



HP IT Executive Scorecard XS-CSA Integration E2E guide for XS 9.50

Software version: 9.50

Documentation version: November 2014

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Overview

This guide provides you with a high level picture of this integration solution, as well as the steps needed to be taken in order to make the solution work.

The integration described in this guide is between the two following products:

- HP IT Executive Scorecard (XS) is a management reporting tool that automatically gathers metrics from diverse sources across your IT systems to build Key Performance Indicators (KPIs). It provides managers with Scorecards and Dashboards to view insights in business-friendly formats that can help to convey the value of IT.
- HP Cloud Service Automation (CSA) is a highly automated, enterprise-grade cloud management solution with flexible and extensible architecture for building and managing cloud services. It lets enterprises gain agility while lowering the cost of running operations in a heterogeneous environment.

Solution Introduction

As part of the move to the hybrid cloud model, organizations face challenges in getting the needed level of transparency in order to evaluate and optimize their cloud usage and ROI. The XS-CSA integration automatically collects financial, business, usage, and performance information from the cloud service broker CSA and from leading private and public resource providers like Amazon and vCenter, and provides users with various analytical dashboard pages, which helps organizations get the needed transparency on their cloud services.

Typical Users

The typical users of the solution are:

- The **Service Business Manager** is in charge of creating and managing service offerings and service catalogs, and needs to have an understanding of the business including showback and chargeback for its managed resources and services, and how it consumes cloud-based services.
- The **Resource Supply Manager** identifies the resource providers and resources that can be brokered by HP CSA to provide cloud services, coordinates resource capacity and utilization, and monitors the usage and cost of each resource provider.
- The **Consumer Organization Administrator** is a role that allows a user with that role to do administrative operations for that consumer organization, for example, managing the subscriptions for all users in the organization, monitoring the organization's spending, and more.

XS-CSA Integration E2E Scenario

In general, the XS-CSA integration provides the different types of viewers (Service Business Manager, Resource Supply Manager, and Consumer Organization Administrator) with the visibility of costing and pricing of service, evaluation of vendor performance, and supports better insight for deciding which resources to use to deliver a service and how businesses are consuming your services.

- **Scenario 1** – Demonstrate the XS-CSA integration solution from the point-of-view of the Service Business Manager and Resource Supply Manager with demo data. For details, see ["XS-CSA Integration E2E Scenario 1 Setup Flow – Cloud Analytics Dashboard with Demo Data"](#) on the next page.
- **Scenario 2** – Demonstrate the XS-CSA integration solution from the point-of-view of the Service Business Manager and Consumer Organization Administrator with live CSA data. For details, see ["XS-CSA Integration E2E Scenario 2 Setup Flow – Cloud Analytics Dashboard with Live CSA Data"](#) on page 7.
- **Scenario 3** – Demonstrate the XS-CSA integration solution from the point-of-view of the Service Business Manager, Resource Supply Manager, and Consumer Organization Administrator with live CSA and cloud vendor's data. For details, see ["XS-CSA Integration E2E Scenario 3 Setup Flow– Cloud Analytics Dashboard with Live CSA and Cloud Vendor Data"](#) on page 9.

XS currently supports the integration with Amazon, Amazon Web Service CloudWatch, VMware VCenter Chargeback Manager, and Microsoft Hyper-V:

- For details about the integration with Amazon live data, see [AWS Data Source - Integration, Associated Context, KPIs, Metrics, and Data Lineage](#) in the *IT Executive Scorecard Content Reference Guide for the Integration of Amazon Web Services*.
- For details about the integration with Amazon Web Service CloudWatch, see [AWSCW Data Source - Integration, Associated Context, KPIs, Metrics, and Data Lineage](#) in the *IT Executive Scorecard Content Reference Guide for the Integration of Amazon Web Service CloudWatch*.
- For details about the integration of XS with VMware VCenter Chargeback Manager live data, see [VCM Data Source - Integration, Associated Context, KPIs, Metrics, and Data Lineage](#) in the *IT Executive Scorecard Content Reference Guide for the Integration of vCenter Chargeback Manager*.
- For details about the integration of XS with Microsoft Hyper-V live data, see [Hyper-V Data Source - Integration, Associated Contexts, KPIs, Metrics, Data Lineage, and Reports](#) in the *IT Executive Scorecard Content Reference Guide for the Integration of Hyper-V*.

XS-CSA Integration E2E Scenario 1 Setup Flow – Cloud Analytics Dashboard with Demo Data



1. **Precondition check.** CSA and XS Installation Domain Setting.

Refer to the document If you integrate with HP Cloud Service Automation in the *IT Executive Scorecard Installation Guide* .

2. **Install CSA.** Refer to the [CSA_410_Installation_Guide.zip](#).

Note: If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document [HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf](#).

3. **Install XS.**

- a. To install on 2 servers (formerly called typical configuration), refer to the document Development, Test, or POC Environment - Installation with Internal SAP BusinessObjects Enterprise in the *IT Executive Scorecard Installation Guide*. and to the video “02_CSA_XS_Executive_Scorecard_950_Single Installation.avi”.
- b. To install on 4 servers (formerly called distributed configuration), refer to the document 4 Servers Configuration - Installation with External SAP BusinessObjects Enterprise in the *IT Executive Scorecard Installation Guide*.

4. **Check the configuration.**

- **Configure the XS website browser SSL.** Refer to the document CSA Integration - Configure the XS Website Browser SSL in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation* .
- **Configure CSA LDAP setting.** Refer to the document [Configuration Guide for Windows.pdf](#).
- **Configure the XS LDAP setting.** Refer to the document LDAP in the *IT Executive Scorecard Administrator Guide* .
- **Configure XS BOE LDAP setting.** Refer to the document LDAP in BusinessObjects in the *IT Executive Scorecard Administrator Guide* .

