

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.40

Release Notes

Document Release Date: June 2013

Software Release Date: June 2013



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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.
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- 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 9.40.

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.

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

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What's New in Version 9.40

This section describes what's new in Version 9.40.

["Improved Development Environment" below](#)

["Cloud Optimization" below](#)

["Improved IT Financial Management \(ITFM\)" on the next page](#)

["Improved Analytics" on the next page](#)

["Localization – Turkish" on page 9](#)

["Java 7 and IPv6 Support" on page 9](#)

["KPI Name Changes" on page 9](#)

["Documentation Improvements" on page 10](#)

Improved Development Environment

- **Changes to Result and Management Databases.** The Result database only includes historical data in 9.40. All the other contents of the Result database have been moved to the Management database for performance and immediate synchronization of the Studio with the Dashboard and Explorer tab.
- **Service Manager DBdict (Database Dictionary) Interface.** The Service Manager (SM) FBI extractor now uses the DBdict interface containing the map between entities and physical tables. DBdict describes how each table and column in the system is mapped to logical entities within Service Manager. The Service Manager applications use the logical definitions in the database dictionary to query and manage the actual records in your RDBMS. DBdict is used to avoid SM version compatibility issues. For details, see [SM Data Source](#) in the *Content Reference Guide*.
- **Generate Entities from Flat Files in the IDE.** The IDE enables you to automatically generate entities from csv files, as well as display them in the Stream Designer. For details, see [Generate Entities Automatically](#) in the *Content Reference Guide*.

Cloud Optimization

- The **CloudOptimization context** was added to Executive Scorecard.

The CloudOptimization context contains the attributes and classes that relate to the Amazon Web Services (AWS) datasource, HP Cloud Service Automation (CSA), and vCenter Chargeback Manager, providing cost and usage reports based on cost allocation report provided by AWS accounts, reporting analysis, and cost and usage reports based on vCenter Chargeback Manager.

For details, see [CloudOptimization Context](#) in the *Content Reference Guide*.

- New out-of-the-box KPIs and Metrics associated with the CloudOptimization context and based on AWS, CSA, and vCenter data sources, were added to the KPI Library.
- The **Cloud Optimization Acceleration Pack (CAP)** includes the Cloud Financials and Cloud Performance Perspectives. The CAP provides broad and deep insight that should enable you to optimize resource provider relationships, increase service profitability, improve financial performance, improve data privacy, improve elasticity, accelerate agility, improve reliability, and increase compliance. This CAP provides a 360 degree Cloud view. For details, see [Cloud Optimization Content Acceleration Pack](#) in the *Cloud Optimization Content Acceleration Pack Guide*.

Improved IT Financial Management (ITFM)

IT Financial Management (ITFM) has now dynamic capabilities:

- You can use the default dimensions provided in the Finance tab to create your allocations and costs. You can also add your dimensions to the FinancialManagement context and base your allocations and costs on these dimensions. You can also rename the existing dimensions to better reflect your financial environment.
- Allocations and finance-related KPIs are based on the Financial Management context. The finance-related KPIs and the Scorecards based on these KPIs remain similar to these in previous releases of Executive Scorecard.

There is backward compatibility with allocations created in previous releases of Executive Scorecard.

For details, see [Allocation Management](#) and [Cost Explorer](#) in the *Financial Analyst Guide*.

Improved Analytics

Drill to detail capabilities were added to the Explorer tab. The entire Explorer tab was re-designed for better usability.

The Explorer tab includes the following areas:

- **Details Overview.** The Details Overview area in Explorer displays information about the selected Scorecard, Objective, Perspective, KPI, KPI Breakdown, Metric, Metric Breakdown, or Unassigned KPI, over time information beginning from the current period. You can also display past information by selecting a past period of time. The area displays different information depending on the type of item you selected. This area was improved and includes additional information. For details, see [Overview](#)
- **Data Set.** The Data Set area in the Explorer tab is available only for KPIs, Metrics, KPI Breakdowns, and Metric Breakdowns. It provides the ability to drill down into the details of the formula used to calculate the KPI or Metric, to see the building blocks of the calculation results, and to analyze the data used for the calculation. The page provides the formula, the

filter, and the display of the data. This area is new in 9.40. For details, see [Data Set](#) in the *Business Analyst Guide*.

