

# HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.00 MLU SW Media

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## Troubleshooting Guide

Document Release Date: November 2011

Software Release Date: November 2011



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## Contents

Troubleshooting Guide.....	1
Contents.....	6
Troubleshooting.....	7
Installation.....	8
Post Installation.....	9
Activation.....	10
ETL Failure.....	16
ETL Execution.....	22
ALM Troubleshooting.....	23
IT Executive Scorecard Application.....	25
Data Warehouse Application.....	30

# Troubleshooting

This book contains the following Data Warehouse and HP IT Executive Scorecard troubleshooting topics:

- ["Installation" \(on page 8\)](#)
- ["Post Installation" \(on page 9\)](#)
- ["Activation" \(on page 10\)](#)
- ["ETL Failure" \(on page 16\)](#)
- ["ETL Execution" \(on page 22\)](#)
- ["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.	<ol style="list-style-type: none"> <li>1. Restart DWH server.</li> <li>2. Delete all remaining folders from DWH and SAP BusinessObjects Data Services for IT Executive Scorecard installations.</li> </ol>

### 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.	<p>server.log:</p> <p><b>FATAL - Error when trying to auto activate content packs: failed to initialize content pack: Core</b></p> <p><b>dw_ds_automation.bat: Failure.</b> See dw_ds_automation_tool.log for details</p>	<ol style="list-style-type: none"> <li>1. Delete the records in the CONTENT_PACK table under the staging database/dwmetadata schema.</li> <li>2. Delete the files and folders under the <b>C:\&lt;Installation Directory&gt;\{agora}\datawarehouse\generated\</b></li> </ol>

### 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.

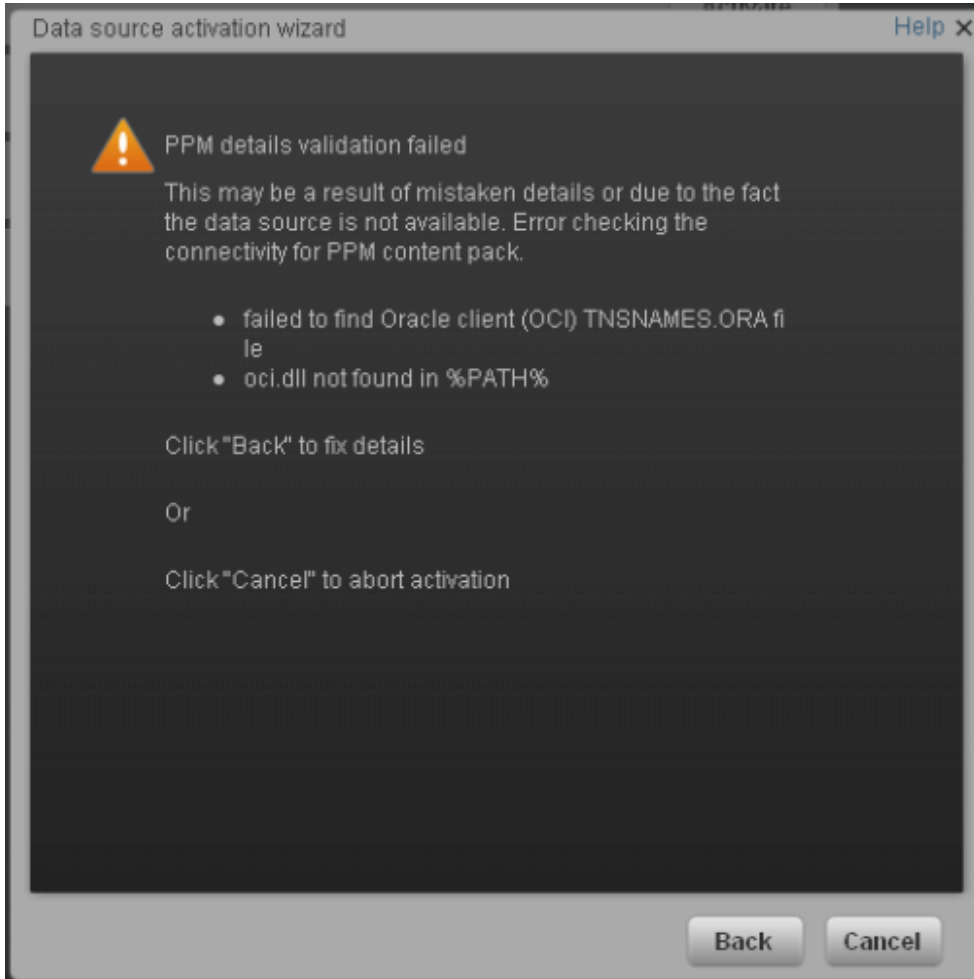
### During the post-install SAP BusinessObjects Data Services for IT Executive Scorecard configuration step:

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.  <b>Tip:</b> SAP BusinessObjects Enterprise for IT Executive Scorecard should be available during post-installation process

## Activation

The following provides data source activation troubleshooting information.

