



Viewing Crystal Reports Using URL Reporting

- SAP BusinessObjects Business Intelligence platform 4.0 Support Package 2

2011-05-06

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Getting started

1.1 About this documentation

Note:

There are two applications that provide URL reporting capability: the legacy Crystal Reports URL Reporting (this guide) and OpenDocument. It is recommended to use OpenDocument for any new development and it is the preferred method of accessing content in the SAP BusinessObjects Business Intelligence platform system, including Crystal reports (.rpt). OpenDocument also supports additional document formats, such as Web Intelligence, Analysis workspaces, BI launch pad workspaces, or SWF files. This allows you to perform linking between different document types. For more information on the OpenDocument web application, its URL syntax, and parameters, see the *Viewing Documents Using OpenDocument* guide.

This documentation provides you with information for constructing parameterized URLs that link to SAP Crystal reports in an SAP BusinessObjects Business Intelligence platform system. A command reference, including syntax and usage examples, is provided for each URL command.

For information about deploying the CrystalReports web application (that contains URL reporting) after the installation of the BI platform, see the *SAP BusinessObjects Business Intelligence platform Web Application Deployment Guide*.

1.1.1 Who should use this documentation?

This documentation is for anyone creating URLs to Crystal reports with the URL reporting syntax. We recommend consulting this guide if you are:

- Providing end users with hyperlinks to a Crystal report through email or other direct means.
- Embedding hyperlinks in one Crystal report to another.
- Programmatically generating hyperlinks to Crystal reports in your custom application.

Familiarity with the management and organization of the reports in your BI platform installation, as well as knowledge about Crystal Reports design concepts are beneficial.

1.1.2 About Crystal Reports URL reporting

Crystal Reports URL reporting (`viewrpt.cwr`) is one of many deployed web applications within a BI platform installation. It processes incoming URL requests for Crystal reports in the Central Management Server (CMS), and delivers the correct report to the end user in the appropriate viewer. This allows you to send users direct links to a report and avoid having them navigate through a folder hierarchy such as in BI launch pad. The URL reporting syntax and its commands allow you to construct URLs that link to these reports. For example, consider the following URL:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1783
```

This URL accesses the report in the CMS with the unique identifier of 1783 and the report is rendered to the end user in a default SAP Crystal Reports viewer. In this example, `id` is one of many URL commands. These commands specify how to access a particular report in the CMS, or determine how to display the report to the end user. You can also automatically assign values for report database authentication, parameter prompts, and selection formulas.

The Crystal Reports designer provides a GUI-based editor to help you create and embed hyperlinks to other reports and documents stored in the CMS. Consult the *Crystal Reports User's Guide* for information on this feature.

1.2 Migrating your links

1.2.1 Changes to the default URL path

The default URL to the Crystal Reports URL Reporting web application bundle has changed in SAP BusinessObjects Business Intelligence platform 4.0. New absolute URL Reporting links need to use the new default URL:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr
```

If you are migrating reports with existing links from an XI 3.x release platform, resolve the issue by setting up the following redirect in your web server:

- **Redirect:** `../CrystalReports/viewrpt.cwr`
- **To:** `../BOE/CrystalReports/viewrpt.cwr`

Note:

- Ensure that all URL request parameters are forwarded correctly by your redirect. Refer to your web server documentation for detailed steps on implementing a redirect.
- SAP BusinessObjects Business Intelligence platform 4.0 only supports a Java deployment of the URL Reporting web application.

1.2.2 Deprecated commands

This section lists deprecated and obsolete Crystal Reports URL reporting commands as of SAP BusinessObjects Business Intelligence platform 4.0.

