HP IT Executive Scorecard
XS 9.50 Patch 03 Revision 2 for Windows

Software version: 9.50
Documentation version: February 2015

The document includes the following topics:

XS 9.50 Patch 03 Revision 2 for Windows

Installation Instructions for Patch 03 Revision 2

Before you begin

Review all instructions and the Hewlett-Packard SupportLine User Guide or your Hewlett-Packard support terms and conditions for precautions, scope of license, restrictions, and, limitation of liability and warranties, before installing this patch.

Prerequisites

Before you install the patch, perform the following steps:

1. Back up your customized files.
2. Back up your databases.
1. Ensure Java 7 is installed.
2. Make sure XS is functioning before starting the EXSC_00021 patch installation.

Patch Installation

Note: For an installation on 3 or 4 servers, install the patch (**EXSC_00021.exe**) on each server including the BOE server.

1. Install the patch (**EXSC_00021.exe**).

The patch installation is complete.

Special Installation Instructions for Applying Content Pack Fixes

After you have installed the patch and if your HP Executive Scorecard integrates with HP Cloud Service Automation (CSA) or HP Service Manager (SM), and you want to apply the Content Pack Fixes to your application, follow the instructions below.

If the CSA, SM, AM, PPM, or UCMDB data source was activated in the system prior to installing the patch, perform the steps below to reactivate the relevant data source.

1. Open the cmd window and go to the DWH bin folder:
   Execute cmd: **cd %BTOA_HOME%\DataWarehouse\bin**

2. Deactivate the relevant data source if it was activated previously:
   Execute cmd: **dw_ds_automation.bat -task DeActivate -cp <CSA, SM, AM, PPM, or UCMDB**

3. Re-deploy the relevant data source:
   Execute cmd: **dw_ds_automation.bat -task Redeploy -cp <CSA, SM, AM, PPM, or UCMDB>**

4. Activate the relevant data source:
   Execute cmd: **dw_ds_automation.bat -task Activate -cp <CSA, SM, AM, PPM, or UCMDB>**

If you want to clean the previous CSA-related entity "BILLING" and "SUBSCRIPTION" data, perform the steps below:

1. Open the cmd window and go to the DWH bin folder:
   Execute cmd: **cd %BTOA_HOME%\DataWarehouse\bin**

2. Execute cmd: **dw_abc_cleandata.bat –batch <batch_ID> –entity SUBSCRIPTION,BILLING**

Find the value of batch_ID in the target table you defined during installation. For example:

```
SQLQuery4.sql ...ster (sa (132))   SQLQuery3.sql -...ing (sa (126))*   SQLQuery2.sql -...ter (sa (121))*   SQLQuery1.sql -...ter (sa
        ,[SERVICE_OFFERING_ID]
        ,[SERVICE_OFFERING_DURABLE_KEY]
        ,[PERSON_ID]
        ,[PERSON_DURABLE_KEY]
        ,[SERVICE_CATALOG_ID]
        ,[SERVICE_CATALOG_DURABLE_KEY]
        ,[SERVICE_CATEGORY_ID]
        ,[SERVICE_CATEGORY_DURABLE_KEY]
        ,[ORG_ID]
        ,[ORG_DURABLE_KEY]
    FROM [XS_Target].[dwt].[SUBSCRIPTION_DIM]
```

	MD_BATCH_ID	MD_PROCESS_ID	MD_ACTIVESTATUSIND	MD_TRANSLASTIND	PK_SUBSCRIPTION_ID	MD_DELETEDD/
1	-2	-2	Y	Y	-2	NULL
2	-1	-1	Y	Y	-1	NULL
3	2	38	Y	Y	6	NULL
4	2	38	Y	Y	7	NULL
5	2	38	Y	Y	8	NULL
6	2	38	Y	Y	9	NULL
7	2	38	Y	Y	10	NULL
8	2	38	Y	Y	11	NULL
9	2	38	Y	Y	12	NULL
10	2	38	Y	Y	13	NULL
11	2	38	Y	Y	14	NULL
12	2	38	Y	Y	15	NULL

3. Log on to XS and click the Admin tab, select **ETL Management** to display the page.

4. Check **show hidden streams** under **DW ABC Streams Management**. Then run the **Cleandata** stream.

5. After this stream completes, the historical data for entity **BILLING** and **SUBSCRIPTION** data is cleaned up, then you can perform a new ETL load to reload the data.

