



Getting Started with BusinessObjects XI Release 2 Service Pack 3

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About this guide



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This guide provides information to help you get started using the BusinessObjects XI Release 2 Service Pack 3 (SP3) for both Windows and UNIX operating systems. It includes information on:

- Installation packages
- Installation prerequisites
- Installation scenarios

For specific information on installation procedures, deployment and configuration, see the product documentation on the Business Objects Customer Support site (<http://technicalsupport.businessobjects.com>):

- BusinessObjects XI Release 2 Service Pack 3 Installation Guide for Windows and UNIX
- BusinessObjects XI Release 2 Service Pack 3 Portal Integration Kit Installation Guide for Microsoft Sharepoint 2007
- BusinessObjects XI Release 2 Service Pack 3 Release Notes



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Depending on your requirements, the BusinessObjects XI Release 2 Service Pack 3 provides a number of installable packages:

1. A **BusinessObjects XI Release 2 Service Pack 3 package** (Windows and UNIX), which includes updates for :
 - BusinessObjects Enterprise XI Release 2
 - Crystal Reports XI Release 2
 - OLAP Intelligence XI Release 2
 - BusinessObjects XI Release 2 Productivity Pack
 - Live Office for Productivity Pack
 - Query as a Web Service for Productivity Pack
2. A **BusinessObjects XI Release 2 Productivity Pack for Service Pack 3 package** (Windows and UNIX) which includes:
 - Business Process BI Services
 - Content Search
 - Voyager

The documentation for the BusinessObjects XI Release 2 Productivity Pack is available on the Business Objects support site at <http://technicalsupport.businessobjects.com>.

3. A **BusinessObjects XI Portal Integration Kit for Microsoft Office SharePoint 2007 package** (Windows only) (BusinessObjects XI Sharepoint 2007 Portal Integration Kit)
4. A **BusinessObjects XI Release 2 Service Pack 3 for Desktop Intelligence and Universe Designer package** (Windows only)
5. A **Crystal Reports XI Release 2 Service Pack 3 package** (Windows only)
6. An installation of **Crystal Reports XI Release 2 .NET Merge Modules**
 - Merge Modules are used in the deployment of thick client windows applications and provide the necessary runtime for Crystal Reports .NET.
 - The documentation for using the Merge Modules (*Crystal Reports XI Release 2 .NET Application Deployment*) is available on the Business Objects support site at <http://technicalsupport.businessobjects.com>.

Note: The BusinessObjects Software Inventory Tool is automatically included in all of the above installation packages.

- The BusinessObjects Software Inventory Tool is a Java-based maintenance tool available to administrators of BusinessObjects Enterprise XI. It creates and maintains an inventory of all changes made to Business Objects software via Business Objects installers and allows users to view these changes.
- The documentation for using the Software Inventory Tool (*BusinessObjects Software Inventory Tool*) is available on the Business Objects support site at <http://technicalsupport.businessobjects.com>.

The Service Pack 3 installation packages are available for download from:

- The Business Objects support site; <http://support.businessobjects.com/downloads/>.
- The Business Objects Electronic Software Distribution (ESD) site; <https://businessobjects.subscribenet.com/>.



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When any of the Service Pack 3 packages are installed, a detection process searches for installed components. If the specific required components are not detected the Service Pack 3 installation will stop.

The **BusinessObjects XI Release 2 Service Pack 3** package requires BusinessObjects Enterprise XI Release 2 Service Pack 2 (SP2) for installation. Please ensure that an installation of SP2 is in place before installing Service Pack 3.

The **BusinessObjects XI Release 2 Productivity Pack for Service Pack 3** requires that BusinessObjects Enterprise XI Release 2 Service Pack 3 (SP3) has already been installed. For more information about additional scenario's involving the BusinessObjects XI Productivity Pack, please see [Installation scenarios](#) on page 15

The **Desktop Intelligence and Universe Designer XI Release 2 Service Pack 3** package will proceed only if no other BusinessObjects Enterprise components are detected. If components other than Desktop Intelligence or Universe Designer are detected the install will stop and display a warning message. In this case, you must install the full BusinessObjects XI Release 2 Service Pack 3 package.

The **Crystal Reports XI Release 2 Service Pack 3** package will proceed only if no BusinessObjects Enterprise components are detected. If additional BusinessObjects Enterprise components are detected the install will stop and display a warning message. In this case, you must install the full BusinessObjects XI Release 2 Service Pack 3 package.

