

**FREQUENTLY ASKED QUESTIONS
PEOPLESOFT 3RD PARTY BUSINESS PRACTICE CHANGE FOR BUSINESS
OBJECTS ENTERPRISE AND CRYSTAL REPORTS
FOR EXTERNAL USE**

What did Oracle announce regarding Crystal Reports and Business Objects Enterprise?

As of July 1, 2011, Oracle will no longer provide a license for or distribute Crystal Reports or Business Objects Enterprise for use with PeopleSoft applications. Customers purchasing their first PeopleSoft application on or following July 1, 2011, who wish to use Crystal Reports or Business Objects Enterprise with PeopleSoft, must contact [SAP/Business Objects](#) directly in order to obtain the appropriate license and software.

Customers that have purchased PeopleSoft Enterprise applications **prior to July 1, 2011**, may continue to use their Crystal Reports and Business Objects Enterprise license received with PeopleSoft. If they purchase additional PeopleSoft applications on or following July 1, 2011, their existing Crystal/BOE license will apply to any newly purchased PeopleSoft applications as well.

Existing customers that have been granted a Crystal/BOE license will be able to receive any Crystal/BOE software that Oracle has previously shipped via our PeopleTools media packs by contacting the GCS, and speaking with a Customer Care representative.

Is Oracle dropping support for Business Objects Enterprise and Crystal Reports with PeopleSoft?

No, Oracle customers will continue to have the choice to use Business Objects Enterprise and Crystal Reports with their PeopleSoft applications. In addition, we plan to certify new versions that are released by SAP/Business Objects in the future. Please refer to My Oracle Support for details about certified version combinations of Crystal Reports, Business Objects Enterprise and PeopleTools.

How long will Oracle provide support for PeopleSoft customers using Business Objects Enterprise and Crystal Reports?

Customers who received a license to Crystal Reports and Business Objects Enterprise from Oracle will receive support for these products directly from Oracle during the period of PeopleTools 8.51 "Patch Support". According to the published [Support Policy](#), this will be until 12 months after the release of PeopleTools 8.52, or approximately October, 2012. As stated above, Oracle plans to certify new releases of Crystal Reports and Business Objects Enterprise that are released by SAP/Business Objects, but customers will need to purchase

a license for a newer version and receive support directly from SAP/Business Objects.

Reports that are delivered with PeopleSoft applications in Crystal Report format (.RPT files) will be supported for the Premier Support period of the application, according to the published [Support Policy](#) in a manner similar to other delivered application functionality and content.

Will Oracle continue to provide a no-cost license for Oracle BI Publisher with PeopleSoft?

Yes, all customers will continue to have the option to use Oracle BI Publisher for PeopleSoft (embedded within PeopleTools) at no charge. Future releases of PeopleSoft applications will only include BI Publisher-format reports. Customers are not required to purchase a license for Crystal Reports or Business Objects Enterprise in order to gain the full value of their PeopleSoft application.

Will Oracle provide an automated tool for converting Crystal Reports to BI Publisher format?

Due to the complex logic in many custom reports, Oracle does not plan to provide an automated report conversion tool.

Will newer versions of Business Objects Enterprise and Crystal Reports continue to be certified with newer PeopleTools releases?

Yes, Oracle will continue to certify new versions of Business Objects Enterprise and Crystal Reports for use with PeopleSoft applications.

Will customers need to re-purchase a Business Objects Enterprise and Crystal Reports license from SAP/Business Objects?

The Business Objects Enterprise and Crystal Reports license that customers received with PeopleSoft will not expire. If a customer desires to use a newer version of Crystal Reports/BOE than those provided by Oracle, a license will need to be purchased directly from SAP/Business Objects. Any newer versions of Crystal/BOE will need to be licensed and obtained directly from SAP/Business Objects.