If the SM_CAP, CSA_CAP or the CSA_CAP_Demo was activated in the system prior to installing the patch, perform the steps below to update the CAP:

1. Log on to XS, click the **Admin** tab, and select **Content Acceleration Pack**.

2. Deactivate the CAP.

3. Delete the CAP.

4. Upload the CAP from the directory:
   %BTOA_HOME%\glassfish\glassfish\domains\BTOA\config\cap\import\languages\en_US.

5. Activate the CAP.

If the SM_CAP, CSA_CAP or the CSA_CAP_Demo was not activated in the system prior to installing the patch, perform the steps below to update the CAP.

1. Log on to XS, click the **Admin** tab, and select **Content Acceleration Pack**.

2. Delete the CAP.

3. Upload the CAP from the directory:
   %BTOA_HOME%\glassfish\glassfish\domains\BTOA\config\cap\import\languages\en_US\.

4. Activate the CAP.

Uninstallation Instructions for Patch 03 Revision 2

To uninstall the patch, proceed as follows:

1. Go to **Start > Control Panel > Uninstall a program**.
2. Select to uninstall **HPXS 9.50 0003**.

3. After the uninstallation is complete, reboot each server.

Special Uninstall Instructions for Revoking Content Pack Fixes

To uninstall the patch, proceed as follows to restore the CSA, SM, AM, PPM, or UCMDB data sources to their previous status:

1. Open the cmd window and go to the DWH folder:
   Execute cmd: **cd %BTOA_HOME%\DataWarehouse\bin**

2. Deactivate the CSA, SM, AM, PPM, or UCMDB data source if it was previously activated.
   Execute cmd: **dw_ds_automation.bat -task DeActivate -cp <CSA, SM, AM, PPM, or UCMDB>**

3. Redeploy the relevant data source:
   Execute cmd: **dw_ds_automation.bat -task Redeploy -cp <CSA, SM, AM, PPM, or UCMDB>**

4. Activate the relevant data source:
   Execute cmd: **dw_ds_automation.bat -task Activate -cp <CSA, SM, AM, PPM, or UCMDB>**

If the SM_CAP, CSA_CAP or CSA_CAP_Demo was activated in the system prior to uninstalling the patch, perform the steps below to update the CAP

1. Log on to XS, click the **Admin** tab, and select **Content Acceleration Pack**.

2. Deactivate the CAP.

3. Delete the CAP.

4. Upload the CAP from the directory:
   %BTOA_HOME%\glassfish\glassfish\domains\BTOA\config\cap\import\languages\en_US.

5. Activate the CAP.

If the SM_CAP, CSA_CAP or CSA_CAP_Demo was not activated in the system prior to uninstalling the patch, perform the steps below to update the CAP.

1. Log on to XS, click the **Admin** tab, and select **Content Acceleration Pack**.

2. Delete the CAP.

3. Upload the CAP from the directory:
   %BTOA_HOME%\glassfish\glassfish\domains\BTOA\config\cap\import\languages\en_US.

4. Activate the CAP.

Defects Corrected in the XS 9.50 Patch 03 Revision 2 for Windows

XS 9.50 Patch 03 for Windows supersedes the XS 9.50 Patch 02 for Windows and the XS 9.50 Patch 01 for Windows.

XS 9.50 Patch 03 for Windows corrects the following:

Change Request	Description
QCCR8B21176	DWH - SM - PERSON/ORG/NODE/APPLICATION/CI/ASSET/MODEL/LOCATION.MD_ BUSINESS_KEY should support non-sensitive case.
QCCR8B21252	DWH - SM-backfill control has performance issues.
QCCR8B21333	LDAP - The User/RootGroups/SearchGroups/ list is blank when the results set is larger than the the MaxPageSize configure of LDAP server.
QCCR8B21452	SM - Update MSI template to update the Datetime lookup method should be '=' to resolve performance issue.
QCCR8B21536	LDAP- We cannot add view role to the ldap groups in the UserManagement page.
QCCR8B21537	Login Error- An error message (Google java null point error) pops up when first time logon XS after configure LDAP.
QCCR8B21587	Date format is always in US format.
QCCR8B21682	DWH - SM - If the foreign key points to PERSON/ORG/NODE/APPLICATION/CI/ASSET/MODEL/LOCATION.MD_ BUSINESS_KEY, it is always equal to -2.
QCCR8B21704	The KPI View component incorrectly displayed after it is changed to a historical chart when wiring from the Objective in Perspective (containing more than two Objectives) of Cascading Scorecard.
QCCR8B22091	'Generate URL' for dashboard page disappears in IE9 and IE10.
QCCR8B22646	When attempting to load, using the Webi Report Viewer component, a Webi report configured to 'Refresh On Open', the report returns a BO prompt that warns the user no data was returned from the query even though data does exist. If you click 'OK' to the prompt and hit the refresh button on the actual Webi report the query correctly brings back data.

