

HP Storage Essentials Storage Resource Management Report Optimizer

Software Version: 6.1

Installation Guide

Document Release Date: July 2009
Software Release Date: June 2009
Second Edition



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Documentation Updates

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

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

The following table indicates changes made to this document since the last released edition. .

Changes to this Document

Chapter	Changes
1	Updated the installation instructions. Created separate instructions for fresh installations and upgrades. Updated the configuration instructions. Added a troubleshooting section.

Support

Visit the HP Software Support Online web site at:

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

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

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1 Installing and Configuring SRM Report Optimizer on Microsoft Windows

This chapter provides instructions for installing and configuring SRM Report Optimizer on Microsoft Windows.

This chapter contains the following topics:

- [Requirements, page 1](#)
- [Upgrading SRM Report Optimizer, page 3](#)
- [Performing a fresh installation of SRM Report Optimizer, page 27](#)
- [Installing the Oracle client, page 29](#)
- [Uninstalling SRM Report Optimizer 6.1, page 30](#)
- [Configuring SRM Report Optimizer on page 30](#)
- [Tuning the SRM Report Optimizer server, page 38](#)
- [Troubleshooting, page 44](#)

After completing the installation and configuration, you should refer to the SRM Report Optimizer Quick Start Guide for information about using the product.

Requirements

- The computer name of the installation machine must not contain a hyphen (-) or underscore (_). SRM Report Optimizer will not run properly on machines with a computer name that contains either of these characters.
- Install SRM Report Optimizer on a dedicated machine.

- The directory path that contains the installation files (if copied from the DVD) must not contain spaces. Directory names must include only alphanumeric characters.
- The installation path may not contain embedded spaces, non-English characters, or punctuation. The path is limited to basic ASCII alphanumeric characters.
- Installations using Virtual Network Computing (VNC) software are not supported. The installation bits must be local to the server where you plan to install the product.
- Java Plug-in 1.5.0 or later - The plug-in can be downloaded from the following web site:
<http://www.java.com/download/>
- Fresh installations only: Oracle 10g client - The Oracle 10g client can be installed before or after SRM Report Optimizer. For more details, see “[Installing the Oracle client](#)” on page 29.
- MS .NET Framework 2.0 and MS .NET Framework 2.0 SP1. The MS .NET Framework files can be downloaded from the following web site:
<http://www.microsoft.com/Downloads/>
- The following services must be started:
Windows 2003
 - EventLog
 - NT LM Security Support Provider
 - Remote Procedure Call
 - TCP/IP**Windows 2008**
 - Windows Event Log
 - Remote Procedure Call
 - TCP/IP
- Internet Information Services (IIS) must not be installed. If it is installed, it must be removed or disabled before starting the installation.
- Data Execution Prevention (DEP) must be disabled. See “[Error message: Service <Server Name> failed to start](#)” on page 46.
- RAM - 4GB (minimum), 6GB (recommended).

- Available disk space - 200GB. If you have less than 10GB of available space, a warning message displays. You may proceed with the installation, but it is not recommended.
- CPU - dual processor Intel 3.4GHz (or equivalent)
- Operating System:
 - Windows 2003 32-bit
 - Windows 2008 64-bit x64
- The Windows user must have administrative privileges.

The following installation ports must be open:

Note: The installer verifies that the necessary ports are open. A warning message displays if any of the ports are not available.

- **MySQL:** 3306
- **TomCat:** 8080, 8005, 8443
- **Other:** 6410, 6420

Upgrading SRM Report Optimizer

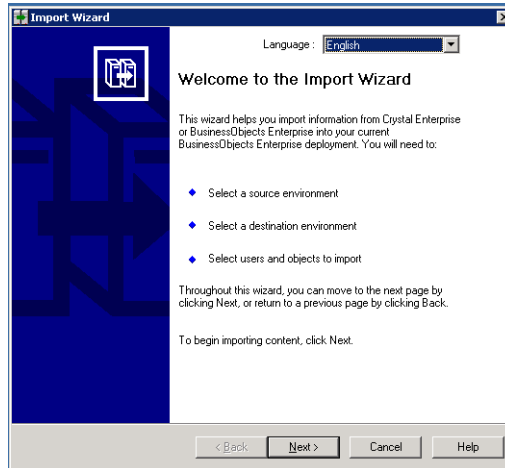
To upgrade SRM Report Optimizer:

Note: The upgrade process takes several hours to complete.

Note: During the installation, Java Runtime Environment (JRE) 1.6 is installed to the installation directory, and the location of the JRE is appended to the PATH environment variable.

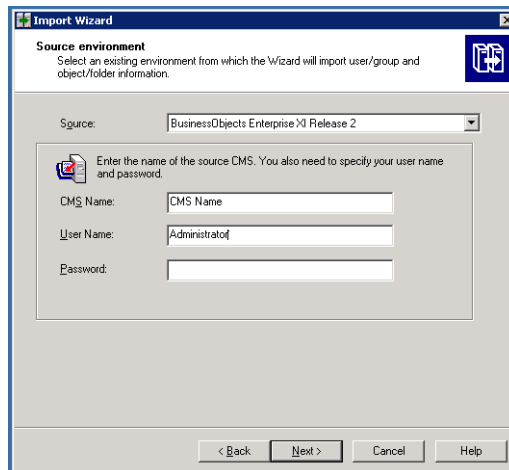
- 1 Export your SRM Report Optimizer 6.0 BIAR file. This allows you to transfer your customizations (such as users, folders, and events) to version 6.1.

- a On the SRM Report Optimizer server, select **Start Menu > All Programs > BusinessObjects XI Release 2 > BusinessObjects Enterprise > Import Wizard**. The Welcome to the Import Wizard window displays:



Click **Next**.

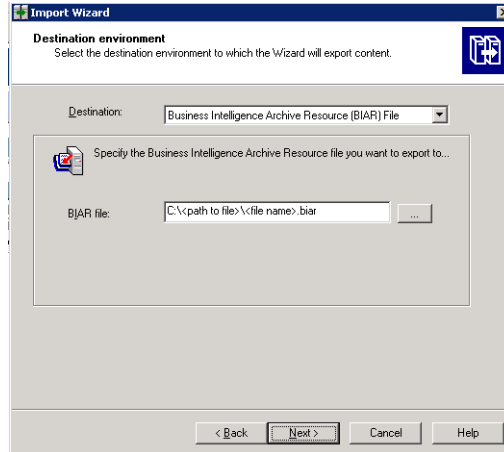
- b The Source Environment window displays:



Select **BusinessObjects Enterprise XI Release 2** in the Source drop-down menu. Ensure that the SRM Report Optimizer host name is entered in the CMS Name box. Enter the SRM Report Optimizer

user name and password. The user name must be Administrator and the default password is <blank>. If you changed the Administrator password, use the new password that you assigned. Click **Next**.

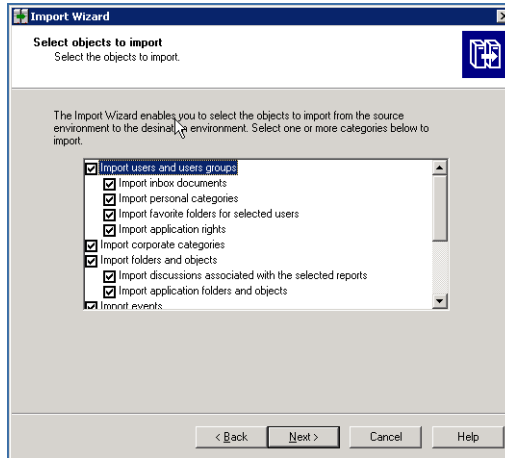
- c The Destination Environment window displays:



Select **Business Intelligence Archive Resource (BIAR) File** from the Destination drop-down menu. Click the ... button, browse to the directory where you would like to save the file, and specify a file name. Click **Open**. Click **Next**.

