HP IT Executive Scorecard

For the Windows ® operating system

Software Version: 9.01

Troubleshooting Guide

Document Release Date: August 2011

Software Release Date: August 2011

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Troubleshooting

This book contains the following Data Warehouse and IT Executive Scorecardtroubleshooting topics:

- "Installation" (on page 8)
- "Post Installation" (on page 9)
- "Activation" (on page 10)
- "ETL Failure" (on page 16)
- "ETL Execution" (on page 24)
- "IT Executive Scorecard Application" (on page 25)
- "Data Warehouse Application" (on page 30)

Installation

The following provides installation troubleshooting information.

Uninstall is not successful:

Cause	View Details	Solution
	No error message.	1. Restart DWH server. 2. Delete all remaining folders from DWH and SAP BusinessObjects Data Services for IT Executive Scorecard installations.

After DWH installation failure, unable to rerun and install it automatically:

Cause	View Details	Solution
A connection issue to database server, after the failure in the Auto Activation phase.	server.log: **FATAL - Error when trying to auto activate content packs: failed to initialize content pack: Core** **dw_ds_automation.bat: Failure.** See dw_ds_automation_tool.log for details	1. Delete the records in the CONTENT_PACK table under the staging database/dwmetadata schema. 2. Delete the files and folders under the **C:\<Installation Directory>{agora}\ datawarehouse\generated**

The post-install wizard does not start automatically after installing version 9.01 (SP 1)

After installing SP 1, do not manually start the post-install wizard at it should start automatically (manually starting the procedure would cause version 9.00 of the post-install wizard to run). If the post-install wizard does not start automatically, locate the **<agora home dir>\agora\confwizard\run_sp_postinstall.bat** file in the SP 1 **.Zip** file and click it.

Post Installation

The following provides post-installation troubleshooting information.

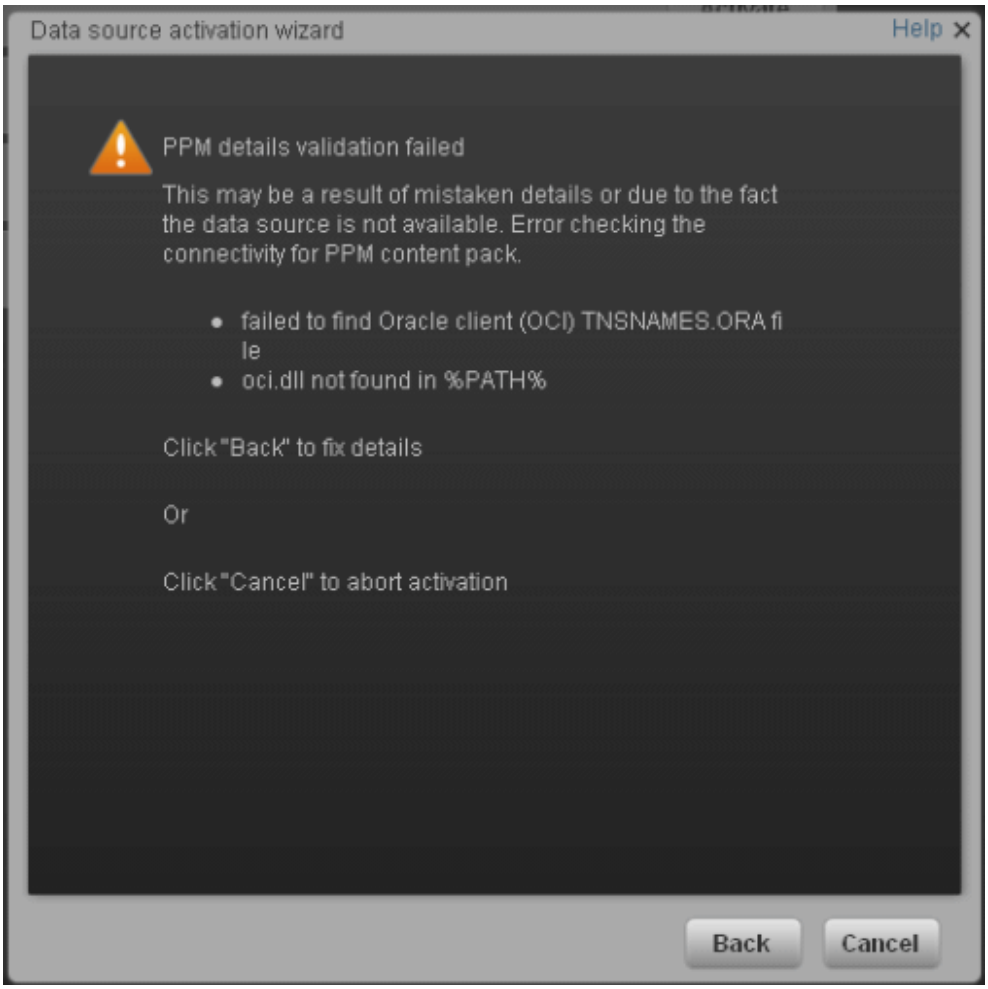
During the post-install SAP BusinessObjects Data Services for IT Executive Scorecard configuration step:

Cause	View Details	Solution
The problem occurs when the SAP BusinessObjects Data Services for IT Executive Scorecard service is unable to start during the relevant time frame	"BOE120Tomcat" is not installed"	Reinstall Data Warehouse.

Activation

The following provides data source activation troubleshooting information.

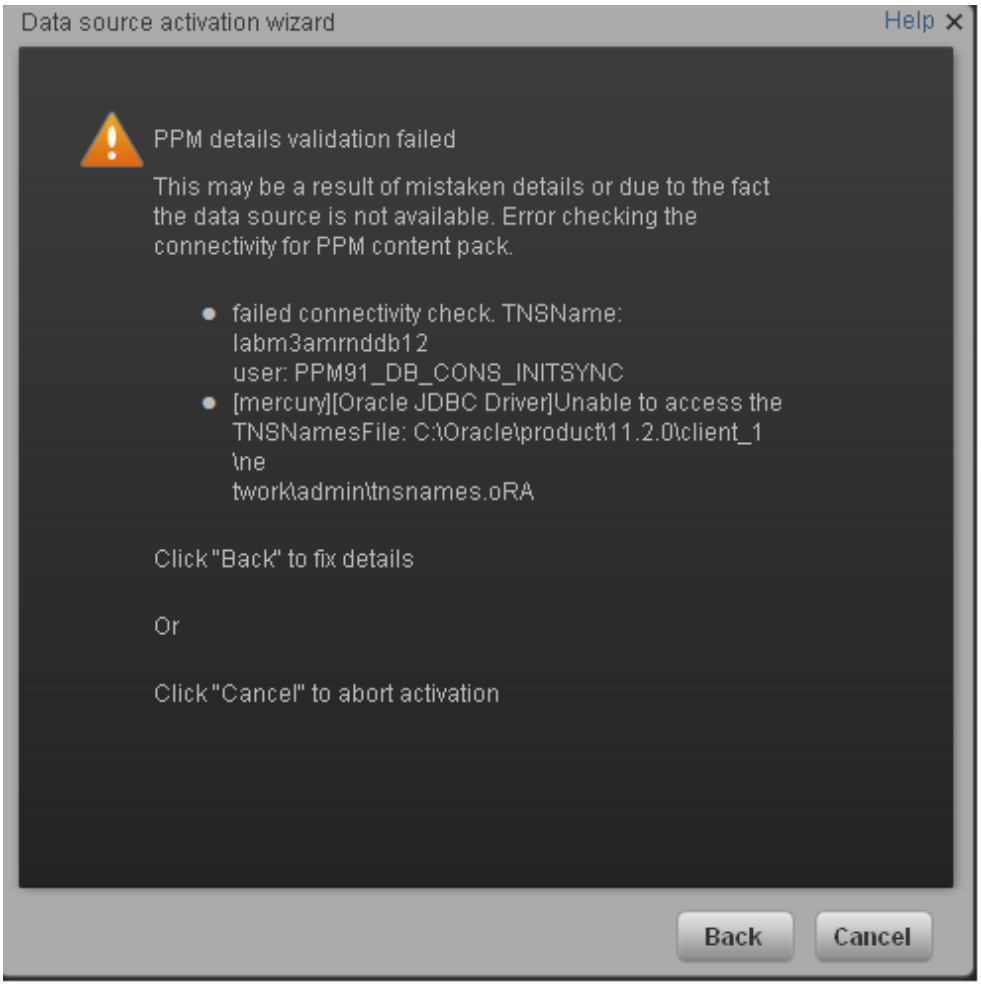
Connectivity fails in initial activation of Content Pack:



