



Crystal Reports Server 2008 V1 Upgrade Guide

- Crystal Reports Server 2008 V1

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Contents

Chapter 1	Welcome to the Crystal Reports Server 2008 V1 Upgrade Guide....	5
	What's new in the Crystal Reports Server 2008 V1.....	5
	What this guide explains.....	8
	Crystal Reports Server 2008 V1 guides.....	8
Chapter 2	Getting Started.....	11
	Upgrading from Crystal Reports Server XI Release 2.....	11
	Simple Upgrade.....	11
	Side-by-side installation.....	13
	Upgrading server and client components.....	13
Chapter 3	Preparing for upgrade.....	15
	System requirements	16
	User permissions for installing Crystal Reports Server 2008 V1.....	16
	Choosing a web application server.....	17
	CMS Database requirements and preparation.....	18
	Using MySQL as the Central Management Server (CMS) database.....	19
	Setting up a database account for Crystal Reports Server 2008 V1.....	19
	Setting up an empty database for the CMS.....	20
	Preparing an existing database server.....	23
Chapter 4	Performing a simple upgrade.....	25
	Running the installer.....	26
	Entering user information and a product keycode.....	27
	Installing Language Packs.....	28

Selecting a simple upgrade.....	29
Specifying the existing CMS database.....	29
Specifying an installation directory	31
Entering information on your existing CMS	31
Specifying Server Intelligence Information.....	32
CMS database configuration.....	32
Configuring your MySQL database server	32
Configuring an existing database server	33
Selecting a web application server configuration option.....	36
Configuring a new Tomcat web application server.....	37
Configuring your existing web application server.....	38
Entering a Web Application Container Server (WACS) HTTP port number.....	43
Starting the installation.....	43
Uninstalling the Crystal Reports Server XI Release 2.....	43
Chapter 5 Upgrading to Crystal Reports Server 2008 V1	45
Taking a backup of BI contents.....	46
Uninstalling Crystal Reports Server 2008.....	48
Installing Crystal Reports Server 2008 V1.....	48
Importing BI contents to Crystal Reports Server 2008 V1.....	48
Transferring BI contents to Crystal Reports Server 2008 V1.....	50
Chapter 6 Updating imported events.....	53
Chapter 7 Configuring the auditing database.....	55
Appendix A More Information.....	57
Index	61

Welcome to the Crystal Reports Server 2008 V1 Upgrade Guide

This guide explains how to upgrade your system data and Business Intelligence content to Crystal Reports Server 2008 V1 from Crystal Reports Server XI Release 2.

Online documentation library

A completely new interface to the full documentation set now has guides for all SAP BusinessObjects products. The new online documentation library has the most up-to-date version of the SAP BusinessObjects product documentation, posted upon publication and updated regularly. You can browse the library contents, run full-text searches, read guides online, and download PDFs at <http://help.sap.com/>

What's new in the Crystal Reports Server 2008 V1

This document is the first to include information on the following features for the Microsoft Windows version of Crystal Reports Server 2008 V1.

Feature	Description
.NET support	The deployment of ASP.NET web applications is now supported on Microsoft operating systems running the IIS web application server. The Crystal Reports Server 2008 V1 setup program can automatically deploy .NET support and a .NET version of InfoView during installation.
WACS support	Web Application Container Server (WACS) allows you to run the Central Management Console (CMC) on Windows machines without the need to install Java.
IPv6 support	IP version 6 (IPv6) addresses can now be used anywhere in Crystal Reports Server 2008 V1.
Web application servers support	<p>The wdeploy tool now supports the deployment of web applications to:</p> <ul style="list-style-type: none"> • JBoss • WebSphere Community Edition • Sun Java One (Linux only)
Operating systems	<p>Crystal Reports Server 2008 V1 is now supported on the following operating systems:</p> <ul style="list-style-type: none"> • HP-UX IA-64 • Redhat 5

Feature	Description
Publishing support	Data driven publishing is the process of making Crystal reports publicly available for mass consumption. The contents of these reports can be distributed automatically via email or FTP, saved to disk, or managed through the Crystal Reports Server platform for web viewing, archiving, and retrieval, and automated through the use of scheduling.
Dashboard Builder support	Dashboard Builder is an SAP BusinessObjects Dashboard and Analytics application that helps you manage and track your company's performance using analytics and dashboards.
Java Portal Integration Kit support	Java Portal Integration Kit integrates the content directly with Java-based portals, and provides the user with a personalized, single, secure view of corporate information.

Feature	Description
Integration option for Microsoft SharePoint support	The Integration option for Microsoft SharePoint software runs in your web browser and is your main interface for working with objects in Crystal Reports Server 2008 V1.
Xcelsius support	Xcelsius is a leading-edge Microsoft Windows application that brings data to life. Using breakthrough technology, Xcelsius bridges the gap between data analysis and visual presentation, empowering users of all proficiencies to create visually stunning interactive reports and applications.
Auditing Support	Auditing enables you to keep a record of significant events on Crystal Reports Server 2008 V1 servers. These records help you identify which information is being accessed, how it's being accessed, and who is looking at it.

What this guide explains

This guide explains how to upgrade your System Data and Business Intelligence content to Crystal Reports Server 2008 V1 from Crystal Reports Server XI Release 2.

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 SAP BusinessObjects product documentation please visit: <http://help.sap.com/>

Getting Started

Upgrading from Crystal Reports Server XI Release 2

This guide helps you in upgrading your Business Intelligence content and system data from Crystal Reports Server XI Release 2.

Upgrading consists of replacing components and files of Crystal Reports Server XI Release 2 with components and files of Crystal Reports Server 2008 V1.

Importing consists of copying reports, report instances, users, groups, and other objects from Crystal Reports Server XI Release 2 to Crystal Reports Server 2008 V1.

The upgrade options that are available to you depend on your current deployment and your preferred method of updating.

Note:

- Ensure that all components of your Crystal Reports Server 2008 V1 deployment are at the same patch level before you start using the system. If the components are at different patch levels this might prevent them from communicating properly.
- If you import events from a Crystal Reports Server XI Release 2 deployment, you must run an EventUpdater script to associate the imported events with the destination Central Management Server (CMS).

Simple Upgrade

If the Crystal Reports Server 2008 V1 installation program detects a simple deployment, where an entire product line has been installed on a single system, you can perform a simple upgrade to Crystal Reports Server 2008

V1. In a simple upgrade to Crystal Reports Server 2008 V1, the installation program performs the following steps:

- Installs Crystal Reports Server 2008 V1.
- Points the Crystal Reports Server 2008 V1 Input and Output File Repository Servers (FRS) to the location of the existing Crystal Reports Server XI Release 2 FRSs.
- Creates a new Crystal Reports Server 2008 V1 CMS database, and then copies the contents of your existing CMS database to the Crystal Reports Server 2008 V1 database.
- Updates all of the objects in the newly copied CMS database to Crystal Reports Server 2008 V1 objects.
- Disables the existing Crystal Reports Server XI Release 2 version.