- **Annotations.** The annotations feature was re-designed for better usability. For details, see [Annotations](#) in the *Business Analyst Guide*.

The Goal Map feature is similar to the previous versions Goal Map and Annotations. For details, see [Goal Map](#) and [Annotations](#) in the *Business Analyst Guide*.

Localization - Turkish

Turkish was added to the list of supported localization.

Java 7 and IPv6 Support

- **Java 7.** Java 7 is now supported.
- **IPv6.** Executive Scorecard supports both IPv6 and IPv4 in dual stack mode.

KPI Name Changes

The names of the following KPIs were changed:

Name in Version 9.31	Name in Version 9.40
% of Actual vs. Planned Executed Tests	% of Actual vs Planned Executed Tests
Approved vs. Rejected Changes	Approved vs Rejected Changes
Avg Time to Procure Hardware	Average Time to Procure Hardware
Avg Project Initiation Time	Average Project Initiation Time
Avg Outage Duration	Average Outage Duration
Avg Interaction Closure Duration	Average Interaction Closure Duration
Avg Delivery Time of New Products or Services	Average Delivery Time of New Products or Services
Avg Cost of IT Delivery Per Customer	Average Cost of IT Delivery Per Customer
Avg Age of Hardware Assets	Average Age of Hardware Assets
Detected Vs. Closed Defects Ratio	Detected vs Closed Defects Ratio
% Of Incidents That Are Reported More Than Once By The Customer	% of Incidents Reported More Than Once By Customer

Documentation Improvements

The following interactive pages were added to the online documentation:

- [Quick Access Chart](#)
- [Out-of-the-Box KPIs and Metrics](#)
- [Reference: Contexts \(Universes\)](#)
- [KPIs, Metrics, Contexts, and Data Source Integrations](#)
- [Disaster and Recovery](#) in the *Administrator Guide*

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 9.40

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, the number of the issues that have been solved are followed by three starts (***) , have a blue background, and the **Fixed in CVVersion** column displays the version when they were fixed.

The installation-related issues are as follows:

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
DWH Installation	132445 ***	<p>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</p> <p>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.</p>	9.30	9.40
Post_install	142615 ***	<p>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.</p> <p>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.</p>	9.30	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Post_install	140049 ***	<p>When rerunning post install, deployFnd.bat fails because the login using sa is locked.</p> <p>Workaround: Uninstall and re-install Executive Scorecard.</p>	9.30	9.40
Post_install	141997 ***	<p>Not relevant any more - Limitation - Rerun of post-install of Executive Scorecard fails and an error is issued.</p>	9.30	9.40
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	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
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	-
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	9.40

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	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
General Install	143964	<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. 		

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
		<ul style="list-style-type: none"> g. Enter a descriptive name, for example, XS and click Finish. <p>6. Define a new rule that blocks port 1001.</p> <ul 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. 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	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
ETL	129343 ***	Not relevant - ETL- The SLA_Name column in the SLA_DIM table is truncated to 60 characters	9.00	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
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	9.40
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 NNM	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	9.40
HP NNM	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 NNM	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\data Sources.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="597 772 1076 1171"><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	9.40
HP NNM	141577 ***	<p>The <code>run_steps</code> 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	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
HP PPM	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 [dwmetadata].[DW_CONFIGURATIONS] table.</p>	9.30	9.40
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	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	9.40
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. 		9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
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	9.40
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	9.40
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	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
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	9.40
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	9.40



Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Other DWH Issues	142611 ***	<p data-bbox="594 327 1076 422">DWH - The DWH Status report cannot load after a ABC database login password change ()</p> <p data-bbox="594 447 1076 678">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 data-bbox="594 703 760 730">Workaround:</p> <ol data-bbox="605 766 1076 1549" style="list-style-type: none"> <li data-bbox="605 766 1076 829">1. Login to the SAP Business Objects Universe Designer. <li data-bbox="605 861 1076 955">2. Open the Connection list by clicking Tools > Connections... in the top menu <li data-bbox="605 987 1076 1060">3. Open the ita_admin and ita_operations JDBC connections. <li data-bbox="605 1092 1076 1186">4. Update the Password field with new ABC database login password for those two connections. <li data-bbox="605 1218 1076 1291">5. Test the Connection and make sure the server is responding. <li data-bbox="605 1323 1076 1417">6. Fill in the appropriate configuration parameters in next window, and click Finish. <li data-bbox="605 1449 1076 1549">7. Log in once more to the XS application and open the DWH Status page. 	9.31	9.40


