

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.00

Release Notes

Document Release Date: June 2011

Software Release Date: June 2011



Legal Notices

Warranty

The only warranties for HP 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. HP 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 HP 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

© Copyright 2011 Hewlett-Packard Development Company, L.P.

Trademark Notices

- Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.
- AMD and the AMD Arrow symbol are trademarks of Advanced Micro Devices, Inc.
- Intel®, Itanium®, Pentium®, and Intel® Xeon® are trademarks of Intel Corporation in the U.S. and other countries.
- Java is a registered trademark of Oracle and/or its affiliates.
- Microsoft®, Windows®, Windows NT®, Windows® XP, Windows Vista® and SQL Server® are U.S. registered trademarks of Microsoft Corporation.
- Oracle is a registered trademark of Oracle Corporation and/or its affiliates.

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:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login 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 Online web site at:

<http://www.hp.com/go/hpsoftwaresupport>

This web site 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 web site 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 sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

Contents

Release Notes.....	1
Contents.....	5
IT Executive Scorecard Release Notes.....	6
Supported Environments.....	7
Distributed Server Environment.....	7
Database Driver Requirements.....	8
Client Workstation Requirements.....	8
Supported Data Sources.....	8
Installation Requirements.....	10
Hardware and Software Requirements.....	10
Notes and Limitations.....	11
Installation Issues.....	11
Data Warehouse Issues.....	11
Content Issues.....	12
Foundation Issues.....	16
Documentation Errata.....	18
Access the Documentation PDFs.....	18
In the Data Warehouse Admin Guide.....	18
AM Activation Page.....	18
PPM Activation Page.....	19
Integrate with Alternate Data Sources.....	20
Localization and Globalization.....	21
Localization.....	21
Globalization.....	21

IT Executive Scorecard Release Notes

This file provides information about IT Executive Scorecard 9.00

This document is an overview of the changes made to IT Executive Scorecard. It contains important information that is not included in books or Help. You can find information about the following in this document:

- ["Supported Environments" \(on page 7\)](#)
- ["Installation Requirements" \(on page 10\)](#)
- ["Notes and Limitations" \(on page 11\)](#)
- ["Documentation Errata" \(on page 18\)](#)
- ["Localization and Globalization" \(on page 21\)](#)

Supported Environments

The **IT Executive Scorecard** server runs in these operating system environments:

- ["Distributed Server Environment" \(on page 7\)](#)
- ["Database Driver Requirements" \(on page 8\)](#)
- ["Client Workstation Requirements" \(on page 8\)](#)
- ["Supported Data Sources" \(on page 8\)](#)

Distributed Server Environment

Although you can install all components on a single server, the typical configuration is a distributed environment where each networked server hosts a specific component.

Third-party components, such as databases and operating systems, are supported at the minor level, unless a different minimum level is specified. Future maintenance and patch releases (including fix packs or service packs) on the same minor release are expected to be supported, unless a conflict specific to that release arises.

Server	Installed Applications	Operating System
IT Executive Scorecard server	Executive Scorecard 9.00	Microsoft Windows Server 2008 R2 Enterprise Edition
RDBMS server	Microsoft SQL Server 2008 Enterprise Edition with SP 2	RDBMS compatible
Data warehouse Server	Microsoft SQL Server 2008 (64-bit) (client only) Oracle native client (OCI) 11g 32bit ¹ if you use a data source on an Oracle RDBMS Microsoft .Net Framework 3.5 Microsoft Excel 2007 SQLCMD utility	Microsoft Windows Server 2008 R2 Enterprise Edition
SAP® BusinessObjects server	SAP® BusinessObjects Enterprise XI 3.1 SP3	Microsoft Windows Server 2008 R2 Enterprise Edition

¹ The Oracle native client is used by Data Services and by the data warehouse to connect to Oracle source databases. If you do not have Oracle Database 11g 32bit client software, go to the Oracle.com site to download and install the free Database 11g Instant Client software.

Database Driver Requirements

Make sure that you consult the RDBMS vendor documentation for installation requirements and platform/operating system compatibility for server and client installations. The following table describes the RDBMS drivers required on different servers for HP IT Executive Scorecard to run successfully.