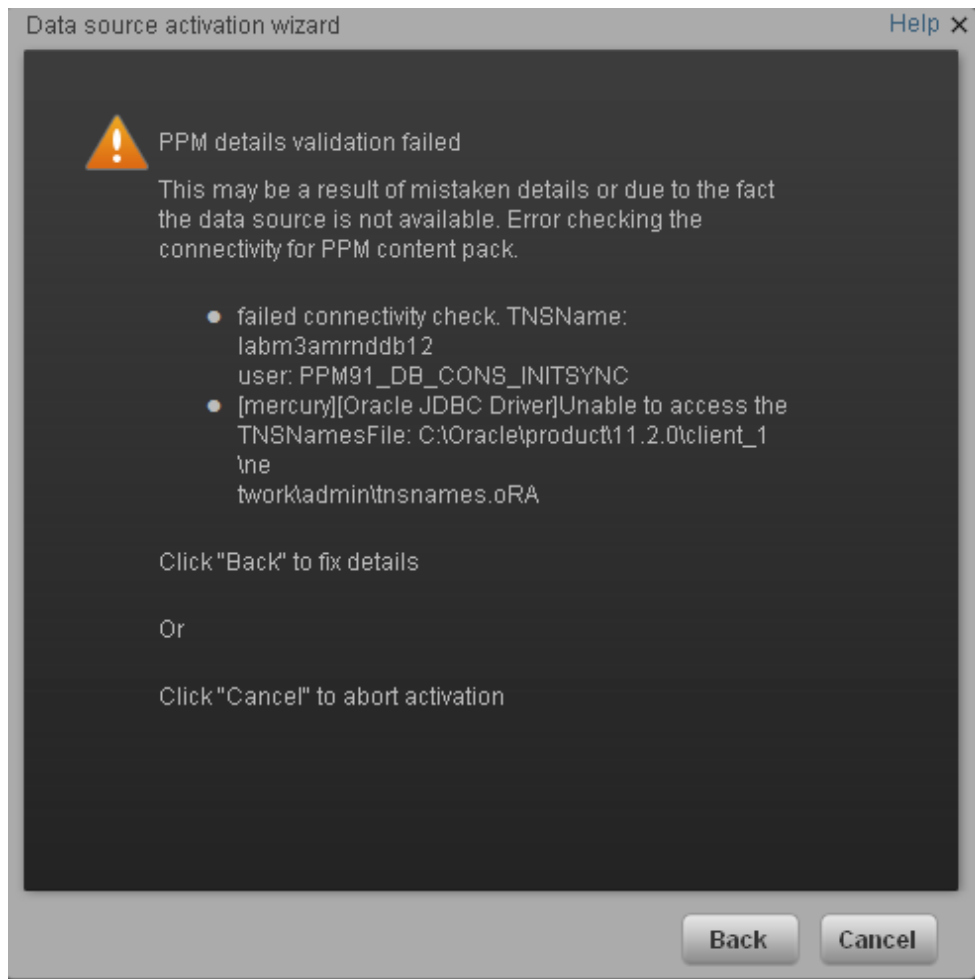
### Connectivity fails in initial activation of Content Pack:



Cause	View Details	Solution
<p>Failure to find Oracle client because either:</p> <ul style="list-style-type: none"> <li>Oracle client was not installed</li> <li>Failure to restart the Data Warehouse server after Oracle client installation</li> </ul>	<p>server.log</p>	<ol style="list-style-type: none"> <li>Check that Oracle client has been installed.</li> <li>In the Data Source Management page, click <b>Activate</b> to review configuration details and configure the Oracle client properly.</li> <li>Restart the Data Warehouse server.</li> </ol>

