

Applies to:

SAP Crystal Reports

SAP Crystal Reports for Visual Studio

SAP Crystal Reports for Eclipse

SAP Crystal Dashboard Design

SAP Crystal Presentation Design

SAP Crystal Server, SAP Crystal Reports Server

Summary

This document summarizes licensing for most products in the SAP Crystal solutions portfolio.

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Introduction

This document provides a summary of major aspects of Crystal solutions licensing. It does not replace the End User License Agreement. This is not a legal document. While every effort is made to ensure this is an accurate summary, any errors or omissions in this whitepaper will be resolved by using the language in the appropriate End User License Agreement and Software Use Rights document.

SAP Crystal Reports

This section applies to the paid Crystal Reports design tool and the free Crystal Reports for Visual Studio and Crystal Reports for Eclipse products. All Crystal Reports products use a named user license. This means that every individual that has access to Crystal Reports requires a license. For example, two individuals that share workstations with a single install count as two named user licenses.

Usage with Terminal Servers

SAP Crystal Reports can be accessed through Citrix terminal servers or Microsoft Remote Desktop, but the number of named user licenses purchased must equal the number of individuals that have access to the software. Client applications that are accessed via terminal servers are considered server applications for the purposes of determining redistribution rights.

Upgrades

Discounted upgrade pricing is available for customers that upgrade from:

- Older versions of Crystal Reports
- SAP Crystal Reports for Eclipse (with registered copies)
- SAP Crystal Reports for Visual Studio (with registered copies)

After upgrading your license, the same named user can continue to use the old version. The old license is not transferrable to another individual.

Training

Workstations that are used exclusively for training purposes can use the new Training Workstation License included in SAP Crystal Reports 2008 SP2 or later that allows a workstation to be licensed for training purposes for the same price as a named user.

Screenshots

SAP Crystal Reports customers can take screenshots and redistribute them in any document or media provided they are not used in commercial training material or for-profit training material.

Embedded SAP Crystal Dashboard Design Models

Previously, embedding Flash models in Crystal Reports did not require the viewing license as long as the model retrieved its data directly from the report. If the model retrieved its data using any other method (such as through a web service), then it would have triggered the viewing license.

In January 2016, the license model for Dashboard Design was modified to include viewing so the scenarios listed above are now permitted without the need for additional viewing licenses.

Embedding Dashboard Design models in a Crystal Reports is not a substitute for a proper dashboard.

Important: With the Flash end of life announcement by Adobe from December 2020. SAP BusinessObjects Dashboards, SAP Crystal Dashboard Design and SAP Crystal Presentation Design are removed from SAP Crystal 2020 solutions. Embedding of flash is not possible in SAP Crystal Reports 2020.

OEM Products

In this scenario, you buy a product that includes or bundles Crystal Reports. This is what is known as an OEM relationship where SAP sells (or OEM's) the Crystal Reports designer to other software companies, who in turn bundle the designer with their software and sell it to end users. Crystal Reports in this scenario can only be used with data from the application it came with and cannot be used as a general-purpose reporting tool.

Application Redistribution

This section describes the rules that govern redistribution of software that embeds the Crystal Reports runtime engine, embeddable report designer, or uses the Report Creation APIs.

Definitions

Client Application	The runtime engine is installed on the client machine. All report processing is local to that machine.
Server Application	The runtime engine is integrated in a way that allows more than one user to access the engine either directly or indirectly. Client applications installed using Windows terminal servers (like Citrix or Microsoft Remote Desktop) are considered server applications.
Commercial Hosting Service	When money changes hands in exchange for application access, then a server application is considered part of a commercial hosting service and will require an OEM contract. This is not a new restriction. It appears as restriction against 'service bureau' usage in licenses prior to Crystal Reports 2008 SP2. We modernized the language in Crystal Reports 2008 SP2 to refer to the more common 'commercial hosting service'.

SAP Crystal Reports 2011 and later

SAP Crystal Reports 2020, SAP Crystal Reports 2016, SAP Crystal Reports 2013, and SAP Crystal Reports 2011 do not include a runtime engine. Customers are directed to use the free SAP Crystal Reports for Visual Studio or SAP Crystal Reports for Eclipse products for embedding reports into applications.