If you perform a simple upgrade to Crystal Reports Server 2008 V1, the installation program automatically disables the previous Crystal Reports Server XI Release 2 version. After the upgrade is complete, the Crystal Reports Server 2008 V1 installation program prompts you whether to uninstall the previous version. It is recommended that you uninstall the previous version on the system as soon as you have verified that Crystal Reports Server 2008 V1 has been successfully installed. If you choose to uninstall Crystal Reports Server 2008 V1 later, you must ensure that the Crystal Reports Server XI Release 2 servers are not re-enabled and not re-started. In particular, enabling Crystal Reports Server XI Release 2 CMS and File Repository Servers will conflict with the Crystal Reports Server 2008 V1 version.

Note:

If you are performing a simple upgrade, the installation program stops your existing Crystal Reports Server XI Release 2 CMS database. This means that your existing deployment will not be available during the upgrade process, and users will not be able to access Crystal Reports Server.

Related Topics

- *Performing a simple upgrade* on page 25

Side-by-side installation

A side-by-side installation enables you to have both Crystal Reports Server XI Release 2 and Crystal Reports Server 2008 V1 installed on the same system. However, these two installations function as two different products.

When you perform a side-by-side installation, you need to ensure that your Crystal Reports Server 2008 V1 installation does not clash with Crystal Reports Server XI Release 2 by:

- Specifying a unique CMS cluster name for the Crystal Reports Server 2008 V1 installation.
- Specifying unique port numbers for the Crystal Reports Server 2008 V1 installation.

Upgrading server and client components

It is recommended that you upgrade all the components of your Crystal Reports Server deployment to the same product version in order to use the full set of features that are available.

Note:

If some of the components in your deployment are at different product versions or patch levels, this might prevent them from communicating with a Crystal Reports Server 2008 V1 Central Management Server properly.

Previous versions of the following components might communicate with Crystal Reports Server 2008 V1, with reduced functionality:

- BI Widgets
- Live Office
- Business Views Manager

You can install most of the newest versions of Crystal Reports Server client components side-by-side with the previous versions of these components. When you have tested the new versions and are sure that you no longer require the previous versions of these components, you can uninstall them.

Preparing for upgrade

It is highly recommended that you follow your usual administrative practices before upgrading to Crystal Reports Server 2008 V1. However, you should also consider the following common tasks and guidelines:

- Consult the *Release Notes* included with your product distribution for further information that might pertain to your reporting environment.
- Review your systems to ensure that they meet the basic requirements for a Crystal Reports Server 2008 V1 installation.
- Stop the web servers and/or web application servers that are configured for use with Crystal Reports Server 2008 V1.
- The installation program gives you the option of creating a new MySQL database or using an existing database for the Central Management Server (CMS) database of your Crystal Reports Server 2008 V1 deployment. If you are using an existing database, ensure that you have the connection details about the database server that you select, and logon credential information for the account used for connecting to the database instance. The database account requires permissions to add and drop tables, as well as to insert, delete, and update data in those tables.
- Backup your existing repository or repositories, including the system database and Input and Output File Repository Servers.
- Backup any custom web applications, HTML pages, or scripts that you have added to your existing deployment.
- Make sure you log onto the system as an administrator first when you install or upgrade Crystal Reports Server 2008 V1 components. If you are upgrading on a Windows computer, you must log on with an administrator account. If you are upgrading on Linux, you must log on as the same user as your previous Crystal Reports Server deployment.
- Close any other programs that are running locally before you start the Crystal Reports Server 2008 V1 setup program.

System requirements

For a detailed list of supported environments and hardware requirements, see the Products Availability Report (PAR) document available at the SAP BusinessObjects support site <http://service.sap.com>. This document includes specific version and patch-level requirements for web application servers, web browsers, and operating systems. For information related to the planning of a Crystal Reports Server 2008 V1 deployment, see *BusinessObjects Enterprise Planning Guide*.

Crystal Reports Server 2008 V1 ships with the Web Application Container Server (WACS), Tomcat and MySQL database server. If you are planning to use a different web application or database server, it must be installed and configured before installing Crystal Reports Server 2008 V1.

Note:

WACS is supported only on Windows operating system.

Related Topics

- *CMS Database requirements and preparation* on page 18

User permissions for installing Crystal Reports Server 2008 V1

To install Crystal Reports Server 2008 V1 on Windows, the user running the setup program must have the permissions listed in the following table:

Category	Required permissions
Operating System	Administrative privileges on the local system.
Network	Network connectivity to all systems in the deployment, as well as access to all the appropriate ports on each of the systems.
Database	Rights to create and drop tables, and rights to read, write, and edit rows. For more information on the database privileges required, see “Databases in BusinessObjects Enterprise” in <i>BusinessObjects Enterprise Planning Guide</i> .
Web application server	Use the same user account for installing both Crystal Reports Server 2008 V1 and your web application server to reduce the likelihood of encountering a problem with access control settings.

Note:

The following scenarios are not supported:

- Installation on a domain controller.
- Installation on a Windows system where the default local Administrator group security settings have been modified.

Choosing a web application server

When you install Crystal Reports Server 2008 V1, you can choose to install Tomcat or use a pre-existing Java application server that is supported for the release. You can also use Microsoft Internet Information Service (IIS) to host the InfoView. The InfoView can be deployed to IIS 6, or to either the 32-bit or 64-bit versions of IIS 7.

Before selecting a web server to use with Crystal Reports Server 2008 V1, assess your current environment and determine the platform on which to deploy Crystal Reports Server 2008 V1. Determine whether you plan to develop custom applications and, if so, which web development environment to use.

If you choose a pre-existing web application server, the server must be installed and working before you attempt to install Crystal Reports Server 2008 V1.

Crystal Reports Server 2008 V1 also includes a Web Application Container Server (WACS) that can host the Central Management Console (CMC). WACS provides an easier way to deploy, configure, and maintain the CMC, and removes the need for Java application server administration skills.

While performing a simple upgrade, if you choose not to deploy Crystal Reports Server web applications to a Java application server, the installation program automatically creates a WACS server and then adds a CMC service to the server. The CMC is ready to use after you complete the installation.

For more information on installing WACS, see *Crystal Reports Server 2008 V1 Installation Guide* or *BusinessObjects Enterprise Administrator's Guide*.

For more information on using WACS, see “Working with Web Application Container Servers” chapter of the *BusinessObjects Enterprise Administrator's Guide*.

CMS Database requirements and preparation

Crystal Reports Server 2008 V1 requires a database to store Central Management Server (CMS) information about the system and its users. This database is referred to as the CMS, or system, database.