Cause	View Details	Solution
Failure to find Oracle client because either: • Oracle client was not installed • Failure to restart the Data Warehouse server after Oracle client installation	server.log	1. Check that Oracle client has been installed. 2. In the Data Source Management page, click **Activate** to review configuration details and configure the Oracle client properly. 3. Restart the Data Warehouse server.

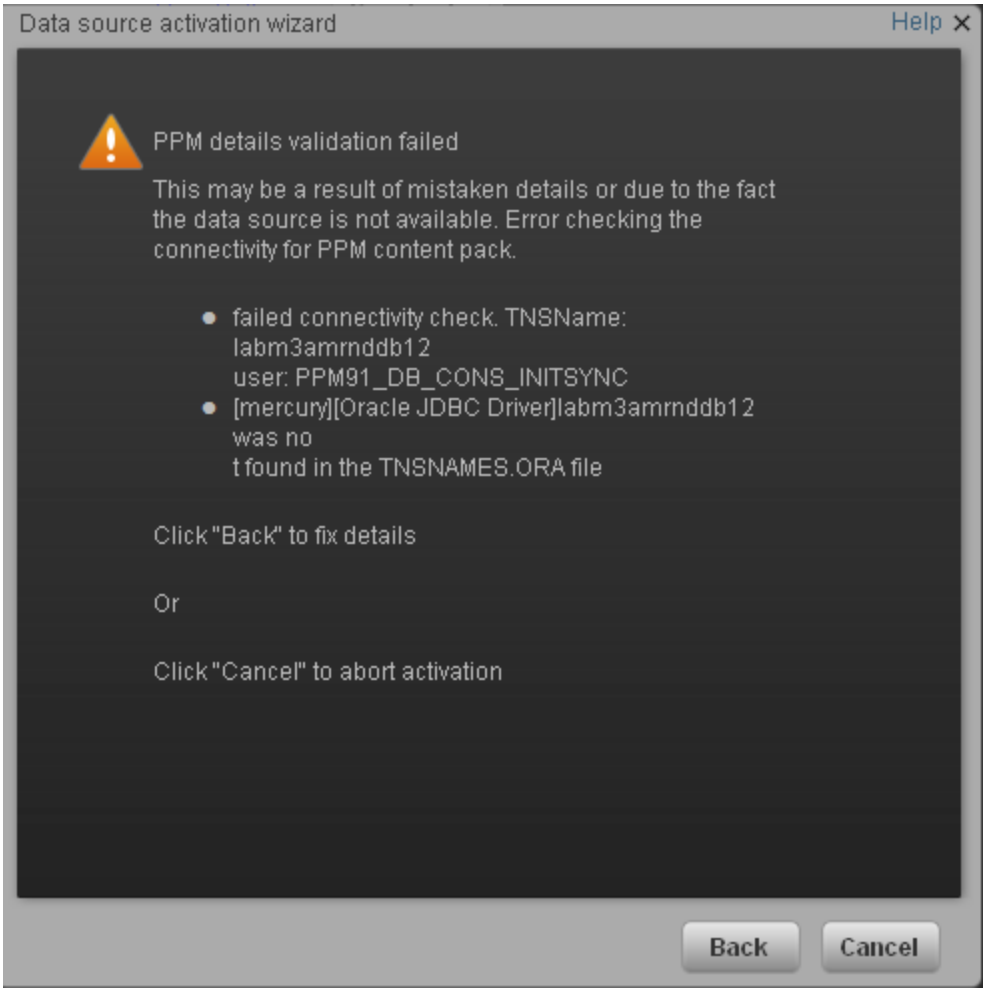
Activation of Oracle data sources fails

Missing the tnsnames.ora file:



Cause	View Details	Solution
Failure to find the **tnsnames.ora** file in the relevant path: **c:\Oracle\product\11.2.0\client_1\network\admin\tnsnames.ora**		You must add the relevant **tnsnames.ora** file to the following path: **c:\Oracle\product\11.2.0\client_1\network\admin\tnsnames.ora**

tnsnames.ora file is not configured properly



Cause	View Details	Solution
The **tnsnames.ora** file was not configured with the data source details.		You must configure **tnsnames.ora** with the data source details.

The OCI.dll file is missing

Cause	View Details	Solution
The error message ***Cannot find NT Oracle Server DLL <OCI.DLL>.** is issued.		• Make sure that Oracle has been installed and that the PATH variable points to the correct library directories: • Right-click **My Computer> Properties > Advanced System Settings > Environment Variables** and in **System Variables**, verify that the path

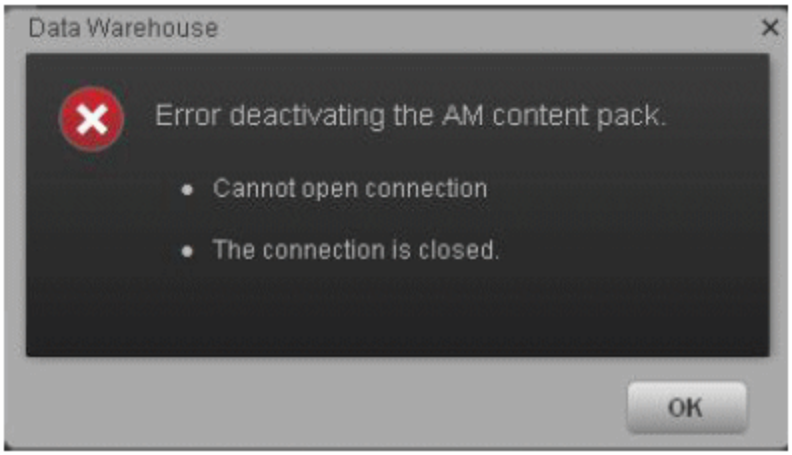
Cause	View Details	Solution
		(**C:\Oracle\product\11.2.0\client_1\BIN**) exists. • Make sure that you are logged in to the system using the same user as the user you used to install the Oracle client. • Make sure that the Oracle version installed is the supported version. For details, see *IT Executive Scorecard Release Notes*.