Product	Server	Supported Drivers (Client)
Microsoft SQL Server 2008	Application	Microsoft SQL Server JDBC driver 2.0.1803 (sqljdbc_2.0\enu\sqljdbc.jar)

Client Workstation Requirements

Make sure that you consult the software vendor documentation for installation requirements and platform/operating system compatibility for server and client installations. The following table describes the software required on the application server for HP IT Executive Scorecard to run successfully.

Product	Comments
Microsoft Windows 7 Professional or Microsoft Windows XP Professional	Networked with a supported browser
Adobe Flash Player 10.1	Enables users to view dashboards, view or edit Allocation Rules, and use the Cost Explorer. Free download available from the Adobe web site: www.adobe.com
SAP® BusinessObjects Xcelsius 2008 SP3	Enables users to modify reports. Xcelsius requires installation of Microsoft Excel 2003 or 2007. For a complete list of Xcelsius 2008 SP3 supported platforms, see the Xcelsius 2008 Service Pack 3 – Supported Platforms documentation.
Internet Explorer 7 or 8 (32-bit)	Browser
Screen Resolution	1280 x 1024 minimum

Supported Data Sources

HP IT Executive Scorecard is compatible with the following software products.

You can find the latest Support Matrix for this product that lists all software and hardware requirements at this location: [HP Support matrices](#).

Release Notes

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to [Access levels](#).

To register for an HP Passport ID, go to [HP Passport Registration](#).

Product	Version	Supported Databases
Alternate Source	N/A	Microsoft Excel 2003 or 2007
HP Asset Manager (AM)	5.1 5.2x	Microsoft SQL Server 2005, Oracle 10g
HP Business Service Management (BSM)	9.10 9.01 including Patch #12 (available in the installation DVD in the BSM_901_Patch_12 directory)	Microsoft SQL Server 2008, Oracle 11g
HP Project and Portfolio Management (PPM)	8.0 9.10	Oracle 11g
HP Service Manager (SM)	9.2x	Microsoft SQL Server 2008, Oracle 11g
HP Universal Configuration Management Database (uCMDB)	9.02	All supported databases

Installation Requirements

For details about the Installation requirements, see the *Executive Scorecard Installation and Configuration* (interactive document) available on the Installation DVD.

Hardware and Software Requirements

For details about the minimum hardware and software requirements, see the *Executive Scorecard Installation and Configuration* (interactive document) available on the Installation DVD.

Notes and Limitations

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). 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.

Installation Issues

The installation-related issues are as follows:

Financial Planning & Analysis installed after IT Executive Scorecard was installed: The IT Executive Scorecard cost views are not recreated to point to Financial Planning & Analysis tables (QCCR126239)

If you install Financial Planning & Analysis after you have installed IT Executive Scorecard (including the Data Warehouse), some of the Executive Scorecard views in the Executive Scorecard schema should point to the **itaapp** schema to obtain the allocated data available for Executive Scorecard KPIs.

The update of the view should occur as part of the Financial Planning & Analysis Content Pack post-install phase but does not.

To see allocated data in Executive Scorecard, perform the following steps:

1. Connect to the Data Warehouse database (target schema).
2. Run the following script:
`<Install folder>\agora\ContentPacks\FPA\custom\schemacreation\mssql\xs_dwh_target_fpa_cost_views.sql`

Data Warehouse Issues

The Data Warehouse-related issues are as follows:

The names of the users for the target or staging databases cannot be changed (QCCR120374)

You cannot change the names of the users of the target or staging databases, as currently the users are hard-coded in ETL.

SAP BusinessObjects Enterprise for IT Executive Scorecard Ports (QCCR124707)

In a typical installation, SAP BusinessObjects Enterprise for IT Executive Scorecard ports must be the default ports: 8080 and 6400. SAP BusinessObjects Data Services for IT Executive Scorecard does not support changes to the SAP BusinessObjects Enterprise for IT Executive Scorecard ports when Tomcat is shared.

Data Source Management User Interface (QCCR125458)

If there is a connection problem error in the Data Source Management user interface, restart glassfish on the Data Warehouse server.

When running the post-installation wizard, a failure occurs (QCCR125460)

The installation of IT Executive Scorecard or Data Warehouse on an MS-SQL server that uses a named instance is not supported. Only the installation on the default instance of the SQL Server is supported.