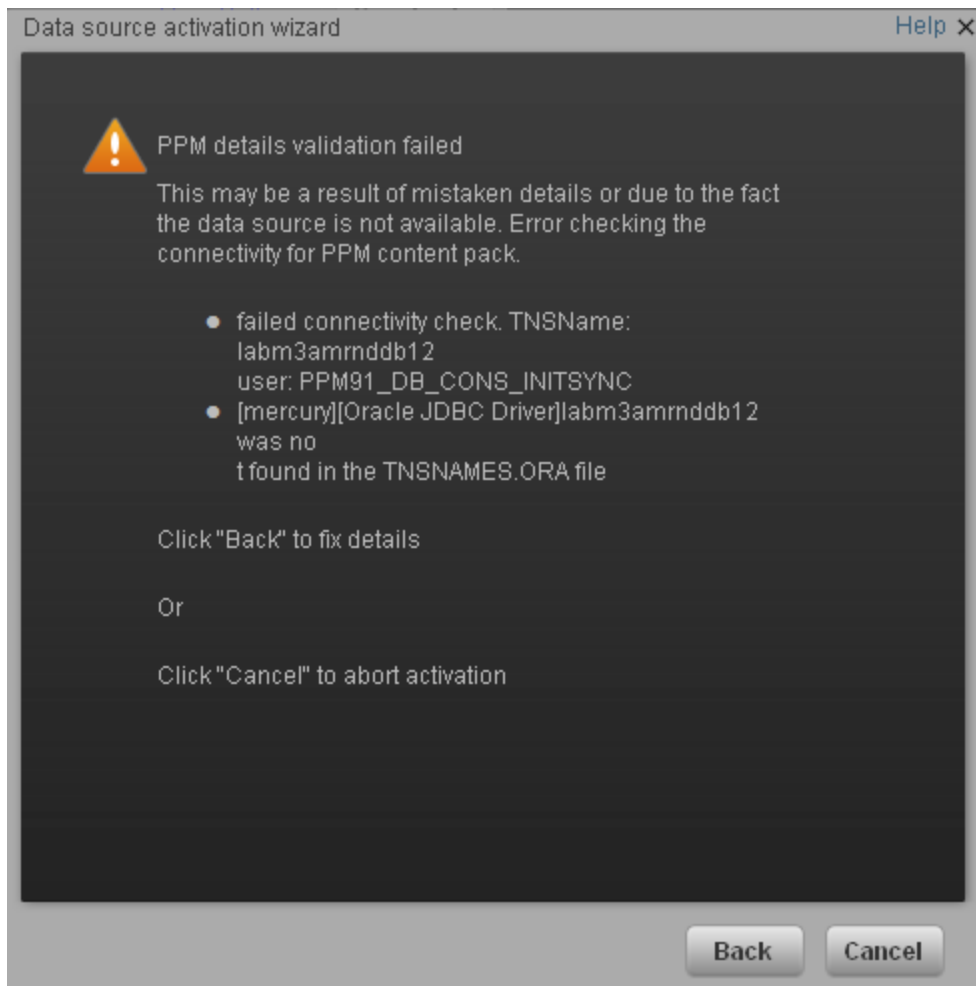
## Activation of Oracle data sources fails

### Missing the tnsnames.ora file:



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

**tnsnames.ora file is not configured properly**



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

**The OCI.dll file is missing**

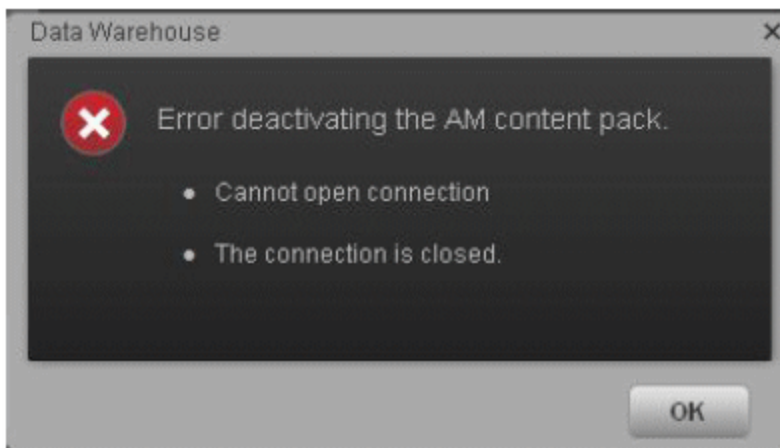
Cause	View Details	Solution
The error message <b>*Cannot find NT Oracle Server DLL &lt;OCI.DLL&gt;</b> . is issued.		<ul style="list-style-type: none"> <li>Make sure that Oracle has been installed and that the PATH variable points to the correct library directories:</li> <li>Right-click <b>My Computer &gt; Properties &gt; Advanced System Settings &gt; Environment Variables</b> and in <b>System</b></li> </ul>

Cause	View Details	Solution
		<p><b>Variables</b>, verify that the path (C:\Oracle\product\11.2.0\client_1\BIN) exists.</p> <ul style="list-style-type: none"><li>• Make sure that you are logged in to the system using the same user as the user you used to install the Oracle client.</li><li>• Make sure that the Oracle version installed is the supported version. For details, see <i>IT Executive Scorecard Release Notes</i>.</li></ul>

