

HP BSA Essentials

For the Red Hat Enterprise Linux operating system

Release Notes

Software version: 9.11/November 2011

This document provides information about the changes made to the 9.11 version of BSA Essentials. This document contains important information that is not included in the guides or online help.

NOTE: The release ID for this release is BSAE_00006. So where ever you see the notation *<release-id>* in this document, replace the string with the actual release ID.

Contents

- HP BSA Essentials 1
 - Release Notes 1
- What is New in This Release? 3
- Pre-Installation Requirements 4
 - Hardware 4
 - Operating System 4
 - Software 4
- Installation Notes 5
 - General Information about the Release 5
 - Installation Procedure for BSA Essentials Core Server 6
 - Uninstall Procedure for BSA Essentials Core Server 6
 - Installation Procedure for Data Miners 7
 - Uninstall Procedure for Data Miners 7
- Configuring BSA Essentials for Oracle RAC 8
 - Pre-requisites for RAC Migration 8
 - Preparing BSA Essentials to Connect to the RAC Instance 8
 - Configuring the Oracle Client 9
 - Configuring the Data Source Files 9
 - Configuring BusinessObjects 9
 - Updating the Data Miner Configuration Script 11
- Reverting Back to a Single-Node Database Instance 12
 - Pre-requisites for Database Migration 12
 - Preparing BSA Essentials to Connect to the New Instance 12
 - Configuring the Oracle Client 12
 - Configuring the Data Source Files 12
 - Configuring BusinessObjects 13
 - Updating the Data Miner Configuration Script 14
- Resolved Known Problems 15
- Known Problems, Limitations, and Workarounds 16
- Support 17
- Legal Notices 18

What is New in This Release?

The defects listed in the [Resolved Known Problems](#) section in this document have been fixed in this release of BSA Essentials.

In addition, there is now support for Oracle RAC as the database server for BSA Essentials. See the [Configuring BSA Essentials for Oracle RAC](#) section in this document.

There is also continued support for Oracle 11g Release 2 (11gR2) as the database server for BSA Essentials. Refer to the 9.10 *HP BSA Essentials Installation Guide* for instructions about installing the required Oracle client libraries.

NOTE: If you plan to upgrade your Oracle database software to 11gR2 after installing this release on a single-server installation, you must maintain the same value for `$ORACLE_HOME` on the BSA Essentials core server. If you change this value, BSA Essentials will not function correctly. The Oracle upgrade procedure indicates that you should change this value, so a single-server BSA Essentials installation may require additional consideration. The "Pre-Installation Requirements" chapter in the 9.10 *Installation Guide* cautions you not to change the value of `$ORACLE_HOME`.

Also see the 9.11 *HP BSA Essentials Platform Support* document.

The following HP BSA Essentials 9.10 guides have been modified since the 9.10 release:

- *Installation Guide*
- *Administrator Guide*
- *User Guide*
- *Troubleshooting Guide*
- *Release Notes*

NOTE: The most current 9.10 guides are included in the 9.11 distribution TAR file. After installation, the guides can be found in the `/opt/HP/BSAE/manuals` directory on the BSA Essentials Server. The latest guides are also available for download on the Self-Solve site at <http://h20230.www2.hp.com/selfsolve/manuals>.

Pre-Installation Requirements

Before installing the 9.11 release, make sure that your system meets the following minimum requirements:

Hardware

- x86 – 64

Operating System

- Red Hat Enterprise Linux AS 4, Versions GA-4.5, GA-4.6
- Red Hat Enterprise Linux AS 5, Versions GA-5.0, GA-5.3, GA-5.4, GA-5.5

Software

- Version 9.10 of BSA Essentials

Installation Notes

Review the following before performing any tasks:

- All instructions and information in this document
- The Hewlett-Packard SupportLine User Guide or your Hewlett-Packard support terms and conditions for precautions, scope of license, restrictions, and limitations of liability and warranties

General Information about the Release

This section lists information you should know about the release before you attempt to install or uninstall it.

