

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.30

Release Notes

Document Release Date: May 2012

Software Release Date: May 2012



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

- Software Version number, which indicates the software version.
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Release Notes

This document provides information about Executive Scorecard .

This document is an overview of the changes made to Executive Scorecard. It contains important information that is not included in books or Help.

Note: This document is also available on the HP Software Manuals site.

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What's New in Version 9.30

This section describes what's new in Version 9.30.

New and Improved IT Performance Suite-related Content

The new and improved ITPS content provides:

- For the CIO, the following capabilities:
 - Improved Financial Management
 - Aligned Investment with Business Strategy
 - Increased compliance
- For the VP of Applications, the following capabilities:
 - Reduce cost of maintenance
 - Increased quality
 - Reduced risk
 - Increased usage
 - Reduced Time to Value
- For the VP of Operations, the following capabilities:
 - Improved Service Quality
 - Reduced cost by automation
 - Protected data
 - Increased compliance
 - Improved productivity

These improvements are reflected in new and improved KPIs.

ITIL V3

The new version of Executive Scorecard touches about 70% of the ITIL processes.

Improved Time to Value

The improved Time to Value provides:

- **IDE** - The Integrated Development Environment (IDE) allows you to develop content and model a Data Warehouse schema according to your projects. For details, see "[Learn About IDE](#)" in the

Content Extension Guide.

- **Context Designer** - Enables you to create and manage Contexts (universes). The universes can be based on your target schema tables or on .CSV files that can be uploaded to the target schema. It is a direct way to upload data into the Executive Scorecard Studio using files without performing integrations to external sources or to other HP products. It can be used, to integrate third party data, testing, or for Proof of Concept (POC) sessions. For details, see "[Create and Manage Contexts Using Context Designer](#)" in the *Administrator Guide*.
- **Content Acceleration Packs** - Ready-to-import packages that include one Scorecard, several KPIs, a Dashboard page that displays the Scorecard and its KPIs, a Context (universe), and more. For details, see "[Import Content Acceleration Packs](#)" in the *Getting Started with IT Executive Scorecard*.

Business Intelligence Maturity

The BI-related features include:

- **Multiple Integration Content Packs of the same data source (or multiple source instances).** Provides multiple instances of the same data source or product type. This allows for data source configuration per instance, as opposed to a single activation for the data source. For details, see "[Perform Tasks for Data Source Management](#)" in the *Administrator Guide*.
- Dashboard filtering.
- Metric sub-system.
- Xcelsius adoption.

Improved Information Technology Financial Management-related Content

The new and improved ITFM-related content (Financial Planning and Analysis) provides:

- The Financial Planning and Analysis application is an integral part of Executive Scorecard. For details, see "[Getting Started with Financial Planning and Analysis](#)" in the *Financial Analyst Guide*.
- **New allocation experience.** For details, see "[Configure and Manage Allocations](#)" in the *Financial Analyst Guide*.

XS for Tablet and XS for Smartphone

A mature version of XS for Smartphone and XS for Tablet is available.

Business Contexts in Context Designer

All KPI-related Business Contexts (universes) have been recreated (converted) using Context Designer.

Documentation Improvements

The documentation has been improved to better separate the different tasks involved in working with Executive Scorecard.

- **Getting Started with IT Executive Scorecard.** This document presents the high level flow used to configure, create the Executive Dashboard contents and maintain Executive Scorecard, end-to-end flows, how to install Content Acceleration Packs, and customization flows.
- **Administrator Guide.** This document includes all the general administrator's tasks performed in the Admin tab for the Executive Scorecard, Data Warehouse, and Financial Planning and Analysis modules. It also includes maintenance tasks.
- **Business Analyst Guide.** This document includes all the Business Analyst tasks performed in the Studio and in the Dashboard mashup. These tasks include the creation of active Scorecards, Perspectives, Objectives, KPIs, Metrics, KPI Breakdowns, and Metric Breakdowns from templates, their customization, the creation of Dashboard pages for the Executives, and more.
- **Financial Analyst Guide.** This document includes all the Financial Analyst tasks performed in the Finance tab. These tasks include managing allocations, budgets, and cost centers. The document also includes a description of the pages and reports created for the Executive.
- **Content Reference Guide.** This document includes a description of the universes, the KPIs, the integrations with the supported data sources, the list of Webi reports, the list of entities, and more.
- **Content Extension Guide.** This document includes information on extending content and developing new content using the Integrated Development Environment (IDE).

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>) or from the installation DVD..