Data source activation fails:

Cause	View Details	Solution

• General or database connection error .
• Initialization Errors:
  ▪ Load metadata failed
  ▪ Generate schemas failed
  ▪ Generate data stores failed
  ▪ ETL import failed
  ▪ Stream assembler failed
	• server.log: look for **"com.hp.btoa.dwh.datasources.management.automation.exceptions.ContentPackInitializeException".**
	• Event Viewer for detailed information
		General Errors:
		• Check dwmetadata, dwst and dws logins.
		• Modify connection details in DWH settings if needed.
		Initialization Errors:
		Contact HP Software Support.

Data source activation or deactivation fails:



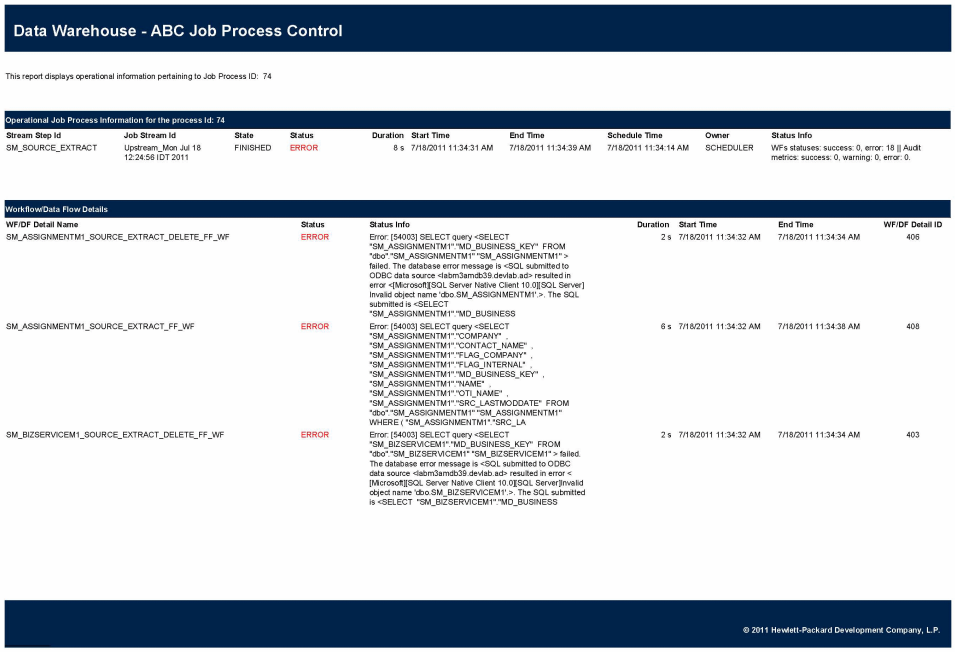
Cause	View Details	Solution
Connection is closed	server.log	On the Executive Scorecard and Data Warehouse servers, do as follows: 1. On the Windows taskbar click **Start** > **All Programs** > **HP Executive Scorecard** > **Administration** > **Disable HP Executive Scorecard.** 2. On the Windows taskbar click **Start** > **All Programs** > **HP Executive Scorecard** > **Administration** > **Enable HP Executive Scorecard.** Refresh the screen and retry the activation.

ETL Failure

The following provides ETL failure troubleshooting information.

Common ETL step failures:

- SOURCE_EXTRACT (AM, PPM, SM) views not found



Data Warehouse - ABC Job Process Control

This report displays operational information pertaining to Job Process ID: 74

Operational Job Process Information for the process Id: 74

Stream Step Id	Job Stream Id	State	Status	Duration	Start Time	End Time	Schedule Time	Owner	Status Info
SM_SOURCE_EXTRACT	Upstream_Mon Jul 18 12:24:56 IDT 2011	FINISHED	ERROR	8 s	7/18/2011 11:34:31 AM	7/18/2011 11:34:39 AM	7/18/2011 11:34:14 AM	SCHEDULER	WFs statuses: success: 0, error: 18 || Audit metrics: success: 0, warning: 0, error: 0.

Workflow/Data Flow Details

WF/DF Detail Name	Status	Status Info	Duration	Start Time	End Time	WF/DF Detail ID
SM_ASSIGNMENTM1_SOURCE_EXTRACT_DELETE_FF_WF	ERROR	Error: [54003] SELECT query <SELECT "SM_ASSIGNMENTM1"."MD_BUSINESS_KEY" FROM "dbo"."SM_ASSIGNMENTM1" "SM_ASSIGNMENTM1" > failed. The database error message is <SQL submitted to ODBC data source <labm3amdb39.devlab.ad> resulted in error <[Microsoft][SQL Server Native Client 10.0][SQL Server] Invalid object name 'dbo.SM_ASSIGNMENTM1'.>. The SQL submitted is <SELECT "SM_ASSIGNMENTM1"."MD_BUSINESS	2 s	7/18/2011 11:34:32 AM	7/18/2011 11:34:34 AM	406
SM_ASSIGNMENTM1_SOURCE_EXTRACT_FF_WF	ERROR	Error: [54003] SELECT query <SELECT "SM_ASSIGNMENTM1"."COMPANY" "SM_ASSIGNMENTM1"."CONTACT_NAME" "SM_ASSIGNMENTM1"."FLAG_COMPANY" , "SM_ASSIGNMENTM1"."FLAG_INTERNAL" "SM_ASSIGNMENTM1"."MD_BUSINESS_KEY" , "SM_ASSIGNMENTM1"."NAME" "SM_ASSIGNMENTM1"."OTI_NAME" "SM_ASSIGNMENTM1"."SRC_LASTMODDATE" FROM "dbo"."SM_ASSIGNMENTM1" "SM_ASSIGNMENTM1" WHERE ("SM_ASSIGNMENTM1"."SRC_LA	6 s	7/18/2011 11:34:32 AM	7/18/2011 11:34:38 AM	408
SM_BIZSERVICEM1_SOURCE_EXTRACT_DELETE_FF_WF	ERROR	Error: [54003] SELECT query <SELECT "SM_BIZSERVICEM1"."MD_BUSINESS_KEY" FROM "dbo"."SM_BIZSERVICEM1" "SM_BIZSERVICEM1" > failed. The database error message is <SQL submitted to ODBC data source <labm3amdb39.devlab.ad> resulted in error <[Microsoft][SQL Server Native Client 10.0][SQL Server]Invalid object name 'dbo.SM_BIZSERVICEM1'.>. The SQL submitted is <SELECT "SM_BIZSERVICEM1"."MD_BUSINESS	2 s	7/18/2011 11:34:32 AM	7/18/2011 11:34:34 AM	403