**Data source activation fails:**

Cause	View Details	Solution
<ul style="list-style-type: none"> <li>• General or database connection error .</li> <li>• Initialization Errors:                             <ul style="list-style-type: none"> <li>▪ Load metadata failed</li> <li>▪ Generate schemas failed</li> <li>▪ Generate data stores failed</li> <li>▪ ETL import failed</li> <li>▪ Stream assembler failed</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• server.log: look for "<b>com.hp.btoa.dwh.datasources.management.automation.exceptions.ContentPackInitializeException</b>".</li> <li>• Event Viewer for detailed information</li> </ul>	<p><b>General Errors:</b></p> <ul style="list-style-type: none"> <li>• Check dwmetadata, dwst and dws logins.</li> <li>• Modify connection details in DWH settings if needed.</li> </ul> <p><b>Initialization Errors:</b></p> <p>Contact HP Software Support.</p>

**Data source activation or deactivation fails:**



Cause	View Details	Solution
Connection is closed	server.log	<p>On the Executive Scorecard and Data Warehouse servers, do as follows:</p> <ol style="list-style-type: none"><li>1. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Disable HP Executive Scorecard.</b></li><li>2. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Enable HP Executive Scorecard.</b></li></ol> <p>Refresh the screen and retry the activation.</p>

# 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

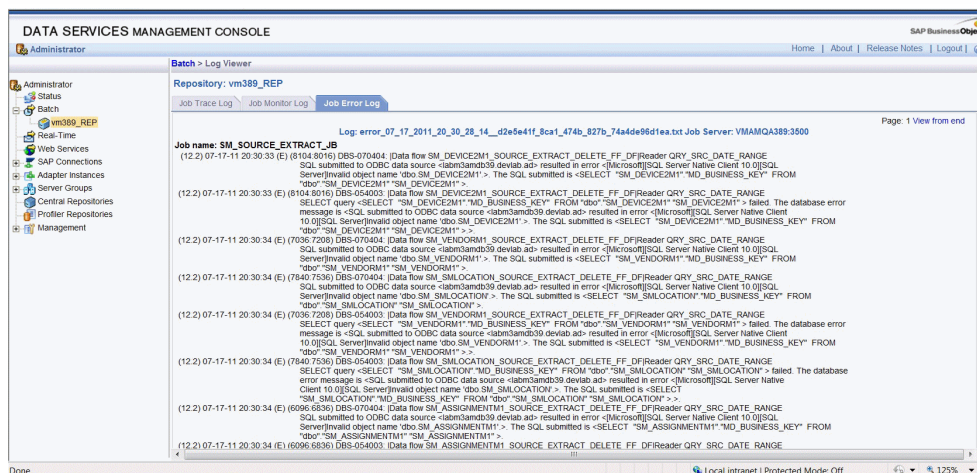
This report displays operational information pertaining to Job Process ID: 74

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_ASSIGNMENT1_SOURCE_EXTRACT_DELETE_FF_WF	ERROR	Error [5403] SELECT query <SELECT "SM_ASSIGNMENT1"."MD_BUSINESS_KEY" FROM "dbo"."SM_ASSIGNMENT1"."SM_ASSIGNMENT1" > failed. The database error message is <SQL submitted to ODBC data source <labm3amd39 devlab.ad> resulted in error <Microsoft[SQL Server Native Client 10.0][SQL Server] Invalid object name 'dbo.SM_ASSIGNMENT1'.> The SQL submitted is <SELECT "SM_ASSIGNMENT1"."MD_BUSINESS	2 s	7/18/2011 11:34:32 AM	7/18/2011 11:34:34 AM	406
SM_ASSIGNMENT1_SOURCE_EXTRACT_FF_WF	ERROR	Error [5403] SELECT query <SELECT "SM_ASSIGNMENT1"."COMPANY" , "SM_ASSIGNMENT1"."CONTRACT_NAME" , "SM_ASSIGNMENT1"."FLAG_COMPANY" , "SM_ASSIGNMENT1"."FLAG_INTRNAL" , "SM_ASSIGNMENT1"."MD_BUSINESS_KEY" , "SM_ASSIGNMENT1"."NAME" , "SM_ASSIGNMENT1"."CITY_NAME" , "SM_ASSIGNMENT1"."SRC_LASTMODDATE" FROM "dbo"."SM_ASSIGNMENT1"."SM_ASSIGNMENT1" WHERE ("SM_ASSIGNMENT1"."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 [5403] 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 <labm3amd39 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 <b>Step Id</b> , 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 <b>Error</b> and <b>Trace</b> tabs of the failed job for more information.	Recreate the Source Data views. For procedure details, see the integrating Content Pack topics in the <i>Data Warehouse Admin Guide</i> .



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.