Content Issues

The content-related issues are as follows:

Localized date in SERVICESTATUS_FACT is not converted from UTC (QCCR122359)

Workaround: Edit the **SERVICESTATUS_CON_ALT_WF** and change the mapping for all **_LOC** dates to **UTC_DATE_TO_DW(<Date>_UTC)**.

Service Manager Data Source CI ORG Information (QCCR125922)

If you use Service Manager as a data source of Data Warehouse and extract data related to a specific Service Manager Configuration Item (CI), and if the reports you want to display or the KPIs you want to use include information related to the Organization assigned to the CI, incorrect results may be displayed in the reports and in the Dashboard.

Workaround: Execute the **CreateInterfaces_SM9.2-SMVIEW_DS-mssql_UpdateCIView.sql** script listed below in the Service Manager database before you run the ETL for the first time.

```
IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE
TABLE_NAME = 'SM_ASSIGNMENTM1' AND TABLE_SCHEMA = 'dbo')
DROP VIEW dbo.SM_ASSIGNMENTM1
GO
CREATE VIEW dbo.SM_ASSIGNMENTM1 AS SELECT CAST( AG.COMPANY AS
Varchar(30)) AS COMPANY
,CAST( CONTACT.CONTACT_NAME AS Varchar(140)) AS CONTACT_NAME
,CAST( 'N' AS Varchar(1)) AS FLAG_COMPANY
,CAST( 'Y' AS Varchar(1)) AS FLAG_INTERNAL
,CAST( AG.NAME AS Varchar(100)) AS MD_BUSINESS_KEY
,CAST( AG.NAME AS Varchar(60)) AS NAME
,CAST( AG.OTI_NAME AS Varchar(40)) AS OTI_NAME
,CAST( AG.SYSMODTIME AS Datetime) AS SRC_LASTMODDATE
FROM ASSIGNMENTM1 AG LEFT JOIN CONTACTSM1 CONTACT ON
AG.WDMANAGERNAME = CONTACT.OPERATOR_ID WHERE AG.NAME IS NOT NULL
GO
```

```
IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE
TABLE_NAME = 'SM_COMPANYM1' AND TABLE_SCHEMA = 'dbo')
DROP VIEW dbo.SM_COMPANYM1
GO
CREATE VIEW dbo.SM_COMPANYM1 AS SELECT CAST( COMPANY.COMPANY AS
Varchar(70)) AS COMPANY
```

