**.

Note:

If you run `install.sh` without copying the files to a temporary location, you will be prompted to specify a temporary location for the installation files.

The installation setup program is launched and you are prompted to select a language for the installation.

3. Select a language for the installation and press **Enter**.

You can select from one of the following languages:

- English
- French
- German
- Japanese
- Spanish
- Chinese Simplified
- Italian
- Dutch
- Russian
- Korean
- Chinese Traditional
- Portuguese
- Swedish
- Polish
- Norwegian
- Danish
- Thai

The "Business Objects License Agreement" is displayed.

4. Type **y** to agree to the terms and continue with the setup program.

The "Enter Product Keycode" screen is displayed.

5. Enter your keycode in **Crystal Reports Server Product Keycode**.

6. Press **Enter** to validate the keycode.

The setup program validates the keycode and the "Installation Directory" screen is displayed.

7. Specify an installation directory.

- Press **Enter**, to accept the default installation directory.
- To create your own directory, use the **Backspace** key to remove the current directory and replace it with your own path to the required installation directory, and press **Enter**.

You are prompted to select which language packs to install.

8. Select any additional language packs you want to install.

The following languages are available:

- English
- French
- German
- Japanese
- Spanish
- Chinese Simplified
- Italian
- Dutch
- Russian
- Korean
- Chinese Traditional
- Portuguese
- Swedish
- Polish
- Norwegian
- Danish
- Thai

Note:

English is mandatory and cannot be deselected.

9. Press **Enter**.

Note:

You can also add language packs after installing Crystal Reports Server 2008 V1 on Linux.

You are prompted to select either a user or system installation.

10. Select the type of installation you want to perform.

- **User**
- **System**

To know the difference between User and System installation, see the section [Difference between user and system](#) on page 16.

11. Press **Enter**.

The "InstallationType" screen is displayed.

12. Select **New** installation type.

13. Select or deselect **Enable servers after installation**.

This option is selected by default. Scroll down and use the spacebar to deselect the field.

14. Press **Enter**.

"Enter the information for your new CMS" screen is displayed.

15. Enter a valid port number in **CMS Port Number** or accept the default port number 6400.

16. Enter a password under **Administrator Password** and **Confirm Password** fields and press **Enter**.

Note:

You can also leave the password fields blank and configure the password at a later time. Your password must be at least six characters long and should contain two of the following options:

- upper case character
- lower case character
- number
- punctuation

17. Select a system database option. You can choose one of the following options:

- Use an existing database (Oracle/DB2/Sybase/MySQL)
- Install MySQL

For more information on using an existing database, see the section [Configuring an existing database server](#) on page 17. If you choose **Install MySQL**, proceed to the next step.

18. Enter **MySQL Port Number** and **Database administrator password** details for your new MySQL database and press **Enter**.

The second MySQL configuration screen is displayed.

19. Enter the following information for your new MySQL database:

- **MySQL CMS Database Name**
- **User ID**

Note:

This is the Crystal Reports Server user account.

- **Password for user account**

20. Press **Enter**.

The "Enter Server Intelligence Agent information" screen is displayed.

21. Enter a name in **Server Intelligence Agent Node**.

Do not use spaces, dashes, or periods in the node Name.

This node name serves as an identifier for the SIA.

22. Enter a valid port number under **Server Intelligence Agent Port** or accept the default port number 6410 and press **Enter**.

23. Select one of the web application server configuration options listed below and press **Enter**.

- Install Tomcat, deploy web applications
- Use existing Java application server, deploy web applications
- Use existing Java application server, do not deploy web applications

If you choose Install Tomcat, deploy web applications option, the "Please enter port numbers for the Tomcat installation" screen is displayed and you can proceed to the next step. If you choose to use the existing Java application server, see the section [Configuring an existing web application server](#) on page 20

24. Choose to accept the default port numbers or provide new values for the following:

- Receive HTTP requests
- Redirect jsp requests
- Shutdown hook

25. Press **Enter**.
26. Review the installation directory specified on the screen.

Note:

To modify the directory you need to press [**Ctrl-B**] several times until you reach the screen where you specify the installation directory.

27. Press **Enter** to start the installation.

The installation program will validate your system and install Crystal Reports Server 2008 V1 in the specified directory.

When the new installation is finished, the setup program starts the servers as daemons and then enables each server that is registered with the CMS. To control the servers manually, use the `ccm.sh` script.

Difference between user and system

When you perform a new installation on Linux system, you can choose between a user and a system installation.

- When you choose a user installation, all the required components are installed.
- When you choose a system installation, all the required components are installed; in addition, the installation creates a system-level initiation script. This script creates entries in the run control scripts for the operating system that start up the servers of Crystal Reports Server when the Linux server is brought up and stops the servers of Crystal Reports Server when a system is shut down.

