HP Executive Scorecard

For the Windows ® operating system Software Version: 9.03

Troubleshooting Guide

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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)
- <u>"ETL Failure" (on page 17)</u>
- "ETL Execution" (on page 24)
- <u>"IT Executive Scorecard Application" (on page 28)</u>
- "Data Warehouse Application" (on page 34)

Installation

The following provides installation troubleshooting information.

Uninstall is not successful:

Cause	View Details	Solution
	No error message.	 Restart DWH server. 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:

Da	ta Warehouse error	×
	An error has occured	٦
	Details: com.mercury.infra.flowmngr.exceptions.TaskExecutionException: Failed launching batch file "C:\HPXS_dvd_290\agora\Datawarehouse/bin/dw_ds_automation.bat",	
	ок	

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	 Delete the records in the CONTENT_PACK table under the staging database/dwmetadata schema.
	dw_ds_automation.bat: Failure. See dw_ds_automation_tool.log for details	 Delete the files and folders under the C:\<installation Directory>{agora}\ datawarehouse\generated\</installation

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 <a provide the start automatically, locate the start automaticall

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	"BOE120Tomcat" is not installed"	Reinstall Data Warehouse.
Executive Scorecard service is unable to start during the relevant time frame		Tip: SAP BusinessObjects Enterprise for IT Executive Scorecard should be available during post- installation process
The post-installation procedure did not run properly		 Fix the reason why the post-install is not running properly. You can look it up in the <hp_ XS>\agora\confwizard\ sp\log\ConfigWizard.log.</hp_
		 Re-run post-install: double- click <hp_< li=""> XS>\agora\configwizard\ run_sp_postinstall.bat </hp_<>
		The bat file automatically checks each step. Steps are either skipped or re-executed when the post-install procedure is reinitiated.

Activation

The following provides data source activation troubleshooting information.

Connectivity fails in initial activation of Content Pack:

Data source activation wizard	Help 🗙
PPM details validation failed	
This may be a result of mistaken details or due to the fact the data source is not available. Error checking the connectivity for PPM content pack.	
 failed to find Oracle client (OCI) TNSNAMES.ORA fi 	
le oci.dll not found in %PATH%	
Click "Back" to fix details	
Or	
Click "Cancel" to abort activation	
Back	ancel

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

Activation of Oracle data sources fails:

Missing the tnsnames.ora file:

Data source activation wizard	Help 🗙
PPM details validation failed This may be a result of mistaken details or due to the fact	
the data source is not available. Error checking the connectivity for PPM content pack. failed connectivity check. TNSName:	
labm3amrnddb12 user: PPM91_DB_CONS_INITSYNC ● [mercury][Oracle JDBC Driver]Unable to access the TNSNamesFile: C:\Oracle\product\11.2.0\client_1 \ne twork\admin\tnsnames.oRA	
Click "Back" to fix details	
Or	
Click "Cancel" to abort activation	
Back	Cancel

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:

Data source activation wizard	Help \times
PPM details validation failed	
This may be a result of mistaken details or due to the fact the data source is not available. Error checking the connectivity for PPM content pack.	
 failed connectivity check. TNSName: 	
labm3amrnddb12 user: PPM91_DB_CONS_INITSYNC	
 [mercury][Oracle JDBC Driver]labm3amrnddb12 was no 	
t found in the TNSNAMES.ORA file	
Click "Back" to fix details	
Or	
Click "Cancel" to abort activation	
Back Can	cel

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:

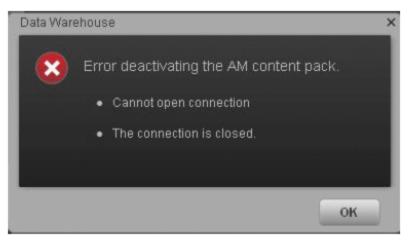
Cause	View Details	Solution
The error message *Cannot find NT Oracle Server DLL <oci.dll>. is issued.</oci.dll>		 Make sure that Oracle has been installed and that the PATH variable points to the correct library directories: Right-click My Computer> Properties > Advanced System Settings > Environment 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 <i>IT Executive Scorecard Release Notes</i> .

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:
		 On the Windows taskbar click Start > All Programs > HP Executive Scorecard > Administration > Disable HP Executive Scorecard.
		 On the Windows taskbar click Start > All Programs > HP Executive Scorecard > Administration > Enable HP Executive Scorecard.
		Refresh the screen and retry the activation.

Script to create SM views is missing the schema name prefix:

Cause	View Details	Solution
The user name and schema name to activate the source are different.		 In the Data Source Management page, click Activate.
		2. Enter the same Username and Schema Name for the Oracle user.
		 Run the corrected view creation scripts.
		You can also manually add or change the schema name in the script .

Integration with the HP Business Service Management data source

Cause	View Details	Solution
An Internal Server Error occurs in com.hp.dwh.adapters.extractors.impl. BsmkpidashboardExtractor.extract (BsmkpidashboardExtractor.java:78)		 Login to BODS. Open BSM_SOURCE_EXTRACT_JB Go to the Start script of BSM_ BUSINESS_APP_STATUS_SOURCE_ EXTRACT_FF_WF Workflow. In the start script of the source extract (inside BODS), in the criteria section, enter the following: CDC_GET_DELTA_ START_DATE_BSMKPIDASHBOARD_ FN(\$L_EXTRACT_START_LONGDATE ,\$G_PRODUCT_NAME,\$L_ENTITY_
		NAME ,\$L_LASTMODIFIED_

Cause	View Details	Solution
		COLUMN,\$G_INITIAL_LOAD_M);
		 Replace \$G_INITIAL_LOAD_M with the number of days backward you want to include in the initial load.
		 You can enter 0.25 to allow only one week back, and minimize this number until you get results from FBI. For example: 30 days and minimize this number until you get results from FBI.
		7. Enter to the Function CDC_GET_DELTA_ START_DATE_BSMKPIDASHBOARD_ FN and replace the row: \$I_init_load_start_date = add_months(sysdate(), (\$p_initload_m * (-1))); with the row: \$I_init_load_start_date = sysdate()- num_to_interval(\$p_initload_m , 'D');

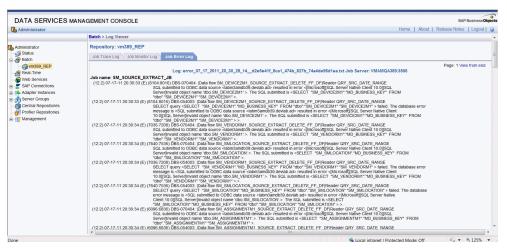
ETL Failure

The following provides ETL failure troubleshooting information.