Release Notes

```
,CAST( COMPANY.COMPANY_FULL_NAME AS Varchar(50)) AS COMPANY_FULL_NAME
,CAST( CONTACT.CONTACT_NAME AS Varchar(140)) AS CONTACT_NAME
,CAST( 'Y' AS Varchar(1)) AS FLAG_COMPANY
,CAST( 'Y' AS Varchar(1)) AS FLAG_INTERNAL
,CAST( COMPANY.COMPANY AS Varchar(100)) AS MD_BUSINESS_KEY
,CAST( COMPANY.SYSMODTIME AS Datetime) AS SRC_LASTMODDATE
FROM COMPANYM1 COMPANY LEFT JOIN CONTCTSM1 CONTACT ON COMPANY.SRVC_
MANAGER = CONTACT.OPERATOR_ID WHERE COMPANY.COMPANY IS NOT NULL
GO
```

```
IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE
TABLE_NAME = 'SM_CONTCTSM1' AND TABLE_SCHEMA = 'dbo')
DROP VIEW dbo.SM_CONTCTSM1
GO
```

```
CREATE VIEW dbo.SM_CONTCTSM1 AS SELECT CAST( CONTCTSM1.CONTACT_NAME AS
Varchar(140)) AS CONTACT_NAME
,CAST( CONTCTSM1.DEPT AS Varchar(70)) AS DEPT
,CAST( CONTCTSM1.EMAIL AS Varchar(140)) AS EMAIL
,CAST( CONTCTSM1.LOCATION AS Varchar(140)) AS LOCATION
,CAST( CONTCTSM1.MANAGER AS Varchar(140)) AS MANAGER
,CAST( CONTCTSM1.CONTACT_NAME AS Varchar(100)) AS MD_BUSINESS_KEY
,CAST( CONTCTSM1.SYSMODTIME AS Datetime) AS SRC_LASTMODDATE
,CAST( CONTCTSM1.USER_ID AS Varchar(140)) AS USER_ID
FROM CONTCTSM1
GO
```

```
IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE
TABLE_NAME = 'SM_DEPTM1' AND TABLE_SCHEMA = 'dbo')
DROP VIEW dbo.SM_DEPTM1
GO
CREATE VIEW dbo.SM_DEPTM1 AS SELECT CAST( DEPTM1.DEPT_FULL_NAME AS
Varchar(70)) AS DEPT_FULL_NAME
,CAST( DEPTM1.DEPT_NAME AS Varchar(60)) AS DEPT_NAME
,CAST( 'N' AS Varchar(1)) AS FLAG_COMPANY
,CAST( 'Y' AS Varchar(1)) AS FLAG_INTERNAL
,CAST( DEPTM1.DEPT AS Varchar(100)) AS MD_BUSINESS_KEY
,CAST( CASE
WHEN PARENT IS NOT NULL THEN PARENT
ELSE COMPANY
END AS Varchar(100)) AS PARENT_BUSINESS_KEY
,CAST( DEPTM1.SYSMODTIME AS Datetime) AS SRC_LASTMODDATE
FROM DEPTM1 WHERE DEPT IS NOT NULL
GO
```

```
IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE
TABLE_NAME = 'SM_PROBSUMMARY' AND TABLE_SCHEMA = 'dbo')
DROP VIEW dbo.SM_PROBSUMMARY
GO
CREATE VIEW dbo.SM_PROBSUMMARY AS SELECT CAST( CASE WHEN P1.FLAG = 't'
THEN 'Y' ELSE 'N' END AS Varchar(1)) AS ACTIVE_PROCESS
```

```
,CAST( P2.AFFECTED_ITEM AS Varchar(100)) AS AFFECTED_ITEM
,CAST( P1.ASSIGNMENT AS Varchar(100)) AS ASSIGNMENT
,CAST( P1.CATEGORY AS Varchar(60)) AS CATEGORY
,CAST( P1.CLOSE_TIME AS Datetime) AS CLOSE_TIME_LOC
,CAST( NULL AS Datetime) AS CLOSE_TIME_UTC
,CAST( P1.COMPANY AS Varchar(100)) AS COMPANY
,CAST( P1.DOWNTIME_END AS Datetime) AS DOWNTIME_END_LOC
,CAST( NULL AS Datetime) AS DOWNTIME_END_UTC
,CAST( P1.DOWNTIME_START AS Datetime) AS DOWNTIME_START_LOC
,CAST( NULL AS Datetime) AS DOWNTIME_START_UTC
,CAST( CASE WHEN P1.HOT_TIC = 't' THEN 'Y' ELSE 'N' END AS
Varchar(1)) AS ESCALATION
,CAST( P1.NUMBER AS Varchar(60)) AS INCIDENT_NUMBER
,CAST( CASE WHEN P1.CATEGORY in ('complaint','request for
information') THEN P1.CATEGORY ELSE 'incident' END AS Varchar(60)) AS
INCIDENT_TYPE
,CAST( P2.INITIAL_IMPACT AS Varchar(60)) AS INITIAL_IMPACT
,CAST( P1.NUMBER AS Varchar(100)) AS MD_BUSINESS_KEY
,CAST( P1.OPEN_TIME AS Datetime) AS OPEN_TIME_LOC
,CAST( NULL AS Datetime) AS OPEN_TIME_UTC
,CAST( P1.PRIORITY_CODE AS Varchar(60)) AS PRIORITY_CODE
,CAST( P2.REOPEN_TIME AS Datetime) AS REOPEN_TIME_LOC
,CAST( NULL AS Datetime) AS REOPEN_TIME_UTC
,CAST( P1.RESOLUTION_CODE AS Varchar(60)) AS RESOLUTION_CODE
,CAST( P1.SEVERITY AS Varchar(60)) AS SEVERITY
,CAST( P1.SYSMODTIME AS Datetime) AS SRC_LASTMODDATE
,CAST( P1.PROBLEM_STATUS AS Varchar(60)) AS STATUS
,CAST( P1.SUBCATEGORY AS Varchar(60)) AS SUBCATEGORY