Enhancements Added in the XS 9.50 Patch 03 Revision 2 for Windows

The enhancements added to the Patch are as follows:

Change Request	Description
QCCR8B20938	SM PinkVerify New KPIs, compliant with PinkVERIFY™, were added to Patch 03 Revision 1 for Windows. Refer to "List of KPIs and Metrics" in the *SM_CAP Content Acceleration Pack Guide* that is part of the patch package for a detailed description of these new KPIs. Note that some of these KPIs have a version limitation that is provided in the detailed description. The documents that accompany the patch are (click go to download the document from the Support Site (https://softwaresupport.hp.com/group/softwaresupport/home)): • *HP IT Executive Scorecard XS 9.50 Patch 03 Revision 2 for Windows* -- go • *CAP_SM Content Acceleration Pack Guide* -- go • *Content Reference Guide for the Integration with HP Service Manager* -- go • *Support Matrix* -- go The patch is available at: go
QCCR8B20943	SA 10.2 support
QCCR8B21572	Page filter to affect 'Scorecard component

New Certifications

Supported Integrations: HP Service Manager9.40 and HP Server Automation 10.2.

XS 9.50 Patch 02 for Windows

Defects Corrected in the XS 9.50 Patch 02 for Windows

XS 9.50 Patch 02 for Windows supersedes the XS 9.50 Patch 01 for Windows.

XS 9.50 Patch 02 for Windows corrects the following:

Change Request	Symptoms
QCCR8B20895	Context Designer: Excel file loading issue.
QCCR8B20934	Log Portal does not work on distribution model.
QCCR8B20936	Initial load has performance issue.
QCCR8B20941	CSA billing is incorrect if the XS ETL is not set to run daily.
QCCR8B21023	XS950 doesn't perform the calculation for the option initial_price and recurring_ price in CSA.
QCCR8B21104	XS950 will use the resource provider of the parent node if the current node doesn't have resource provider in CSA design.
QCCR8B21122	XS950 only support English in the Scorecard component.
QCCR8B21145	XS950 will get a hang issue during a KPI calculation.
QCCR8B21250	Missing org page in CSA_CAP and CSA_CSP_DEMO.
QCCR8B21251	XS950 filter the consumer from userlist.
QCCR8B21302	XS950 will produce a Java Applet unreachable error when log on XS.
QCCR8B21325	XS950 application is getting stuck on Loading Data API after login.
QCCR8B21326	Cannot run insecure content of XS in Chrome.

Enhancements Added in the XS 9.50 Patch 02 for Windows

The enhancements added to the XS 9.50 Patch 02 for Windows are as follows:

Change Request	Description
QCCR8B20907	Android platforms are now supported.
QCCR8B20935	The JDBC Driver was updated to 4.0.
QCCR8B20937	Delta load was optimized.
QCCR8B20942	Data filter in CSA bundle pages and reports by organization name and consumer name is now supported.
QCCR8B20972	The one server design in CSA is now supported.
QCCR8B21119	KPIs can be sorted in the Studio and in Explorer.
QCCR8B21127	The sorting for Perspectives, Objectives and Child KPIS is now supported in the Cascade Scorecard.

New Certifications

Client Environments and Optional Software: Microsoft Exchange 2013

Supported Integrations: HP Server Automation10.1, HP Cloud Service Automation4.2 and 4.1.

Report tool: Xcelsius Reports Viewer component supports the new SAP® Business Objects Dashboards 4.1 (Xcelsius dashboards) format.xlf.

XS 9.50 Patch 01 for Windows

XS 9.50 Patch 01 for Windows corrects security issues.

Online Documentation

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

http://support.openview.hp.com/selfsolve/manuals

Note: If you have reached this library, you have already signed in with your HP Passport credentials. You can also receive updated documentation if you subscribe to the appropriate product support service. Contact your HP sales representative for details. See Document Change Notes within the document for a list of any revisions.

All Manuals Download

After downloading the *All Manuals Download* zip file, unzip the full set on your local directory. You can then search across the doc set using the Advanced Search capabilities in Adobe Acrobat.

Support

Visit the HP Software Support Online web site at: **https://softwaresupport.hp.com**

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:

 https://hpp12.passport.hp.com/hppcf/createuser.do

To find more information about access levels, go to:

 https://softwaresupport.hp.com/web/softwaresupport/access-levels

HP Software Solutions Now accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is **http://h20230.www2.hp.com/sc/solutions/index.jsp**

Support Matrices

For complete support and compatibility information, see the support matrix for the relevant product release. All support matrices and product manuals are available here on the HP Software Support Online website:

http://support.openview.hp.com/sc/support_matrices.jsp

You can also download the HP Support and Compatibility Matrix for this release from the HP Self-solve documentation portal:

http://support.openview.hp.com/selfsolve/manuals