5. **Configure XS user role permission for CSA integration.** If you want to configure who can see what data and who can do what in XS, refer to the document *Users, Roles, Resources, and Permissions* in the *IT Executive Scorecard Administrator Guide* and to the video "05_CSA_XS_Executive_Scorecard_Users_Roles_Resources_Permissions.avi".
6. **Activate CSA_CAP_Demo.**
 - **Activate the CSA_CAP_Demo in XS.** Refer to the document *Activate the CSA_CAP in the IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation.*
 - **Note:** If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document *HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf*.
7. **Enable the Cloud Analytics Tile in CSA.** Refer to the document *CSA Data Source - Bring Live CSA Data into XS* in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation.*

XS-CSA Integration E2E Scenario 2 Setup Flow – Cloud Analytics Dashboard with Live CSA Data



1. **Precondition check.** CSA and XS Installation Domain Setting.

Refer to the document If you integrate with HP Cloud Service Automation in the *IT Executive Scorecard Installation Guide (XS_Installation_Guide.pdf)*.

2. **Install CSA.** Refer to the [CSA_410_Installation_Guide.zip](#).

Note: If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document *HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf*.

3. **Install XS.**

- a. To install on 2 servers (formerly called typical configuration), refer to the document Development, Test, or POC Environment - Installation with Internal SAP BusinessObjects Enterprise in the *IT Executive Scorecard Installation Guide*. and to the video "02_CSA_XS_Executive_Scorecard_950_Single Installation.avi".
- b. To install on 4 servers (formerly called distributed configuration), refer to the document 4 Servers Configuration - Installation with External SAP BusinessObjects Enterprise in the *IT Executive Scorecard Installation Guide*.

4. **Check the configuration.**

- **Configure the XS website browser SSL.** Refer to the document CSA Integration - Configure the XS Website Browser SSL in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation*.
- **Configure CSA LDAP setting.** Refer to the document [Configuration Guide for Windows.pdf](#).
- **Configure the XS LDAP setting.** Refer to the document LDAP in the *IT Executive Scorecard Administrator Guide (XS_Administrator_Guide.pdf)*.
- **Configure XS BOE LDAP setting.** Refer to the document LDAP in BusinessObjects in the *IT Executive Scorecard Administrator Guide*.

5. **Configure XS user role permission for CSA integration.** If you want to configure who can see what data and who can do what in XS, refer to the document *Users, Roles, Resources, and Permissions* in the *IT Executive Scorecard Administrator Guide* and to the video "05_CSA_XS_Executive_Scorecard_Users_Roles_Resources_Permissions.avi".
6. **Import CSA live data into XS.** Refer to the document: *CSA Data Source - Bring Live CSA Data into XS* in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation*.

Note: If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document *HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf*.

7. **Optional - Support multiple currency.** If needed, you can set up so XS supports CSA Multiple currency for service offerings. For details, see [Support CSA Multiple Currency for Service Offering](#) in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation*.
8. **Run ETL – Execute ETL process in XS.** Refer to the document: *Execute ETL process* in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation*.

Note: If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document *HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf*.

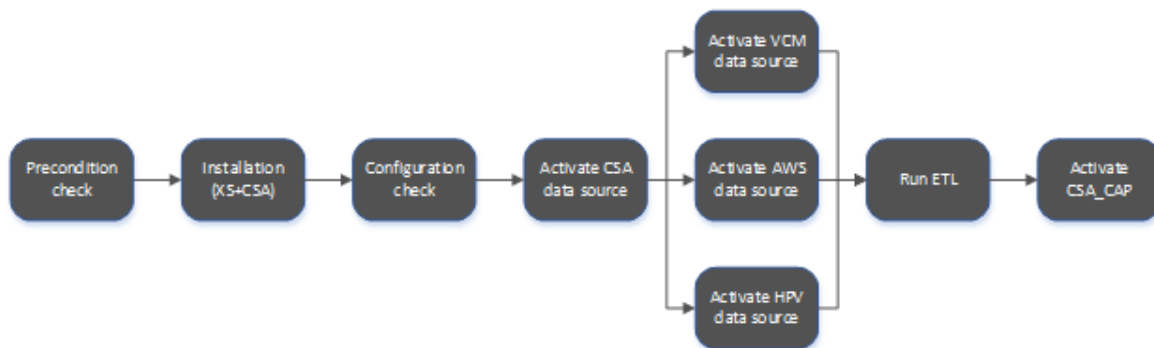
9. **Activate the CSA_CAP in XS.** Refer to the document: *Activate the CSA_CAP* in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation*.

Note: If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document *HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf*.

10. **Enable the Cloud Analytics Tile in CSA.** Refer to the document *Enable a Cloud Analytics Tile* in the CSA Admin Console in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation*.
11. **Configure the Showback report for the Consumer Organization Administrator.** For details, see [Configure the Showback report for the Consumer Organization Administrator](#) in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation*.

Note: In Scenario 2 – Resource Analytics Tile needs cloud vendor data source (AWS, HPV, or VCM) support, so it always displays no data in the Dashboard, if you want to see the data, see ["XS-CSA Integration E2E Scenario 3 Setup Flow– Cloud Analytics Dashboard with Live CSA and Cloud Vendor Data"](#) on the next page.

XS-CSA Integration E2E Scenario 3 Setup Flow – Cloud Analytics Dashboard with Live CSA and Cloud Vendor Data



1. **Precondition check.** CSA and XS Installation Domain Setting.

Refer to the document *If you integrate with HP Cloud Service Automation in the IT Executive Scorecard Installation Guide (XS_Installation_Guide.pdf)*.

2. **Install CSA.** Refer to the [CSA_410_Installation_Guide.zip](#).

Note: If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document *HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf*.

3. **Install XS.**

- a. To install on 2 servers (formerly called typical configuration), refer to the document *Development, Test, or POC Environment - Installation with Internal SAP BusinessObjects Enterprise in the IT Executive Scorecard Installation Guide*. and to the video “02_CSA_XS_Executive_Scorecard_950_Single Installation.avi”.
- b. To install on 4 servers (formerly called distributed configuration), refer to the document *4 Servers Configuration - Installation with External SAP BusinessObjects Enterprise in the IT Executive Scorecard Installation Guide*.

4. **Check the configuration.**

- **Configure the XS website browser SSL.** Refer to the document *CSA Integration - Configure the XS Website Browser SSL in the IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation*.