FROM PROBSUMMARYM1 P1 INNER JOIN PROBSUMMARYM2 P2 on P1.NUMBER =
P2.NUMBER
GO

IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE
TABLE_NAME = 'SM_BIZSERVICEM1' AND TABLE_SCHEMA = 'dbo')
DROP VIEW dbo.SM_BIZSERVICEM1
GO
CREATE VIEW dbo.SM_BIZSERVICEM1 AS SELECT CAST( D.PROBLEM_PRIORITY AS
NUMERIC (16,0)) AS BUSINESS_CRITICALITY
,CAST( B.SERVICE_DESCRIPTION AS Varchar(1024)) AS DESCRIPTION
,CAST( B.LOGICAL_NAME AS Varchar(60)) AS DISPLAY_LABEL
,CAST( B.PROBLEM_MANAGER AS Varchar(100)) AS MANAGER_BUSINESS_KEY
,CAST( D.LOGICAL_NAME AS Varchar(100)) AS MD_BUSINESS_KEY
,CAST( B.LOGICAL_NAME AS Varchar(60)) AS NAME
,CAST( NULL AS Varchar(100)) AS PARENT_BUSINESS_KEY
,CAST( B.SERVICE_STATUS AS Varchar(60)) AS SERVICE_STATE
,CAST( 'business service' AS Varchar(60)) AS SERVICE_TYPE
,CAST( D.SYSMODTIME AS Datetime) AS SRC_LASTMODDATE
FROM DEVICE2M1 D INNER JOIN BIZSERVICEM1 B ON D.LOGICAL_
NAME=B.LOGICAL_NAME
GO
```

```
IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE
TABLE_NAME = 'SM_DEVICE2M1' AND TABLE_SCHEMA = 'dbo')
DROP VIEW dbo.SM_DEVICE2M1
GO
CREATE VIEW dbo.SM_DEVICE2M1 AS SELECT CAST( DEVICE2M1.ASSET_TAG AS
Varchar(60)) AS ASSET_TAG
,CAST( DEVICE2M1.TYPE AS Varchar(60)) AS CI_TYPE
,CAST( DEVICE2M1.CONTACT_NAME AS Varchar(100)) AS CONTACT_NAME
,CAST( DEVICE2M1.COST_CENTER AS Varchar(100)) AS COST_CENTER
,CAST( DEPTM1.DEPT AS Varchar(100)) AS DEPT
,CAST( DEVICE2M1.INSTALL_DATE AS Datetime) AS INSTALL_DATE
,CAST( DEVICE2M1.ISTATUS AS Varchar(100)) AS ISTATUS
,CAST( DEVICE2M1.LOCATION AS Varchar(100)) AS LOCATION
,CAST( DEVICE2M1.LOGICAL_NAME AS Varchar(100)) AS MD_BUSINESS_KEY
,CAST( DEVICE2M1.MODEL AS Varchar(100)) AS MODEL
,CAST( DEVICE2M1.SYSMODTIME AS Datetime) AS SRC_LASTMODDATE
FROM DEVICE2M1 LEFT JOIN DEPTM1 ON ISNULL(DEVICE2M1.COMPANY,'NULL')
= ISNULL(DEPTM1.COMPANY,'NULL') and DEVICE2M1.DEPT = DEPTM1.DEPT_NAME
WHERE DEVICE2M1.TYPE<>'bizservice'
GO
```

```
IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE
TABLE_NAME = 'SM_SMLOCATION' AND TABLE_SCHEMA = 'dbo')
DROP VIEW dbo.SM_SMLOCATION
GO
CREATE VIEW dbo.SM_SMLOCATION AS SELECT CAST( LOCM1.BUILDING_LOCATION
AS Varchar(140)) AS BUILDING_LOCATION
,CAST( LOCM1.CITY AS Varchar(80)) AS CITY
,CAST( LOCM1.COUNTRY AS Varchar(80)) AS COUNTRY
,CAST( LOCM1.LOCATION_CODE AS Varchar(40)) AS LOCATION_CODE
,CAST( case
when LOCATION_NAME is not null
then LOCATION_NAME
else
LOCATION
end AS Varchar(140)) AS LOCATION_NAME
,CAST( LOCM1.LOCATION_NAME AS Varchar(140)) AS LOCATION_SITE
,CAST( LOCM1.LOCATION AS Varchar(100)) AS MD_BUSINESS_KEY
,CAST( LOCM1.PARENT AS Varchar(190)) AS PARENT
,CAST( LOCM1.SITE_CATEGORY AS Varchar(30)) AS SITE_CATEGORY
,CAST( LOCM1.SYSMODTIME AS Datetime) AS SRC_LASTMODDATE
,CAST( LOCM1.STATE AS Varchar(80)) AS STATEX
,CAST( LOCM1.ZIP AS Varchar(40)) AS ZIP
FROM LOCM1
GO
```

```
IF EXISTS (SELECT TABLE_NAME FROM INFORMATION_SCHEMA.VIEWS WHERE
TABLE_NAME = 'SM_VENDORM1' AND TABLE_SCHEMA = 'dbo')
DROP VIEW dbo.SM_VENDORM1
```

```
GO
CREATE VIEW dbo.SM_VENDORM1 AS SELECT CAST( 'Y' AS Varchar(1)) AS
FLAG_COMPANY
      ,CAST( 'N' AS Varchar(1)) AS FLAG_INTERNAL
      ,CAST( VENDOR + '|' + isnull(LOCATION, '(NULL)') AS Varchar(100)) AS
MD_BUSINESS_KEY
      ,CAST( VENDORM1.SYSMODTIME AS Datetime) AS SRC_LASTMODDATE
      ,CAST( VENDORM1.VENDOR AS Varchar(50)) AS VENDOR
      ,CAST( VENDORM1.VENDOR_ID AS Varchar(30)) AS VENDOR_ID
      FROM VENDORM1 WHERE VENDOR IS NOT NULL OR LOCATION IS NOT NULL
GO
```