The following sections provide details required for the settings, and how to test the settings for the following database servers:

- DB2
- MySQL
- Microsoft SQL Server
- Oracle
- Sybase

Before installing Crystal Reports Server 2008 V1, review this information in order to prepare your CMS system and auditing database.

For more information on database requirements, see the "Databases in BusinessObjects Enterprise" in *BusinessObjects Enterprise Planning Guide*.

Note:

Regardless of database type, the database must be set up to use Unicode character encoding, such as UTF-8.

Using MySQL as the Central Management Server (CMS) database

MySQL is an open-source database included with Crystal Reports Server 2008 V1 that can be automatically installed and configured for use as the Central Management Server (CMS), or system, database.

If you want to use an existing supported database server, you can enter connection and authentication parameters during the Crystal Reports Server 2008 V1 installation process.

Setting up a database account for Crystal Reports Server 2008 V1

The Central Management Server (CMS) uses a database to store system information. If you choose to install MySQL as part of your Crystal Reports Server 2008 V1 installation, a MySQL CMS database will be created for you. If you plan to use your own database, you must complete the steps listed below before installing Crystal Reports Server 2008 V1.

To create tables and write data to your new CMS database, the installation program needs to establish a connection to the database server. When you log on to the account being used to install Crystal Reports Server 2008 V1, the environment must include the appropriate variables and database drivers to access your chosen database. Only then can the installation program access the CMS database using your database client software.

1. Create or select a user account that provides Crystal Reports Server 2008 V1 with the appropriate privileges to access your database server.

2. Verify that you can log on to your database and that you have rights to add or remove database tables and to add, delete, or edit table rows with the user account.

Setting up an empty database for the CMS

The installer will prompt for the connection and authentication details if you choose to use your own database during the installation of Crystal Reports Server 2008 V1. The following database servers are supported for the CMS system and audit databases:

- Microsoft SQL Server (ODBC)
- Oracle
- DB2
- MySQL
- Sybase

Note:

See the online Crystal Reports Server 2008 V1 supported platforms document for information related to supported database software and version requirements available at <https://service.sap.com>

To integrate your existing database with Crystal Reports Server 2008 V1, you need to configure it. The following points summarize the steps to configure your database:

- Create a new tablespace, schema, or database (the exact terminology will depend on the database platform you are using) to act as the CMS database. Create a second for the auditing database, if you plan to enable auditing.
- Create a new user account and password to be used by Crystal Reports Server 2008 V1 to access the CMS database. Create a second username and password if you plan to enable auditing.
- Specify that the new user account has the required permissions to create, modify, and delete tables and create procedures so that the database can be modified as required.

- Record the name of the database(s), the user account(s), and the password(s) you created, so you can enter the details when you run the Crystal Reports Server 2008 V1 installer.

During the installation, you can choose to reinitialize the existing database. This will cause new tables to be created in your existing database. Consult your specific database server documentation if you are unsure of the procedure for creating a new tablespace, schema, or database. Ensure that your database server is set up to use Unicode character encoding (such as UTF-8).

Note:

If you have a previous release of Crystal Reports Server 2008 V1 then you cannot use the database from the previous release. You must create a new database, or the existing data from the previous release will be destroyed. To migrate from a previous release, create a new database, migrate your old content to the new database after the installation is complete.

DB2 database requirements

If you are using DB2 for the Central Management Console (CMC) or auditing database:

- Ensure that the CMS database is not partitioned.

Note:

The auditing database can be partitioned.

- Create the database with the following settings:

```
Collating Sequence = "Identity"  
Codeset = "UTF-8"  
Territory = "XX"
```

If your DB2 database does not have the correct Collating Sequence setting, the user and user group objects may not sort properly in the CMC.

Replace `xx` with the code that is appropriate for your location. For more information consult your DB2 documentation.

- If you are using DB2 8.1, you require a C compiler that is installed and configured to build SQL stored procedures. DB2 8.2 through version 9.1 does not need this requirement. Stored procedures are used by Crystal Reports Server 2008 V1 when users are added to groups. For information

on how to configure the C compiler for SQL stored procedures consult the DB2 documentation.

Once the database is created, you will need to configure it to Crystal Reports Server 2008 V1 installation.

Related Topics

- [Preparing an existing database server](#) on page 23

Oracle database requirements

If you are using Oracle for the CMS or auditing database:

- Use a Unicode character set, such as UTF-8.

Once the database is created, you will need to configure it to Crystal Reports Server 2008 V1 installation.

Related Topics

- [Preparing an existing database server](#) on page 23

Sybase database requirements

If you are using Sybase for the CMS or auditing database:

- Create a database with a page size of 8 KB. The Sybase database default page size is 2 KB, which is too small for the CMS system database to run efficiently. The page size is set up during the database creation and cannot be changed after the database is created.
- Use a Unicode character set, such as UTF-8.

Once the database is created, you must configure it to Crystal Reports Server 2008 V1 installation.

Related Topics

- [Preparing an existing database server](#) on page 23

MySQL database requirements

If you are using your own MySQL installation for the CMS or auditing database:

- Use a Unicode character set, such as UTF-8.

Once the database is created, you will need to configure it to Crystal Reports Server 2008 V1 installation.

Related Topics

- [Preparing an existing database server](#) on page 23

Microsoft SQL Server database requirements

If you are using Microsoft SQL Server for the CMS or auditing database:

- Use a collation that supports the Unicode nchar, nvarchar, and ntext column data types, such as `Latin1_General_CI_AS`.

Once the database is created, you will need to configure it to Crystal Reports Server 2008 V1 installation.

Related Topics

- [Preparing an existing database server](#) on page 23

Preparing an existing database server

After you have created your database, set up the database client, and before you install Crystal Reports Server 2008 V1, ensure that the Central Management Server (CMS) can connect to it.

During your installation, you will be asked whether you want to install MySQL or use an existing database. If you opt to use an existing database, you will be prompted for the connection and authentication details by the Crystal Reports Server 2008 V1 installer:

Existing database	Information required by installer
MySQL	<ul style="list-style-type: none"> • Database name • Server name • Port number (default is 3306) • Login credentials used to access database
Sybase	<ul style="list-style-type: none"> • Server name • Login credentials used to access database <p>Note:</p> <ul style="list-style-type: none"> • The Sybase server name is a combination of the host name and the port number which is set by your database administrator in the <code>sql.ini</code> interface file. • Crystal Reports Server 2008 V1 will connect to the default database for the user you specify. This default is set by the database administrator.
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
Microsoft SQL Server	<ul style="list-style-type: none"> • ODBC DSN name from the Windows System DSN.

