

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.00 MLU Language Extension Add On

Release Notes

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Software Release Date: March 2012



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The title page of this document contains the following identifying information:

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Release Notes

This document provides information about Executive Scorecard 9.00 MLU Language Extension Add On .

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

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What's New in Version 9.00 MLU Language Extension Add On

This section describes what's new in Version 9.00 MLU Language Extension Add On.

Content

New KPIs were added to the Studio in this version.

- 6 new KPIs provide information from HP Business Service Management (Application Performance Management (APM)).
- 10 new KPIs provide information from HP Network Automation and HP Server Automation.
- 5 new KPIs provide information from HP Network Node Manager.
- 10 new KPIs provide information from HP Data Protector.

TeleManagement Forum-related KPIs. HP IT Executive Scorecard is certified (from this version and above) to provide a secure interaction with the TM Forum Business Benchmarking database, including uploading data for the specified standard metrics in the correct format, generating queries, and downloading the query results. The following areas of the TM Forum are covered by the current version: **Customer Problem Resolution** and **Service Problem Management**. The appropriate KPIs can be imported into the Studio.

Data Source Integrations

- New integration with HP Server Automation.
- New integration with HP Network Automation.
- Enhanced integration with HP Business Service Management to support Application Performance Management (APM) data.
- New integration with HP Network Node Manager.
- New integration with HP Data Protector.
- Enhanced integration with HP Project and Portfolio Management to support Demand Management customization scenarios

For details on the supported versions, see the Support Matrix in the [HP Software Product Manual Site \(http://h20230.www2.hp.com/selfsolve/manuals\)](http://h20230.www2.hp.com/selfsolve/manuals).

Data Warehouse

The database cleanup procedure has been added. It enables you to cleanup the data left after a POC, in case of severe data quality issues, or between the staging and the production stages. Limitation: this process doesn't support localized environments.

Executive Scorecard

- **KPI Library trees:**
 - **The Out-Of-The-Box Business Scorecards** of the VP of Operations, VP of Applications, and CIO scorecards were modified.

- This version provides additional language capabilities. The localization and globalization information is described in the Support Matrix document available from the [HP Software Product Manual Site \(http://h20230.www2.hp.com/selfsolve/manuals\)](http://h20230.www2.hp.com/selfsolve/manuals).
- This version includes translated sources. To enjoy the complete language capabilities, you must install version 9.00 MLU Language Extension Add On.

Universes

The following universes were added to this version:

- Application Performance
- Data Protection
- Network Node Manager
- Policy Remediation
- Policy Compliance
- Policy Compliance Status
- PPM Customization

The following existing universes were modified:

- Availability Management
- Demand Management

Languages

New added support (globalization) of 4 languages: Simplified Chinese, Korean, Italian and Dutch.

Smartphone and Tablet

- **Annotation.** You can add/edit annotations.
- **Email/SMS/phone.** You can send emails, SMSs, or call the owner of a KPI or Objective.
- **Multi page select.** In a tablet, you can view the Summary Views of selected pages.

Documentation

- **Getting Started Guide:** A Getting Started Guide provides End-to-End main flows and a quick access to the main customizations. It is available in the Online Help and in PDF format.
- **Universe-specific guides:** Universe-specific guides in PDF format are provided for each universe. Each guide provides the graphical representation of the universes as well as the list of classes, Fact View tables and Dimension View tables.

Supported Environments

The environments supported by Executive Scorecard are described in the Support Matrix document available from the [HP Software Product Manual Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

Installation Requirements

Details about the minimum hardware and software requirements are provided in the Support Matrix document in the [HP Software Product Manual Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

Installation of Version 9.00 MLU Language Extension Add On

You can install Executive Scorecard version 9.00 MLU Language Extension Add On only after Executive Scorecard version 9.00 MLU SW Media has been installed. The Add On enables working with Executive Scorecard in additional languages.