Note: Write down the name and location of the file. You will need to access it later in the process.

d The Select Objects to Import window displays:



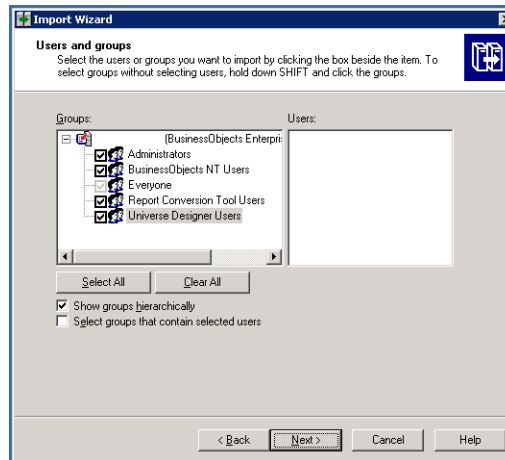
Select all of the check boxes. Click **Next**.

e A note about importing server groups displays:



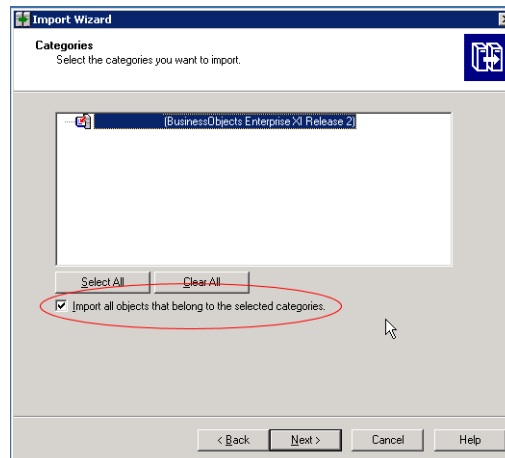
Click **Next**.

f The Users and Groups window displays:



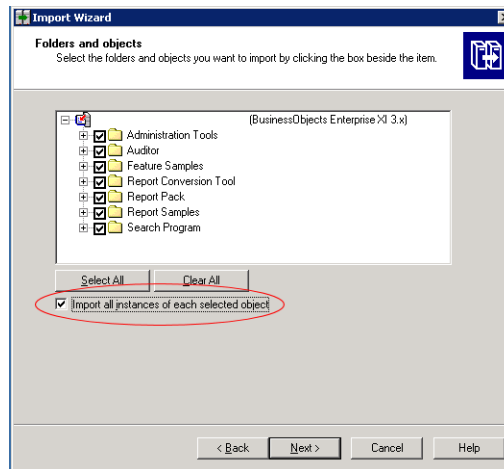
Select all of the groups. Click **Next**.

g The Categories window displays:



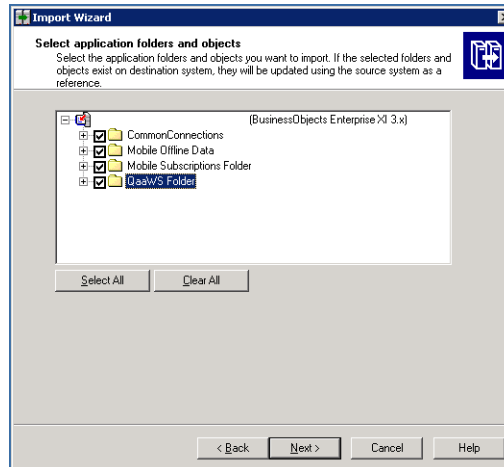
Click the “Import all objects that belong to the selected categories” checkbox. Click **Next**.

h The Folders and Objects window displays:



Select all of the checkboxes. Click the “Import all instances of each selected report and object packages” checkbox. Click **Next**.

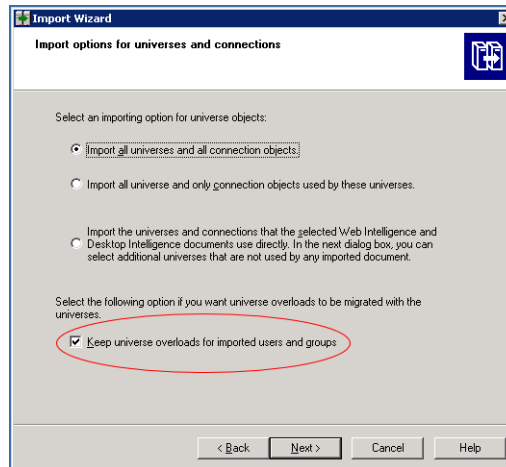
i The Select Application Folders and Objects window displays:



Select all of the folders. Click **Next**.

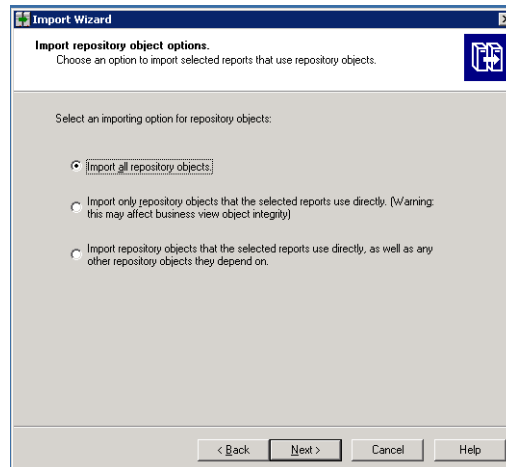
Note: Your list of folders will differ from those in the screenshot. The list is based on folders that you have created.

j The Import Options for Universes and Connections window displays



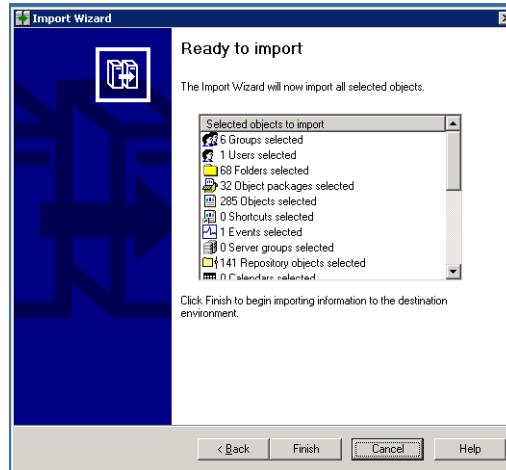
Select the “Import all universes and all connection objects” radio button. Select the “Keep universe overloads for imported users and groups” checkbox. Click **Next**.

k The Import Repository Object Options window displays:



Select the “Import all repository objects” radio button. Click **Next**.

l The Ready to Import window displays:



Click **Finish**.

- m The Import Progress window displays. When it completes, click **Done**. The Report Pack folder and universe are exported to a BIAR file.
- 2 Copy the exported BIAR file to a different computer or a network drive.
- 3 Uninstall SRM Report Optimizer 6.0:
 - a Click **Start > Control Panel > Add or Remove Programs**.
 - b Select HP SRM Report Optimizer, and click **Remove**. The uninstallation process may take over an hour to complete. At the end of the process, the Delete Business Objects Registry Keys windows displays. Click **Yes**. Click **Next**.

Note: It is not necessary to remove BusinessObjects Enterprise XI Release 2 or BusinessObjects Enterprise XI R2 Service Pack 3. These programs are removed when SRM Report Optimizer is removed. The entries for these programs will remain in Add or Remove Programs until you close the panel and reopen it. You can also verify that they have been removed by pressing F5 to refresh the panel.
 - c Delete the SRM Report Optimizer 6.0 installation directory.
- 4 Recommended: Reboot the system.

- 5 Copy the exported BIAR file back to the SRM Report Optimizer server.
- 6 Install SRM Report Optimizer 6.1. Ensure that all of the requirements have been met. See “[Requirements](#)” on page 1.

- a Insert the SRM Report Optimizer installation DVD into the DVD drive.

Note: The installation may take an hour or more, depending on your configuration.

- b If the DVD does not autorun, double-click `InstallReportOptimizer.exe`. The SRM Report Optimizer Setup 6.1 Wizard displays. Click **Next**.
- c The End User License Agreement (EULA) displays. Read the EULA and select **Accept** if you agree to the terms. Click **Next**.
- d The Important Notes window displays. Read the message and follow the instructions if necessary.

Important: Ensure that the services you started during the requirements phase are still running. They may have stopped when the system was rebooted.

Click **Next**.

- e If you have insufficient disk space, a warning message displays. Click **OK** if you want to continue with the installation (not recommended). Otherwise, click **Cancel**, free up disk space, and restart the installation.
- f The installation summary displays. Click **Install**. The installation begins.

When the installation is complete, the following message is displayed:

```
Congratulations! HP Report Optimizer has been successfully installed to:
```

```
<Installation Directory>
```

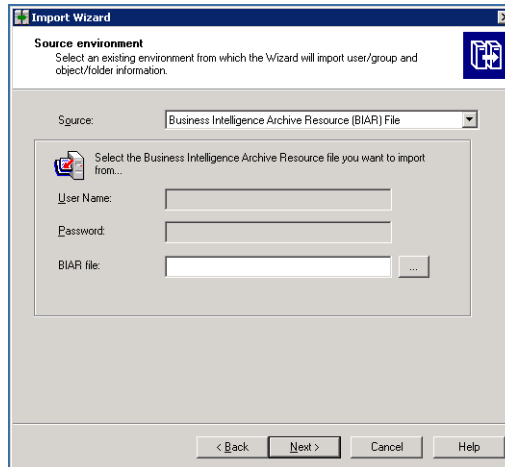
```
To fully activate this product, you must install a permanent license.
```

```
For instructions on installing a permanent license and starting the application, please refer to the installation guide.
```

Note: If the installation fails, follow the instructions in “[Failed installation or uninstallation](#)” on page 45.