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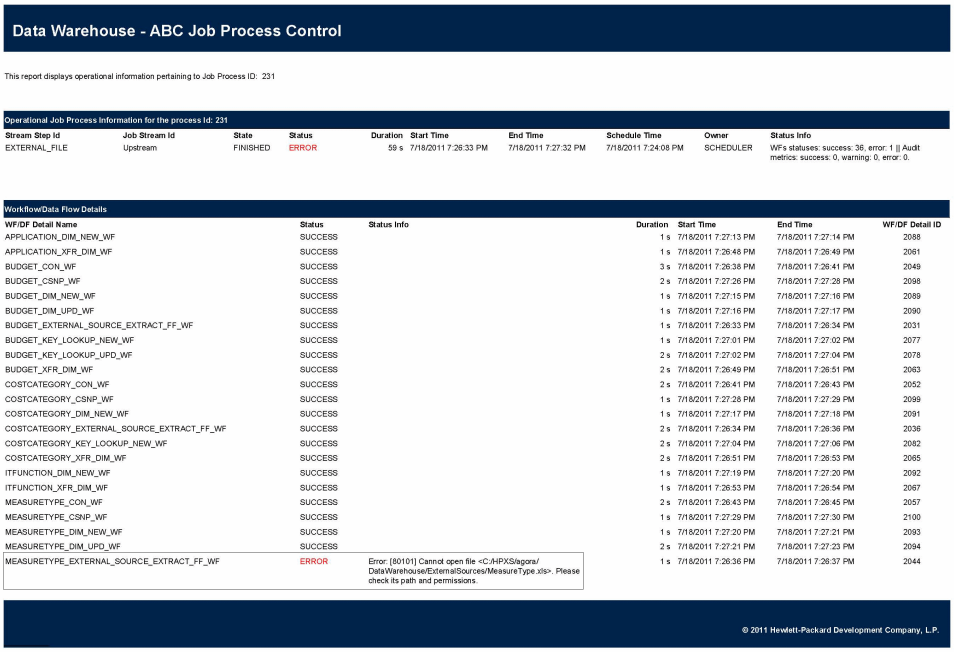
View Details	Solution
In the ABC- Batch Details Report click **Step Id**, in order to view the ABC Job Details Report and the specific error. Alternatively, open the SAP BusinessObjects Data	Recreate the Source Data views. For procedure details, see the integrating Content Pack topics in the *Data Warehouse Admin Guide*.

View Details	Solution
Services for IT Executive Scorecard management console, and select the **Error** and **Trace** tabs of the failed job for more information.	

- ALT_SOURCE_EXTRACT xls does not exist:



Data Warehouse - ABC Job Process Control

This report displays operational information pertaining to Job Process ID: 231

Operational Job Process Information for the process Id: 231

Stream Step Id	Job Stream Id	State	Status	Duration	Start Time	End Time	Schedule Time	Owner	Status Info
EXTERNAL_FILE	Upstream	FINISHED	ERROR	59 s	7/18/2011 7:26:33 PM	7/18/2011 7:27:32 PM	7/18/2011 7:24:08 PM	SCHEDULER	WFs statuses: success: 36, error: 1 || Audit metrics: success: 0, warning: 0, error: 0.

Workflow/Data Flow Details

WF/DF Detail Name	Status	Status Info	Duration	Start Time	End Time	WF/DF Detail ID
APPLICATION_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:13 PM	7/18/2011 7:27:14 PM	2088
APPLICATION_XFR_DIM_WF	SUCCESS		1 s	7/18/2011 7:26:48 PM	7/18/2011 7:26:49 PM	2061
BUDGET_CON_WF	SUCCESS		3 s	7/18/2011 7:26:38 PM	7/18/2011 7:26:41 PM	2049
BUDGET_CSNP_WF	SUCCESS		2 s	7/18/2011 7:27:26 PM	7/18/2011 7:27:28 PM	2098
BUDGET_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:15 PM	7/18/2011 7:27:16 PM	2089
BUDGET_DIM_UPD_WF	SUCCESS		1 s	7/18/2011 7:27:16 PM	7/18/2011 7:27:17 PM	2090
BUDGET_EXTERNAL_SOURCE_EXTRACT_FF_WF	SUCCESS		1 s	7/18/2011 7:26:33 PM	7/18/2011 7:26:34 PM	2031
BUDGET_KEY_LOOKUP_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:01 PM	7/18/2011 7:27:02 PM	2077
BUDGET_KEY_LOOKUP_UPD_WF	SUCCESS		2 s	7/18/2011 7:27:02 PM	7/18/2011 7:27:04 PM	2078
BUDGET_XFR_DIM_WF	SUCCESS		2 s	7/18/2011 7:26:49 PM	7/18/2011 7:26:51 PM	2063
COSTCATEGORY_CON_WF	SUCCESS		2 s	7/18/2011 7:26:41 PM	7/18/2011 7:26:43 PM	2052
COSTCATEGORY_CSNP_WF	SUCCESS		1 s	7/18/2011 7:27:26 PM	7/18/2011 7:27:29 PM	2099
COSTCATEGORY_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:17 PM	7/18/2011 7:27:18 PM	2091
COSTCATEGORY_EXTERNAL_SOURCE_EXTRACT_FF_WF	SUCCESS		2 s	7/18/2011 7:26:34 PM	7/18/2011 7:26:36 PM	2036
COSTCATEGORY_KEY_LOOKUP_NEW_WF	SUCCESS		2 s	7/18/2011 7:27:04 PM	7/18/2011 7:27:06 PM	2082
COSTCATEGORY_XFR_DIM_WF	SUCCESS		2 s	7/18/2011 7:26:51 PM	7/18/2011 7:26:53 PM	2065
ITFUNCTION_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:19 PM	7/18/2011 7:27:20 PM	2092
ITFUNCTION_XFR_DIM_WF	SUCCESS		1 s	7/18/2011 7:26:53 PM	7/18/2011 7:26:54 PM	2067
MEASURETYPE_CON_WF	SUCCESS		2 s	7/18/2011 7:26:43 PM	7/18/2011 7:26:45 PM	2057
MEASURETYPE_CSNP_WF	SUCCESS		1 s	7/18/2011 7:27:29 PM	7/18/2011 7:27:30 PM	2100
MEASURETYPE_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:20 PM	7/18/2011 7:27:21 PM	2093
MEASURETYPE_DIM_UPD_WF	SUCCESS		2 s	7/18/2011 7:27:21 PM	7/18/2011 7:27:23 PM	2094
MEASURETYPE_EXTERNAL_SOURCE_EXTRACT_FF_WF	ERROR	Error: [80101] Cannot open file <C:/HPXS/agora/DataWarehouse/ExternalSources/MeasureType.xls>. Please check its path and permissions.	1 s	7/18/2011 7:26:36 PM	7/18/2011 7:26:37 PM	2044

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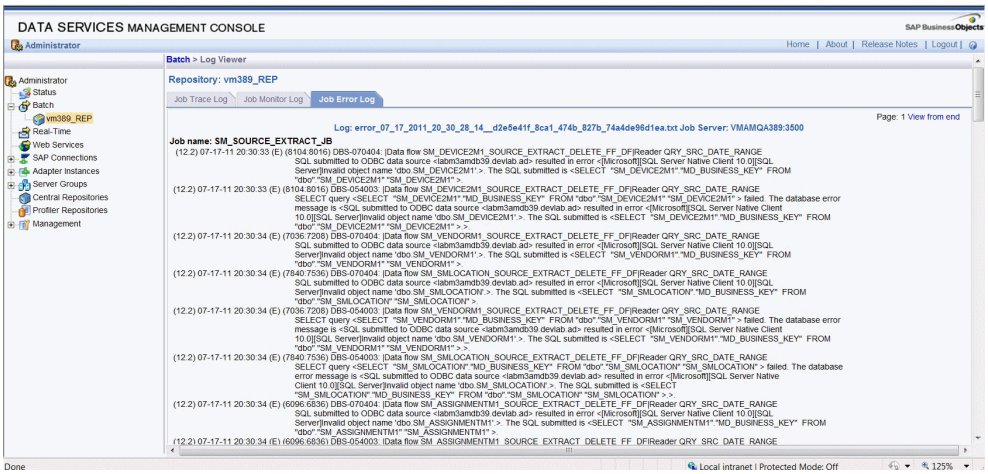


