

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.01

Release Notes

Document Release Date: August 2011

Software Release Date: August 2011



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© Copyright 2011 Hewlett-Packard Development Company, L.P.

Trademark Notices

- Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.
- AMD and the AMD Arrow symbol are trademarks of Advanced Micro Devices, Inc.
- Intel®, Itanium®, Pentium®, and Intel® Xeon® are trademarks of Intel Corporation in the U.S. and other countries.
- Java is a registered trademark of Oracle and/or its affiliates.
- Microsoft®, Windows®, Windows NT®, Windows® XP, Windows Vista® and SQL Server® are U.S. registered trademarks of Microsoft Corporation.
- Oracle is a registered trademark of Oracle Corporation and/or its affiliates.

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at:

<http://www.hp.com/go/hpsoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

Contents

Release Notes.....	1
Contents.....	5
IT Executive Scorecard Release Notes.....	7
What's New in This Release?.....	8
Data Sources.....	8
Data Warehouse.....	8
Installation.....	8
Executive Scorecard.....	8
Supported Environments.....	9
Distributed Server Environment.....	9
Database Driver Requirements.....	10
Client Workstation Requirements.....	10
Supported Data Sources.....	11
Installation Requirements.....	12
Hardware Requirements.....	12
Software Requirements.....	12
Installation Notes.....	15
Installation of Version 9.01.....	15
Upgrade from Version 9.00 to Version 9.01.....	15
Notes and Limitations.....	17
Installation Issues.....	17
Data Warehouse Issues.....	17
Content Issues.....	19
Foundation Issues.....	19
Fixed Issues.....	21
Documentation Errata.....	23
Access the Documentation PDFs.....	23
Web Intelligence Reports.....	23

Localization and Globalization	24
Localization	24
Globalization	24

IT Executive Scorecard Release Notes

This file provides information about IT Executive Scorecard 9.01

This document is an overview of the changes made to IT Executive Scorecard. It contains important information that is not included in books or Help. You can find information about the following in this document:

- ["Supported Environments" \(on page 9\)](#)
- ["Installation Requirements" \(on page 12\)](#)
- ["Notes and Limitations" \(on page 17\)](#)
- ["Documentation Errata" \(on page 23\)](#)
- ["Localization and Globalization" \(on page 24\)](#)

What's New in This Release?

Data Sources

- A number of stability improvements were made to the 3-source consolidation scenarios.
- The Data Warehouse Data Source Management user interface has been stabilized and improved.

Data Warehouse

- The database cleanup procedure has been added. It enables you to cleanup the data left after a POC, in case of severe data quality issues, or between the staging and the production stages.

Installation

- The joint installation of Financial Planning & Analysis and IT Executive Scorecard has been stabilized.

Executive Scorecard

- The JDK used internally by the IT Executive Scorecard Server has been upgraded to version 1.6.0_26.
- Improvements to the KPI calculation performance.
- Improvement to the memory consumption in the Studio.

Supported Environments

The **IT Executive Scorecard** server runs in these operating system environments:

- ["Distributed Server Environment" \(on page 9\)](#)
- ["Database Driver Requirements" \(on page 10\)](#)
- ["Client Workstation Requirements" \(on page 10\)](#)
- ["Supported Data Sources" \(on page 11\)](#)

Distributed Server Environment

Although you can install all components on a single server, the typical configuration is a distributed environment where each networked server hosts a specific component.

Third-party components, such as databases and operating systems, are supported at the minor level, unless a different minimum level is specified. Future maintenance and patch releases (including fix packs or service packs) on the same minor release are expected to be supported, unless a conflict specific to that release arises.

Server	Installed Applications	Operating System
IT Executive Scorecard server	Executive Scorecard 9.00	Microsoft Windows Server 2008 R2 64 bit Enterprise Edition
RDBMS server	Microsoft SQL Server 2008 Enterprise Edition with SP 2	RDBMS compatible
Data warehouse Server	Microsoft SQL Server 2008 (64-bit) (client only) Oracle native client (OCI) 11g 32bit ¹ if you use a data source on an Oracle RDBMS Microsoft .Net Framework 3.5 Microsoft Excel 2007 SQLCMD utility	Microsoft Windows Server 2008 R2 64 bit Enterprise Edition
SAP® BusinessObjects server	SAP® BusinessObjects Enterprise XI 3.1 SP3	Microsoft Windows Server 2008 R2 64 bit Enterprise Edition

¹ The Oracle native client is used by Data Services and by the data warehouse to connect to Oracle source databases. If you do not have Oracle Database 11g 32bit client software, go to the Oracle.com site to download and install the free Database 11g Instant Client software.