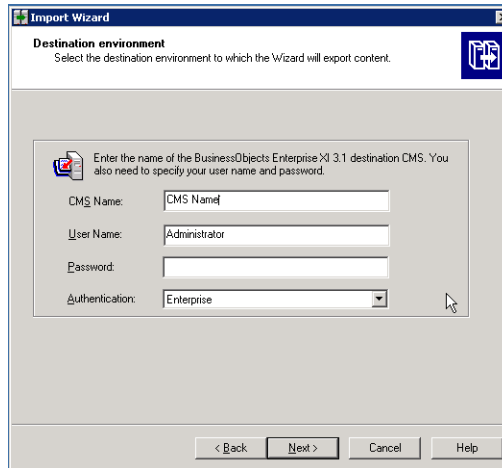
Note: If you receive a message about a problem importing the BIAR file, you can ignore this message.

- 7 Import the exported SRM Report Optimizer 6.0 BIAR file:
 - a On the SRM Report Optimizer server, select **Start Menu > Programs > BusinessObjects XI Release 3.1 > BusinessObjects Enterprise > Import Wizard**. The Welcome to the Import Wizard window displays. Click **Next**.
 - b The Source Environment window displays:



Select **Business Intelligence Archive Resource (BIAR) File** from the Source drop-down menu. Click the ... button, browse to the directory where you saved the exported 6.0 BIAR file, and select the file. Click **Open**. Click **Next**.

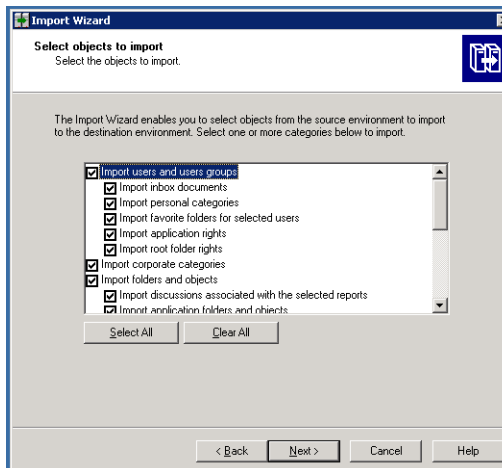
c The Destination Environment window displays:



Ensure that the name of your SRM Report Optimizer server is entered in the CMS Name box. Enter the SRM Report Optimizer user name and password. The user name must be Administrator and the default password is <blank>. If you changed the Administrator password, use the new password that you assigned. Click **Next**.

Note: It may take several minutes for the next window to display.

d The Select Objects to Import window displays:

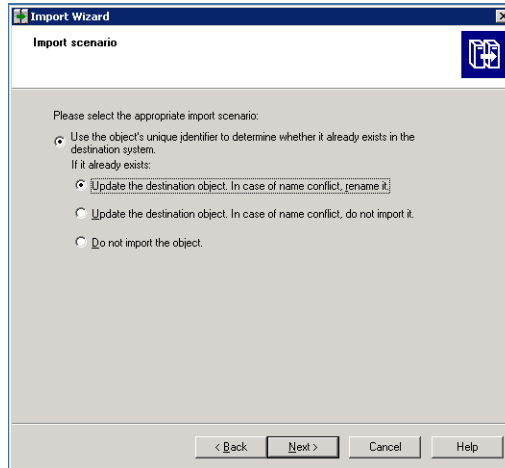


Click all of the checkboxes.

Important: Scroll down and click all of the checkboxes that are initially hidden from view.

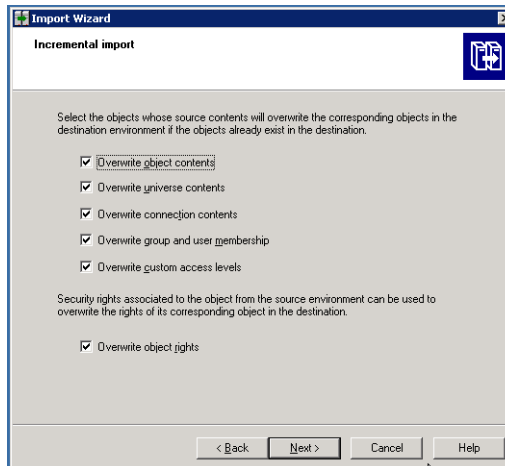
Click **Next**.

- e The Import Scenario window displays:



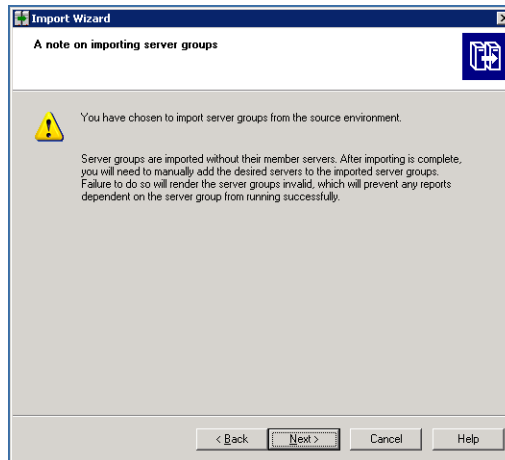
Leave the default options selected. Click **Next**.

- f The Incremental Import window displays:



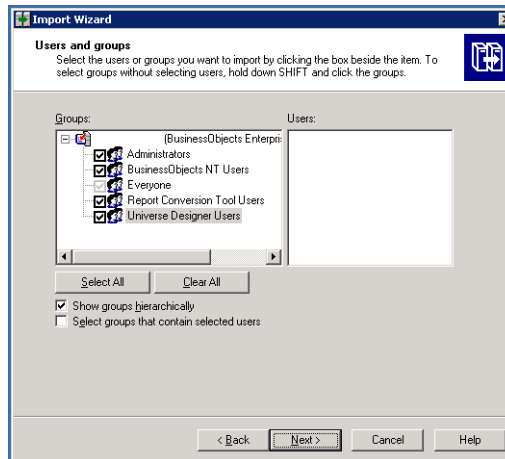
Ensure that all of the checkboxes are selected. Click **Next**.

g A note on importing server groups displays:



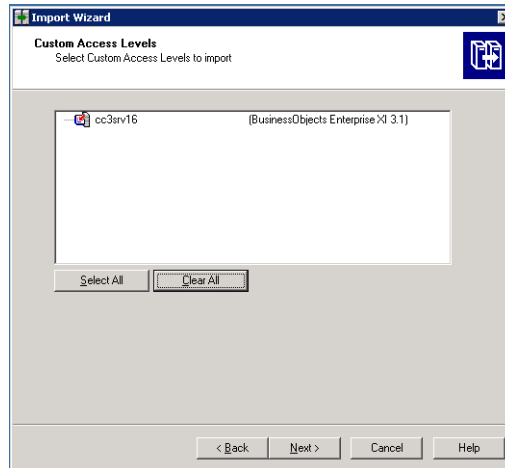
Click **Next**.

h The Users and groups window displays.



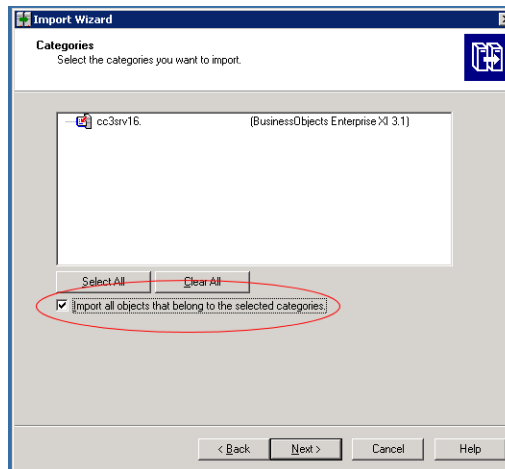
Click all of the checkboxes. Click **Next**.

i The Custom Access Levels window displays.



