



# SAP Crystal Reports 2020

## Supported Platforms (PAM)

Initial Publication: June 16, 2020

Last Update: June 16, 2020

Applicability: BI 4.3

PUBLIC

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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) Certified with up to 1903

# 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 10.11
Microsoft IE 11 desktop version	✓	✓	✓	✓	✓	-
Microsoft Chromium Edge	✓	✓	✓	✓	✓	-
Mozilla Firefox ESR 68.X(*1) (*3)	✓	✓	✓	✓	✓	-
Google Chrome(*2)	✓	✓	✓	✓	✓	-
Safari 11(*3)	-	-	-	-	-	✓
Safari 12(*3)	-	-	-	-	-	✓
Safari 13(*3)	-	-	-	-	-	✓

Only 64 bit browsers are supported

(\*1) For more information about Firefox Extended Support Releases (ESR): <http://www.mozilla.org/en-US/firefox/organizations/faq/>

(\*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) For information regarding limited browser support on Linux, please refer to SAP Note 1910

# 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 Reader	Version 19	✓
Microsoft Office <sup>(*1)</sup>	Microsoft Office 2013	✓
	Microsoft Office 2016	✓
	Microsoft Office 2019	✓
	Office 365 <sup>(*2)</sup>	✓
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) SPs of Microsoft Office that are higher than the minimum listed SPs are supported by reference

(\*2) No support for integrating with Office 365 cloud offerings as such. Office 365 support is only for the version of Microsoft Office being supported



# 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	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)	<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>
Alibaba Cloud	<a href="#">SAP Note: 2688086</a>
Google Cloud Platform (Compute Engine)	<a href="#">SAP Note 2538880</a>
Oracle Cloud	<a href="#">SAP Note: 2650732</a>

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