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	9.40
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</user>). 4. Enable the new Flash player. 	9.30	
Chrome	138212 ***	The following issue has been fixed: the Chrome-fatal error that occurred during navigation between tabs in the Admin tab was fixed.	9.31	9.31

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
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>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\languages\en_US directory to the <installation dir>\agora\glassfish\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). 		-
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
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	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
XS application	140689	<p>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).</p> <p>If changing the value of the Engine Health Timer setting does not help, it is recommended to improve the database server I/O configuration.</p>	9.30	-
XS application	142402 ***	<p>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.</p>	9.30	9.31
ITFM module	141919 ***	<p>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.</p>	9.30	9.40
ITFM module		<p>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 Financial Management Context calculations, might produce unexpected results.</p> <p>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.</p>		-

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 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	9.40


Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
ITFM module	162555	<p>Dynamic ITFM - modifying an entity column name does not modify the corresponding column in the database external table</p> <p>When you modify the name of an entity column in the semantic layer (Context Designer), it does not change the name of the corresponding column in the database. If, for example, if you want to modify a column name in a dynamic allocation scenario, and you create an allocation scenario based on this new dimension, the new dimension name does not appear in Cost Explorer because its name still corresponds to the old name.</p> <p>Workaround: The .CSV file that is used as the source of the new dimension must contain the column Name. This can be done by duplicating the <dimension name>_name column (which is present in every .CSV file) to Name.</p>	9.40	
Admin tab	162512	<p>Daily KPI/Metric - Changing the default calculation period for daily KPIs in Admin > Scorecard > Engine Settings, in the Max number of days to recalculate for Daily KPIs setting may cause No data results in the period between previous default (30 days) and new default.</p> <p>Workaround: If the calculations produce a No Data result for all the days prior to the last 30 days, then repeat the recalculation for the same period. To do so, click the Studio tab, select the relevant KPI, click the Calculation options  button, and select the Recalculate option, in the Active KPI pane, and specify the date corresponding to the new default calculation period for daily KPIs.</p>	9.40	

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
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	9.40
Foundation	119971 ***	<p>Relevant only for typical configurations - 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	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
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	9.40
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	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
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> <div data-bbox="597 762 1068 940" style="border: 1px solid gray; padding: 5px; background-color: #f0f0f0;"> <p>Note: This is problematic only for the alternate source. It is working correctly for HP Business Service Management.</p> </div>	9.00	-
I18n	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	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
I18n	130433 ***	<p>Only English character credentials are supported Do not use non-English characters for user credentials as these characters are not supported.</p>	9.00	9.40
I18n	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: 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	9.40
IDE	151593 ***	<p>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.</p>	9.31	9.40
Mini Apps	153298	<p>Limitation: The XS Mini Apps only supports Android version 3.0.x.</p>	9.31	
CAPs	161222	<p>Components in CAP Dashboard pages might have a display period different from the component configuration</p> <p>In some CAPs that include Dashboard pages with components, the period used for the display of these components might not match the period selected in the configuration of the component.</p> <p>Workaround: In such cases, click  to open the component configuration and click OK to refresh the displayed period so it matches the configuration period.</p>	9.40	

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.

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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>).

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3. **Operating System**.
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5. Document title.
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Documentation Errata

KPIs and Metrics Updated Data Lineage Graphs

In the *KPIs, Metrics, and Data Lineage Reference Guide* the graphs for the following KPIs and Metrics were modified - they are available in the following pages:

- "[Organization Spending for Services Data Lineage Graph](#)" on page 41
- "[Resource Provider Cost Data Lineage Graph](#)" on page 42
- "[Service Profit Margin by Organization Data Lineage Graph](#)" on page 43

Cost Data Model


In the *Financial Analyst Guide*, in the **Allocation Management** section, in the Cost Data Model subsection, under the graph, read the second paragraph as follows:

When you define a rule in an allocation stage, you can select the dimensions from the first and second layer of tables around the `xs.COST_FACT_V view` and from the `xs.COST_FACT_V view` itself. The rule serves as a filter for the allocation stage.