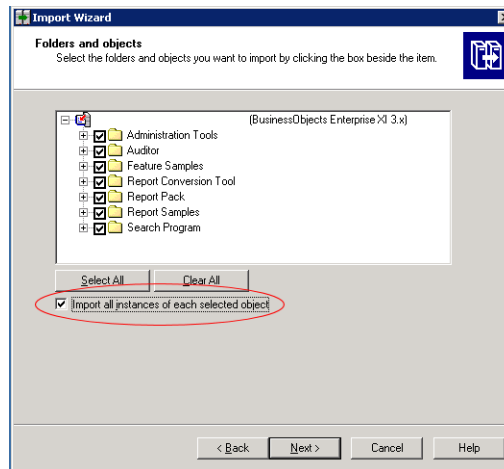
Click **Next**.

j The Categories window displays:



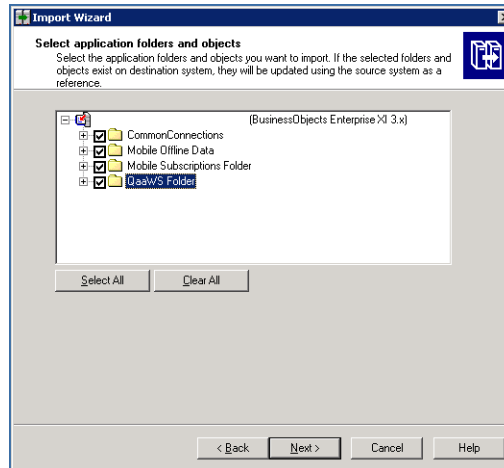
Click the "Import all objects that belong to the selected categories" checkbox. Click **Next**.

k The Folders and Objects window displays:



Select all of the checkboxes. Click the “Import all instances of each selected report and object packages” checkbox. Click **Next**.

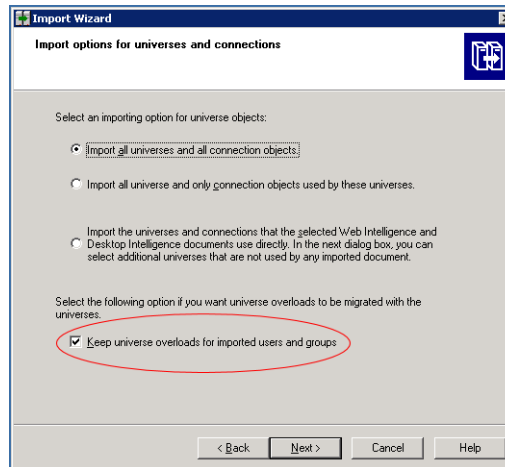
l The Select Application Folders and Objects window displays:



Select all of the folders. Click **Next**.

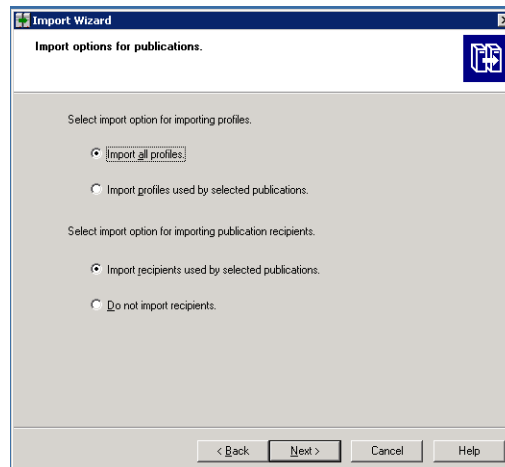
Note: Your list of folders will differ from those in the screenshot. The list is based on folders that you have created.

- m The Import Options for Universes and Connections window displays:



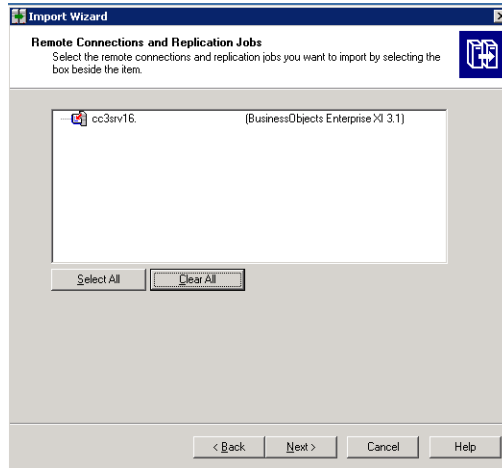
Select the “Import all universes and all connection objects” radio button. Select the “Keep universe overloads for imported users and groups” checkbox. Click **Next**.

- n The Import Options for Publications window displays



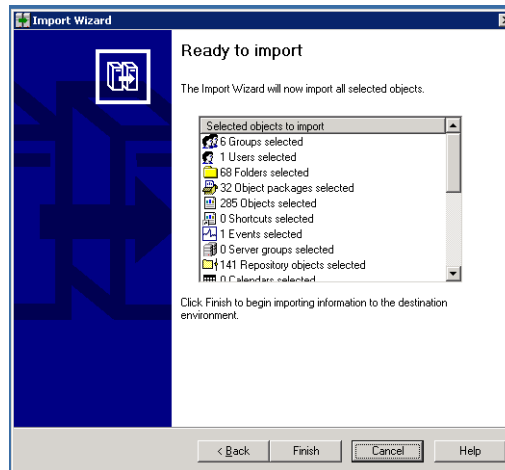
Leave the default selections. Click **Next**.

- o The Remote Connections and Replication Jobs window displays.



Click **Next**.

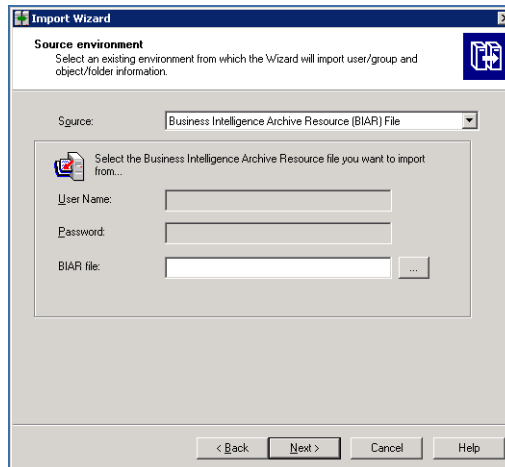
- p The Ready to Import window displays:



Click **Finish**.

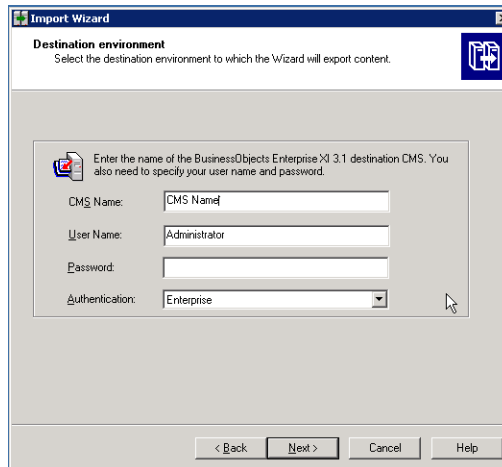
- q The Import Progress window displays. When it completes, click **Done**. The Report Pack folder and universe are exported to a BIAR file.
- 8 Use the ReportUtility.bat file to delete obsolete reports:

- a Ensure that the InfoView console is closed.
 - b Double-click the `ReportUtility.bat` file located in the installation directory.
 - c Enter the SRM Report Optimizer Administrator user password. To enter a blank password, hit the Enter key. Do not enter a space prior to hitting the Enter key.
- 9 Import the SRM Report Optimizer 6.1 BIAR file:
- a On the SRM Report Optimizer server, select **Start Menu > Programs > BusinessObjects XI Release 3.1 > BusinessObjects Enterprise > Import Wizard**. The Welcome to the Import Wizard window displays. Click **Next**.
 - b The Source Environment window displays:



Select **Business Intelligence Archive Resource (BIAR) File** from the Source drop-down menu. Click the ... button, browse to the installation directory, and select the `ReportPackage_6_1.biar` file. Click **Open**. Click **Next**.

- c The Destination Environment window displays:

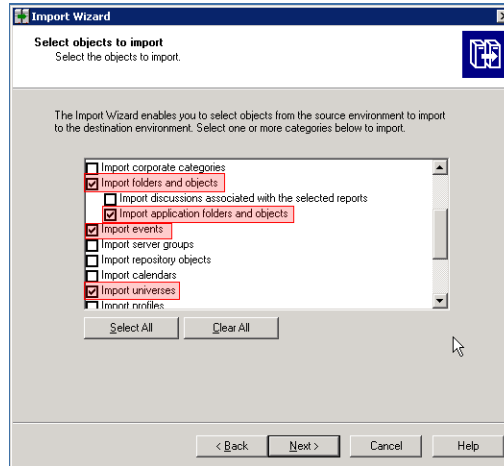


The screenshot shows a window titled "Import Wizard" with a sub-header "Destination environment". Below the sub-header is the instruction: "Select the destination environment to which the Wizard will export content." The main area contains a text box with the instruction: "Enter the name of the BusinessObjects Enterprise XI 3.1 destination CMS. You also need to specify your user name and password." Below this are four input fields: "CMS Name" (containing "CMS Name"), "User Name" (containing "Administrator"), "Password" (empty), and "Authentication" (a dropdown menu set to "Enterprise"). At the bottom are four buttons: "< Back", "Next >", "Cancel", and "Help".

