SAP Crystal Reports 2016
Supported Platforms (PAM)

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For BI 4.2 Maintenance Strategy document: click here

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Operating System

	Windows Server				*Windows Desktop*	
	Server 2012	Server 2012 R2	Server 2016	Server 2019	Windows 8.1	Windows 10
						(*) Up to 1903
SAP Crystal Reports 2016	✓	✓	SP03+	SP07+	✓	✓

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.

(*) Windows 10 1903 supported from 4.2 SP08 onwards, Windows 10 1803 supported from 4.2 SP07 onwards, Windows 10 1709 supported from 4.2 SP06 onwards

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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

		Windows Server				Windows Desktop		Mac OS
Web Browser	Java	Server 2012	Server 2012 R2	Server 2016	Server 2019	Windows 8.1	Windows 10	Mac OS X
Microsoft IE 11	Oracle JRE 7, 8	✓	✓	SP04+	SP08+	✓	✓	-
Mozilla Firefox ESR 68.x	Oracle JRE 7, 8	✓	✓	SP04+	SP08+	✓	✓	-
Microsoft EdgeHTML 14	Oracle JRE 7, 8	-	-	-		-	SP04+	-
Microsoft EdgeHTML 15	Oracle JRE 7, 8	-	-	-		-	SP05+	-
Microsoft EdgeHTML 16	Oracle JRE 7, 8	-	-	-		-	SP06+	-
Microsoft EdgeHTML 17	Oracle JRE 7, 8	-	-	-		-	SP07+	-
Microsoft EdgeHTML 18	Oracle JRE 7, 8	-	-	-		-	SP08+	
Google Chrome	Oracle JRE 7, 8	✓	✓	SP04+	SP08+	✓	✓	-
Safari 9	Oracle JRE 7, 8	-	-	-		-	-	SP03+
Safari 10	Oracle JRE 7, 8	-	-	-		-	-	SP04+
Safari 11	Oracle JRE 7, 8	-	-	-		-	-	SP06+
Safari 12	Oracle JRE 7, 8	-	-	-		-	-	SP07+

- 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 IE11, this means “Enhanced Protected Mode” (64-bit content processes) is not supported; the IE 11 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	Embedded Version in Windows 8.1 and 10	✓
	Embedded Version in Chrome	✓
	For Safari and Firefox - NPAPI	✓
Microsoft Office (*1) (*2)	Microsoft Office 2010 SP1+	✓
	Microsoft Office 2013	✓
	Microsoft Office 2016	SP03+
	Microsoft Office 2019	SP08+
	Office 365 (*3)	✓

- (*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)	✓
	.NET Framework 4.7 (and support packages)	SP06+
SAP GUI	SAP GUI 7.50	SP06+ (1)
	SAP GUI 7.60	SP07+

(*1) Supported since Crystal Reports 2016 SP05 patch 1 and SP06. Refer to SAP Note 2574135 for detail, e.g. required SAP GUI 7.50 and BI Add-on patch levels.

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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:

Desktop Virtualization		Support
Citrix	XenApp 6.0 and 6.5(*1) [Windows Server 2008 R2]	✓
	XenApp 7.5 [Windows Server 2012 R2]	✓
	XenApp 7.6 [Windows Server 2012 R2]	SP03+
	XenApp 7.11(*1) and 7.12 [Windows Server 2016]	SP03+
Microsoft	Remote Desktop Services	✓
	Hyper V	SAP Note 1492000
Remote Desktop Protocol (RDP) Connectivity	FreeRDP, Rdesktop [SUSE SLES v11, RHEL v7.2+]	SP04+
	Cendio Thinlinc [Windows Server 2012 R2, SUSE SLES v11]	SP05+

- *(*1)* XenApp 6.5 is supported by reference to XenApp 6.0
- (*2) XenApp 7.11 is supported by reference to XenApp 7.12

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Cloud Infrastructure Support

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)	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

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Data Access

Please consult the file:

CR 2016 Data Access

Notes:

- Crystal Reports 2016 is offered as a 32-bit native binary. It requires 32-bit data source middleware connectivity on all operating systems.
- Crystal Reports 2016 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

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Appendix

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Minimum HW - Windows

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

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