- **Configure CSA LDAP setting.** Refer to the document [Configuration Guide for Windows.pdf](#).
 - **Configure the XS LDAP setting.** Refer to the document LDAP in the *IT Executive Scorecard Administrator Guide (XS_Administrator_Guide.pdf)*.
 - **Configure XS BOE LDAP setting.** Refer to the document LDAP in BusinessObjects in the *IT Executive Scorecard Administrator Guide*.
5. **Configure XS user role permission for CSA integration.** If you want to configure who can see what data and who can do what in XS, refer to the document Users, Roles, Resources, and Permissions in the *IT Executive Scorecard Administrator Guide* and to the video "05_CSA_XS_Executive_Scorecard_Users_Roles_Resources_Permissions.avi".
 6. **Import CSA live data into XS.** Refer to the document: CSA Data Source - Bring Live CSA Data into XS in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation*.

Note: If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document [HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf](#).

7. **Activate the data sources.**

- **Activate the Amazon Web Services data source.** Refer to the document AWS Data Source in the *IT Executive Scorecard Content Reference Guide for the Integration of Amazon Web Services*.

Note: If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document [HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf](#).

- **Activate the Amazon Web Service CloudWatch data source.** Refer to the document AWS CW Data Source in the *IT Executive Scorecard Content Reference Guide for the Integration of Amazon Web Service CloudWatch*.
 - **Activate the vCenter Chargeback Manager data source.** Integrating XS with VMware vCenter Chargeback Manager live data. Refer to the document VCM Data Source in the *IT Executive Scorecard Content Reference Guide for the Integration of vCenter Chargeback Manager*.
 - **Activate the Hyper-V data source.** Integrating XS with Microsoft Hyper-V live data. Refer to the document Hyper-V Data Source in the *IT Executive Scorecard Content Reference Guide for the Integration of Hyper-V*.
8. **Optional - Support multiple currency.** If needed, you can set up so XS supports CSA Multiple currency for service offerings. For details, see [Support CSA Multiple Currency for Service Offering](#) in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation*.

9. **Run ETL – Execute ETL process in XS.** Refer to the document: *Execute ETL process in the IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation.*

Note: If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document [HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf](#).

10. **Activate the CSA_CAP in XS.** Refer to the document: *Activate the CSA_CAP in the IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation.*

Note: If you use the XS POC appliance, this step can be skipped, for detail, please refer to the document [HP_Cloud_and_Automation_POC_Appliance_ExecutiveScorecard.pdf](#).

11. **Enable the Cloud Analytics Tile in CSA.** Refer to the document *Enable a Cloud Analytics Tile in the CSA Admin Console in the IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation.*

12. **Configure the Showback report** for the Consumer Organization Administrator. For details, see [Configure the Showback report for the Consumer Organization Administrator](#) in the *IT Executive Scorecard Content Reference Guide for the Integration of HP Cloud Service Automation.*

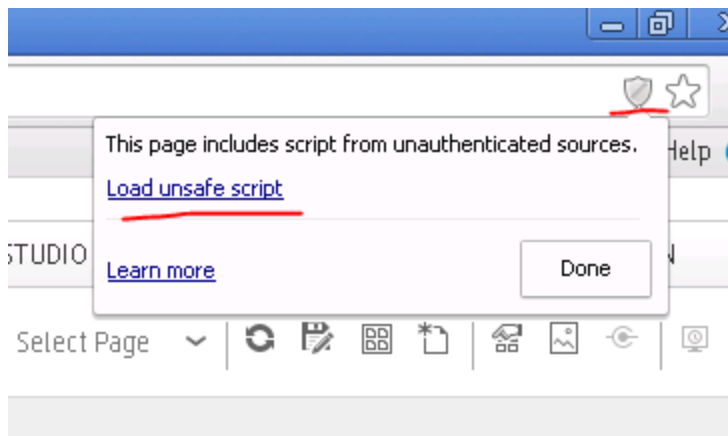
Note: In Scenario 3 – The Resource Analytics Tile needs cloud vendor data source support, so you need to activate at least one cloud vendor data source, either AWS, AWSCW, VCM, or HPV.

Troubleshooting

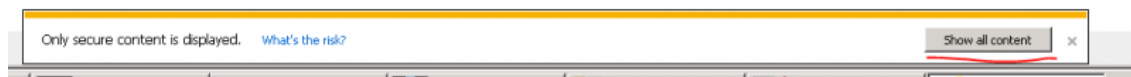
The billing statement (Showback) report does not display in Chrome and IE

To run the BOE reports in an XS Dashboard page, you must set Chrome to allow the running of unsecure content, by default. If you do not do that, the shield icon is displayed in the browser address bar, each time you start the application. .

- In Chrome, click the gray shield on the right top corner of the application, click **Load unsafe script**, and click **Done**.



- In IE, click the **Show all content** link.



The CSA-related Dashboard pages do not open

Make sure you have activated the CSA-related CAPs: **CSA_CAP** or **CSA_DEMO_CAP**.

Note: Only one of these two CAPs can be activated at a time in the XS application.

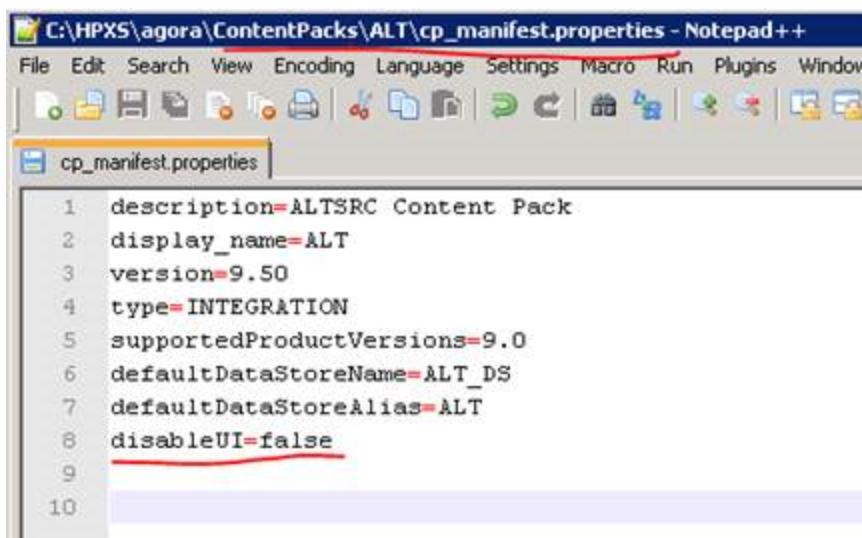
The KPI and the Dashboard CSA-related pages do not display data

Make sure that the CSA data source is activated, then run the ETL, and calculate the KPI. Run the KPI calculation from the Studio.

