



**Hewlett Packard**  
Enterprise

# IT Business Analytics

Software Version: 10.10

Linux operating system

## Upgrade Guide

Document Release Date: April 2016

Software Release Date: March 2016

## Legal Notices

### Warranty

The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

### Restricted Rights Legend

Confidential computer software. Valid license from Hewlett Packard Enterprise required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

### Copyright Notice

© 2011-2016 Hewlett Packard Enterprise Development LP

### Trademark Notices

Adobe™ is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

This product includes an interface of the 'zlib' general purpose compression library, which is Copyright © 1995-2002 Jean-loup Gailly and Mark Adler.

## 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.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <https://softwaresupport.hp.com/>.

This site requires that you register for an HP Passport and to sign in. To register for an HP Passport ID, click **Register** on the HP Support site or click **Create an Account** 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.

## Support

Visit the HP Software Support site at: <https://softwaresupport.hpe.com>.

This website provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support website to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and to sign in. Many also require a support contract. To register for an HP Passport ID, click **Register** on the HP Support site or click **Create an Account** on the HP Passport logon page.

To find more information about access levels, go to: <https://softwaresupport.hpe.com/web/softwaresupport/access-levels>.

**HP Software Solutions Now** accesses the HPSW Solution and Integration Portal website. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this website is <http://h20230.www2.hp.com/sc/solutions/index.jsp>.

## Contents

Introduction .....	4
Upgrade from IT Business Analytics 10.00 to 10.10 .....	5
After the Upgrade .....	8
CAPs .....	8
Upgrade Logs .....	8
Troubleshooting .....	9
Recover ITBA 10.00 if it Fails to Upgrade to 10.10 .....	9
Upgrade again after restoring ITBA 10.00 .....	9
Error message when logging on ITBA after the upgrade .....	9
Upgrade the ETL Toolkit .....	10
Upgrade from BO 4.1SP2 to BO4.1SP3 .....	10
Update Installation on Windows .....	10
Update installation on UNIX .....	12
Upgrade the KPI Library .....	15
Additional Step .....	15
Send Documentation Feedback .....	16

## Introduction

This document explains the upgrade procedure from HPE IT Business Analytics 10.00 to HPE IT Business Analytics 10.10. For details, see "[Upgrade from IT Business Analytics 10.00 to 10.10](#)" on page 5.

To understand what is new in version 10.10, see [What's New in Version 10.00](#) in the *Release Notes*.

# Upgrade from IT Business Analytics 10.00 to 10.10

This section explains how to perform the upgrade from Business Analytics 10.00 to 10.10.

**Note:** The upgrade action is not reversible.

## 1. Prerequisites:

- a. ITBA 10.00 must be installed.
- b. Make sure that the upgrade package is downloaded and saved, for example, in the **/home/hpba/** directory.
- c. Prepare a directory with a **rwX** permission to backup the current ITBA 10.00.

**Note:** This requires at least 20GB of free disk space.

## 2. Upgrade:

- a. Login with the **hpba** user. This user is automatically created for the installation of ITBA 10.00.
- b. Extract the upgrade program from the upgrade package to a **<extracted\_directory>/upgrade** directory other than the directory where the existing program is located.
- c. Go to the **<extracted\_directory>/upgrade** directory, and run **upgrade.sh** to start the upgrade process. The command prompts you for the path to where you want to locate the ITBA backup.

During this process, existing programs are backed up in case of exceptions. The recovery procedure is provided in "[Troubleshooting](#)" on page 9.

Any program currently running is shutdown while the upgrade is performed. It is recommended to stop time-consuming processes running in ITBA 10.00, such as ETL.

An **Upgrade completed successfully** message is issued on your screen and in the log.