Export raw data to a .csv file

In the *Business Analyst Guide*, in the **Data Set** section, in the **Export raw data to a .csv file** subsection, read step 3 as follows:



Click  to export all the data included in the Target database table (not just the data displayed in the GUI table) that is used to calculate the function that is currently highlighted in the formula to a file in .csv format. It opens your list of directories where you can select where to save the .csv file you are creating.

Depending on the settings of your browser, the file may be automatically saved to a predetermined download directory.

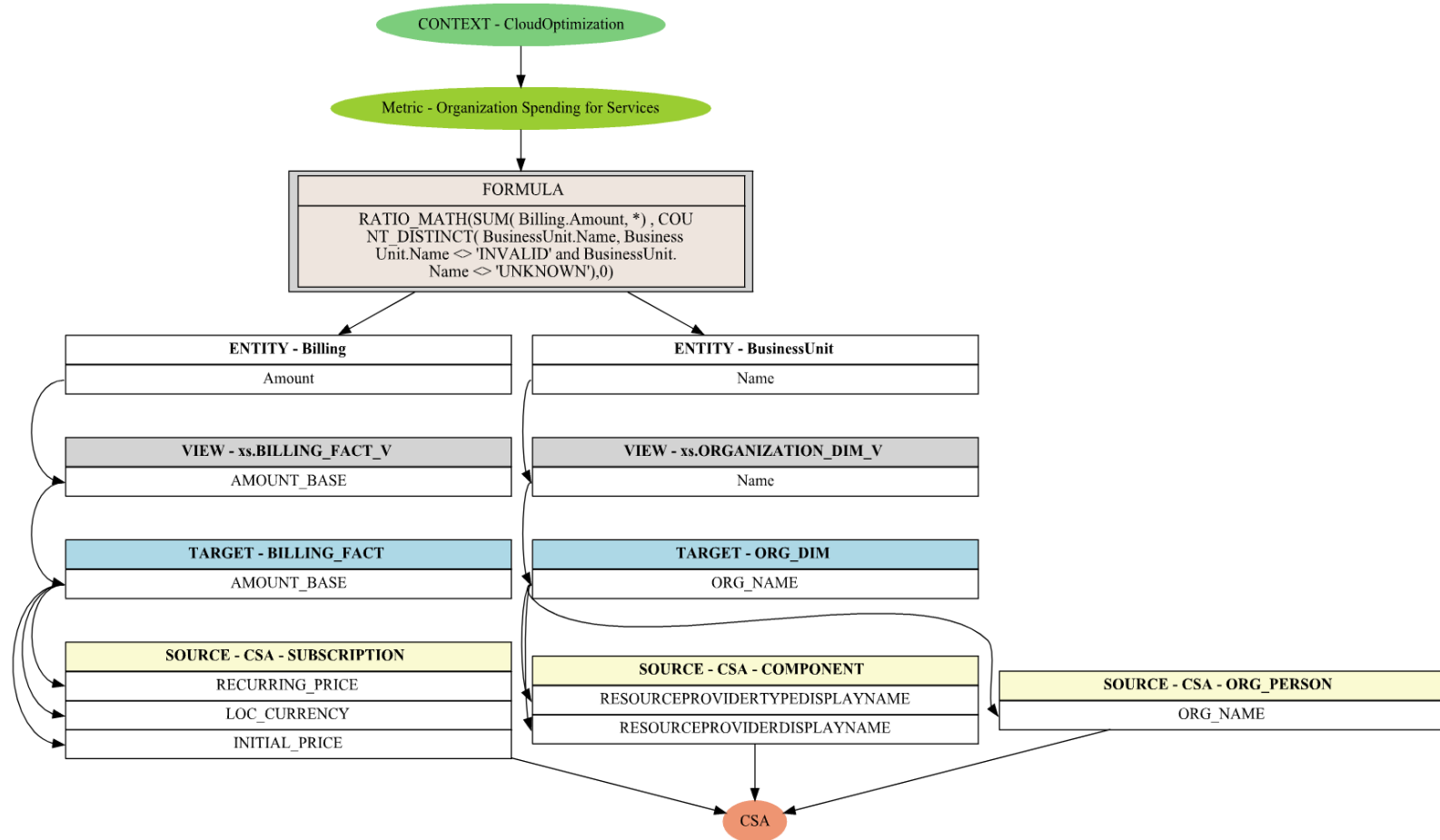
Additions to the available FBI Extractors