- The installation script will perform available disk space and prerequisite checks that must be satisfied before the installation process starts. See [Pre-Installation Requirements](#) in this document. It will also execute any pre/post, install/uninstall tasks that can be automated. You will not be allowed to install the release if it is already installed.
- The release is delivered in TAR file format and is available on the [SSO Portal](#) for download and all CRs fixed in the release will be visible on the portal as well. See [Resolved Known Problems](#) in this document.
- The release will supersede any hotfixes that are already installed. Any 9.10 hotfix previously created is included in the release.
- Any changes delivered in the release will not break backward or forward compatibility.
- The release will only deliver what has changed, *not* the entire product.
- The release installation will preserve any modifications to the product files that you are allowed to modify.
- All pertinent install and uninstall information will be logged to a single per-release log file, namely, `/var/log/HP/BSAE/patch/<release-id>.log`.
- You will be able to determine the contents of the installed release by inspecting the `/opt/HP/BSAE/patch/<release-id>/FILES` file. This file contains a complete list of the files that will be modified. If you want to determine the contents of the release before doing the install, see `<untar_location>/content/files`.
- All files that are modified will be backed up before installation. These files are backed up to the `/opt/HP/BSAE/patch/<release-id>/backup` directory on your system.
- If the installation fails, all backed-up modified files will be reinstalled by the script and your 9.10 system will be restored. The installation can fail for any one of the following reasons:
 - BSA Essentials 9.10 is not installed on your system
 - The release is already installed
 - You do not have enough disk space on your system
 - You are not running the install script as **root**
- If the release is uninstalled, all backed-up files will be reinstalled by the uninstall script and your 9.10 system will be restored.
- There are manual steps that you must perform after release install or uninstall. The script will indicate when manual steps are required.

Installation Procedure for BSA Essentials Core Server

- 1 Back up your BSA Essentials Core Server system. See the “Backing Up BSA Essentials on Linux” section in the *BSA Essentials Administrator Guide*.
- 2 Copy the release tar file to a temporary directory on your BSA Essentials Core Server and untar the file by executing the following commands:

- `cd /tmp`
- `cp <release source>/<release-id>.tar .`
- `tar xvf <release-id>.tar`

- 3 Remove the release tar file from the directory by executing the following command:

- `rm <release-id>.tar`

- 4 As **root**, run the install script by executing the following command:

- `./install.sh`

NOTE: The script automatically shuts down the BSA Essentials services.

NOTE: If the installation fails for any reason, your system will be automatically rolled back and restored to 9.10. You must manually restart the BSA Essentials Business Objects services and BSA Essentials Core service after roll-back as shown in the last two steps of this procedure.

- 5 As **root**, run the database upgrade script by executing the following command:

- `/opt/opsware/omdb/contrib/upgradeDatabase-9.11.0.0.sh`

You will be prompted for the password for the `cmdb_admin` database user, the `tnsname` for connecting to your Oracle database, and the `ORACLE_HOME` location.

- 6 Start the BSA Essentials Business Objects services by executing the following command:

- `/etc/init.d/bsae-bo start`

- 7 Start the BSA Essentials Core service by executing the following command:

- `/etc/init.d/opsware-omdb start`

You should now have an up and running 9.11 BSA Essentials system.

Uninstall Procedure for BSA Essentials Core Server

NOTE: If you have moved to Oracle RAC after installing 9.11, you must revert back to a supported database instance *before* uninstalling this release. Oracle RAC is not supported on 9.10 systems, and some of the tools required to revert back are not available after you uninstall the 9.11 release. See [Reverting Back to a Single-Node Database Instance](#) in this document for instructions.

- 1 As **root**, run the uninstall script as follows:

- `/opt/HP/BSAE/patch/<release-id>/uninstall.sh`

NOTE: You cannot run the `uninstall.sh` script while you are in the `/opt/HP/BSAE/patch/<release-id>` directory.

NOTE: The script automatically shuts down the BSA Essentials services.

- 2 As **root**, run the database upgrade script with the restore option by executing the following command:

- `/opt/opsware/omdb/contrib/upgradeDatabase-9.11.0.0.sh --restore true`

Again, you will be prompted for the password for the `cmdb_admin` database user, the `tnsname` for connecting to your Oracle database, and the `ORACLE_HOME` location.

- 3 Start the BSA Essentials Business Objects services by executing the following command:

- `/etc/init.d/bsae-bo start`

- 4 Start the BSAE Core service by executing the following command:

- `/etc/init.d/opsware-omdb start`

You should now be restored back to a 9.10 BSA Essentials system.

Installation Procedure for Data Miners

- 1 Stop the data miner running on the target system by executing the following command:

- On Linux: `/etc/init.d/opsware-dataminer-<number> stop` (where `<number>` is the value obtained from the `/etc/init.d/opsware-dataminer-1 list` command)

NOTE: The `/etc/init.d/opsware-dataminer-<n>` command (`<n>` is determined by the number of data miners installed on the local machine) is available only if you have configured the data miner to autostart when the system reboots by using the `dmsetup.sh` script.

