

HP IT Executive Scorecard

For the Windows[®] operating system

Software Version: 9.41

Release Notes

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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.
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Release Notes

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 9.41

This section describes what's new in Version 9.41.

["Align Executive Scorecard with the HP Experience"](#) below

["Usability Improvements"](#) below

["Licenses"](#) on the next page

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["Cloud Optimization Improvements"](#) on page 8

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Align Executive Scorecard with the HP Experience

The Executive Scorecard user interface look and feel was aligned with HP Experience by changing the background color from black to white, the colors, the icons, and some of the flows.

Usability Improvements

- **Improve existing functionality and develop new one based on customer feedbacks over the past year.**
 - **Manual ordering in Dashboard components.** You can now manually sort the items you selected in most component filters except for the Pie component. For details, see any component filter description in the *IT Executive Scorecard Business Analyst Guide*.
 - **Page Filter improvements.** In the Page Filter configuration, you can now globally select or deselect a dimension values by clicking the check box at the level of the dimension. You can then select or deselect the dimension values you want or do not want to include in the filter. If only some of the dimension values are selected or deselected, the check box at the level of the dimension is partially filled in: For details, see [The Page Filter Component](#) in the *IT Executive Scorecard Business Analyst Guide*.
 - **Test unsaved KPI formula and filter.** You can now validate and test changes to a KPI formula and filter when the changes are not yet saved. The system first performs the validation of both the formula and the filter together. It then tests the KPI or Metric and displays the result. For details, see [KPI or Metric Formula](#) and [KPI or Metric Filter](#) in the *IT Executive Scorecard Business Analyst Guide*.

- **Adjust the KPI decimal precision.** KPI and Metric calculations and display support up to 3 decimals. For details, see [KPIs and Metrics](#) in the *IT Executive Scorecard Business Analyst Guide*.
- **Tree filtering enhancements.** In the Active KPIs area in Explorer, the new Status filter with a No Data value enables the display of all the elements with no data. For details, see [Explorer](#) in the *IT Executive Scorecard Business Analyst Guide*.

Licenses

- Before 9.41, there was only one type of license. That license was for every type of user. There were no limitations on the permissions for a user with such a license.
- In 9.41 and future versions, two types of licenses are available:
 - **Power Named User License.** The Standard license is for every type of user. The Standard license does not limit the permissions.
 - **Casual Named User/Viewer License.** This license is for Viewer users only. The Viewer license provides viewing permissions, calibration, and drill to details but does not enable advanced or administration capabilities.

If you wish to purchase a standalone **Casual Named User/Viewer License** you must also purchase at least one **Power Named User License** to activate the system (you must apply 2 License Keys).

Two licensing scenarios are supported:

- **Power Named User License.** If you want X users with no permission limitation.
- **Power Named User License + Casual Named User/Viewer License .** If you want X users with Viewer permissions and 1 or more users with Advanced permissions.

Example:

1 Power Named User License. The Super Administrator deals with installation, foundation, and permissions. The Scorecard Administrator views and manages Scorecards and Dashboard pages. The Viewer user views permitted Scorecards in the Dashboard and Explorer. The Advanced Users has modified permissions.

1 Power Named User License +1 Casual Named User/Viewer License. The Super Administrator deals with installation, foundation, and permissions. The Viewer user views permitted Scorecards in the Dashboard and Explorer.

Authorizations

New Permission Mechanism Feature. This permission enables customer with different departments to use XS. Each department can have its own Scorecards that cannot be viewed or used by other departments. This removes the need for each department to install its own XS instance. You can segment Scorecard Objectives and KPIs easily to different departments, business units, processes or services. You can restrict the exposure of the Scorecards in the system. You can lower the risk of sensitive information exposure in the system. For details, see [Users, Roles, Resources, and Permissions](#).

ITFM Robustness

The allocation capacity was increased and the robustness and stability was improved:

- You can disable real-time allocation during scenario configurations. When you create a rule for an allocation stage, the calculation takes place immediately after you click the **Finish** button of the Rule wizard. This calculation impacts performance. You can now deselect the **Enable real-time allocation during configuration** option to enable the creation of multiple stages and rules and delay the calculation to be performed at a later stage. The calculation will be performed when you select the option. You can also select or deselect the option at any time during the allocation configuration.
- Memory leaks are prevented by limiting the number of fetched records.
- A static index is created during post install to improve the allocation performance.
- ITFM tables are split to improve allocation performance and robustness. For example: you can create allocation scenarios with hundreds of rules and reduce the allocation time by 25%.