WorkflowData 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		48 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_LINK_EXT_PREFILL_WF	SUCCESS		2 s	7/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1582
PPM_KCST_BUDGET_LINK_EXT_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_KRMO_BUS_OBL_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 48 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 <b>Step Id</b> , in order to view the ABC Job Details Report and the specific error.	<ol style="list-style-type: none"> <li>1. Try to re-run the job.</li> <li>2. Open the SAP BusinessObjects Data Services for IT Executive Scorecard management console, and select the <b>Monitor</b> tab to track the progress of the job.</li> </ol>



## 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	ERROR	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	WFJ status: success: 35, error: 1   Audit metrics: success: 0, warning: 0, error: 0.

#### WorkflowData Flow Details

WFDF Detail Name	Status	Status Info	Duration	Start Time	End Time	WFDF 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	2088
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 7:26:35 PM	7/18/2011 7:26:36 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 7:27:03 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 7:27:28 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
IFUNCTION_DIM_NEW_WF	SUCCESS		1 s	7/18/2011 7:27:19 PM	7/18/2011 7:27:20 PM	2092
IFUNCTION_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 7:27:01 PM	7/18/2011 7:27:02 PM	2083
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 [0010] Cannot open file <C:\APXS\user\ 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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**DATA SERVICES MANAGEMENT CONSOLE**

Administrator | Batch > Log Viewer | Repository: vm389\_REP

Job Trace Log | Job Monitor Log | Job Error Log

Log: error\_07\_17\_2011\_20\_30\_28\_14\_d2e5e41f\_8ca1\_474b\_827b\_744de98d1ea.txt Job Server: VMAMQA389-3500

Job name: SM\_SOURCE\_EXTRACT\_JOB

(12/2) 07-17-11 20:30:33 (E) (8104 8016) DBS-070404: Data flow SM\_DEVICE2M1\_SOURCE\_EXTRACT\_DELETE\_FF\_DFReader QRY\_SRC\_DATE\_RANGE SQL submitted to ODBC data source <labm3amd39.devlab.ad> resulted in error <MicrosoftSQL Server Native Client 10.0>[SQL Server]Invalid object name 'dbo.SM\_DEVICE2M1'. The SQL submitted is <SELECT 'SM\_DEVICE2M1' 'MD\_BUSINESS\_KEY' FROM 'dbo' 'SM\_DEVICE2M1' 'SM\_DEVICE2M1'>

(12/2) 07-17-11 20:30:33 (E) (8104 8016) DBS-054003: Data flow SM\_DEVICE2M1\_SOURCE\_EXTRACT\_DELETE\_FF\_DFReader QRY\_SRC\_DATE\_RANGE SELECT query <SELECT 'SM\_DEVICE2M1' 'MD\_BUSINESS\_KEY' FROM 'dbo' 'SM\_DEVICE2M1' 'SM\_DEVICE2M1'> failed. The database error message is <SQL submitted to ODBC data source <labm3amd39.devlab.ad> resulted in error <MicrosoftSQL Server Native Client 10.0>[SQL Server]Invalid object name 'dbo.SM\_DEVICE2M1'. The SQL submitted is <SELECT 'SM\_DEVICE2M1' 'MD\_BUSINESS\_KEY' FROM 'dbo' 'SM\_DEVICE2M1' 'SM\_DEVICE2M1'>

(12/2) 07-17-11 20:30:34 (E) (7036 7200) DBS-070404: Data flow SM\_VENDORM1\_SOURCE\_EXTRACT\_DELETE\_FF\_DFReader QRY\_SRC\_DATE\_RANGE SQL submitted to ODBC data source <labm3amd39.devlab.ad> resulted in error <MicrosoftSQL Server Native Client 10.0>[SQL Server]Invalid object name 'dbo.SM\_VENDORM1'. The SQL submitted is <SELECT 'SM\_VENDORM1' 'MD\_BUSINESS\_KEY' FROM 'dbo' 'SM\_VENDORM1' 'SM\_VENDORM1'>

(12/2) 07-17-11 20:30:34 (E) (7840 7536) DBS-070404: Data flow SM\_SMLLOCATION\_SOURCE\_EXTRACT\_DELETE\_FF\_DFReader QRY\_SRC\_DATE\_RANGE SQL submitted to ODBC data source <labm3amd39.devlab.ad> resulted in error <MicrosoftSQL Server Native Client 10.0>[SQL Server]Invalid object name 'dbo.SM\_SMLLOCATION'. The SQL submitted is <SELECT 'SM\_SMLLOCATION' 'MD\_BUSINESS\_KEY' FROM 'dbo' 'SM\_SMLLOCATION' 'SM\_SMLLOCATION'>