Database Driver Requirements

Make sure that you consult the RDBMS vendor documentation for installation requirements and platform/operating system compatibility for server and client installations. The following table describes the RDBMS drivers required on different servers for HP IT Executive Scorecard to run successfully.

Product	Server	Supported Drivers (Client)
Microsoft SQL Server 2008	Application	Microsoft SQL Server JDBC driver 2.0.1803 (sqljdbc_2.0\enu\sqljdbc.jar)

Client Workstation Requirements

Make sure that you consult the software vendor documentation for installation requirements and platform/operating system compatibility for server and client installations. The following table describes the software required on the application server for HP IT Executive Scorecard to run successfully.

Product	Comments
Microsoft Windows 7 Professional or Microsoft Windows XP Professional	Networked with a supported browser
Adobe Flash Player 10.3.x	Enables users to view dashboards, view or edit Allocation Rules, and use the Cost Explorer. Free download available from the Adobe web site: www.adobe.com
SAP® BusinessObjects Xcelsius 2008 SP3	Enables users to modify reports. Xcelsius requires installation of Microsoft Excel 2003 or 2007. For a complete list of Xcelsius 2008 SP3 supported platforms, see the Xcelsius 2008 Service Pack 3 – Supported Platforms documentation.
Internet Explorer 7 or 8 (32-bit)	Browser
Screen Resolution	1280 x 1024 minimum

Supported Data Sources

HP IT Executive Scorecard is compatible with the following software products.

You can find the latest Support Matrix for this product that lists all software and hardware requirements at this location: [HP Support matrices](#).

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to [Access levels](#).

To register for an HP Passport ID, go to [HP Passport Registration](#).

Product	Version	Supported Databases
Alternate Source	N/A	Microsoft Excel 2003 or 2007
HP Asset Manager (AM)	5.1 5.2x 9.30	All supported database servers
HP Business Service Management (BSM)	9.01 including Patch #12 (available in the installation DVD in the BSM_901_Patch_12 directory)	All supported database servers
HP Project and Portfolio Management (PPM)	8.0 9.10	All supported database servers
HP Service Manager (SM)	9.2x	All supported database servers
HP Universal Configuration Management Database (uCMDB)	9.02	All supported database servers

Installation Requirements

This section includes details about the installation requirements.

Details about the minimum hardware and software requirements are also provided in the *Executive Scorecard Installation and Configuration* (interactive document) available on the Installation DVD, but the details provided in this document are usually more up to date.

Hardware Requirements

The following table describes the recommended hardware requirements for the various IT Executive Scorecard components. If you are deploying a consolidated environment, ensure that the server meets the combined total minimum space requirement.

Item	Recommended Requirements
RAM	SAP BusinessObjects Enterprise for IT Executive Scorecard Server: 8 GB Data Warehouse Server: 8 GB Executive Scorecard Server: 4GB
Free disk space	SAP BusinessObjects Enterprise for IT Executive Scorecard Server: 8GB Data Warehouse Server: 8GB Executive Scorecard Server: 8GB
Processor	SAP BusinessObjects Enterprise for IT Executive Scorecard Server: Dual core Data Warehouse Server: Dual core Executive Scorecard Server: Dual core
Available Ports	Data Warehouse Server: 10001 to 10010, and 28080. Executive Scorecard Server: 10001 to 10010 SAP BusinessObjects Enterprise for IT Executive Scorecard Server: 6400 and 8080

Software Requirements

The following describe the software requirements for the IT Executive Scorecard components:

Operating System Requirements

All servers in the IT Executive Scorecard component deployment (SAP BusinessObjects Enterprise for IT Executive Scorecard server, Data Warehouse server, and Executive Scorecard server), must have Windows ® operating system (Microsoft Windows Server 2008 R2 64 bit Enterprise) installed as their operating system. Your RDBMS is not required to run on Microsoft

Windows Server 2008 R2 64 bit Enterprise.