Transparent technology and virtualization support

HP supports Executive Scorecard running on operating systems and databases on particular platforms as described in the Support matrix, not specific hardware and software configurations. HP supports Executive Scorecard customers who run HP software products on supported operating systems and databases, irrespective of whether they are running transparent or virtualization solutions in their environment. HP does not support these transparent or virtualization technologies directly. Since the providers of these technologies support a set of certified operating systems and hardware, the customer and the providers of these technologies will be responsible for any interactions or issues that arise at the hardware or operating system layer as a result of their use.

HP will not require customers to re-create and troubleshoot every issue in a non-transparent environment; however, HP does reserve the right to request that its customers diagnose certain issues in a native certified operating system environment without the transparent technology. HP will only make this request when there is reason to believe that the environment is a contributing factor to the reported issue.

While Executive Scorecard is expected to function properly with these transparent technologies in place, there may be performance implications, which can invalidate HP's typical sizing and recommendations. Analysis must be performed within the context of the specific application to be hosted in a virtual environment to minimize potential resource overload, which can have significant impact on performance and scalability, particularly under peak load.

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>) or from the installation DVD..

Installation of Version 9.30

You can install Executive Scorecard version 9.30 directly from the DVD. For details, see *IT Executive Scorecard Installation and Configuration Guide*.

Tip:

- All databases, servers, SAP BusinessObjects Data Services, and SAP BusinessObjects Enterprise 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:**

User Management is performed in Executive Scorecard Admin tab. If you plan on working with LDAP, read "Users and Authentication when working with or without SAP BusinessObjects and LDAP" and "Perform the Connection between LDAP, Executive Scorecard, and SAP BusinessObjects" in the *Administrator Guide*.

2. **Install version 9.30.** Double-click the setup file in the installation DVD. It runs the installation of version 9.30.

It performs the relevant backups and initializes the post-install procedure that runs automatically.

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.

3. **Chrome browser and distributed environment.** When working in a Chrome browser in a Distributed environment you must install the relevant certificates for the server on which Data Warehouse is installed and for the server on which Executive Scorecard is installed. For details on how to install certificates in Chrome, see <http://www.poweradmin.com/help/sslhints/Chrome.aspx>.

4. **If working with a non-English language, localize the KPI Library, and the Dashboard Pages and Components.**

The upgrade procedure replaces the KPI Library used in the previous version with the new read-only KPI Library (in English by default).

- To localize the KPI Library, see "Installation of Version 9.30" on previous page.
 - To localize the Dashboard pages and components, see "Localize the Dashboard Pages and Components" on next page.
5. **If working with a non-English language, 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.
 6. **If working with a non-English language, 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*.
 7. **Configure Executive Scorecard settings, integrate the data sources, and run the ETL.** Data sources and content packs require further configuration in the Executive Scorecard application. For more information on configuring Data Warehouse, see the *Administrator Guide*.
 8. **Set up the Studio contents and the Dashboard contents.** You can then configure the Scorecards, Perspectives, Objectives, KPIs, and Metrics in the Studio. You can also set up the pages you want to display in the Dashboard, For details, see *Business Analyst Guide*.

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. In the Executive Scorecard server, locate the **<XS_installation_directory>\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

Language	Language Code	Country Code
French	fr	FR
Spanish	es	ES
German	de	DE
Japanese	ja	JP
English	en	US
Dutch	nl	NL
Italian	it	IT
Simplified Chinese	zh	CN
Korean	ko	KR
Russian	ru	RU

- 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.

- Import the out-of-the-box language files using the **KPI Loader > importKPIs()** procedure described in "Import or Export Trees and KPIs" in the *Administrator Guide*.

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:

- In the Executive Scorecard server, locate the **<XS_installation_directory>\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
Italian	it	IT
Simplified Chinese	zh	CN
Korean	ko	KR
Russian	ru	RU

- Copy these .xml files to the **<XS_installation_directory>** \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.

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

Upgrade to Version 9.30

The description of the upgrade process is available in the *Upgrade Guide* (in PDF format) available on the DVD or on [HP Software Product Manual Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

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:

"Installation Issues" on next page

"Data Warehouse Issues" on page 22

"XS Application Issues" on page 26

"Foundation Issues" on page 28

"I18n Issues" on page 30

Installation Issues

The installation-related issues are as follows:

Data Warehouse Installation Issues:

Data Warehouse - 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.

Data Warehouse - BusinessObjects Data Service installation - An error appears because, in non-English environments, the name of the Program Files folder in the default path of the BODS installation is translated (QCCR1A132445)

Workaround: If you want to use the default path to BODS in non-English environment where the name of the **Program Files** folder is translated, click the Browse button to open the Select Folder dialog box and select the **Program Files x86** folder. In addition, make sure that the following folder hierarchy exists (if not create it): **C:\Program Files (x86)\Business Objects\BusinessObjects Data Services**. You can then continue the post-installation process.