Ensure that the SRM Report Optimizer host name is entered in the CMS Name box. Enter the SRM Report Optimizer user name and password. The user name must be Administrator and the default password is <blank>. If you changed the Administrator password, use the new password that you assigned. Click **Next**.

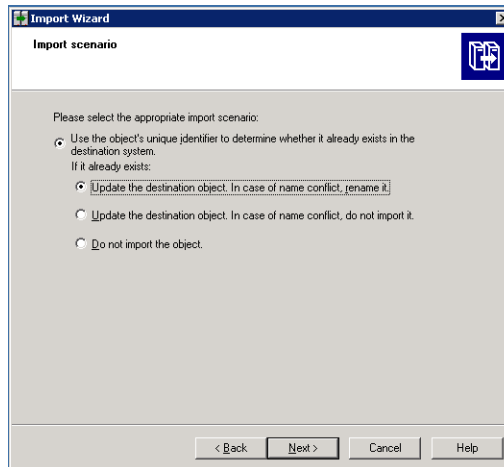
Note: It may take several minutes for the next window to display.

- d The Select Objects to Import window displays:



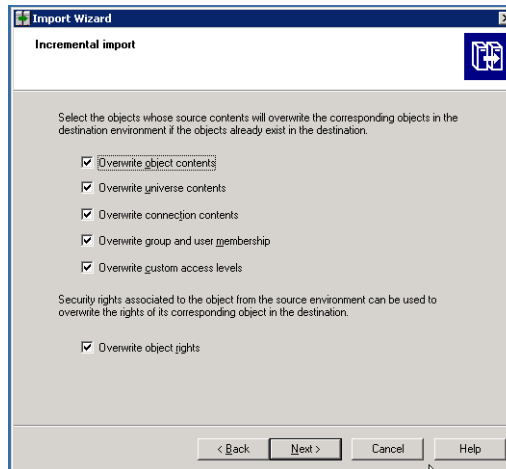
Select **Import Folders and Objects**, **Import application folders and objects**, **Import Events**, and **Import Universes**. Click **Next**.

- e The Import Scenario window displays:



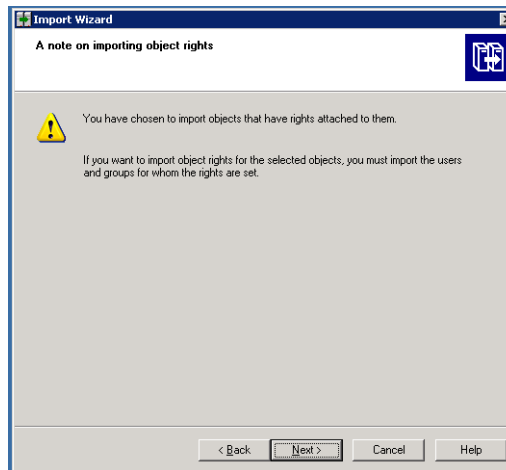
Leave the default options selected. Click **Next**.

f The Incremental Import window displays:



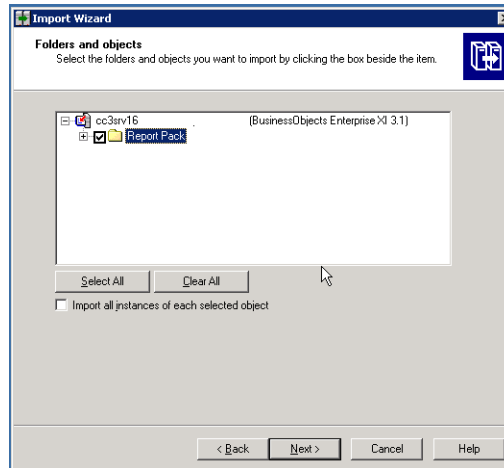
Ensure that all of the checkboxes are selected. Click **Next**.

g A note on importing object rights displays:



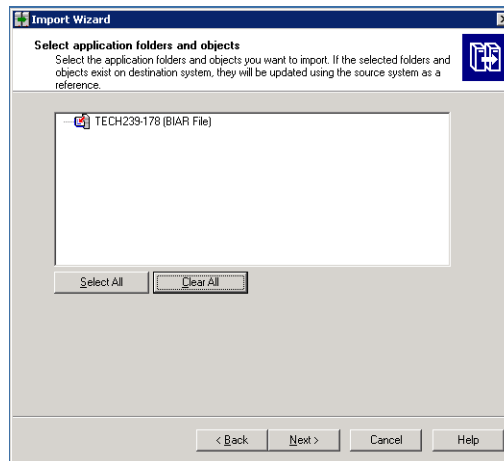
Click **Next**.

- h The Folders and Objects window displays:



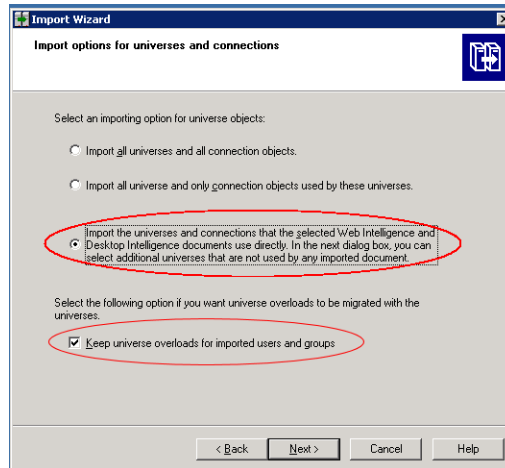
Select the **Report Pack** folder. Click **Next**.

- i The Select Application Folders and Objects window displays:



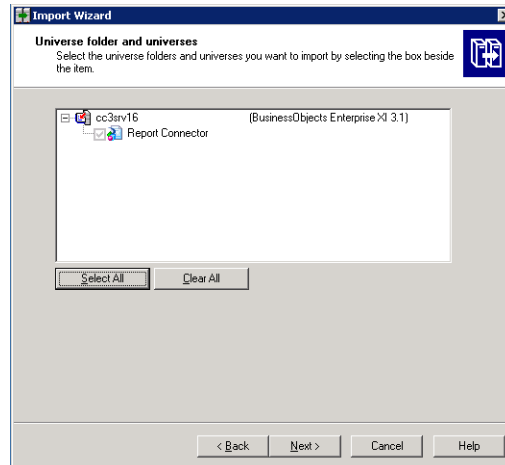
Click **Next**.

- j The Import Options for Universes and Connections window displays:



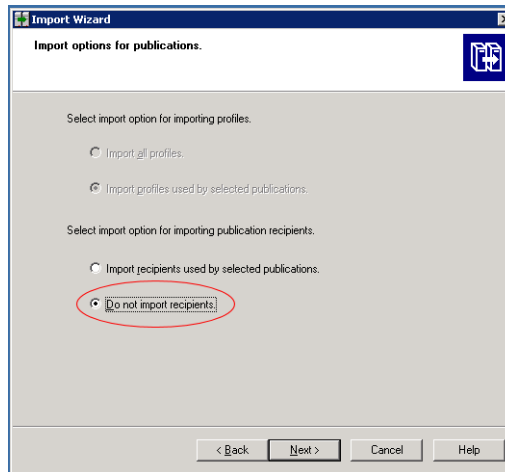
Select the “Import the universes and connections...” radio button. Select the “Keep universe overloads for imported users and groups” checkbox. Click **Next**.

- k The Universe Folder and Universes window displays:



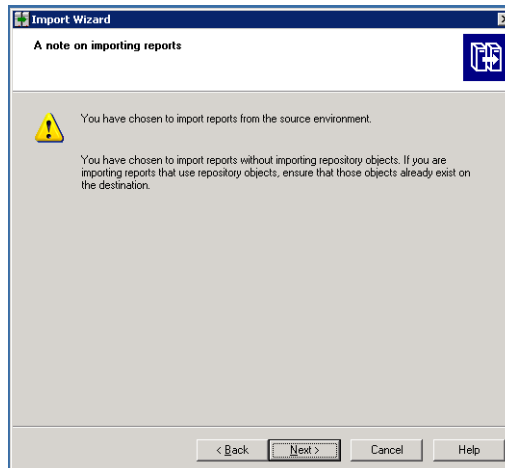
Click **Next**.