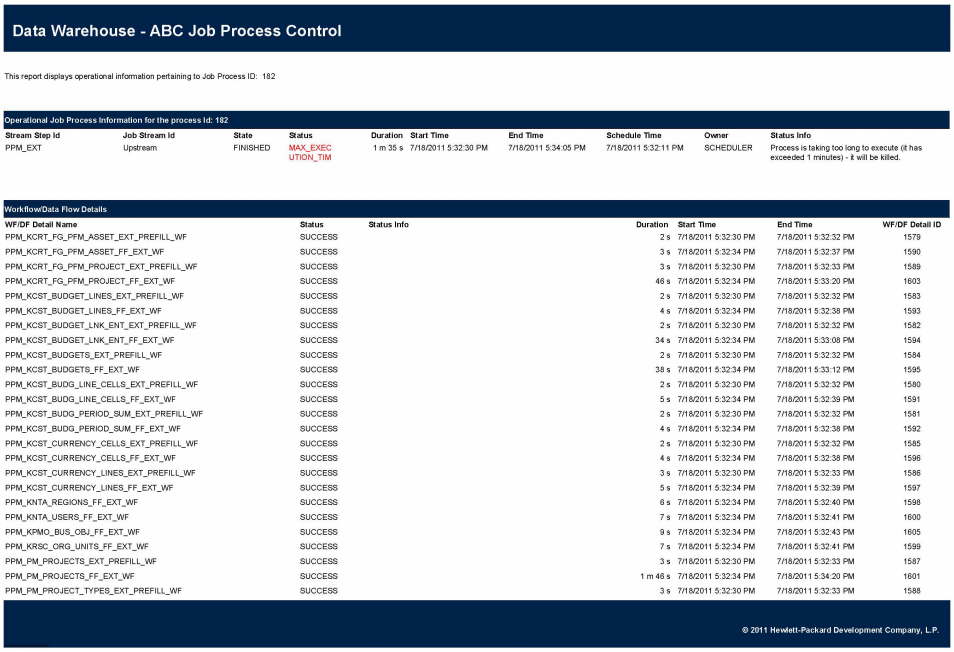
View Details	Solution
In the ABC- Batch Details Report click **Step Id**, in order to view the ABC Job Details	Add the xls file to the displayed path in the ABC Job Details Report.

View Details	Solution
Report and the specific error. Alternatively, open the SAP BusinessObjects Data Services for IT Executive Scorecard management console, and select the **Error** and **Trace** tabs of the failed job for more information.	

- ALT_SOURCE_EXTRACT xls is open:

View Details	
Open the SAP BusinessObjects Data Services for IT Executive Scorecard management console, and select the **Error** and **Trace** tabs of the failed job for more information.	Close the relevant xls file.

- GENERAL max time reached for all steps in a job:



Data Warehouse - ABC Job Process Control

This report displays operational information pertaining to Job Process ID: 182

Operational Job Process Information for the process Id: 182

Stream Step Id	Job Stream Id	State	Status	Duration	Start Time	End Time	Schedule Time	Owner	Status Info
PPM_EXT	Upstream	FINISHED	MAX_EXECUTION_TIM	1 m 35 s	7/18/2011 5:32:30 PM	7/18/2011 5:34:05 PM	7/18/2011 5:32:11 PM	SCHEDULER	Process is taking too long to execute (it has exceeded 1 minutes) - it will be killed.

Workflow/Data Flow Details

WF/DF Detail Name	Status	Status Info	Duration	Start Time	End Time	WF/DF Detail ID
PPM_KCRT_FG_PFM_ASSET_EXT_PREFILL_WF	SUCCESS		2 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1579
PPM_KCRT_FG_PFM_ASSET_FF_EXT_WF	SUCCESS		3 s	7/18/2011 5:32:34 PM	7/18/2011 5:32:37 PM	1590
PPM_KCRT_FG_PFM_PROJECT_EXT_PREFILL_WF	SUCCESS		3 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:33 PM	1589
PPM_KCRT_FG_PFM_PROJECT_FF_EXT_WF	SUCCESS		46 s	7/18/2011 5:32:34 PM	7/18/2011 5:33:20 PM	1603
PPM_KCST_BUDGET_LINES_EXT_PREFILL_WF	SUCCESS		2 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1583
PPM_KCST_BUDGET_LINES_FF_EXT_WF	SUCCESS		4 s	7/18/2011 5:32:34 PM	7/18/2011 5:32:38 PM	1593
PPM_KCST_BUDGET_LNK_ENT_EXT_PREFILL_WF	SUCCESS		2 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1582
PPM_KCST_BUDGET_LNK_ENT_FF_EXT_WF	SUCCESS		34 s	7/18/2011 5:32:34 PM	7/18/2011 5:33:08 PM	1594
PPM_KCST_BUDGETS_EXT_PREFILL_WF	SUCCESS		2 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1584
PPM_KCST_BUDGETS_FF_EXT_WF	SUCCESS		38 s	7/18/2011 5:32:34 PM	7/18/2011 5:33:12 PM	1595
PPM_KCST_BUDG_LINE_CELLS_EXT_PREFILL_WF	SUCCESS		2 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1580
PPM_KCST_BUDG_LINE_CELLS_FF_EXT_WF	SUCCESS		5 s	7/18/2011 5:32:34 PM	7/18/2011 5:32:39 PM	1591
PPM_KCST_BUDG_PERIOD_SUM_EXT_PREFILL_WF	SUCCESS		2 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1581
PPM_KCST_BUDG_PERIOD_SUM_FF_EXT_WF	SUCCESS		4 s	7/18/2011 5:32:34 PM	7/18/2011 5:32:38 PM	1592
PPM_KCST_CURRENCY_CELLS_EXT_PREFILL_WF	SUCCESS		2 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1585
PPM_KCST_CURRENCY_CELLS_FF_EXT_WF	SUCCESS		4 s	7/18/2011 5:32:34 PM	7/18/2011 5:32:38 PM	1596
PPM_KCST_CURRENCY_LINES_EXT_PREFILL_WF	SUCCESS		3 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:33 PM	1586
PPM_KCST_CURRENCY_LINES_FF_EXT_WF	SUCCESS		5 s	7/18/2011 5:32:34 PM	7/18/2011 5:32:39 PM	1597
PPM_KNTA_REGIONS_FF_EXT_WF	SUCCESS		6 s	7/18/2011 5:32:34 PM	7/18/2011 5:32:40 PM	1598
PPM_KNTA_USERS_FF_EXT_WF	SUCCESS		7 s	7/18/2011 5:32:34 PM	7/18/2011 5:32:41 PM	1600
PPM_KPMO_BUS_OBJ_FF_EXT_WF	SUCCESS		9 s	7/18/2011 5:32:34 PM	7/18/2011 5:32:43 PM	1605
PPM_KRSC_ORG_UNITS_FF_EXT_WF	SUCCESS		7 s	7/18/2011 5:32:34 PM	7/18/2011 5:32:41 PM	1599
PPM_PM_PROJECTS_EXT_PREFILL_WF	SUCCESS		3 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:33 PM	1587
PPM_PM_PROJECTS_FF_EXT_WF	SUCCESS		1 m 46 s	7/18/2011 5:32:34 PM	7/18/2011 5:34:20 PM	1601
PPM_PM_PROJECT_TYPES_EXT_PREFILL_WF	SUCCESS		3 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:33 PM	1588