- On Windows: `DataMinerService -stop`

- 2 Copy the `dataminer-upgrade*.tar` file for Linux or the `dataminer-upgrade*.zip` file for Windows to the target system and install it by following the instructions in the *BSA Essentials Installation Guide*.

Uninstall Procedure for Data Miners

Uninstall the data miner on the target system by following the instructions in the *BSA Essentials Installation Guide*.

If you want to restore the 9.10 data miner, you must re-install the 9.10 data miner from the 9.10 distribution media following the instructions in the *BSA Essentials Installation Guide*.

Configuring BSA Essentials for Oracle RAC

This section describes how to migrate your BSA Essentials installation from a single-node database to an Oracle RAC database.

NOTE: Be aware that regardless of whether you have a single-node or RAC database, if the BSA Essentials single-node database goes offline or if one of the Oracle RAC nodes goes offline, the BSA Essentials Core services must be restarted. Failure to restart BSA Essentials Core services may prevent the loader from actively processing data. The commands to start the core services can be found in this document in the [Installation Procedure for BSA Essentials Core Server](#) section. Also, refer to the 9.10 *HP BSA Essentials Administrator Guide* for instructions on starting and stopping the core services.

NOTE: No modifications are needed for data miners since data miners on Oracle RAC are already supported. However, there is a need to update the configuration for the connection string as described in [Updating the Data Miner Configuration Script](#) in this document.

Pre-requisites for RAC Migration

You must move your BSA Essentials data into the RAC database instance. You can use any scripts or tools you have to perform this task. Before you can configure your BSA Essentials Core Server to connect to the Oracle RAC database instance, you must have done the following:

- Originally have BSA Essentials 9.10 installed in a *dual server* configuration

NOTE: Configuring BSA Essentials in a single server configuration to connect to Oracle RAC is not supported.

- Upgraded to the 9.11 release
- Backed up your BSA Essentials Core Server system and database
- Created a Oracle RAC database instance
- Moved your BSA Essentials data into the new Oracle RAC database instance. You can use the Oracle datapump utility to accomplish this task. Consult your DBA.

Preparing BSA Essentials to Connect to the RAC Instance

When preparing to configure BSA Essentials to connect to the Oracle RAC instance, you must do the following:

- 1 Shut down the BSA Essentials services by executing the following commands:

```
— /etc/init.d/opsware-omdb stop
— /etc/init.d/bsae-bo stop
```

- 2 Determine the database connection string for the RAC database. Consult your DBA. You will use this string when editing the configuration files described in the following sections.

Here is a sample RAC database connection string, assuming your RAC node VIPs are `rac1-vip.domain` and `rac2-vip.domain`, and your database service name is `bsaedb.world`.

```
(DESCRIPTION =
  (ADDRESS = (PROTOCOL = TCP)(HOST = rac1-vip.domain)(PORT = 1521))
  (ADDRESS = (PROTOCOL = TCP)(HOST = rac2-vip.domain)(PORT = 1521))
  (LOAD_BALANCE = true)
```

```

    (FAILOVER = true)
    (CONNECT_DATA = (SERVER = DEDICATED) (SERVICE_NAME = bsaedb.world)
      (FAILOVER_MODE = (TYPE = SELECT)(METHOD = BASIC)(RETRIES = 20)(DELAY = 3))
    )
  )
)

```

Configuring the Oracle Client

You must configure the Oracle client to reference the Oracle RAC database by updating `tsnames.ora` file on the BSA Essentials Core Server. You must also ensure that the database host name is resolvable. One way to achieve this is to update the `/etc/hosts` file. Consult your DBA for specifics.

Configuring the Data Source Files

You must configure your BSA Essentials data source connections so that they connect to the new RAC service name rather than the SID that was set up at installation.

The following configuration files need to be modified on the BSA Essentials Core Server system:

- `/opt/opsware/omdb/deploy/omdb-reporter-ds.xml`
- `/opt/opsware/omdb/deploy/cmdb-admin-ds.xml`
- `/opt/opsware/omdb/deploy/cmdb-deployer-ds.xml`
- `/opt/opsware/omdb/deploy/cmdb-aaa-ds.xml`
- `/opt/opsware/omdb/deploy/cmdb-ds.xml`

To modify the data source configuration files, open them in a text editor and locate the following line:

```
<connection-url>jdbc:oracle:thin:@bsae-dbhost.domain:1521:bsaedb</connection-url>
```

This line contains the old values for the database connection string in the form of: `<host>:<port>:<SID>`.

