

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.31

Release Notes

Document Release Date: December 2012

Software Release Date: December 2012



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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.

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Release Notes

Keep your system up to date with the most recent cumulative update package (CUP) for Executive Scorecard 9.30. This package contains all of the Executive Scorecard 9.30 hotfixes that have been released since the initial release of Executive Scorecard 9.30 in May 2012.

This document is an overview of the changes made to Executive Scorecard. It contains important information that is not included in books or Help.

Note: This document is also available on the HP Software Manuals site.

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What's New in Version 9.31

This section describes what's new in Version 9.31.

"Content Acceleration Packs (CAPs) " below

"New Capability Provided by the Integration with UCMDB" on next page

"Completion of Existing Data Sources " on next page

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"Enterprise Readiness (ER) Tools " on page 12

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Content Acceleration Packs (CAPs)

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (.CSV files), and documentation for the CAP.

CAPs describe typical stories that show how correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization. CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

This feature includes:

- **Creation and Management.** You can manage (upload, download, activate, deactivate, and delete) existing CAPs. For details, see [Manage Content Acceleration Packs Using CAP Management](#) in the *Administrator Guide*.
You can also create Content Acceleration Packs by assigning Scorecards, KPIs and Metrics, Dashboard pages, and Contexts. For details, see [Create Content Acceleration Packs](#) in the *Administrator Guide*.
- **Out-of-the-box Content Acceleration Packs (CAPs).** The following Content Acceleration

Packs (CAPs) are available as out-of-the-box CAPs and are ready for activation. For details about managing (upload, download, activate, deactivate, and delete) CAPs, see [Manage Content Acceleration Packs Using CAP Management](#) in the *Administrator Guide*. CAPs provide sets of items (Dashboard pages, Scorecards, Contexts, KPIs, and more) that automatically gather the relevant information from across your enterprise to build the relevant key performance indicators (KPIs).

- **VP of Operations CAP.** For details, see [VP of Operations Content Acceleration Pack](#) in the *Content Reference Guide*.

Note that the VPOPPS Demo Pack .zip file that was available in 9.30 is not supported in 9.31. It has been replaced by a new out-of-the-box VPOPPS CAP that is available in Admin > CAP Management.

- **VP of Applications CAP.** For details, see [VP of Applications Content Acceleration Pack](#) in the *Content Reference Guide*.
- **Cloud CAP.** For details, see [Cloud Content Acceleration Pack](#) in the *Content Reference Guide*.
- **Security Enterprise Architecture CAP.** For details, see [Security Enterprise Architecture Content Acceleration Pack](#) in the *Content Reference Guide*.

New Capability Provided by the Integration with UCMDB

HP Universal Configuration Management Database. The capability of connecting between Nodes and Applications and between Nodes and Services was added to the UCMDB integration to enable the breakdown to Services and Applications based on the node topology from uCMDB, as well as, support for multiple instances of UCMDB and a Push Adapter to enable the import of topology data into the Data Warehouse. (It is recommended to connect only to the central uCMDB instance which is the global_id generator.) For details, see [Integrate with the UCMDB Data Source and RequestManagement \(DemandManagement\) Context](#) in the *Content Reference Guide*.

Completion of Existing Data Sources

The following data sources integrations and the corresponding Contexts were improved as follows:

- **HP Application Lifecycle Management.** The ALM Context was improved. The integration now supports multiple instances of ALM. For details, see [Integrate with the ALM \(and QC\) Data Source, ALM Requirement Context, ALM Test Context, and ALM_Defect Context](#) in the *Content Reference Guide*.
- **HP Business Service Management.** The integration now supports multiple instances of BSM. For details, see [Integrate with the BSM Data Source](#) in the *Content Reference Guide*.

New Data Source: HP Insight Control

HP Insight Control(IC) helps you manage HP servers running Microsoft Windows, Red Hat and SUSE Linux, VMware ESX, and Microsoft Hyper-V environments, by providing an insight into server health, helping you deploy and migrate servers, optimize power consumption and

performance, and control servers from anywhere. The IC data source can have either the Oracle, SQL, or Postgresql Server type.

The following KPIs were added:

- Average Electricity Consumption of Data Center Nodes
- Average Electricity Consumption of a Node
- Average Electricity Cost of Data Center Nodes
- Average Cooling Cost of Data Center Nodes
- Average Electricity Cost of a Node
- Average Cooling Cost of a Node
- Total Power Cost of Data Center Nodes

For details, see [Integrate with the IC Data Source](#) in the *Content Reference Guide*.

New Data Source: HP Storage Essentials

The HP Storage Essentials (SE) application management server enables you to obtain the latest information about your applications, such as Microsoft Exchange and Oracle. HP Storage Essentials software is a central console for managing all aspects of storage operations—assets, configuration, topology, capacity optimization, performance management, chargeback, provisioning, compliance and more. HP Storage Essentials enables you to manage complexity and growth, improve storage utilization and reduce cost, and align storage service to business needs. By integrating the tasks involved in storage management, it enables you to better align IT with your business needs

The following KPIs were added:

- % of Used Storage System
- Number of Critical Storage Events

For details, see [Integrate with the SE Data Source and Storage Management Context](#) in the *Content Reference Guide*.

Enriched Contexts

The following Contexts were enriched with the CI topology information, including connections between Node and Service, Node and Application, and entities from Service, Application.

- **DataProtection**. For details on the Context, see [DataProtection Context](#) in the *Content Reference Guide*.
- **NetworkNodeManager**. For details on the Context, see [NetworkNodeManager Context](#) in the *Content Reference Guide*.
- **PolicyRemediation**. For details on the Context, see [PolicyRemediation Context](#) in the *Content Reference Guide*.
- **PolicyComplianceStatus**. For details on the Context, see [PolicyComplianceStatus Context](#) in the *Content Reference Guide*.

- **PolicyCompliance.** For details on the Context, see [PolicyCompliance Context](#) in the *Content Reference Guide*.
- **PowerManagement.** For details on the Context, see [PowerManagement Context](#) in the *Content Reference Guide*.

These Contexts enable the creation of Breakdowns from Nodes to Services and from Nodes to Applications (but not from Services to Applications and vice versa).

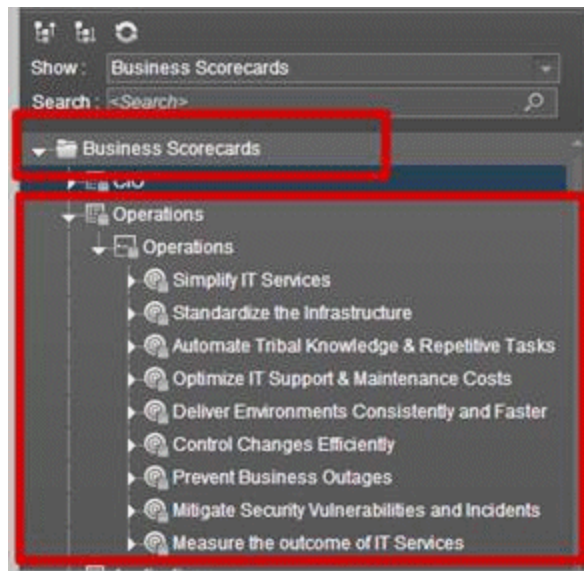
In addition, the ALM Business Contexts now contains PLaceHoLder (PLHD) Fields that capture all of the hundred columns available for customization of ALM. The PLHD fields are available for all main entities coming from ALM: DEFECT, TEST and REQUIREMENT. ETL processes automatically refresh the data for the PLHD fields in the same way it handles the OOTB content of ALM.

Enriched KPI and Metric Library

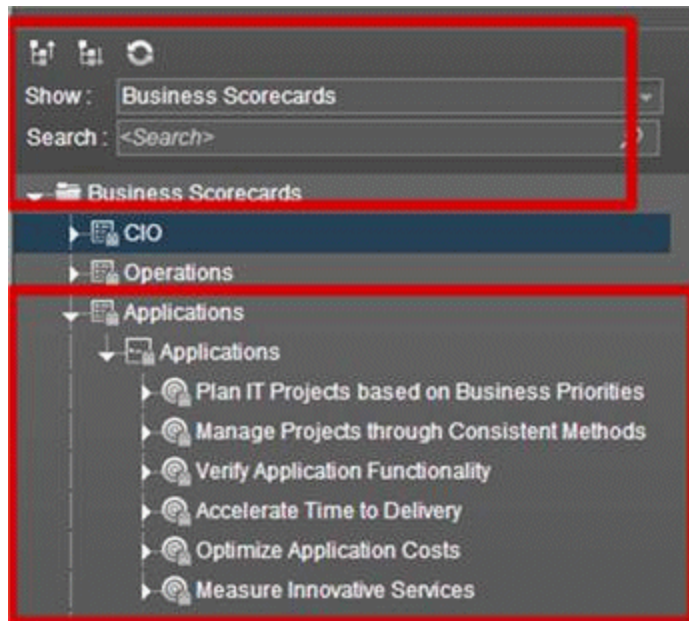
New Scorecards were created for Apps and Ops based on Value Discovery Workshop (VDW) best practices. The following changes were also performed as part of the alignment to VDW:

- The names of the following KPIs were changed:
 - % of Capex vs Opex Spending --> % of OpEx
 - Time to Resolve an Incident --> Incident Closure Time
 - % of FCR --> % of First Call Resolution
 - % of Service Level Objectives for Met IT Process Activities --> % of SLOs Met
 - Downtime % of SLAs --> Downtime % Based on SLAs
 - % of Available Services --> % Availability of Services
 - Acceptable Amount of Data Loss --> Recovery Point Objective
 - Mean Time to Recover Business Data --> Recovery Time Objective
- The thresholds of the following KPIs were modified:
 - % of Monitored Applications
 - % of Changes Resulting in Outage
 - % of Emergency Changes
 - % of Escalated Incidents
 - % of Incidents Classified as Security Related
 - % of Managed Nodes
 - % of Met Application Performance
 - % of Met SLAs
 - % of Network Devices with Availability Issues
 - % of Nodes with Compliance Issues

- % of Problems Reported by Customers
- % of Problems Resolved by Due Date
- % of Satisfied Customers
- % of Software Licenses in Use
- % of Unauthorized Implemented Changes
- Automated Change Implementation Rate
- Average Time to Patch a Node
- **Two Scorecards were added to the Business Scorecard tree:**
 - Operations



- Applications



- Changes were made to the logic to access ALM fields and some fields were removed or modified
- Some formulas for ALM KPIs were updated to be compatible with the changes to the target schema:
 - % of Rejected Defects
 - % of Tests Resulting in Defects
 - % of Actual vs. Planned Executed Tests
 - Number of Escaped Defects
 - % of Critical Defects
 - % of Reopened Defects
 - % of Tested Requirements
- Some of the KPI descriptions were improved to include more information.

File Based Integration (FBI)

All data sources are now integrated using FBI, including ALM, BSM, and UCMDB. For details, see [Integrate the Data Sources](#), in the *Content Reference Guide*.

Enterprise Readiness (ER) Tools

Enables you to access the Restream and Clean Data streams for advanced ETL management. For details, see [Use Enterprise Readiness \(ER\) Tools](#) in the *Administrator Guide*.

Licenses

This feature indicates if the number of users currently in the system overrides the number of purchased user licenses . This information has been added to the **Help > About** display. For details, see [Manage Licenses](#) in the *Administrator Guide*.

Compliance with Unicode

The Management and Result databases now comply with Unicode.

This enables you to use multi-language strings in the same application even in languages that are not currently supported. For details about the supported languages, see [Internationalization and Localization](#) in the *IT Executive Scorecard Support Matrix*.

Movies

Out-of-the-box movies are available in the application itself. For details, see [Movies](#) in the *Getting Started with IT Executive Scorecard*.

Integrated Development Environment (IDE)

The IDE was provided with the capability to automatically generate new entities directly from database tables or views, and to generate a Content Pack using the ETL Generator.

The documentation is available from the Executive Scorecard 9.31 in the [HP Software Product Manual Site](#) (<http://h20230.www2.hp.com/selfsolve/manuals>).

IT Financial Management

The Financial Planning & Analysis settings in the Admin tab have been renamed ITFM (for IT Financial Management) .

Supported Environments

The environments supported by Executive Scorecard are described in the 9.31 Support Matrix document available from the [HP Software Product Manual Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>) or from the installation DVD.

Installation Requirements

Details about the minimum hardware and software requirements are provided in the Support Matrix document in the [HP Software Product Manual Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

Upgrade to Version 9.31

The description of the upgrade process is available in the *Upgrade Guide* (in PDF format) available on [HP Software Product Manual Site \(http://h20230.www2.hp.com/selfsolve/manuals\)](http://h20230.www2.hp.com/selfsolve/manuals).

Notes, Limitations, and Fixed Issues

Problems, limitations, and fixed issues are identified with a Change Request number (QCCR<CR_number>). 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.

Note: In the table below, issues that have been solved have a blue background and the version when they were fixed listed in the **Fixed in Version** column.

The installation-related issues are as follows:

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
DWH Installation	132452	The following issue is not relevant in 9.30: when integrating with data sources installed on named instance database servers, the validation of a named instance fails when the hostname starts with a number followed by letters.	9.03	9.30
DWH Installation	132445	Data Warehouse - BusinessObjects Data Service installation - An error appears because, in non-English environments, the name of the Program Files folder in the default path of the BODS installation is translated Workaround: If you want to use the default path to BODS in non-English environment where the name of the Program Files folder is translated, click the Browse button to open the Select Folder dialog box and select the Program Files x86 folder. In addition, make sure that the following folder hierarchy exists (if not create it): C:\Program Files (x86)\Business Objects\BusinessObjects Data Services . You can then continue the post-installation process.	9.30	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Post_install	126085	The following issue has been fixed: 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).	9.02	9.30
Post_install	131976	The Help icons are working in the post-install and configuration wizard screens. Click on these icons to display the online help for the screen.	9.03	9.30
Post_install	142615	Post install for a typical deployment - The SSO Shared Secret field in the Application Configuration - Configure Web Server Infrastructure Connectivity panel, contains the wrong string, by default. Workaround: Delete the string in the SSO Shared Secret field in the Application Configuration - Configure Web Server Infrastructure Connectivity panel before clicking the Next button.	9.30	-
Post_install	140049	When rerunning post install, deployFnd.bat fails because the login using sa is locked. Workaround: Uninstall and re-install Executive Scorecard.	9.30	-
Post_install	141997	Limitation - Rerun of post-install of Executive Scorecard fails and an error is issued. The rerun of post-install fails: <ul style="list-style-type: none"> • An error occurs during the execution of the fpa-deployFpaWars step is added to the configWizard log. • After you restart Executive Scorecard you can log in, but get an error when you click the Finance tab. An error is issued. Workaround: Uninstall and re-install Executive Scorecard.	9.30	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Post_install	140819	<p>Post Install - Content Pack deployment fails when you use XS as the log in user name for the SAP BusinessObjects Data Services database</p> <p>Limitation: Do not use XS as a new database login name because the XS log in is already used internally.</p>	9.30	-
Upgrade	142512	<p>Upgrade - If the database is locked for some reason, an error occurs in the Core CP Upgrade process, but the whole upgrade process is not stopped. This makes the system useless at the end of the upgrade.</p> <p>Workaround: Manually check the upgrade logs located in the following directories:</p> <ul style="list-style-type: none"> • C:\HPXS\agora\confwizard\log\ConfigWizard.log • C:\HPXS\agora\confwizard\log\Server.log • C:\HPXS\agora\DataWareHouse\log*.log <p>Any errors / messages listed in these log files can cause a failure in the upgrade processes or later on during the ETL's run. It is recommended to manually check that these logs are free of errors (ERROR) , messages (MSG), or Failures to prevent future failures. If the logs are not clean, investigate, fix the problem, and re-run the upgrade processes if needed.</p>	9.30	-
Upgrade	142492	<p>This issue does not occur any more: Upgrade - User Management - If a group was assigned a role in 9.03, then in 9.3 the group is listed with a gibberish name when it should not be listed at all.</p>	9.30	9.30
ITFM Upgrade	135460	<p>The following issue has been fixed: Installation of the Executive scorecard cannot work on a Named instance of SQL-server (non-default install name) .</p>	9.30	9.30
General Install	122236	<p>Uninstall.</p> <p>After you perform an uninstall operation, you must delete both the SAP BusinessObjects Enterprise and SAP BusinessObjects Data Services folders.</p>	9.03	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
General Install		<p>Using XS Administration shortcuts in the Start Menu under domain user on a Windows 2008 server</p> <p>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.</p> <p>Workaround: Use one of the following options:</p> <ul style="list-style-type: none"> • Disable the User Access Control feature. • To launch each shortcut, right-click it and select the Run as Administrator option. 	9.00	-
General Install	140900	<p>The space validation checks that are not relevant to a specific server are passed automatically. The Validating BOE/BODS disk space... check fails on a server when it does not have enough space.</p> <p>The space validation checks verifies that there is enough space on each server. If a check does not apply to a specific server, it passes automatically. The Validating BOE/BODS disk space... check is meant to check the disk space in each server. The check fails when the server does not have the recommended required space.</p> <p>Workaround: Make sure that the servers follow the recommended requirements as described in the <i>IT Executive Scorecard Support Matrix</i>.</p>	9.30	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
General Install	151192	<p>The Glassfish Administration is accessible to users without any authentication.</p> <p>Workaround: Enable the Windows firewall to allow XS access and block the administration port 1001.</p> <ol style="list-style-type: none"> 1. Navigate to Control Panel > System and Security > Windows Firewall. 2. In the top left, click Turn Windows Firewall on or off and set Windows Firewall State to On. 3. Select one or more of Domain, Private or Public networks. 4. Remove all predefined inbound rules. <ol style="list-style-type: none"> a. In the top left, click Advanced Settings. b. Select all rules and click Delete. 5. Define a new rule that allows all ports. <ol style="list-style-type: none"> a. Click New Rule. The New Inbound Rule Wizard opens. b. Set the rule type to Port and click Next. c. Set the protocol and ports and click Next. d. Select the rule to apply to TCP and All Local Ports. e. Set the Action as Allow the Connection and click Next. f. Set the profile accordingly (by default, Domain, Private and Public network are selected), and click Next. g. Enter a descriptive name, for example, XS and click Finish. 6. Define a new rule that blocks port 1001. <ol style="list-style-type: none"> a. Click New Rule. The New Inbound Rule Wizard opens. b. Set the rule type to Port and click Next. c. Select the rule to apply to TCP. 		