Table 1-1: *Deprecated Commands*

Parameter	Description	Replace with
connect	Re-establishes a connection to the Page Server.	No replacement.
init=actx	Specifies the Crystal Reports ActiveX Viewer.	Use <code>init=dhtml</code> or <code>init=part</code> instead. The ActiveX Viewer is deprecated as of this release.
init=java	Specifies the Crystal Reports Java Applet Viewer.	Use <code>init=html</code> or <code>init=part</code> instead. The Java Applet Viewer is deprecated as of this release.
prompt#	Specifies each parameter by value. Parameter values are specified that way in earlier versions of Crystal Reports (for example, Crystal Reports 7).	Use <code>promptex</code> or <code>promptex#</code> instead.
rptsrc	Specifies a session variable that references a report source object for a managed report in the Central Management System (CMS).	Use <code>id</code> instead to identify the report to view.

Parameter	Description	Replace with
user and password	Specifies logon credentials for the database that is used by the report and its subreports.	No replacement.
user# and password#	Specifies logon credentials for the database that is used by the report and its subreports.	No replacement.

Table 1-2: Obsolete Commands

Parameter	Description	Replace with
EXPORT_FMT=U2FXML:0	Specifies that the report be exported to the legacy Crystal Reports XML format.	No replacement.

URL syntax

2.1 Basic URL syntax

The following sections explain how to use URL reporting, and how to construct the URL.

A URL reporting URL is generally structured as follows:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?<command1>&<command2>&...&<commandN>
```

Note:

Variables are denoted with angle brackets. You must substitute the proper value for these variables. For example, you must use the name of your server where `viewrpt.cwr` is hosted in place of `<servername>` and you must use the correct port number in place of `<port>` to access the `viewrpt.cwr` web application.

Deployment

The URL Reporting application is deployed to a Java application server. Depending on where the application is configured the server name and port number will be dependant on the web server, however the calling convention is application server agnostic.

2.2 URL syntax considerations

You can pass URL reporting commands in any combination and order. All commands are optional - except the `id` command. If you do not specify any optional commands, the default viewer displays the report and prompts the user for any required information.

Remember that a number of factors determine whether the user is prompted for information when accessing a Crystal report by URL. The user is prompted under the following circumstances:

- The report requires the user to enter parameter values or authentication information.
- The report does not contain saved data; it needs to access a database.
- The user has refreshed the report; it needs to access a database.
- The values for the prompts have not already been set or the prompts have been enabled through the SDK or CMC.

- If `apstoken` or `apsuser`, `apspassword`, and `apsauthtype` values are not provided, the user is prompted to log on to the Central Management Server (CMS).

Command reference

This section provides details about the available URL reporting commands, their specific uses, and relevant examples.

Table 3-1: Authentication Commands

Command	Description
apstoken	Specifies a valid logon token for the current Enterprise session.
apsuser , apspassword , apsauthype	Specifies authentication credentials for logging on to a CMS.

Table 3-2: Document Identifier Commands

Command	Description
id	Specifies the unique identifier of the viewable document in the CMS.

Table 3-3: Input Commands

Command	Description
gf	Specifies a group selection formula for the report.
promptex (Use Case 1)	Specifies values for parameter fields in a report and subreport. See also promptex (Use Case 2) , promptex (Use Case 3) , and promptex# .
promptOnRefresh	Indicates whether the report should prompt for parameter field values when refreshed.

Command	Description
sf	Specifies a selection formula to further filter records by.
sPartContext	Specifies the data context of a report part. Use in conjunction with <code>sReportPart</code> .
sReportMode	Specifies the mode to display the report in.
sReportPart	Specifies the part of the target report to view.

Table 3-4: Output Commands

Command	Description
cmd and EXPORT_FMT	Specifies that the report be exported to the indicated format. Used in conjunction with <code>EXPORT_OPT</code> .
EXPORT_OPT	Specifies the range of pages in the report to export. Used in conjunction with <code>cmd=EXPORT</code> and <code>EXPORT_FMT</code> .
init	Specifies the viewer to display the report with.
sZoom	Specifies the magnification percentage to display the report at.

3.1 Authentication commands

3.1.1 apstoken

Syntax	Description	Values
apstoken	Specifies a valid logon token for an Enterprise session.	The logon token for the current Enterprise session.

Contains the logon token for the current user. This can be entered into the URL to allow users to access a report without being prompted again for credentials. Creating a new logon token uses up an additional licence.

Example:

This example uses the BI platform Java SDK to pass in a logon token to the URL. For more information on the `ILogonTokenMgr.createLogonToken` method, see the *SAP BusinessObjects Business Intelligence platform Java API Reference*. You can create logon tokens in a similar fashion using other BI platform SDKs such as .NET and Web Services.