You will need to replace the above connection string with the new RAC connection string. The final XML line will look something like the following:

```
<connection-url>jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=rac1-
vip.domain)(PORT=1521))(ADDRESS=(PROTOCOL=TCP)(HOST=rac2-
vip.domain)(PORT=1521))(LOAD_BALANCE=true)(FAILOVER=true)(CONNECT_DATA=(SERVER=DEDI
CATED)(SERVICE_NAME=bsaedb.world)(FAILOVER_MODE=(TYPE=SELECT)(METHOD=BASIC)(RETRIES
=20)(DELAY=3))))</connection-url>
```

Configuring BusinessObjects

You must configure your BusinessObjects database connections so that they connect to the new RAC service name rather than the SID that was set up at installation.

You will have to run the `serverconfig.sh` script that ships with BusinessObjects to create a new SIA and other objects.

To configure the BusinessObject database, perform the following steps on the BSA Essentials Core Server system:

- 1 Switch to the **oracle** user.
- 2 Create a backup copy of the `/opt/opsware/omdb/bo/bobje/ccm.config` file.

3 Delete the line starting with `bsaeLAUNCH` in `/opt/opsware/omdb/bo/bobje/ccm.config` from this file. This should be the last line in the file.

4 Create a new BusinessObject Server Intelligence Agent (SIA) by running the `/opt/opsware/omdb/bo/bobje/serverconfig.sh` script. Specify the following information:

a Select option 1 - Add a server intelligence agent.

b Select option 3 - Recreate if necessary.

c For name, type **bsae**.

d For SIA port, type **6410**.

e Select option 2 – defaultservers.

f For CMS port, type **6400**.

g Select option 5 – Oracle

NOTE: If a failure occurs at this point, make sure you are the oracle user, and `$ORACLE_HOME` is set correctly.

h For connect name, type the correct entry from `tnsnames.ora`. This is most likely **bsaedb**.

i For user, type **bo_admin**.

j For password, type the database password.

k For “enable auditing?”, specify **yes**.

l Select option 5 – Oracle.

m For connect name, use the correct entry from `tnsnames.ora`. This is most likely **bsaedb**.

n For user, type **bo_admin**.

o For password, type the database password.

p For user name to connect, type **Administrator**.

q For password, type the BO administrator password.

r Select option 1 – secEnterprise.

s For “do you want to create?”, specify **yes**.

t You will be prompted to hit **<Enter>** to continue, hit **<Enter>**.

u Quit and confirm to quit.

5 Verify that the SIA has been successfully created by running the `/opt/opsware/omdb/bo/bobje/serverconfig.sh` script again and selecting option 4 - List all Server Intelligence Agents in the config file.

If the agent was successfully created, you should see **bsae (sia)** displayed. If it is not displayed, you can debug the failure by going to the `/opt/opsware/omdb/bo/bobje/logging` log directory. Select the log file with the proper time stamp (for example, `serverconfig<date>_<time>.log`) to view the possible cause for the failure.

6 Start the BSA Essentials services by executing the following commands as **root**:

```
— /etc/init.d/opsware-omdb start
```

```
— /etc/init.d/bsae-bo start
```

7 Modify the BusinessObjects Universe database connection by running the `/opt/opsware/omdb/components/BOConnection.sh` script as the **root** user.

To run the tool, execute it with no arguments. It will prompt you for the BusinessObjects administrator password and the `cmdb_reporter` database password. It will then prompt for the updated RAC connection string. When you input the RAC connection string, you must not include any line breaks. It should take about 30 seconds to run. The following is an example of the input you should provide to the connection string prompt:

```
Enter the new Oracle database connect string: (DESCRIPTION = (ADDRESS =  
(PROTOCOL = TCP)(HOST = rac1-vip.domain)(PORT = 1521)) (ADDRESS = (PROTOCOL =  
TCP)(HOST = rac2-vip.domain)(PORT = 1521)) (LOAD_BALANCE = true) (FAILOVER =  
true)(CONNECT_DATA = (SERVER = DEDICATED) (SERVICE_NAME =  
bsaedb.world)(FAILOVER_MODE = (TYPE = SELECT)(METHOD = BASIC)(RETRIES =  
20)(DELAY = 3))))
```

Updating the Data Miner Configuration Script

You must update the configuration of the data miner configuration script so that it is able to store metadata in the BSA Essentials database. This will allow the data miner configuration script to operate, but it will not affect the data miner itself.