Cloud Optimization Improvements

- **New Cloud vendor integrations.**
 - Microsoft Hyper-V integrates with Executive Scorecard.
 - VMware vCloud Director integrates with Executive Scorecard via the vCenter Chargeback Manager.
- **Existing Cloud-related integration extension.**
 - Add Utilization data to AWS Integration and create 6 new OOTB KPIs
 - Get Service Catalog and Service Category information from HP Cloud Service Automation.

- **Cloud-related integrations.**
 - Complete support for HP Cloud Service Automation 3.2.
 - CSA 4.0 Beta support
 - SA 9.1x, 10.0, SAVA (Server Automation Virtual Appliance)
- **Cloud Optimization CAP extension.** The CSA and Organization pages were added to the Cloud Optimization CAP. For details, see [Cloud Optimization Content Acceleration Pack](#) in the *Cloud Optimization Content Acceleration Pack Guide*.
- **Additional KPIs.** % of CPU Utilization KPI, % of Disk Space Utilization KPI, % of Memory Utilization KPI, % of Pagefile Utilization KPI, % of Swap Utilization KPI, and % of Volume Utilization KPI are now part of the KPI Library. For details see the *IT Executive Scorecard Content Reference Guide for the Integration of Amazon Web Services*.

Enhancements

System Health report. The report presents metrics of the ETL, Engine Calculation and General information. It is available in System Health OOTB Dashboard page and can be added inside an Xcelsius report component. It is not configurable. For details, see [System Health Report and System Health Page](#) in the *IT Executive Scorecard Reports Reference Guide*.

Firefox v17 and up, Windows Server 2012, and MSSQL Server 2012

- **New browser support – Firefox (v17 and up).** For details, see [Web Browsers and Plug-ins](#) in the *IT Executive Scorecard Support Matrix*.
- **Windows Server 2012.**
- **MSSQL Server 2012.**

Performance Improvements

The performance improvements covered almost all aspects of XS:

- KPI Calculations – Calculation time was reduced by up to 80% and CPU consumption by up to 60%
- Dashboard – reduce loading time by up to 70%
- DB access – reduced by up to 60%

Documentation Improvements

The general Content Reference Guide and the KPIs, Metrics, and Data Lineage Reference Guide that were available in 9.40 were reorganized in 9.41.

In 9.41, a separate Content Reference Guide is available for each integration. Each guide includes:

- The relevant integration steps and data source activation details.
- A description of the relevant Context(s).
- The list of KPIs/Metrics related to the integration (in the guide in PDF format) and a link to the KPI/Metric details in the online document.
- The relevant data lineage graphs.

All the Content Reference Guides are grouped in the Content Reference Guide .ZIP in the [HP Software Product Manual Site \(http://h20230.www2.hp.com/selfsolve/manuals\)](http://h20230.www2.hp.com/selfsolve/manuals), are available in the Online Help, and as separate PDFs accessible from the [How to Find Information](#) section in the Online Help.

Note: Some of the very large data lineage graphs are provided separately in the IT Executive Scorecard 9.41 Outsized Data Lineage Graphs zip file available in the [HP Software Product Manual Site \(http://h20230.www2.hp.com/selfsolve/manuals\)](http://h20230.www2.hp.com/selfsolve/manuals), with the documents provided with the installation files, and from the link provided in the Online Help.

Supported Environments

The environments supported by Executive Scorecard are described in the 9.41 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 Notes

The description of the upgrade process is available in the *IT Executive Scorecard 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 stars (***) and 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	9588 *** (olc CR number: 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

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
DWH Installation		<p>Update Before DWH Installation</p> <p>To update necessary dll and runtime components, make sure to install the following before XS installation (check under C:\users if it has been installed on your machine):</p> <p>Microsoft Visual C++ 2008 SP1 Redistributable Package- x86 (not amd64/x64)</p> <p>http://www.microsoft.com/en-us/download/details.aspx?displaylang=en&id=5582</p>		9.41 (obsolete)
Post_install	12520 *** (old CR number: 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
Post_install	11700 *** (old CR number: 140049)	<p>When rerunning post install, deployFnd.bat fails because the logon using sa is locked.</p> <p>Workaround: Uninstall and re-install Executive Scorecard.</p>	9.30	9.40
Post_install	12391 *** (old RC number: 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