The XFR_DIM job fails due to a fractional truncation error (QCCR126149)

When you rerun the XFR_DIM_JB for the same batch, the job may fail with an error similar to the following:

```
DBS-070401: |Data flow COSTCENTER_XFRN_UPDATE_DF|Loader MO_NORMAL_TO_
UPDATE_COSTCENTER_DIM_XFRN ODBC data source <Database_Server> error
message for operation <SQLExecute>: <[Microsoft][ODBC SQL Server
Driver]Fractional truncation>.
```

Workaround:

1. Open the **XFR_DIM_JB** job in the SAP BusinessObjects Data Services for IT Executive Scorecard Designer.
2. Review the following workflow in the **XFRN_UPDATE_GEN_CONT_WF** container:
 - **COSTCENTER**
 - **EMPLOYMENT**
 - **BUSPROCESS**
 - **BUSTRANSACTION**
3. For each workflow, make sure that you use the following settings in the **Update Control** section of the **Options** tab: Auto correct load: Set this value to **Yes**.

Foundation Issues

The Foundation-related issues are as follows:

The SAP BusinessObjects Enterprise for IT Executive Scorecard installation folder may remain after an uninstall operation (QCCR119971)

If the SAP BusinessObjects Enterprise for IT Executive Scorecard installation folder remains after an uninstall operation, remove it manually.

SAP BusinessObjects Enterprise for IT Executive Scorecard Reports (QCCR121798)

When connecting to SAP BusinessObjects Enterprise for IT Executive Scorecard via https, select a non-secured connection, otherwise an error message is issued when opening SAP BusinessObjects Enterprise for IT Executive Scorecard reports and the reports are not displayed.

Problem with the HP Analytic MQ Broker service (QCCR122859)

If you have one of the following problems:

- 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.

You must stop and start Executive Scorecard from the menu options on the Executive Scorecard and Data Warehouse servers, as follows:

1. On the Windows taskbar click **Start > All Programs > HP Executive Scorecard > Administration > Disable HP Executive Scorecard**.
2. On the Windows taskbar click **Start > All Programs > HP Executive Scorecard > Administration > Enable HP Executive Scorecard**.