(12/2) 07-17-11 20:30:34 (E) (7036 7200) DBS-054003: Data flow SM\_VENDORM1\_SOURCE\_EXTRACT\_DELETE\_FF\_DFReader QRY\_SRC\_DATE\_RANGE SELECT query <SELECT 'SM\_VENDORM1' 'MD\_BUSINESS\_KEY' FROM 'dbo' 'SM\_VENDORM1' 'SM\_VENDORM1'> failed. The database error message is <SQL submitted to ODBC data source <labm3amd39.devlab.ad> resulted in error <MicrosoftSQL Server Native Client 10.0>[SQL Server]Invalid object name 'dbo.SM\_VENDORM1'. The SQL submitted is <SELECT 'SM\_VENDORM1' 'MD\_BUSINESS\_KEY' FROM 'dbo' 'SM\_VENDORM1' 'SM\_VENDORM1'>

(12/2) 07-17-11 20:30:34 (E) (7840 7536) DBS-054003: Data flow SM\_SMLLOCATION\_SOURCE\_EXTRACT\_DELETE\_FF\_DFReader QRY\_SRC\_DATE\_RANGE SELECT query <SELECT 'SM\_SMLLOCATION' 'MD\_BUSINESS\_KEY' FROM 'dbo' 'SM\_SMLLOCATION' 'SM\_SMLLOCATION'> failed. The database error message is <SQL submitted to ODBC data source <labm3amd39.devlab.ad> resulted in error <MicrosoftSQL Server Native Client 10.0>[SQL Server]Invalid object name 'dbo.SM\_SMLLOCATION'. The SQL submitted is <SELECT 'SM\_SMLLOCATION' 'MD\_BUSINESS\_KEY' FROM 'dbo' 'SM\_SMLLOCATION' 'SM\_SMLLOCATION'>

(12/2) 07-17-11 20:30:34 (E) (6096 6830) DBS-070404: Data flow SM\_ASSIGNMENTM1\_SOURCE\_EXTRACT\_DELETE\_FF\_DFReader QRY\_SRC\_DATE\_RANGE SQL submitted to ODBC data source <labm3amd39.devlab.ad> resulted in error <MicrosoftSQL Server Native Client 10.0>[SQL Server]Invalid object name 'dbo.SM\_ASSIGNMENTM1'. The SQL submitted is <SELECT 'SM\_ASSIGNMENTM1' 'MD\_BUSINESS\_KEY' FROM 'dbo' 'SM\_ASSIGNMENTM1' 'SM\_ASSIGNMENTM1'>

(12/2) 07-17-11 20:30:34 (E) (6096 6830) DBS-054003: Data flow SM\_ASSIGNMENTM1\_SOURCE\_EXTRACT\_DELETE\_FF\_DFReader QRY\_SRC\_DATE\_RANGE

View Details	Solution
<p>In the ABC- Batch Details Report click <b>Step Id</b>, 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 <b>Error</b> and <b>Trace</b> tabs of the failed job for more information.</p>	<p>Add the xls file to the displayed path in the ABC Job Details Report.</p>

### 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 <b>Trace</b> tab of the job for more information.	<p>If the job is not proceeding, abort the stream as follows:</p> <ol style="list-style-type: none"> <li>1. Locate the process ID and the job name: access the ABC-Batch Details Report, click <b>Control Details</b> in the left-hand tree, and view the <b>Process ID</b> and job name (<b>Stream Step Id</b>) in the <b>Associated Job Processes</b> section.</li> <li>2. Run <code>&lt;datawarehouse\bin folder&gt; set DW_PROCESS_ID=&lt;process_ID&gt;</code> where you replace process ID with the process ID number from step 1.</li> <li>3. Run <code>&lt;datawarehouse\bin folder&gt; dw_abc_job_launcher.bat -&lt;jobname XXXX&gt; -stop</code> where you replace XXXX with the job name from step 1.</li> <li>4. Run <code>&lt;datawarehouse\bin folder&gt; dw_abc_set_status.bat -error</code></li> <li>5. Launch the job again.</li> </ol>

### ETL continues to run for more than 20 minutes:

Cause	View Details	Solution
The Data Warehouse stream is stuck		<p>Indicates the Hardware requirements were not completed in the installation of DWH. Complete the following requirements:</p> <ul style="list-style-type: none"> <li>• RAM : 8GB</li> <li>• FreeDisk Space : 8GB</li> <li>• Processor : Dual core</li> </ul>

### ALM\_LOAD\_CONFIG\_JB fails

Cause	View Details	Solution
<ul style="list-style-type: none"> <li>• ALM server may be down.</li> <li>• Connection details were changed</li> </ul>	<p><b>“Connection timed out: connect. login to ALM Server has failed”</b></p>	<ol style="list-style-type: none"> <li>1. In the Data Source Management page, click <b>View Settings</b> to review configuration details. For details, see the <i>Data Warehouse Admin Guide</i>.</li> <li>2. Check that the ALM server has started and that ALM web services are available by using REST request sample: <code>-http://&lt;alm_server_</code></li> </ol>