- l The Import Options for Publications window displays:



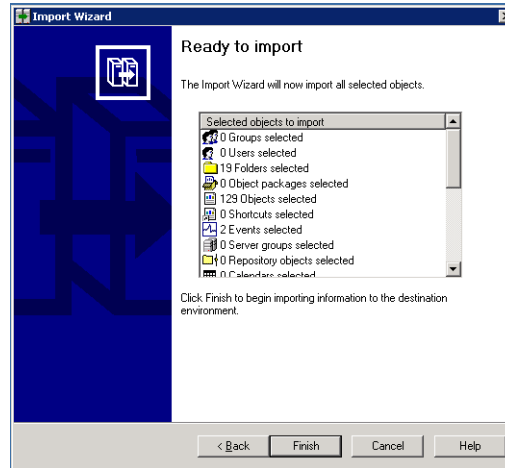
Select the **Do not import recipients** radio button.

- m A note on importing reports displays:



Click **Next**.

- n The Ready to Import window displays:



Click **Finish**.

- o The Import Progress window displays. When it completes, click **Done**. The SRM Report Optimizer 6.1 BIAR file is imported.
- 10 Run any custom reports that you created, and verify that they are still working correctly.
 - 11 Complete the configuration instructions described in “[Configuring SRM Report Optimizer](#)” on page 30.
 - 12 If desired, complete the optional steps described in “[Tuning the SRM Report Optimizer server](#)” on page 38.

Performing a fresh installation of SRM Report Optimizer

To complete a fresh installation of SRM Report Optimizer:

Note: During the installation, Java Runtime Environment (JRE) 1.6 is installed to the installation directory, and the location of the JRE is appended to the PATH environment variable.

- 1 Insert the SRM Report Optimizer installation DVD into the DVD drive.

Note: The installation may take an hour or more, depending on your configuration.

- 2 If the DVD does not autorun, double-click `InstallReportOptimizer.exe`. The SRM Report Optimizer Setup 6.1 Wizard displays. Click **Next**.
- 3 The End User License Agreement (EULA) displays. Read the EULA and select **Accept** if you agree to the terms. Click **Next**.
- 4 The Important Notes window displays. Read the message and follow the instructions if necessary. Click **Next**.
- 5 Select the directory where you want to install the product.

Note: The installation directory must not contain spaces. Directory names must include only alphanumeric characters.

- 6 If you have insufficient disk space, a warning message displays. Click **OK** if you want to continue with the installation (not recommended). Otherwise, click **Cancel**, free up disk space, and restart the installation.
- 7 The installation summary displays. Click **Install**. The installation begins.

When the installation is complete, the following message is displayed:

Congratulations! HP Report Optimizer has been successfully installed to:

<Installation Directory>

To fully activate this product, you must install a permanent license.

For instructions on installing a permanent license and starting the application, please refer to the installation guide.

Note: If the installation fails, follow the instructions in [“Failed installation or uninstallation”](#) on page 45.

Note: If the installation fails due to a problem importing the BIAR file, manually import the file by entering the following command at the command line:

```
<Installation Directory>\ImportBiarFile.bat INSTALL  
<Installation Directory> >> <Name of log file>
```

- 8 If it is not already installed, install the Oracle client as described in [Installing the Oracle client](#), page 29.

- 9 Complete the configuration instructions described in “[Configuring SRM Report Optimizer](#)” on page 30.
- 10 If desired, complete the optional steps described in [Tuning the SRM Report Optimizer server](#), page 38.

Installing the Oracle client

The client can be downloaded from following web site:

<http://www.oracle.com/technology/software/products/database/oracle10g/htdocs/10201winsoft.html>

To install the Oracle 10g client:

- 1 On the Select Installation Type window, select **Custom**, and click **Next**.
- 2 The Specify Home Details window displays. Leave the default installation path, and click **Next**.
- 3 The Available Product Components window displays. Select only **Oracle Java Client 10.2.0.1.0**, **Oracle ODBC Driver 10.2.0.1.0**, and **Oracle Net 10.2.0.1.0** before continuing the installation.
- 4 When the installation is complete, the Oracle Net Configuration Assistant automatically starts and the Welcome window displays. Click **Next**.
- 5 The Naming Methods Configuration, Select Naming Method window displays. Click **Next**.
- 6 The Net Service Name Configuration, Service Name window displays. In the Service Name box, enter `appiq`. Click **Next**.
- 7 The Net Service Name Configuration, Select Protocols window displays. Select TCP, and click **Next**.
- 8 In the Host name box, enter the IP address of the management server, and click **Next**.
- 9 Select the **Yes, perform a test** radio button, and click **Next**.
- 10 The Net Service Name Configuration, Connecting window displays. Click **Change Login**.
- 11 In the Username field, enter `report_user`. In the Password field, enter `appiq`. Click **OK**, and then click **Next**.

- 12 The Net Service Name Configuration, Net Service Name window displays. Enter `AppStormReportDB`, and click **Next**.
- 13 The wizard asks if you would like to configure another net service name. Select **No**, and click **Next**.
- 14 Click **Next** until you reach the Done window. Click **Finish**.
- 15 Use the Central Configuration Manager to restart the Server Intelligence Agent.

Uninstalling SRM Report Optimizer 6.1

To uninstall SRM Report Optimizer:

- 1 Click **Start > Control Panel > Add or Remove Programs**.
- 2 Select HP SRM Report Optimizer 6.1 and click **Remove**.
- 3 Manually delete the installation directory.
- 4 If the uninstallation fails, follow the steps in “[Failed installation or uninstallation](#)” on page 45.

The uninstallation process generates around 70MB of log files. These files are written to the root directory of the installation folder.

Configuring SRM Report Optimizer

This section contains the following topics:

- [Accessing the Central Management Console](#), page 31
- [Installing a permanent license key](#), page 31
- [Installing a named user permanent license key](#), page 32
- [Configuring drill-down options](#), page 33
- [Disabling browser access to Desktop Intelligence](#), page 33
- [Adding new users to SRM Report Optimizer](#), page 34
- [Changing the password for the administrator](#), page 35

- [Scheduling reports to sync with Report Refresh Cache](#), page 36
- [Configuring a multi-home environment](#), page 38

Accessing the Central Management Console

To access the Central Management Console:

- 1 Launch the Central Management Console from either of the following locations:
 - Via browser:
`http://<fqdn_or_ip_address_of_Report_Server>:8080/CmcApp/logon.faces`
 - On the SRM Report Optimizer server: **Start Menu > Programs > BusinessObjects XI 3.1 > BusinessObjects Enterprise > BusinessObjects Enterprise Central Management Console**
- 2 Log in to the Central Management Console with the following credentials:
 - Username: Administrator
 - Password: (blank)

Installing a permanent license key

The SRM Report Optimizer installation includes a demonstration license that expires after 90 days. To install a permanent license key:

- 3 Contact your HP representative to procure a permanent license key.
- 4 Once you have received a permanent license key, launch the Central Management Console as described in “[Accessing the Central Management Console](#)” on page 32.
- 5 In the Manage section, click **License Keys**.
- 6 Remove the existing license keys by highlighting each key and clicking **Delete**.

Note: Remove all existing keycodes before adding new keycodes.
- 7 In the Add Key box, enter your new license key, and click **Add**. Repeat this step for each of your new license keys.

- 8 Restart all SRM Report Optimizer servers.
- 9 Log in to the Central Management Console. If you have not changed the password, use the default credentials:
 - Username: Administrator
 - Password: (blank)
- 10 In the Organize section, click **Servers**.
- 11 Click **Servers List** in the left-hand pane, and then select all of the servers in the right-hand pane.
- 12 Right-click the selected servers, and select **Enable Server** to turn on all of the servers in your system.
- 13 Restart all SRM Report Optimizer servers.

Installing a named user permanent license key

Adding a named user permanent license key allows you to log in as Administrator without consuming a concurrent license. To install a named user permanent license key:

- 1 Launch the Central Management Console as described in “[Accessing the Central Management Console](#)” on page 12.
- 2 Log in to the Central Management Console. The default username is Administrator and the default password is <blank>. If you changed the credentials, enter the new credentials for the Administrator account.
- 3 In the Manage section, click **License Keys**.
- 4 Remove any evaluation keys by selecting the key and clicking **Delete**.
- 5 In the Add Key box, enter the named user license key. Click **Add**.
- 6 Return to the Central Management Console home page. In the Organize section, click **Users and Groups**. Select **User List** and then double-click **Administrator**.
- 7 In the Connection Type section, select the **Named User** radio button.
- 8 Click **Save and Close**.

Configuring drill-down options

The drill-down options must be properly configured to synchronize graphs with drill-down reports. To configure the drill-down options:

- 1 Log on to InfoView.
 - a User a web browser to go to the following URL: `http://<fqdn_or_ip_address_of_Report_Server>:8080/InfoViewApp/logon.jsp`
 - b Log on with a valid username and password.
- 2 In the upper-right corner of your browser, click the **Preferences** button.
- 3 Click **Web Intelligence** to expand that section.
- 4 In the Drill Options section, click the **Synchronize drill on report blocks** checkbox.
- 5 Click **OK**.