Note:

To perform a system installation, you do not require root-level authority. However, to run the system-level initiation script, root-level authority is required.

Configuring an existing database server

The "Select the database type for your new CMS" screen is displayed when you choose to use an existing database server as the CMS for the new installation of Crystal Reports Server 2008 V1.

To configure the existing database server, perform the following steps:

1. Select your database type. You can choose from the following list:
 - MySQL
 - Oracle
 - DB2
 - Sybase
2. Provide all the required information about your database.

The following table summarizes the information required for each database type:

| Database type | Information required at install time |
|---------------|---|
| MySQL | <ul style="list-style-type: none"> • Database: MySQL database name • Server: MySQL server name • Port: default port is 3306 • Login credentials used to access database |

| Database type | Information required at install time |
|---------------|---|
| Sybase | <ul style="list-style-type: none"> • Server: Sybase Server Name • Login credentials used to access database <p>Note: The Sybase server name is a combination of the hostname and the port number which is set by your database administrator in the <code>sql.ini</code> file.</p> |
| DB2 | <ul style="list-style-type: none"> • Server: DB2 database alias • Login credentials used to access database |
| Oracle | <ul style="list-style-type: none"> • Server: tnsnames connect identifier • Login credentials used to access database |

3. To enable an auditing database, type an `x` in the field provided.
Provide the information for your new auditing database.

| Database type | Information required |
|---------------|---|
| Auditing | Auditing database name User ID Password Note: If you are using Sybase as the auditing database, you must also provide the Auditing database port number. |

4. Decide if you want to reinitialize the database and press **Enter**.

Note:

Reinitialization of the Crystal Reports Server database will erase all previous content in that particular database.

After configuring your CMS, you are prompted for information on the Server Intelligence agent.

Note:

For System installation, if you are using an existing database, then you need to source your database environment variable so the CMS can access it after a system reboot. This can be done by one of two ways:

- Someone with root access can modify the Crystal Reports Server script `BobjEnterprise120` and add the command to source your database environment. This script can be found at the following location: `<INSTALLEDDIR>/bobje/init/BobjEnterprise120`. This method will source the database environment variable for all users.
- Each user can modify their own profile and add the command to source their database environment. This method must be done by each user.

After performing the above-mentioned steps, go back to [Performing new installation](#) on page 11, and continue the installation procedure.

Configuring an existing web application server

To configure an existing web application server, select the **Use existing Java application server, deploy web applications** option. The "Select a Web Application Server to deploy to" screen appears.

Select the server type before configuring your web application server.

1. Select your existing web application server from one of the following options and press **Enter**.
 - Tomcat 5.5
 - WebLogic 10
 - WebLogic 9.2
 - WebSphere 6.1
 - Oracle Application Server 10g R3

If your existing web application server is SAP Application Server 7.0 or JBoss 4.04, select **Other**.

If you select one of the supported servers, you can configure the server on a separate screen.

2. Provide the requested configuration details for your web application server and press **Enter**.

The following table summarizes the information required for each supported web application server.

| Web application server | Information required for installation setup |
|------------------------|---|
| Apache Tomcat 5.5 | <ul style="list-style-type: none"> • Instance to install to: Name of the current web application server instance (for example "localhost"). • Application server Installation directory: The directory where the web application server is installed (for example <INSTALLDIR>/wdeploy/appserver/Tomcat5520). |

| Web application server | Information required for installation setup |
|------------------------|---|
| WebLogic 10 | <ul style="list-style-type: none"> • Admin port: Administration port of the application server - mandatory for WebLogic (for example "7001"). • Admin password: Password for account with administration rights to the application server - mandatory for WebLogic. • Instance to install to: Name of the current web application server instance (for example "mserver1"). • Application server Installation directory: The directory where the web application server is installed (for example <code>/bea/weblogic10/user_projects/domains/base_domain</code>). <p>Note: For WebLogic the directory is the domain root.</p> |

| Web application server | Information required for installation setup |
|------------------------|---|
| <p>WebLogic 9.2</p> | <ul style="list-style-type: none"> • Admin port: Administration port of the application server - mandatory for WebLogic (for example "7001"). • Admin login: User name with administration rights to the application server - mandatory for WebLogic. • Admin login: Password for account with administration rights to the application server - mandatory for WebLogic. • Instance to install to: Name of the current web application server instance (for example "mserver1"). • Application server Installation directory: The directory where the web application server is installed (for example <code>/bea/user_projects/domain1/instances/mserver1</code>). <p>Note: For WebLogic the directory is the domain root.</p> |