Performing a simple upgrade

You can perform a simple upgrade to Crystal Reports Server 2008 V1 if the Crystal Reports Server 2008 V1 installation program detects Crystal Reports Server XI Release 2 Service Pack 2 and above Service Packs deployment on the system that you are installing Crystal Reports Server 2008 V1.

Performing a simple upgrade to Crystal Reports Server 2008 V1 requires the following inputs:

- Providing information on your existing Crystal Reports Server XI Release 2 Central Management Server (CMS) database.
- Providing information on the CMS for the existing deployment. This includes the port on which the CMS is running and the administrative credentials.
- Providing information on the Server Intelligence Agent (SIA).

The Server Intelligence Agent is a component of the Central Management Console (CMC) that simplifies administrative procedures previously carried out by the Central Configuration Manager (CCM), such as the management of CMC server processes. For more information on the Server Intelligence Agent, see the "Managing and Configuring Servers" chapter of the *BusinessObjects Enterprise Administrator's Guide*.

- Configuring the Crystal Reports Server XI Release 2 CMS database.

Note:

The installation of MySQL database is provided with the installation package. You can use a MySQL database to create a new copy of CMS database for Crystal Reports Server 2008 V1, or you can use any of the other database servers that are supported for the release.

- Configuring the Java application server.

You can choose to either install and configure Tomcat or configure any other Java application server that is supported for the release.

The Crystal Reports Server 2008 V1 installation program writes the details of your existing deployment to a log file. The name of the file is `boe_upgrade_output.xml`; the `boe_upgrade.xsl` file provides formatting when you open `boe_upgrade_output.xml`. You can use this log file as a reference when you are configuring the servers and server clusters in your Crystal Reports Server 2008 V1 deployment.

The default location of this log file is `<INSTALLDIR>\Business Objects\BusinessObjects Enterprise 12.0\Logging\`.

Running the installer

To run the Crystal Reports Server 2008 V1 installer, perform the following steps:

1. If you are installing from a DVD and the Windows autoplay setting is enabled, the installer will start automatically. If autoplay is not enabled, or you are installing from a hard drive, run `setup.exe` from the root directory of the product distribution media.
The "Please Choose Setup Language" screen appears.
2. Select the language that you would like the Setup program to use.

Note:

This setting is only used by the Setup program for the duration of the installation. You select languages to be installed on your new Crystal Reports Server 2008 V1 server later.

You have a choice of the following languages for setup:

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

- Swedish
 - Polish
 - Norwegian
 - Danish
 - Thai
3. Deselect **Create log file during installation** if you do not want the installer to create a log file.
The log file is created at: <INSTALLDIR>\BusinessObjects Enterprise 12.0\Logging\CRS2008V1Install_X.log.
 4. Click **OK**.
The "Welcome to Crystal Reports Server 2008 V1 Installation Wizard" screen appears.
 5. Click **Next** to proceed with the installation.
If you are installing Crystal Reports Server 2008 V1 on Windows XP Service Pack 2 or higher, an Internet Connection Firewall warning message is displayed. Click **OK** to continue.
The "License Agreement" screen appears.
 6. Review the agreement.
 7. Select **I accept the License Agreement** and click **Next**.
The "User Information" screen appears.

Entering user information and a product keycode

In the "User Information" screen, enter user information and provide a keycode for your Crystal Reports Server 2008 V1 product.

Perform the following steps to enter the user information and product keycode:

1. Provide an appropriate user and organization name in the **Full Name** and **Organization** fields.
The **Organization** field is optional.
2. Enter a valid code in the **Product Keycode** field and click **Next**.
Valid keycodes are formatted XXXXX-XXXXXXXX-XXXXXXXX-XXXX.
The "Choose Language Packs" screen is displayed.

Installing Language Packs

You can choose to install specific or all available language packs. These languages can be used by administrators and users in Crystal Reports Server 2008 V1 products.

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.

Perform the following steps to install language packs:

1. Select the language packs you want to install.

The language packs currently available for installation are:

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

Note:

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

2. Click **Next**.

The "Install Type" screen appears.

Selecting a simple upgrade

If the installer detects that you already have a version of Crystal Reports Server XI Release 2 on the computer that you are installing Crystal Reports Server 2008 V1, the "Crystal Reports Server 2008 V1 Upgrade" screen appears.

1. Select whether you want to perform a simple upgrade.
 - If you want to perform a simple upgrade, select **Yes, perform an upgrade installation**.

If you perform a simple upgrade, the installation program does the following:

- Installs Crystal Reports Server 2008 V1.
 - Points the Crystal Reports Server 2008 V1 Input and Output File Repository Servers (FRS) to the location of the existing Crystal Reports Server XI Release 2 FRSs.
 - Creates a new Crystal Reports Server 2008 V1 CMS database, and then copies the contents of your existing CMS database to the Crystal Reports Server 2008 V1 database.
 - Updates all of the objects in the newly copied CMS database to Crystal Reports Server 2008 V1 objects.
 - Disables the existing Crystal Reports Server XI Release 2 version.
- If you want to perform a side-by-side deployment or a deployment that is distributed across multiple servers, select **No, do not perform an upgrade installation**. On a later screen, you will be able to choose to perform a New installation.

2. Click **Next** to continue.

The "Existing CMS Database Information for Upgrade" screen appears.

Specifying the existing CMS database

If you chose to perform a simple upgrade, the "Existing CMS Database Information for Upgrade" screen appears. This screen allows you to specify the existing CMS database that you want to copy the data from.

1. From the **Select existing CMS database list**, select the database type of your existing CMS database.

2. Enter the necessary information, depending on the type of the existing database.
 - a. If you are copying data from SQL Server:
 1. On the **CMS Database** list, select **SQL Server (ODBC)**.
 2. Click the **Browse** tab.
 3. Select the Data Source Name.
 4. Type the **Login ID** and **Password** for the database, select the database, and then click **Next**.
 - b. If you are copying data from Oracle:
 1. On the **CMS Database** list, select **Oracle**.
 2. Type the Oracle tnsnames connect identifier in the **Server** field.
 3. Type the credentials for the server in the **Username** and **Password** fields, and then click **Next**.
 - c. If you are copying data from DB2:
 1. On the **CMS Database** list, select **DB2**.
 2. Type the DB2 database alias in the **Server** field.
 3. Type the credentials for the server in the **Username** and **Password** fields, and click **Next**.
 - d. If you are copying data from MySQL:
 1. On the **CMS Database** list, select **MySQL**.
 2. Type the name of the database in the **Database** field.
 3. Type the Host Name in the **Server** field.
 4. Type the port that the database uses in the **Port** field.
 5. Type the credentials for the server in the **Username** and **Password** fields, and click **Next**.
 - e. If you are copying data from Sybase:
 1. On the **CMS Database** list, select **Sybase**.
 2. Type the Sybase Server Name in the **Server** field.
 3. Type the credentials for the server in the **Username** and **Password** fields, and click **Next**.