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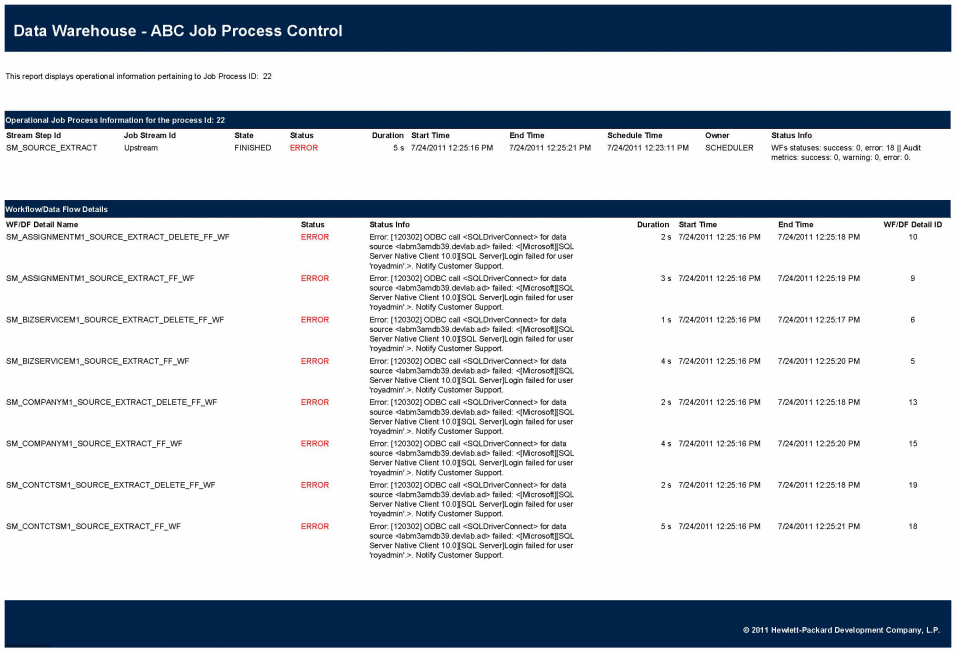
View Details	Solution
In the ABC- Batch Details Report click **Step Id**, in order to view the ABC Job Details Report and the specific error.	a. Try to re-run the job. b. Open the SAP BusinessObjects Data Services for IT Executive Scorecard management console, and select the **Monitor** tab to track the progress of the job.

- SOURCE_EXTRACT_JOB login to source failure or no connection:



Data Warehouse - ABC Job Process Control

This report displays operational information pertaining to Job Process ID: 22

Operational Job Process Information for the process Id: 22

Stream Step Id	Job Stream Id	State	Status	Duration	Start Time	End Time	Schedule Time	Owner	Status Info
SM_SOURCE_EXTRACT	Upstream	FINISHED	ERROR	5 s	7/24/2011 12:25:16 PM	7/24/2011 12:25:21 PM	7/24/2011 12:23:11 PM	SCHEDULER	WFs statuses: success: 0, error: 18 || Audit metrics: success: 0, warning: 0, error: 0.

Workflow/Data Flow Details

WF/DF Detail Name	Status	Status Info	Duration	Start Time	End Time	WF/DF Detail ID
SM_ASSIGNMENTM1_SOURCE_EXTRACT_DELETE_FF_WF	ERROR	Error: [120302] ODBC call <SQLDriverConnect> for data source <labm3amdb39.devlab.ad> failed: <[Microsoft][SQL Server Native Client 10.0][SQL Server]Login failed for user 'toyadmin'.>. Notify Customer Support.	2 s	7/24/2011 12:25:16 PM	7/24/2011 12:25:18 PM	10
SM_ASSIGNMENTM1_SOURCE_EXTRACT_FF_WF	ERROR	Error: [120302] ODBC call <SQLDriverConnect> for data source <labm3amdb39.devlab.ad> failed: <[Microsoft][SQL Server Native Client 10.0][SQL Server]Login failed for user 'toyadmin'.>. Notify Customer Support.	3 s	7/24/2011 12:25:16 PM	7/24/2011 12:25:19 PM	9
SM_BIZSERVICEM1_SOURCE_EXTRACT_DELETE_FF_WF	ERROR	Error: [120302] ODBC call <SQLDriverConnect> for data source <labm3amdb39.devlab.ad> failed: <[Microsoft][SQL Server Native Client 10.0][SQL Server]Login failed for user 'toyadmin'.>. Notify Customer Support.	1 s	7/24/2011 12:25:16 PM	7/24/2011 12:25:17 PM	6
SM_BIZSERVICEM1_SOURCE_EXTRACT_FF_WF	ERROR	Error: [120302] ODBC call <SQLDriverConnect> for data source <labm3amdb39.devlab.ad> failed: <[Microsoft][SQL Server Native Client 10.0][SQL Server]Login failed for user 'toyadmin'.>. Notify Customer Support.	4 s	7/24/2011 12:25:16 PM	7/24/2011 12:25:20 PM	5
SM_COMPANYM1_SOURCE_EXTRACT_DELETE_FF_WF	ERROR	Error: [120302] ODBC call <SQLDriverConnect> for data source <labm3amdb39.devlab.ad> failed: <[Microsoft][SQL Server Native Client 10.0][SQL Server]Login failed for user 'toyadmin'.>. Notify Customer Support.	2 s	7/24/2011 12:25:16 PM	7/24/2011 12:25:18 PM	13
SM_COMPANYM1_SOURCE_EXTRACT_FF_WF	ERROR	Error: [120302] ODBC call <SQLDriverConnect> for data source <labm3amdb39.devlab.ad> failed: <[Microsoft][SQL Server Native Client 10.0][SQL Server]Login failed for user 'toyadmin'.>. Notify Customer Support.	4 s	7/24/2011 12:25:16 PM	7/24/2011 12:25:20 PM	15
SM_CONTCTSM1_SOURCE_EXTRACT_DELETE_FF_WF	ERROR	Error: [120302] ODBC call <SQLDriverConnect> for data source <labm3amdb39.devlab.ad> failed: <[Microsoft][SQL Server Native Client 10.0][SQL Server]Login failed for user 'toyadmin'.>. Notify Customer Support.	2 s	7/24/2011 12:25:16 PM	7/24/2011 12:25:18 PM	19
SM_CONTCTSM1_SOURCE_EXTRACT_FF_WF	ERROR	Error: [120302] ODBC call <SQLDriverConnect> for data source <labm3amdb39.devlab.ad> failed: <[Microsoft][SQL Server Native Client 10.0][SQL Server]Login failed for user 'toyadmin'.>. Notify Customer Support.	5 s	7/24/2011 12:25:16 PM	7/24/2011 12:25:21 PM	18