Common ETL step failures:

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

perational Job Process In	formation for the process Id: 74								
Stream Step Id SM_SOURCE_EXTRACT	Job Stream Id Upstream_Mon Jul 18 12:24:56 IDT 2011	State FINISHED	Status ERROR	Duration Start Time 8 s 7/18/2011 11:34:31 AM	End Time 7/18/2011 11:34:39 AM	Schedule Time 7/18/2011 11:34:14 AM	Owner SCHEDULER	Status Info WFs statuses: success: 0, e metrics: success: 0, warning	
/orkflow/Data Flow Details									
VF/DF Detail Name			Status	Status Info		Duration Star	t Time	End Time	WF/DF Detail I
M_ASSIGNMENTM1_SOU	RCE_EXTRACT_DELETE_FF_W	F	ERROR	Error [64003] SELECT query - SELE '5M, ASSIGNMETH'' "NO. BUSIN 'abo' "5M, ASSIGNMETH'' "NO. BUSIN 'abo' "5M, ASSIGNMETH'' "SN. A GDBC data source - datm 3amdt39 d error - {Marcroadf 300. Server Native Invalid object name 'doo SN, ASSIGN submitted is - SELECT '5M, ASSIGNMETH''' "ND_BUSIN	ESS_KEY" FROM ASSIGNMENTM1"> a <sql submitted="" to<br="">eviab.ad> resulted in Client 10.0][SQL Server] IMENTM1'.>. The SQL</sql>	2s 7/18	/2011 11:34:32 AM	7/18/2011 11:34:34 AM	406
M_ASSIGNMENTM1_SOU	RCE_EXTRACT_FF_WF		ERROR	Error (54003) SELECT query -SELE 'SM_ASSIGNMENTMT''COMPANY 'SM_ASSIGNMENTMT''CONTACT, 'SM_ASSIGNMENTMT'''LAG, INT 'SM_ASSIGNMENTMT'''NAG 'SM_ASSIGNMENTMT'''NA 'SM_ASSIGNMENTMT''''SM_ASSIGNMENTMT''' 'SM_ASSIGNMENTMT'''''''''''''''''''''''''''''''''	NAME", NAME", IRNAL", ESS_KEY", MODDATE" FROM USSIGNMENTM1"	6s 7/18	/2011 11:34:32 AM	7/18/2011 11:34:38 AM	408
M_BIZSERVICEM1_SOUR	CE_EXTRACT_DELETE_FF_WF		ERROR	Error: [54003] SELECT query <sele 'SM, BIZSERVICEM''''MD, BUSINE 'dbo'''SM, BIZSERVICEM''''SM, BI The database error message is <sql data source <a a<br="" bm3mb23="" deviab="">[Microsoft]SQL Server Native Client- deter name 'dbo SM, BIZSERVICEM''' is <select ''sm_bizservicem'''<="" td=""><td>SS_KEY" FROM ZSERVICEM1" > failed. submitted to ODBC d> resulted in error < 10.0[[SQL Server]]nvalid 11'.>. The SQL submitted</td><td>2s 7/18</td><td>/2011 11:34:32 AM</td><td>7/18/2011 11:34:34 AM</td><td>403</td></select></sql </sele 	SS_KEY" FROM ZSERVICEM1" > failed. submitted to ODBC d> resulted in error < 10.0[[SQL Server]]nvalid 11'.>. The SQL submitted	2s 7/18	/2011 11:34:32 AM	7/18/2011 11:34:34 AM	403



View Details	Solution
In the ABC- Batch Details Report click Step Id , in order to view	Recreate the Source Data
the ABC Job Details Report and the specific error.	views. For procedure
Alternatively, open the SAP BusinessObjects Data Services for	details, see the integrating
IT Executive Scorecard management console, and select the	Content Pack topics in the

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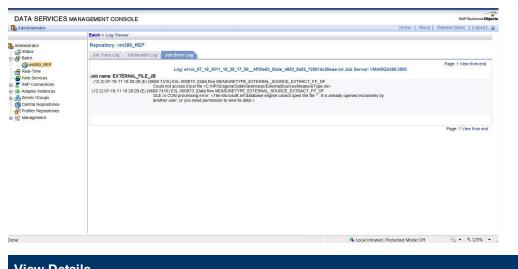
View Details	Solution
Error and Trace tabs of the failed job for more information.	Data Warehouse Admin Guide.

ALT_SOURCE_EXTRACT xls does not exist:

report displays operat	onal information pertaining to Job	Process ID: 231						
arational Job Process	Information for the process Id: Job Stream Id			Cont March	0 4 4 4 M - 1		0	
eam step id TERNAL_FILE	Upstream	State Status FINISHED ERROR	Duration Start Time 59 s 7/18/2011 7:26:33 PM	End Time 7/18/2011 7:27:32 PM	Schedule Time 7/18/2011 7:24:08 PM	Owner SCHEDULER	Status Info WFs statuses: success: 36, metrics: success: 0, warning	
kflow/Data Flow Deta	ils							
DF Detail Name PLICATION_DIM_NEW	107	Status SUCCESS	Status Info		Duration Star	t Time /2011 7:27:13 PM	End Time 7/18/2011 7:27:14 PM	WF/DF Detail I 2088
PLICATION_DIM_NEW		SUCCESS				/2011 7:26:48 PM	7/18/2011 7:26:49 PM	2060
DGET CON WF	-we	SUCCESS				/2011 7:26:38 PM	7/18/2011 7:26:41 PM	2001
		SUCCESS				/2011 7:27:26 PM	7/18/2011 7:27:28 PM	2049
DGET_CSNP_WF DGET_DIM_NEW_WF		SUCCESS				/2011 7:27:26 PM	7/18/2011 7:27:26 PM	2098
						/2011 7:27:16 PM		2089
DGET_DIM_UPD_WF	URCE_EXTRACT_FF_WF	SUCCESS SUCCESS				/2011 7:27:16 PM /2011 7:26:33 PM	7/18/2011 7:27:17 PM 7/18/2011 7:26:34 PM	2090
DGET_EXTERNAL_SC		SUCCESS				/2011 7:26:33 PM	7/18/2011 7:26:34 PM	2031
DGET_KEY_LOOKUP		SUCCESS				/2011 7:27:01 PM	7/18/2011 7:27:02 PM	2077
DGET_KEY_LOOKUP, DGET XFR DIM WF	0F0_0F	SUCCESS				/2011 7:27:02 PM /2011 7:26:49 PM	7/18/2011 7:27:04 PM 7/18/2011 7:26:51 PM	2078
ISTCATEGORY_CON_	WC .	SUCCESS				/2011 7:26:49 PM	7/18/2011 7:26:51 PM 7/18/2011 7:26:43 PM	2063
ISTCATEGORY_CON_		SUCCESS				/2011 7:26:41 PM	7/18/2011 7:26:43 PM 7/18/2011 7:27:29 PM	2052
ISTCATEGORY_CSNP		SUCCESS				/2011 7:27:26 PM	7/18/2011 7:27:18 PM	2099
	RNAL_SOURCE_EXTRACT_FF_V					/2011 7:26:34 PM	7/18/2011 7:26:36 PM	2031
STCATEGORY_KEY_		SUCCESS				/2011 7:27:04 PM	7/18/2011 7:27:06 PM	2082
STCATEGORY_XFR_		SUCCESS				/2011 7:26:51 PM	7/18/2011 7:26:53 PM	2065
UNCTION DIM NEW		SUCCESS				/2011 7:27:19 PM	7/18/2011 7:27:20 PM	2003
UNCTION XFR DIM		SUCCESS				/2011 7:26:53 PM	7/18/2011 7:26:54 PM	2062
EASURETYPE_CON_W		SUCCESS				/2011 7:26:43 PM	7/18/2011 7:26:45 PM	2057
EASURETYPE_CSNP_)		SUCCESS				/2011 7:27:29 PM	7/18/2011 7:27:30 PM	2100
ASURETYPE DIM NE		SUCCESS				/2011 7:27:20 PM	7/18/2011 7:27:21 PM	2093
EASURETYPE DIM UF	-	SUCCESS				/2011 7:27:21 PM	7/18/2011 7:27:23 PM	2094
	AL_SOURCE_EXTRACT_FF_W	F ERROR	Error: (80101) Cannot open file <c: -<="" td=""><td>IPXS/agora/</td><td>1s 7/18</td><td>/2011 7:26:36 PM</td><td>7/18/2011 7:26:37 PM</td><td>2044</td></c:>	IPXS/agora/	1s 7/18	/2011 7:26:36 PM	7/18/2011 7:26:37 PM	2044
			DataWarehouse/ExternalSources/Me check its path and permissions.	asureType.xis>. Please				
						@ 20	11 Hewlett-Packard Developm	ient Company, L.F
	S MANAGEMENT CON	SOLE					Here I About I Patro	SAP Busines
dministrator	Batch > Log View	ver					Home About Release	se notes. E Logot
ninistrator	Repository: vn	1389 REP						
Status Batch		Job Monitor Log Job Error L	og					
2 vm389 REP							Pa	ge: 1 View from er
Real-Time			ror_07_17_2011_20_30_28_14d2e5	e41f_8ca1_474b_827b_7	74a4de96d1ea.txt Job Sei	rver: VMAMQA38	9:3500	
	Job name: SM_ (12.2) 07.47.44	SOURCE_EXTRACT_JB 20:30:33 (E) (8104:8016) DBS-070	0404: Data flow SM_DEVICE2M1_SOUR		EE DEIReader ORY SDC r	ATE RANGE		
Web Services	(12.2) 07-11-11	SQL submitted to C	DBC data source <labm3amdb39.devial< td=""><td>b.ad> resulted in error <im< td=""><td>licrosoftIISQL Server Native</td><td>Client 10.01/SQL</td><td></td><td></td></im<></td></labm3amdb39.devial<>	b.ad> resulted in error <im< td=""><td>licrosoftIISQL Server Native</td><td>Client 10.01/SQL</td><td></td><td></td></im<>	licrosoftIISQL Server Native	Client 10.01/SQL		
Web Services SAP Connections		"dbo", "SM_DEVICE	ct name 'dbo.SM_DEVICE2M1'.>. The SC 2M1" "SM_DEVICE2M1" >.				OM	
Web Services SAP Connections Adapter Instances	(12.2) 07-17-11	20:30:33 (E) (8104:8016) DBS-054	003 [Data flow SM_DEVICE2M1_SOURCELECT "SM_DEVICE2M1".MD_BUSINES	E EXTRACT DELETE F	F_DFIReader QRY_SRC_D	ATE_RANGE	a database error	
Web Services SAP Connections Adapter Instances Server Groups		SELECT query <se< td=""><td>submitted to ODBC data source <labm3a< td=""><td>mdb39.devlab.ad> resulte</td><td>d in error <[Microsoft][SQL :</td><td>Server Native Clier</td><td>nt</td><td></td></labm3a<></td></se<>	submitted to ODBC data source <labm3a< td=""><td>mdb39.devlab.ad> resulte</td><td>d in error <[Microsoft][SQL :</td><td>Server Native Clier</td><td>nt</td><td></td></labm3a<>	mdb39.devlab.ad> resulte	d in error <[Microsoft][SQL :	Server Native Clier	nt	