All component systems must be joined to the same Windows server domain.

RDBMS Requirements

1. IT Executive Scorecard currently supports Microsoft SQL Server 2008 Enterprise Edition with SP 2 as the Relational Database Management System (RDBMS).

Note: This version of IT Executive Scorecard only supports using the default instance of the SQL Server.

Obtain Microsoft SQL Server 2008 Enterprise Edition with SP 2 software and license keys directly from Microsoft Corporation. The Microsoft SQL Server 2008 Enterprise Edition with SP 2 should be set up before you begin your IT Executive Scorecard deployment.

2. Ensure that you configure in your Microsoft SQL Server 2008 Enterprise Edition with SP 2 with the following:
 - Mixed Mode Authentication for the RDBMS Database Engine.
 - TCP/IP enabled as a communications protocol for MS SQL Server.

For more information, see the Microsoft SQL Server 2008 Enterprise Edition with SP 2 documentation.

License Requirements

During the Executive Scorecard Configuration, you are required to enter the application license details. You can purchase a permanent license for Executive Scorecard, or alternately use an evaluation license that is valid for 60 days and extend it with a temporary license if necessary.

If you have an existing SAP BusinessObjects Enterprise for IT Executive Scorecard installation, you can use that instance. If you purchase SAP BusinessObjects Enterprise for IT Executive Scorecard with the HP Executive Scorecard, the purchase includes the required licenses.

Other applications that generate or use data, require separate licenses. For more information about licenses, contact your HP sales representative or visit the **HP software support** (www.hp.com/go/hpsupport) web site. If you obtain SAP BusinessObjects software products from HP, the HP License Key Delivery Service web site (webware.hp.com) manages HP software licensing for the IT Executive Scorecard application. "[Hardware Requirements](#) " ([on page 12](#))

Data Warehouse Server Software Requirements

Install the following on the Data Warehouse server, before you start the Data Warehouse component installation:

1. Install the SQLCMD utility as follows:
 - a. On the Microsoft SQL Server 2008 Enterprise Edition with SP 2 CD, run Setup.

Note: If you did not previously install .NET Framework 3.5.1 on your server, you may be prompted to install Microsoft .NET Framework. When installing .NET Framework 3.5.1, ensure that WCF Activation is unchecked.

- b. Select **New SQL Server Standalone Installation**.

- c. On the feature Select screen, select **Management Tools - Basic**, unselect **Management Tools - Complete**, and finish the Wizard.

Note: If you want to use the default HTTP port in the Executive Scorecard installation, ensure that the port the one, that was configured during post-installation configuration, is available after the installation of the SQLCMD tool.

2. Microsoft Excel 2007 - This must be installed if you intend using the Excel spreadsheets provided by Data Warehouse. Because the use of Excel spreadsheets is optional, the pre-install checks inform you if it is not installed but allows you to carry on with the installation.

Executive Scorecard Client Requirements

Currently Microsoft Internet Explorer 8 is supported.

For full dashboard functionality, ensure that you have the following installed:

1. Adobe® *Flash*® player versions 10.3.x
2. JRE version 1.6.x

Note: It is recommended that you set your browser Zoom Level to 100%. A Zoom level higher than 100% might result in some of the components not displaying properly in the Dashboard.

Note: The recommended screen resolution when viewing the Executive Scorecard application is 1280x1024.

Note: It is recommended that you reset the browser settings to the default settings.

Installation Notes

Version 9.01 is a service pack that should be installed after Executive Scorecard Version 9.00 has been installed.

Installation of Version 9.01

You must first install Executive Scorecard Version 9.00 and then install the service pack (SP1).

Note: After installing SP1, do not manually start the post-install wizard at it should start automatically (manually starting the procedure would cause version 9.00 of the post-install wizard to run). If the post-install wizard does not start automatically, locate the **<agora home dir>\agora\confwizard\run_sp_postinstall.bat** file and click it. This file is available only after finishing the installation process.

Upgrade from Version 9.00 to Version 9.01

This section explains how to upgrade to version 9.01.