| Web application server | Information required for installation setup |
|------------------------|--|
| WebSphere 6.1 | <ul style="list-style-type: none"> • Admin port: RMI Registry port for application server administration. If not set, the default SOAP port will be used (for example "8880"). • Admin login: User name with administration rights to the WebSphere application server. • Admin password: Password for account with administration rights to the application server. • Instance to install to: Name of the current web application server instance (for example "server1"). • Virtual host: The virtual host to which the application must be bound. • Admin is secure (y/n): Select this option to enable security requiring administrative access credentials to the application. <p>Note:</p> <p>If "Admin is secure" is not selected, you do not need to specify a username or a password.</p> <ul style="list-style-type: none"> • Application Server Installation Directory: The directory where the web application server is installed (for example /IBM/WebSphere/AppServer). |

| Web application server | Information required for installation setup |
|---|---|
| <p>Oracle Application Server 10g R3</p> | <ul style="list-style-type: none"> • Admin port: Administration port of the application server - mandatory for Oracle 10g R3 (for example "6003") .This should be the Request port of the <notification-server> element in the <code>opmn.xml</code> file. • Admin login: User name with administration rights to the application server - mandatory for Oracle 10g R3. • Admin password: Password for account with administration rights to the application server - mandatory for Oracle 10g R3. • Admin is secure (y/n): Select this option only if you want Secure Sockets Layer (SSL) as part of the deployment. <p>Note: If "Admin is secure" is not selected, you will still have to specify the username and password to access the server.</p> <ul style="list-style-type: none"> • Instance to install to: Name of the current web application server instance (for example "home"). • Application server Installation directory: The directory where the web application server is installed (for example <code>/product/10.1.3/OracleAS_1</code>). • Server Name: Name of the target application server (for example "myserver.domain.com"). • Group Id: Name of the server group to which the target application belongs (for example "Default_group"). |

Finishing a system installation

If you chose to perform a system installation, the setup program script prompts you to run the `BobjEnterprise120` script after it is finished. The `BobjEnterprise120` script copies the run control scripts to your `/sbin/rc#` directories. When implemented, these run control scripts start or stop the Crystal Reports Server 2008 V1 servers on system startup or shutdown, respectively.

Note:

To run the system installation, you must login using a normal account. After installation, however, you must have root privileges to run the `setupinit.sh` script. This script copies the `BobjEnterprise120` to the `/sbin/rc#` directory.

Performing client tools installation

The Crystal Reports Server 2008 V1 client applications are available for installation through a separate installation program and must be installed on windows system only.

To perform Crystal Reports Server 2008 V1 Client Tools installation, perform the following steps:

1. If Autorun is not enabled for the CD-ROM, run `setup.exe` from the root folder of the product distribution.

The "Open file: Security Warning" dialog box appears with the message:
Do you want to run this file?

2. Click **Run**.

The "Crystal Report Server 2008 V1 Client Tools Setup" screen appears.

3. Select the language for the installation setup from the drop-down list. Select **Create log file during installation** if you want to create a log file during installation. Click **OK**.

The "Welcome to the Crystal Reports Server 2008 V1 Client Tools Installation Wizard" screen appears.

4. Click **Next** to proceed with the installation.

Note:

Click **Cancel** to terminate the installation.

The "License Agreement" screen appears.

5. Select **I accept the License Agreement**, and click **Next**.

The "Choose Language Packs" screen appears.

6. Select the Language Packs you want to install with the client tools, and click **Next**.

The following language packs are available for installation:

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

Note:

English is mandatory because it is used as a back-up language if a problem with a language pack is detected. English cannot be deselected. You can select **All Languages**, if you want to install all available language packs.

The "Directory Selection" screen appears.

7. Specify the installation directory for the client tools in **Destination Folder**, and click **Next**.

Note:

If the installer finds another instance of SAP BusinessObjects product already installed on the system, then the client tools will be installed to that directory.

The "Select Features" screen appears.




8. Select the feature you want to install under the Crystal Reports Server 2008 V1 Client Tools node.

Note:

Click '+' to expand the node.

You can do any of the following:

- Specify that the selected feature must be installed on the local hard drive.
- Specify that the selected feature and its subfeatures must be installed on the local hard drive.
- Specify that a selected feature and its subfeatures must not be installed.

| Icon | Description |
|---|---|
|  | The feature and only the subfeatures you select will be installed on the local hard drive specified in the Setup program. |
|  | The feature and all its subfeatures will be installed on the local hard drive you specified. |
|  | The feature or subfeatures is either unavailable or will not be installed. |

The following steps are optional:

- a. Click **Disk Cost** to calculate if sufficient disk space is available for the selected features.

A "Crystal Reports Server 2008 V1 Client Tools Setup" screen displays the storage space available on the local machine and mapped network drives. Drives that do not have enough disk space for the currently selected features are highlighted. Click **OK** to return to the "Select Features" screen.