The Revenue KPI does not display correctly due to a currency problem

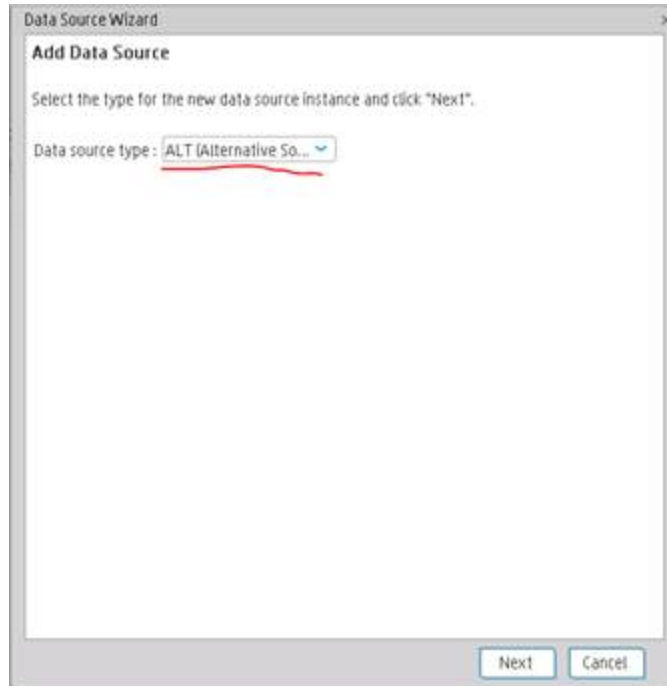
Do the following:

1. Edit the **cp_manifest.properties** file in the <HPXS>\agora\ContentPacks\ALT folder on the DWH server.



```
C:\HPXS\agora\ContentPacks\ALT\cp_manifest.properties - Notepad++
File Edit Search View Encoding Language Settings Macro Run Plugins Window
cp_manifest.properties
1 description=ALTSRC Content Pack
2 display_name=ALT
3 version=9.50
4 type=INTEGRATION
5 supportedProductVersions=9.0
6 defaultDataStoreName=ALT_DS
7 defaultDataStoreAlias=ALT
8 disableUI=false
9
10
```

2. Activate the ALT data source using XS Data Source Management:
 - a. In XS, click **Admin > Data Source Management > Data Source Management**.
 - b. Select the **ALT** data source and click **Next**.



c. Enter the relevant information and click **Next**:

The screenshot shows a 'Data Source Wizard' window titled 'ALT (Alternative Source)'. It contains the following fields and options:

- Instance name:
- ALT Version:
- Data Source Type:
- Time Zone:

At the bottom of the window, there are three buttons: 'Back', 'Next', and 'Cancel'.

d. Activate the instance:

The screenshot shows the 'Data Source Wizard' window with a success message:

i Details validation succeeded.

Click "Next" to activate this instance of ALT (Alternative Source) based on the settings configured.

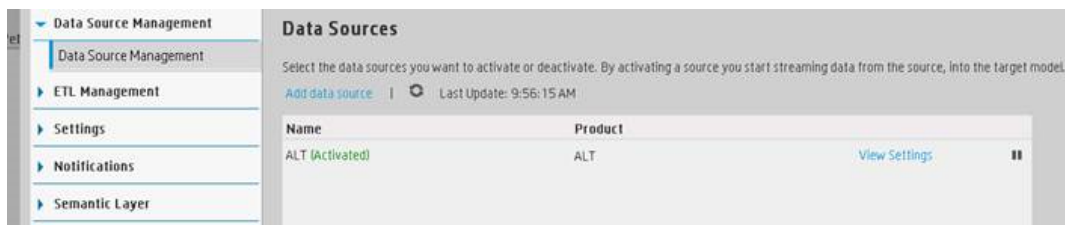
Note: This process may take up to 20 minutes for a first time activation, and may not be canceled.

At the bottom of the window, there are two buttons: 'Next' and 'Cancel'.

- e. Wait for the activation to complete:



The data source is activated.



- 3. Edit the **ALT_EXCHANGE.XLS** file in the <HPXS>\agora\DataWarehouse\ExternalSources folder with the relevant currency.

	A	B	C	D	E	F	G	H
	MD_BUSINESS_KEY	SOURCE_CURRENCY	TARGET_CURRENCY	START_DATE	END_DATE	EXCHANGE_RATE	IS_CURRENT	DELETE_FLAG
3	JPY USD 39838 Y	JPY	USD	1/25/2009	2/1/2009	0.0112	Y	
4	USD CNY 39838 Y	USD	CNY	1/25/2009	2/1/2009	6.8297	Y	
5	USD EUR 39838 Y	USD	EUR	1/25/2009	2/1/2009	0.7676	Y	
5	USD GBP 39838 Y	USD	GBP	1/25/2009	2/1/2009	0.7073	Y	

- 4. Run the ETL.