Post-Install Issues:

Post install for a typical deployment - The SSO Shared Secret field in the Application Configuration - Configure Web Server Infrastructure Connectivity panel, contains the wrong string, by default. (QCCR1A142615)

Workaround: Delete the string in the SSO Shared Secret field in the **Application Configuration - Configure Web Server Infrastructure Connectivity** panel before clicking the **Next** button.

Post Install - Content Pack deployment fails when you use XS as the log in user name for the SAP BusinessObjects Data Services database (QCCR1A140819)

Limitation: Do not use XS as a new database login name because the XS log in is already used internally.

When rerunning post install, deployFnd.bat fails because the login using sa is locked (QCCR1A140049)

Workaround: Uninstall and re-install Executive Scorecard.

Limitation - Rerun of post-install of Executive Scorecard fails and an error is issued (QCCR1A141997)

The rerun of post-install fails:

- An error occurs during the execution of the **fpa-deployFpaWars** step is added to the **configWizard** log.
- After you restart Executive Scorecard you can log in, but get an error when you click the Finance tab. An error is issued.

Workaround: Uninstall and re-install Executive Scorecard.

KPI Library is empty after re-running the post-install procedure (QCCR1A136819)

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 9.30" on page 13.
2. Reimport the .XML files from the other languages you want to use as described in "Localize the KPI Library in "Installation of Version 9.30" on page 13.

Upgrade Issues:

Upgrade - If the database is locked for some reason, an error occurs in the Core CP Upgrade process, but the whole upgrade process is not stopped. This makes the system useless at the end of the upgrade. (QCCR1A142512)

Workaround: Manually check the upgrade logs located in the following directories:

- C:\HPXS\agora\confwizard\log\ConfigWizard.log
- C:\HPXS\agora\confwizard\log\Server.log
- C:\HPXS\agora\DataWareHouse\log*.log

Any errors / messages listed in these log files can cause a failure in the upgrade processes or later on during the ETL's run. It is recommended to manually check that these logs are free of errors (ERROR) , messages (MSG), or Failures to prevent future failures. If the logs are not clean, investigate, fix the problem, and re-run the upgrade processes if needed.

Upgrade - User Management - If a group was assigned a role in 9.03, then in 9.3 the group is listed with a gibberish name when it should not be listed at all (QCCR1A142492)

Workaround: In the Management database, manually delete the group from the "BSFU_GROUPS" table.

Other Installation Issues:

Uninstall (QCCR1A122236)

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

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.

The space validation checks that are not relevant to a specific server are passed automatically. The Validating BOE/BODS disk space... check fails on a server when it does not have enough space (QCCR1A140900).

The space validation checks verifies that there is enough space on each server. If a check does not apply to a specific server, it passes automatically. The **Validating BOE/BODS disk space...** check is meant to check the disk space in each server. The check fails when the server does not have the recommended required space.

Workaround: Make sure that the servers follow the recommended requirements as described in the *IT Executive Scorecard Support Matrix*.

Data Warehouse Issues

The Data Warehouse-related issues are as follows:

ETL-related issues:

ETL- The SLA_Name column in the SLA_DIM table is truncated to 60 characters (QCCR1A129343)

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 (QCCR1A131337)

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>).

Error occurs in the MSI step when running ETL after upgrading from 9.03 to 9.30 (QCCR1A140312)

The following error occurs <[Microsoft][ODBC SQL Server Driver][SQL Server]Invalid column name 'MD_ENTERPRISE_KEY'>. The SQL submitted is <SELECT "MD_BATCH_ID", "MD_PROCESS_ID", "MD_QUALIFIER", "MD_CP_ID", "MD_ENTERPRISE_KEY", "START_DATE", "MD_FLAG", "MD_BUSINESS_KEY", "IS_CURRENT", "END_DATE", "PRIORITY", "SOURCE_CURRENCY", "EXCHANGE_RATE", "TARGET_CURRENCY" FROM "dwst"."EXCHANGE_SSI_V " > when running ETL after upgrading from 9.03 to 9.30.

Workaround:

1. Execute the following command:
C:\HPXS\agora\DataWarehouse\bin>dw_ds_gen.bat -outputdir c:\<temporary-directory> -datastore all
2. Execute the following command:
C:\HPXS\agora\DataWarehouse\bin>dw_ds_import.bat -inpu dir c:\<temporary-directory>, where the temporary-directory is the same as in the first command.
3. Rerun ETL.

HP Network Node Manager integration issues:

Limitation in the scheduling of Upstream and NNMstream (QCCR1A135886)

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.

Integration with the HP Network Node Manager data source - server, user, and password parameters (QCCR1A136304)

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.

The run_steps interval of NNMstream is not configured by default (QCCR1A141577)

Workaround: You must manually schedule the NNMstream execution using the DW ABC Streams Management UI. A one minute interval is the recommended schedule. For details, see "[Stream Attributes Dialog Box](#)" in the *Administrator Guide*.