Web Services SAP Connections Adapter Instances Server Groups Central Repositories		message is <sql s<="" td=""><td></td><td>.>. The SQL submitted is</td><td><select *sm_device2m<="" td=""><td>1"."MD_BUSINESS</td><td>_KEY" FROM</td><td></td></select></td></sql>		.>. The SQL submitted is	<select *sm_device2m<="" td=""><td>1"."MD_BUSINESS</td><td>_KEY" FROM</td><td></td></select>	1"."MD_BUSINESS	_KEY" FROM	
Web Services SAP Connections Adapter Instances Server Groups Central Repositories Profiler Repositories		10.0I(SOL Serverili	anvalid object name 'dbo.SM_DEVICE2M1					
Web Services SAP Connections Adapter Instances Server Groups Central Repositories Profiler Repositories Management	(12.2) 07-17-11	10.0][SQL Server]li "dbo"."SM_DEVICE 20:30:34 (E) (7036:7208) DBS-070 SQL submitted to C	2M1* SM_DEVICE2M1* >.>. 404: [Data flow SM_VENDORM1_SOURC DDBC data source <[abm3amdb39 devia]	h ad> resulted in error <im< td=""><td>IcrosoffIISOL Server Native</td><td>Client 10 0IISOL</td><td></td><td></td></im<>	IcrosoffIISOL Server Native	Client 10 0IISOL		
Web Services SAP Connections Adapter Instances Server Groups Central Repositories Profiler Repositories		10.0][SQL Server]li "dbo"."SM_DEVICE 20:30:34 (E) (7036:7208) DBS-070. SQL submitted to C SQL submitted to bio	2M1" "SM_DEVICE2M1" > >. 404: Data flow SM_VENDORM1_SOURC DDBC data source <labm3amdb39.devia< td=""><td>b.ad> resulted in error <[N</td><td>licrosoft][SQL Server Native</td><td>Client 10.0][SQL</td><td>OM</td><td></td></labm3amdb39.devia<>	b.ad> resulted in error <[N	licrosoft][SQL Server Native	Client 10.0][SQL	OM	
Web Services SAP Connections Adapter Instances Server Groups Central Repositories Profiler Repositories		10.0][SQL Server]I "dbo":"SM_DEVICE 20:30:34 (E) (7036:7208) DBS-070 SQL submitted to C Server]Invaid objec "dbo":"SM_VENDO 20:30:34 (E) (7840:7536) DBS-070 SQL submitted to C SQL submitted to C	22M1**SM_DEVICE2M1*>>. do4: [bata flow SM_VENDORM1_SOURC DDBC data source <labm3amdb39, devial<br="">t name 'dbo 3M_VENDORM1'>. The 3C RM1**SM_VENDORM1'>. 404: [Data flow SM_SMLOCATION_SOU DDBC data source <labm3amdb39 devial<="" td=""><td>b.ad> resulted in error <[N aL submitted is <select RCE_EXTRACT_DELETE b.ad> resulted in error <[N]</select </td><td>licrosoft][SQL Server Native "SM_VENDORM1"."MD_BU _FF_DF Reader QRY_SRC_ licrosoft][SQL Server Native</td><td>Client 10.0][SQL SINESS_KEY" FR DATE_RANGE Client 10.0][SQL</td><td></td><td></td></labm3amdb39></labm3amdb39,>	b.ad> resulted in error <[N aL submitted is <select RCE_EXTRACT_DELETE b.ad> resulted in error <[N]</select 	licrosoft][SQL Server Native "SM_VENDORM1"."MD_BU _FF_DF Reader QRY_SRC_ licrosoft][SQL Server Native	Client 10.0][SQL SINESS_KEY" FR DATE_RANGE Client 10.0][SQL		
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Web Services SAP Connections Adapter Instances Server Groups Central Repositories Profiler Repositories	(12.2) 07-17-11	10 0[ISQL Server] "bbo" SM DEVICE 20:30:34 (E) (7036:7208) DBS-070 SQL submitted to C Server[Invaild object 0:30:34 (E) (7840:7536) DBS-070 SQL submitted to C Server[Invaild object 0:30:34 (E) (7036:7208) DBS-054 DBO"SM SMLCC 20:30:34 (E) (7036:7208) DBS-054 SELECT query -SE	22M1*SM_DEVICE2M1*>>. 404: [Data flow SM_VENDORM1_SOURC DBC data source <labra <="" <labra="" data="" li="" source=""> RM1*SM_VENDORM1*>. 404 [Data flow SM_SM_CACTION_SOURCE DBC data source statemonand036 devia DBC data source statemonand036 devia ELECT 'SM_VENDORM1*ND BUSINES</labra>	b.ad> resulted in error <[N] DL submitted is <select RCE_EXTRACT_DELETE b.ad> resulted in error <[M] SQL submitted is <selec EE_EXTRACT_DELETE_F SKEY" FROM "dbo"."SN</selec </select 	Ilicrosoft]ISQL Server Native "SM_VENDORM1"."MD_BU FF_DF Reader QRY_SRC_ Ilicrosoft]ISQL Server Native T "SM_SMLOCATION."MD F_DF Reader QRY_SRC_D W ENDORM1" "SM VEND	Client 10.0][SQL SINESS_KEY" FR DATE_RANGE Client 10.0][SQL _BUSINESS_KEY" IATE_RANGE DRM1" > failed. TI	FROM	
Web Services SAP Connections Adapter Instances Server Groups Central Repositories Profiler Repositories	(12.2) 07-17-11	10.0][SQL Server]] SQL Server] SQL Starter SQL Starter	22M1*SM_DEVICE2M1*>>, 404: [Data flow SM_VENDORM1_SOURC DBG data source <labra <="" <labra="" and="" li="" source=""> </labra>	b.ad> resulted in error <[N] DL submitted is <select RCE_EXTRACT_DELETE b.ad> resulted in error <[M] SQL submitted is <selec EE_EXTRACT_DELETE_F SKEY" FROM "dbo"."SN</selec </select 	Ilicrosoft]ISQL Server Native "SM_VENDORM1"."MD_BU FF_DF Reader QRY_SRC_ Ilicrosoft]ISQL Server Native T "SM_SMLOCATION."MD F_DF Reader QRY_SRC_D W ENDORM1" "SM VEND	Client 10.0][SQL SINESS_KEY" FR DATE_RANGE Client 10.0][SQL _BUSINESS_KEY" IATE_RANGE DRM1" > failed. TI	FROM	