SAP Crystal Reports for Visual Studio, SAP Crystal Reports for Eclipse, and SAP Crystal Reports 2008

This section applies to:

- .Net applications that include Crystal Reports 2008 for Visual Studio runtime engine.
- .Net applications that include the Crystal Reports for Visual Studio runtime engine
- Java applications that include the Crystal Reports for Eclipse runtime engine.

Application Type / Application Use	Client Applications	Server Application	Commercial Hosting Service
Internal business purposes*	Free	Free	Requires an OEM contract
Resold to 3 rd parties (redistributed)	Free	Requires the application developer to acquire a copy of Crystal Report for each 3 rd party deployment (installation) or an OEM contract.	Requires an OEM contract

*Applications that are used for internal business purposes can be accessed by both internal and external users with no additional licensing requirements. If there is a fee for external access, the application is considered a commercial hosting service and would require an OEM contract for any redistribution.

Crystal Reports XI Release 2

This section applies to redistribution rules for the COM (RDC), .Net, and Java (JRC) runtime engines included in Crystal Reports XI Release 2.

Application Type Deployment Location	Client Application	Server Application	Commercial Hosting Service
Internal Deployment	Free	Free	Requires an OEM contract
External Deployment	Free if the application does not use the RDC RAPI or does not embed the RDC Embeddable Designer. Otherwise it's considered a server application.	Requires the application developer to acquire a copy of Crystal Reports Developer edition for each 3 rd party deployment (installation) or an OEM contract.	Requires an OEM contract

SAP Crystal Reports included with Visual Studio 2008

This section defines rules that govern redistribution of software that embeds the Crystal Reports runtime engine in the free version of Crystal Reports included with Visual Studio 2008 and prior. This product is only included in Visual Studio Professional Edition and higher.

Application Type Used By	Client Application	Server Application	Commercial Hosting Service
Internal Deployment	Free	Free	Requires OEM contract
External Deployment	Free	Registration required here	Requires OEM contract

SAP Crystal Reports for Eclipse Embedded Designer

The Crystal Reports for Eclipse product includes an embedded designer that can be extracted from Eclipse and embedded into an RCP application. Redistributing applications that embed this report designer requires an OEM contract.

Report Creation API (RCAPI)

Crystal Reports XI Release 2 includes a set of APIs called the Report Creation APIs. These APIs allow for programmatic report creation and modification and are listed at the end of this document. RCAPI calls are always accessible, but there are limits on how applications that use the RCAPI can be redistributed.

RDC Embeddable Report Designer

This is a simplified version of the Crystal Reports designer that is embedded into Visual Studio for basic report creation.

Licensing Responsibility

It is the responsibility of the developer to ensure their application is properly licensed before it is redistributed. Developers cannot distribute applications on the assumption that the application user will acquire the proper licenses.

How to Get an OEM Contract

Please contact our OEM sales team at oem_sales@sap.com.

SAP Crystal Dashboard Design and SAP Crystal Presentation Design

This section covers the 2020, 2016, 2013, 2011, and 2008 versions of SAP Crystal Presentation Design, SAP Crystal Dashboard Design, and SAP BusinessObjects Dashboards. The license model for Dashboard Design changed in January 2016. Both the new and previous models are described below for completeness.

End of life for SAP Crystal Dashboard and SAP Crystal Presentation Design – end of December 2020

With the Flash end of life announcement by Adobe from December 2020. SAP BusinessObjects Dashboards, SAP Crystal Dashboard Design and SAP Crystal Presentation Design is also end of life by end of Dec 2020.

Post December 2020, browsers will not support Flash and reports with embedded flash object will not display as expected.

Prior Feature and License Comparison – Before January 2016

Prior to January 2016, viewing rights for dashboards connected to live data required a separate purchase when using Dashboard Design, departmental edition. The chart below details the differences between the dashboard editions prior to this date.