1. **Pre-requisites:** Executive Scorecard Version 9.00 must already be installed.
2. **Backup:**
 - a. Before you perform the upgrade to version 9.01, if you had configured cross-reference property files in version 9.00, backup the following files:
 - **<Installation Directory>\agora\ContentPacks\Core\confxref.properties.**
 - **<Installation Directory>\agora\ContentPacks\Core\confxref_service.properties.**
3. **Install Executive Scorecard version 9.00, SP 1.** The SP 1 package .zip file includes the **setup.exe** file that you must click to automatically run the installation wizard. Follow the prompts. Once the installation is complete, the post-install procedure should start automatically.

Note: After installing SP1, do not manually start the post-install wizard at it should start automatically (manually starting the procedure would cause version 9.00 of the post-install wizard to run). If the post-install wizard does not start automatically, locate the **<agora home dir>\agora\confwizard\run_sp_postinstall.bat** file and click it. This file is available only after finishing the installation process.
4. **After the upgrade, perform the following procedures:**
 - a. Restore the cross-reference property files that you backed up before the upgrade to the following directories:
 - **<Installation Directory>\agora\ContentPacks\Core\confxref.properties.**
 - **<Installation Directory>\agora\ContentPacks\Core\confxref_service.properties.**
 - b. Recreate all the DWH scheduler you created in Executive Scorecard 9.00. Two options are available:
 - [Schedule ETL Run](#) in the *Data Warehouse Admin Guide*.
 - [How to Load a Batch Job](#) in the *Data Warehouse Admin Guide*.

- c. Activate, using the Data Source Management user interface - the relevant Data Sources (content packs) - except for the Core Content Pack, and the ALT Content Pack - that were active before the Service Pack installation since after the Content Pack upgrade the Data Sources are automatically deactivated. Activate the alternate Content Pack using the backend tools.

Notes and Limitations

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

Installation Issues

The installation-related issues are as follows:

When the path to the SQLCMB utility includes quotes (inverted commas), the installation of the Data Warehouse fails (init_db failed to execute) - QCCR1A127626

When installing the SQLCMD utility, make sure that the path to the utility is not enclosed in quotes (") and does not include quotes, as this might cause the installation of Data Warehouse to fail.

Financial Planning Analysis and Executive Scorecard - When installing the Financial Planning Analysis Service Pack post installation fails when the staging and target databases are on different servers - QCCR128055

When you install Executive Scorecard 9.0 and you create the staging and target databases on different servers using different passwords for the SQL servers, then you install the Financial Planning Analysis content pack (version 9.2), and then you install Financial Planning Analysis Service Pack (version 9.21), the post-install procedure fails.

Workaround: It is recommended to create the staging and target databases on the same server.

Using XS Administration shortcuts in the Start Menu under domain user on a Windows 2008 server

If the domain account is used to manage the server, the **Configuration Wizard, License Renewal, Enable / Disable Executive Scorecard**, and **Uninstall HP Executive Scorecard** shortcuts may not work correctly because the batch files invoked in these shortcuts cannot access the relevant files when the User Access Control feature is enabled.

Workaround: Use one of the following options:

- Disable the User Access Control feature.
- To launch each shortcut, right-click it and select the **Run as Administrator** option.

Data Warehouse Issues

The Data Warehouse-related issues are as follows:

The names of the users for the target or staging databases cannot be changed (QCCR120374)

You cannot change the names of the users of the target or staging databases, as currently the users are hard-coded in ETL.

Data Source Management user interface - the HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management Schema Name (Oracle) is not validated and generates incorrect views, the views fail, and the ETL fails (QCCR124469)

Make sure that, when you activate the HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management (Oracle) data source, you enter correct schema name in the relevant page of the Data Source Management User Interface.

Because the HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management Schema Name is not validated, ETL will fail if an incorrect schema name is entered in the Data Source Management user interface, due to the incorrectly generated views.