The "Install Type" screen appears.

Specifying an installation directory

The "Install Type" screen is used to select an installation method and to specify an installation directory.

Note:

If you chose to perform a simple upgrade on the "Crystal Reports Server 2008 V1 Upgrade" page, you can only select a **New** install type.

1. Specify whether you want to install a MySQL database server, or if you want Crystal Reports Server 2008 V1 to use an existing database server.
2. In the **Destination Folder** field, specify where to install the Crystal Reports Server 2008 V1 components.

You must select a different installation directory for Crystal Reports Server 2008 V1 than the directory for your previous Crystal Reports Server XI Release 2 deployment. The installation program validates the directory that you specify, and prevents you from installing Crystal Reports Server 2008 V1 in the same directory as your existing deployment.

3. Click **Next** to continue with the installation setup.
The "Server Components Configuration" screen appears.

Entering information on your existing CMS

The "Server Components Configuration" screen is used to specify the port number and administrator password for the Crystal Reports Server XI Release 2 Central Management Server (CMS). The CMS's role is to communicate with the other Crystal Reports Server 2008 V1 servers and services and manage the system and audit databases.

1. Specify the port number of your existing Crystal Reports Server XI Release 2 CMS in the **CMS port** field.
2. Specify the password for the CMS administrator account in the **Password** and **Confirm password** fields.
3. Click **Next** to continue with the installation setup.

The "Server Intelligence Agent" screen appears.

Specifying Server Intelligence Information

The "Server Intelligence Agent" screen is used to name and designate a port address for the Server Intelligence Agent (SIA) for the current installation.

The Server Intelligence Agent is a component of the Central Management Console (CMC) that simplifies administrative procedures previously carried out by the Central Configuration Manager (CCM), such as the management of CMC server processes. A Server Intelligent Agent is automatically created during the installation of Crystal Reports Server 2008 V1.

For more information on the Server Intelligence Agent, see the "Managing and Configuring Servers" chapter of the *BusinessObjects Enterprise Administrator's Guide*.

Perform the following steps to specify an SIA:

1. Provide a name to identify the SIA node in the **Node Name** field.
2. Specify a port number for the SIA in the **Port** field.
This port will be used by the SIA to communicate with the Central Configuration Manager (CCM) .
3. Click **Next** to continue with the installation setup.
Once the SIA information is entered, the port number will be validated before you can proceed to configure the CMS database for your installation. A warning will display if the port you specified is not available.

Depending on whether you choose to use MySQL as the CMS database or to use an existing database server, the "MySQL Database Server Configuration" screen or "CMS Database Information" screen appears.

CMS database configuration

Configuring your MySQL database server

The "MySQL Database Server Configuration" screen appears if you choose to install MySQL as the database server for your new Crystal Reports Server 2008 V1 deployment.

Perform the following steps to configure MySQL database server:

1. In the **MySQL Port Number** field, specify the port number for the MySQL database server.

Note:

The default port number is 3306. If the existing CMS database uses port 3306, you must specify a different port number for the Crystal Reports Server 2008 V1 database. You cannot copy content from one CMS database to the other CMS database in the event of a conflict.

2. In the **MySQL root User Account** pane, specify and confirm a password for the MySQL root user account.
3. In the **MySQL BusinessObjects User Account** pane, specify and confirm a password for the MySQL SAP BusinessObjects user account.
4. Click **Next** to continue the installation setup.

The "Select Web Application Server" screen appears.

Configuring an existing database server

The "CMS Database Information" screen appears if you choose to use an existing database server as your Central Management Server (CMS) for the new Crystal Reports Server 2008 V1 installation. Use this screen to configure the database server.

If you are using an existing database, ensure that you have the connection details about the database server that you select, and logon credential information for the account used for connecting to the database instance. The database account requires permissions to add and drop tables, as well as to insert, delete, and update data in those tables.

Perform the following steps to configure an existing database server:

1. Select a database type from the **Select existing CMS database** drop-down list in the **CMS Database** pane.
Depending on your database server selection, corresponding input fields are displayed in the **CMS Database** pane.
2. Provide all the required information for the database in the fields provided in the **CMS Database** pane.

The table below 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
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 host name 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
Microsoft SQL Server	<ul style="list-style-type: none"> • ODBC DSN

If you do not want to specify an auditing database for your new installation skip to step 6.

3. Select the **Auditing Database** box to specify an auditing database for your new installation.

The input fields under the **Auditing Database** box are activated.

4. Select a database type from the **Select existing Auditing database** drop-down list in the **Auditing Database** pane.
Depending on your database server selection, corresponding input fields are displayed in the **Auditing Database** pane.
5. Provide all the required information for the database in the fields provided in the **Auditing Database** pane.

The table below summarizes all 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
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 host name 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

Database type	Information required at install time
Oracle	<ul style="list-style-type: none"> • Server: tnsnames connect identifier • Login credentials used to access database
Microsoft SQL Server	<ul style="list-style-type: none"> • ODBC DSN

6. Select the **Reset existing database** box to delete all current tables and entries in the existing database.

Note:

This option permanently deletes all of the contents of the existing database that you select.

7. Click **Next** to continue with the installation setup.

The "Select Web Application Server" screen appears. This screen only displays if a connection is established with the database configuration you provided.

Selecting a web application server configuration option

The web application server runs SAP BusinessObjects web applications such as InfoView, the Central Management Console (CMC), and custom web applications.

Perform the following steps to select a web application server configuration option:

- Install and/or deploy to a Java web application server, such as the Tomcat web application server included with Crystal Reports Server 2008 V1.
- Install and deploy to the IIS web application server installed as part of your Windows operating system.

Note:

- If you are using the 64-bit version of IIS 7, you must ensure that:
 - ASP.NET is enabled.

- The advanced IIS setting **Enable 32-bit Applications** is set to "True".
- The advanced IIS setting **.NET Application Pool** is set to "Classic" mode.
- If the **IIS Web Application Server** option is not selectable, ASP.NET v1.1 and the IIS (**Control Panel > Add or Remove Programs > Windows Components > Application Server**) must be installed.

To configure a Java web application server for Crystal Reports Server 2008 V1, you will need the web application server administrator account name and password, as well as the listener port number.

1. To use a Java web application server, select **Java Web Application Server** and choose one of the following options:
 - **Deploy the applications in Web Application Container Server (WACS)**. It is recommended that you deploy all the applications to WACS.
 - **Install Tomcat application server and deploy to it**. This will automatically install and configure Tomcat.
 - **Automatically deploy to a pre-installed Web Application Server**. This will prompt you to enter the configuration and authentication information on the next screen.
 - **I will deploy the web components after installation**. To deploy the web components after installing Crystal Reports Server 2008 V1.
2. To use the IIS web application server included as part of your Windows operating system, choose **IIS Web Application Server**, then select the website to use for deployment from the drop-down list.
3. Click **Next**.