	SAP Crystal Presentation Design	SAP Crystal Dashboard Design, personal edition	SAP Crystal Dashboard Design, departmental edition	SAP BusinessObjects Dashboards (formerly Xcelsius Enterprise)
Basic data presentation components	☑	☑	☑	☑
Export to Adobe PDF and Microsoft Office PowerPoint	☑	☑	☑	☑
Dashboard components		☑	☑	☑
Live, refreshable data connections per model*		Two connections	Unlimited	Unlimited
Export to Web, Adobe AIR, Adobe Flash		☑	☑	☑
Connectivity to Adobe LiveCycle Data Services			☑	☑
IBM Websphere, Microsoft SharePoint, and Microsoft SQL Server Reporting Services integration			☑	☑

	SAP Crystal Presentation Design	SAP Crystal Dashboard Design, personal edition	SAP Crystal Dashboard Design, departmental edition	SAP BusinessObjects Dashboards (formerly Xcelsius Enterprise)
Data Connectivity	None – static data only	Web Service XML Data Flash Variables Crystal Reports FS Command External Interface	Personal edition plus: Web Service XML Data Portal Data LCDS (Live Cycle Data Services) Live Office	Departmental edition plus: Query as a Web Service SAP NetWeaver BW
BI Platform Connectivity			SAP Crystal Reports Server 2008 SAP Crystal Server 2013 & 2011	SAP BusinessObjects XI 3.X SAP BusinessObjects BI 4.X SAP BusinessObjects Edge Series
Viewing License required for dashboards with live data connections			SAP Crystal Dashboard Viewing option	SAP BusinessObjects Interactive Viewing license
Limitations	This is a desktop presentation tool, and has no ability to connect to live data	A maximum of two web service and XML connections are supported in any given model. See the section called 'Data Connections' for more information.	<ul style="list-style-type: none"> Maximum of 100 named users can view a dashboard with live data connections. <ul style="list-style-type: none"> Cannot connect to SAP applications like SAP BusinessSuite or SAP All in One – except for SAP BusinessOne. Cannot be used with SAP BusinessObjects Enterprise or SAP Edge BI 	None

Current Feature and License Comparison – As of January 2016

In January 2016, the viewing requirement was changed in Dashboard Design, departmental addition to allow for viewing of dashboards connected to live data without any additional license (previously, this required a separate viewing license for each viewer). As such, the viewing license is no longer offered as it is no longer relevant. In addition, Dashboard Design, personal edition is no longer being offered as the only benefit of this solution, when compared to the departmental edition, was unrestricted viewing of dashboards connected to live data. With the new model, Dashboard Design, departmental edition provides all the capabilities of the personal edition plus much more so will be the primary Crystal dashboard solution going forward. Presentation Design will also continue to be offered for smaller, self-contained dashboard scenarios.

Note: With the Flash end of life announcement by Adobe from December 2020. SAP BusinessObjects Dashboards, SAP Crystal Dashboard Design and SAP Crystal Presentation Design is also end of life by end of Dec 2020.

	SAP Crystal Presentation Design	SAP Crystal Dashboard Design, departmental edition	SAP BusinessObjects Dashboards (formerly Xcelsius Enterprise)
Basic data presentation components	☑	☑	☑
Export to Adobe PDF and Microsoft Office PowerPoint	☑	☑	☑
Dashboard components		☑	☑
Live, refreshable data connections per model*		Unlimited	Unlimited
Export to Web, Adobe AIR, Adobe Flash		☑	☑
Connectivity to Adobe LiveCycle Data Services		☑	☑
IBM Websphere, Microsoft SharePoint, and Microsoft SQL Server Reporting Services integration		☑	☑

	SAP Crystal Presentation Design	SAP Crystal Dashboard Design, departmental edition	SAP BusinessObjects Dashboards (formerly Xcelsius Enterprise)
Data Connectivity	None – static data only	Personal edition plus: Web Service XML Data Portal Data LCDS (Live Cycle Data Services) Live Office	Departmental edition plus: Query as a Web Service SAP NetWeaver BW
BI Platform Connectivity	Not applicable	SAP Crystal Reports Server 2008 SAP Crystal Server 2016, 2013 & 2011	SAP BusinessObjects XI 3.X SAP BusinessObjects BI 4.X SAP BusinessObjects Edge Series
Viewing License required for dashboards with live data connections	Not applicable	Viewing of dashboards connected to live data is permitted	SAP BusinessObjects Interactive Viewing license
Limitations	This is a desktop presentation tool, and has no ability to connect to live data	<ul style="list-style-type: none"> Maximum of 100 named users can view a dashboard with live data connections. Cannot connect to SAP applications like SAP BusinessSuite or SAP All in One – except for SAP BusinessOne. <ul style="list-style-type: none"> Cannot be used with SAP BusinessObjects Enterprise or SAP Edge BI 	None