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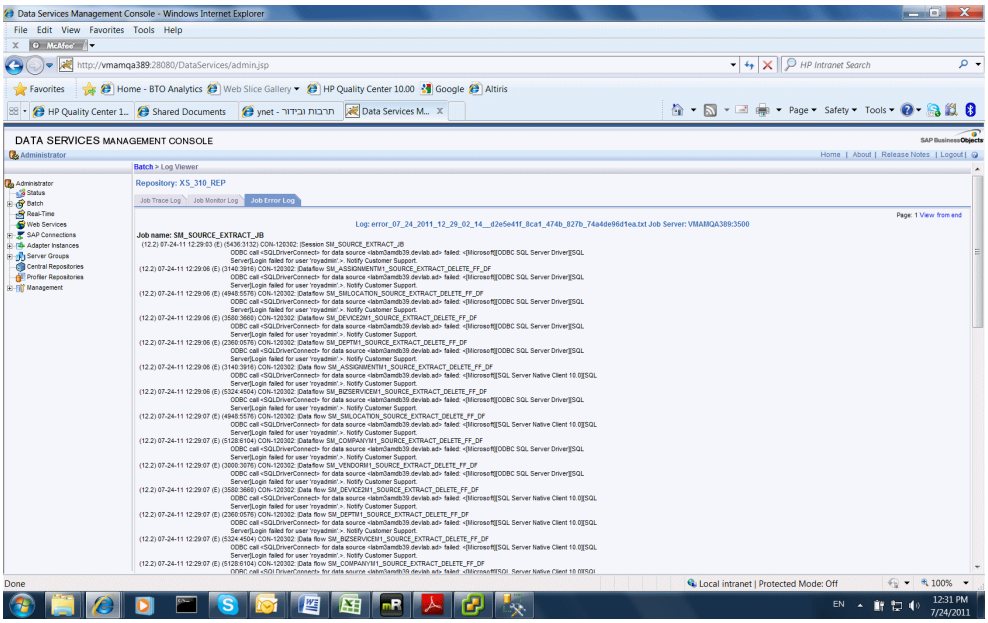
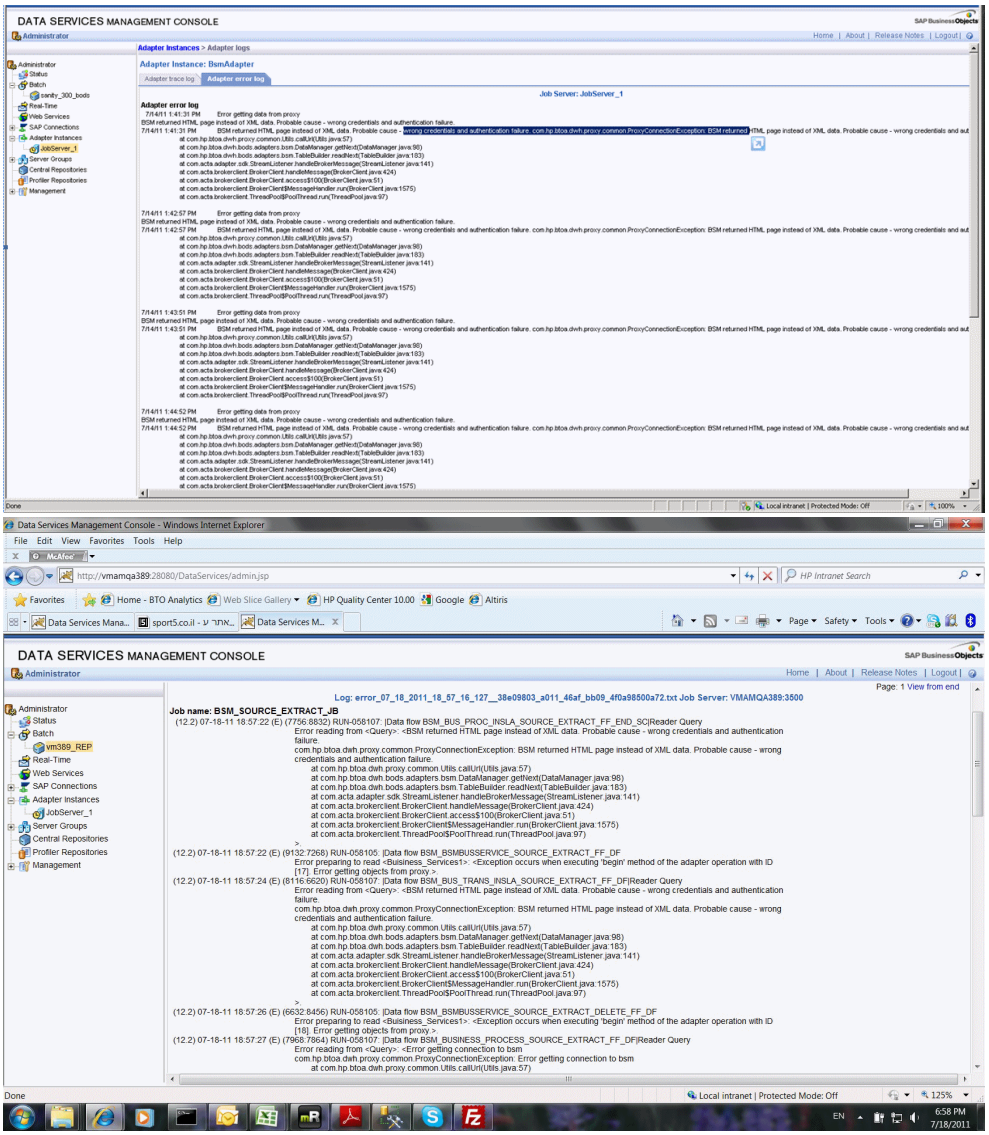


View Details	Solution
In the ABC- Batch Details Report click **Step Id**, in order to view the ABC Job Details Report and the specific error. Alternatively, open the SAP BusinessObjects Data Services for IT Executive Scorecard management console, and select the **Error** and **Trace** tabs of the failed job for	Enter the correct credentials in the relevant Content Pack Activation page. For details, see the integrating Content Pack topics in the *Data*

View Details	Solution
more information.	*Warehouse Admin Guide* .

- BSM_SOURCE_EXTRACT job failed. Error getting data from proxy BSM. HTML page is returned instead of XML data:



Cause	View Details	Solution
Error is displayed: **[80134] Named pipe error occurred: <The**	**C:\Program Files (x86)\Business Objects\BusinessObjects Data Services\adapters\log\BsmAdapter_error.txt**	▪ If wrong credentials exist, enter the correct credentials in the BSM Activation page. For details, see Integrate with BSM

Cause	View Details	Solution
pipe has been ended>. Can be caused by: ▪ Wrong BSM credentials ▪ Did not configure Services in BSM	Check in SAP BusinessObjects Data Services for IT Executive Scorecard for cause.	in the *Data Warehouse Admin Guide* . ▪ If services are not configured, define a Service (business/ infrastructure) in BSM related to any transaction. ▪ Rerun the ETL. **Note:** Applies to BSM 9.0X version only. Can occur if the BSM instance does not have any defined Services.