You must edit the `/opt/opsware/omdb/bin/dmconfig.properties` script by setting the line `database=<Oracle_connection_string>` to use the new Oracle RAC connection string.

Reverting Back to a Single-Node Database Instance

This section explains how to revert back to a single-node database after migrating to an Oracle RAC database. You must perform this procedure if you plan to uninstall 9.11 and restore your 9.10 system.

Pre-requisites for Database Migration

You must move your BSA Essentials data into the new database instance. You can use any scripts or tools you have to perform this task. Before you can configure your BSA Essentials Core Server to connect to the new database instance, you must have done the following:

- Originally have BSA Essentials 9.10 installed in a *dual server* configuration

NOTE: Configuring BSA Essentials in a single server configuration to connect to a new database instance is not supported.
- Be running the 9.11 release

NOTE: If you plan on removing the 9.11 release, you must migrate off of Oracle RAC first since some of the tools to complete the migration will not be available after the release is removed.
- Backed up your BSA Essentials Core Server system and database
- Have the new Oracle database instance available
- Moved your BSA Essentials data into the new database instance. You can use the Oracle datapump utility to accomplish this task. Consult your DBA.

Preparing BSA Essentials to Connect to the New Instance

When preparing to configure BSA Essentials to connect to the new database instance, you must do the following:

- 1 Shut down the BSA Essentials services by executing the following commands:
 - `/etc/init.d/opsware-omdb stop`
 - `/etc/init.d/bsae-bo stop`
- 2 Determine the database connection string for the new database. Consult your DBA. You will use this string when editing the configuration files described in the following sections.

Here is an example of what your original connection string may have looked like:

```
bsae-dbhost.domain:1521:bsaedb
```

Configuring the Oracle Client

You must configure the Oracle client to reference the new Oracle database by updating `tsnames.ora` file on the BSA Essentials Core Server. You must also ensure that the database host name is resolvable. One way to achieve this is to update the `/etc/hosts` file. Consult your DBA for specifics.

Configuring the Data Source Files

You must configure your BSA Essentials data source connections so that they connect to the new database instance.

The following configuration files need to be modified on the BSA Essentials Core Server system:

- /opt/opsware/omdb/deploy/omdb-reporter-ds.xml
- /opt/opsware/omdb/deploy/cmdb-admin-ds.xml
- /opt/opsware/omdb/deploy/cmdb-deployer-ds.xml
- /opt/opsware/omdb/deploy/cmdb-aaa-ds.xml
- /opt/opsware/omdb/deploy/cmdb-ds.xml

To modify the data source configuration files, open them in a text editor and locate the following line:

```
<connection-url>jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=rac1-  
vip.domain)(PORT=1521))(ADDRESS=(PROTOCOL=TCP)(HOST=rac2-  
vip.domain)(PORT=1521))(LOAD_BALANCE=true)(FAILOVER=true)(CONNECT_DATA=(SERVER=DEDI  
CATED)(SERVICE_NAME=bsaedb.world)(FAILOVER_MODE=(TYPE=SELECT)(METHOD=BASIC)(RETRIES  
=20)(DELAY=3)))</connection-url>
```

You will need to replace the above connection string with the new connection string. The final XML line will look something like the following:

```
<connection-url>jdbc:oracle:thin:@bsae-dbhost.domain:1521:bsaedb</connection-url>
```

Configuring BusinessObjects

You must configure your BusinessObjects database connections so that they connect to the new database instance.

You will have to run the `serverconfig.sh` script that ships with BusinessObjects to create a new SIA and other objects.

To configure the BusinessObject database, perform the following steps on the BSA Essentials Core Server system:

- 1 Switch to the **oracle** user.
- 2 Create a backup copy of the `/opt/opsware/omdb/bo/bobje/ccm.config` file.
- 3 Delete the line starting with `bsaeLAUNCH` in `/opt/opsware/omdb/bo/bobje/ccm.config` from this file. This should be the last line in the file.
- 4 Create a new BusinessObject Server Intelligence Agent (SIA) by running the `/opt/opsware/omdb/bo/bobje/serverconfig.sh` script. Specify the following information:
 - a Select option 1 - Add a server intelligence agent.
 - b Select option 3 - Recreate if necessary.
 - c For name, type **bsae**.
 - d For SIA port, type **6410**.
 - e Select option 2 – defaultservers.
 - f For CMS port, type **6400**.
 - g Select option 5 – Oracle

NOTE: If a failure occurs at this point, make sure you are the oracle user, and `$ORACLE_HOME` is set correctly.