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Post_install	11989 *** (old CR number: 140819)	<p>Post Install - Content Pack deployment fails when you use XS as the logon user name for the SAP BusinessObjects Data Services database</p> <p>Limitation: Do not use XS as a new database logon name because the XS logon is already used internally.</p>	9.30	9.40
Upgrade	12501 *** (old CR number: 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\Config Wizard.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	9.41
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	12035 *** (old CR number: 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	12704 *** (old CR number: 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. 		9.41

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. 		
ETL	8954 *** (old CR number: 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	9413 *** (old CR number: 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
HP NNM	10568 *** (old CR number: 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

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
HP NNM	10676 *** (old CR number: 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><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	12278 *** (old CR number: 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>IT Executive Scorecard Administrator Guide</i>.</p>	9.30	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
HP PPM	10701 *** (old CR number: 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 Management Program Entity.</p>	9.03	9.41
HP ALM	12509 *** (old CR number: 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_CONFIGURATION] table.</p>	9.30	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
HP ALM	12530 *** (old CR number: 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

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
HP ALM	13846 *** (old CR number: 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
Data Source Management UI	11827 *** (old CR number: 140394) 11378 (old CR number: 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 on 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

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Other DWH Issues	12321 *** (old CR number: 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	12417 *** (old CR number: 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
Other DWH Issues	12439 *** (old CR number: 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

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Other DWH Issues	12402 *** (old CR number: 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	12519 *** (old CR number: 142611)	<p>DWH - The DWH Status report cannot load after a ABC database logon password change ()</p> <p>The DWH ABC Status report cannot load correctly as the ABC user logon fails after a ABC database logon 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. Log on 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 logon 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 on 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	13256 *** (old CR number: 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
Other DWH Issues	15905 (old CR number: 166458)	<p>Limitation:</p> <p>The MD_BUSINESS_KEY columns that are VARCHAR can have a length only up to 100 characters, otherwise records can be lost after running the ETL.</p> <p>Recommendation:</p> <p>Change MD_BUSINESS_KEY columns to fewer than 100 characters.</p>		
Other DWH Issues	7446	<p>Limitation: User management - A BOE user name should not include special characters as it cannot be used in XS</p>	9.41	

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Chrome	10772 *** (old CR number: 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 plug-ins 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	9.41
Chrome	16691	<p>Limitation: Sending email from Explorer</p> <ul style="list-style-type: none"> • When you click Add and email annotation in Explorer to send an email, a temporary window pops up for about 1 second. • When you click Send email in Explorer or when you cancel an email that you have opened, you do not return to the Explorer window. To return to Explorer, click the corresponding window to display Explorer. 	9.41	

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Chrome	17074	<p>Limitation: In Chrome, in Explorer, you cannot drag the scroll bar of the table when in table format in the Overview tab, of the Additional Info area, or of the Pie chart, due to an issue with the last updates 3rd Party product (in the Chrome browser).</p> <p>Workaround: Click below the scroll bar to move it down, or above the scroll bar to move it up.</p>	9.41	
Firefox	16358 (old CR number: 168682)	<p>Limitation: Creating a snapshot (using the Save snapshot button) from Explorer in Firefox truncates the lower part of the snapshot.</p>	9.41	
Firefox	16331	<p>Limitation: When working in the Firefox browser, when you click User in the top toolbar of the application, to add a user image, the dialog box is truncated and prevents the upload of the user picture.</p>	9.41	
Firefox	16360	<p>Limitation: When you upload a user image via Chrome (or Internet Explorer), it is not visible in Firefox although it is visible in KPI annotations.</p>	9.41	

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Firefox	16433	<p>Log on to XS in Firefox causes the "XS Application launched successfully" screen to be displayed but the screen does not disappear automatically.</p> <p>When you log on to XS through Firefox 17 and above, the "XS Application launched successfully" screen is displayed after a few seconds but does not disappear and you have to switch back to the Dashboard page again. This issue is caused in the browser by the Flash player plug-in.</p> <p>Workaround:</p> <p>On the client machine, add the line ProtectedMode=0 to "C:\Windows\SysWOW64\Macromed\Flash\mms.cfg."</p> <p>You do not need to disable Flash, or to install an older version.</p> <p>For details, see http://kb.mozillazine.org/Flash#Disabling_Protected_Mode_in_Flash_11.3</p>	9.41	