Cause	View Details	Solution
		host>:<port>/qcbn/rest/domains/?login-form-required=y

### ALM\_SOURCE\_EXTRACT\_JB fails for “\*audit” REST requests

Cause	View Details	Solution
Unsupported ALM version	<p>“&lt;?xml version="1.0" encoding="UTF-8" standalone="yes"?&gt;                      &lt;QCRestException&gt;&lt;Id&gt;qccore.general-error&lt;/Id&gt;                      &lt;Title&gt;Not Found&lt;/Title&gt;                      &lt;StackTrace&gt;javax.ws.rs.WebApplicationException...                      &lt;/StackTrace&gt; &lt;/QCRestException&gt;” error message</p>	<ol style="list-style-type: none"> <li>1. Check if the AUDIT web service for the ALM server is available, for example for TEST entity: <b>http://&lt;alm_server_host&gt;:&lt;port&gt;/qcbn/rest/domains/&lt;DOMAIN&gt;/projects/&lt;ALM_PROJECT&gt;/audits?login-form-required=y&amp;query={parent-type[TEST];parent-id[&gt;0];Time[&gt;"2005-15 00:00:01"}}</b></li> <li>2. If step 1 fails, make sure that the ALM server version is ALM 11 SP2 or after.</li> </ol>

## 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
<ul style="list-style-type: none"> <li>ETL started running and then failed.</li> <li>ETL schedule was incorrectly configured.</li> </ul>	SAP BusinessObjects Enterprise for IT Executive Scorecard Reports: ABC Operational Status Report	<p>Check the ABC Operational Status report, as follows.</p> <ol style="list-style-type: none"> <li>Review the status of the last batch. See the <b>Last Batch Status</b> area of the report.</li> <li>Locate the step that has failed. See the <b>Jobs With Problems for ETL Batch ID</b> area of the report.</li> <li>Click on the link in the <b>Proc ID</b> column for detailed information in the report about the error.</li> </ol>

### ETL stream fails to start (dw\_abc\_load\_batch.bat: Failure):

Cause	View Details	Solution
<ul style="list-style-type: none"> <li>Previous streams have not completed.</li> <li>A step has failed within the stream.</li> </ul>	Event viewer: dw_abc.log	<ol style="list-style-type: none"> <li>Make sure all previous streams have finished by checking the ABC Operational Status report.</li> <li>Review the status of the last batch. See the <b>Last Batch Status</b> area of the report.</li> </ol> <p>If you want to abort the stream, see <a href="#">dw_abc_batch_control</a> in the <i>Data Warehouse Admin Guide</i> for details.</p>

### 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 <a href="#">Change the DWH Period Dimensions</a> in the <i>Data Warehouse Admin Guide</i> .

## ETL is successful but data is not transferred

Cause	View Details	Solution
ALM user that was specified for the connection does not have the necessary permissions for the specific ALM domain or project		<ol style="list-style-type: none"> <li>In the ALM Site Administration, select the <b>Site Users</b> tab.</li> <li>In the <b>User Projects</b> tab, assign the user access rights for a specific project.</li> </ol>

## ALM Troubleshooting

The following provides ALM troubleshooting information.

### ALM\_LOAD\_CONFIG\_JB fails

Cause	View Details	Solution
<ul style="list-style-type: none"> <li>ALM server may be down.</li> <li>Connection details were changed</li> </ul>	<p><b>“Connection timed out: connect. login to ALM Server has failed”</b></p>	<ol style="list-style-type: none"> <li>In the Data Source Management page, click <b>View Settings</b> to review configuration details.</li> <li>Check that the ALM server has started and that ALM web services are available by using REST request sample:  <code>-http://&lt;alm_server_host&gt;:&lt;port&gt;/qcbn/rest/domains/?login-form-required=y</code></li> </ol>

### ALM\_SOURCE\_EXTRACT\_JB fails for “\*audit” REST requests

Cause	View Details	Solution
Unsupported ALM version	<p>“&lt;?xml version="1.0" encoding="UTF-8" standalone="yes"?&gt;&lt;QCRestException&gt;&lt;Id&gt;qccore.general-error&lt;/Id&gt;&lt;Title&gt;Not Found&lt;/Title&gt;&lt;StackTrace&gt;javax.ws.rs.WebApplicationException...&lt;/StackTrace&gt;&lt;/QCRestException&gt;” error message</p>	<ol style="list-style-type: none"> <li>Check if the AUDIT web service for the ALM server is available, for example for TEST entity:  <code>http://&lt;alm_server_host&gt;:&lt;port&gt;/qcbn/rest/domains/&lt;ALM_DOMAIN&gt;/projects/&lt;ALM_PROJECT&gt;/audits?login-form-required=y&amp;query={parent-type[TEST];parent-id[&gt;0];Time[&gt;"2011-05-15 00:00:01"}}</code></li> <li>If step 1 fails, make sure that the ALM server version is ALM 11 SP2 or after.</li> </ol>