NNM Integration – Data loss in case of UpStream failure - If the Upstream was manually aborted, when re-running new Upstream batch, all the data being currently loaded by the NNMstream is lost (CR142886)

Workaround:

1. Check that the files from CSV_CONTROL have been passed to the archive folder.
2. Copy all the files from the last run from the archive folder back to the share folder.
3. Run Upstream.

The results are displayed in the next NNMStream run interval.

HP Project and Portfolio Management integration issues:

System Limitation- If a record of the HP Project and Portfolio Management Program 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. (QCCR1A136456)

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

HP Application Lifecycle Management integration issues:

Integration with HP Application Lifecycle Management (ALM) - The configuration of the initial load months using the Data Source Management UI property does not work (QCCR1A142556)

Workaround: The **initial load months** parameter set in the Data Source Management UI for the integration with ALM does not work. The default value is 6 months. If you want to change this value, you must update the value of the parameter **dwh.etl.initialloadmonths** in the **[dwmetadata]** **[DW_CONFIGURATION]** table.

ALM Integration - Integrating to large ALM instances may result in Out of Memory Exception (QCCR1A142555)

When running initial load for data sources with a large amount of data, or for ALM sources that include a large amount of entities, the SAP BusinessObjects Data Services (BODS) adapter may crash the Extraction job with an OutOfMemoryError exception that can be seen in the ABC user interface.

Workaround: It is recommended to enlarge the BODS Adapter memory from 128 MB to 1024MB.

ALM Integration - An error (Page size requested too big) occurs in the adapter when working with an ALM data source based on the Oracle environment (QCCR1A142670)

Occasionally, when working with an ALM data source based on the Oracle environment, the REST calls can crash and issue the following error **“ORA-01795: maximum number of expressions in a list is 1000”**.

Workaround: If you encounter such an error, contact [HP Software Support Online web site](http://www.hp.com/go/hpsupport) (<http://www.hp.com/go/hpsupport>) to receive a fix that allows you to customize the page size setting for the ALM data source.

Data Source Management User Interface issues:

The ABC user interface and the Data Source Management user interface currently support only HTTPS/SSL connections in distributed or typical configurations (QCCR1A140394 and QCCR1A139217)

If you log in to the Executive Scorecard Admin tab using a HTTP (non-secure) connection in a distributed or typical environment, the application may not function properly.

Other Data Warehouse issues:

The DWH Status page may not load properly in a distributed environment (QCCR1A141725)

The DWH Status page loads properly in a typical environment but may not do so in a distributed environment.

Workaround:

In the SAP BusinessObjects InfoView, select:

- **Public Folders > DW EN Operations > Control Reports > ABC - Operational Status.**
- **Public Folders > DW EN Operations > Control Reports > ABC - Batch Details.**
- **Public Folders > DW EN Operations > Control Reports > ABC - Operational Status History.**

Limitation - External source archive - a flat file cannot be archived if the name and path to the external source location includes a blank space (QCCR1A142129)

The <iCP>_BACKFILL_JB job fails on rerun (QCCR1A142219)

The <iCP>_BACKFILL_JB job fails on rerun due to database errors or other causes.

Workaround: When you try to rerun the <iCP>_BACKFILL_JB job and it fails, solve the problem using the ABC user interface or the BODS monitor, and restart the upstream.

Disaster Recovery - The disaster recovery procedure is flawed. Two files are not copied to their correct location, thus failing the ETL (QCCR1A142058)

After a "Data Warehouse Server Failure Disaster Recovery" procedure has been implemented, the ABC directory under <installation directory>\agora\datawarehouse\etc is missing. The directory contains crucial files for the ETL. The ETL fails due to the missing files with a **File not found: C:\HPXS\agora\DataWarehouse\etc\ABC\check_system_for_etl_start.bat** error message

Workaround: After a recovery procedure has been performed, you must copy the ABC directory located in <Installation Directory>\agora\datawarehouse\etc to the new server, otherwise the ETL fails.

XS Application Issues

The Executive Scorecard application-related issues are as follows:

Language-related issues:

Working with languages other than English in the Studio (QCCR1A140525):

It is recommended to work with the same browser locale as the language you specified in the DB server.

When working in the Studio, you should only enter strings that are in the language used in the DB server where the Management schema was installed.

