

SAP Crystal Reports 2020

Supported Platforms (PAM)

Initial Publication: June 16, 2020

Last Update: March 3, 2021

Applicability: BI 4.3 RTC – SP01

PUBLIC

Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Table of Contents

Supported Platforms

1. [Operating System](#)
2. [Language Support](#)
3. [Browser Support by Operating System](#)
4. [Data Access](#)
5. [Other Technology Support](#)
6. [Virtualization Technology Support](#)
7. [Cloud Infrastructure Support](#)

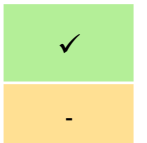
For BI 4.3 Maintenance Strategy document: [click here](#)

How to read the tables in this document

A checkmark means supported with

BI 4.3

“-” means not supported



Operating System

Only 64-bit OS support

	Windows Server			Windows Desktop	
	Server 2012 R2	Server 2016	Server 2019	Windows 8.1	Windows 10
					(*1)
SAP Crystal Reports 2020	✓	✓	✓	✓	✓

(*1) Up to Windows 10 patch 1903 from CR2020 RTC, Patch 2004 from CR2020 SP01

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 2020	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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

Browser Support by Operating System

Web Browser	Windows Server			Windows Desktop		Mac OS
	Server 2012 R2	Server 2016	Server 2019	Windows 8.1	Windows 10	Mac OS X
Microsoft IE 11 desktop version	✓	✓	✓	✓	✓	-
Microsoft Chromium Edge	✓	✓	✓	✓	✓	-
Mozilla Firefox ESR 78.X(*1)	✓	✓	✓	✓	✓	-
Google Chrome(*2)	✓	✓	✓	✓	✓	-
Safari 12	-	-	-	-	-	✓
Safari 13	-	-	-	-	-	✓

Only 64 bit browsers are supported

(*1) For more information about [Firefox ESR release cycle | Firefox for Enterprise Help \(mozilla.org\)](#)

(*2) The current version of Google Chrome is supported based on testing with earlier versions of Chrome. Although SAP will work to maintain compatibility with Google Chrome, please be aware that issues may be introduced when significant changes to between releases.

(*3) Limitations with respect to IE 11 please refer to SAP Note [1903267](#)

Data Access

Please consult the file:

[CR 2020 Data Access](#)

Notes:

- Crystal Reports 2020 is offered as a **64-bit native** binary. It requires **64-bit** data source middleware connectivity on all operating systems.
- Crystal Reports 2020 uses the **64-bit ODBC** registry on all versions of Windows. To administer 64-bit ODBC DSNs on 64-bit versions of Windows, run the 64-bit ODBC Administrator, located here:
C:\Windows\System32\odbcad32.exe

Other Technology Support

		Windows
Technology	Technology Version	
Adobe Acrobat Reader DC	Current ^(*1)	✓
Microsoft Office ^(*2)	Microsoft Office 2013	✓
	Microsoft Office 2016	✓
	Microsoft Office 2019	✓
	Office 365 ^(*3)	✓
Microsoft .NET Framework	.NET Framework 4.6.2	✓
	.NET Framework 4.7.1	✓
	.NET Framework 4.7.2	✓
	.NET Framework 4.8	✓
SAP GUI	SAP GUI 7.60	✓

- ^(*1) The current version of Acrobat Reader DC is supported based on testing with earlier versions during development. Although SAP will work to maintain compatibility with Acrobat Reader DC, please be aware that issues may be introduced if and when Adobe makes significant changes.
- ^(*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.
- ^(*4) Flash no longer supported since Dec 31, 2020

Virtualization Technology Support

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	Linux
Desktop Virtualization			
Citrix	XenApp 7.6 [Windows Server 2012 R2]	✓	-
	XenApp 7.11, 7.12, 7.15 [Windows Server 2016]	✓	-
Microsoft	Remote Desktop Services	✓	-
	Hyper V	SAP Note 1492000	-
Remote Desktop Protocol (RDP) Connectivity	FreeRDP [Suse SLES v12]	-	✓
	Rdesktop [SUSE SLES v12]	-	✓
	Cendio Thinlinc [Windows Server 2016]	✓	-
	Cendio Thinlinc [Suse SLES v12]	-	✓

Cloud Infrastructure Support

SAP Business Intelligence 4.3 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)	Support via HEC Solution Portfolio List
Amazon Web Services (AWS)	SAP Note 1656099
Microsoft Azure Cloud	SAP Note 2145537
IBM SoftLayer Cloud	SAP Note 2279688
Alibaba Cloud (JuShiTa variant)	SAP Note 2314398
Alibaba Cloud	SAP Note: 2688086
Google Cloud Platform (Compute Engine)	SAP Note 2538880
Oracle Cloud	SAP Note: 2650732

Follow us



www.sap.com/contactsap

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.