### ETL is successful but data is not transferred

Cause	View	
	Details	Solution
ALM user that was specified for the connection does not have the necessary permissions for the specific ALM domain or project		<ol style="list-style-type: none"> <li>1. In the ALM Site Administration, select the <b>Site Users</b> tab.</li> <li>2. In the User Projects tab, assign the user access rights for a specific project.</li> </ol>

### ALM\_SOURCE\_EXTRACT\_JB fails

Cause	View Details	Solution
The ALM Server database does not exist for the specified ALM project.	<p><b>java.sql.SQLException: [Mercury][SQLServer JDBC Driver][SQLServer]Database 'SOME_PROJECT' does not exist. Make sure that the name is entered correctly.</b> error message</p>	<ol style="list-style-type: none"> <li>1. In the ALM Site Administration, remove the corrupted ALM project from connection-user configurations.</li> <li>2. Configure a set of domains and projects for data extraction using the ALM_DOMAINS_AND_PROJECTS.xls file. For details, see "<a href="#">Configure ALM Domains and Projects</a>" in the <i>Data Warehouse Admin Guide</i>.</li> </ol>



## IT Executive Scorecard Application

The following provides troubleshooting information for HP 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.		<p>On the Executive Scorecard and Data Warehouse servers, do as follows:</p> <ol style="list-style-type: none"> <li>1. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Disable HP Executive Scorecard.</b></li> <li>2. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Enable HP Executive Scorecard.</b></li> </ol>

### 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.		<p>On the Executive Scorecard and Data Warehouse servers, do as follows:</p> <ol style="list-style-type: none"> <li>1. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Disable HP Executive Scorecard.</b></li> <li>2. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Enable HP Executive Scorecard.</b></li> </ol>

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

Cause	View	
	Details	Solution
Problem with Glassfish Web application server.		<p>On the Executive Scorecard and Data Warehouse servers, do as follows:</p> <ol style="list-style-type: none"> <li>1. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP</b></li> </ol>

Cause	View Details	Solution
		<p><b>Executive Scorecard &gt; Administration &gt; Disable HP Executive Scorecard.</b></p> <p>2. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Enable HP Executive Scorecard.</b></p>

**The Executive Scorecard UI is working very slowly:**

Cause	View Details	Solution
<p>There might be an issue with the HP Analytic Web server.</p>		<p>On the Executive Scorecard and Data Warehouse servers, do as follows:</p> <ol style="list-style-type: none"> <li>1. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Disable HP Executive Scorecard.</b></li> <li>2. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Enable HP Executive Scorecard.</b></li> </ol>

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

Cause	View Details	Solution
<p>A problem with the HP Analytic MQ Broker service.</p>	<p>server.log</p>	<p>On the Executive Scorecard and Data Warehouse servers, do as follows:</p> <ol style="list-style-type: none"> <li>1. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Disable HP Executive Scorecard.</b></li> <li>2. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Enable HP Executive Scorecard.</b></li> </ol>

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

Cause	View Details	Solution
<p>A problem with the HP Analytic MQ Broker service.</p>		<p>On the Executive Scorecard and Data Warehouse servers, do as follows:</p>

Cause	View Details	Solution
		<ol style="list-style-type: none"> <li>1. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Disable HP Executive Scorecard.</b></li> <li>2. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Enable HP Executive Scorecard.</b></li> </ol>

**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: <ol style="list-style-type: none"> <li>1. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Disable HP Executive Scorecard.</b></li> <li>2. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Enable HP Executive Scorecard.</b></li> </ol>

**You receive an incorrect credentials message when logging on to the HP IT Executive Scorecard application, or you receive an HTTP 403 error when opening the Studio in the HP 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 HP 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: <ol style="list-style-type: none"> <li>1. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Disable HP Executive Scorecard.</b></li> <li>2. On the Windows taskbar click <b>Start &gt; All Programs &gt; HP Executive Scorecard &gt; Administration &gt; Enable HP Executive Scorecard.</b></li> </ol>

**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	<p>On the Executive Scorecard server, do as follows:</p> <ol style="list-style-type: none"> <li>1. Open the engine log.</li> <li>2. Look for a record that contains <b>INFO - Finish Tracking. status: ERROR</b> followed by <b>INFO - Calculation process for &lt;business context&gt;: &lt;Business context&gt; has been finished with ERROR.</b></li> <li>3. If you find the above records:  On the SAP BusinessObjects component server, stop and then start the Web Intelligence Service.</li> </ol>

**Fully Qualified Domain:**

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

## 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 <b>Public Folders</b> and the specific report type you want to access.