Workaround:

1. Change the setting (correct the Schema name in the relevant page of the Data Source Management User Interface).
2. Generate the schema using the following command:
DW_generate_Schemas - dw_generateschemas.bat -interface -product (<content_pack_name>). The full path to the batch file is:
<DWH_home_directory>agora\DataWarehouse\bin\dw_generateschemas.bat

SAP BusinessObjects Enterprise for IT Executive Scorecard Ports (QCCR124707)

In a typical installation, SAP BusinessObjects Enterprise for IT Executive Scorecard ports must be the default ports: 8080 and 6400 . SAP BusinessObjects Data Services for IT Executive Scorecard does not support changes to the SAP BusinessObjects Enterprise for IT Executive Scorecard ports when Tomcat is shared.

When running the post-installation wizard, a failure occurs (QCCR125460)

The installation of HP IT Executive Scorecard or Data Warehouse on an MS-SQL server that uses a named instance is not supported. Only the installation on the default instance of the SQL Server is supported.

In addition, the Asset Management and Service Manager data sources on named instances are not supported.

HP Asset Manager - Oracle source views script cannot be executed (QCCR128131)

Executing **CreateInterfaces_AM<AM_version>-AMVIEW_DS-oracle.sql** fails with the following error: **SQL Error: ORA-00904: "SUBSTRING": invalid identifier 00904. 00000 - "%s: invalid identifier"**.

Workaround:

1. Replace **SUBSTRING** with **SUBSTR** and **LEN** with **LENGTH** in the script itself, located at **<DWH_Home_Directory>\agora\DataWarehouse\generated\sql\interface\CreateInterfaces_AM<AM_version>-AMVIEW_DS-oracle.sql**.
2. Run the script once more.

Content Issues

The content-related issues are as follows:

Localized date in **SERVICESTATUS_FACT** is not converted from UTC (QCCR122359)

Workaround: Edit the **SERVICESTATUS_CON_ALT_WF** and change the mapping for all **_LOC** dates to **UTC_DATE_TO_DW(<Date>_UTC)**.

Note: This is problematic only for the alternate source. It is working correctly for HP Business Service Management.

Service Manager Data Source CI ORG Information (QCCR125922)

When integrating the HP Service Manager data into the Data Warehouse, KPIs relying on the Organization hierarchies assigned to the Configuration Items (CI) from HP Service Manager may be incorrect.

Workaround: Execute the **CreateInterfaces_SM9.2-SMVIEW_DS-mssql_UpdateCIView.sql** script which is located in the **<DWH_Home>Agora\DataWarehouse\Generated** directory, after the HP Service Manager content pack is initially deployed. This should be executed before ETL is run.

Foundation Issues

The Foundation-related issues are as follows:

The SAP BusinessObjects Enterprise for IT Executive Scorecard installation folder may remain after an uninstall operation (QCCR119971)

If the SAP BusinessObjects Enterprise for IT Executive Scorecard installation folder remains after an uninstall operation, remove it manually. Also remove the SAP BusinessObjects Data Services for IT Executive Scorecard folder. Note that SAP BusinessObjects Data Services for IT Executive Scorecard is installed on the Data Warehouse machine.

SAP BusinessObjects Enterprise for IT Executive Scorecard Reports (QCCR121798)

When connecting to SAP BusinessObjects Enterprise for IT Executive Scorecard via https, select a non-secured connection, otherwise an error message is issued when opening SAP BusinessObjects Enterprise for IT Executive Scorecard reports and the reports are not displayed.

Problem with the HP Analytic MQ Broker service (QCCR122859)

If you have one of the following problems:

- A KPI calculation starts successfully but you receive a **SharedUIException** error message.
- You see a **JMS connection refused** in the server log.
- The calculations stop and there is a message in the event viewer that the MQ broker was stopped and started.

You must stop and start Executive Scorecard from the menu options on the Executive Scorecard and Data Warehouse servers, as follows:

1. On the Windows taskbar click **Start > All Programs > HP Executive Scorecard > Administration > Disable HP Executive Scorecard**. Stopping Executive Scorecard may take some time after the **Disable HP Executive Scorecard** window fades away.
2. On the Windows taskbar click **Start > All Programs > HP Executive Scorecard > Administration > Enable HP Executive Scorecard**.

Data Warehouse Admin Reports - Trying to open SAP BusinessObjects Enterprise for IT Executive Scorecard Reports embedded in the user interface using the secure mode (HTTPS) issues the "Navigation to the webpage was canceled" error (QCCR125900)

When you open a Data Warehouse report in a component in IT Executive Scorecard Dashboard, you may get a warning that the page includes unsecured information. The component uses the https protocol to access the report.