The following extractors are available for each source product:

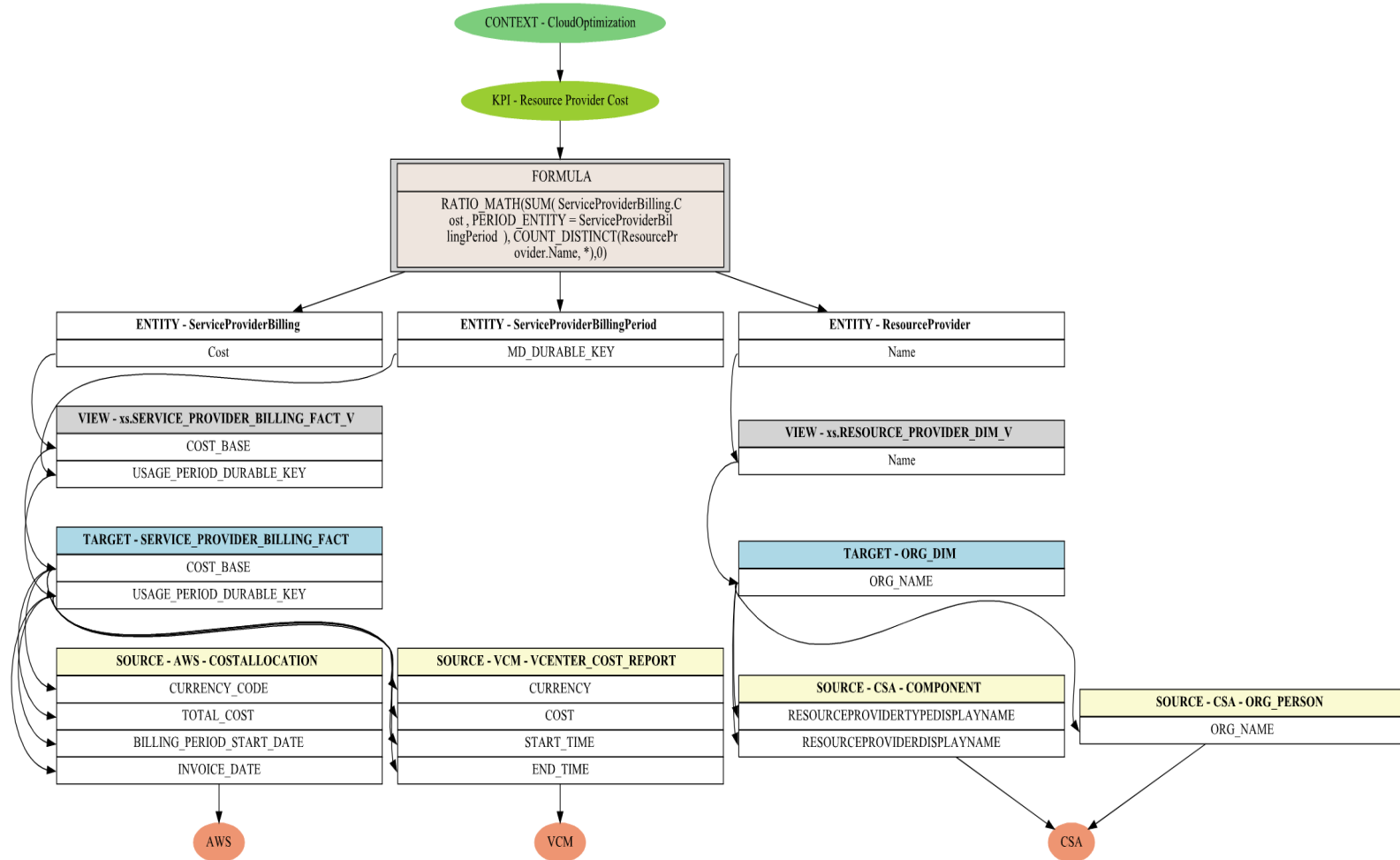
Product	Extractor
ALM	ALM
AM	MSSQL, Oracle
AWS	aws_s3
BSM	BSM, GDE, UCMDB
CSA	CSA
DP	DP
IC	MSSQL, Oracle, PostgreSQL
NA	MSSQL, Oracle, MySQL
NNM	NNM
OO	MSSQL, Oracle, MySQL
PPM	Oracle
SA	SA