Chrome browser-related issues:

Working with the Chrome browser - Working with Dashboard pages in Chrome can cause memory error (QCCR1A136802)

Workaround:

1. Go to the Adobe website (<http://get.adobe.com/flashplayer>) and download the latest version of Adobe.
 2. Open Chrome and enter the plugins section (type **chrome://plugins** in the address bar).
 3. Disable Chrome Flash player (its location should end with **\gcswf32.dll**, for example **C:\Users\buium\AppData\Local\Google\Chrome\Application\17.0.963.79\gcswf32.dll**).
 4. Enable the new Flash player.
-

Working with the Chrome browser - Fatal error occurs when navigating between settings tabs within the Admin tab (QCCR1A138212)

Workaround: Wait until the page content has loaded completely before navigating between tabs.

Other Executive Scorecard-related issues:

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).

Limitation: The combined length of a KPI name and its Breakdown path should be less than 255 characters. (QCCR1A141933)

Limitation - Explorer - The Add annotation button is disabled when you displayed the Explorer contents for a Scorecard or a Perspective, and you then switch the focus to an Objective or a Metric. (QCCR1A141944)

Workaround: Switch the focus to another Objective or KPI, and return to the required Objective or Metric.

Limitation- SAP BusinessObjects Enterprise Universe names should not duplicate Context names, and all names of Universes and Contexts should be unique. (QCCR1A142167)

Calculation ends in error (QCCR1A140689)

Workaround: If the KPI calculations end in error, increase the value of the KPI engine timers set in the **Engine Health Timer** setting (Select **Admin > Scorecard Settings > Engine Settings**).

If changing the value of the **Engine Health Timer** setting does not help, it is recommended to improve the database server I/O configuration.

Financial Planning Analysis-related issues:

Limitation - Financial Planning Analysis - You can export and import Budget files in Excel format. It is recommended to limit the size of the Budget files that you want to import, to less than 5MB. (QCCR1A141919)



Financial Planning Analysis - Allocating costs while FinancialManagement Context is being calculated by the KPI Engine

Modifying an allocation scenario that affects the Dashboard (with the **Affects Dashboard** option) while the KPI Engine is performing the FinancialManagement Context calculations, might produce unexpected results.

Workaround: It is recommended to wait for the KPI calculation to finish, and only then to perform the modifications on the scenario that affects the Dashboard.

Financial Planning Analysis - The FinancialManagement Context is not recalculated when the scenario that affects the Dashboard is removed (QCCR1A141911)

When removing a scenario that affects the Dashboard (with the **Affects Dashboard** option), the KPI engine does not automatically perform the FinancialManagement Context calculations.

Workaround: To display raw data from the Data Warehouse on the Financial Dashboard, in the Studio Active KPIs pane, click the **Calculation options**  button, and select the  **Recalculate** option. In the Recalculate dialog box, select the FinancialManagement Context in the **Universe/context for recalculation** field, enter the start date of the removed scenario in the **Recalculation start date** field and click **Calculate**.

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 (QCCR1A119971)

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 (QCCR1A122859)

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 (QCCR1A125900)

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.

User management - Server-side (SAP BusinessObjects Enterprise) check fails (QCCR1A140904)

When the Administrator tries to create a user with a password that contains the user name, an error message is issued and the user is not created.

Workaround: Do not create users with passwords that contain the user name. User names and group names should be unique.

Importing .CSV files using the Import Data feature of the Context Designer. An error occurs in the engine while creating queries if a table name starts with a digit (QCCR1A141647)

Workaround: Do not use .CSV file names starting with a digit.

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 (QCCR1A130740)

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 (QCCR1A130433)

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

Uploading non-English language .CSV files using the Import Wizard (QCCR1A142201)

To upload data using non-English .CSV files in the Import Wizard, make sure that:

1. You edit the .CSV file using Notepad and not Excel.
2. Save the .CSV file with **UTF-8** encoding.
3. Test the .CSV upload in a server that was installed in the same language as the .CSV file, and with a database that was also installed in the same language.

For additional information about loading .CSV files, see "[Create and Manage Contexts Using Context Designer and Upload Data Using the Import Wizard](#)" in the *Administrator Guide*.

Fixed Issues

Problems and limitations are identified with a Change Request number (QCCR1A<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.

QCCR1A Number	Description
QCCR1A120374	The following issue has been fixed: The names of the users for the target or staging databases cannot be changed, as currently the users are hard-coded in ETL.
QCCR1A124469	The following issue is not relevant in this version: 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
QCCR1A125458	The following issue has been fixed: Connection to the database that was lost hasn't been restored and caused the DSM to fail.
QCCR1A132452	The following issue is not relevant in 9.30: 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.
QCCR1A125922	The following issue has been fixed: 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.
QCCR1A126046	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.
QCCR1A126085	The following issue has been fixed: 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).
QCCR1A126149	The following issue has been fixed: The XFR_DIM job failed due to a fractional truncation error When you reran the XFR_DIM_JB for the same batch, the job was failing