In general, the following components must be installed and configured correctly before you install the **BusinessObjects XI Sharepoint 2007 Portal Integration Kit**:

- Microsoft Windows SharePoint Services or Microsoft Office SharePoint Server 2007.
- BusinessObjects Enterprise Service Pack 3
- Microsoft Windows Server 2003 (any edition).

Note: It is strongly recommended that you follow your normal procedures for backing up your deployment, prior to installing any patch. Even though Service Pack 3 (SP3) has gone through extensive testing, SP3 should be applied to a test system and verified before deploying on your production system.

If the BusinessObjects XI Release 2 Service Pack 3 installation process detects that Service Pack 3 has already been installed, it will start in maintenance mode. In maintenance mode, you are given the choice to either **Remove** or **Repair** Service Pack 3:

- If **Repair** is chosen, the installation starts from the Updating System dialog and the existing installation of SP3 is refreshed.
- If **Remove** is chosen, the existing installation of SP3 is uninstalled.

Note: BusinessObjects XI Release 2 Service Pack 3 installation on 64-bit Operating Systems is supported in the following circumstances:

- running in 32-bit mode on 64-bit Operating Systems.
- deploying 32-bit web applications to 64-bit Tomcat Web App Server.
- data access to 64-bit database servers.
- interoperability with Microsoft Office / Visual Studio versions on 64-bit platforms.

For more information on 64-bit support please consult the *Release Notes* included with your product distribution. Or download them from our website: http://support.businessobjects.com/documentation/product_guides/default.asp

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Installation scenarios



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There are several different Service Pack 3 package installation scenarios you may choose from, depending on which products you already have installed.

You may install the BusinessObjects XI Release 2 Service Pack 3 package if you have any of the following already installed:

BusinessObjects Enterprise XI Release 2 Service Pack 2

BusinessObjects XI Release 2 Productivity Pack

Any of the above with FixPack 2.x (up to and including FixPack 2.5);

Note: If you are installing BusinessObjects Enterprise XI Release 2 Service Pack 3 on FixPack 2.6 or greater than you will also need to install the latest version of FixPack 3.x

You may install the BusinessObjects XI Release 2 Productivity Pack for Service Pack 3 package if you have any of the following already installed:

BusinessObjects XI Release 2 Service Pack 3

Note: If you already have BusinessObjects XI Release 2 Productivity Pack installed, and you would like to apply the BusinessObjects XI Release 2 Productivity Pack for Service Pack 3 package, then all you need to do is install BusinessObjects XI Release 2 Service Pack 3 (you do not need to subsequently apply the BusinessObjects XI Release 2 Productivity Pack for SP3 package)

Note: If you do not have the BusinessObjects XI Release 2 Productivity Pack installed and would like to apply the BusinessObjects XI Release 2 Productivity Pack for Service Pack 3 package, you have two options to choose from:

1. Install the BusinessObjects XI Release 2 Productivity Pack, and then apply the BusinessObjects XI Release 2 Service Pack 3 package
2. Install the BusinessObjects XI Release 2 Service Pack 3 package, and then apply the BusinessObjects XI Release 2 Productivity Pack for Service Pack 3 package

You may install the Crystal Reports XI Release 2 Service Pack 3 package if you have any of the following already installed:

BusinessObjects Enterprise XI Release 2 Service Pack 2 and Crystal Reports XI Release 2

Crystal Reports XI Release 2 Service Pack 2 - only (no Enterprise components)

You may install the Desktop Intelligence and Universe Designer XI Release 2 Service Pack 3 package if you have any of the following already installed:

Desktop Intelligence XI Release 2 and / or Universe Designer XI Release 2 - only (no other Enterprise components)

You may install the BusinessObjects XI Sharepoint 2007 Portal Integration Kit package if you have the following already installed:

BusinessObjects XI Release 2 Service Pack 3

For more information on Service Pack 3 installation, please refer to the *BusinessObjects XI Release 2 Service Pack 3 Installation and Deployment Guide for Windows and UNIX*.

Before you begin any installation, please refer to the Business Objects Supported Platforms documentation at http://support.businessobjects.com/documentation/product_guides/default.asp.

For additional important information that may pertain to your deployment, it is also strongly recommended that you consult the Release Notes included with your product distribution. You can also download them from the website: http://support.businessobjects.com/documentation/product_guides/default.asp.

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