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
		<ul style="list-style-type: none"> d. Set the port as 1001. e. Set the Action as Block the Connection and click Next. f. Set the profile accordingly (by default, Domain, Private and Public network are selected), and click Next. g. Select a descriptive name, for example, GF administration console access restriction and click Finish. 		
DWH General	120374	The following issue has been fixed: The names of the users for the target or staging databases cannot be changed, as currently the users are hard-coded in ETL.	9.01	9.30
DWH General	124469	The following issue is not relevant in this version: Data Source Management user interface - the schema of HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management is not validated as part of the conceivability check before any connection to the source Oracle database	9.00	9.30
DWH General	131330	The following issue has been fixed: The DB Clean up tool works only in an English environment. It does not work in non-English environments	9.30	9.30
DWH General	131459	Data WarehouseSettings Admin page : YEARS and PORTS fields in the Data Warehouse Data Settings page in Admin have the correct presentation format.	9.03	9.30
DWH General	132050	The following issue was fixed: the new insert record was missing from the Target database after initload was completed in PROGRAM entity.	9.03	9.30
DWH General	142012	The following Data Warehouse limitation has been removed: If you install Executive Scorecard and Data Warehouse on the same server, using non-default ports, the Data Source Management and ABC Management pages are not displayed.	9.30	9.31

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
HP AM	136153	The following issue has been fixed: Data Warehouse - Data Source Management user interface for HP Asset Manager (AM) or HP Service Manager (SM) - The Hostname/IP field doesn't pass validation when using IP followed by its non-default SQL port number (relevant for AM and SM) ()	9.03	9.30
ETL	129343	<p>ETL- The SLA_Name column in the SLA_DIM table is truncated to 60 characters</p> <p>If the length of the SLA name exceeds 60 characters, the ETL process truncates the name automatically. A message: (12.2) 11-07-11 15:18:51 (W) (7328:7312) DBS-070402: Data flow SM_SLA_SSI_DF Reader Map_ Extraction_To_SSI ODBC data source <data_source_name> warning message for operation <SQLFetchScroll(rowStsArray[])>: <[Microsoft][ODBC SQL Server Driver]String data, right truncation>,SQLState <01004> is issued when an SLA name is truncated.</p> <p>The truncation might be a problem if two SLAs have the same name up to the 60th character.</p> <p>Note that the truncation of the SLA names does not stop the ETL workflow.</p>	9.00	-
ETL	131337	<p>ETL- Fields that contain the 'Enter' delimiter are not handled correctly by ETL</p> <p>Some fields (for example, Comments, Descriptions, and more) do not support the 'Enter' delimiter. If these fields include the 'Enter' delimiter, they are not handled correctly by ETL and they cause ETL to fail.</p> <p>If this problem occurs, contact HP Support (http://www.hp.com/go/hpsupport).</p>	9.02	-
ETL	131566	The following issue is not relevant in this version: Data Warehouse - HP Service Manager views - The generated SQL scripts used to create views for HP Service Manager versions 9.3, fail when executed on the source.	9.00	9.30

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
ETL	131841	The following issue is not relevant in this version: Integration of HP Service Manager - the generated Create view scripts fail when ran on the data source	9.02	9.30
ETL	131974	The problem with the SM_INCIDENTSM1 source view being created with capital letters because of inconsistencies in the HP Service Manager version 7.11 source model has been fixed.	9.02	9.30
ETL	131234	The integration with data sources installed on named instance SQL servers is supported.	9.02	9.30
ETL	140312	The following issue has been fixed: Error occurs in the MSI step when running ETL after upgrading from 9.03 to 9.30.	9.30	9.31
HP NN-M	135886	<p>Limitation in the scheduling of Upstream and NNMstream</p> <p>Upstream and NNMstream cannot be scheduled to run at the same time (in parallel).</p> <p>Workaround: Schedule the NNMstream to run every hour on the hour and schedule the Upstream to run at a different time (it usually runs once a day and it is recommended to run it at night); for example, schedule NNMstream, to run at 00:00, 01:00, 02:00 and so on, and schedule Upstream to run at 00:30 or 01:30.</p>	9.03	-
HP NN-M	136303	The following issue is not relevant in version 9.30: Integration with the HP Network Node Manager data source - share_folder, temp_folder, and archive_folder parameters should not include blank spaces ()	9.03	9.30
HP NN-M	142886	The following issue does not happen any more: NNM Integration – Data loss in case of UpStream failure - If the Upstream was manually aborted, when re-running new Upstream batch, all the data being currently loaded by the NNMstream is lost.	9.30	9.31

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
HP NN-M	136304	<p>Integration with the HP Network Node Manager data source - server, user, and password parameters</p> <p>Workaround: When you define the NNM <code>datasource.XML</code> (at <code><agora>\ContentPacks\NNM\conf\dataSources.xml</code>), if the values of the <code>propertyValue</code> parameter for the <code>server</code>, <code>user</code>, and <code>password</code> parameters are empty, it is recommended to remove the corresponding lines in the <code>datasource.XML</code> file:</p> <pre data-bbox="548 764 946 1163"><dw:GenericProperty propertyName="server" propertyValue="" propertyType="string"/> <dw:GenericProperty propertyName="user" propertyValue="" propertyType="string"/> <dw:GenericProperty propertyName="password" propertyValue="" propertyType="password"/></pre> <p>If you do not remove these lines, the log may include multiple error messages.</p>	9.03	-
HP NN-M	141577	<p>The run_steps interval of NNMstream is not configured by default</p> <p>Workaround: You must manually schedule the NNMstream execution using the DW ABC Streams Management UI. A one minute interval is the recommended schedule. For details, see Stream Attributes Dialog Box in the <i>Administrator Guide</i>.</p>	9.30	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
HP PP-M	136456	<p>System Limitation- If a record of the HP Project and Portfolio Management Program Entity links to multiple managers, only the smallest manager ID is retained due to system limitation. The other manager IDs are discarded after the ETL Run.</p> <p>Recommendation: Use only one manager ID per HP Project and Portfolio ManagementProgram Entity.</p>	9.03	-
HP ALM	142556	<p>Integration with HP Application Lifecycle Management (ALM) - The configuration of the initial load months using the Data Source Management UI property does not work</p> <p>Workaround: The initial load months parameter set in the Data Source Management UI for the integration with ALM does not work. The default value is 6 months. If you want to change this value, you must update the value of the parameter dwh.etl.initialloadmonths in the [dwmmetadata] . [DW_CONFIGURATION] table.</p>	9.30	-
HP ALM	142555	<p>ALM Integration - Integrating to large ALM instances may result in Out of Memory Exception</p> <p>When running initial load for data sources with a large amount of data, or for ALM sources that include a large amount of entities, the SAP BusinessObjects Data Services (BODS) adapter may crash the Extraction job with an OutOfMemoryError exception that can be seen in the ABC user interface.</p> <p>Workaround: It is recommended to enlarge the BODS Adapter memory from 128 MB to 1024MB.</p>	9.31	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
HP ALM	142670	<p>ALM Integration - An error (Page size requested too big) occurs in the adapter when working with an ALM data source based on the Oracle environment</p> <p>Occasionally, when working with an ALM data source based on the Oracle environment, the REST calls can crash and issue the following error “ORA-01795: maximum number of expressions in a list is 1000”.</p> <p>Workaround: If you encounter such an error, contact HP Software Support Online web site (http://www.hp.com/go/hpssoftwaresupport) to receive a fix that allows you to customize the page size setting for the ALM data source.</p>	9.31	-
HP ALM	152130	<p>ALM Limitations:</p> <ul style="list-style-type: none"> • If one requirement has two Releases/Cycles, and you delete the two Releases/Cycles in ALM Management > Release, rather than de-selecting the Release/Cycle in Requirements, the relationship between Requirement and the Release/Cycle stored in the requirement_bridge_fact table is not changed. However, the deleted Release/Cycle is marked as deleted in Dimensions (project, cycle). <p>Workaround: Do not delete a Release/Cycle when connected to a Requirement.</p> <ul style="list-style-type: none"> • If you delete specific records (Requirement, Defect, Test, Testinstance, Release/Cycle) from ALM after you perform the Upgrade from XS 9.3 to XS 9.31 and before the delta load, some fields are left empty but added in XS 9.31. 		
Data Source Management UI	140394 139217	<p>The ABC user interface and the Data Source Management user interface currently support only HTTPS/SSL connections in distributed or typical configurations</p> <p>If you log in to the Executive Scorecard Admin tab using a HTTP (non-secure) connection in a distributed or typical environment, the application may not function properly.</p>	9.30	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Other DWH Issues	136493	The following issue has been fixed: Delta load does not extract the data that is updated before the INST_CRITERIA when using File Based Integration (FBI) to integrate HP Server Automation data ()	9.03	
Other DWH Issues	141725	<p>The DWH Status page may not load properly in a distributed environment</p> <p>The DWH Status page loads properly in a typical environment but may not do so in a distributed environment.</p> <p>Workaround:</p> <p>In the SAP BusinessObjects InfoView, select:</p> <ul style="list-style-type: none"> • Public Folders > DW EN Operations > Control Reports > ABC - Operational Status. • Public Folders > DW EN Operations > Control Reports > ABC - Batch Details. • Public Folders > DW EN Operations > Control Reports > ABC - Operational Status History. 	9.30	-
Other DWH Issues	142129	<p>Limitation - External source archive - A flat file cannot be archived if the name and path to the external source location includes a blank space ()</p>	9.30	-
Other DWH Issues	142219	<p>The <iCP>_BACKFILL_JB job fails on rerun</p> <p>The <iCP>_BACKFILL_JB job fails on rerun due to database errors or other causes.</p> <p>Workaround: When you try to rerun the <iCP>_BACKFILL_JB job and it fails, solve the problem using the ABC user interface or the BODS monitor, and restart the upstream.</p>	9.30	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Other DWH Issues	142058	<p>Disaster Recovery - The disaster recovery procedure is flawed. Two files are not copied to their correct location, thus failing the ETL</p> <p>After a "Data Warehouse Server Failure Disaster Recovery" procedure has been implemented, the ABC directory under <installation directory>\agora\datawarehouse\etc is missing. The directory contains crucial files for the ETL. The ETL fails due to the missing files with a File not found: C:\HPXS\agora\DataWarehouse\etc\ABC\check_system_for_etl_start.bat error message</p> <p>Workaround: After a recovery procedure has been performed, you must copy the ABC directory located in <Installation Directory>agora\datawarehouse\etc to the new server, otherwise the ETL fails.</p>	9.30	-



Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Other DWH Issues	142611	<p>DWH - The DWH Status report cannot load after a ABC database login password change ()</p> <p>The DWH ABC Status report cannot load correctly as the ABC user login fails after a ABC database login password change, because the password settings for ita_admin and ita_operations connection in SAP BusinessObjects Enterprise are not automatically updated.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Login to the SAP Business Objects Universe Designer. 2. Open the Connection list by clicking Tools > Connections... in the top menu 3. Open the ita_admin and ita_operations JDBC connections. 4. Update the Password field with new ABC database login password for those two connections. 5. Test the Connection and make sure the server is responding. 6. Fill in the appropriate configuration parameters in next window, and click Finish. 7. Log in once more to the XS application and open the DWH Status page. 	9.31	-
Other DWH Issues	138212	The following issue has been fixed: 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.	9.00	9.30

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Other DWH Issues	148714	<p>HP Business Service Management and HP Universal Configuration Management Database upgrade issue</p> <p>After upgrade:</p> <ul style="list-style-type: none"> • The BSM CP status is DeActivated. If you activate it as is, the ETL run fails because the RTSM username and password are lost. • The UCMDB CP status is DeActivated. If you activate it as is, the ETL run fails because the username and password have been changed. <p>Workaround:</p> <ul style="list-style-type: none"> • For the BSM CP: To run the ETL successfully, you must manually input the RTSM username and password, and then activate the BSM CP and run the ETL. • For the UCMDB CP: To run the ETL successfully, you must manually input the username and password, and then activate the UCMDB CP and run the ETL. 	9.31	-
Language	140525	<p>The limitations of working with the same browser locale as the language you specified in the DB server and in the Studio, entering only strings that are in the language used in the DB server where the Management schema was installed, are not valid in 9.31 as Unicode is supported and you can enter strings in any language in the application user interface.</p>	9.30	9.31

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Chrome	136802	<p>Working with the Chrome browser - Working with Dashboard pages in Chrome can cause memory error</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Go to the Adobe website (http://get.adobe.com/flashplayer) and download the latest version of Adobe. 2. Open Chrome and enter the plugins section (type chrome://plugins in the address bar). 3. Disable Chrome Flash player (its location should end with \gcswf32.dll, for example C:\Users\<user>\AppData\Local\Google\Chrome\Application\17.0.963.79\gcswf32.dll). 4. Enable the new Flash player. 	9.30	-
Chrome	138212	<p>***The following issue has been fixed: the Chrome-fatal error that occurred during navigation between tabs in the Admin tab was fixed.</p>	9.31	9.31
XS application		<p>The KPI Library does not include KPIs when you open the Studio</p> <p>If the KPI library is empty when you open the Studio, you need to perform the following:</p> <ol style="list-style-type: none"> 1. Copy the contents of the <installation dir>\agoralglassfish\glassfish\domains\BTOA\config\kpitemplates\import\languages\en_US directory to the <installation dir>\agoralglassfish\glassfish\domains\BTOA\config\kpitemplates\import\load directory 2. Run the load KPI templates procedure. 3. Refresh the Studio view on the application itself (i.e. via the browser). 		-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
XS application	128317	The following issue has been fixed: The auto-complete feature is not available in the Formula/Filter Builder after existing universes are replaced during the 9.30 installation ()	9.30	9.30
XS application	135179	The following problem has been fixed: the % of Met Application Performance KPI description was not correct. It is now: The number of critical applications with an Application Performance KPI with an OK status relative to the total number of critical applications with an Application Performance KPI with any status.	9.03	9.30
XS application	136052	<p>The following issue was fixed: the No Data result for the BreakDown KPIs for the % of Utilization of Network Devices and Average Throughput of Network Devices KPI</p> <p>The formula of the % of Utilization of Network Devices KPI was changed to AVG(NodeMetric.InterfaceUtilization , Node.IsDropped='N' And PERIOD_ENTITY=Period And NodeMetric.InterfaceUtilization >=0) *100</p> <p>The formula of the Average Throughput of Network Devices KPI was changed to: AVG(NodeMetric.InterfaceThroughput , Node.IsDropped='N' And PERIOD_ENTITY=Period and NodeMetric.InterfaceThroughput>=0)</p>	9.03	9.30
XS application	136062	The business motivation and formula of the Average Throughput of Network Devices KPI have been corrected.	9.03	9.30
XS application	141933	The limitation that the combined length of a KPI name and its Breakdown path should be less than 255 characters is not valid any more.	9.30	9.30
XS application	141944	The limitation that in the Explorer, the Add annotation button is disabled when you displayed the Explorer contents for a Scorecard or a Perspective, and you then switch the focus to an Objective or a Metric is not valid any more.	9.30	9.31

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
XS application	142167	Limitation- SAP BusinessObjects Enterprise Universe names should not duplicate Context names, and all names of Universes and Contexts should be unique.	9.30	-
XS application	140689	Calculation ends in error Workaround: If the KPI calculations end in error, increase the value of the KPI engine timers set in the Engine Health Timer setting (Select Admin > Scorecard > Engine Settings). If changing the value of the Engine Health Timer setting does not help, it is recommended to improve the database server I/O configuration.	9.30	-
XS application	142402	The following issue has been fixed: A user and a group should not have the same name. If they have the same name, you cannot update or delete the group that is named after the user. Workaround: delete the user and then update the group you want to update.	9.30	9.31
ITFM module	141919	Limitation: Financial Planning Analysis - You can export and import Budget files in Excel format. It is recommended to limit the size of the Budget files that you want to import, to less than 5MB.	9.30	-
ITFM module		Financial Planning Analysis - Allocating costs while Financial Management Context is being calculated by the KPI Engine Modifying an allocation scenario that affects the Dashboard (with the Affects Dashboard option) while the KPI Engine is performing the FinancialManagement Context calculations, might produce unexpected results. Workaround: It is recommended to wait for the KPI calculation to finish, and only then to perform the modifications on the scenario that affects the Dashboard.		-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
ITFM module	141911	<p>Financial Planning Analysis - The FinancialManagement Context is not recalculated when the scenario that affects the Dashboard is removed</p> <p>When removing a scenario that affects the Dashboard (with the Affects Dashboard option), the KPI engine does not automatically perform the FinancialManagement Context calculations.</p> <p>Workaround: To display raw data from the Data Warehouse on the Financial Dashboard, in the Studio Active KPIs pane, click the Calculation options  button, and select the  Recalculate option. In the Recalculate dialog box, select the FinancialManagement Context in the Universe/context for recalculation field, enter the start date of the removed scenario in the Recalculation start date field and click Calculate.</p>	9.30	-
Foundation	125900	<p>SAP BusinessObjects Enterprise Reports - Trying to open SAP BusinessObjects Enterprise reports embedded in the user interface using the secure mode (HTTPS) issues the "Navigation to the webpage was canceled" error</p> <p>When you open a SAP BusinessObjects Enterprise 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.</p> <p>Workaround: To see reports, select No in the Do you want to view only the webpage content that was delivered securely popup message.</p>	9.00	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Foundation	119971	<p>The SAP BusinessObjects Enterprise installation folder may remain after an uninstall operation</p> <p>Workaround: If the SAP BusinessObjects Enterprise installation folder remains after an uninstall operation, remove it manually. Also remove the SAP BusinessObjects Data Services folder. Note that SAP BusinessObjects Data Services is installed on the Data Warehouse machine.</p>	9.00	-
Foundation	122859	<p>Problem with the HP Analytic MQ Broker service</p> <p>If you have one of the following problems:</p> <ul style="list-style-type: none"> • 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. <p>You must stop and start Executive Scorecard from the menu options on the Executive Scorecard and Data Warehouse servers, as follows:</p> <ol style="list-style-type: none"> 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. 	9.00	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Foundation	140904	<p>User management - Server-side (SAP BusinessObjects Enterprise) check fails</p> <p>When the Administrator tries to create a user with a password that contains the user name, an error message is issued and the user is not created.</p> <p>Workaround: Do not create users with passwords that contain the user name. User names and group names should be unique.</p>	9.30	-
Foundation	141647	<p>Importing .CSV files using the Import Data feature of the Context Designer does not cause an error in the engine while creating queries if a table name starts with a digit.</p>	9.30	9.31
I18n	122359	<p>Localized date in SERVICESTATUS_FACT is not converted from UTC</p> <p>Workaround: Edit the SERVICESTATUS_CON_ALT_WF and change the mapping for all _LOC dates to UTC_DATE_TO_DW(<Date>_UTC).</p> <p>Note: This is problematic only for the alternate source. It is working correctly for HP Business Service Management.</p>	9.00	-
I18n	127842	<p>The following issue is not relevant in this version: Setting mechanism - Some settings are not editable if the login is performed with an administrator user, after a login with limited user.</p>	9.00	9.30