```
String viewReportURLToken() throws SDKException, UnsupportedEncodingException
{
    EnterpriseSession sess = CrystalEnterprise.getSessionMgr().logon ("username", "password", "<cms>:<port>",
    "secEnterprise");
    String token = sess.getLogonTokenMgr().createLogonToken("",120,100);
    String tokenEncode = URLEncoder.encode(token, "UTF-8");
    return ("http://<server>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&apstoken=" + tokenEncode);
}
```

3.1.2 apstoken, apstoken, apstoken

Syntax	Description	Values
apsuser apspassword apsauthtype	Specifies authentication credentials for logging on to a CMS.	Valid user name, password, and authentication type (<code>secEnterprise</code> , <code>secLDAP</code> , <code>secWinAD</code>) for logging onto the CMS.

You may need to use these commands under special circumstances, such as when a user receives a report through email and must log on to the CMS to view it. In most cases, however, it is recommended to use the `apstoken` command to pass a valid Enterprise session to your URL.

Example:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&apsuser=JLee&apspassword=secret&apsauthtype=secEnterprise
```

3.2 Document identifier commands

3.2.1 id

Syntax	Description	Values
id	Specifies the unique identifier of the viewable document in the CMS.	A numerical identifier associated with the document in the CMS.

You can see identifier values for a document within the Central Management Console (CMC) or BI launch pad applications. The properties page for each document contains the document ID. You can also obtain the identifier programmatically using the BI platform SDK. For example, in the Java SDK the `com.crystaldecisions.sdk.occa.infostore.IInfoObject` interface contains a `getID` method which you can pass to the URL.

Example:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152
```

3.3 Input commands

3.3.1 gf

Syntax	Description	Values
gf	Specifies a group selection formula for the report.	A valid Crystal Reports group selection formula.

Note:

- Crystal reports created with SAP Crystal Reports for Enterprise do not support the `gf` or `sf` commands. Only reports created with SAP Crystal Reports 2011 support these commands.
- Pages are shared between reports that have the same `sf` and `gf` commands applied and that do not require login information.
- You cannot use the `gf` command with the DHTML viewer. You must specify the `init` command in your URL and choose the ActiveX or Java viewer.

Example:

This example shows how to pass a group selection formula that selects all groups where the sum of all customer sales in each region is greater than 10,000:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&init=java&gf=Sum({customer.Sales},{customer.Region})>10000
```

3.3.2 promptex (Use Case 1)

Syntax	Description	Values
<pre>promptex-<promptname></pre> <pre>promptex-<promptname>@<subrpt></pre>	<p>Specifies values for a parameter by name.</p>	<p><promptname> and <subrpt> are non-empty strings that represent names of a parameter field prompt and a subreport, which are defined in the report. <value> is a single string.</p>

Note:

Parameters passed into the URL are always applied to the report, even if the report instance contains saved data.

Example:

This example passes "hello" as a value for the parameter called "sample":

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&promptex-sample="hello"
```

This subreport example passes "hello" as a value for the parameter called "sample" for the subreport called "mysubrpt":

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&promptex-sample@mysubrpt="hello"
```

Note:

- If an existing report is inserted as the subreport, the subreport name includes the file extension (.rpt). However, the file extension may be missing from the subreport name, if the subreport was created inside the main report (using the Report Expert to create the new report, and then using Insert Subreport). In that case, the subreport name appears as "user0@subreportname," unless an extension is added in the "Report Name" text box of the Insert Subreport dialog box.
- A backslash (\) acts as an escape, so it is substituted by the character that follows it. Quotation marks and backslashes must be escaped because they are reserved URL characters. You must escape "@", ".", or "\" when they are used in the subreport name, server name, database name or parameter name.