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 more information.	Add the xls file to the displayed path in the ABC Job Details Report.

• 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:

his report displays oper	ational information pertaining to Job	Process ID: 182							
perational Job Proces	s Information for the process Id:	182							
itream Step Id IPM_EXT	Job Stream Id Upstream	State FINISHED	Status MAX_EXEC UTION_TIM	Duration Start Time 1 m 35 s 7/18/2011 5:32:30 PM	End Time 7/18/2011 5:34:05 PM	Schedule Time 7/18/2011 5:32:11 PM	Owner SCHEDULER	Status Info Process is taking too long to exceeded 1 minutes) - it wil	
/orkflow/Data Flow De	talls								
VF/DF Detail Name			Status	Status Info		Duration \$	Start Time	End Time	WF/DF Detail I
PM_KCRT_FG_PFM_	ASSET_EXT_PREFILL_WF		SUCCESS			2 5	/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1579
PM_KCRT_FG_PFM_	ASSET_FF_EXT_WF		SUCCESS			3 5 7	/18/2011 5:32:34 PM	7/18/2011 5:32:37 PM	1590
PM_KCRT_FG_PFM_I	PROJECT_EXT_PREFILL_WF		SUCCESS			3 5 7	/18/2011 5:32:30 PM	7/18/2011 5:32:33 PM	1589
M_KCRT_FG_PFM_I	PROJECT_FF_EXT_WF		SUCCESS			46 s 7	/18/2011 5:32:34 PM	7/18/2011 5:33:20 PM	1603
M_KCST_BUDGET_	INES_EXT_PREFILL_WF		SUCCESS			2 6 7	/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1583
M_KCST_BUDGET_	INES_FF_EXT_WF		SUCCESS			4 s 7	/18/2011 5:32:34 PM	7/18/2011 5:32:38 PM	1593
M_KCST_BUDGET_	.NK_ENT_EXT_PREFILL_WF		SUCCESS			2 s 7	/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1582
M_KCST_BUDGET_	.NK_ENT_FF_EXT_WF		SUCCESS			34 s 7	/18/2011 5:32:34 PM	7/18/2011 5:33:08 PM	1594
M_KCST_BUDGETS	EXT_PREFILL_WF		SUCCESS			2 5 7	/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1584
M_KCST_BUDGETS	FF_EXT_WF		SUCCESS			38 s 7	/18/2011 5:32:34 PM	7/18/2011 5:33:12 PM	1595
PM_KCST_BUDG_LIN	E_CELLS_EXT_PREFILL_WF		SUCCESS			2 s 7	/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1580
PM_KCST_BUDG_LIN	E_CELLS_FF_EXT_WF		SUCCESS			5 s 7	/18/2011 5:32:34 PM	7/18/2011 5:32:39 PM	1591
PM_KCST_BUDG_PE	RIOD_SUM_EXT_PREFILL_WF		SUCCESS			2 s 7	/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1581
PM_KCST_BUDG_PE	RIOD_SUM_FF_EXT_WF		SUCCESS			4 s 7	/18/2011 5:32:34 PM	7/18/2011 5:32:38 PM	1592
PM_KCST_CURRENC	Y_CELLS_EXT_PREFILL_WF		SUCCESS			25 7	/18/2011 5:32:30 PM	7/18/2011 5:32:32 PM	1585
PM_KCST_CURRENC	Y_CELLS_FF_EXT_WF		SUCCESS			4 5	/18/2011 5:32:34 PM	7/18/2011 5:32:38 PM	1596
M_KCST_CURRENC	Y_LINES_EXT_PREFILL_WF		SUCCESS			3 5 7	/18/2011 5:32:30 PM	7/18/2011 5:32:33 PM	1586
M_KCST_CURRENC	Y_LINES_FF_EXT_WF		SUCCESS			5 5 7	/18/2011 5:32:34 PM	7/18/2011 5:32:39 PM	1597
M_KNTA_REGIONS	FF_EXT_WF		SUCCESS			6 s 7	/18/2011 5:32:34 PM	7/18/2011 5:32:40 PM	1598
M_KNTA_USERS_FI	_EXT_WF		SUCCESS			7 5 7	/18/2011 5:32:34 PM	7/18/2011 5:32:41 PM	1600
PM_KPMO_BUS_OBJ	_FF_EXT_WF		SUCCESS			9 s 7	/18/2011 5:32:34 PM	7/18/2011 5:32:43 PM	1605
M_KRSC_ORG_UNI	IS_FF_EXT_WF		SUCCESS			7 5 7	/18/2011 5:32:34 PM	7/18/2011 5:32:41 PM	1599
M_PM_PROJECTS_	EXT_PREFILL_WF		SUCCESS			3 5 7	/18/2011 5:32:30 PM	7/18/2011 5:32:33 PM	1587
PM_PM_PROJECTS_	F_EXT_WF		SUCCESS			1 m 46 s 7	/18/2011 5:32:34 PM	7/18/2011 5:34:20 PM	1601
PM PM PROJECT T	PES EXT PREFILL WF		SUCCESS			35 3	/18/2011 5:32:30 PM	7/18/2011 5:32:33 PM	1588

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:

This report displays operational	information pertaining to Job Pr	rocess ID: 22							
na report drapita ya operationa	internation percenting to out in								
perational Job Process Info	rmation for the process Id: 22								
Stream Step Id	Job Stream Id	State	Status	Duration Start Time	End Time	Schedule Time	Owner	Status Info	
M_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, e metrics: success: 0, warning	
/orkflow/Data Flow Details									
VF/DF Detail Name			Status	Status Info		Duration Start	Time	End Time	WF/DF Detail II
M_ASSIGNMENTM1_SOUR	CE_EXTRACT_DELETE_FF_W	F	ERROR	Error: [120302] ODBC call <sqldrive source <labm3amdb39.devlab.ad> fa Server Native Client 10.0][SQL Serve Yovadmin' >. Notify Customer Suppor</labm3amdb39.devlab.ad></sqldrive 	iled: <[Microsoft][SQL r]Login failed for user	2 s 7/24	2011 12:25:16 PM	7/24/2011 12:25:18 PM	10
M_ASSIGNMENTM1_SOUR	CE_EXTRACT_FF_WF		ERROR	Error: (120302) ODBC call <sqldrive source <abm3amdb39.devlab.ad> fa Server Native Client 10.0[[SQL Serve 'royadmin'>. Notify Customer Suppor</abm3amdb39.devlab.ad></sqldrive 	iled: <[Microsoft][SQL r]Login failed for user	3 s 7/24	2011 12:25:16 PM	7/24/2011 12:25:19 PM	9
M_BIZSERVICEM1_SOURCI	E_EXTRACT_DELETE_FF_WF		ERROR	Error: [120302] ODBC call <sqldrive source <abm3amdb39.devlab.ad> fa Server Native Client 10.0[[SQL Serve 'royadmin'>. Notify Customer Suppor</abm3amdb39.devlab.ad></sqldrive 	iled: <[Microsoft][SQL r]Login failed for user	1 s 7/24	2011 12:25:16 PM	7/24/2011 12:25:17 PM	6
M_BIZSERVICEM1_SOURC	E_EXTRACT_FF_WF		ERROR	Error: [120302] ODBC call <sqldrive source <labm3amdb39.devlab.ad> fa Server Native Client 10.0][SQL Serve Yovadmin' >. Notify Customer Suppor</labm3amdb39.devlab.ad></sqldrive 	iled: <[Microsoft][SQL r]Login failed for user	4 s 7/24	2011 12:25:16 PM	7/24/2011 12:25:20 PM	5
M_COMPANYM1_SOURCE_	EXTRACT_DELETE_FF_WF		ERROR	Error: [120302] ODBC call <sqldrive source <abm3amdb39.devlab.ad> fa Server Native Client 10.0[[SQL Serve 'royadmin'>. Notify Customer Suppor</abm3amdb39.devlab.ad></sqldrive 	iled: <[Microsoft][SQL r]Login failed for user	2 s 7/24	2011 12:25:16 PM	7/24/2011 12:25:18 PM	13
M_COMPANYM1_SOURCE_	EXTRACT_FF_WF		ERROR	Error: [120302] ODBC call <sqldrive source <abm3amdb39.devlab.ad> fa Server Native Client 10.0][SQL Serve 'royadmin' >. Notify Customer Suppor</abm3amdb39.devlab.ad></sqldrive 	iled: <[Microsoft][SQL r]Login failed for user	4 s 7/24	2011 12:25:16 PM	7/24/2011 12:25:20 PM	15
M_CONTCTSM1_SOURCE_	EXTRACT_DELETE_FF_WF		ERROR	Error: [120302] ODBC call <sqldrive source <labm3amdb39,devlab.ad> fa Server Native Client 10.0][SQL Serve 'royadmin'.>. Notify Customer Suppor</labm3amdb39,devlab.ad></sqldrive 	arConnect> for data iled: <[Microsoft][SQL r]Login failed for user	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 <sqldrive source <abm3amdb39.devlab.ad> fa Server Native Client 10.0[[SQL Serve 'royadmin'.>. Notify Customer Suppor</abm3amdb39.devlab.ad></sqldrive 	erConnect> for data iled: <[Microsoft][SQL r]Login failed for user	5s 7/24	2011 12:25:16 PM	7/24/2011 12:25:21 PM	18