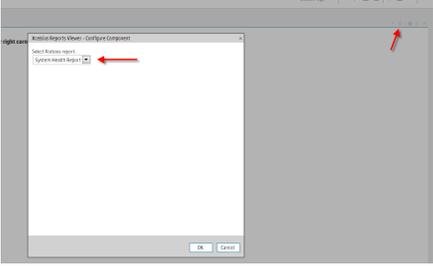
Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
XS application	13552 *** (old CR number: 150804)	<p>If you modify the name of a Context that is assigned to a KPI, the KPI becomes invalid as the new name of the Context is not reflected in the KPI configuration</p> <p>When you change the name of a Context in Context designer, and KPIs are based on the Context, the KPIs become invalid because the new name of the Context is not reflected in the KPI configuration.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Upload the CAP as is. 2. Open the Studio and select the KPIs that use the Context. 3. Manually assign the KPI to the renamed Context. 4. Perform a recalculation. 	9.40	9.41

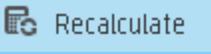
Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
XS application		<p>The KPI Library does not include KPIs when you open the Studio</p> <p>If the KPI library is empty when you open the Studio, you need to perform the following:</p> <ol style="list-style-type: none"> 1. Copy the contents 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	12422 (old CR number: 142167)	<p>Limitation- SAP BusinessObjects Enterprise Universe names should not duplicate Context names, and all names of Universes and Contexts should be unique.</p>	9.30	9.40
XS application	11948 (old CR number: 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	9.41

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
XS application	16401	<p>User Management - If you update a Role, check that it is OK, log out, and enter XS with a user that is assigned the updated Role, the application does not "remember" the updated role.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Close the browser. 2. Wait for the default 10 minutes cache refresh. 3. Re-open the browser and log on again 	9.41	
XS application	16871	<p>Limitation: In the Studio, the scroll down bar and the Delete icons become inaccessible in the Assigned KPIs table in the Objective Configuration Details tab, even when the KPI Library is collapsed, if the name of one of the KPIs is longer than 155 characters in Chrome or 170 characters in IE9.</p>	9.41	
XS application	16897	<p>Incorrect background color for some Webi reports in Dashboard page components</p> <p>Some Webi reports appear with a white background in SAP BusinessObjects Enterprise and with a black background in XS Dashboard components. This is due to the component showing the last instance in the XS Dashboard. To display the latest version of the report, refresh the Dashboard page.</p>	9.41	

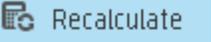
Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
XS application	15188	<p>Note: If in the Dashboard Scorecard component, the Scorecard has Objectives with different time periods, the Scorecard filter displays only the longest time period between the Scorecard Objectives in its Time Period list. For example: if the configured Scorecard includes Objective-1 with a monthly periodicity and Objective-2 with a weekly periodicity then all Time Periods less than monthly will be not accessible in the configuration window. Time Periods larger than monthly might be available depending on the calculations that were performed on the relevant context.</p>	9.41	

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
XS application	17498	<p>System Health page - To view a System Health page in the Dashboard, you must create the page by performing the following steps:</p> <ol style="list-style-type: none"> 1. Create a new dashboard page: <div data-bbox="672 585 1105 873" data-label="Image"> </div> 2. Add a new xCelsius Report Viewer component: <div data-bbox="672 1005 1105 1365" data-label="Image"> </div> <div data-bbox="672 1402 1105 1696" data-label="Image"> </div>	9.41	

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
		 <p>3. Save the page as "System Health report".</p> <p>For details about the report, see System Health Report and System Health Page in the <i>IT Executive Scorecard Reports Reference Guide</i></p>		
ITFM module	12376 *** (old CR number: 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 FinancialManagement 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	12374 *** (old CR number: 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	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
ITFM module	15508 *** (old CR number: 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	9.41
ITFM module	15883 *** (old CR number: 166334)	<p>Memory Consumption and UI Out-of-memory Exception</p> <p>When dragging a dimension property to a condition list in the rule of an allocation stage, if the dimension has too many records, the processing may take too much time and may throw an out of memory exception.</p> <p>Workaround</p> <ol style="list-style-type: none"> 1. Go to <HPXS>\agora\glassfish\glassfish\domains\BTOA\config\settings 2. Open fpa-settings.xml. 3. Configure the value of fpa.dim.max.row. The value of the parameter limits the quantity of records for the dimension. 	9.41	9.41