## 3. Optional Move the Supervisor.

The location of the Supervisor was changed between ITBA 10.00 and ITBA 10.10. When performing a clean installation of ITBA 10.10, the location change is processed automatically. When upgrading to ITBA 10.10, you can perform the following manual steps if needed. This change is optional and does not affect any function. If you want to remove the following Supervisor-related files with root user-only permission from the directory:

- o **/service/hpba**
- o **/etc/sv**
- o **/etc/sv/hpba**
- o **/etc/sv/hpba/log**
- o **/etc/sv/hpba/log/run**
- o **/etc/sv/hpba/log/supervise/control**
- o **/etc/sv/hpba/log/supervise/lock**
- o **/etc/sv/hpba/log/supervise/ok**
- o **/etc/sv/hpba/run**
- o **/etc/sv/hpba/supervise**
- o **/etc/sv/hpba/supervise/stat**
- o **/etc/sv/hpba/supervise/status**
- o **/etc/sv/hpba/supervise/control**
- o **/etc/sv/hpba/supervise/pid**
- o **/etc/sv/hpba/supervise/lock**
- o **/etc/sv/hpba/supervise/ok**
- o **/usr/local/bin/runsvchdir**
- o **/usr/local/bin/sv**
- o **/usr/local/bin/runsvdir**
- o **/usr/local/bin/svlogd**
- o **/usr/local/bin/utmpset**
- o **/usr/local/bin/runsv**
- o **/usr/local/bin/runit-init**

To remove the files, execute the following steps using the root user:

- a. **\$HPBA\_HOME/supervisor/configure/uninstall\_supervisor\_conf.sh**
- b. **rm -r /etc/sv**
- c. **rm -r /service**

- d. **rm /sbin/runsvdir-start**
- e. **rm /usr/local/bin/chpst**
- f. **rm /usr/local/bin/runit**
- g. **rm /usr/local/bin/runit-init**
- h. **rm /usr/local/bin/runsv**
- i. **rm /usr/local/bin/runsvchdir**
- j. **rm /usr/local/bin/runsvdir**
- k. **rm /usr/local/bin/sv**
- l. **rm /usr/local/bin/svlogd**
- m. **rm /usr/local/bin/utmpset**
- n. **rm /var/.hpba.com.hp.registry.xml**
- o. **\$HPBA\_HOME/supervisor/configure/install\_supervisor\_conf.sh**

After the upgrade, the ITBA 10.10 working folder is the original ITBA 10.00 folder.

## After the Upgrade

### CAPs

After the upgrade, the Content Acceleration Packs (CAPs) are still the CAPs from version 10.00. To obtain the version 10.10 CAPs:

1. Delete the version 10.00 CAPs.
2. Upload the version 10.10 CAPs.
3. Activate the version 10.10 CAPs and Demo CAPs.

Make sure the CAP and the corresponding Demo CAP have the same version.

For details, see Content Acceleration Packs (CAPs) in the *Content Acceleration Packs Guide*.

**Note:** In version 10.10, you can activate a CAP and its corresponding Demo CAP at the same time.

### Upgrade Logs

Upgrade logs help you understand quickly what went wrong with the upgrade process.

#### Create an upgrade log

To create an upgrade log and archive it, proceed as follows:

1. Go to the command window and enter:  
**cd \$HPBA\_HOME/Tools/bin**
2. Run **./collectBAInfoAndLog.sh**.

The upgrade logs are archived in

**\$HPBA\_HOME/maintenance/log/upgradeLog\_\$(%Y%M%D%H%M%S).tar**.

Where Y is the year with 4 digits, M is the month with 2 digits, D is the day of the month with 2 digits, H is the hour with 2 digits (24 hour format), M is the minutes with 2 digits, and S is the seconds with 2 digits.

For example: upgradeLog\_20160127120450.tar.

## Troubleshooting

### Recover ITBA 10.00 if it Fails to Upgrade to 10.10

If the upgrade fails, proceed as follows to recover ITBA 10.00:

1. Uninstall the Supervisor if necessary using the following command:  
**\$HPBA\_HOME/supervisor/configure/uninstall\_supervisor\_conf.sh**
2. Delete all the content of the **\$HPBA\_HOME** directory.
3. Unzip the 10.00 backup file (HPBA-BACKUP-\$(%Y%M%D-%H-%M-%S).tar.gz. For example: HPBA-BACKUP-20160127-12-15-26.tar.gz) file to the **\$HPBA\_HOME** directory. Y is the year with 4 digits, M is the month with 2 digits, D is the day of the month with 2 digits, H is the hour with 2 digits (24 hour format), M is the minutes with 2 digits, and S is the seconds with 2 digits.
4. Install the Supervisor using the following command:  
**\$HPBA\_HOME/supervisor/configure/install\_supervisor\_conf.sh**
5. Start ITBA using the following command:  
**\$HPBA\_HOME/supervisor/bin/hpba-start.sh**
6. Check the ITBA status using the following command:  
**\$HPBA\_HOME/supervisor/bin/hpba-status.sh**
7. Remove the following folder:  
**rm -rf \$HPBA\_HOME/dat/UPGRADING**

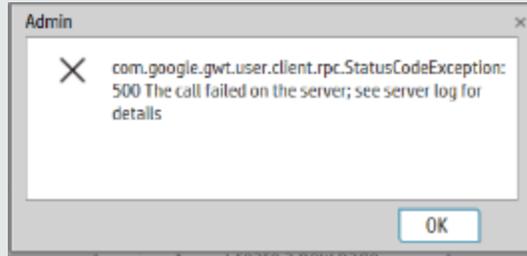
### Upgrade again after restoring ITBA 10.00

If after the upgrade failed, you restored ITBA 10.00, resolved the issue and tried to upgrade again, and the upgrade fails again, delete the UPGRADING file in the **\$HPBA\_HOME/dat** directory. Then run again **upgrade.sh**.

### Error message when logging on ITBA after the upgrade

**Note:** After upgrading from ITBA 10.00 to ITBA 10.10, if after logging on ITBA 10.10, you get the

following error message, delete all the cookies and log on once more.



## Upgrade the ETL Toolkit

If the ETL Toolkit was enabled in ITBA 10.00, it is automatically disabled after upgrading to ITBA 10.10.

If you need the ETL Toolkit in ITBA 10.10, use the following steps:

1. Download the ETL Toolkit from HPLN (<https://hpln.hpe.com/group/it-business-analytics>, click **Resources**, and click **5.Tools**).
2. Execute the following commands:
  - a. `$HPBA_HOME/bin/disable-dw-etl-tool.sh`
  - b. `$HPBA_HOME/supervisor/bin/hpba-stop.sh`
  - c. `$HPBA_HOME/bin/deleteGenerated.sh`
  - d. `$HPBA_HOME/supervisor/bin/hpba-start.sh`
  - e. `$HPBA_HOME/bin/enable-dw-etl-tool.sh`

## Upgrade from BO 4.1SP2 to BO4.1SP3

**Tip:** This upgrade section is optional as ITBA 10.10 supports both BO 4.1SP2 and BO 4.1SP3.

## Update Installation on Windows

You must have Administrator privileges on your Windows system to run an update installation.

In order to free resources on the machine on which you are installing this update, it is recommended that you use the Central Management Console (CMC) to stop all of the BI platform servers on the machine before installing the update, with the following exceptions:

- Server Intelligence Agent (SIA)
- Central Management Server (CMS)
- Input and Output File Repository Servers (FRS)
- CMS system database

These services and servers must be running for the installation to proceed.

**Note:** If you are updating a product that contains server components, the installation program prompts you for information for your deployment's Central Management Server (CMS). This is required to update content that is stored in the CMS database, such as localized strings for server properties.

## To install the BI platform server update on Windows

This procedure is used to install updates to the BI platform servers running on Windows.

1. Launch the installation by running **setup.exe**.
2. Choose a language for the installation program to use during the installation process, and click **OK**.

The installation program checks your system to ensure the proper prerequisites are in place.

3. Click **Next**.
4. In the **Welcome** dialog box, click **Next** to proceed.
5. In the **License Agreement** dialog box, review the contents of the End User License Agreement, and click **Next** to proceed if you agree to the terms.

If the update includes server components, the **CMS** dialog box is displayed.

6. Type the Hostname, Port Number, and Administrator Password for your deployment's CMS, and click **Next** to continue.
7. In the **Start Installation** dialog box, click **Next** to begin the installation.