Depending on your selection, you can now proceed either to configure your web application server or to start the installation process.

Configuring a new Tomcat web application server

The "Configure Tomcat" screen displays during installation if you choose to install Tomcat as the web application server for your Crystal Reports Server 2008 V1 installation.

Perform the following steps to configure Tomcat:

1. Accept the default values or specify new port numbers for **Connection port**, **Shutdown port**, and **Redirect port**.
2. Click **Next** to continue with the installation.

Note:

If the port numbers you specified are in use, a warning message is displayed. To continue you will have to specify unused and valid port numbers.

The "Start Installation" screen appears.

Configuring your existing web application server

The "Configure Web Application Server" screen displays during installation after you specify an existing server in the "Select Web Application Server" screen. To properly install web components on your web application server, you must provide specific configuration information about your existing web application server.

Perform the following steps to configure the existing web application server:

1. Select your existing web application server from the drop-down list of web application server types.
2. Click **Next** to continue with the installation.

The following table summarizes the information required for supported web application servers:

Web application server	Information required for installation
Tomcat 5.5	<ul style="list-style-type: none"> • Server Instance: Name of the current web application server instance (for example, “localhost”). • Service Name: Name of the Windows service if the application server will be installed as a windows service (for example, “Tomcat5”). • Application Server Installation Directory: The directory where the web application server is installed (for example, C:\wdeploy\appserver\Tomcat5520).
WebLogic 10	<ul style="list-style-type: none"> • Port: Administration port of the application server (for example, “7001”). • Username: User name with administration rights to the application server. • Password: Password for account with administration rights to the application server. • Server Instance: Name of the current web application server instance (for example, “mserver1”). • Application Server Domain Root Directory: The WebLogic domain root directory (for example, C:\bea\weblogic10\user_projects\domains\base_domain).
WebLogic 9.2	

Web application server	Information required for installation
	<ul style="list-style-type: none"> • Port: Administration port of the application server (for example, “7001”). • Username: User name with administration rights to the application server. • Password: Password for account with administration rights to the application server. • Server Instance: Name of the current web application server instance (for example, “mserver1”). • Application Server Domain Root Directory: The directory where the web application server is installed (for example, C:\bea\user_projects\domains\base_domain).
WebSphere 6.1	

Web application server	Information required for installation
	<ul style="list-style-type: none"> • SOAP Port: The SOAP Connector Port of the application server (for example, “8880”). • Username: User name with administration rights to the WebSphere application server. • Password: Password for account with administration rights to the application server. • Server Instance: 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?: Select this option to enable security requiring administrative access credentials to the application. <p>Note: Values for the username and password parameters must be set when <i>Admin is Secure</i> is enabled.</p> <ul style="list-style-type: none"> • Application Server Installation Directory: The directory where the web application server is installed (for example, C:\Program Files\IBM\WebSphere\AppServer).
Oracle Application Server 10g R3	

Web application server	Information required for installation
	<ul style="list-style-type: none"> • Admin is Secure?: Select this option to use Secure Sockets Layer (SSL) encryption for authentication. <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"> • Port: Administration port of the application server (for example, "6003"). This should be the request port of the <code><notification-server></code> element in the <code>opmn.xml</code> file. • Username: User with administration rights to the application server. • Password: Password for account with administration rights to the application server. • Server Instance: Name of the Oracle Application Server instance (for example, "home"). • 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"). • Application Server Installation Directory: The directory where the web application server is installed (for example, <code>C:\product\10.1.3\OracleAS_1</code>).

The "Start Installation" screen appears.

Remember your credentials for the web application server as they may be required to install add-ons or additional language packs.

Entering a Web Application Container Server (WACS) HTTP port number

The Web Application Container Server (WACS) is a container that provides Central Management Console (CMC) services for .NET installations. If you are not using a Java web application server in your deployment, the "Web Application Container Server Configuration" screen appears.

This screen allows you to either accept the default HTTP port number, 6405, or specify a different port. This is the HTTP port number on which you will access the CMC through WACS.

Perform the following steps to enter WACS HTTP port number:

1. If you want to change the HTTP port number for the WACS server, enter a new value in the **HTTP Port** field.
2. Click **Next** to continue.

Starting the installation

The "Start Installation" screen is the final screen in the installation setup.

Perform the following steps to start the installation:

- Click the **Next** button to start the installation process.

Uninstalling the Crystal Reports Server XI Release 2

After Crystal Reports Server 2008 V1 is installed in a simple upgrade, a dialog box appears that asks you if you want to uninstall your Crystal Reports Server XI Release 2 deployment.

Note:

It is highly recommended that you uninstall Crystal Reports Server XI Release 2 as soon you have verified that Crystal Reports Server 2008 V1 has been successfully installed. If you choose to uninstall Crystal Reports Server XI Release 2 later, you must ensure that the previous version of servers are not re-enabled and not re-started. In particular, enabling the older version

of the CMS and File Repository Servers will conflict with the Crystal Reports Server 2008 V1 system.

Perform the following steps to uninstall Crystal Reports Server XI Release 2:

1. If you want to uninstall Crystal Reports Server XI Release 2 click **Yes**, and when the Windows Installer dialog box appears, click **Yes** again.
2. If you do not want to uninstall Crystal Reports Server XI Release 2, click **Exit** to complete the installation process.

The installation program disables Crystal Reports Server XI Release 2. You can uninstall the previous version at a later time through Add/Remove Programs.

Upgrading to Crystal Reports Server 2008 V1

While installing Crystal Reports Server 2008 V1, if the installer detects that Crystal Reports Server 2008 is already installed on the system, the following message is displayed: "Crystal Reports Server 2008 is detected. Crystal Reports Server 2008 V1 is not allowed to install.". Click **OK** to exit the program.

Note:

When you have Crystal Reports 2008 V0 along with Crystal Reports Server 2008, you need to perform one of the following before upgrading to Crystal Reports Server 2008 V1:

- Uninstall Crystal Reports Server 2008 and then install a Crystal Reports 2008 V1 patch.
- Uninstall Crystal Reports Server 2008 and Crystal Reports 2008 V0, and then install a Crystal Reports 2008 V1 full build.