The installation is expected to:

- Update the abc-sqlSchema.
- Update the metadata-sqlSchema.
- Abort all running streams.
- Back up and zip the previous content packs with the current time.
- Upgrade the Core content pack.
- Upgrade all content packs.
- Update the target schema.
- Un-deploy and then re-deploy the FBI web application.

Tip:

- All databases, servers, the SAP BusinessObjects Data Services for IT Executive Scorecard, and the SAP BusinessObjects Enterprise for IT Executive Scorecard must use the same time zone.
- If you work with a non-English language, make sure that all the installation folders and the names of the schemas are only in English.

Start Process

1. **Prerequisites:** Executive Scorecard Version 9.00 MLU SW Media must already be installed.
2. **Backup.** Back up all the databases.
3. **Install the 9.00 MLU Language Extension Add On.** Double-click the setup file in the installation DVD. It runs the installation of version 9.00 MLU Language Extension Add On above the 9.00 MLU SW Media version. It checks if version 9.00 MLU SW Media is already installed. After the 9.00 MLU SW Media installation was successfully validated, the Executive Scorecard application server is stopped to start the installation process. It performs the relevant backups and initializes the post-install procedure that runs automatically using the database configuration and other information that were included in the installation of version 9.00 MLU SW Media.

Note: If the language of one or more of the language packs that you are going to configure uses a non-Latin character set, the management database must be created with the collation for the relevant language.

4. For all non-English languages, in the Data Warehouse server, run the following command:

```
sqlcmd -S "<FULL_SERVER_NAME>" -d "<TARGET_SCHEMA>" -U "dwt" -P  
"<PASSWORD>" -i "<DVD>\tools\sql\target_static_creation_objects.sql" -v  
MDUSERNAME="dwmetadata" -v ABCUSERNAME="dwabc" -v  
STAGINGUSERNAME="dws" -v STUSERNAME="dwst" -v  
TARGETUSERNAME="dwt"
```

where

- <FULL_SERVER_NAME> is the DWH SQLServer DB server name (for example: mydbserver.hp.corp.com).
 - <TARGET_SCHEMA> is the DB target Schema name (for example XXXXXX_trg).
 - <PASSWORD> is the DB target Schema Password.
 - <DVD> is the DVD representative letter (for example F: or D:).
5. **If needed, localize the KPI Library, and the Dashboard Pages and Components.**
- The upgrade procedure replaces the previous version KPI Library with the new 9.00 MLU Language Extension Add On read-only KPI Library (in English by default).
- To localize the KPI Library, see "[Installation of Version 9.00 MLU Language Extension Add On](#)" (on page 12).
 - To localize the Dashboard pages and components, see "[Localize the Dashboard Pages and Components](#)" (on page 15).
6. **Test the installation.** Check the universes in the Executive Scorecard Studio:
- a. If you do not see them, run the Load meta data JMX.
 - b. If you still cannot see the universes, restart SAP BusinessObjects Enterprise and rerun the "Load meta data" JMX. For details, see the *IT Executive Scorecard Troubleshooting Guide*.
7. **Set up the user interface display language.** All translated files are provided with the product and the language of the user interface depends on the language settings of your browser. English is the default language.
- a. If you want to display the user interface in a non-English language go to your browser **Tools > Internet Options**.
 - b. In the **General** tab, click **Languages**.
 - c. Add the language you want to view in the user interface and use **Move up** to move it to be the first in the list.
 - d. Open a new browser and login to Executive Scorecard. The application is presented in the chosen local language.
8. **Set up the input and content language.** The inputs and content language (i18N) depends on the definitions of your database. For details on the supported languages, see *IT Executive Scorecard Support Matrix*.

Localize the KPI Library

The localized installation adds the language libraries of XML files in specific folders. You copy and then import these files to display the out-of-the-box template Scorecards, Perspectives, Objectives, Folders, and KPIs in the KPI Library in the selected language.

To localize the out-of-the box content of the KPI Library: Scorecards, Perspectives, Objectives, and KPIs, proceed as follows:

1. **Prerequisite.** You have performed the upgrade to the current version.
2. In the Executive Scorecard server, locate the **<XS server>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\languages\<language_code>_<country_code>** folder relevant for the language you want to use in the application. The .xml files in the folder represent both KPIs and KPI directories.