QCCR1A Number	Description
	<p>with an error similar to the following:</p> <p>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>.</p>
QCCR1A126239	<p>The following issue has been fixed: The Executive Scorecard cost views are not recreated to point to Financial Planning and Analysis tables</p> <p>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.</p>
QCCR1A127842	<p>The following issue is not relevant in this version: Setting mechanism - Some settings are not editable if the login is performed with an administrator user, after a login with limited user.</p>
QCCR1A128055	<p>The following issue has been fixed: 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</p>
QCCR1A128131	<p>The following issue has been fixed: Oracle source views script cannot be executed for HP Asset Manager</p> <p>Executing Createlnterfaces_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".</p>
QCCR1A128317	<p>The following issue has been fixed: The auto-complete feature is not available in the Formula/Filter Builder after existing universes are replaced during the 9.30 installation ()</p>
QCCR1A128825	<p>i18n: The status pages in the application framework are translated.</p>
QCCR1A129599	<p>The names of the out-of-the-box components in the out-of-the-box executive pages are translated into Japanese</p>
QCCR1A131120	<p>ProjectPortfolioManagement - The definition of the "Avg Delivery Time of New Products or Services" KPI is now accurate.</p>
QCCR1A131234	<p>The integration with data sources installed on named instance SQL servers is supported.</p>

QCCR1A Number	Description
QCCR1A131330	The following issue has been fixed: The DB Clean up tool works only in an English environment. It does not work in non-English environments
QCCR1A131459	Data WarehouseSettings Admin page : YEARS and PORTS fields in the Data Warehouse Data Settings page in Admin have the correct presentation format.
QCCR1A131493	Documentation: the KPI Library in Excel format is accessible from the online help.
QCCR1A131494	In Data Warehouse in Data Source Management, the problem with the content pack status that was not translated for the localized version is fixed.
QCCR1A131566	The following issue is not relevant in this version: 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.
QCCR1A131569	The description and the formula of the % of Projects Associated with Business Objectives KPI have been modified so they match.
QCCR1A131634	You can now enter double quotes (") in the name or description of a page in the Dashboard.
QCCR1A131841	The following issue is not relevant in this version: Integration of HP Service Manager - the generated Create view scripts fail when ran on the data source
QCCR1A131858	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.
QCCR1A131974	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.
QCCR1A131976	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.
QCCR1A132050	The following issue was fixed: the new insert record was missing from the Target database after initload was completed in PROGRAM entity.
QCCR1A132086	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.
QCCR1A132105	In Data Warehouse the Data Source Management User Interface can now pass validation if SQL is configured with a non-default port (1433)
QCCR1A132454	In Data Warehouse in the Data Source Management, when integrating with data sources installed on named instance database servers, the validation

QCCR1A Number	Description
	of a named instance does not fail when the hostname is written as <database_IP\instance_name>
QCCR1A133380	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 <i>Administrator Guide</i> .
QCCR1A135179	The following problem has been fixed: the % of Met Application Performance KPI description was not correct. 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.
QCCR1A135460	The following issue has been fixed: Installation of the Executive scorecard cannot work on a Named instance of SQL-server (non-default install name) .
QCCR1A136052	<p>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</p> <p>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</p> <p>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)</p>
QCCR1A136062	The business motivation and formula of the the Average Throughput of Network Devices KPI have been corrected.
QCCR1A136153	The following issue has been fixed: 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) ()
QCCR1A136239	<p>The formula of the HP Business Service Management-related % Monitored Applications KPI was changed to provide better results</p> <p>The formula has been changed in the English version of the KPI, but has not been changed in the translated versions of the KPI.</p> <p>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)</p>

Release Notes

QCCR1A Number	Description
QCCR1A136303	The following issue is not relevant in version 9.30: Integration with the HP Network Node Manager data source - share_folder, temp_folder, and archive_folder parameters should not include blank spaces ()
QCCR1A136493	The following issue has been fixed: 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 ()

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 How to Find Information 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, or in "How to Find Information" on page 37.

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) (<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**.

How to Find Information

Executive Scorecard Help Center includes the following documents:

Document	Description	Available Formats	Location
Release Notes	Includes last minute information, fixed issues, and limitations.	PDF	DVD
Support Matrix	Describes hardware requirements, software requirements, and supported environments.	PDF	DVD
Installation and Configuration	Enables you to select installation and configuration options, and then view or print a customized guide.	HTML	DVD
Upgrade Guide	Describes how to upgrade Executive Scorecard to the new version	PDF	DVD
Getting Started Guide	Provides useful information for getting up and running with Executive Scorecard.	Help and Getting Started with IT Executive Scorecard PDF	Help Center and DVD
General Administration Guide	Describes Executive Scorecard Administration tasks.	Help and Administrator Guide PDF	Help Center and DVD
Business Analyst User Guide	Describes how to work with Executive Scorecard Studio and Dashboard to create and activate Scorecards, Perspectives, Objectives, Metrics, and KPIs.	Help and Business Analyst Guide PDF	Help Center and DVD
Financial Analyst User Guide	Describes how to use FPA to consolidate and allocate planned and actual costs from HP Asset Manager, HP Project and Portfolio Management, and alternate data.	Help and Financial Analyst Guide PDF	Help Center and DVD
Content	Provides reference	Help and Content Reference Guide PDF	Help