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
ITFM module	16033 (old CR number: 167088)	Limitation: If you have selected the After ETL completes automatically trigger allocation using the ETL output option in the Allocation tab, and there is new data in the ETL that changes the existing data in the Cost table, the allocated and not allocated intermediate values displayed in the Allocation stages in the Finance > Allocation may be incorrect, though the final value (at the end of the allocation) is correct and the values in the allocated cost tables are correct.	9.41	
Admin tab	15501 *** (old CR number: 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.</p> <p>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	9.41

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
User Management	17406	<p>LDAP is enabled but LDAP users do not appear in User Management</p> <p>If you enabled LDAP and found that LDAP users are not listed in Admin > Users and Roles > User Management, you must proceed as follows:</p> <ol style="list-style-type: none"> 1. Locate the <installation directory>\agora\glassfish\glassfish\domains\BTOA\config\conf\bsf.properties file. <ul style="list-style-type: none"> ■ In the bsf.properties file, change: <pre>personalization.provider=EXTERNAL users.provider=EXTERNAL groups.provider=EXTERNAL</pre> to: <pre>personalization.provider=SHARED users.provider=SHARED groups.provider=SHARED</pre> 2. Disable HP Executive Scorecard. 3. Enable HP Executive Scorecard. 	9.41	

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

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
Foundation	12038*** (old CR number: 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
Foundation	16278 *** (old CR number: 168453)	<p>BOE installation fails with multiple activated NICs</p> <p>During the XS Configuration in the BOE configuration step, the BOE installer fails if multiple network cards (NICs) are active.</p> <p>Workaround: Temporarily disable all NICs except the management network NIC during installation.</p>	9.41	9.41
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 style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Note: This is problematic only for the alternate source. It is working correctly for HP Business Service Management.</p> </div>	9.00	-

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
I18n	9261 *** (old CR number: 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
I18n	9188*** (old CR number: 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	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
I18n	10662 *** (old CR number: 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	-
I18n	12434 *** (old CR number: 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>IT Executive Scorecard Administrator Guide</i>.</p>	9.30	9.40

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
IDE	13736 *** (old CR number: 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	9.40
Apps	1680 (old CR number: 153298)	Limitation: The XS Apps only supports Android version 3.0.x.	9.31	
CAPs	15264 *** (old CR number: 161222)	Components in CAP Dashboard pages might have a display period different from the component configuration 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. Workaround: In such cases, click  to open the component configuration and click OK to refresh the displayed period so it matches the configuration period.	9.40	9.41

Issue	QCCR1A Number	Description	Published in Version	Fixed in Version
CAPs	16218 *** (old CR number: 168141)	<p>CAP activation/deactivation process gets stuck when an XS restart is performed during these processes</p> <p>After an XS restart, in Admin >Content Acceleration Pack, you can see that the activation or deactivation process of some CAPs continues to run.</p> <p>Cause: after XS restart, the value of the STATUS field in the database CAP_CONTENT_PACK table is still either 'ACTIVATING' or 'DEACTIVATING'.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Manually update the value of the field STATUS to 'DEACTIVATED' for the corresponding problematic CAP. 2. In addition, clean up the entities of the problematic CAP that were already created (or still not deleted) before the XS restart. You can perform the cleanup manually or you can run the activate/deactivate operation on the problematic CAP. 	9.41	9.41
CAPs	15887	<p>If you had activated the Cloud CAP in 9.40 prior to the upgrade to 9.41, 2 Cloud CAPs are displayed in Admin > Content Acceleration Pack > Content Acceleration Pack.</p>	9.41	

Documentation Errata

Some of the Content Reference Guides in PDF format might have some issues with pagination. To view a better version of these books, access [HP Software Product Manual Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>) and download the relevant PDF.

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.

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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 Release Notes (IT Executive Scorecard 9.41)

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.

