



Frequently Asked Questions

1. What is Meridian's relationship with Business Objects?

Meridian has entered into an OEM agreement with Business Objects for the Crystal Reports XI Developer Edition product. This relationship enables Meridian to sell a single named-user license of Crystal Reports XI Developer under the product name *Crystal Reports XI for Prolog*, giving Prolog users access to the enhanced customization and development capabilities available in Crystal Reports XI. Meridian pays Business Objects royalties for each license of *Crystal Reports XI for Prolog* sold.

2. What is *Crystal Reports XI for Prolog*?

Prolog Manager 2008 and Prolog WebSite are shipped standard with the royalty free Crystal Reports XI runtime DLL's embedded.

Crystal Reports XI for Prolog allows Prolog 2008 users to get the most out of their Prolog reports by leveraging the enhanced capabilities of Crystal Reports XI (version 11). Crystal Reports XI from Business Objects features several new formatting and design capabilities that are not part of Prolog's standard Report Manager.

3. What is included with *Crystal Reports XI for Prolog*?

Crystal Reports XI for Prolog contains one named user license for Crystal Reports XI Developer, providing Prolog 2008 users access to the enhanced capabilities of Crystal Reports XI (version 11).

4. What versions of Prolog will *Crystal Reports XI for Prolog* work with?

Crystal XI for Prolog will only work with Prolog Manager and Prolog WebSite version 2008. Users who have an earlier version of Prolog installed can discuss options with their Meridian representative.

5. I already have a copy of *Crystal Reports XI for Prolog* and I am current on Software Support and Maintenance (SSM). Do I need to purchase a new version of *Crystal Reports XI for Prolog*?

No. If you are current on SSM, you do not need to purchase a new license of *Crystal Reports XI for Prolog*. Users will receive *Crystal Reports XI for Prolog* updates along with Prolog Manager and Prolog WebSite updates.

6. Will reports developed with Crystal 8.5 function with *Crystal Reports XI for Prolog*?

Standard and custom reports that were developed using Crystal 8.5 should still function when run with the Crystal Reports XI runtime. Since Crystal 8.5 is no longer a supported product by Business Objects, there may be some report components within an 8.5 report that do not function properly.

7. If I purchase Prolog WebSite, do I have to purchase *Crystal Reports XI for Prolog*?

Yes. New Prolog WebSite customers must purchase at least one license of *Crystal Reports XI for Prolog*. This will give you one developer license and unlimited runtime licenses for all users. Our OEM agreement with Business Objects mandates that Meridian cannot distribute the runtime DLL's that are shipped standard with Prolog WebSite without the customer purchasing one license of Crystal XI Developer

8. If I purchase Prolog Manager 2008 do I have to purchase *Crystal Reports XI for Prolog*?

No. Prolog Manager includes the Crystal Reports XI runtime DLL's so users can run existing reports. However, without *Crystal Reports XI for Prolog* users cannot leverage the enhanced customization and development capabilities available in Crystal Reports XI.

9. Do I have to purchase *Crystal Reports XI for Prolog* SSM?

No. However, customers that do purchase *Crystal Reports XI for Prolog* SSM will be entitled to Technical Support, access to product patches and service packs.

10. What does SSM for *Crystal Reports XI for Prolog* provide?

Unlimited support incident management—anybody in your organization designated as a support contact can log a support incident with us via the most convenient method for the individual—email, telephone or online. We assign each support incident a unique tracking number, so you can quickly and easily check on the status at any time.

Telephone support—our team of support analysts is available to assist you Monday through Friday, 5 a.m. to 5 P.M. Pacific Time (excluding designated Meridian holidays).

24-hour access to SupportLink—this password-protected support extranet—exclusively for customers—provides all the tools and information you need to find answers to your Meridian support questions. You'll find the latest information on Meridian products, technical bulletins, documentation, and product downloads. You can also read our frequently asked questions, browse the Knowledge Base, submit a support incident and track its status and more

End-User Support—Users of Prolog may contact Meridian support with general questions or issues.

Please be advised Meridian does not support creating or maintaining customized reports. Every effort is put forth to narrow the scope of the problem and resolve problems related to running reports within Prolog. However, customized reports are outside the scope of technical support. Training on features within Crystal Reports XI

Developer can be obtained by contacting Business Objects.

11. How do I get Crystal Reports XI fixes, patches, service packs and upgrades?

Customers should Contact Business Objects for Crystal Reports XI release updates, service packs, fixes and minor feature enhancements.

12. If I'm on Crystal Reports XI for Prolog SSM, do I get free upgrades to future releases of Crystal XI for Prolog, like I do with Prolog Manager?

Yes. If you have a current SSM agreement, you will receive *Crystal Reports XI for Prolog* updates. SSM entitles users to maintenance releases of *Crystal Reports XI for Prolog* —these regularly scheduled releases, or service packs (SPs), provide product fixes and minor feature enhancements. As needed, we create off-cycle fixes to address urgent customer-specific needs. However, upgrades to future versions of Crystal Reports are not part of your SSM agreement.

13. What support and maintenance do I receive from Business Objects?

Only Crystal Reports XI software updates.

14. Who do I call for Crystal Reports XI for Prolog SSM?

You can contact Meridian Systems Technical Support Services by:

Email: tech@meridiansystems.com

Fax: 916 294-2001

Telephone: 916 294-2100

Internet:

<http://www.meridiansystems.com/services/support/index.asp>

Meridian's SupportLink includes a technical knowledge base, answers to frequently asked questions, technical documentation and a form to submit specific support requests 24 hours a day, 365 days a year.

15. If my Meridian Global Partner Network Reseller provides Prolog Manager first tier support, do they also provide Crystal Reports XI for Prolog first tier support?

Yes, if you contract for first tier support for *Crystal Reports XI for Prolog* with your Meridian Global Partner Network Reseller, you will receive first tier support from them directly. If you contract directly with Meridian for first tier support, you will receive first tier support from Meridian.

16. If a customer is currently on Prolog Manager or Prolog WebSite SSM do they need to buy Crystal Reports XI for Prolog or do they automatically get a copy by being on support?

New Prolog WebSite Customers must purchase one license of *Crystal Reports XI for Prolog* to meet the license requirements from Business Objects for Crystal XI.

New Prolog Manager customers have the option to purchase *Crystal Reports XI for Prolog* for added functionality.

Existing Prolog Manager and Prolog WebSite customers who are on support and maintenance do not need to buy a new license of *Crystal Reports XI for Prolog*.

17. If I need custom reports developed with Crystal Reports XI for Prolog, who can I call?

Contact your local Meridian Global Partner Network Reseller. Find one in your area by visiting

<http://www.meridiansystems.com/partners/findreseller.asp>

18. If I have further questions, who can I call?

Contact your local Meridian Global Partner Network Reseller. Find one in your area by visiting

<http://www.meridiansystems.com/partners/findreseller.asp>



1720 Prairie City Road, Suite 120
Folsom, CA 95630
(800) 850 2660
www.meridiansystems.com

© Copyright 2008 Meridian Systems. All rights reserved. Prolog, Proliance, Meridian Systems and ProjectTalk are registered trademarks of Meridian Systems, an independent subsidiary of Trimble, in the United States and other countries. The names and logos of other companies mentioned herein may be trademarks of their respective owners. This document is for informational purposes only. Meridian Systems makes no warranties, expressed or implied, in this document.