3.3.3 promptex (Use Case 2)

Syntax	Description	Values
<pre>promptex-sample="<value A>","<value B>","<value C>"</pre> <pre>promptex-sample=["<value A>"-"<value B>"]</pre>	<p>Specifies multiple values to a parameter.</p>	<p><promptname> and <subrpt> are non-empty strings that represent names of a parameter field prompt and a subreport, which are defined in the report. <value A>, <value B>, and <value C> are strings. See table below for interval bounding.</p>

Note:

Parameters passed into the URL are always applied to the report, even if the report instance contains saved data.

Example:

This example below specifies "Apples", "Oranges", and "Grapes" as values for the parameter called "fruits":

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&promptex-fruits="Apples","Oranges","Grapes"
```

Example:

A square bracket indicates that the interval is closed at that end, and that the specified number is included in the range; a round bracket indicates that the interval is open at that end, and that the specified number is not included in the range. For example:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&promptex-sample= ("5"- "11")
```


The round brackets specify a range of all values between 5 and 11, but does not include 5 and 11.

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&promptex-sample=["5"-11")
```

The combination of a square bracket and round bracket specifies a range of all values between 5 and 11, which includes 5 but not 11.

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&promptex-sample=(-11")
```

The brackets and minus sign specifies a range of all values up to, but not including, 11.

The following table lists the types of bounded and unbounded intervals you can use.

Bounded interval	Unbounded intervals
["<value>"-"<value>"]	("<value>"-)
("<value>"-"<value>"]	["<value>"-)
["<value>"-"<value>")	(-"<value>")
("<value>"-"<value>")	(-"<value>"]

3.3.4 promptex (Use Case 3)

Syntax	Description	Values
<pre>promptex-<prompt name>="Date (YYYY, MM, DD) "</pre> <pre>promptex-<prompt name>=["Date (YYYY, MM, DD) "- "Date (YYYY, MM, DD) "]</pre>	<p>Specifies Date or DateTime parameter values, using the Single Value or Date Range methods.</p>	<p>Date or datetime parameters passed. A specific date or date range can be passed. For single value Date or DateTime parameters, double quotes are required.</p>

Note:

Parameters passed into the URL are always applied to the report, even if the report instance contains saved data.

Example:

To pass a Date value of February, 02, 2002 for the "birthdate" parameter, use the following URL command:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&promptex-birthdate="Date(2002,02,02)"
```

Example:

This example shows that "DateRangeParameter" is the parameter name; the square brackets that surround the values indicate that the specified date is included in the range:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&promptex-DateRangeParameter=["date(1996,02,18)"-"Date(1996,09,10)"]
```

The type of brackets that surround the date value can specify whether the value should be included or excluded from the date range:

- Square brackets [] that surround the values indicate that the specified date is included in the range.
- Round brackets () that surround the values indicate that the specified date is excluded in the range.

3.3.5 promptex#

Syntax	Description	Values
promptex#	The <code>promptex#</code> command is an enhanced version of the older <code>prompt#</code> command. In the enhanced notation, quotation marks are used around parameter values to indicate string values. All parameter values are passed to the report as strings, and intended numeric values are translated from strings to numbers by the report.	<promptname> and <subrpt> are non-empty strings that represent names of a parameter field prompt and a subreport, which are defined in the report. <value> is a single or multivalued string.

If the report contains more than one parameter field, you can pass multiple values to parameters by incrementing the `prompt#` index value. For example: `promptex0="CA"&promptex1="1000"`. You can specify prompts in the URL in any order; for example, `promptex1` can appear before `promptex0`. However, index numbers must match the order of the prompts that appear in the report.