You can upgrade from Crystal Reports Server 2008 to Crystal Reports Server 2008 V1 by using one of the following methods:

- Installing Crystal Reports Server 2008 V1 on a Crystal Reports Server 2008 system

Upgrading from Crystal Reports Server 2008 to Crystal Reports Server 2008 V1 by installing the latter on the same system involves the following tasks:

1. Taking a backup of business intelligence (BI) contents available on the Crystal Reports Server 2008 system.
 2. Uninstalling Crystal Reports Server 2008.
 3. Installing Crystal Reports Server 2008 V1.
 4. Importing the backed up contents to Crystal Reports Server 2008 V1.
- Transferring BI contents to a Crystal Reports Server 2008 V1 system

This method involves using the Import Wizard tool to transfer BI contents from a system on which Crystal Reports Server 2008 is installed to a system on which Crystal Reports Server 2008 V1 is installed. You can

use this method to transfer BI contents, such as user accounts, groups, folders, reports, universes, security, and servers.

The Import Wizard is a locally installed Windows application that allows you to import existing user accounts, groups, folders, and reports, and other Business Intelligence content to your new Crystal Reports Server 2008 V1 system.

The Import Wizard runs only on Windows, but you can use it to import information from a source environment that is running on Windows or Linux to a new Crystal Reports Server 2008 V1 system that is running on Windows or Linux.

Note:

For more information on working with Import Wizard, see *BusinessObjects Enterprise XI 3.1 Import Wizard Guide*.

Taking a backup of BI contents

To take a backup of BI contents, perform the following steps:

1. Launch the Import Wizard tool.
The "Welcome to the Import Wizard" screen appears.
2. Click **Next**.
The "Source environment" screen appears.
3. In the "Source environment" screen, select **Crystal Reports Server 2008** as the source environment. Enter the name of the source CMS, user name, password, and authentication type, and click **Next**.
The "Destination environment" screen appears.
4. In the "Destination environment" screen, select **Business Intelligence Archive Resource (BIAR) File** as the destination environment, and click **Next**.
The "Select objects to import" screen appears. This screen displays the list of objects you can import to the destination environment.
5. Select the objects you want to import, and click **Next**.
The "A note on importing server groups" screen appears. This screen displays the following message:

Server groups are imported without their member servers. After importing is complete, you will need to manually add the desired servers to the imported servers groups. Failure to do so will render the server groups invalid, which will prevent any reports dependent on the server group from running successfully.

6. Click Next.

The "Users and groups" screen appears.

7. In the "Users and groups" screen, select the users and groups you want to import, and click Next.

The "Custom Access Levels " screen appears.

8. In the "Custom Access Levels" screen, select custom access levels to import, and click Next.

The "Categories" screen appears.

9. In the "Categories" screen, select the categories you want to import, and click Next.

The "Folders and objects" screen appears.

10. In the "Folders and objects" screen, select the folders and objects you want to import, and click Next.

The "Select application folders and objects" screen appears.

11. In the "Select application folders and objects" screen, select the application folders and objects you want to import, and click Next.

The "Import options for universes and connections" screen appears.

12. In the "Import options for universes and connections" screen, select importing options for universes and connections, and click Next.

The "Import repository objects options" screen appears.

13. In the "Import repository objects options" screen, select importing repository objects, and click Next.

The "Import options for publications" screen appears.

14. In the "Import options for publications" screen, select importing options for publications, and click Next.

The "Remote Connections and Replication Jobs" screen appears.

15. In the "Remote Connections and Replication Jobs" screen, select remote connections and replication jobs, and click Next.

The "Ready to Import" screen appears.

16. In the "Ready to Import" screen, click **Finish** to start importing.

The "Import Progress" screen appears. When the import process is complete, a dialog box displays the summary of the process.

17. Click **Done** to close the Import Wizard tool.

The backup process for contents in the Crystal Reports Server 2008 system is complete.

Uninstalling Crystal Reports Server 2008

For information on uninstalling Crystal Reports Server 2008, see the *Crystal Reports Server 2008 Installation Guide for Windows* available at:

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

Installing Crystal Reports Server 2008 V1

For information on installing Crystal Reports Server 2008 V1, see *Crystal Reports Server 2008 V1 Installation Guide for Windows* available at:

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

Importing BI contents to Crystal Reports Server 2008 V1

To import BI contents to Crystal Reports Server 2008 V1, perform the following steps:

1. Launch the Import Wizard tool.

The "Welcome to the Import Wizard" screen appears.

2. Click **Next**.

The "Source environment" screen appears.

3. In the "Source environment" screen, select **Business Intelligence Archive Resource (BIAR) File** as the source environment, specify the path where the BIAR file is saved, and click **Next**.

The "Destination environment" screen appears.

4. In the "Destination environment" screen, select Crystal Reports Server 2008 V1 as the destination environment. Enter the name of the destination CMS, user name, password, and authentication type, and click **Next**.
The "Select objects to import" screen appears.
5. In the "Select objects to import" screen, select the objects you want to import, and click **Next**.
The "Import scenario" screen appears. This screen prompts you to specify what you want the Import Wizard to do if it finds an object with the same unique identifier on the destination environment.
6. Select the required scenario, and click **Next**.
The "Incremental import" screen appears. This screen prompts you to specify the objects and rights that must be overwritten in the destination environment with the objects and rights in the source environment, if required.
7. Select the required scenario, and click **Next**.
The "Users and groups" screen appears.
8. In the "Users and groups" screen, select the users and groups you want to import, and click **Next**.
The "Custom Access Levels" screen appears.
9. In the "Custom Access Levels" screen, select custom access levels to import, and click **Next**.
The "Categories" screen appears.
10. In the "Categories" screen, select the categories you want to import, and click **Next**.
The "Folders and objects" screen appears.
11. In the "Folders and objects" screen, select the folders and objects you want to import, and click **Next**.
The "Select application folders and objects" screen appears.
12. In the "Select application folders and objects" screen, select the application folders and objects you want to import, and click **Next**.
The "Import options for universes and connections" screen appears.
13. In the "Import options for universes and connections" screen, select importing options for universes and connections, and click **Next**.
The "Import options for publications" screen appears.

14. In the "Import options for publications" screen, select importing options for publications, and click **Next**.
The "Remote Connections and replication jobs" screen appears.
15. In the "Remote Connections and replication jobs" screen, select remote connections and replication jobs, and click **Next**.
The "Ready to Import" screen appears.
16. In the "Ready to Import" screen, click **Finish** to start importing BI contents.
The "Import Progress" screen appears. When the import process is complete, this screen displays a summary of the report.
17. Click **Done** to close the Import Wizard.

Transferring BI contents to Crystal Reports Server 2008 V1

Crystal Reports Server 2008 V1 must be installed. For information on installing Crystal Reports Server 2008 V1, see *Crystal Reports Server 2008 V1 Installation Guide for Windows* available at: <http://help.sap.com>.