Prior Data Connections Limitation – Before January 2016

The personal edition supported a maximum of two web service connections from any model. Once the limit of two web service connections was reached, you could not add additional connections in the Data Manager. The 'Web Service Connection' option would be greyed out as shown below:

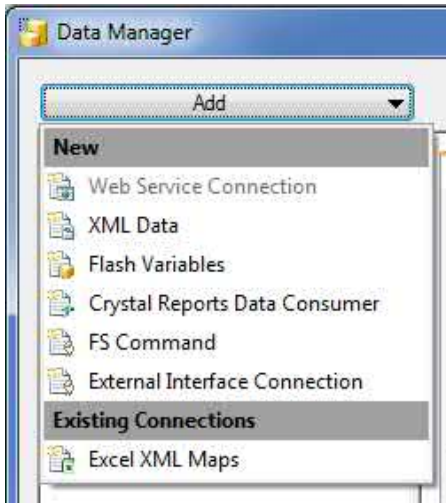


Figure 1: Data Manager in a model with 2 Web Service Connections

A web service connection was defined as a single method on a web service. Calling two separate methods on the same web service counted as two connections. The table below lists the maximum number of connections that were supported in the personal and departmental editions, for each connection type:

Data connection in the personal edition	Maximum Connections per Model in personal edition	Maximum Connections per Model in departmental edition	Maximum Connections per Model in SAP BusinessObjects Dashboards
Web Service Connection	two	Unlimited	Unlimited
XML Data	two	Unlimited	Unlimited
Flash Variables (unsupported in CR 2020)	one	one	one
Crystal Reports Data Consumer	one	one	one
FS Command	Unlimited	Unlimited	Unlimited
External Interface Connection	Unlimited	Unlimited	Unlimited
Portal Data		one	one
Adobe Live Cycle Data Services (LCDS) for data push		Unlimited	Unlimited
Live Office		one	one
Query as a Web Service			Unlimited
SAP Netweaver BW			Unlimited

Current Data Connections Limitation – As of January 2016

Note: With the Flash end of life announcement by Adobe from December 2020. SAP BusinessObjects Dashboards, SAP Crystal Dashboard Design and SAP Crystal Presentation Design is also end of life by end of Dec 2020. The table below lists the maximum number of connections supported in the departmental edition for each connection type:

Data connection in the personal edition	Maximum Connections per Model in departmental edition	Maximum Connections per Model in SAP BusinessObjects Dashboards
Web Service Connection	Unlimited	Unlimited
XML Data	Unlimited	Unlimited
Flash Variables (unsupported in CR 2020)	one	one
Crystal Reports Data Consumer	one	one
FS Command	Unlimited	Unlimited
External Interface Connection	Unlimited	Unlimited
Portal Data	one	one
Adobe Live Cycle Data Services (LCDS) for data push	Unlimited	Unlimited
Live Office	one	one
Query as a Web Service		Unlimited
SAP Netweaver BW		Unlimited

Live Data Connections and Licensing

A dashboard is considered to have a live data connection if it has any ability to refresh its data. This includes refreshing data through a data connection, publishing, pushing, or otherwise changing data in a generated SWF file. This includes batch update utilities that update data in a SWF file. Prior to January 2016, dashboards created by SAP Crystal Dashboard Design, departmental edition that had live data connections required a viewing license for each viewer. As of January 2016, this requirement was removed. Going forward, dashboards created by SAP Crystal Dashboard Design, departmental edition that have live data connections no longer require a viewing license.

Redistribution Rights

A 'self-contained' dashboard that has no external data connections can be freely redistributed, internally and externally, and in commercial applications. A dashboard with a live data connection can only be used for internal business purposes and cannot be redistributed in any sale or lease. The paid creation or modification of a dashboard by a 3rd party is not considered redistribution and is allowed.

The commercial redistribution of dashboards with live data connections requires an OEM contract. Please contact our OEM sales team at oem_sales@sap.com.

SAP Crystal Server

This section covers SAP Crystal Server 2020, SAP Crystal Server 2016, SAP Crystal Server 2013, SAP Crystal Server 2011, and SAP Crystal Reports Server 2008.