The language code and country codes are as follows:

Language	Language Code	Country Code
Brazilian Portuguese	pt	BR
French	fr	FR
Spanish	es	ES
German	de	DE
Japanese	ja	JP
English	en	US
Dutch	nl	NL
Italian	it	IT
Simplified Chinese	zc	CN
Korean	ko	KR

3. Copy these .xml files to the **<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\load** folder.

Tip:

If the folder contains other sets of files (for different languages), it is recommended to keep in the folder only the required set of language files and to move the other files outside the folder to prevent the loading of both set of language files and an unknown result.

Important Note:

When working with Chinese, before importing the KPI XML files, open the **IndustryStandard_zh_CN.xml** file in **<XS server>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\languages\zh_CN** and change the following line from:
<objective name="事件管理" uuid="2c86791c-833c-45c5-bf37-92568a5ec328" rule="WEIGHTED_AVERAGE" period="MONTHLY">
to
<objective name="突发事件管理" uuid="2c86791c-833c-45c5-bf37-92568a5ec328" rule="WEIGHTED_AVERAGE" period="MONTHLY">. Save the changes, then import the relevant KPI XML files.

4. Import the out-of-the-box language files using the **KPILoader > importKPIs()** procedure described in ["How to Import or Export Trees and Nodes"](#) in the .

Localize the Dashboard Pages and Components

The localized installation adds the language libraries of XML files in specific folders. You copy and then import these files to display the out-of-the-box template pages and components in the selected language, in the Dashboard.

To localize the out-of-the box pages and components, proceed as follows:

1. **Prerequisite.** You have performed the installation and post-installation procedures or the upgrade to the current version.
2. In the Executive Scorecard server, locate the **<XS server>\agora\glassfish\glassfish\domains\BTOA\config\uimashup\import\languages\Components\<lang>_<country_code>\<name>.uim.xml** or **<XS server>\agora\glassfish\glassfish\domains\BTOA\config\uimashup\import\languages\Pages\<lang>_<country_code>\<name>.uim.xml** files relevant to the language you want to install. These .uim.xml files represent the components and the pages used in the Dashboard. **lang** is the language code and **country_code** is the code of the country:

Language	Language Code	Country Code
Brazilian Portuguese	pt	BR
French	fr	FR
Spanish	es	ES
German	de	DE
Japanese	ja	JP
English	en	US
Dutch	nl	NL

Language	Language Code	Country Code
Italian	it	IT
Simplified Chinese	zc	CN
Korean	ko	KR

3. Copy these .xml files to the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\ui mashup\import\to load` folder.

Tip:

If the folder contains other sets of files (for different languages), it is recommended to keep in the folder only the required set of language files and to move the other files outside the folder to prevent the loading of both set of language files and an unknown result.

4. Import the out-of-the-box language files (**only for the pages and components - events are not localized**) using the relevant procedure described in "[How to Import or Export Out-of-the-box Pages, Components, and Events](#)"

Notes and Limitations

Problems and limitations are identified with a Change Request number (QCCR<CR_number>). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

This section includes the following topics:

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Installation Issues

The installation-related issues are as follows:

Uninstall (QCCR122236)

After you perform an uninstall operation, you must delete both the SAP BusinessObjects Enterprise and SAP BusinessObjects Data Services folders.

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

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

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

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

When the path to the SQLCMD utility includes quotes (inverted commas), the installation of the Data Warehouse fails (init_db failed to execute) (QCCR1A127626)

When installing the SQLCMD utility, make sure that the path to the utility is not enclosed in quotes (") and does not include quotes, as this might cause the installation of Data Warehouse to fail.

Financial Planning and Analysis and Executive Scorecard - When installing the Financial Planning and Analysis Service Pack post installation fails when the staging and target databases are on different servers (QCCR128055)

When you install Executive Scorecard 9.0 and you create the staging and target databases on different servers using different passwords for the SQL servers, then you install the Financial Planning and Analysis content pack (version 9.2), and then you install Financial Planning and Analysis Service Pack (version 9.21), the post-install procedure fails.