Disabling browser access to Desktop Intelligence

Desktop Intelligence is not installed with SRM Report Optimizer, so references to that feature should be removed from the user interface. To remove these references by disabling browser access to Desktop Intelligence:

- 1 Launch the Central Management Console as described in [“Accessing the Central Management Console”](#) on page 31.
- 2 In the Manage section on the home page, click **Applications**.
- 3 Right-click **Desktop Intelligence**, and select **User Security**.
- 4 Click **User Security**, select **Administrators**, and click **Assign Security**.
- 5 Click the **Advanced** tab.
- 6 Click **Add/Remove Rights**.
- 7 Click **General** under the General node.
- 8 Click the **Denied** radio button for every option:
 - Edit this object
 - Log on to Desktop Intelligence and view this object in the CMC

- Modify the rights users have to this object
 - Securely modify rights users have to objects
- 9 Click **OK**.
 - 10 Click **Desktop Intelligence** under the Application node.
 - 11 Click the **Denied** radio button for the following options:
 - Create Desktop Intelligence Documents
 - Create Templates
 - Save Desktop Intelligence Documents
 - Save Documents for all users
 - Use Templates
 - 12 Click **OK**.
 - 13 Click **OK** to apply the chosen settings.
 - 14 Repeat these steps for the Everyone group.

Adding new users to SRM Report Optimizer

To add new users:

- 1 Launch the Central Management Console as described in “[Accessing the Central Management Console](#)” on page 31.
- 2 Click **Users and Groups** in the Organize section, and click User List in the left-hand pane. All of the valid users are listed in the right-hand pane.
- 3 Click **Manage**, and select **New > New User**.
- 4 Choose the Authentication type and enter user details. If you select LDAP/Windows or AD/Windows NT, enter the username qualified with the appropriate domain. For example `americas\username`.
- 5 Select **Concurrent User** or **Named User** for the Connection type at the bottom of the page.
- 6 Click **Create** or **Create and Close**.
- 7 Right-click the new user, and select **Member of**.
- 8 Click **Join Group**.

- 9 Select the Report Designers group and click > to add it to the Destination Group(s) list. Remove the Everyone group from the Destination Group(s) list if it is included there.
- 10 Click **OK**.
- 11 The new user can now log in to the web interface at the following address:
http://<fqdn_or_ip_address_of_Report_Server>:8080/
InfoViewApp/logon.jsp

Note: If you changed the port number during installation, enter the selected port number instead of 8080.

For more information, see the “Managing Enterprise and general accounts” section of the “Managing Users and Groups” chapter of the administrator’s guide.

Best Practices

Assign rights to groups instead of individual users.

All users who need rights for the creation, modification, or deletion of reports should be added to the Report Designers group.

All users who need view-only rights should be added to the Everyone group. The Everyone group has view-only rights by default.

Changing the password for the administrator

To change the password for the administrator:

- 1 Logon to Central Management Console as described in “[Tuning the SRM Report Optimizer server](#)” on page 38.
- 2 In the Organize section, click **Users and Groups**.
- 3 Double-click **Administrator**.
- 4 Enter the new password in the Enterprise Password Settings section.
- 5 Click **Save and Close** for the new password to take effect.

Scheduling reports to sync with Report Refresh Cache

The following three sections describe how to schedule reports to sync with Report Refresh Cache.

Changing the Server Intelligence Agent's user account (for monitoring remotely located files)

To change the Server Intelligence Agent's user account:

- 1 Use the Central Configuration Manager to stop the Server Intelligence Agent.
- 2 Right-click the Server Intelligence Agent, and select **Properties**.
- 3 Uncheck the System Account check box.
- 4 Enter the Windows user name and password:

Note: SRM Report Optimizer and the management server are installed on different machines. Both machines must be in the same domain.

- a Click the button to the right of the User field. The Browse User window displays.
 - b Click the **Change** button, and select the domain name.
 - c Click **OK** to return to the Browse User window.
 - d Select the appropriate user, and click **OK** to return to the Server Intelligence Agent window.
- 5 Click **Apply**, and then click **OK**.
 - 6 Start the Server Intelligence Agent. The server process will log on to the local machine with the specified user account. In addition, all reports processed by this server will be formatted using the printer settings associated with the user account that you entered.

Creating a new file-based event

To create a new file-based event.

- 1 On the home page of the Central Management Console, click the **Events** link in the Define section.
- 2 Click **Manage**, and select **New > New Event**.
- 3 From the Type drop-down list, select File.
- 4 Enter “Reporter Event” in the Event Name field.
- 5 Enter a description in the Description field.
- 6 From the Server drop-down list, select the event server that will monitor the specified file.
- 7 Enter a filename in the Filename field.
Note: Enter the absolute path to the file. The drive and directory that you specify must be visible to the Event Server.
- 8 Click **OK**.

Editing a file-based event (to change the server name where the file is located)

To edit a file-based event:

- 1 On the home page of the Central Management Console, click the **Events** link in the Define section.
- 2 Click **Reporter Event**, and select **Manage > Properties**.
- 3 Click General Properties to edit the title and description.
- 4 Click Event Type. In the File Name field, change the server name or IP address to point to where the Report Optimizer file exists. (The folder where the file is created on successful completion of Report Refresh Cache has been shared so that it is accessible to the Report Optimizer Event Server).
- 5 Click **Global Reporter Event**, and select **Manage > Properties**.

- 6 Click **General Properties** to edit the title and description.
- 7 Click **Event Type**. In the **File Name** field, change the server name or IP address to point to where the Report Optimizer file exists. (The folder where the file is created on successful completion of Report Refresh Cache has been shared so that it is accessible to the Report Optimizer Event Server).
- 8 Click **Save** or **Save and Close**.

Configuring a multi-home environment

To configure a multi-home environment:

- 1 Stop the `appstormanager` and `OracleOraHome10TNSListener` services on the Storage Essentials SRM server.
- 2 Add the private IP address to the `listener.ora` file in the `<Oracle Installation Directory>\Ora10\NETWORK\ADMIN` directory on the Storage Essentials SRM server.
- 3 Start the `appstormanager` and `OracleOraHome10TNSListener` services.
- 4 Add the private IP address to the `tnsname.ora` file in the `<Oracle Installation Directory>\Ora10\NETWORK\ADMIN` directory on the Report Optimizer server.
- 5 Use Central Configuration Manager to restart the Server Intelligence Agent.

Tuning the SRM Report Optimizer server

The steps described in this section are optional steps for further configuring your server.

This section contains the following topics:

- [Disabling servers that are not required, page 39](#)
- [Increasing the memory heap size value, page 39](#)
- [Adding the Report Designers group, page 40](#)

- [Setting up an email server](#), page 42
- [Assigning report designing privileges to report designers](#), page 42
- [Setting up an email server](#), page 42
- [Adding a folder for user created custom reports](#), page 43
- [Deleting duplicate folders](#), page 44
- [Increasing the time before sessions time out](#), page 44

Disabling servers that are not required

The following servers are not required by SRM Report Optimizer and should be stopped and set to the Disabled state:

- Crystal Reports Cache Server
- Crystal Reports Job Server
- Crystal Reports Processing Server
- Desktop Intelligence Cache Server
- Desktop Intelligence Job Server
- Desktop Intelligence Processing Server
- Report Application Server

To disable these servers:

- 1 Launch the Central Management Console as described in [“Accessing the Central Management Console”](#) on page 31.
- 2 In the Organize section, click **Servers**.
- 3 Select the servers, right-click, and select **Disable Server**.

Increasing the memory heap size value

Increasing the memory heap size value size will prevent potential error messages. To increase the memory heap size value:

- 1 Click **Start > Run**. The Run dialog box appears.
- 2 Enter `regedit` in the Open text field.

- 3 Click **OK**. The Registry Editor displays.
- 4 Navigate to **HKEY_LOCAL_MACHINE/SYSTEM/CurrentControlSet/Control/Session Manager/Subsystems**.
- 5 Right-click the Windows key and select **Modify**.
- 6 Edit the SharedSection value from 1024,3072,512 to 1024,3072,1024.
- 7 Navigate to **HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\default\WebIntelligence\Server\Admin\SwapTimeOut**.
- 8 Edit this value to 1500 seconds. Alternatively, set this to a value higher than the Web Intelligence Report Server connection time out value found in the Central Management Console. This value is written in minutes. The default value is 20.
- 9 Close the Registry Editor.
- 10 Restart the Web Intelligence Report Server for the changes to take effect.