NUL and CAL License Types Compared

SAP Crystal Server supports combinations of Named User License (NUL) and Concurrent Access License (CAL). This table describes the benefits and drawbacks of each license type.

	NUL	CAL
Benefits	<p>Guaranteed access to the system.</p> <p>Ideal for heavy users, or users that must have access to the system (for example, quarter end reporting).</p>	<p>Flexibility – allows for a pool of access that can be used to grant logins.</p> <p>Ideal for casual, infrequent users.</p>
Drawbacks	<p>Every potential user must have a license.</p> <p>Not ideal for extranet deployments.</p>	<p>Once the pool of CAL licenses is consumed, no more CAL users can connect. This can be an issue when not enough CALs are configured.</p> <p>If the user doesn't explicitly logout, CALs can be retained in the system for a period of time.</p> <p>CALs are based on sessions, not users. If one user logs in to the BI Workbench (InfoView), Live Office, and Sharepoint at the same time, then they consume three CALs, not one. This can result in CALs being consumed faster than expected.</p>

For many customers, a combination of CAL and NUL licenses is appropriate depending on the mix of user types. CALs are best for casual reporting users, while NULs are best for managers, executives, and analysts need dedicated access.

SAP Crystal Server deployments are limited to a single server and both NUL and CAL licenses can be combined in any way. Licenses are offered in the license sizes defined in the next section. When adding new licenses to an existing system, the new licenses are additive. The total number of licenses available for a single deployment is the sum of the licenses in all installed key codes.

Feature Availability for SAP Crystal Server 2013, 2011, and 2008 Licenses

Most features are supported in both NUL and CAL licenses. However, some features are only available in one license type, as shown in this table:

Feature	Concurrent Access (CAL)	Named User (NUL)
License Sizes	5, 10, 20	5
Maximum Size	250	100
Client Tools Included	None	None
SAP Crystal Reports viewing	Included	Included
SAP Crystal Dashboard viewing	Not available	Included
SAP Lumira Integration	Not available	Included, starting with SAP Crystal Server 2011 SP4+
SAP BusinessObjects Explorer	Not available	Included, starting with SAP Crystal Server 2011
Delivery of Content to Mobile Devices	Not available	Included
Data Driven Publishing (see Publishing section below)	5 CAL can publish to 100 recipients 10 CAL can publish to 250 recipients 20 CAL can publish to 1,000 recipients 250 CAL can publish to unlimited recipients	Available as an add-on (CAL pre-requisite)
SAP Crystal Reports Viewing	Included in both CAL and NUL	
Sharepoint Portal Integration Kit	Included in both CAL and NUL	
.NET and Java APIs	Included in both CAL and NUL	
Live Office	Included in both CAL and NUL	
All Other Features	Included in both CAL and NUL	

Publishing for SAP Crystal Server 2013, 2011, and 2008 Licenses

Publishing is limited to a maximum number of recipients in a single publishing run. By default, publishing is only available with CAL key codes. You can add publishing to a system by using the publishing add-on that can add support for publishing to 5,000 recipients in a single publishing run. This publishing add-on adds additional recipients to the existing recipients that are already configured for a deployment. For example, if you have a 5 CAL deployment, and add the publishing add-on, then you can publish to a total of 5,100 recipients in a single publishing run.

Feature Availability for SAP Crystal Server License

With the release of SAP Crystal Server 2016, a new license was introduced and is continued with Crystal Server 2020. The new license, named SAP Crystal Server, is available through SAP partners and the SAP store and is offered in both named user and concurrent session options. SAP Crystal Server 2020 license, with an active maintenance contract, gives customers access to subsequent service packs and versions. The new license now includes client tools with the named user license, and concurrent session includes unlimited publishing rights. Deployments of Crystal Server 2016 or Crystal Server 2020 require a minimum quantity of one 1 named user license. Additional details for the new license are listed in this table:

Feature	Concurrent Session	Named User
License Sizes	5	1
Maximum Size	50	100
Client Tools Included	None	Crystal Reports, Crystal Reports for Enterprise, Dashboard Design*
SAP Crystal Reports viewing	Included	Included
SAP Crystal Dashboard viewing*	Included	Included
SAP BusinessObjects Explorer*	Included	Included
Delivery of Content to Mobile Devices	Included	Included
Data Driven Publishing (see Publishing section below)	Unlimited publishing included	Available with concurrent session prerequisite
SAP Crystal Reports Viewing	Included in both CAL and NUL	
Sharepoint Portal Integration Kit	Included in both CAL and NUL	
.NET and Java APIs	Included in both CAL and NUL	
Live Office	Included in both CAL and NUL	
All Other Features	Included in both CAL and NUL	

* Available in Crystal Server 2016 only, see important note regarding end of life for Flash below.

