

CRYSTAL ENTERPRISE ENHANCED SAP EDITION VERSION 9

FAQ

Q: What is new in Crystal Enterprise Enhanced SAP Edition (CEESE) v9?

A: Crystal Enterprise Enhanced SAP Edition version 9 accomplishes 2 major goals based on market demands:

- **Provide support for version 9 of our products.**
Crystal Enterprise Enhanced SAP Edition version 9 offers support for Crystal Enterprise 9, Crystal Reports 9 and Crystal Analysis 9.
- **Combine our Solutions for SAP R/3 and SAP BW into a single product.**
Crystal Enterprise Enhanced SAP Edition version 9 combines reporting solutions for SAP R/3 and SAP BW. Rather than addressing the needs of SAP R/3 customers and SAP BW with different products, as was previously done, the new version offers a single reporting solution for both.

Q: Are there any new features in CEESE 9 outside of the CR9, CE9 and CA9 new features (i.e. SAP-specific features)?

A: This release is a platform support release – enabling our SAP solution to work with version 9 of our products and therefore it does not include any major new features outside of those generally provided by CE, CR, and CA.

In addition to bug fixes, the one new feature is an enhancement to the Security Definition Editor (SAP transaction ZRLS).

Q: Does the OEM support version 9?

A: No. Crystal Enterprise SAP Edition (OEM) supports version 8.5 of Crystal's family of products. Customers requiring version 9 functionality must upgrade to Crystal Enterprise Enhanced SAP Edition version 9 (Resell).

Q: What platforms and languages are supported by CEESEv9?

A: Platforms: Windows only (CE 9 supports Windows platforms only).
Languages: English, French, German and Japanese.

Q: What if a customer requires UNIX support?

A: Customers requiring UNIX support can use Crystal Enterprise Enhanced SAP Edition version 8.5. Please note that Crystal Enterprise Enhanced SAP Edition version 10 will also provide UNIX support. The reason why Crystal Enterprise Enhanced SAP Edition version 9 does not support UNIX is that Crystal Enterprise version 9 itself does not support it.

Q: What is the release schedule for CEESEv9?

A: English: Q3 CY 2003
French, German, and Japanese: Q4 CY 2003

Q: What are UBatch dates and who is eligible?

A: We are aiming at shipping UBatch in the same timeframes where products are released.

All Crystal Enterprise Solution Kit for mySAP version 2.5 and Crystal Enterprise Enhanced SAP Edition version 8.5 with valid maintenance contracts are eligible for the UBatch. As Crystal Enterprise Enhanced SAP Edition version 9 will be available only on the Windows platform, the upgrade will be sent only to customers that have purchased the Windows version of Crystal Enterprise Enhanced SAP Edition version 8.5 or any customer that has purchased CE Solution kit for my SAP version 2.5 (this product shipped with all platforms on a single CD so there is no means to identify if customers use the software on Windows or not.)

Q: What platforms are supported?*

A: **Operating Systems:** CEESEv9 will support Windows Operating systems only. For IBM AIX and Sun Solaris support customers may use CEESEv8.5. Please note that UNIX support is also planned for CEESEv10.

SAP R/3: CEESE v9 will support SAP R/3 4.6c or 4.7.

SAP BW: CEESE v9 will support SAP BW 3.0b or 3.1c.

** Crystal Decisions tries to match support with SAP's. The Standard Maintenance for R3 versions <= 4.6b ends in December 2003. Standard Maintenance for 4.6c ends in March 2006. CE ESE v9 is targeted for Q3 & Q4 2003; hence, we will officially support 4.6c onwards.

Q. Can the Excel Add-In be used with CEESE 9?

A: The Excel Add-In has not officially been tested with CEESEv9. Some of the known limitations are:

- If used with report objects, the database username/password must be saved with the report object. This is because the Excel Add-In has no database prompting capabilities and if users try to refresh the report with the latest data, it fails.
- The Excel Add-In does not support/display field descriptions - it only displays field names. Therefore, although it is technically possible to report off instances, users will find it difficult to identify what fields to use.

Q. Can Ad Hoc be used with CEESE 9?

A: Ad-Hoc V9 has built-in support for displaying field descriptions, which addresses one of the issues that the solution kits have had before. However Ad-Hoc has not been fully tested with CEESE. Hence, other unknown issues may exist.

Q. Is there a special package for CEESE v9 with CE Premium?

A: No. Customers requiring both CE Premium and CEESE v9 should purchase CE Premium and the CEESE Add On (additional 34% of total CE Pro cost). Note that CE Premium is not on SAP's price list.

Q. What products is SAP entitled to re-sell?

A: The agreement with SAP covers both version 8.5 and version 9 products. The products that are part of the agreement are Crystal Enterprise Enhanced SAP Edition, Crystal Reports, Crystal Analysis Professional, Additional Content Delivery and Smart Reporting. Note that the CE Premium product / price bundle is not part of the agreement and is currently sold by Crystal only. If there is a situation where a deal needs to be contracted through SAP and the customer requires CE Premium, please contact sales management.

Q. What do customers get in the CEESE 9 package?

A: Customers purchasing through Crystal get the following: Crystal Reports Professional 9, Crystal Enterprise Professional 9, Add Ons Disc 1 and Add Ons Disc 2. The Add Ons CDs contain all of the CR and CE Add Ons for SAP.

Customers purchasing through SAP get the same components except that they do not receive Add Ons disc 2 automatically. The reason for this is that SAP does not want to distribute the components included on this CD: OpenSQL driver and CA Pro connectivity. SAP customers are however entitled to obtaining this CD and can download it from this URL: <http://www.crystaldecisions.com/CEESEV9/Disc2>

Q. How do customers obtain key codes?

A: The process is different depending on whether customers have purchased through Crystal or SAP.

- **Customers purchasing through Crystal** obtain key codes directly with the product so there is no additional step to take.
- **Customers purchasing through SAP** do not receive permanent key codes with the product. They receive temporary key codes enabling them to use the products for a

period of 30 days. With the products they also receive a letter instructing them to order product key codes from the SAP Service Marketplace (<http://service.sap.com>). SAP receives the requests, orders key codes from Crystal Decisions customer care, and ships them to customers.

Q. Are there any special requirements when installing CEESE 9?

A: Yes. In addition to the instructions provided in the documentation, it is required to refer to Knowledge Base article ID: c2013842.

Please note that customers are informed of this requirement in a letter accompanying the product, in the product documentation and during the installation of the product.

Need more information?

- **Product Central:**
<http://team.crystaldecisions.com/ProductCentral/Product/crystalsolutionsforsap.asp>
- **Business Development site:**
<http://team.crystaldecisions.com/BizDev/ERP/SAP/Welcome.asp>