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
118n	130740	<p>ETL cannot get the correct non-English characters from the HP Service Manager/HP Project and Portfolio Management data source database</p> <p>ETL cannot extract the correct non-English characters from the HP Service Manager/HP Project and Portfolio Management data source database to the SMVIEW_DS_SM_SMLOCATION_6_EXTRACT_FF file when running ETL from the Oracle HP Service Manager/HP Project and Portfolio Management data source with a non-English language, as Oracle databases use the AL32UTF8 character set.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Add the environment parameter as: <ul style="list-style-type: none"> ■ Name: NLS_LANG ■ Value: AMERICAN_AMERICA.AL32UTF8 2. Restart SAP BusinessObjects Data Services service. 	9.00	-
118n	130433	<p>Only English character credentials are supported</p> <p>Do not use non-English characters for user credentials as these characters are not supported.</p>	9.00	-
118n	136239	<p>The formula of the HP Business Service Management-related % Monitored Applications KPI was changed to provide better results.</p> <p>The formula has been changed in the English version of the KPI, but has not been changed in the translated versions of the KPI.</p> <p>Workaround: If you are working with languages other than English, access the % Monitored Applications KPI in the Studio and modify its formula to:</p> <p>PERCENTAGE_MATH(COUNT(Application.ApplicationId , Application.Monitoredby <> 'NULL') , COUNT(Application.ApplicationId , *) , 100)</p>	9.03	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
I18n	142201	<p>Uploading non-English language .CSV files using the Import Wizard</p> <p>To upload data using non-English .CSV files in the Import Wizard, make sure that:</p> <ol style="list-style-type: none"> 1. You edit the .CSV file using Notepad and not Excel. 2. Save the .CSV file with UTF-8 encoding. 3. Test the .CSV upload in a server that was installed in the same language as the .CSV file, and with a database that was also installed in the same language. <p>For additional information about loading .CSV files, see Create and Manage Contexts Using Context Designer and Upload Data Using Data Loader in the <i>Administrator Guide</i>.</p>	9.30	-
Documentation	131493	Documentation: the KPI Library in Excel format is accessible from the online help.	9.30	9.30
IDE	151593	Limitation: In the Engineer context of the IDE workspace, right-click a Source entity and click Show Properties View . In the Columns tab, the IDE does not support non UTF-8 characters in the Calculation Rule field.	9.31	
Mini Apps	153298	Limitation: The XS Mini Apps only supports Android version 3.0.x.	9.31	

Documentation Updates

The first page of this document identifies the:

- Version number for the software.
- Software release date.

Set of available documents

The set of documents available for this release is provided in the How to Find Information page of the online documentation library that is accessed by clicking the Help link in the top right-hand side of the Executive Scorecard application, or in "How to Find Information" in the *Getting Started with IT Executive Scorecard*.

You must have Adobe® Reader installed to view files in PDF format (*.pdf). To download Adobe Reader, go to the [Adobe](#) web site.

Check for recent updates

To check for recent updates or to verify that you are using the most recent edition, visit the [HP Software Product Manual Site](#) (<http://h20230.www2.hp.com/selfsolve/manuals>).

To retrieve a document, select the:

1. **Product** name.
2. **Version** list.
3. **Operating System**.
4. Preferred **Language**.
5. Document title.
6. Click **Open** or **Download**.

Documentation Errata

The following documentation items updates the Recovery documentation from the *Administrator Guide*.

Recover from XS Components Failure

Scenario: The HP IT Executive Scorecard, Data Warehouse, or SAP BusinessObjects Data Services servers have become unusable, for example the hard disk has crashed. The following procedure describes how to recover the XS and DWH servers.

For distributed deployment:

If only the Data Warehouse server has failed, see "[In case of Data Warehouse server failure:](#)" below

If only the Executive Scorecard server has failed, see "[In case of Executive Scorecard server failure:](#)" on page 46

If Data Warehouse and Executive Scorecard have failed, perform the recovery for both. Perform the DWH recovery procedure first.

For single server (typical) deployment:

If the server has failed, you must perform both recovery procedures. Note the relevant instructions for a single server environment.

Note: For details on recovery from a major SAP BusinessObjects Enterprise server failure that was not installed using Executive Scorecard, see the SAP BusinessObjects Enterprise Disaster Recovery documentation.

In case of Data Warehouse server failure:

1. Activate the XS 9.3 installer on the server.
2. When the post-install wizard opens, run the following SQL statements (on the Management Database):
 - a.

```
USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'dwh.is.installed'
```

Note: For single server (typical) deployment you must run all of the following statements:

```
USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'dwh.is.installed'
```

```
USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'bo.engine.is.installed' or
NAME = 'bo.in.use'
```

```
USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'xs.is.installed'
```

3. On the Staging Database:

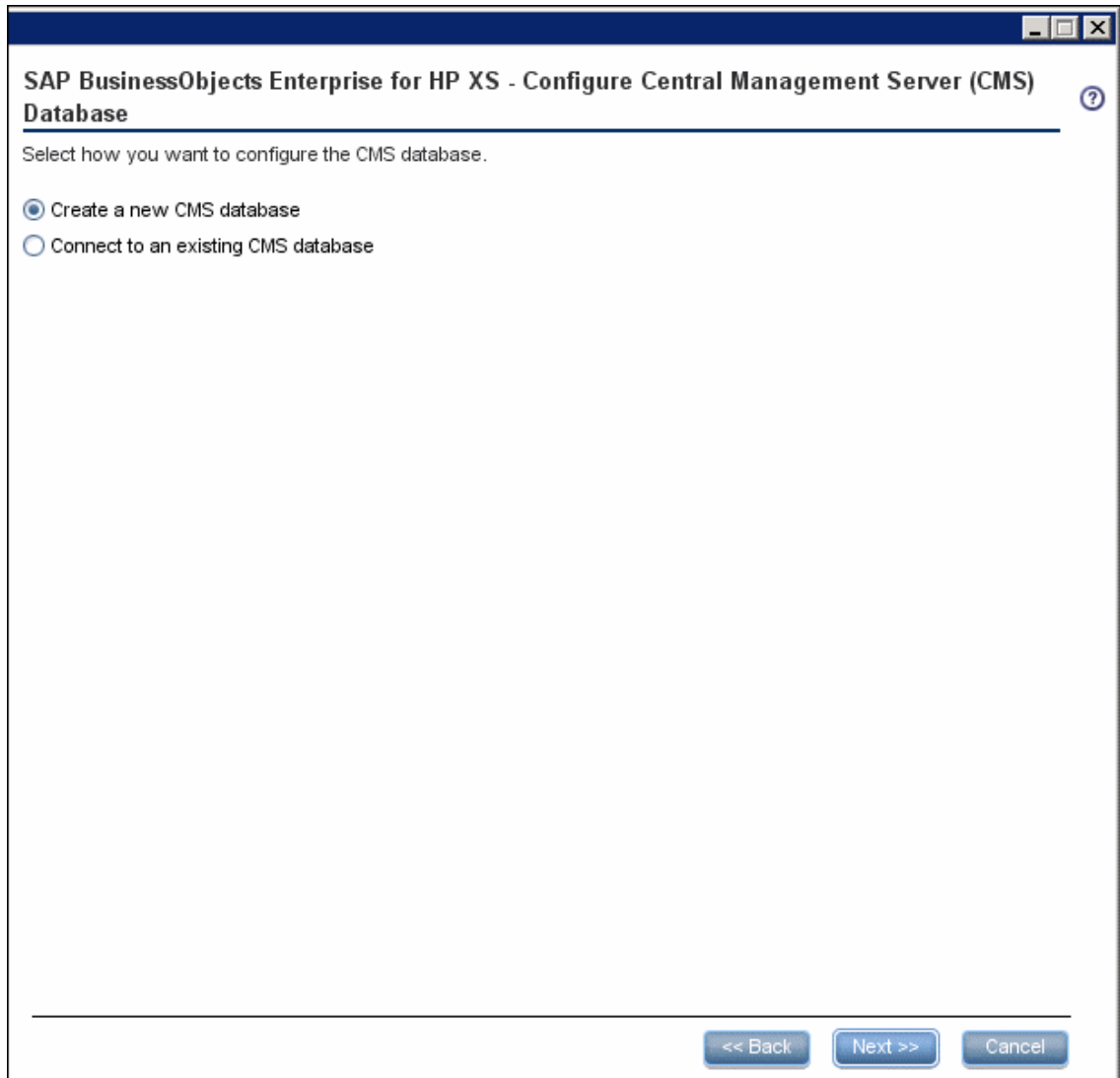
```
USE <Staging_Db_Name>
DROP INDEX [JOB_STREAM_STEP_RT_INX01] ON [dwabc].[JOB_STREAM_STEP_RT]
WITH (
ONLINE = OFF )
GO
```