Demo data is displayed instead of real data

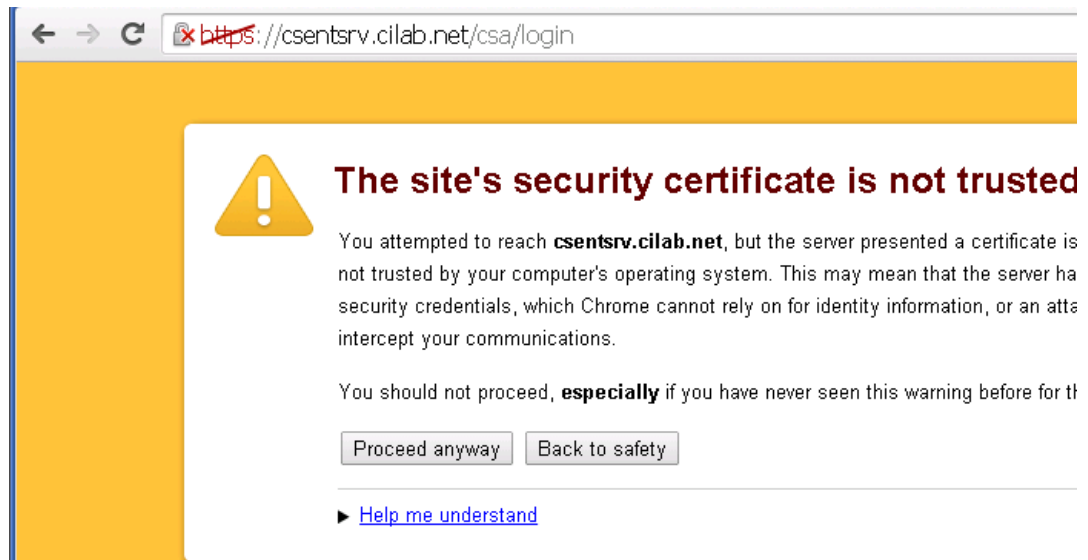
Make sure you de-activated the **CSA_DEMO_CAP** and activate the **CSA_CAP**.

The CSA data source does not activate

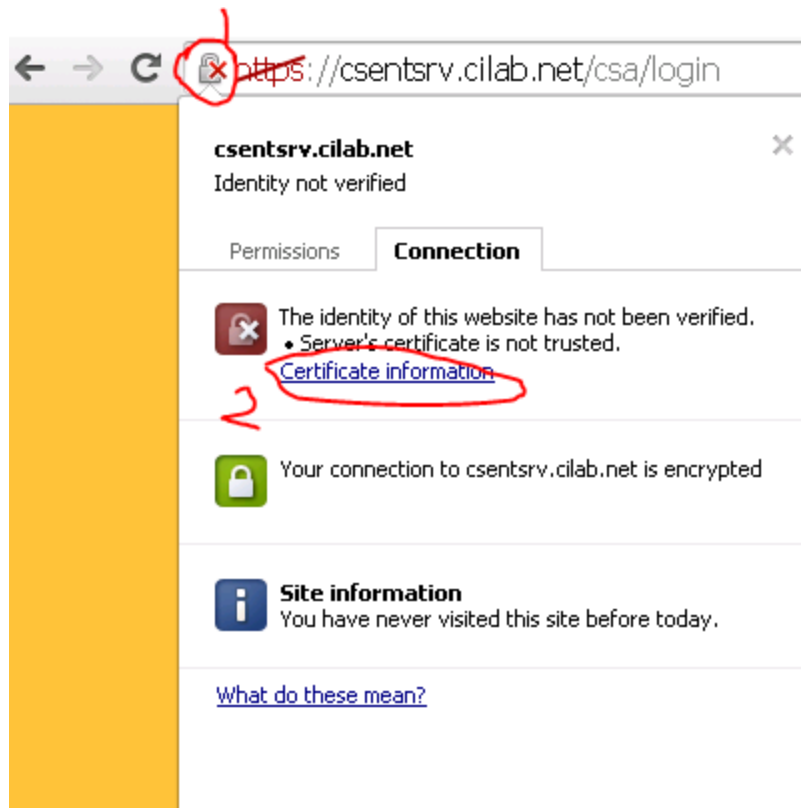
Make sure you have imported the CSA SSL Certificate before activating the CSA data source.

To configure the CSA SSL Certificate:

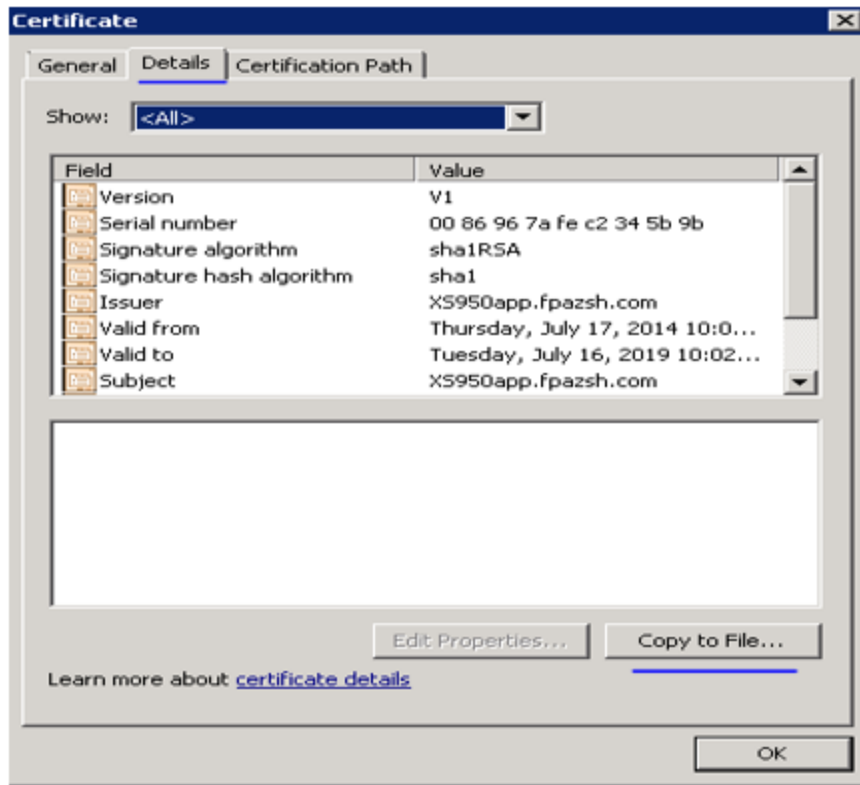
1. Export the CSA SSL certificate:
 - a. Access the CSA portal from browser of XS server:



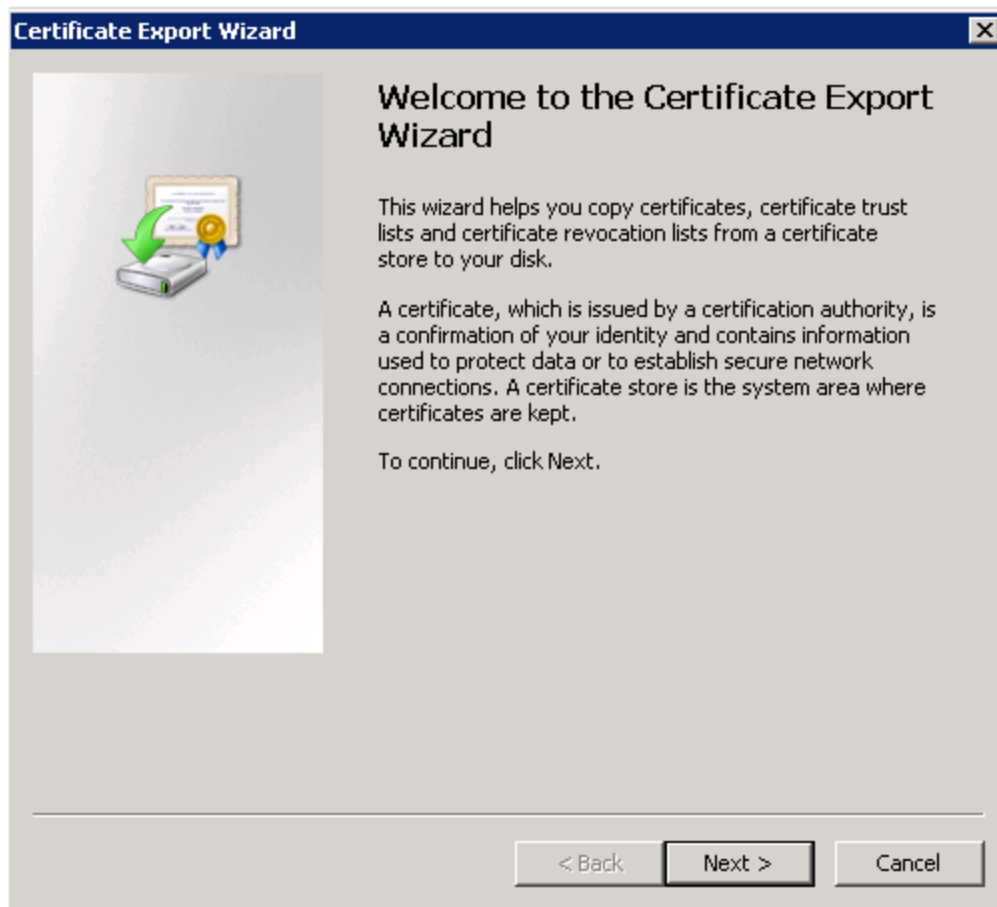
- b. Click the red cross on the left side of the URL bar and click Certificate information.



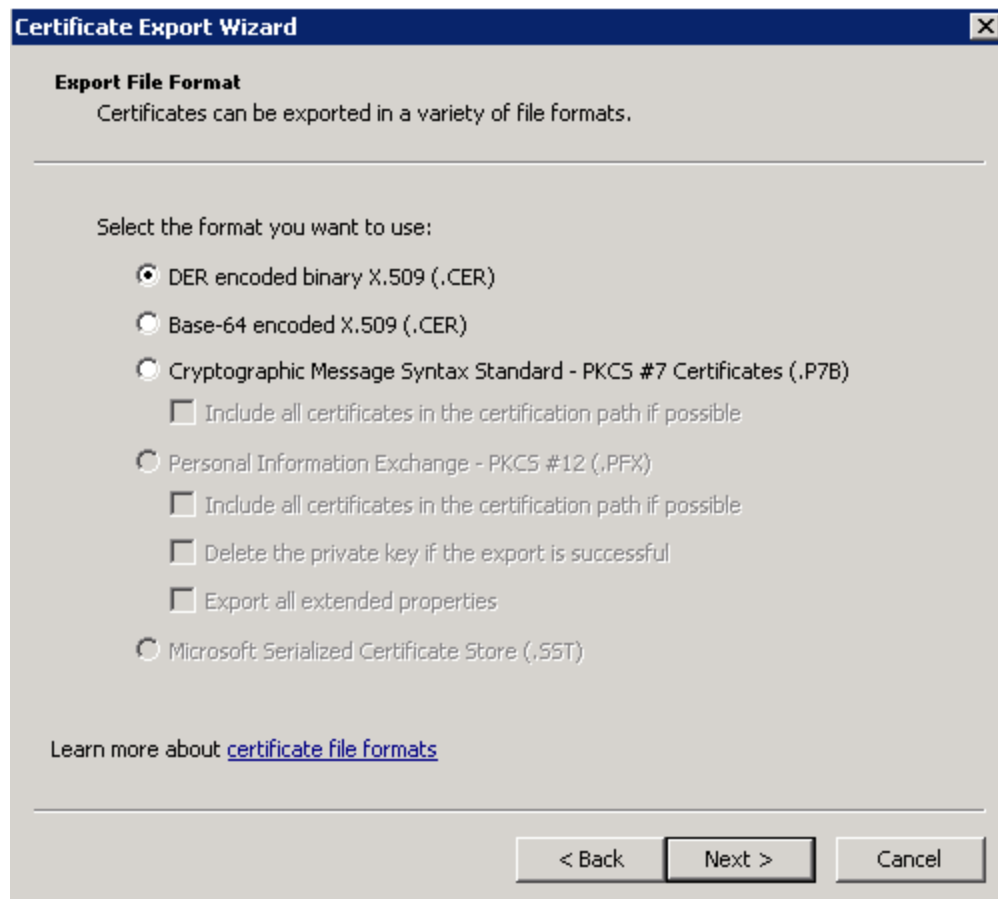
- c. Click the **Details** tab and click **Copy to File ...**