- h For connect name, type the correct entry from `tnsnames.ora`. This is most likely **bsaedb**.

- i For user, type **bo_admin**.
 - j For password, type the database password.
 - k For “enable auditing?”, specify **yes**.
 - l Select option 5 – Oracle.
 - m For connect name, use the correct entry from `tnsnames.ora`. This is most likely **bsaedb**.
 - n For user, type **bo_admin**.
 - o For password, type the database password.
 - p For user name to connect, type **Administrator**.
 - q For password, type the BO administrator password.
 - r Select option 1 – secEnterprise.
 - s For “do you want to create?”, specify **yes**.
 - t You will be prompted to hit **<Enter>** to continue, hit **<Enter>**.
 - u Quit and confirm to quit.
- 5 Verify that the SIA has been successfully created by running the `/opt/opsware/omdb/bo/bobje/serverconfig.sh` script again and selecting option 4 - List all Server Intelligence Agents in the config file.

If the agent was successfully created, you should see **bsae (sia)** displayed. If it is not displayed, you can debug the failure by going to the `/opt/opsware/omdb/bo/bobje/logging` log directory. Select the log file with the proper time stamp (for example, `serverconfig<date>_<time>.log`) to view the possible cause for the failure.

- 6 Start the BSA Essentials services by executing the following commands as **root**:

```
— /etc/init.d/opsware-omdb start
— /etc/init.d/bsae-bo start
```

- 7 Modify the BusinessObjects Universe database connection by running the `/opt/opsware/omdb/components/BOConnection.sh` script as the **root** user.

To run the tool, execute it with no arguments. It will prompt you for the BusinessObjects administrator password and the `cmdb_reporter` database password. It will then prompt for the updated database connection string. When you input the database connection string, you must not include any line breaks. It should take about 30 seconds to run. The following is an example of the input you should provide to the connection string prompt:

```
Enter the new Oracle database connect string: bsae-dbhost.domain:1521:bsaedb
```

Updating the Data Miner Configuration Script

You must update the configuration of the data miner configuration script so that it is able to store metadata in the BSA Essentials database. This will allow the data miner configuration script to operate, but it will not affect the data miner itself.

You must edit the `/opt/opsware/omdb/bin/dmconfig.properties` script by setting the line `database=<Oracle_connection_string>` to use the new database connection string.

Resolved Known Problems

The following defects have been fixed in this release.

[QCCR1D 118404: Branding issues displayed in Java client launcher](#)

PROBLEM	Branding issues are displayed in the Java client launcher using the old product name of Server Automation Reporter instead of BSA Essentials Client.
---------	--

[QCCR1D120387: Loader errors occur while processing data files related to SA audits that contain the & character](#)

PROBLEM	Loader errors occur when BSA Essentials processes data files related to SA audits that contain the ampersand "&" character in their file name.
---------	--

[QCCR1D137107: ItemGroups regeneration causes unnecessary recalculations](#)

PROBLEM	In a large installation, an ItemGroup composed of all SA groups will cause a rebuild of the ItemGroups with every SA change, resulting in poor performance.
---------	---

[QCCR1D 134147: Action "Run Now" is available when no scheduled reports exist](#)

PROBLEM	The "Run Now" action is an available menu item for Scheduled Reports when no scheduled reports exist.
---------	---

[QCCR1D136070: java.lang.OutOfMemoryError: Java heap space](#)

PROBLEM	BSA Essentials runs out of memory and generates a java.lang.OutOfMemoryError: Java heap space error.
---------	--

Known Problems, Limitations, and Workarounds

The following is a known issue in this release:

Cannot run BO reports after changing oracle user passwords

PROBLEM:	If you have installed this release and changed the Oracle database passwords without migrating to Oracle RAC, running a BusinessObjects report, may fail with the following error: A database error occurred. The database error text is: Listener refused the connection with the following error: ORA-12514, TNS:listener does not currently know of service requested in connect descriptor
CAUSE:	After installing this release, the <code>BOPassword.sh</code> script does not function properly until the <code>BOConnection.sh</code> script has been executed.
WORKAROUND:	If you get this error, run the <code>BOConnection.sh</code> script specifying the correct Oracle connection string to fix the problem.

Support

You can visit the HP Software support web site at:

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 software 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 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 an active support contract. To find more information about support access levels, go to the following URL:

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

To register for an HP Passport ID, go to the following URL:

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

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