4. Restore the external sources directory contents and the external sources archive directory that were backed up prior to the disaster.
5. Back up: **<agora>\dat\Version.txt** (you will need to restore it later) and override it with a Version.txt file of 9.31 which was saved prior to the disaster.
6. Empty the following script of all of its contents:

```
<HPXS>\agora\confwizard\confscripts\database\mssql\dwh_target_views.sql
```

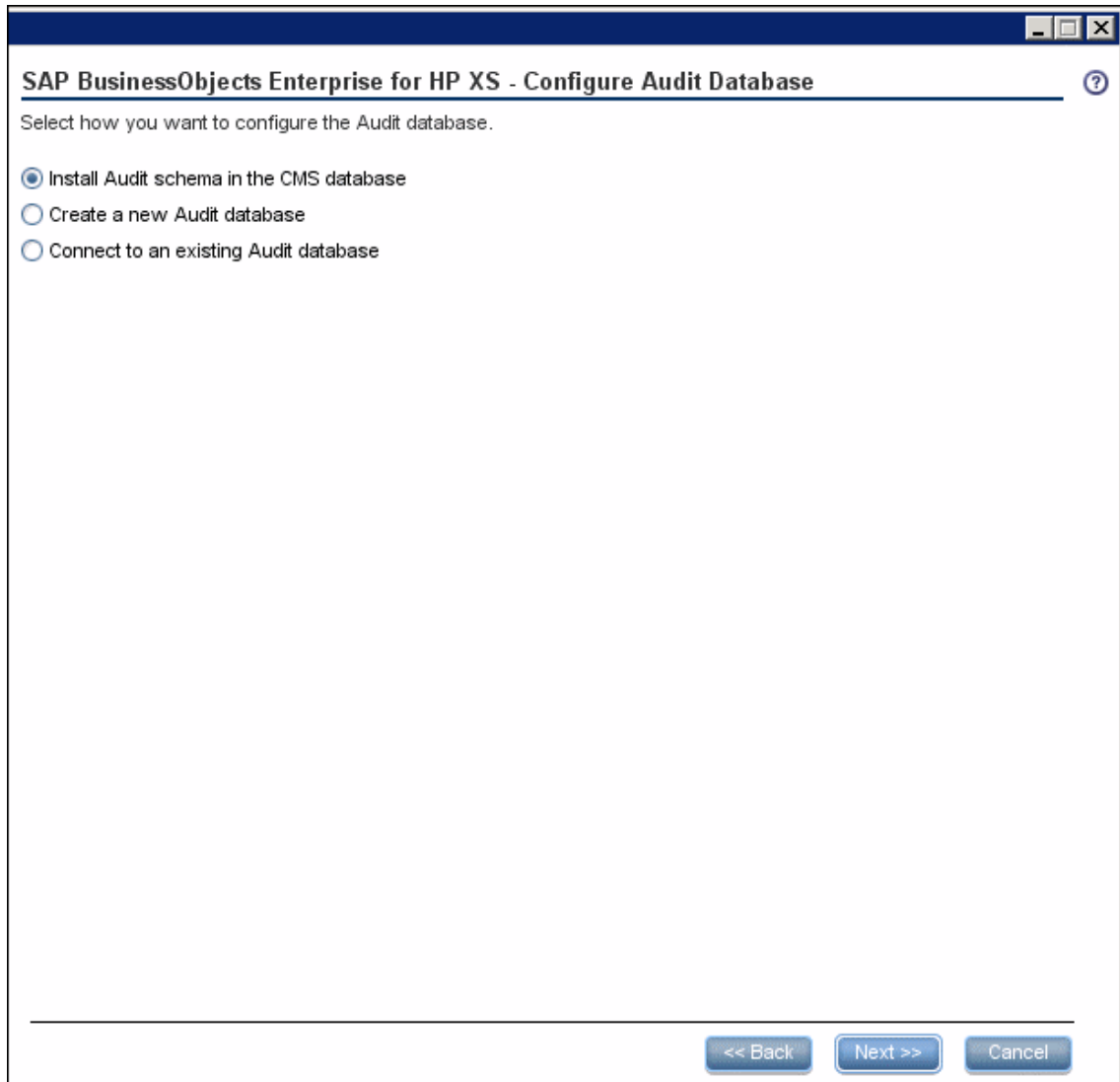
Do not delete the file itself.

7. Continue the post-install process. In the post-install, connect to your existing Management database.
8. In the **SAP BusinessObjects Enterprise Configure Central Management Server (CMS) Database** page, select what you did in the original installation procedure.



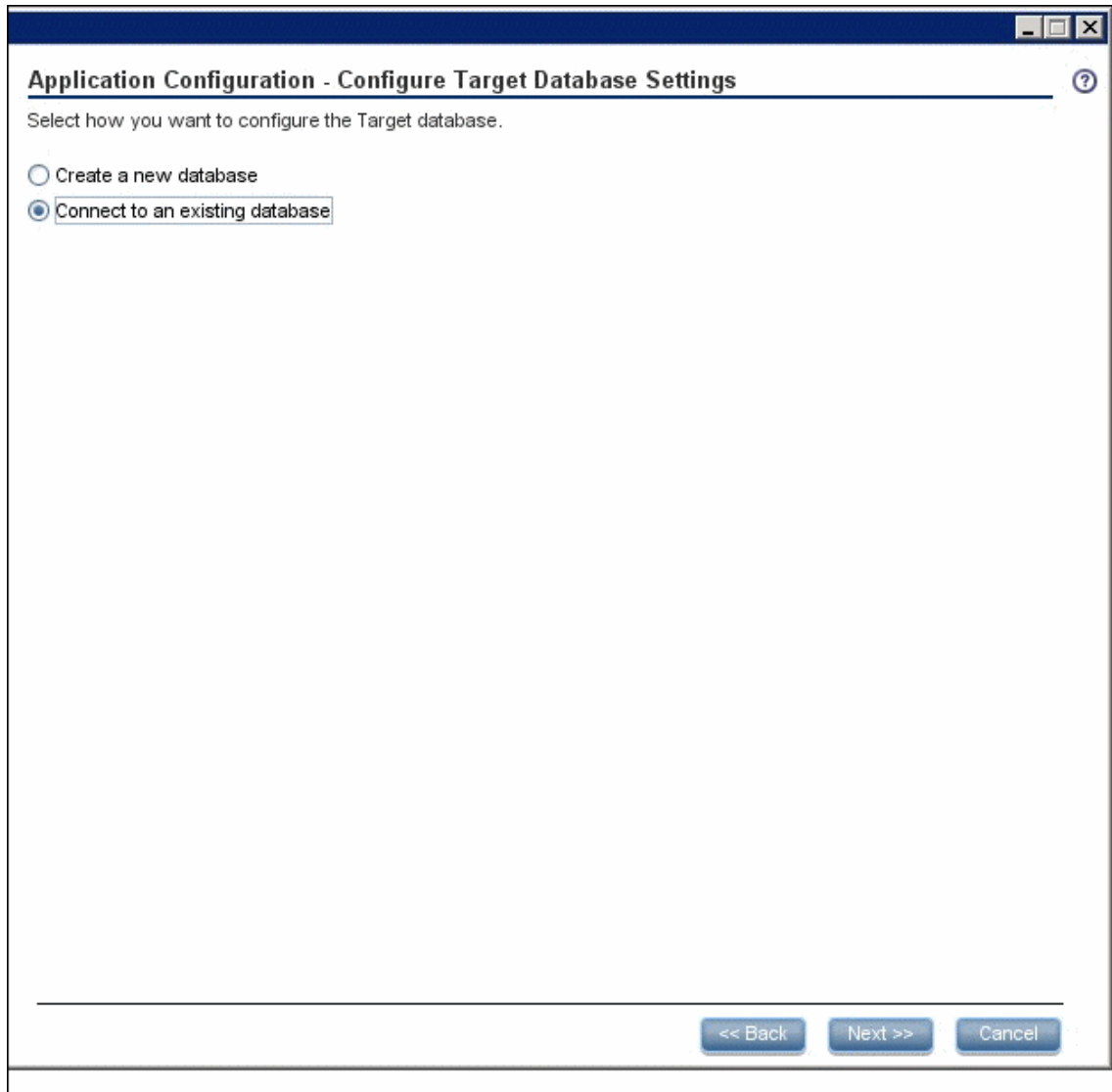
UI Element (A-Z)	Description
Create a new CMS database	Creates a new SAP BusinessObjects Enterprise CMS database.
Connect to an existing CMS database	Connects to an existing SAP BusinessObjects Enterprise CMS database.