Workaround: It is recommended to create the staging and target databases on the same server.

When integrating with data sources installed on named instance database servers, the validation of a named instance fails when the hostname starts with a number followed by letters (QCCR132452)

The problem appears in the Data Source Management user interface only for data sources installed on named instance MS/SQL database servers when you activate the data sources using a host name that starts with a number followed by letters.

Workaround: Use the Automation tool to activate the data source.

Using XS Administration shortcuts in the Start Menu under domain user on a Windows 2008 server

If the domain account is used to manage the server, the **Configuration Wizard**, **License Renewal**, **Enable / Disable Executive Scorecard**, and **Uninstall HP Executive Scorecard** shortcuts may not work correctly because the batch files invoked in these shortcuts cannot access the relevant files when the User Access Control feature is enabled.

Workaround: Use one of the following options:

- Disable the User Access Control feature.
 - To launch each shortcut, right-click it and select the **Run as Administrator** option.
-

KPI Library is empty after re-running the post-install procedure (QCCR135819)

After you run again the post-install procedure, the KPI Library appears empty.

To reimport the KPI Library:

1. Reimport only the .XML files from Languages/EN_US as described in "Localize the KPI Library" in "[Installation of Version 9.00 MLU Language Extension Add On](#)".
2. Reimport the .XML files from the other languages you want to use as described in "Localize the KPI Library" in "[Installation of Version 9.00 MLU Language Extension Add On](#)".

Data Warehouse Issues

The Data Warehouse-related issues are as follows:

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

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

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

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

Note: This is problematic only for the alternate source. It is working correctly for HP Business Service Management.

Data Source Management user interface - the schema of HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management is not validated as part of the conceivability check before any connection to the source Oracle database. The incorrect schema name causes ETL failures (QCCR124469)

Make sure that, when you activate the HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management (Oracle) data source, you enter correct schema name in the relevant page of the Data Source Management User Interface.

Because the HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management Schema Name is not validated, ETL will fail if an incorrect schema name is entered in the Data Source Management user interface, due to the incorrectly generated views.

Workaround: Change to the correct Schema name or for HP Asset Manager, HP Service Manager, or HP Project and Portfolio Management generate the schema using the following command:

DW_generate_Schemas - dw_generateschemas.bat -interface -product (<content_pack_name>). The full path to the batch file is:

<DWH_home_directory>agora\DataWarehouse\bin\dw_generateschemas.bat

Installation of the Executive scorecard cannot work on a Named instance of SQL-server (non-default install name) (QCCR125460)

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

Note that the Asset Management and Service Manager data sources on named instances are supported.

ETL: The SLA_Name column in the SLA_DIM table is truncated to 60 characters (QCCR129343)

If the length of the SLA name exceeds 60 characters, the ETL process truncates the name automatically. A message: **(12.2) 11-07-11 15:18:51 (W) (7328:7312) DBS-070402: |Data flow SM_SLA_SSI_DF|Reader Map_Extraction_To_SSI ODBC data source <data_source_name> warning message for operation <SQLFetchScroll(rowStsArray[])>: <[Microsoft][ODBC SQL Server Driver]String data, right truncation>,SQLState <01004>** is issued when an SLA name is truncated.

The truncation might be a problem if two SLAs have the same name up to the 60th character.

Note that the truncation of the SLA names does not stop the ETL workflow.

ETL: Fields that contain the 'Enter' delimiter are not handled correctly by ETL (QCCR131337)

Some fields (for example, Comments, Descriptions, and more) do not support the 'Enter' delimiter. If these fields include the 'Enter' delimiter, they are not handled correctly by ETL and they cause ETL to fail.

If this problem occurs, contact [HP Support](http://www.hp.com/go/hpsupport) (<http://www.hp.com/go/hpsupport>).