The update will install. When the installation is complete, a completion screen will appear. This screen may contain some additional instructions.

**Note:** If web applications are updated as part of the update, depending on the options you chose when you originally installed SAP BusinessObjects Enterprise a dialog box may appear with additional instructions for redeploying your .war files.

8. Click **Finish**.

## To install client product updates Windows

**Note:** Ensure that all BI Suite client products are closed before installing the update. Should you find that any client program fails to start after the update, running the installation program in repair mode should correct the issue.

This procedure is used to install updates for BI Suite client products. This includes the following packages:

- SAP BusinessObjects Business Intelligence platform Client Tools
  - SAP Crystal Reports 2013
  - SAP Crystal Reports for Enterprise
  - SAP BusinessObjects Live Office
  - SAP BusinessObjects Dashboards
1. Launch the installation by running **setup.exe**.
  2. Choose a language for the installation program to use during the installation process, and click **OK**. The installation program will perform a check to ensure the required prerequisites are in place.
  3. Click **Next**.
  4. In the **Welcome** dialog box, click **Next**.
  5. In the **License Agreement** dialog box, review the contents of the End User License Agreement, and click **Next** to proceed if you agree to the terms.
  6. In the **Start Installation** dialog box, click **Next** to begin the installation. The **Installation Progress** dialog box appears.

## Update installation on UNIX

In order to free resources on the machine on which you are installing this update, it is recommended that you use the Central Management Console (CMC) to stop all of the BI platform servers on the

machine before installing the update, with the following exceptions:

- Server Intelligence Agent (SIA)
- Central Management Server (CMS)
- Input and Output File Repository Servers (FRS)
- CMS system database

These services and servers must be running for the installation to proceed.

**Note:** If you are updating server components, the installation program prompts you for information for your deployment's Central Management Server (CMS). This is required to update content that is stored in the CMS database, such as localized strings for server properties.

### To install the BI platform server update on UNIX

1. Launch the installation by running the following command from the update installation source file location: **./setup.sh**

2. Select the language you want the installation program to run in and press **Enter**.

A dialog box appears that shows the installation directory you have specified.

3. Verify the installation directory and press **Enter** to start the installation.

The installation program will check to ensure the required prerequisites are in place.

4. Press **Enter** to continue.

A Welcome screen will be displayed.

5. Press **Enter** to continue.

The license agreement will be displayed.

6. Review the content of the License agreement and press **Enter** to agree and proceed.

If the update includes server components, you will be prompted for your CMS credentials.

7. Enter your CMS credentials and press **Enter** to start the installation. The progress indicator displays the status of the installation.

A message will appear when the install is complete. This message may also have some additional instructions.

**Note:** If web applications are modified as part of the update, depending on the options you

chosed when you originally installed SAP BusinessObjects Enterprise a dialog box may appear with additional instructions for redeploying your .war files.

8. Press **Enter** to complete the installation.

To review details of the installation, you can view the contents of the installation log file located in:  
**<INSTALLDIR>/InstallData/logs/<DATEandTIME>/.**

## Upgrade the KPI Library

To upgrade the KPI library:

1. Download the **DW-KPI-Library-Import-Tool** from HPLN (<https://hpln.hp.com/group/it-business-analytics>), click **Resources**, and click **5.Tools**, and save it in your Linux target directory.
2. Unzip the tool file .
3. To execute the script, run the **contentPackTool.sh -A** command. Make sure you are using the ITBA installation user and not the root user to execute.
4. After completion, log on to ITBA to check the upgraded KPI Library.

## Additional Step

### Duplicated days in the PERIOD table in ITBA 10.10

After upgrading from ITBA 10.00 to ITBA 10.10, the days are duplicated in the PERIOD table in ITBA 10.10. To fix the issue, use the **DWH-Period-Regenerator-Tool.zip** tool located at <https://hpln.hpe.com/node/10214/otherfiles/?dir=29610>

## Send Documentation Feedback

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

**Feedback on Upgrade Guide (IT Business Analytics 10.10)**

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@hpe.com](mailto:SW-Doc@hpe.com).

We appreciate your feedback!