9. In the **SAP BusinessObjects Enterprise Configure Audit Database** page, connect to existing CMS database using the original name.



UI Element	Description
Install Audit schema in the CMS database	Installs the Audit database schema as part of the CMS database previously created.
Create a new Audit database	Creates a new Audit database.
Connect to an existing Audit database	Connect to an existing Audit database.

10. In the **Configure Target Database Settings** page, if displayed, select to use the existing target DB.



UI Element	Description
Create a new database	Select to create a new target database.
Connect to an existing database	Select to connect to an existing target database.

11. In the **Define Staging Database Logins** and **Define Target Database Logins** pages, enter your original logins.
12. When the post-install wizard is successfully completed, click **Finish**.
13. Restore the original **Version.txt** file that was saved as a backup into **<agora>\dat**.
14. Activate the XS version 9.31 installer.
15. When the post-install wizard opens, execute the following queries one time:


```
USE <Mng_Db_Name>
UPDATE [Mng_Db_Name].[dbo].[SYS_VER]
```

```
SET [MN] = 30
GO
```

```
truncate table [dbo].[DB_UPGRADE]
```

```
GO
```

16. Open <agora>\glassfish\glassfish\domains\BTOA. Delete the following folders if they exist: **generated**, **osgi-cache**.
17. Click **Next** to continue the post-install wizard process.
18. Wait for the installation to complete.
19. For each new content pack (SE/IC), that is **NON_ACTIVATED** in the CONTENT_PACK table in the staging DB (because they were activated before the disaster), execute the following command on the DWH server.

```
dw_ds_automation.bat -task Redeploy -cp <Content_Pack_Name>
```

20. Reactivate all of the Content Packs that were activated before the disaster.
21. Run the ETL.

In case of Executive Scorecard server failure:

1. Activate the XS 9.3 installer on the server.
2. When the post-install wizard opens, run the following SQL statements (on the Management Database):
 - a. USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'xs.is.installed'

Note: For single server (typical) deployment you must run all of the following statements:

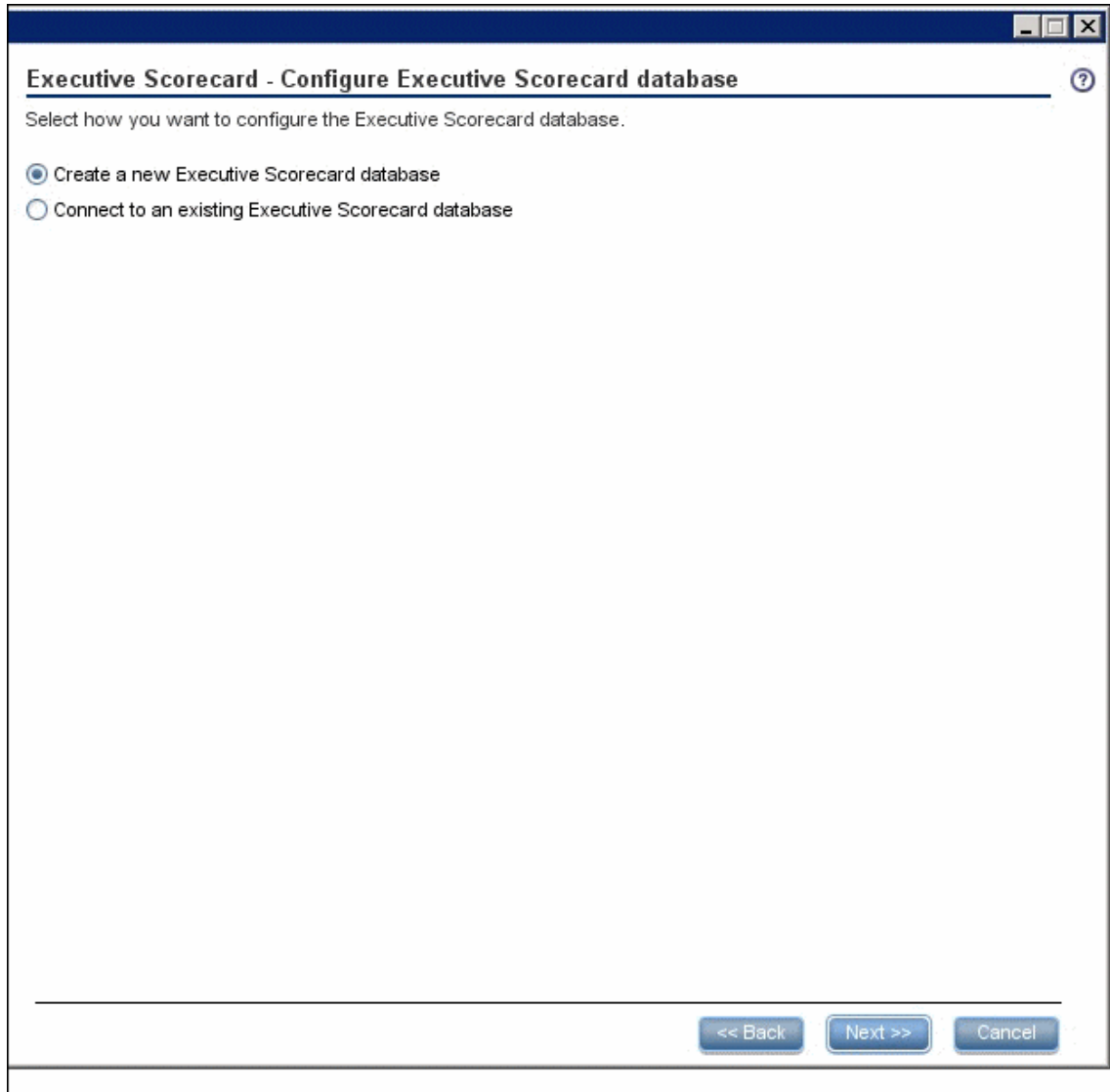
```
USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'dwh.is.installed'
```

```
USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'bo.engine.is.installed' or
NAME = 'bo.in.use'
```

```
USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'xs.is.installed'
```

3. Back up: <agora>\dat\Version.txt (you will need to restore it later) and override it with a Version.txt file of 9.31 which was saved prior to the disaster.
4. Continue the post-install process. In the post-install, connect to your existing Management database.
5. In the **Configure Executive Scorecard Database** page, select to connect to an existing

database.



UI Element (A-Z)	Description
Create a new Executive Scorecard database	Enables you to create a new Executive Scorecard database.
Connect to an existing Executive Scorecard database	Enables you to connect to an existing Executive Scorecard database.

6. When the post-install is successfully completed, click **Finish**.
7. Restore the original Version.txt file that was saved as a backup into **<agora>\dat**.
8. Activate the XS version 9.31 installer.

Recover from Database Server Failure

In case of a Database server failure:

1. Verify that XS is stopped.
2. Restore the databases from the backup (CMS, MNG, REP, RES, STG, TRG) into the new dbServer.
3. Change the settings as follows.

Note: Passwords, including the admin password, in the new server cannot be changed. You can change after XS is running again.

```
UPDATE [<new_mng_database_name>].[dbo].[SETTINGS_MANAGEMENT]
SET VALUE =
CASE
WHEN NAME = 'new.tenant.db.host.name' THEN '<mng_new_db_server>'
WHEN NAME = 'new.tenant.db.port' THEN '<mng_new_db_port>'
WHEN NAME = 'target.db.server' THEN '<target_new_db_server>'
WHEN NAME = 'target.db.mssql.dbname' THEN '<target_new_db_name>'
WHEN NAME = 'target.db.port' THEN '<target_new_db_port>'
WHEN NAME = 'target.db.admin.username' THEN '<target_new_admin_login_name>'
WHEN NAME = 'bods.db.name' THEN '<bods_new_db_name>'
WHEN NAME = 'bods.db.admin.username' THEN '<bods_new_db_admin_login>'
WHEN NAME = 'bods.db.username' THEN '<bods_new_db_login>'
WHEN NAME = 'bods.db.server' THEN '<bods_new_db_server>'
WHEN NAME = 'bods.db.port' THEN '<bods_db_port>'
WHEN NAME = 'staging.db.mssql.dbname' THEN '<staging_db_name>'
WHEN NAME = 'staging.db.admin.username' THEN '<staging_db_admin_login>'
WHEN NAME = 'staging.db.server' THEN '<staging_db_admin_server>'
WHEN NAME = 'staging.db.port' THEN '<staging_db_port>'
WHEN NAME = 'result.db.host' THEN '<result_db_server>'
WHEN NAME = 'result.db.server' THEN '<result_db_server>'
WHEN NAME = 'result.db.mssql.dbname' THEN '<result_db_name>'
ELSE VALUE
END
```