An ETL step is "running" too long:

Cause	View Details	Solution
Internal SAP BusinessObjects Data Services for IT Executive Scorecard error.	Open the SAP BusinessObjects Data Services for IT Executive Scorecard management console, and select the **Trace** tab of the job for more information.	If the job is not proceeding, abort the stream as follows: 1. Locate the process ID and the job name: access the ABC-Batch Details Report, click **Control Details** in the left-hand tree, and view the **Process ID** and job name (**Stream Step Id**) in the **Associated Job Processes** section. 2. Run **<datawarehouse\bin folder> set DW_PROCESS_ID=<process_ID>** where you replace process ID with the process ID number from step 1. 3. Run **<datawarehouse\bin folder> dw_abc_job_launcher.bat -<jobname XXXX> –stop** where you replace XXXX with the job name from step 1. 4. Run **<datawarehouse\bin folder> dw_abc_set_status.bat –error** 5. Launch the job again.

ETL continues to run for more than 20 minutes:

Cause	View Details	Solution
The Data Warehouse stream is stuck		Indicates the Hardware requirements were not completed in the installation of DWH. Complete the following requirements:

Cause	View Details	Solution
		• RAM : 8GB • FreeDisk Space : 8GB • Processor : Dual core

ETL Execution

The following provides ETL troubleshooting information.

ETL has not completed successfully or data in the Target database has not updated:

Cause	View Details	Solution
• ETL started running and then failed. • ETL schedule was incorrectly configured.	SAP BusinessObjects Enterprise for IT Executive Scorecard Reports: ABC Operational Status Report	Check the ABC Operational Status report, as follows. 1. Review the status of the last batch. See the **Last Batch Status** area of the report. 2. Locate the step that has failed. See the **Jobs With Problems for ETL Batch ID** area of the report. 3. Click on the link in the **Proc ID** column for detailed information in the report about the error.

ETL stream fails to start (dw_abc_load_batch.bat: Failure):

Cause	View Details	Solution
• Previous streams have not completed. • A step has failed within the stream.	Event viewer: dw_abc.log	1. Make sure all previous streams have finished by checking the ABC Operational Status report. 2. Review the status of the last batch. See the **Last Batch Status** area of the report. If you want to abort the stream, see dw_abc_batch_control in the *Data Warehouse Admin Guide* for details.

Period attribute is invalid or unknown:

Cause	View Details	Solution
Configuration error.	In the Period table there is an invalid period value.	Change the Data Warehouse period dimensions. For procedure details, see Change the DWH Period Dimensions in the *Data Warehouse Admin Guide*.

IT Executive Scorecard Application

The following provides troubleshooting information for IT Executive Scorecard.

Cannot log in to Executive Scorecard:

Cause	View Details	Solution
Problem with Glassfish Web application server, or with the HP Analytic Web service.		On the Executive Scorecard and Data Warehouse servers, do 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.**

In the Executive Scorecard application, you receive a 404 - File not Found error:

Cause	View Details	Solution
Problem with Glassfish Web application server, or with the HP Analytic Web service.		On the Executive Scorecard and Data Warehouse servers, do 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.**

In the Executive Scorecard application, you receive a Service Temporarily Unavailable message:

Cause	View Details	Solution
Problem with Glassfish Web application server.		On the Executive Scorecard and Data Warehouse servers, do as follows: 1. On the Windows taskbar click **Start** > **All Programs** > **HP Executive Scorecard** > **Administration** > **Disable HP Executive Scorecard.**

Cause	View Details	Solution
		2. On the Windows taskbar click **Start** > **All Programs** > **HP Executive Scorecard** > **Administration** > **Enable HP Executive Scorecard.**

The Executive Scorecard UI is working very slowly:

Cause	View Details	Solution
There might be an issue with the HP Analytic Web server.		On the Executive Scorecard and Data Warehouse servers, do 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.**

A KPI calculation starts successfully but you receive a SharedUIException error message. You may also see a JMS connection refused in the server log:

A problem with the HP Analytic MQ Broker service.	server.log	On the Executive Scorecard and Data Warehouse servers, do 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.**

You try to save an Admin tab setting, and you receive a Shared.UIException error message:

Cause	View Details	Solution
A problem with the HP Analytic MQ Broker service.		On the Executive Scorecard and Data Warehouse servers, do as follows: 1. On the Windows taskbar click **Start** > **All Programs** > **HP Executive Scorecard** > **Administration** > **Disable HP Executive Scorecard.**

Cause	View Details	Solution
		2. On the Windows taskbar click **Start** > **All Programs** > **HP Executive Scorecard** > **Administration** > **Enable HP Executive Scorecard.**

In the Executive Scorecard application, BusinessObject reports are inaccessible, and you receive the Invalid Session. Please close your browser and log in again message:

Cause	View Details	Solution
The Tomcat process on an Non-IT Executive Scorecard version of SAP BusinessObjects Enterprise is inactive.		Restart Tomcat on the SAP BusinessObjects Enterprise server.

You receive an HTTP 403 error when opening the Studio, Explorer or Admin tabs of Executive scorecard, or you receive an incorrect credentials message when logging in to Executive Scorecard:

Note: You may also see a **Clear exception** message in the bsf log, or a **Clear** message in the the log.

Cause	View Details	Solution
An issue with your connection to the RDBMS.		On the Executive Scorecard and Data Warehouse servers, do 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.**

You receive an incorrect credentials message when logging on to the IT Executive Scorecard application, or you receive an **HTTP 403** error when opening the Studio in the IT Executive Scorecard application.

Note: You may also see a **Clear exception** message in the bsf log, or a **SocketTimeoutException : Read timed out message in the server log.**

Cause	View details	Solution
A communications failure to the SAP BusinessObjects server.	server.log	Ensure that the connection to the SAP BusinessObjects server is functioning.

You receive various connection failure messages in an existing IT Executive Scorecard session:

Cause	View Details	Solution
An issue with your connection to the RDBMS.		On the Executive Scorecard and Data Warehouse servers, do 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.**

Results are not updated when you calculate or recalculate a KPI:

Cause	View Details	Solution
The Web Intelligence service has stopped functioning correctly.	engine.log	On the Executive Scorecard server, do as follows: 1. Open the engine log. 2. Look for a record that contains **INFO - Finish Tracking. status: ERROR** followed by **INFO - Calculation process for <business context>: <Business context> has been finished with ERROR**. 3. If you find the above records: On the SAP BusinessObjects component server, stop and then start the Web Intelligence Service.

Fully Qualified Domain:

Cause	View Details	Solution
FQDN is required for installation. In POC servers, the server may not be part of a domain.		Open the **C:\Windows\System32\drivers\etc\hosts** file and add a line as follows: **<SERVER_IP> <SERVER_ NAME>.<CUSTOMER_NAME>.com** Try to resolve the machine name by using the **ping -a** command in CMD to verify that you are getting the FQDN defined above.

Data Warehouse Application

The following provides Data Warehouse troubleshooting information.

DWH reports cannot be accessed:

Cause	View Details	Solution
Problem with the SAP BusinessObjects Enterprise for IT Executive Scorecard server. You need to validate that the SAP BusinessObjects Enterprise for IT Executive Scorecard server is running and that it is configured properly.		In the SAP BusinessObjects InfoView, select **Public Folders** and the specific report type you want to access.

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