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- 💕 Status - 😚 Batch	Jeb Trace Log Jeb Monitor Log Job Error Log	
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- SAP Connections	Log: error_07_24_2011_12_29_02_14d2e5e41f_8ca1_474b_827b_7 Job name: SM_SOURCE_EXTRACT_JB	74a4de96d1ea.txt Job Server: VMAMQA389:3500
Adapter Instances	(12.2) 07-24-11 12:29:03 (E) (5436:3132) CON-120302: [Session SN_SOURCE_EXTRACT_//B	
Berver Groups	ODBC call <sqldriverconnect> for data source <labridamdb39.deviab.ad> failed: <[Microsoft[ODBC SQL Server Driver][SQL Server]Login failed for user 'royadmin'>. Notify Customer Support.</labridamdb39.deviab.ad></sqldriverconnect>	
Central Repositories	(12.2) 07-24-11 12:29:06 (E) (3140:3916) CON-120302: [Dataflow SM_ASSIGNMENTM1_SOURCE_EXTRACT_DELETE_FF_DF	
Profiler Repositories	ODBC call <sqldriverconnect> for data source <latm3andb39 deviab.ad=""> failed: <[liicrosoft[ODBC SQL Server Driver][SQL Server]Login failed for user 'royadmin'>. Notify Customer Support.</latm3andb39></sqldriverconnect>	
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	ODBC call <sqldriverconnect> for data source <labrd3amdb39.deviab.ad> failed: <[ilicrosoft[ODBC SQL Server Driver][SQL Server]Login failed for user 'royadmin'.>. Notify Customer Support.</labrd3amdb39.deviab.ad></sqldriverconnect>	
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	Server]Login failed for user 'royadmin'>. Notify Customer Support.	
	(12.2) 07-24-11 12:29:06 (E) (2360:0576) CON-120302: [Dataflow SM_DEPTM1_SOURCE_EXTRACT_DELETE_FF_DF ODBC call <sqldriverconnect> for data source https://www.salution.com (Nicrosoft[ODBC SQL Server Driver][SQL</sqldriverconnect>	
	Server]Login failed for user 'royadmin'.>. Notify Customer Support.	
	(12.2) 07-24-11 12:29:06 (E) (3140:3916) CON-120302; [Data flow SM_ASSIGNMENTN1_SOURCE_EXTRACT_DELETE_FF_DF ODBC call <sqldriverconnect> for data source <abm3amdb39 deviab.ad=""> failed: (IIIcrosoft[ISQL Server Native Clent 10.0][Si </abm3amdb39></sqldriverconnect>	8
	ServerjLogin failed for user 'royadmin'>. Notify Customer Support.	
	(12.2) 07-24-11 12:29:06 (E) (5324:4504) CON-120302: [Dataflow SM_BIZSERVICEM1_SOURCE_EXTRACT_DELETE_FF_DF ODBC call <soldriverconnect> for data source https://www.source.com, data source https://www.source.com, data source https://wwww.source.com</soldriverconnect>	
	Server/Login failed for user 'royadmin'>. Notify Customer Support. (12.2) 07-24-11 12:29:07 (E) (4948:5576) CON-120302: [Data flow SM_SMLOCATION_SOURCE_EXTRACT_DELETE_FF_DF	
	ODBC call <sqldriverconnect> for data source <labm3andb39.deviab.ad> failed: <[Microsoft][SQL Server Native Client 10.0][Sil</labm3andb39.deviab.ad></sqldriverconnect>	QL .
	Server/Login failed for user 'royadmin'>. Notly Customer Support. (12.2) 07-24-11 12:29:07 (E) (5128:6104) CON-120302: [Dataflow SM_COMPANYIH1_SOURCE_EXTRACT_DELETE_FF_DF	
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	Server/Login failed for user 'royadmin'>. Notify Customer Support. (12.2) 07-24-11 12:29:07 (E) (3000:3076) CON-120302: [Datafow SM_VENDORM1_SOURCE_EXTRACT_DELETE_FF_DF	
	ODBC call <sqldriverconnect> for data source <labracamdb39.deviab.ad> failed: <[ilicrosoft[ODBC SQL Server Driver][SQL Server[Login failed for user 'rovadmin'>. Notify Customer Support.</labracamdb39.deviab.ad></sqldriverconnect>	
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	ODBC call <sqldriverconnect> for data source <abra <abra="" da<="" data="" source="" td=""><td>aL</td></abra></sqldriverconnect>	aL
	(12.2) 07-24-11 12:29:07 (E) (2360:0576) CON-120302: [Data flow SM_DEPTM1_SOURCE_EXTRACT_DELETE_FF_DF	
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	(12.2) 07-24-11 12:29:07 (E) (5128:6104) CON-120302: [Data flow SM_COMPANYIN1_SOURCE_EXTRACT_DELETE_FF_DF ODBC call xSOI DriverConnects for data source xintm3amth39 deviab adv failed: diliconant/ISOI Server Native Cleot 10 0050	a.
	CONTRACTOR AND A REAL	🗣 Local intranet Protected Mode: Off 🛛 🖓 💌 🔍 100% 🔹

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

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

🛃 Administrator	EMENT CONSOLE		Objects					
A	dapter instances > Adapter logs	Home About Release Notes Logou	0					
Co Administrator	Adapter Instance: BsmAdapter		Ĩ					
	Adapter trace log Adapter error log							
Gentry 300_loods Resi Time Yeld Service SAP Connections SAP Connections Gentry Cross Contel Repositories Profile Repositories Management	Jub Sener: Jub Sene: Jub Sener: Jub Sener: Jub Sener: Jub Sener: Jub Sener: J	n Golfmannen Hitt, pope hatend of 194, dats. Probable cause - wrong credentials an	het het					
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Cause	View Details	Solution
Error is displayed: [80134] Named pipe error occurred: <the pipe has been ended>. Can be caused by: Wrong BSM credentials Did not configure</the 	C:\Program Files (x86)\Business Objects\BusinessObjects Data Services\adapters\log\BsmAdapter_ error.txt Check in SAP BusinessObjects Data Services for IT Executive Scorecard for cause.	 If wrong credentials exist, enter the correct credentials in the BSM Activation page. For details, see <u>"Integrate with</u> <u>BSM as a Data Source"</u> in the <i>Data Warehouse Admin</i> <i>Guide</i>. If services are not configured, define a Service (business/ infrastructure) in BSM related to any transaction. Rerun the ETL.
Services in BSM		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
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 lefthand 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.</process_id></datawarehouse\bin> 3. Run <datawarehouse\bin folder=""> dw_abc_job_launcher.bat -<jobname xxxx=""> -stop where you replace XXXX with the job name from step 1.</jobname></datawarehouse\bin> 4. Run <datawarehouse\bin folder=""> dw_abc_set_status.bat -error</datawarehouse\bin> 5. Launch the job again.

ETL continues to run for more than 20 minutes:

Cause	View Details	Solution
The Data Warehouse stream		Indicates the Hardware requirements were not completed in the installation of DWH. Complete the following requirements:
is stuck		• RAM : 8GB
		FreeDisk Space : 8GB
		Processor : Dual core

ETL workflows fail with error message like Unclosed quotation mark after the character string:

Cause	View Details	Sol	ution
Unprintable characters in string fields may cause ETL Workflow to	Open the SAP BusinessObjects Data Service Management Console, input the job name, you can find detailed error message	1.	Login to the source product database
fail		2.	Run SQL to remove or update questionable string fields.
		3.	Abort the previous ABC stream
		4.	Re-run the ETL workflow by calling the relevant ABC command.
		5.	Re-run ETL.

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. Review the status of the last batch. See the Last Batch Status area of the report. Locate the step that has failed. See the Jobs With Problems for ETL Batch ID area of the report. 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	Event	 Make sure all previous streams have finished by
have not	viewer:	checking the ABC Operational Status report. Review the status of the last batch. See the Last Batch
completed. A step has failed	dw_	Status area of the report. If you want to abort the stream, see <u>"dw_abc_batch_control"</u>
within the stream.	abc.log	in the Data Warehouse Admin Guide.

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 <u>"Change the Period Dimensions "</u> in the <i>Data Warehouse Admin Guide</i> .