To import BI contents to a Crystal Reports Server 2008 V1 system, perform the following steps:

1. Launch the Import Wizard tool.
The "Welcome to the Import Wizard" screen appears.
2. Click **Next**.
The "Source environment" screen appears.
3. In the "Source environment" screen, select Crystal Reports Server 2008 as the source environment. Enter the name of the source CMS, user name, password, and authentication type, and click **Next**.
The "Destination environment" screen appears.
4. In the "Destination environment" screen, select Crystal Reports Server 2008 V1 as the destination environment. Enter the name of the source CMS, user name, password, and authentication type, and click **Next**.
The "Select objects to import" screen appears.
5. In the "Select objects to import" screen, select the objects you want to import, and click **Next**.

The "Import scenario" screen appears. This screen prompts you to specify what you want the Import Wizard to do if it finds an object with the same unique identifier on the destination environment.

6. Enter the required information, and click **Next**.

The "Incremental import" screen appears. This screen prompts you to specify the objects and rights that must be overwritten in the destination environment with the objects and rights in the source environment, if required.

7. Enter the required information, and click **Next**.

The "Users and groups" screen appears.

8. In the "Users and groups" screen, select the users and groups you want to import, and click **Next**.

The "Custom Access Levels" screen appears.

9. In the "Custom Access Levels" screen, select custom Access Levels to import, and click **Next**.

The "Categories" screen appears.

10. In the "Categories" screen, select the categories you want to import, and click **Next**.

The "Folders and objects" screen appears.

11. In the "Folders and objects" screen, select the folders and objects you want to import, and click **Next**.

The "Select application folders and objects" screen appears.

12. In the "Select application folders and objects" screen, select the application folders and objects you want to import, and click **Next**.

The "Import options for universes and connections" screen appears.

13. In the "Import options for universes and connections" screen, select importing options for universes and connections, and click **Next**.

The "Import repository objects options" screen appears.

14. In the "Import repository objects options" screen, select importing repository objects, and click **Next**.

The "Import options for publications" screen appears.

15. In the "Import options for publications" screen, select importing options for publications, and click **Next**.

The "Remote Connections and Replication Jobs" screen appears.

16. In the "Remote Connections and Replicating Jobs" screen, select remote connections and replication jobs, and click **Next**.
The "Ready to Import" screen appears.
17. In the "Ready to Import" screen, click **Finish** to start importing BI contents.
The "Import Progress" screen appears. After the import process is complete, a dialog box displays a summary of the process.
18. Click **Done** to close the Import Wizard.

Updating imported events

After you import events to a destination Central Management Server (CMS), you must run the EventUpdater script. This script updates the imported events by associating them with the Crystal Reports Server 2008 V1 event servers that they are to run on.

If this script is not run, you must manually re-associate the events with event servers, by navigating to every imported event and associating it with an event server.

If you are importing events from more than one event server, you must run the script once for each event server that you are importing the events from.

On a Windows system, the script is called `EventUpdater.bat`, and is located in the `<INSTALLDIR>\Business Objects\BusinessObjects Enterprise 12.0\win32_x86\scripts\` folder by default.

On a Linux system, the script is called `EventUpdater.sh`, and is located in the `./bobje/` directory.

The following table describes the parameters for the script:

Parameter	Description
<code>-oldeventserver</code>	The name of the event server on the system that the event was exported from.
<code>-neweventserver</code>	The name of the event server on the Crystal Reports Server system that you want to associate the event with.
<code>-cms</code>	The name of any CMS on the Crystal Reports Server destination system.
<code>-user</code>	The username for a Crystal Reports Server administrator account.
<code>-password</code>	The password for the Crystal Reports Server administrator account.
<code>-authentication</code>	The authentication method. The accepted values are <code>secEnterprise</code> , <code>secWinAd</code> , and <code>secLdap</code> .

1. Locate the appropriate script, based on your platform.
2. Run the script with the necessary parameters.

- On Windows:

```
c:\Program Files\Business Objects\BusinessObjects Enterprise 12.0\win32_x86\scripts\eventupdater.bat" -oldeventserver <old event server friendly name> -neweventserver <new event server name> [-cms <cms>] [-user <username>] [-password <password>] [-authentication secAuthType]
```

- On Linux:

```
./bobje/eventupdater.sh -oldeventserver <old event server friendly name> -neweventserver <new event server name> [-cms <cms>] [-user <username>] [-password <password>] [-authentication secAuthType]
```

Configuring the auditing database

For information on configuring the auditing database, see the “Managing Auditing” chapter of the *BusinessObjects Enterprise Administrator'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
<p>SAP Service Marketplace</p>	<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>
<p>Developer resources</p>	<p>https://boc.sdn.sap.com/ https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary</p>
<p>SAP BusinessObjects articles on the SAP Community Network</p>	<p>https://www.sdn.sap.com/irj/boc/businessobjects-articles</p> <p>These articles were formerly known as technical papers.</p>
<p>Notes</p>	<p>https://service.sap.com/notes</p> <p>These notes were formerly known as Knowledge Base articles.</p>
<p>Forums on the SAP Community Network</p>	<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>

Index

A

- Apache Tomcat 5.5
 - configuration details 38
- auditing database, configuring 33, 55

C

- CMS database
 - configuring 32, 33
 - specifying 29, 31
- Crystal Reports Server 2008 V1
 - documentation 8

D

- database
 - installing MySQL 19
 - preparing your existing 23
- database requirements
 - character encoding 18
 - CMS overview 18
 - DB2 21
 - Microsoft SQL Server 23
 - MySQL 23
 - Oracle 22
 - Sybase 22
- database server preparations 23
- database, CMS 20
- DB2 20
 - configuring 33
- deployment
 - user permissions 16

E

- events, updating 53

I

- installation
 - language packs 28
 - running 26
 - Tomcat 37
 - user information 27
 - Web Application Container Server (WACS)
 - 43
 - web application option 36
- installation directory
 - specifying 31

L

- language packs
 - installation 28

M

- MySQL
 - configuring 32, 33
 - installing as database 19

O

- Oracle 20
 - configuring 33
- Oracle Application Server 10g R3
 - configuration details 38

P

- preparing your database server 23

S

- Server Intelligence Agent 32
- simple upgrades 11, 29

Index

SQL Server
 configuring 33
Sybase 20
 configuring 33
system requirements 16

T

Tomcat
 configuring 37

U

Unicode 20
uninstalling Crystal Reports Server XI Release
 2 43
upgrades
 simple 11, 25, 29
upgrading
 considerations 15
 from Crystal Reports Server XI Release 2
 8, 11

upgrading (*continued*)
 overview 11

W

wdeploy
 user permissions 16
Web Application Container Server
 installing 17
web application server
 choosing 17
 configuration details 38
 user permissions required 16
WebLogic 10
 configuration details 38
WebLogic 9
 configuration details 38
WebSphere 6.1
 configuration details 38
WebSphere Community Edition 2.0
 configuration details 38