- b. Click **Reset** to revert to the original configuration of the feature list.

9. Click **Next**.

The "Start Installation" screen is displayed.

10. Click **Next**.

The installation process begins.

11. Click **Finish** when the installation is complete.

Crystal Reports Server Product Information

Crystal Reports Server 2008 V1 components

This section provides a brief overview of the Crystal Reports Server 2008 V1 components and where to find more information about them. Crystal Reports Server 2008 V1 includes the following components:

- Business View Manager

Business View Manager enables you to design relational views of information that provides a wide range of capabilities for creating and modifying Data Connections, Dynamic Data Connections, Data Foundations, Business Elements, and Business Views.

For more information on Business View Manager, see *Business Views Administrator's Guide*.

- InfoView

InfoView is a web application that provides access to Crystal reports that are published to Crystal Reports Server 2008 V1. InfoView enables you to view, schedule, export, and save Crystal reports.

For more information on InfoView, see *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 Crystal Reports Server 2008 V1 components. This tool also enables you to start, stop, enable, and disable servers. In addition, you can use this tool to view and configure advanced server settings.

For more information on Central Configuration Manager, see *BusinessObjects Enterprise Administrator's Guide*.

- Central Management Console

The Central Management Console (CMC) is a web application that enables you to manage the Crystal Reports Server 2008 V1 environment. You can use this application to manage users, content, and servers. You can also use the CMC to stop, enable, and configure servers.

For more information on Central Management Console, see *BusinessObjects Enterprise Administrator's Guide*.

- Import Wizard

The Import Wizard is a locally installed tool that enables administrators to import users, groups, folders, and reports from an existing BusinessObjects Enterprise, Crystal Enterprise, or Crystal Info implementation to Crystal Reports Server 2008 V1.

For more information on Import Wizard, see Importing Objects to BusinessObjects Enterprise section in *BusinessObjects Enterprise Administrator's Guide*.

- Publishing Wizard

The Publishing Wizard is a locally installed tool that enables administrators and users to add Crystal reports to Crystal Reports Server 2008 V1.

For more information on Publishing Wizard, see Publishing Objects to BusinessObjects Enterprise section in *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 Crystal Reports Server 2008 V1.

For more information on Data Source Migration Wizard, see *Data Source Migration Wizard Help*.

- Diagnostic Tool

The Deployment Diagnostic Tool is a Java-based application designed to verify basic operating functionality of a Crystal Reports Server 2008 V1 installation. It is an open-framework utility that allows for the development of additional test drivers through the use of various SDKs provided by SAP BusinessObjects.

For more information on Diagnostic Tool, see *BusinessObjects Enterprise XI 3.1 Deployment Diagnostic Tool User's Guide*.

- Software Inventory Tool

The Crystal Reports Server Software Inventory Tool is a Java-based maintenance tool available to administrators. It creates and maintains an inventory of all changes made to Crystal Reports Server 2008 V1 via the installers and allows users to view these changes.

For more information about the Software Inventory Tool, see the *BusinessObjects Enterprise Software Inventory Tool User's Guide*.

For more information on using Crystal Reports Server 2008 V1, see *BusinessObjects Enterprise Administrator's Guide*, and *BusinessObjects Enterprise User's Guide*.

More Information

| Information Resource | Location |
|---|--|
| SAP BusinessObjects product information | http://www.sap.com |
| SAP Help Portal | <p>Select http://help.sap.com > SAP BusinessObjects.</p> <p>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.</p> <p>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.</p> |

| Information Resource | Location |
|---|---|
| SAP Service Marketplace | <p>http://service.sap.com/bosap-support > Documentation</p> <ul style="list-style-type: none"> • Installation guides: https://service.sap.com/bosap-instguides • Release notes: http://service.sap.com/releasenotes <p>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.</p> |
| Developer resources | <p>https://boc.sdn.sap.com/</p> <p>https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary</p> |
| SAP BusinessObjects articles on the SAP Community Network | <p>https://www.sdn.sap.com/irj/boc/businessobjects-articles</p> <p>These articles were formerly known as technical papers.</p> |
| Notes | <p>https://service.sap.com/notes</p> <p>These notes were formerly known as Knowledge Base articles.</p> |
| Forums on the SAP Community Network | <p>https://www.sdn.sap.com/irj/scn/forums</p> |

| Information Resource | Location |
|--------------------------------|---|
| <p>Training</p> | <p>http://www.sap.com/services/education</p> <p>From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style.</p> |
| <p>Online customer support</p> | <p>http://service.sap.com/bosap-support</p> <p>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.</p> |
| <p>Consulting</p> | <p>http://www.sap.com/services/bysubject/businessobjectscounseling</p> <p>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.</p> |

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