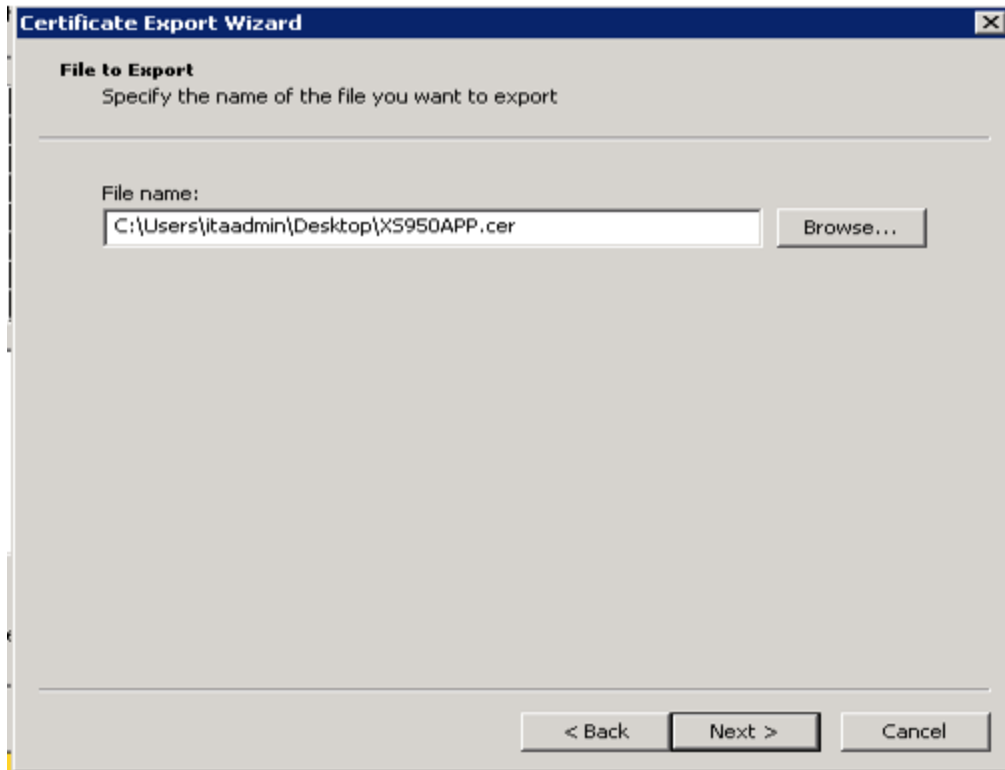
Click **Next**.



Click **Next**.



Click the **Browse...** button and give it a file name, such as **XS950APP.cer**, and click **Next**.



Click the **Finish** button.



The CSA SSLcert file is now exported. In this example, the file is located at C:\software\csa-certificate_fromExplorer.cer.

2. Import the certificate to XS keystore:

a. Open a command prompt:

```
cd "C:\HPXS\agora\jdk\jre\bin"  
keytool -importcert -alias csa -file  
"c:\Software\csa-certificate_fromExplorer.cer"  
-keystore C:\HPXS\agora\jdk\jre\lib\security\cacerts  
-trustcacerts
```

b. When prompted for the keystore password, type **changeit**.

- c. When prompted to trust this certificate, type **yes**.

```

Administrator: C:\Windows\system32\cmd.exe
c:\HPXS\agora\jdk\jre\bin>keytool -importcert -alias csa -file C:\software\csa-certificate_fromExplorer.cer -keystore C:\HPXS\agora\jdk\jre\lib\security\cacerts -trustcacerts
Enter keystore password:
Owner: CN=192.168.1.76, O=HP
Issuer: CN=Enterprise Appliance, C=US, ST=California, L=Palo Alto, OU=www.hp.com, O=Hewlett Packard
Serial number: 20140027143429
Valid from: Wed Aug 27 07:42:11 PDT 2014 until: Tue Aug 27 07:42:11 PDT 2024
Certificate fingerprints:
    MD5:    C2:4C:FC:39:7A:93:3D:7B:B3:69:39:0B:D7:98:64:80
    SHA1:   C4:BA:9E:A8:06:D3:3E:B3:D5:67:58:6C:28:83:FB:4C:AC:0E:DE:42
    SHA256: B7:BE:3F:EB:8B:62:1B:2C:CE:B0:3D:D4:64:13:E8:2C:19:FA:65:44:E4:
02:70:0E:49:16:AE:AC:FC:8A:EF:9F
Signature algorithm name: SHA1withRSA
Version: 3

Extensions:
#1: ObjectId: 2.5.29.19 Criticality=false
BasicConstraints: [
  CA:false
  PathLen: undefined
]

#2: ObjectId: 2.5.29.15 Criticality=false
KeyUsage [
  DigitalSignature
  Non_repudiation
  Key_Encipherment
  Data_Encipherment
  Key_Agreement
]

#3: ObjectId: 2.16.840.1.113730.1.1 Criticality=false
NetscapeCertType [
  SSL client
  SSL server
  S/MIME
  Object Signing
]

#4: ObjectId: 2.5.29.17 Criticality=false
SubjectAlternativeName [
  DNSName: csentsrv.cilab.net
  DNSName: csentsrv
  IPAddress: 192.168.1.76
  DNSName: 192.168.1.76
]

#5: ObjectId: 2.5.29.14 Criticality=false
SubjectKeyIdentifier [
  KeyIdentifier [
    0000: 9B 0E 4D BF F4 55 1D 51    4C E8 83 7B B4 0E 4B A1    ..M..U.QL....K.
    0010: 7A FD FC F0                z...
  ]
]

Trust this certificate? [no]: yes
Certificate was added to keystore

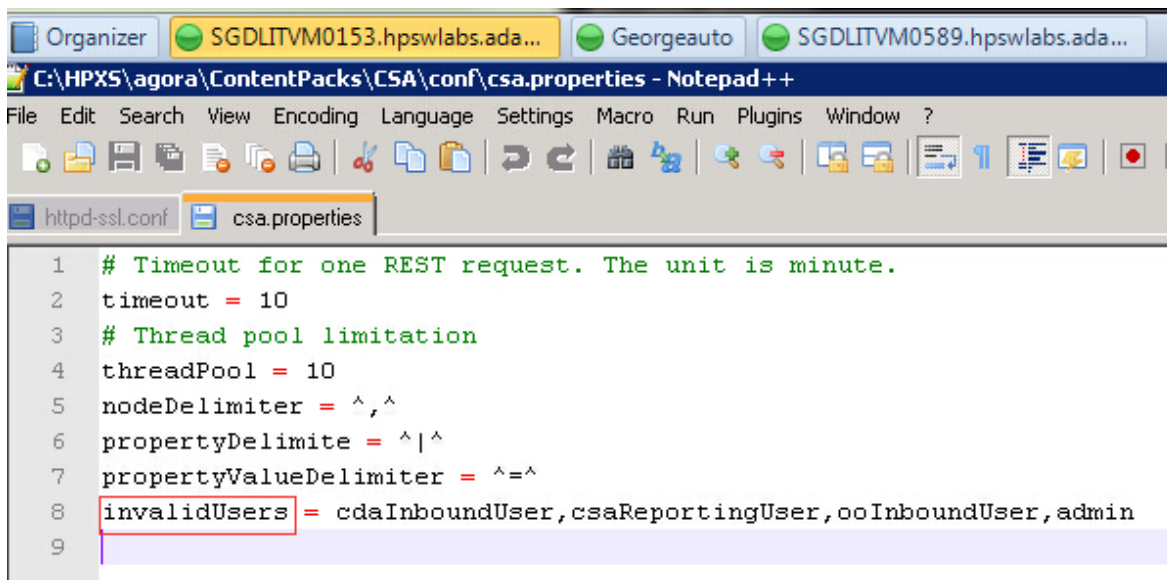
c:\HPXS\agora\jdk\jre\bin>_