Document	Description	Available Formats	Location
Reference Guide	information on Contexts (universes), out-of-the-box KPIs and metrics, Web intelligence and operational reports, and integrations with supported data sources.		Center and DVD
Content Extension Guide	Includes information on extending content and developing new content using the Integrated Development Environment (IDE).	Available from the Executive Scorecard 9.30 in the HP Software Product Manual Site (http://h20230.www2.hp.com/selfsolve/manuals).	
Open Source and Third Party Software License Agreements	Contains the license information for open source and third-party software included in Executive Scorecard.	PDF	Help Center and DVD
Getting Started with XS for Smartphone	Provides information on viewing Executive Scorecard on a smartphone.	Help and Getting Started with XS for Mobile PDF	Help Center and DVD
Getting Started with XS for Tablet	Provides information on viewing Executive Scorecard on a tablet.	Help and Getting Started with XS for Tablet PDF	Help Center and DVD

How to Search Help Center

To search Help Center, click the Search button at the bottom left corner of the Help Center Home page.

You can search for a single word, multiple words, or a specific combination of words that are always next to each in the same order. To search for a specific combination of words, enter the search words within quotation marks. For example: "out-of-the-box KPIs".

Documentation Updates

Executive Scorecard documentation is also available on the HP Software Manuals site.

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:

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

Release Notes

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Documentation Errata

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

Getting Started with IT Executive Scorecard

In the first step of the Install a Content Acceleration Pack task in the Import Content Acceleration Packs section, the capability to view an introduction movie to the Content Acceleration Packs and of uploading the VP Ops Content Acceleration Pack directly from the application UI was added.


The first step of the task should be read as follows:

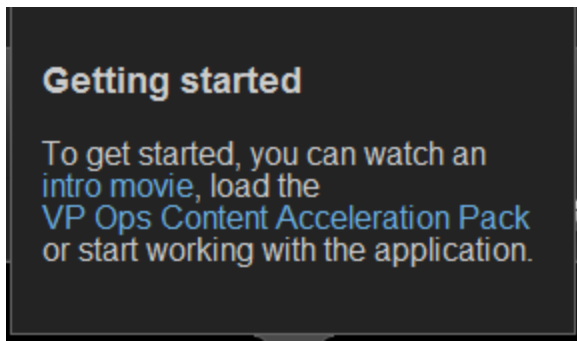
Install a Content Acceleration Pack

1. Import the Content Acceleration Pack

You can install Content Acceleration packs using one of the methods listed below:

- **Using the UI:**

In the Executive Scorecard application, click  on the left of the top toolbar of the application. The Getting Started menu opens:



Click **intro movie** to display a movie that describes how to use the Content Acceleration Packs.

Click VP Ops Content Acceleration Pack to install the VP Ops Content Acceleration Pack.

- **Using JMX:**

The installation process of Executive Scorecard automatically uploads the Content Acceleration Pack from the `<installation_directory>\config\demopacks\import\load` folder.

- i. Make sure you have JDK installed.
- ii. Run `jconsole` in the `<XS_server>\agora\jdk\bin`.
- iii. In the window that opens, select the **Remote Process** option, enter `<host_name>:<port_number>` and click **Connect**.
- iv. After the application completes loading, click the **MBeans** tab.
- v. Click `com.hp.btoe.studio.jmx`.
- vi. Expand **loadDemoPack**, select the **Operations** branch, and click **loadContentAccelerationPack**. In the Operation invocation area, click the **loadContentAccelerationPack** button.
 - o If the import operation is successful, the message **Method successfully invoked** is returned.
 - o In addition, the XML file is moved to the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\cap\import\loaded\` folder.
 - o If the import operation fails, an explanation of the failure is added in the relevant file in the `<XS_server>\agora\glassfish\glassfish\domains\BTOA\config\cap\import\errors\` folder.

For more details, see ["Import or Export Trees and KPIs"](#).

Note: The Context (universe) is automatically imported when you import the Content Acceleration Pack. Relevant information is automatically added, with a **BO** prefix, to the relevant tables in the Management Schema.

2. Upload the data into the Studio

- a. In Executive Scorecard, click the **Admin** tab.
- b. Click **Context Management**.
- c. Click **Add Table**. The **Repository** area opens.
- d. Click **Add** to open the data loader wizard. Follow the steps to upload the .CSV file. For details, see ["Documentation Errata"](#) on previous page.
- e. Click the **Upload data file** button.