Data Warehouse - HP Service Manager views - The generated SQL scripts used to create views for HP Service Manager versions 9.3, fail when executed on the source (QCCR131566)

When you integrate with HP Service Manager version 9.3 that is using an SQL Server RDBMS and you are running the generated **CreateInterfaces_SM9.2-SMVIEW_DS-mssql.sql** to deploy the relevant content packs, the following error message is issued:

```
Msg 207, Level 16, State 1, Procedure SM_PROBSUMMARY, Line 20
Invalid column name 'REOPEN_TIME'.
Msg 207, Level 16, State 1, Procedure SM_SMCM3RM1, Line 6
Invalid column name 'COMPLETION_CODE'.
Msg 207, Level 16, State 1, Procedure SM_SMCM3RM1, Line 11
Invalid column name 'COMPLETION_CODE'.
Msg 207, Level 16, State 1, Procedure SM_SMCM3RM1, Line 12
Invalid column name 'EMERGENCY'.
```

Workaround: If this problem occurs, contact [HP Support](http://www.hp.com/go/hpsupport) (<http://www.hp.com/go/hpsupport>).

Integration of HP Service Manager - the generated Create view scripts fail when ran on the data source (QCCR131841)

If the HP Service Manager schemas were customized, the Create view scripts may fail because the core schema structure was modified.

If this happens, it is recommended to request assistance from [HP Software Support Online](http://www.hp.com/go/hpsupport), or to contact your HP Support representative directly, so that the views can be adapted to the customer's specific customization.

Limitation in the scheduling of Upstream and NNMstream (QCCR135886)

Upstream and NNMstream cannot be scheduled to run at the same time (in parallel).

Workaround: Schedule the NNMstream to run every hour on the hour and schedule the Upstream to run at a different time (it usually runs once a day and it is recommended to run it at night); for example, schedule NNMstream, to run at 00:00, 01:00, 02:00 and so on, and schedule Upstream to run at 00:30 or 01:30.

Data Warehouse - Data Source Management user interface for HP Asset Manager (AM) or HP Service Manager (SM) - The Hostname/IP field doesn't pass validation when using IP followed by its non-default SQL port number (relevant for AM and SM) (QCCR136153)

Workarounds:

- Use the hostname name, not the IP number.
 - Use the Automation Tool to activate these integrations.
-

Integration with the HP Network Node Manager data source - share_folder, temp_folder, and archive_folder parameters should not include blank spaces (QC136303)

When you define the NNM **datasource.XML** file (at `<agora>\ContentPacks\NNM\conf\dataSources.xml`), make sure that the values of the **propertyValue** parameter for the **share_folder**, **temp_folder**, and **archive_folder** parameters do not include blank spaces.

Integration with the HP Network Node Manager data source - server, user, and password parameters (QC136304)

When you define the NNM **datasource.XML** (at `<agora>\ContentPacks\NNM\conf\dataSources.xml`), if the values of the **propertyValue** parameter for the **server**, **user**, and **password** parameters are empty, it is recommended to remove the corresponding lines in the **datasource.XML** file:

```
<dw:GenericProperty propertyName="server" propertyValue=""
propertyType="string"/>
<dw:GenericProperty propertyName="user" propertyValue=""
propertyType="string"/>
<dw:GenericProperty propertyName="password" propertyValue=""
propertyType="password"/>
```

If you do not remove these lines, the log may include multiple error messages.

System Limitation: If a record of the HP Project and Portfolio ManagementProgram Entity links to multiple managers, only the smallest manager ID is retained due to system limitation. The other manager IDs are discarded after the ETL Run. (QCCR136456)

Recommendation: Use only one manager ID per HP Project and Portfolio ManagementProgram Entity.

Delta load does not extract the data that is updated before the INST_CRITERIA when using File Based Integration (FBI) to integrate HP Server Automation data (QCCR136493)

Workaround: set the Data Warehouse server time zone to be the same as the HP Server Automationserver time zone.