Adding the Report Designers group

Add the Report Designers group to allow easy addition and modification of rights for users who will have report creation, modification, and deletion rights. To add the Report Designers group:

- 1 Launch the Central Management Console as described in “[Accessing the Central Management Console](#)” on page 31.
- 2 Click **Users and Groups** in the Organize section.
- 3 Right-click **Group List**, and select **New Group**.
- 4 Enter Report Designers in the Group Name box.
- 5 Add the following text to the description:

Report Designers group. Users added to this group will have the rights and privileges to create, modify, and delete new and existing reports.'
- 6 Click **OK**.

Creating a server group

Creating a server group that contains all of the SRM Report Optimizer servers allows you to modify the status of the servers from the Central Management Console. To create a server group:

- 1 Launch the Central Management Console as described in “[Accessing the Central Management Console](#)” on page 31.
- 2 In the Organize section, click **Servers**.
- 3 Right-click **Server Groups**, and select **New > Create Server Group**.
- 4 In the Name box, enter Report Connector Services.
- 5 Click **OK**.
- 6 Click **Servers List**.
- 7 Select the following servers:
 - AdaptiveJobServer
 - AdaptiveProcessingServer
 - CentralManagementServer
 - ConnectionServer
 - DestinationJobServer
 - EventServer
 - InputFileRepository
 - ListOfValuesJobServer
 - MultiDimensionalAnalysisServicesServer
 - OutputFileRepository
 - ProgramJobServer
 - PublicationJobServer
 - ReportApplicationServer
 - WebIntelligenceProcessingServer
- 8 Right-click the selected servers, and select **Add to Server Group**.
- 9 Select the **Report Connector Services** group, and click the > button.

- 10 Click **OK**.

Assigning report designing privileges to report designers

The Report Designers group needs to be assigned the appropriate application rights. To assign the appropriate rights:

- 1 Launch the Central Management Console as described in “[Accessing the Central Management Console](#)” on page 31.
- 2 Click **Applications** in the Manage section.
- 3 Double-click **Web Intelligence**.
- 4 Select **User Security** in the left panel, and click **Add Principals**.
- 5 Select the Report Designer group in the Available groups section.
- 6 Click the > button to add the Report Designer group to the Selected users/groups list.
- 7 Click the **Add and Assign Security** button.
- 8 Select **Full Control** and click the > button.
- 9 Click **OK**.
- 10 Click **Close**.

Best practices

Always use the Report Designers group to add new users who can add, modify, and delete reports and perform report related management operations. This will simplify maintenance when privileges and rights need to be modified for all users who have report modification and maintenance related tasks.

Setting up an email server

To set up an email server:

- 1 Launch the Central Management Console as described in “[Accessing the Central Management Console](#)” on page 31.
- 2 Click **Servers**. This will show a list of all of the server processes running on your SRM Report Optimizer server.

- 3 Double-click **<your_servername>.destinationjobserver**.
- 4 Click **Destination**.
- 5 Select **Email** from the Destination drop-down menu, click **Add**, and populate your smtp server details.
- 6 Click **Save** or **Save and Close**.
- 7 Double-click **<your_servername>.AdaptiveJobServer**.
- 8 Click **Destination**.
- 9 Select **Email** from the Destination drop-down menu, click **Add**, and populate your smtp server details.
- 10 Click **Save** or **Save and Close**.

For more information, see the “Configuring the destination properties for job servers” section of the “Managing and Configuring Servers” chapter of the administrator’s guide.

Best practices

Set up an email account like `StorageReporter@mycompany.com` and use this account for SMTP mailings.

Adding a folder for user created custom reports

To add a folder for user created custom reports:

- 1 Log on to InfoView.
 - a User a web browser to go to the following URL: `http://<fqdn_or_ip_address_of_Report_Server>:8080/InfoViewApp/logon.jsp`

Note: If you changed the port number during installation, enter the selected port number instead of 8080.
 - b Log on with a valid username and password.
- 2 Right-click **Public Folders**, and select **New > Folder**.
- 3 Enter the following name for the folder: `<Customer Name> <Management Server Name> reports`.

Best practices

Make sure you follow the naming convention described above. If there are multiple installations being configured at the same time, specify the management server name to uniquely identify each installation.

When exporting and importing end-user created reports for backup or support purposes, a unique top-level folder name for the reports will ensure that the reports don't get overwritten. Unique folder names for end-user reports will also ensure that Report Pack updates don't overwrite user-created custom reports.

Deleting duplicate folders

To delete duplicate folders:

- 1 Right-click the folder you want to remove.
- 2 Select **Organize > Delete**.
- 3 Click **OK**.

Increasing the time before sessions time out

To increase the time before sessions time out:

- 1 Log in to the Central Management Console as described in “[Accessing the Central Management Console](#)” on page 31.
- 2 Click the **Servers** link in the Organize section.
- 3 Double-click **<server name>.Web_IntelligenceProcessingServer**.
- 4 Click Properties, and enter a new time in the Idle Connection Timeout box.

Troubleshooting

This section contains the following topics:

- [Failed installation or uninstallation](#), page 45

- [Error message: Service <Server Name> failed to start](#), page 46
- [Servers disabled after license expiration](#), page 46
- [Resetting the Administrator password](#), page 47
- [Empty graphs when there is only one data point](#), page 47

Failed installation or uninstallation

If the installation or uninstallation fails, you must run the BusinessObjects cleanup scripts before attempting the process again. To run the BusinessObjects cleanup scripts:

- 1 Install the Microsoft Windows Installer Cleanup Utility, which can be downloaded from the following web site:
<http://support.microsoft.com/default.aspx?kbid=290301>
- 2 Install JRE 1.6, which can be downloaded from the following website:
<http://java.sun.com/downloads>
- 3 Set the %JAVA_HOME% environment variable to the JRE installation directory. For example, set the variable to JAVA_HOME=C:\Program Files\Java\jre1.6.0.
- 4 Copy the bo_cleanup_scripts.zip file from the SRM Report Optimizer installation directory to another folder. For example, copy the file to c:\.
- 5 Extract the bo_cleanup_scripts.zip file.
- 6 Open a command prompt and navigate to the extracted folder. Run the BO_precleanup.bat script from the extracted folder.
- 7 Reboot the server.
- 8 Run the Microsoft Windows Installer Cleanup Utility (MS Win ICU) located at **Start > Programs > Windows Install Cleanup**.
- 9 In MS Win ICU, highlight BusinessObjects Enterprise XI 3.1 (12.1.0.882)
- 10 Click **Remove**. Click **OK** when the confirmation dialog box displays. Wait for completion. Click **Exit**.

Note: If BusinessObjects does not appear in the MS Win ICU, then go to Add/Remove Programs and click the **Remove** button next to SRM Report Optimizer.

Note: Depending on when the installation or uninstallation failed, there may not be an entry in MS Win ICU or Add/Remove Programs. If there is no entry, you can skip this step.

- 11 Run the `BO_cleanup.bat` script from the command prompt. Make sure that you run the script from the extracted `bo_cleanup_scripts` folder.
- 12 Delete the BusinessObjects installation directory (if it exists).
- 13 Delete the `.businessobjects` folder (if it exists).

Error message: Service <Server Name> failed to start

Installing SRM Report Optimizer on systems that support DEP may fail with the following message:

```
Error 1920: Service <Server Name> failed to start, Verify that you have sufficient privilege to start system services.
```

To resolve this issue:

- 1 Disable DEP on the machine. For details, refer to the following web site: <http://msdn.microsoft.com/en-us/library/aa468629.aspx>
- 2 Restart all SRM Report Optimizer servers through the Central Management Console.

Note: DEP can be re-enabled after successful installation of SRM Report Optimizer.

Servers disabled after license expiration

If your license expires, the SRM Report Optimizer servers are disabled even after you enter a valid key. To enable the servers:

- 1 Verify that you have created a server group as described in [Creating a server group](#), page 41.
- 2 Log in to the Central Management Console as described in “[Accessing the Central Management Console](#)” on page 31.
- 3 In the Organizer section, click **Servers**.
- 4 Click **Server Groups List**.

- 5 Right-click the **Report Connector Services** group, and select **Enable Server**.

Resetting the Administrator password

To reset the password:

- 1 Go to the command prompt.
- 2 Browse to the install location of the MySQL bin folder.
- 3 Enter the following command:

```
mysql -u sa -h your_ro_server_name -p boe120
```
- 4 Enter the password when prompted.
- 5 Enter the following command:

```
delete from CMS_InfoObjects6 where objectid=12;
```
- 6 Enter quit.
- 7 Restart the MySQL service (BOE120MySQL) from the Services control panel. Click **Yes** when asked to restart the Server Intelligence Agent.

You can now log in to InfoView with the default password (blank).

Empty graphs when there is only one data point

SRM Report Optimizer does not show data in graphs when there is only one data point.

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