



**Hewlett Packard**  
Enterprise

# IT Business Analytics

Software Version: 10.00  
Linux operating system

## Release Notes

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## Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

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# Release Notes

**Note:** In version 10.00, the product name was changed from **HPE IT Executive Scorecard (XS)** to **HPE IT Business Analytics (ITBA)**.

This document is an overview of the changes made to ITBA. 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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Or click the **New users - please register** link on the HP Passport logon page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

## What's New in this Version

This section describes what's new in this Version.

# Supported Environments

The environments supported by IT Business Analytics are described in the 10.00 Support Matrix document available from the [HPE Software Support Online web site](https://softwaresupport.hp.com/group/softwaresupport/home) (<https://softwaresupport.hp.com/group/softwaresupport/home>) or from the installation DVD.

# Installation Requirements

Details about the minimum hardware and software requirements are provided in the Support Matrix document in the [HPE Software Support Online web site](https://softwaresupport.hp.com/group/softwaresupport/home) (<https://softwaresupport.hp.com/group/softwaresupport/home>).

# Upgrade Notes

There is no upgrade process from HPE IT Executive Scorecard version 9.50 to HPE IT Business Analytics version 10.00.



# 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 (\*\*\*) , have a blue background, and the **Fixed in Version** column displays the version when they were fixed.

The installation-related issues are as follows:

QCCR 1A Number	Issue	Description	Published in Version	Fixed in Version
	application	<p><b>The KPI Library does not include KPIs when you open the Studio</b></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"> <li>Copy the contents of the &lt;HP-XS&gt;\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\languages\en_US &lt;HPBA-Home&gt;/ContentPacks/KPILIB/INBUILT/BI/KPITEMPLATES/LANGUAGES/en_US directory to the &lt;HP-XS&gt;&lt;HPBA-Home&gt;\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\load directory.</li> <li>Run the <b>load KPI templates</b> procedure.</li> <li>Refresh the Studio view on the application itself (i.e. via the browser).</li> </ol>		-
1680 (old CR number: 153298)	Apps	<b>Limitation:</b> The XS Apps only supports Android version 3.0.x.	9.31	
11734	application	<b>Limitation:</b> If a user name consists of multi-byte characters (in a language supported by XS, for example: Japanese), you	9.50	

QCCR 1A Number	Issue	Description	Published in Version	Fixed in Version
		cannot add a picture to the Dashboard frame.		
15188	application	<b>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.</b>	9.41	
15936	Dashboard tab	<b>Limitation:</b> Dashboard Filter - If the string in any Dashboard filter includes a comma, the filter uses the string up only up to the comma and does not use the whole string. The strings correspond to dimension values.  <b>Workaround:</b> Make sure the dimension values in your data do not include strings.	9.50	
16331	Firefox	<b>Limitation:</b> When working in the Firefox browser, when you click <b>User</b> 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.	9.41	
16358 (old CR number: 168682)	Firefox	<b>Limitation:</b> Creating a snapshot (using the <b>Save snapshot</b> button) from Explorer in Firefox truncates the lower part of the snapshot.	9.41	
16360	Firefox	<b>Limitation:</b> When you upload a user image via Chrome (or Internet Explorer), it is not visible in Firefox although it is visible in KPI annotations.	9.41	
16401	application	<b>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.</b>  <b>Workaround:</b>	9.41	

