

# **SAP Crystal Reports 2013 Product Availability Matrix (PAM)**

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# SAP Crystal Reports 2013

## Product Availability Matrix (PAM)



### PRODUCT AVAILABILITY MATRIX

- Supported Operating Systems
- Supported Languages
- Supported Virtualization Technologies
- Supported Browsers
- Supported Data Source
- Other Supported Technologies

### APPENDIX

- Minimum Hardware Requirements

# SAP Crystal Reports 2013 PAM

## Operating Systems



|                          | Windows Server |                |             |                |             | Windows Desktop |           |             |            |
|--------------------------|----------------|----------------|-------------|----------------|-------------|-----------------|-----------|-------------|------------|
|                          | Server 2008    | Server 2008 R2 | Server 2012 | Server 2012 R2 | Server 2016 | Windows 7       | Windows 8 | Windows 8.1 | Windows 10 |
|                          | SP2            | SP1            | RTM         | RTM            | RTM         | SP1             | RTM       | RTM         | RTM        |
| SAP Crystal Reports 2013 | ✓              | ✓              | ✓           | SP02+          | SP10+       | ✓               | ✓         | SP02+       | SP07+      |

- SAP Crystal Reports 2013 (Designer) is 32-bit and can be used in both 32-bit and 64-bit operation system, unless noted otherwise
- SAP Crystal Reports 2013 (Designer) works with SAP BusinessObjects Business Intelligence Platform 4.1, check [KBA 1968027](#)

# SAP Crystal Reports 2013 PAM

## Language Support



| Products             | 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 |
|----------------------|---------|--------|--------|----------|---------|-----------|---------|-------|---------|--------|-----------|------------|---------|--------|--------|-----------|---------|------|-------|-----------|-----------|---------|----------|-----------|
| Crystal Reports 2013 | ✓       | ✓      | ✓      | ✓        | ✓       | ✓         | ✓       | ✓     | ✓       | ✓      | ✓         | ✓          | ✓       | ✓      | ✓      | ✓         | ✓       | ✓    | ✓     | ✓         | ✓         | ✓       | ✓        | ✓         |

Crystal Reports DHTML Viewer in BI Launchpad supports Arabic, when using Internet Explorer and Firefox.

# SAP Crystal Reports 2013 PAM Supported Virtualization Technologies



| Virtualization Technologies |  | Windows             |
|-----------------------------|--|---------------------|
| Citrix                      | Citrix XenApp 7.5 [Windows Server 2012 and 2012 R2]                | SP05+               |
|                             | Citrix XenApp 6.0 and 6.5 <sup>(*1)</sup> [Windows Server 2008 R2] | ✓                   |
|                             | Citrix XenApp 5.0 [Windows Server 2008]                            | ✓                   |
| Microsoft                   | Remote Desktop Services  | ✓                   |
|                             | Hyper V  | SAP Note<br>1492000 |

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

# SAP Crystal Reports 2013 PAM

## Application Server Support by Operating Systems [2/2]



The table below describes how to read the SDK version dependency for each Operating System.

For example: When an application server is noted as supported with Java 8, and the operating system notes that it is a Oracle JDK, it means that this is Oracle JDK 8 release. Similar for IBM Java.

|                        | Oracle/Sun JDK | IBM Java   |
|------------------------|----------------|------------|
| Java 6                 | Oracle JDK 6   | IBM Java 6 |
| Java 7                 | Oracle JDK 7   | IBM Java 7 |
| Java 8 <sup>(*3)</sup> | Oracle JDK 8   | IBM Java 8 |

- Only Java Application Server utilizing 64-bit JDK's are supported
- **(\*1)** WebSphere is supported with IBM Java SDK when applicable
- **(\*2)** SAP NetWeaver is supported with SAP JVM on all Operating Systems
- **(\*3)** With Java 8, there is a workaround required, as described in [SAP Note 2149200](#).
- (Compatible to ..) - Compatible support with regards to the specified release. For definition of compatible support please consult the Platforms Support Policy here <https://websmp108.sap-ag.de/bosap-supportedplatforms>