For example:

```
UPDATE [dvm1319_MNG_new].[dbo].[SETTINGS_MANAGEMENT]
SET VALUE =
CASE
WHEN NAME = 'new.tenant.db.host.name' THEN 'labm3amdb38.devlab.ad'
WHEN NAME = 'new.tenant.db.port' THEN '1433'
WHEN NAME = 'target.db.server' THEN 'labm3amdb38.devlab.ad'
WHEN NAME = 'target.db.mssql.dbname' THEN 'dvm1319_TRG_new'
WHEN NAME = 'target.db.port' THEN '1433'
WHEN NAME = 'target.db.admin.username' THEN 'sa'
WHEN NAME = 'bods.db.name' THEN 'dvm1319_REP_new'
WHEN NAME = 'bods.db.admin.username' THEN 'sa'
WHEN NAME = 'bods.db.username' THEN 'dvm1319_REP_new'
WHEN NAME = 'staging.db.mssql.dbname' THEN 'dvm1319_STG_new'
WHEN NAME = 'staging.db.admin.username' THEN 'sa'
WHEN NAME = 'staging.db.server' THEN 'labm3amdb38.devlab.ad'
WHEN NAME = 'staging.db.port' THEN '1433'
WHEN NAME = 'result.db.host' THEN 'labm3amdb38.devlab.ad'
WHEN NAME = 'result.db.server' THEN 'labm3amdb38.devlab.ad'
WHEN NAME = 'result.db.mssql.dbname' THEN 'dvm1319_RES_new'
ELSE VALUE
END
```

4. Mng DB Details: For each server, in **<agora>\conf\mngdb.properties**, change the values of the following keys:
 - central.db.name
 - central.host.name
 - central.user.name
 - central.server
 - central.port
 - mng.db.name
 - mng.host.name
 - mng.user.name

- mng.server
 - mng.port
 - jdbc.url (server, port and DBName)
 - db.username
5. In `<agora>\glassfish\glassfish\domains\BTOA\config\domain.xml` change the properties with the new database details. Search for your old database name in this file, and change it to a new one. In JDBC URL you also should change the port.

Search for:

```
<property name="url"
<property name="databaseName"
```

6. On each server you are performing installation, restart Glassfish (in a distributed environment, it is recommended to order the post-install as follows: BO, DWH, XS).
7. Verify that XS is running, as follows:

- Execute the following URL on the server browser:

http:/-

/loca-

lhost:11021/invoke?operation=showServiceInfoAsHTML&objectname=Foundations%3Atype%3DSupervisorM

- If you are prompted for authentication, enter:

Username: admin

Password: admin

- Refresh the execution until the status of XS is STARTED.

9. Recreate the logins and regenerate logins and users for:

```
<HPXS>\agora\DataWarehouse\bin\dw_foundation_setup.bat -taskName initDB
```

For BODS: Run a query on the relevant DB Server (BODS Repository dbServer).

Note: Keep the same BODS login name (<bods_login_name>) you had before the disaster.

=====

Use master

```
CREATE LOGIN <bods_new_login_name> WITH PASSWORD=N'<the_same_password>',
DEFAULT_DATABASE=<new_bods_database_name>, DEFAULT_LANGUAGE=[us_
english], CHECK_EXPIRATION=OFF, CHECK_POLICY=OFF
```

```
GO
```

```
use < new_bods_database_name >
```

```
ALTER USER <bods_login_name> WITH LOGIN = <bods_new_login_name>
```

```
GO
```

```
ALTER USER <bods_new_login_name> WITH DEFAULT_SCHEMA=[dbo]
```

```
GO
EXEC sp_addrolemember N'db_datareader', N'<new_login_name>'
GO
EXEC sp_addrolemember N'db_ddladmin', N'<new_login_name>'
GO
EXEC sp_addrolemember N'db_owner', N'<new_login_name>'
GO
```

For XS: Run a query on the relevant DB Server (Target dbServer).

=====

Use master

```
CREATE LOGIN XS WITH PASSWORD=N'<the_same_password>', DEFAULT_
DATABASE=<new_target_database_name>, DEFAULT_LANGUAGE=[us_english],
CHECK_EXPIRATION=OFF, CHECK_POLICY=OFF
```

GO

```
use <new_target_database_name>
```

```
ALTER USER XS WITH DEFAULT_SCHEMA=XS
```

GO

```
EXEC sp_addrolemember N'db_datareader', N'XS'
```

GO

```
EXEC sp_addrolemember N'db_ddladmin', N'XS'
```

GO

```
EXEC sp_addrolemember N'db_owner', N'XS'
```

GO

```
EXEC sp_addrolemember N'DWT_USER_ROLE', N'XS'
```

GO

```
ALTER USER XS WITH LOGIN = XS
```

GO

For ITFM: Run a query on the relevant DB Server (Target dbServer).

=====

Use master

```
CREATE LOGIN itaapp WITH PASSWORD=N'<the_same_password>', DEFAULT_
DATABASE=<new_target_database_name>, DEFAULT_LANGUAGE=[us_english],
CHECK_EXPIRATION=OFF, CHECK_POLICY=OFF
```

GO

```
use <new_target_database_name>
```

```
ALTER USER itaapp WITH DEFAULT_SCHEMA= itaapp
GO
EXEC sp_addrolemember N'db_datareader', N'itaapp'
GO
EXEC sp_addrolemember N'db_ddladmin', N'itaapp'
GO
EXEC sp_addrolemember N'db_owner', N'itaapp'
GO
EXEC sp_addrolemember N'DWT_USER_ROLE', N'itaapp'
GO
ALTER USER itaapp WITH LOGIN = itaapp
GO
Use master
CREATE LOGIN itafpaqry WITH PASSWORD=N'<the_same_password>', DEFAULT_
DATABASE=<new_target_database_name>, DEFAULT_LANGUAGE=[us_english],
CHECK_EXPIRATION=OFF, CHECK_POLICY=OFF
GO
use <new_target_database_name>
ALTER USER itafpaqry WITH DEFAULT_SCHEMA= itafpaqry
GO
EXEC sp_addrolemember N'db_datareader', N'itafpaqry'
GO
EXEC sp_addrolemember N'db_ddladmin', N'itafpaqry'
GO
EXEC sp_addrolemember N'db_owner', N'itafpaqry'
GO
EXEC sp_addrolemember N'DWT_USER_ROLE', N'itafpaqry'
GO
ALTER USER itafpaqry WITH LOGIN = itafpaqry
GO
```

9. **On the DWH server:**

BODS Job Server

- a. On the DWH server, navigate to **Start > SAP BusinessObjects XI 3.2 > Data Services Server Manager**.
- b. Click **Edit Job Server Config**.
- c. Double-click the Job Server.
- d. Delete the associated repository.
- e. Click **OK**.
- f. Add a new one by entering the following:
 - o Database server name
 - o Database name (BODS Repository database name)
 - o Username (your new Login name)
 - o Password
- g. Click the Resync button.
- h. Restart your JobServer from the button at the bottom of the page.

Repository Manager

- a. On the DWH server, navigate to **Start > SAP BusinessObjects XI 3.2 > Data Services Management Console**.
- b. Login to the console. The default is admin/admin, if it has not been changed.
- c. Select **Administrator**.
- d. Navigate to **Management > Repositories**.
- e. Remove the existing repository and add a new repository with the new database details. Give the repository the same name as the database name.

BODS Datastores (Glassfish must be running) Run the following commands on the DWH server:

- <HPXS>\agora\DataWarehouse\bin\dw_ds_gen.bat -datastore all -outputdir "<HPXS>\agora\DataWarehouse\tmp\datastores"
- <HPXS>\agora\DataWarehouse\bin\dw_ds_import.bat -inputdir "<HPXS>\agora\DataWarehouse\tmp\datastores"

10. On the BOE Server:

BOE – Update JDBC Connections

- a. Navigate to **Start > BusinessObjects XI 3.1 > BusinessObjects Enterprise > Designer**.
- b. Enter the following parameters:
 - o **System:** localhost:6400
 - o **Username:** administrator
 - o **Password:** <BOE_Password>
 - o **Authentication:** Enterprise

- c. Click **Cancel** in the Welcome page.
 - d. Navigate to **Tools > Connections**.
 - e. Change all connection details and test the connection for the following: XS_APP_JDBC, XS_DWH_JDBC, XS_MNG_JDBC, ita_admin, ita_operations
 - f. Click **Next**.
 - g. Enter the relevant parameters:
 - o **Connection Pool Mode:** Keep the connection active for
 - o **Pool timeout:** 600
 - o **Array fetch size:** 100
 - o **Array bind size:** 500
 - o **Login timeout:** 500
 - h. Click **Finish**.
11. On the DWH server, run the ETL.

Localization and Globalization

The localization and globalization information is described in the Support Matrix document available from the [HP Software Product Manual Site \(http://h20230.www2.hp.com/selfsolve/manuals\)](http://h20230.www2.hp.com/selfsolve/manuals) or from the installation DVD.

