

# HP Crystal Reports 2013 SP3 for Service Manager

Software Version: 9.30

For the supported Windows® and UNIX® operating systems

## Release Notes

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## Contents

What's new in this release .....	6
Enhancements .....	7
Support matrix .....	8
Installation instructions .....	9

## What's new in this release

Crystal Reports 2008 has reached its "end of sales life" and the "end of mainstream maintenance" for Crystal Reports 2008 is scheduled for December 2015. Therefore, HP is providing Crystal Reports 2013 SP3 for you to use Service Manager Operational Reports. It consists of Crystal-Reports-2013-SP3.zip, which contains the new installation files.

## Enhancements

This release includes the following enhancement.

<b>CR</b>	<b>Problem</b>	<b>Solution</b>
QCCR1E107395	Crystal Reports 2013 needs to be certified for its compatibility with Service Manager Operational Reports.	Crystal Reports 2013 has been certified on Service Manager. All out-of-box reports generated by Crystal Reports 2008 are compatible with Crystal Reports 2013.

## Support matrix

This section provides detailed information about the supported software versions of HP Service Manager, Window servers, and Windows platforms.

<b>Product</b>	<b>Versions</b>
Service Manager	7.11, 9.20, 9.21, and 9.3x
Windows servers	2008, 2008 R2, 2012, and 2012 R2
Windows platforms	7, 8, and 8.1



# Installation instructions

This section provides instructions on installing Crystal Reports 2013 SP3 in this software release. Before you proceed, back up your system and review all instructions and the Hewlett-Packard SupportLine User Guide or your Hewlett-Packard support terms and conditions for precautions, scope of license, restrictions, and, limitation of liability and warranties.

Follow these steps to install Crystal Reports 2013 SP3 for use with Service Manager:

1. If Crystal Reports 2008 with or without SP1 or SP3 has been installed before, use “Uninstall or change a program” from the Windows Control Panel to uninstall Crystal Reports 2008 with the service packs and all associated Language Packs.
2. Make sure that the ServiceCenter ODBC driver is installed.
3. Log on to the Windows server as a user with local administrator privileges.
4. Unzip Crystal-Reports-2013-SP3.zip.
5. In unzipped folder, right-click **SilentInstall.bat** and then select **Run as administrator**.
6. Restart your computer when the installation is complete. You must restart your computer before opening Crystal Reports 2013.
7. Start the legacy listener.

For more information about how to use Crystal Reports 2013 SP3 with HP Service Manager, see the *HP Service Manager Operational Reports Guide* at <http://support.openview.hp.com/selfsolve/document/KM1195816>.

