

# CRYSTAL FOR JD EDWARDS WORLD FAQ



The recently announced partnership with Business Objects S.A. provides Crystal Reports, Crystal Reports Explorer, Crystal Enterprise and Crystal Enterprise Live Office for JD Edwards World applications. This document explores some common questions regarding Crystal for JD Edwards World.

## **What is Crystal Reports for JD Edwards World?**

Crystal Reports is a report design tool that helps you create flexible, feature-rich reports and integrate them into Web and Windows applications. Targeted at developers, Crystal Reports provides the ability to build end user interactivity into reports through guided navigation and drill-down paths for user exploration. In addition, it offers flexible and rich report formatting features such as charts, conditional highlights, and customized templates.

## **What is Crystal Reports Explorer for JD Edwards World?**

Crystal Reports Explorer is included in the current edition of Crystal Reports, enabling end users to intuitively create and modify Crystal reports over the Web. Now end users can answer their own business questions by generating presentation-quality reports without the involvement of IT.

## **What is Crystal Enterprise for JD Edwards World?**

Crystal Enterprise allows users to interactively view, schedule, publish, and export Crystal reports. Crystal Enterprise provides a single point of contact for end users to manage information in Crystal reports or Microsoft Office documents. Built for broad-scale deployments, it has centralized security with a single console for managing services and controlling data access, system performance, and user functionality.

## **What is Crystal Enterprise Live Office for JD Edwards World?**

Crystal Enterprise Live Office, included with Crystal Enterprise, enables users to easily integrate active data from Crystal Reports into Microsoft Office Excel, PowerPoint, and Word documents. In addition, Live Office provides powerful capabilities for distributing, refreshing, and validating corporate documents. Users can share their files with others inside and outside their organization by posting Office files to Crystal Enterprise for hosting.

## **Why have the Crystal products been integrated with JD Edwards World?**

This offering provides a tight integration with a world-class reporting environment and enhances the value of World. It addresses the requirements of professional report authors and business users, and it gives customers the ability to report from multiple World instances through a single infrastructure.

**How has Crystal been integrated with World?**

World complements Crystal technology with Unity Enterprise Solutions' erpDirect ODBC driver, an intelligent bridge to your World database. erpDirect simplifies the database schema, handling things like decimal scaling, data formatting, and security.

**What benefits does the Unity erpDirect driver provide?**

The driver does the following:

- Retrieves table and column descriptions (both long and short) to aid in report design
- Returns the corresponding descriptions for UDC codes
- Presents Julian dates in a format familiar to users
- Applies decimal conversions to numeric values
- Enables World security, such as business-unit, search-type, and field-level security
- Restricts user access to only authorized environments

**How do I order Crystal Reports and Crystal Enterprise for JD Edwards World?**

To receive the Crystal and Unity applications and initial user licenses, customers must first sign schedules to their license agreement. If you are a customer based in the United States, you can download the license schedules, along with product overview information, from the Update Center on Customer Connection via update 7540405. Follow the instructions on the schedules for returning the schedules via fax. Receipt of the executed schedules initiates the order process.

If you are a customer based outside of the United States, please e-mail your request to [worldinfo\\_us@oracle.com](mailto:worldinfo_us@oracle.com). Include your customer name, customer identification number, your name and title, your shipping address, and your phone number and e-mail address. Receipt of this information will initiate processing of your request.

**What does the Crystal offering include?**

This offering includes an initial instance of Crystal Reports and Crystal Enterprise for World at no charge. The initial instance of Crystal Reports includes one named user license. The initial instance of Crystal Enterprise includes one concurrent access license (CAL).

**Can I use the Crystal products with all versions of World?**

You can use Crystal Reports and Crystal Enterprise, along with the Unity erpDirect ODBC driver, with World versions A7.3 and A8.1.

### **How does the World Crystal solution differ from the products sold by Business Objects?**

Both products are Business Objects version 10 products specially packaged for use with JD Edwards World. The products offer the same features of Crystal Reports and Crystal Enterprise and include Crystal Reports Explorer and Crystal Enterprise Live Office. However, the product does come with some usage restrictions.