Note:

- Parameters passed into the URL are always applied to the report, even if the report instance contains saved data.
- Reports that have the `promptex#` parameter applied do not have their pages shared. Caching will be by user. That is, a page that is stored in the cache is reserved for the user who last viewed it.
- The `promptex#` command can only be used to pass values to parameters in the main report. You must use the `prompt` command or the `promptex` command to pass values to parameters in a subreport.

Example:

This example passes "CA" as a value for the first parameter in the report:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&promptex0="CA"
```

3.3.6 promptOnRefresh

Syntax	Description	Values
<code>promptOnRefresh</code>	Indicates whether the report should prompt for parameter field values when refreshed.	Value must be either 0 or 1. 0 is for false and 1 is for true.

Example:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&promptOnRefresh=1
```

3.3.7 sf

Syntax	Description	Values
<code>sf</code>	Specifies a selection formula to further filter records by.	A valid Crystal Reports selection formula.

Note:

Crystal reports created with SAP Crystal Reports for Enterprise do not support the `gf` or `sf` commands. Only reports created with SAP Crystal Reports 2011 support these commands.

Selection formulas that are passed through the URL with the `sf` command will be appended to selection formulas that are already contained in the report. That is, the generated report will be based first on existing selection formulas saved with the report, and the selection formula specified by the `sf` command will be applied against that set of records.

For example, assume a report already contains a selection formula that selects the records for film studios in the state of California. The `sf` command is then used to append a formula that selects the records for a particular studio such as "Universal". Information on that particular studio will be displayed if there are studios with a value of "Universal" in the state of California. However, if the `sf` command specifies a studio value that does not exist in the subset of records already selected according to the state of California, the requested report would contain no data.

Note:

The new selection formula is not saved with the original report file. It is valid only for the current URL request.

Example:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&sf={studio.Studio}&=&'Universal'
```

3.3.8 sPartContext

Syntax	Description	Values
<code>sPartContext</code>	Specifies the data context of a report part. Use in conjunction with <code>sReportPart</code> .	The name of the report part data context.

Note:

The `sReportPart` and `sPartContext` commands are supported only with the DHML parts viewer (`init=part`).

Example:

The following example specifies the data context of a report part:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&sPartContext=/USA/CA
```

3.3.9 sReportMode

Syntax	Description	Values
sReportMode	Specifies the mode to display the report in.	<ul style="list-style-type: none"> part printlayout weblayout

Note:

- The default value when using this parameter is `printlayout`. Therefore, if the incorrect value is given, the command will use the default display mode.
- `sReportMode` will be only applicable when `init=html` or `init=dhtml` or the default viewer is selected to be `dhtml` from `web.xml`.
- `sReportMode=part` when `init=html` or default viewer is set to `html` in `web.html` is the same as saying `init=part` in the URL.

Example:

The following example allows you to view part of the report:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&init=html&sReportMode=part
```

3.3.10 sReportPart

Syntax	Description	Values
sReportPart	Specifies the part of the target report to view.	Name of the report part.

Note:

The `sReportPart` and `sPartContext` commands are supported only with the DHML parts viewer (`init=part`).

Example:

The following example specifies the report part to be viewed:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&sReportPart=graph3
```

3.4 Output commands

3.4.1 cmd and EXPORT_FMT

Syntax	Description	Values
<pre>cmd=EXPORT EXPORT_FMT=<EXPORT_FMT representation></pre>	Specifies that the report be exported to the indicated format. Used in conjunction with EXPORT_OPT.	See table below for export format values.