Note: Customers that purchased SAP Crystal Server 2016, 2013, 2011, or 2008 licenses and have active maintenance contracts will get access to SAP Crystal Server 2020 but will be limited to the license terms defined in the section for these license versions. Customers will need to purchase the new SAP Crystal Server license to take advantage of the use rights indicated above.

Important: With the Flash end of life announcement by Adobe from December 2020. SAP BusinessObjects Dashboards, SAP Crystal Dashboard Design, SAP Crystal Presentation Design and SAP BusinessObjects Explorer is also end of life by end of Dec 2020. SAP Crystal Reports 2020 does not package these components.

Note: Post December 2020, browsers will not support Flash and reports with embedded flash object will not display as expected.

Publishing for SAP Crystal Server License

With the introduction of the new SAP Crystal Server license, unlimited publishing is now included with the concurrent session license.

Crystal Reports for Enterprise

Included with the software download options for SAP Crystal Server is another edition of report designer, SAP Crystal Reports for Enterprise. An individual who is a license holder of SAP Crystal Reports can use their SAP Crystal Reports keycode to install the corresponding version software for SAP Crystal Reports for Enterprise.

Licensing Programs

Volume Licensing

We offer a volume discount program based on the number of units purchased per transaction. The discount level is based on the total number of units of SAP Crystal Reports products (all versions, either upgrade or full product) that are purchased in a single transaction. Contact your local reseller for additional information. The volume discount program is subject to change at the discretion of SAP.

Academic Licensing

Through the SAP University Alliances program, SAP Crystal Reports and other software is available to post-secondary institutions for use in programs leading to a degree, or for research purposes.

For more information visit the [SAP University Alliances Community Network site](#) or contact ua-support@sap.com.

Appendix 1: Product Name Changes

In mid-2010, some product names changed as we introduced the SAP Crystal portfolio. Legacy products older than the 2008 version continue with their existing names.

Old Name	New Name
Crystal Reports Server 2008	SAP Crystal Reports Server 2008
Crystal Reports 2008	SAP Crystal Reports 2008
Crystal Reports Developer Advantage	Option no longer available
Crystal Reports for Eclipse	SAP Crystal Reports version for Eclipse
Xcelsius Engage	SAP Crystal Dashboard Design, personal edition
Xcelsius Present	SAP Crystal Presentation Design
Xcelsius Engage Server	No new name – product is no longer available

In addition, with the 2011 release, SAP Crystal Reports Server is renamed to SAP Crystal Server to emphasize the positioning as an entry level BI solution. The 2013 release maintains the existing naming structure.

Appendix 2: Identifying Workstations with Crystal Reports Installed

Workstations with a version of Crystal Reports installed will have the following keys in the registry. You can use these keys with an automated software inventory tool to count the number of licenses in use.

Version and Edition	Registry Key
2020	<p>On 64bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\SAP BusinessObjects\Suite XI 4.0\Crystal Reports</p> <p>Not supported on 32bit Windows</p>
2016 / 2013 / 2011	<p>On 64bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\SAP BusinessObjects\Suite XI 4.0\Crystal Reports</p> <p>On 32bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\SAP BusinessObjects\Suite XI 4.0\Crystal Reports</p>
2008 Crystal Reports 2008 has a single edition.	<p>On 64bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Business Objects\Suite 12.0\Crystal Reports</p> <p>On 32bit Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\Crystal Reports</p>
XI Release 2 Developer Edition	HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.5\Crystal Reports\Keycodes\CR Dev
XI Release 2 Professional Edition	HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.5\Crystal Reports\Keycodes\CR Pro
XI Release 2 Standard Edition	HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.5\Crystal Reports\Keycodes\CR Std

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