Problem with Web Service request for initial load for BSM:

Cause	View Details	Solution
Internal Server Error at com.hp.dwh.adapters. extractors.impl. BsmkpidashboardExtractor.	C:\ <installationdirectory> \agora\glassfish\glassfish\ domains\BTOA\logs\fbi.log</installationdirectory>	 Login to BODS. Open BSM_SOURCE_ EXTRACT_JB

Cause	View Details	Solution
extract (BsmkpidashboardExtractor.java:78)		3. Go to the Start script of BSM_BUSINESS_ APP_STATUS_ SOURCE_EXTRACT_ FF_WF Workflow.
		 4. In the start script of the source extract (inside BODS), in the criteria section, enter the following: CDC_GET_DELTA_START_DATE_BSMKPIDASHBOARD_FN(\$L_EXTRACT_START_LONGDATE,\$G_PRODUCT_NAME,\$L_ENTITY_NAME,\$L_LASTMODIFIED_COLUMN,\$G_INITIAL_LOAD_M);
		5. Replace \$G_INITIAL_ LOAD_M with the number of days backward you want to include in the initial load.
		 You can enter 0.25 to allow only one week back, and minimize this number until you get results from FBI. For example: 30 days and minimize this number until you get results from FBI.
		 7. Enter to the Function CDC_GET_DELTA_ START_DATE_ BSMKPIDASHBOARD_ FN and replace the row: \$I_init_load_start_date = add_months(sysdate(), (\$p_initload_ m * (-1))); with the row: \$I_init_load_start_date

Cause	View Details	Solution
		= sysdate()- num_to_ interval(\$p_initload_m , 'D');

The SRC-EXT step of HP Business Service Management crashes:

Cause	View Details	Solution
ETL has not been working for a while. Some malfunction in BSM causing huge amount of defunct records.	"Too much data" is issued as the query from BSM exceeds the limit of the BSM.	 a. Reduce the Chunk size by half. For details, see the Advanced Configuration in <u>"Integrate with</u> <u>BSM as a Data Source</u>". b. Choose the "Skip Large Chunks" option from the adapter.

Failures in HP Business Service Management while running the ETL:

Cause	View Details	Solution
ERROR - Executed query has failed because of large amount of data. ERROR - Query has reached maximum result size	C:\HPXS\agora\glassfish\ glassfish\domains\BTOA\ logs\dwh.log	Decrease the size of the chunk. For details, see Advanced Configuration in <u>"Integrate with</u> <u>BSM as a Data Source"</u> in the Data Warehouse Admin Guide.

ALM Troubleshooting

The following provides ALM troubleshooting information.

ALM_LOAD_CONFIG_JB fails

Cause	View Details	Solution
 ALM server may be down. Connection details were changed 	Connection timed out: connect. login to ALM Server has failed	 In the Data Source Management page, click View Settings to review configuration details. Check that the ALM server has started and that ALM web services are available by using REST request sample: -http://<alm_server_ host>:<port>/qcbin/rest/domains/?login-form- required=y</port></alm_server_

ALM_SOURCE_EXTRACT_JB fails for "*audit" REST requests

Cause	View Details	Solution
Unsupported ALM version	xml version="1.0" encoding="UTF-8"<br standalone="yes"?> <qcrestexception><id>qccore.general-error</id> <title>Not Found</title> <stacktrace>javax.ws.rs.WebApplicationException </stacktrace> </qcrestexception> error message	 Check if the AUDIT web service for th ALM server is available, for example fo TEST entity: http://<alm_server_ host>:<port>/qcbin/rest/domains/< DOMAIN>/projects/<alm_ PROJECT>/audits?login-form- required=y&query={parent- type[TEST];parent-id[>0];Time[>"20 05-15 00:00:01"]}</alm_ </port></alm_server_ If step 1 fails, make sure that the ALM server version is ALM 11 SP2 or after.

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		 In the ALM Site Administration, select the Site Users tab.
		 In the User Projects tab, assign the user access rights for a specific project.

ALM_SOURCE_EXTRACT_JB fails

Cause	View Details	Solution
The ALM Server database does not exist for the specified ALM project.	java.sql.SQLException: [Mercury][SQLServer JDBC Driver][SQLServer]Database 'SOME_PROJECT' does not exist. Make sure that the name is entered correctly. error message	 In the ALM Site Administration, remove the corrupted ALM project from connection-user configurations. Configure a set of domains and projects for data extraction using the ALM_DOMAINS_AND_ PROJECTS.xls file. For details, see "Configure ALM Domains and <u>Projects"</u> in the Data Warehouse Admin Guide.

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.		 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 > Administration > Enable HP 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 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	P server.log	On the Executive Scorecard and Data Warehouse servers, do as follows:	
service.		 On the Windows taskbar click Start > All Programs > HP Executive Scorecard > Administration > Disable HP Executive Scorecard. 	
		 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
		 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 > Administration > Enable HP Executive Scorecard.

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: 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.
		 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.</business </business>
		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.</customer_name></server_ </server_ip>

Universes are not displayed in the Studio:

Cause	View Details	Solution
Universes are not displayed in the Studio		 Load Meta Data: Login to SAP BusinessObjects Enterprise Central Management Server (CMC). On the server where SAP BusinessObjects Enterprise is installed (you have a typical installation it is the server where Executive Scorecard is installed), open the SAP BusinessObjects Enterprise management console using the following address: http://<server-name>:8080/CmcApp/</server-name> Go to the servers in the Organize list.

Cause	View Details	olution	
		 Click Service Categories > Web intelligence. Right-click the WebIntelligenceProcessingServer server and check if the value the Maximum Documents per User parameter is 10. If it isn't reduce it to 10. 	of
		5. Click Save & Close.	
		6. Restart the Web Intelligence services.	
		7. Wait a few minutes and run the "Load meta data" JMX.	
		 Run Jconsole from : C:\HPXS\agora\jdk\bin\jconsole.exe. The New Connection screen opens. 	
		Select the Remote Process radio button.	
		D. Enter localhost:10008 and click Connect.	
		1. Select the MBeans tab.	
		 Expand com.hp.btoe.studio.jmx > MetaDataLoader, select LoadMetaData and click the loadMetaData() button in the right pane. 	
		 Wait a few minutes until the message Load Meta Data successfully finished is issued. 	
		4. Login to Executive Scorecard and check the universes in XS studio).

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.