```

- d. Restart the **HP Executive Scorecard Service** from the Services Windows admin tools.
- e. Wait a few minutes for the services to fully start.

Consumer user data is not displayed

Configure the <HPXS>\agora\ContentPacks\CSA\conf\csa.properties file and remove the invalid users.



The screenshot shows a Notepad++ window titled "C:\HPXS\agora\ContentPacks\CSA\conf\csa.properties - Notepad++". The file content is as follows:

```
1 # Timeout for one REST request. The unit is minute.
2 timeout = 10
3 # Thread pool limitation
4 threadPool = 10
5 nodeDelimiter = ^,^
6 propertyDelimite = ^|^
7 propertyValueDelimiter = ^=^
8 invalidUsers = cdaInboundUser,csaReportingUser,ooInboundUser,admin
9
```

The CSA cost lags by one day

ETL only get data for the last closed date, so for the current date, you must wait for 1 more day. This issue will be fixed in a patch after version 9.50.

Configure the Flash player plugin

Disable the Chrome embedded Flash, and install the Adobe Flash plugin.

Adobe Flash Player (2 files) - Version: 11,7,700,169

Shockwave Flash 11.7 r700

Name: Shockwave Flash
Description: Shockwave Flash 15.0 r0
Version: 15.0.0.189
Location: C:\Users\itaadmin\AppData\Local\Google\Chrome\Application\38.0.2125.111\PepperFlash\pepflashplayer.dll
Type: PPAPI (out-of-process)
[Enable](#)

MIME types:	MIME type	Description	File extensions
	application/x-shockwave-flash	Shockwave Flash	.swf
	application/futuresplash	FutureSplash Player	.spl

Name: Shockwave Flash
Description: Shockwave Flash 11.7 r700
Version: 11,7,700,169
Location: C:\Windows\SysWOW64\Macromed\Flash\NPSWF32_11_7_700_169.dll
Type: NPAPI
[Disable](#)

MIME types:	MIME type	Description	File extensions
	application/x-shockwave-flash	Adobe Flash movie	.swf
	application/futuresplash	FutureSplash movie	.spl

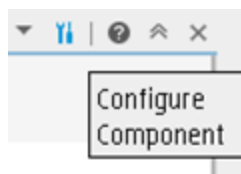
[Disable](#) Always allowed

Hide the INVALID and UNKNOWN columns

The **INVALID / UNKNOWN** columns are the default columns for KPIs in XS. Based on the data that XS has to generate KPIs, these columns may or may not have proper data to display in a Dashboard page.

To hide these default columns, complete the following steps:

1. Open the component that shows the INVALID / UNKNOWN columns.
2. Click “Configure Component” option from the tray.



3. Select a number from the **Maximum number of slices** list that is higher than the number of slices that are displayed in the component. For example: The number of slices displayed in a component are 3 then by selecting 4 from the pick list, the UNKNOWN and INVALID columns are replaced with the OTHER column.

How to Schedule the ETL

To schedule a batch job:

1. Select **Admin > ETL Management > ETL Management** and click in the Stream Information area.
The Stream Scheduler dialog box opens.
2. Select the **Load -Batch Scheduler** tab.
3. Select the relevant **Schedule Type** and times and click **Save**.

To schedule the run_steps command:

1. Select **Admin > ETL Management > ETL Management** and click in the Stream Information area.
The Stream Scheduler dialog box opens.
2. Select the **Run-Steps Scheduler** tab.
3. Click **Add New** to create a new schedule for a specific stream.
4. Click **Save**.
5. Click **Delete** to delete a displayed schedule. You can then add a new one to replace it.

How to Schedule the KPI engine

In this section, you will learn how to schedule an automatic context calculation, so the calculation runs automatically according to your configuration and the data that is presented in the Dashboard is the latest data. The calculation engine will then run automatically according to your settings.

To schedule a business context calculation

1. Click the **Studio** tab.
2. In the Active KPIs pane, select the relevant KPI, click the **Calculation options** button, and select the option.
Note that you schedule the calculation per Business Context.
3. In the Business Context Calculation Scheduling dialog box, select the relevant business context in the drop down **Business Context** list, and in the **Schedule details** area, enter the day and time when you want to run the scheduled calculation.
4. Click **Save**.

The XS Dashboard pages are not displayed in the CSA portal

Make sure you configured the XS website SSL. For details, see [CSA Integration - Configure the XS Website Browser SSL](#).

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Document Change Notes

The following table provides details of any changes introduced in this version of this document.

Date	Change
November 2014	Original release of this document