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## Browser Support by Operating Systems



| Web Browser                         | Java            | Windows Desktop |           |             |            | Mac OS |
|-------------------------------------|-----------------|-----------------|-----------|-------------|------------|--------|
|                                     |                 | Windows 7 SP1   | Windows 8 | Windows 8.1 | Windows 10 | Mac OS |
| IE10 <sup>(*4)</sup>                | Oracle JRE 7, 8 | ✓               | ✓         | -           | -          | -      |
| IE11 <sup>(*4)</sup>                | Oracle JRE 7, 8 | SP03+           | -         | SP03+       | SP07+      | -      |
| Microsoft Edge <sup>(*6) (*7)</sup> | N/A             | -               | -         | -           | SP09+      | -      |
| Firefox ESR 60.x <sup>(*1)</sup>    | Oracle JRE 7, 8 | ✓               | ✓         | ✓           | ✓          | -      |
| Google Chrome <sup>(*2)</sup>       | Oracle JRE 7, 8 | ✓               | ✓         | ✓           | ✓          | -      |
| Safari 9                            | Oracle JRE 7, 8 | -               | -         | -           | -          | SP08+  |
| Safari 10                           | Oracle JRE 7, 8 | -               | -         | -           | -          | SP10+  |
| Safari 11                           | Oracle JRE 7, 8 | -               | -         | -           | -          | SP12+  |

• Touch screen interactions are not supported

- <sup>(\*1)</sup> For more information about Firefox Extended Support Releases: <http://www.mozilla.org/en-US/firefox/organizations/faq/>.
- <sup>(\*2)</sup> 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.
- <sup>(\*3)</sup> Support for JRE 6 as a browser JRE is deprecated as of December 31, 2013.
- <sup>(\*4)</sup> Beginning January 12, 2016, Microsoft will support the most current version of Internet Explorer available for a supported operating system. Only the current version of IE will receive technical supports and security updates. Please refer [SAP KBA](#)
- <sup>(\*5)</sup> Please note that the Crystal Reports Java Applet viewer (“Web Java”) will be deprecated soon – please use the Crystal Reports DHTML (“Web”) viewer instead.
- <sup>(\*6)</sup> With EdgeHTML 14.14393 or higher, 14.14393 is available in the 2016 Anniversary update of Windows 10 (August 2, 2016).
- <sup>(\*7)</sup> Crystal Reports Java Applet Viewer, ActiveX Viewer, and ActiveX Print Control are not supported in Edge browser, see SAPNote [2264449](#) for detail.

Please consult the file:

### [CR 2013 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



# SAP Crystal Reports 2013 PAM

## Other Technology Supported



| Technology                       | Technology Version                            | Windows |
|----------------------------------|---|---------|
| Adobe Reader                     | Adobe Reader XI                               | ✓       |
|                                  | Adobe Reader DC                               | ✓       |
| Adobe Flash Player               | Embedded Version in Windows 8.1 and 10        | ✓       |
|                                  | Embedded Version in Chrome                    | ✓       |
|                                  | For Internet Explorer - ActiveX (Win7 only)   | ✓       |
|                                  | For Safari and Firefox - NPAPI                | ✓       |
| Microsoft Office <sup>(*)1</sup> | Microsoft Office 2007 SP3                     | ✓       |
|                                  | Microsoft Office 2010 SP1                     | ✓       |
|                                  | Microsoft Office 2013                         | ✓       |
|                                  | Microsoft Office 2016                         | SP09+   |
|                                  | Office 365 <sup>(3)</sup>                     | SP06+   |
| SAP GUI                          | SAP GUI 740 patch level 2+ <sup>(2) (4)</sup> | ✓       |
|                                  | SAP GUI 750 <sup>(5)</sup>                    | SP12+   |

(\*)1 Only 32-bit versions of Microsoft Office are supported

(\*)2 Refer SAP Note [2163607](#) and SAP note [2063021](#) for more details. And CR2013 support for SAP GUI 750 is in progress, please refer to [SAP Note 2574135](#) for Support Packages and Patches that already supports SAP GUI 750.

(\*)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

(\*)4 Supported until Crystal Reports 2013 SP11. Upgrade SAP GUI to 7.50 if you are on higher version of Crystal Reports (including SP12).

(\*)5 Supported since Crystal Reports 2013 SP12. Refer to SAP Note [2574135](#) for detail, e.g. required SAP GUI 7.50 and BI Add-on patch levels.

# APPENDIX



### **Minimum Screen Resolution**

Screen resolution of [1024] x [768] or higher is recommended.

### **Minimum Hardware Requirements**

Dual Core CPU

2 GB RAM

2 GB available hard drive space

CD-ROM drive (for CD install only)