XS Application Issues

The Executive Scorecard application-related issues are as follows:

Service Manager Data Source CI ORG Information (QCCR125922)

When integrating the HP Service Manager data into the Data Warehouse, KPIs relying on the Organization hierarchies assigned to the Configuration Items (CI) from HP Service Manager may be incorrect.

Workaround: Execute the **CreateInterfaces_SM9.2-SMVIEW_DS-mssql_UpdateCIView.sql** script which is located in the **<DWH_Home>Agora\DataWarehouse\Generated** directory, after the HP Service Manager content pack is initially deployed. This should be executed before ETL is run.

XS for Smartphone Mini App - the last KPI in a long list of an Objective's KPIs tends to be partially hidden by the bottom of the screen (QCCR132976)

Workaround: To view the last KPI in the list, swipe from the bottom to the top of the screen and maintain your finger in position to enable you to read the last row properly.

The KPI Library does not include KPIs when you open the Studio

If the KPI library is empty when you open the Studio, you need to perform the following:

1. Copy the contents of the **<installation dir>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\languages\en_US** directory to the **<installation dir>\agora\glassfish\glassfish\domains\BTOA\config\kpitemplates\import\load** directory
2. Run the **load KPI templates** procedure.
3. Refresh the Studio view on the application itself (i.e. via the browser).

Foundation Issues

The Foundation-related issues are as follows:

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

If the SAP BusinessObjects Enterprise for IT Executive Scorecard installation folder remains after an uninstall operation, remove it manually. Also remove the SAP BusinessObjects Data Services for IT Executive Scorecard folder. Note that SAP BusinessObjects Data Services for IT Executive Scorecard is installed on the Data Warehouse machine.

Problem with the HP Analytic MQ Broker service (QCCR122859)

If you have one of the following problems:

- A KPI calculation starts successfully but you receive a **SharedUIException** error message.
- You see a **JMS connection refused** in the server log.
- The calculations stop and there is a message in the event viewer that the MQ broker was stopped and started.

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

1. On the Windows taskbar click **Start > All Programs > HP Executive Scorecard > Administration > Disable HP Executive Scorecard**. Stopping Executive Scorecard may take some time after the **Disable HP Executive Scorecard** window fades away.
2. On the Windows taskbar click **Start > All Programs > HP Executive Scorecard > Administration > Enable HP Executive Scorecard**.

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

When you open a SAP BusinessObjectsEnterprise report in a component in IT Executive Scorecard Dashboard, you may get a warning that the page includes unsecured information. The component uses the https protocol to access the report.

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

Setting mechanism - Some settings are not editable if the login is performed with an administrator user after login with limited user (QCCR127842)

If an administrator user logs in after a user with "view settings" permission, then some settings became read only even for the administrator user.

Workaround: Restart Executive Scorecard.

I18n Issues

The I18n-related issues are as follows:

ETL cannot get the correct non-English characters from the HP Service Manager/HP Project and Portfolio Management data source database (QCCR130740)

ETL cannot extract the correct non-English characters from the HP Service Manager/HP Project and Portfolio Management data source database to the **SMVIEW_DS_SM_SMLOCATION_6_EXTRACT_FF** file when running ETL from the Oracle HP Service Manager/HP Project and Portfolio Management data source with a non-English language, as Oracle databases use the **AL32UTF8** character set.

Workaround:

1. Add the environment parameter as:
 - Name: **NLS_LANG**
 - Value: **AMERICAN_AMERICA.AL32UTF8**
2. Restart SAP BusinessObjects Data Services for IT Executive Scorecard service.

Only English character credentials are supported (QCCR130433)

Do not use non-English characters for user credentials as these characters are not supported.

The formula of the HP Business Service Management-related % Monitored Applications KPI was changed to provide better results (QCCR136239)

The formula has been changed in the English version of the KPI, but has not been changed in the translated versions of the KPI.

Workaround: If you are working with languages other than English, access the % Monitored Applications KPI in the Studio and modify its formula to:

```
PERCENTAGE_MATH( COUNT( Application.ApplicationId , Application.Monitoredby <> 'NULL' ) , COUNT( Application.ApplicationId ,* ) ,100)
```

Fixed Issues

Problems and limitations are identified with a Change Request number (QCCR<CR_number>). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

This section lists the issues that have been fixed.

