

# SAP Crystal Reports 2016

## Supported Platforms (PAM)

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# SAP Crystal Reports 2016 PAM

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## Operating System

	Windows Server				Windows Desktop		
	Server 2008 R2	Server 2012	Server 2012 R2	Server 2016	Windows 7 SP1	Windows 8.1	Windows 10
	SP1				SP1		
SAP Crystal Reports 2016	✓	✓	✓	SP03+	✓	✓	✓

SAP Crystal Reports 2016 (Designer) is 32-bit and can be used in both 32-bit and 64-bit operation system, unless noted otherwise

SAP Crystal Reports 2016 (Designer) works with SAP BusinessObjects Business Intelligence Platform 4.2, check [KBA 1968027](#)

Touch screen interactions are not supported.

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## Language Support

**UI:** The user interface is localized into the languages listed below.

**Data:** Data stored in Unicode format can be accessed and displayed in all products and is not restricted to the languages below.

	English	French	German	Japanese	Spanish	S Chinese	Italian	Dutch	Russian	Korean	T Chinese	Portuguese	Swedish	Polish	Danish	Norwegian	Finnish	Thai	Czech	Hungarian	Slovakian	Turkish	Romanian	Slovenian	Arabic (***)	Hebrew(***)	Ukrainian(***)	Kazakh(***)
Crystal Reports 2016	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	SP03+	SP03+	

(\*\*\*) Only supported in Crystal Reports DHTML Viewer, when using Internet Explorer and Firefox

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## Browser Support

Web Browser	Java	Windows Server					Windows Desktop			Mac OS
		Server 2008 SP2 x64	Server 2008 R2 SP1 x64	Server 2012 X64	Server 2012 R2	Server 2016	Windows 7 SP1	Windows 8.1	Windows 10	Mac OS X
Microsoft IE 10 desktop version	Oracle JRE 7, 8	-	-	✓	-		-	-	-	-
Microsoft IE 11 desktop version	Oracle JRE 7, 8	-	✓	-	✓	SP04+	✓	✓	✓	-
Mozilla Firefox ESR 45.x	Oracle JRE 7, 8	✓	✓	✓	✓	SP04+	✓	✓	✓	-
Microsoft EdgeHTML 14.14393	Oracle JRE 7, 8	✓	✓	✓	✓	SP04+	✓	✓	✓	-
Google Chrome	Oracle JRE 7, 8	✓	✓	✓	✓	SP04+	✓	✓	✓	-
Safari 7	Oracle JRE 7, 8	-	-	-	-		-	-	-	✓
Safari 8	Oracle JRE 7, 8	-	-	-	-		-	-	-	✓
Safari 9	Oracle JRE 7, 8	-	-	-	-		-	-	-	SP03+
Safari 10	Oracle JRE 7, 8	-	-	-	-		-	-	-	SP04+

- Only 32-bit browsers are supported, except for Safari on OS X, which is only available as a 64-bit browser. In the case of IE10, this means “Enhanced Protected Mode” (64-bit content processes) is not supported; the IE 10 application itself (the “Manager” process) is always 64-bit on 64-bit systems and this is supported.
- Touch screen interactions are not supported.
- For more information about Firefox Extended Support Releases (ESR): <http://www.mozilla.org/en-US/firefox/organizations/faq/>
- The current version of Google Chrome is supported based on testing with earlier versions of Chrome during development. Although SAP will work to maintain compatibility with Google Chrome, please be aware that issues may be introduced if and when Google makes significant changes to Chrome between rapid-releases.
- Crystal Reports Java Applet viewer will be deprecated soon, also note it will not launch in Chrome version 45 onwards due to removal of NPAPI support in Chrome. Use the Crystal Reports DHTML (“Web”) viewer instead.

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## Other Technology Support

		Windows
Technology	Technology Version	
Adobe Reader	Adobe Reader XI	✓
	Adobe Reader DC (Classic Track)	✓
	Adobe Reader DC (Continuous Track)	✓
Adobe Flash Player	Adobe Flash Player 25	✓
Microsoft Office <sup>(*1)</sup> <sup>(*2)</sup>	Microsoft Office 2010 SP1+	✓
	Microsoft Office 2013	✓
	Microsoft Office 2016	SP03+
	Office 365 <sup>(*3)</sup>	✓

- (\*1) Only 32-bit versions of Microsoft Office are supported
- (\*2) SPs of Microsoft Office that are higher than the minimum listed SPs are supported by reference
- (\*3) No support for integrating with Office 365 cloud offerings as such. Office 365 support is only for the version of Microsoft Office being supported.

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## Other Technology Support (cont.)

		Windows
Technology	Technology Version	
Microsoft .NET Framework	.NET Framework 3.5 SP1	✓
	.NET Framework 4.5.2	✓
	.NET Framework 4.6 (and support packages)	✓
SAP GUI	SAP GUI 7.30	✓
	SAP GUI 7.40 (*1)	✓
	SAP GUI 7.50	SP04+

- (\*1) Recommended minimum supported SAP GUI 7.4 version is SAP GUI 7.4 Patch 2 . Refer SAP Note [2163607](#) and SAP note [2063021](#) for more details.

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## Virtualization Technology Support

### Server Virtualization

Refer to the [SAP Note 1492000](#) for the general statement on virtualization technology support, and related notes for virtualization support on operating systems supported in this release

### Desktop Virtualization

Refer to the table below:

		Windows
Desktop Virtualization		
Citrix	XenApp 6.0 and 6.5 <sup>(*1)</sup> [Windows Server 2008 R2]	✓
	XenApp 7.5 [Windows Server 2012]	✓
	XenApp 7.6 [Windows Server 2016]	SP03+
Microsoft	Remote Desktop Services	✓
	Hyper V	SAP Note 1492000
Linux (SUSE SLES SP04, RHEL v7.2+)	Remote Desktop Protocol (RDP) Connectivity - FreeRDP, Rdesktop	SP04+

- (\*1) XenApp 6.5 is supported by reference to XenApp 6.0



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## Cloud Infrastructure Support

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SAP Business Intelligence 4.2 solutions can be deployed on cloud infrastructure for productive and non-productive purposes.

The following cloud infrastructure offerings are certified for deployment:

Cloud Infrastructure Offering	Additional Notes (for supported combinations, client/server components)
SAP HANA Enterprise Cloud (HEC)	
Amazon Web Services (AWS)	<a href="#">SAP Note 1656099</a>
Microsoft Azure Cloud	<a href="#">SAP Note 2145537</a>
IBM SoftLayer Cloud	<a href="#">SAP Note 2279688</a>
Alibaba Cloud (JuShiTa variant)	<a href="#">SAP Note 2314398</a>

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## Data Access

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**Please consult the file:**

### **CR 2016 Data Access**

**Notes:**

- Crystal Reports is offered as a 32-bit native binary. It requires 32-bit data source middleware connectivity on all operating systems.
- Crystal Reports uses the 32-bit ODBC registry on all versions of Windows. To administer 32-bit ODBC DSNs on 64-bit versions of Windows, run the 32-bit ODBC Administrator, located here:  
C:\Windows\SysWOW64\odbcad32.exe

# Appendix

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## Minimum HW - Windows

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### **Minimum Screen Resolution**

Screen resolution of [1024] x [768] is recommended

### **Minimum Client Hardware Requirements**

Dual Core CPU

2 GB RAM

2 GB for default installation with English language only installed