Workaround: To see reports, select **No** in the **Do you want to view only the webpage content that was delivered securely** popup message.

When running the post-installation wizard, a failure occurs (QCCR126085)

When running the post-installation wizard, the following error message is issued:

Java.lang.Exception: Couldn't start the service named: HGFStartService. reason is: Timeout (60000 millisec) while running (net, start, HPGFStartService)

Workaround: Close the configuration wizard and start the HP Analytic Application service manually.

Setting mechanism - Some settings are not editable if the login is performed with an administrator user after login with limited user (QCCR127842)

If an administrator user logs in after a user with "view settings" permission, then some settings became read only even for the administrator user.

Workaround: Restart Executive Scorecard.

Fixed Issues

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

Data Source Management User Interface (QCCR125458)

If there is a connection problem error in the Data Source Management user interface, restart glassfish on the Data Warehouse server.

Admin Tab Settings (QCCR126046)

Though you can modify the settings in the Admin tab, it is recommended to consult Support before you change a setting.

The XFR_DIM job fails due to a fractional truncation error (QCCR126149)

When you rerun the XFR_DIM_JB for the same batch, the job may fail with an error similar to the following:

DBS-070401: |Data flow COSTCENTER_XFRN_UPDATE_DF|Loader MO_NORMAL_TO_UPDATE_COSTCENTER_DIM_XFRN ODBC data source <Database_Server> error message for operation <SQLExecute>: <[Microsoft][ODBC SQL Server Driver]Fractional truncation>.

Workaround:

1. Open the **XFR_DIM_JB** job in the SAP BusinessObjects Data Services for IT Executive Scorecard Designer.
 2. Review the following workflow in the **XFRN_UPDATE_GEN_CONT_WF** container:
 - **COSTCENTER**
 - **EMPLOYMENT**
 - **BUSPROCESS**
 - **BUSTRANSACTION**
 3. For each workflow, make sure that you use the following settings in the **Update Control** section of the **Options** tab: Auto correct load: Set this value to **Yes**.
-

Financial Planning & Analysis installed after IT Executive Scorecard was installed: The IT Executive Scorecard cost views are not recreated to point to Financial Planning & Analysis tables (QCCR126239)

If you install Financial Planning & Analysis after you have installed IT Executive Scorecard (including the Data Warehouse), some of the Executive Scorecard views in the Executive

Scorecard schema should point to the **itaapp** schema to obtain the allocated data available for Executive Scorecard KPIs.

The update of the view should occur as part of the Financial Planning & Analysis Content Pack post-install phase but does not.

To see allocated data in Executive Scorecard, perform the following steps:

1. Connect to the Data Warehouse database (target schema).
2. Run the following script:
<Install folder>\agora\ContentPacks\FPA\custom\schemacreation\mssql\xs_dwh_target_fpa_cost_views.sql
3. The Data Sources should be activated as well since after the Content Pack upgrade the Data Sources are being deactivated.

Documentation Errata

The following documentation items have changed.

Access the Documentation PDFs

The documentation PDFs are not currently accessible from the Welcome page of the documentation library. They are available from the installation DVD.

Web Intelligence Reports

A detailed description of the Web Intelligence reports has been added to the Reference: Web Intelligence Reports *IT Executive Scorecard Admin Guide*.

Localization and Globalization

Localization

Localization is the process by which software applications are adapted to suit a specific local market or *locale*.

HP IT Executive Scorecard supports Unicode (UTF-8) on the server and client. Unicode is a worldwide standard compatible with ISO 10646 (<http://www.iso.org/>). UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. It also supports a comprehensive set of mathematical and technical symbols that simplify scientific information exchange.

HP IT Executive Scorecard supports UTF-8 as an encoding method for new or existing ASCII and multi-byte characters. For more information about the languages and character sets supported by UTF-8, see <http://www.unicode.org/>.

Globalization

Globalization is the process of designing products or services for the global marketplace so that they can be sold anywhere in the world with only minor revision.

HP IT Executive Scorecard currently supports English.