The following issue has been fixed: Connection to the database that was lost hasn't been restored and caused the DSM to fail. (QCCR125458)

The following issue has been fixed: The read-only fields that were part of the Admin tab have been restored to read-write but it is recommended to contact Support if you want to modify them.(QCCR126046)

The following issue has been fixed: The XFR_DIM job failed due to a fractional truncation error (QCCR126149)

When you reran the XFR_DIM_JB for the same batch, the job was failing with an error similar to the following:

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

The following issue has been fixed: The Executive Scorecard cost views are not recreated to point to Financial Planning and Analysis tables (QCCR126239)

If you had installed Financial Planning and Analysis after you installed IT Executive Scorecard (including the Data Warehouse), some of the Executive Scorecard views in the Executive Scorecard schema should have pointed to the **itaapp** schema to obtain the allocated data available for Executive Scorecard KPIs. The update of the view was supposed to occur as part of the Financial Planning and Analysis Content Pack post-install phase but did not.

The following issue has been fixed: Oracle source views script cannot be executed for HP Asset Manager (QCCR128131)

Executing **CreateInterfaces_AM<AM_version>-AMVIEW_DS-oracle.sql** was failing with the following error: **SQL Error: ORA-00904: "SUBSTRING": invalid identifier 00904. 00000 - "%s: invalid identifier".**

i18n: The status pages in the application framework are translated. (QCCR128825)

The names of the out-of-the-box components in the out-of-the-box executive pages are translated into Japanese (QCCR129599)

Release Notes

ProjectPortfolioManagement - The definition of the "Avg Delivery Time of New Products or Services" KPI is now accurate (QCCR131120)

The integration with data sources installed on named instance SQL servers is supported. (QCCR131234)

Data WarehouseSettings Admin page : YEARS and PORTS fields in the Data Warehouse Data Settings page in Admin have the correct presentation format. (QCCR131459)

Documentation: the KPI Library in Excel format is accessible from the online help (QCCR131493).

In Data Warehouse in Data Source Management, the problem with the content pack status that was not translated for the localized version is fixed. (QCCR131494)

The description and the formula of the % of Projects Associated with Business Objectives KPI have been modified so they match. (QCCR131569)

You can now enter double quotes (") in the name or description of a page in the Dashboard. (QCCR131634)

Data Warehouse- in the integration with Application Lifecycle Management, the name of the REQUIREMENT_DIM record is not updated when the requirement name is modified. (QCCR131858)

The problem with the SM_INCIDENTSM1 source view being created with capital letters because of inconsistencies in the HP Service Manager version 7.11 source model has been fixed. (QCCR131974)

The Help icons are working in the post-install and configuration wizard screens. Click on these icons to display the online help for the screen. (QCCR131976)

The following issue was fixed: the new insert record was missing from the Target database after **initload** was completed in PROGRAM entity. QCCR(132050)

In Data Warehouse the Data Source Management User Interface can now pass validation if SQL is configured with a non-default port (1433) (QCCR132105)

Application Lifecycle Management Metrics: The filter for the Percentage of Non-Reproducible Urgent Defects for Top 3 Active Projects in Current Quarter has been corrected. (QCCR132086)

In Data Warehouse in the Data Source Management, when integrating with data sources installed on named instance database servers, the validation of a named instance does not fail when the hostname is written as <database_IP\instance_name> (QCCR132454)

Release Notes

Documentation - Guidelines on how-to replace the Executive Scorecardserver certificate have been added to the documentation. For details, see "[Replace an Executive Scorecard Certificate](#)" in *General Admin Guide*.(QCCR133380)

The following problem has been fixed: the % of Met Application Performance KPI description was not correct (QCCR135179). It is now: The number of critical applications with an Application Performance KPI with an OK status relative to the total number of critical applications with an Application Performance KPI with any status.