Product	Extractor
SE	Oracle
SM	MSSQL, Oracle
UCMDB	UCMDB
VCM	script(groovy)

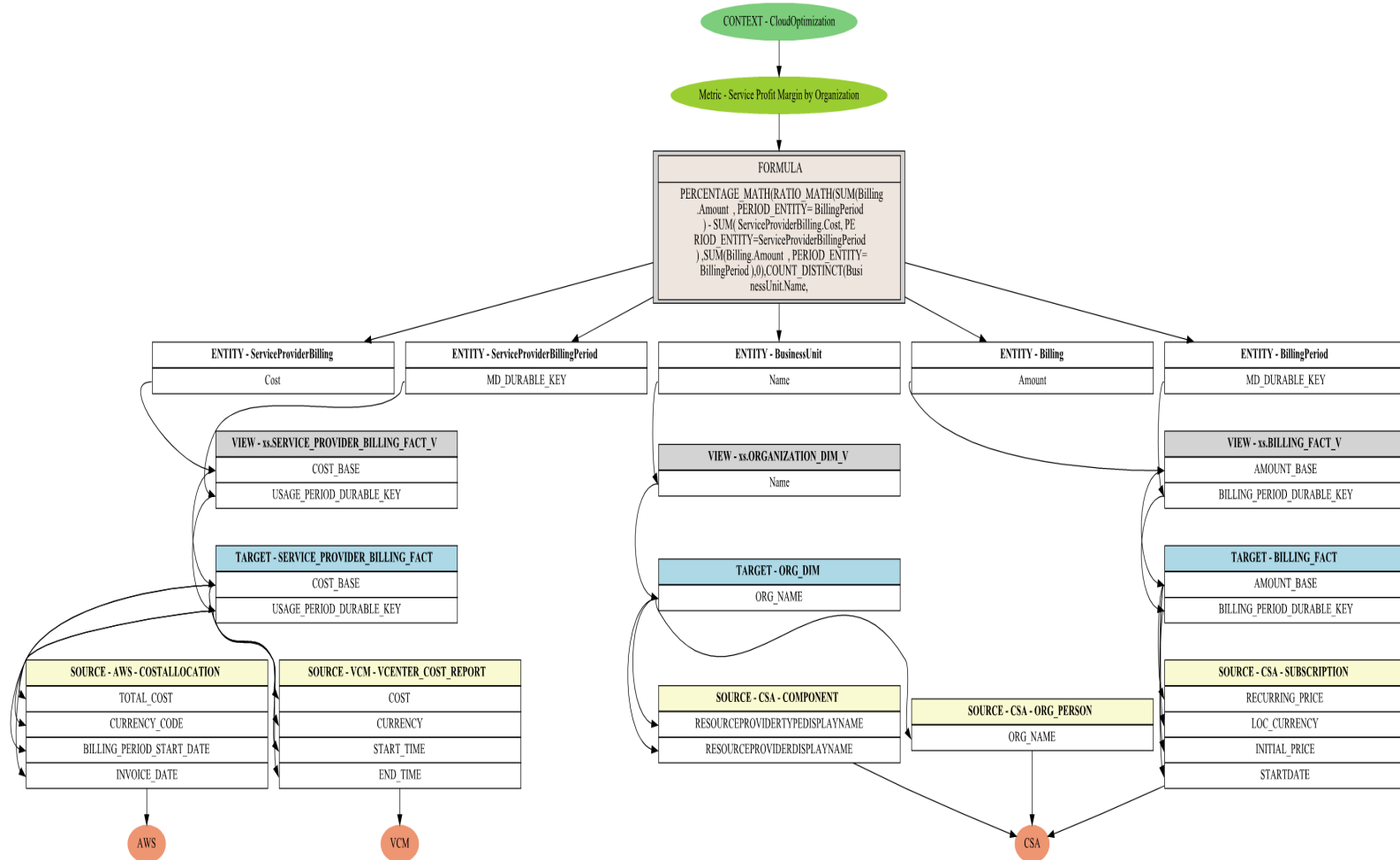
Organization Spending for Services Data Lineage Graph



Resource Provider Cost Data Lineage Graph



Service Profit Margin by Organization Data Lineage Graph



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.

We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on IT Executive Scorecard, 9.40 Release Notes

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to SW-Doc@hp.com.