### **What are the usage restrictions?**

The World Crystal solution can be used only to access World application data. You can use Crystal Reports and Crystal Enterprise to view interactive reports. For noninteractive reports, you have the right to produce and distribute as much static content as desired. If Crystal Reports for JD Edwards World produces the static content, it does not require a concurrent access license (CAL), because it does not access Crystal Enterprise for this functionality.

### **What is a concurrent access license?**

A concurrent access license (CAL) is a license for one person to access all features and functions of Crystal Enterprise for JD Edwards World. A CAL user is accessing the system from the time the user logs on to Crystal Enterprise for JD Edwards World until the user exits or closes the application. Accessing the system includes viewing a report, scheduling or modifying a report, accessing Crystal Enterprise through the Live Office integration, and using Crystal Reports to save or open a report in Crystal Enterprise. Under typical usage scenarios, a single CAL is equivalent to 10 or 11 named users; however, results may differ based on implementation. Crystal Enterprise for JD Edwards World enforces CAL restrictions.

### **What if I need more users?**

Oracle offers additional named user licenses and blocks of CALs. These additional named users and CALs are for accessing data used by World applications only. They can be used with a World data mart or data warehouse but only to access data created or used by World applications.

### **What if I want to report on data outside of World?**

To access data from other sources, you will need to upgrade to full-use licenses from Business Objects. Please go to [www.businessobjects.com/company/locations/default.asp](http://www.businessobjects.com/company/locations/default.asp) and contact the office nearest you.

### **How do I get support for Crystal?**

The Global Support Center (GSC) provides first-line support to customers. It works with Business Objects and Unity to resolve customer issues.

### **What report deployment options are available?**

Crystal provides end users with reports in a variety of formats. In addition to interactive reports from Crystal Reports, you can export reports to more than 10

formats, including PDF, Excel, RTF, and Word.

**Does this new offering replace WorldWriter or FASTR?**

Crystal augments World's existing reporting solutions and does not replace WorldWriter or FASTR.

**When should I use Crystal instead of WorldWriter or FASTR?**

WorldWriter and FASTR allow quick and easy access to World data by experienced users. There are instances when a report format that differs from the character-based output of WorldWriter and FASTR is required. Crystal Reports is famous for its depth and breadth of formatting options. In addition, Crystal Enterprise makes the scheduling and distribution of reports very easy.

**Does JD Edwards World provide sample reports or production reports written in Crystal?**

The initial release of Crystal for JD Edwards World does not include sample reports. Sample reports are planned for future releases.

**What languages does this release include?**

Initially, Crystal for JD Edwards World is available in English. All output appears in native languages. Future releases may support other languages.

**What operating systems are supported?**

Crystal Reports is a Microsoft Windows application. Crystal Enterprise is supported on Microsoft Windows.

**How much report development can be done from a Web user's standpoint?**

Crystal Enterprise has a Dynamic HTML (DHTML) Report Design Wizard that enables end users to create new reports from existing reports or to modify existing reports that are published in Crystal Enterprise. This wizard allows the user to define groupings of data, perform summaries (sum, average, count, min, or max), sort groups, apply filters, and add a chart. However, it does not allow the user to specify by pixel how to lay out the report. In addition, there is an add-in called Crystal Reports Explorer that is targeted toward end users on Web Client. It provides more flexibility when designing reports, but it has the same creation restrictions as the Report Design Wizard.

**How do Crystal Reports and Crystal Enterprise work together?**

Reports created within Crystal Reports can be securely saved to Crystal Enterprise. If a report needs to be edited, Crystal Reports can retrieve the report from Crystal Enterprise, edit it, and save it back to Crystal Enterprise. This functionality allows you to share and secure reports in a managed way. The two products also can speed up the report creation and maintenance process by allowing bitmaps and custom functions to be saved to Crystal Enterprise. These components can then be reused across reports. In addition, pixel-perfect reports can be used as templates for applying formatting to new reports.

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