The following issue was fixed: the No Data result for the BreakDown KPIs for the % of Utilization of Network Devices and Average Throughput of Network Devices KPI (QCCR136052)

The formula of the % of Utilization of Network Devices KPI was changed to
AVG(NodeMetric.InterfaceUtilization , Node.IsDropped='N' And PERIOD_ENTITY=Period And NodeMetric.InterfaceUtilization >=0) *100

The formula of the Average Throughput of Network Devices KPI was changed to:
AVG(NodeMetric.InterfaceThroughput ,Node.IsDropped='N' And PERIOD_ENTITY=Period and NodeMetric.InterfaceThroughput>=0)

The business motivation and formula of the the Average Throughput of Network Devices KPI have been corrected (QCCR136062).

Documentation Updates

The first page of this document identifies the:

- Version number for the software.
- Software release date.

Set of available documents

The set of documents available for this release is provided in the Welcome page of the online documentation library that is accessed by clicking the Help link in the top right-hand side of the Executive Scorecard application.

You must have Adobe® Reader installed to view files in PDF format (*.pdf). To download Adobe Reader, go to the [Adobe](#) web site.

Check for recent updates

To check for recent updates or to verify that you are using the most recent edition, visit the [HP Software Product Manual Site](#) (<http://h20230.www2.hp.com/selfsolve/manuals>).

To retrieve a document, select the:

1. **Product** name.
2. **Version** list.
3. **Operating System**.
4. Preferred **Language**.
5. Document title.
6. Click **Open** or **Download**.

Documentation Errata

The following documentation items have changed or have been added to the documentation.

IT Executive Scorecard Admin Guide

In the Web Intelligence Static Report Component Viewer - Configure Component Dialog Box, the Xcelsius Report Viewer - Configure Component Dialog Box, and the Xcelsius Report Viewer Component sections, the note that explains that you must copy the reports **.swf** files to the **<installation directory>\agora\Xcelsius** folder, should read as follows (xcelsius should be lowercase only):

Note: To view a list of the available Xcelsius reports, you must copy the reports **.swf** files to the following location:
<installation directory>\agora\xcelsius folder.

Troubleshooting Guide

In the ETL Execution section, replace the current section with the following section:

Problem with Web Service request for initial load for BSM:

Cause	View Details	Solution
<p>Internal Server Error at com.hp.dwh.adapters.extractors.impl.BsmkpidashboardExtractor.extract(BsmkpidashboardExtractor.java:78)</p>	<p>C:\<installationdirectory>\agora\glassfish\glassfish\domains\BTOA\logs\fbf.log</p>	<ol style="list-style-type: none"> 1. Login to SAP Business Objects Data Services. 2. Open BSM_SOURCE_EXTRACT_JOB 3. Go to the Start script of the BSM_BUSINESS_APP_STATUS_SOURCE_EXTRACT_FF_WF Workflow. 4. In the start script of 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);

Cause	View Details	Solution
		<p>5. Replace \$G_INITIAL_LOAD_M with the number of months backward that you want to include in the initial load. (This parameter contains the value of the number of months backward for the initial load calculation.) You can enter 0.25 to allow only one week back, and minimize this number until you get results from FBI.</p> <p>6. Select the CDC_GET_DELTA_START_DATE_BSMKPIDASHBOARD_FN function and replace the row: \$l_init_load_start_date = add_months(sysdate(), (\$p_initload_m * (-1))); With the row: \$l_init_load_start_date = sysdate()- num_to_interval(\$p_initload_m , 'D');</p>

In the ETL Execution section, the following section was added:

Failures in HP Business Service Management while running the ETL:

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

Data Warehouse Admin Guide

In the **Integrate the NA Data Source** section, the note should read as follows:

Note: When activating HP Network Automation on an SQL database, you must enter the port

parameter in the .XML file. If the HP Network Automation configuration is for a named instance connection, make sure to enter the named instance port.

Localization and Globalization

The localization and globalization information is described in the Support Matrix document available from the [HP Software Product Manual Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>) or from the installation DVD.