QCCR 1A Number	Issue	Description	Published in Version	Fixed in Version
		<ol style="list-style-type: none"> <li>1. Close the browser.</li> <li>2. Wait for the default 10 minutes cache refresh.</li> <li>3. Re-open the browser and log on again</li> </ol>		
16871	application	<p><b>Limitation:</b> 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	
17471	Import Excel Files	<p><b>Limitation:</b> Importing Excel files with empty cells in the last row causes an error in the ETL process.</p> <p>The following error is issued: <b>com.hp.dwh adapters.fbi.common.exception.ExtractorException: Java.lang.RuntimeException: ERROS: couldn't extract the field:"Comment(Extract Column: Comment)" from Excel file</b></p> <p><b>Workaround:</b> Make sure that the Excel files you intend to import do not include empty cells in their last row.</p>	9.50	
19606	Chrome	<p><b>Limitation:</b> In Chrome, in the Studio, due to a (Smart)GWT limitation, when you create a Breakdown KPI or Metric in the Active KPIs tree, the scroll bar auto-scrolls up to the top of list of Breakdowns when you change the focus from the Breakdown menu to the Breakdown dimension menu, and makes it difficult to select the option.</p> <p><b>Workaround:</b> Use the keyboard to perform your selection.</p>	9.50	
19807	ETL Issue	<p><b>Mapping a network drive from another server causes ETL to fail at the job source extract step.</b></p> <p>If you map a network drive from another server, for example, in the XS server, you create the network drive P: that maps to the C: drive of another server, when you run the ETL to extract flat files from the P: drive, the ETL fails at the level of the job source extract step.</p> <p><b>Workaround:</b> There are two solutions:</p> <ol style="list-style-type: none"> <li>1. Use a share directory on the XS server and put the source file in the share directory. Create a lock on this directory so nothing can write there until FBI starts to extract.</li> </ol>	9.50	

QCCR 1A Number	Issue	Description	Published in Version	Fixed in Version
		2. Use a network address such as \\<IP_number>\c\$flat for DSM to configure instead of mapping the network drive to a local drive.		
20010	Java Issue	<p><b>Limitation:</b> In Java 7u51, the default behavior for the high security level changed, causing the display of security warnings each time the XS application runs Java code.</p> <p><b>Reason:</b></p> <p>The following changes to Security Slider were included in release (7u51):</p> <ul style="list-style-type: none"> <li>• Block Self-Signed and Unsigned applets on High Security Setting</li> <li>• Require Permissions Attribute for High Security Setting</li> <li>• Warn users of missing Permissions Attributes for Medium Security Setting</li> </ul> <p><b>Resolution:</b></p> <ol style="list-style-type: none"> <li>1. To verify that your version of Java is 7u51, open the <b>Java Control Panel</b>, click the <b>Java</b> tab, click the <b>User</b> tab, and check that the latest the Product number is <b>1.7.0.51</b>.</li> <li>2. To prevent the display of security warnings, open the <b>Java Control Panel</b>, click the <b>Security</b> tab, move the security slider to Medium.</li> </ol>	9.31	
20503	Reports	<p><b>Error message:</b> Internet Explorer has modified this page to help prevent cross-site scripting</p> <p>IE may give this warning when you open and refresh reports too many times.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. In IE , click <b>Tools &gt; Internet Options</b>.</li> <li>2. Click the <b>Security</b> tab, select <b>Internet</b> zone, and click the <b>Custom level</b> button.</li> <li>3. Scroll down to the <b>Enable XS Filter</b> option in the <b>Scripting</b> section .</li> <li>4. Select <b>Disable</b> and click <b>OK</b>.</li> <li>5. Select <b>Trusted sites</b> in the <b>Security</b> tab, and click the <b>Custom level</b> button.</li> </ol>	9.50	