Data Warehouse Admin Reports - Trying to open SAP BusinessObjects Enterprise for IT Executive Scorecard Reports embedded in the user interface using the secure mode (HTTPS) issues the "Navigation to the webpage was canceled" error (QCCR125900)

When you open a Data Warehouse report in a component in IT Executive ScorecardDashboard, you may get a warning that the page includes unsecured information. The component uses the https protocol to access the report.

Workaround: To see reports, select **No** in the **Do you want to view only the webpage content that was delivered securely** popup message.

Admin Tab Settings (QCCR126046)

Though you can modify the settings in the Admin tab, it is recommended to consult Support before you change a setting.

When running the post-installation wizard, a failure occurs (QCCR126085)

When running the post-installation wizard, the following error message is issued:

Java.lang.Exception: Couldn't start the service named: HGFStartService. reason is: Timeout (60000 millisec) while running (net, start, HPGFStartService)

Workaround: Close the configuration wizard and start the HP Analytic Application service manually.

Documentation Errata

The following documentation items have changed.

Access the Documentation PDFs

The documentation PDFs are not currently accessible from the Welcome page of the documentation library. They are available from the installation DVD.

In the Data Warehouse Admin Guide

AM Activation Page

The AM Activation page described in the *Data Warehouse Admin Guide*, and accessed by selecting **Admin > Data Source Management** then clicking **Activate** for the AM data source, to activate the integration processes for the **AM** data source has changed as follows:

For the SQL server:

UI Element	Description
AM Version	Select the relevant Asset Manager version. For details, see " Supported Data Sources " (on page 1) or the <i>IT Executive Scorecard Compatibility Matrix</i> .
Time Zone	Select the time zone for the data source.
Data Source Type	AM should be configured to run on an SQL Server.
SQL Version	Select the SQL version for the data source.
Server Name	Enter the name of the server where the data source is installed.
Username	Enter your data source username.
Password	Enter your data source password.
Hostname/IP Address	Enter the data source hostname or IP address.
Schema Name	Enter the data source schema name.
Database Name	Enter the database name.

For the Oracle server:

UI Element	Description
AM Version	Select the relevant Asset Manager version. For details, see Executive Scorecard Compatibility Matrix.
Time Zone	Select the time zone for the data source.
Data Source Type	AM should be configured to run on an Oracle server.
Data Source Version	The version of Oracle.
Username	Enter the data source username.
Password	Enter the data source password.
Hostname/IP Address	Enter the data source hostname or IP address.
Connection Name	Enter the SID or connection name in the TNSNames.ora file.
Schema Name	Enter the data source schema name.

PPM Activation Page

The PPM Activation page described in the *Data Warehouse Admin Guide*, and accessed by selecting **Admin > Data Source Management** then clicking **Activate** for the PPM data source, to activate the integration processes for the **PPM** data source has changed as follows:

UI Element	Description
PPM Version	Select the relevant PPM version. For details, see " Supported Data Sources " (on page 1) or the <i>IT Executive Scorecard Compatibility Matrix</i> .
Time Zone	Select the time zone for the data source.
Data Source Type	PPM can be run only on Oracle.
Data Source Version	Select the Oracle version for the data source.
Username	Enter your username.
Password	Enter your password.
Connection Name	Enter the Oracle connection name.

UI Element	Description
Schema Name	Enter the data source schema name.

Integrate with Alternate Data Sources

When you fill out the Excel spreadsheets with data, all date or time fields are treated as localized (and not in Coordinated Universal Time (UTC)).

Localization and Globalization

Localization

Localization is the process by which software applications are adapted to suit a specific local market or *locale*.

HP IT Executive Scorecard supports Unicode (UTF-8) on the server and client. Unicode is a worldwide standard compatible with ISO 10646 (<http://www.iso.org/>). UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. It also supports a comprehensive set of mathematical and technical symbols that simplify scientific information exchange.

HP IT Executive Scorecard supports UTF-8 as an encoding method for new or existing ASCII and multi-byte characters. For more information about the languages and character sets supported by UTF-8, see <http://www.unicode.org/>.

Globalization

Globalization is the process of designing products or services for the global marketplace so that they can be sold anywhere in the world with only minor revision.

HP IT Executive Scorecard currently supports English.