Table 3-20: Export Formats

Export Format	EXPORT_FMT Representation
PDF	U2FPDF:0
Crystal Reports (RPT)	U2FCR:0
Microsoft Excel (97-2003)	U2FXLS:3
Microsoft Excel (97-2003) Extended	U2FXLS:4
Rich Text Format (RTF)	U2FRTF:0
Microsoft Word - Editable (RTF)	U2FRTF:1

Export Format	Export_FMT Representation
Microsoft Word (97-2003)	U2FWORDW:0

Example:

The following example exports a report to Rich Text Format (RTF):

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&cmd=EXPORT&EXPORT_FMT=U2FRTF:0
```

3.4.2 EXPORT_OPT

Syntax	Description	Values
EXPORT_OPT	Specifies the range of pages in the report to export. Used in conjunction with <code>cmd=EXPORT</code> and <code>EXPORT_FMT</code> .	A valid page range of integers enclosed in square brackets, in the format <code>[firstPage-lastPage]</code> . The value of <code>firstPage</code> must be less than the value of <code>lastPage</code> .

Note:

If no value is specified, the whole report is exported by default. This is equivalent to setting the value to `"[-]"`.

Example:

The following example exports the first four pages of a report to Rich Text Format (RTF):

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&cmd=EXPORT&EXPORT_FMT=U2FRTF:0&EXPORT_OPT=[1-4]
```

3.4.3 init

Syntax	Description	Values
<code>init</code>	Specifies the viewer to display the report with.	<ul style="list-style-type: none"><code>dhtml</code> (DHTML viewer)<code>part</code> (DHTML parts viewer)

Note:

- If no value is specified, the DHTML viewer is used to display the report by default.
- The DHTML and DHTML parts viewers correspond to both the Java and .NET Web Form versions.

Example:

This example specifies that the DHTML viewer is used to view the report:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&init=dhtml
```

3.4.4 sZoom

Syntax	Description	Values
<code>sZoom</code>	Specifies the magnification percentage to display the report at.	An integer value for the magnification percentage. Defaults to 100 if not specified.

Example:

```
http://<servername>:<port>/BOE/CrystalReports/viewrpt.cwr?id=1152&sZoom=50
```

More Information

Information Resource	Location
SAP BusinessObjects product information	http://www.sap.com
SAP Help Portal	<p>Navigate to http://help.sap.com/businessobjects and on the "SAP BusinessObjects Overview" side panel click All Products.</p> <p>You can access the most up-to-date documentation covering all SAP BusinessObjects products and their deployment at the SAP Help Portal. You can download PDF versions or installable HTML libraries.</p> <p>Certain guides are stored on the SAP Service Marketplace and are not available from the SAP Help Portal. These guides are listed on the Help Portal accompanied by a link to the SAP Service Marketplace. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p>
SAP Service Marketplace	<p>http://service.sap.com/bosap-support > Documentation</p> <ul style="list-style-type: none"> • Installation guides: https://service.sap.com/bosap-instguides • Release notes: http://service.sap.com/releasenotes <p>The SAP Service Marketplace stores certain installation guides, upgrade and migration guides, deployment guides, release notes and Supported Platforms documents. Customers with a maintenance agreement have an authorized user ID to access this site. Contact your customer support representative to obtain an ID. If you are redirected to the SAP Service Marketplace from the SAP Help Portal, use the menu in the navigation pane on the left to locate the category containing the documentation you want to access.</p>
Docupedia	<p>https://cw.sdn.sap.com/cw/community/docupedia</p> <p>Docupedia provides additional documentation resources, a collaborative authoring environment, and an interactive feedback channel.</p>
Developer resources	<p>https://bos.sdn.sap.com/</p> <p>https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary</p>

Information Resource	Location
SAP BusinessObjects articles on the SAP Community Network	https://www.sdn.sap.com/irj/boc/businessobjects-articles These articles were formerly known as technical papers.
Notes	https://service.sap.com/notes These notes were formerly known as Knowledge Base articles.
Forums on the SAP Community Network	https://www.sdn.sap.com/irj/scn/forums
Training	http://www.sap.com/services/education From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style.
Online customer support	http://service.sap.com/bosap-support The SAP Support Portal contains information about Customer Support programs and services. It also has links to a wide range of technical information and downloads. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.
Consulting	http://www.sap.com/services/bysubject/businessobjectsconsulting Consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in topics such as relational and multidimensional databases, connectivity, database design tools, and customized embedding technology.

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