QCCR 1A Number	Issue	Description	Published in Version	Fixed in Version
		6. Repeat step 3 and step 4.		
20528	CAPs	<p><b>Limitation:</b> If any CAP fails, during activation, with an unexpected error such as network connection loss, insufficient disk space, server shutdown, or other.</p> <p><b>Workaround:</b></p> <p>Manually remove all external tables relevant to the failed CAP.</p> <ol style="list-style-type: none"> <li>1. Write a join query on table [CAP_CONTENT_ITEM] and table2 [CAP_CONTENT_PACK] and Filter by [CAP_CONTENT_PACK].[NAME]='&lt;CAP_name&gt;' and [CAP_CONTENT_ITEM].[TYPE] = 'DATA', to list all the table names.</li> <li>2. Manually drop each table in the list, one-by-one, in the external schema of the Target database.</li> </ol>	9.50	
23033	Integration with SM	<p><b>Limitation: Slow data extraction due to SM lack of an index</b></p> <p>The current latest SM database lacks the necessary index on the sysmotime field. This causes the performance to slow down on delta load Extraction job for getting INCIDENT and INTERACTION entities.</p>	10.00	
23462 ***	Internet Explorer	<p><b>The FLN window does not work well in Internet Explorer 10.00 and higher.</b></p> <p>The problem is due to the jspdf.js third party Uint8Array.</p> <p><b>Workaround:</b></p> <ul style="list-style-type: none"> <li>• In Internet Explorer 10, open the developer mode (<b>F12 Developer Tool</b>), click the <b>Browser Mode</b> tab, select <b>IE10</b>, click the <b>Document mode</b> tab, and select <b>Standards</b>.</li> <li>• In Internet Explorer 11, open the developer mode (<b>F12 Developer Tool</b>), click the <b>Document mode</b> icon, and select <b>10</b>.</li> </ul>	10.00	
23646	Content Pack Issue	<p><b>Limitation: Do not replace source model files in Content Pack folders with temporary source model files</b></p> <p>If the Content Pack was previously activated, the source model files in the folder are used by the ETL when it runs. If you</p>	10.00	

QCCR 1A Number	Issue	Description	Published in Version	Fixed in Version
		replaced source model files in the Content Pack with temporary source model files, the temporary files will be used by the ETL.		
23844 ***	Internet Explorer	<p><b>Limitation:</b> With Windows 7, a Dashboard page that includes a component with an Xcelsius report does not display when using IE11.</p> <p><b>Workaround:</b> Use the IE10, Chrome, or Firefox browsers to view Xcelsius reports in Windows 7.</p>	10.00	
23848	application	<p><b>Important:</b> If a KPI has 2 Breakdowns and the 2 Breakdowns are either in the same table or are in joined tables, and the user does not have permission to view the entities under one Breakdown, the user will still view the forbidden data under the other breakdown.</p> <p>For example: KPI User has the following Breakdowns:</p> <ul style="list-style-type: none"> <li>• User &gt; ORG &gt; Team</li> <li>• User &gt; Team &gt; ORG</li> </ul> <p>The logic between Breakdowns at the same level is OR, while the logic at the level of the KPI Breakdown and the Breakdown of a KPI Breakdown is AND.</p> <p>If the user does not have permission to view the ORG Breakdown, but has permission for Team, he can view the ORG data under the Team Breakdown.</p> <p><b>Workaround:</b> Depending on the data you want the user to view, your KPI tree should be either User &gt; ORG &gt; Team or User &gt; Team &gt; ORG, but not both.</p>	10.00	



## Documentation Errata

To view the latest version of the documentation, access [HPE Software Support Online web site](https://softwaresupport.hp.com/group/softwaresupport/home) (<https://softwaresupport.hp.com/group/softwaresupport/home>) and download the relevant PDF.

Note the following documentation items updates:

- In the [Integration with ALM](#) section in the *Content Reference Guide*, the description of the following field in the ALM Activation Page description should be read as follows:

UI Element	Description
<b>Data Source Type</b>	Select the data source type.





## Localization and Globalization

The localization and globalization information is described in the Support Matrix document available from the [HPE Software Support Online web site](https://softwaresupport.hp.com/group/softwaresupport/home) (<https://softwaresupport.hp.com/group/softwaresupport/home>) or from the installation DVD.

## Revision History

Date	Section	Description
June 2014	First Publication	
July 2014	Notes, Limitations, and Fixed Issues	QCCR1A20833 and QCCR1A20832 - When you log on to the CSA application, the embedded BA Dashboard pages do not display correctly.
July 2016	Notes, Limitations, and Fixed Issues	Fixes to QCCR1A 23462 and QCCR1A 23844

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