The file is uploaded. The upload operation saves the changes you made to the .CSV file. The new table appears in the External Tables area.

IT Executive Scorecard Business Analyst Guide

- Replace the Chart Type field description in the Historical View Component Filter Dialog Box accessed from the Historical View Component toolbar with the following information.

Chart Type	You can select one of the following options:
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	<p><input checked="" type="checkbox"/> When you want to display the history of each selected KPI in a separate chart. This option is automatically selected when you select more than two KPIs that do not have the same unit.</p> <p><input checked="" type="checkbox"/> When you want to display the history of all the selected KPIs in one chart. These KPIs must have the same unit. If more than two of the KPIs you selected do not have the same unit, this option is disabled. You may select this option for up to two KPIs with different units (in this case the chart includes two Y-axis, one on the left and one on the right, each one representing a different unit).</p>
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For details, see "Add a Historical View Component to a Page" in the *Business Analyst Guide*.


- Replace the Chart Type field description in the Historical Metric View - Configure Component Filter Dialog Box accessed from the Historical View Component toolbar with the following information.

Chart Type	<p>You can select one of the following options:</p> <p><input checked="" type="checkbox"/> When you want to display the history of each selected KPI in a separate chart. This option is automatically selected when you select more than two KPIs that do not have the same unit.</p> <p><input checked="" type="checkbox"/> When you want to display the history of all the selected KPIs in one chart. These KPIs must have the same unit. If more than two of the KPIs you selected do not have the same unit, this option is disabled. You may select this option for up to two KPIs with different units (in this case the chart includes two Y-axis, one on the left and one on the right, each one representing a different unit).</p>
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For details, see "Add a Historical Metric View Component to a Page" in the *Business Analyst Guide*.

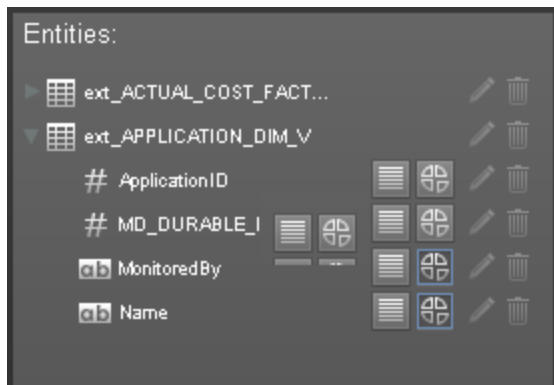
Financial Analyst Guide

In the Cost Centers area of the **Budget Main Page** description in the **Configure and Manage a Budget** section in the *Financial Analyst Guide*, replace the relevant paragraph with the following information:



 - You cannot review or manage budget data because the budget definitions have not yet been finalized.

Administrator Guide

- In the **Troubleshooting** section of the *Administrator Guide*, read **Studio crashes after exporting universes from SAP BusinessObjects Enterprise or SAP BusinessObjects Enterprise universes are not displayed in the Studio**: instead of **Universes are not displayed in the Studio**.
- In the **Entities** area of the **Context Designer Wizard**, in the **Create and Manage Contexts Using Context Designer and Upload Data Using the Import Wizard** section of the *Administrator Guide*, replace the graphic with the following graphic



And in the **<Tables and columns>** row of the UI description table below the graphic, replace the relevant sections with the following ones (the icons have changed):

-  - Enables the auto-completion feature when using this field in a formula, in the Studio. This feature is not supported for a date field. For details, see Variables in "[Modify a KPI or Metric Filter](#)" in *Business Analyst Guide*.
-  - Enable the creation of a Breakdown for the KPI using this dimension, in the Studio. For details, see Variables in "[Manage KPI Breakdowns](#)" in *Business Analyst Guide*.
- In the **Schema area** of the **Context Designer Wizard**, in the **<Create relationships>** row of the UI description table, a note was added:
Note: To delete a relationship, click it and press the **Delete** key.
- In the Data Warehouse Recovery section, the Restore the BODS repository section was added. For details, see "[Restore the BODS Repository](#)" below.
- In the Change Data Warehouse Passwords section, the following sentence was added:
In order for the ETL to successfully run after you have changed a password, you must change the Database Password and the Database Login Password in DWH Settings UI. For details, see "[Configure Data Warehouse Settings](#)" in the *Administrator Guide*.
- In the RDBMS Server Failure section, the following note was added:

Note: If you work with custom logins defined in the Data Warehouse installation, run the scripts including the custom login. For example: <staging_db> EXEC sp_change_users_login 'Update_One', 'dwst', '<custom_login_name>'.

For details, see "[RDBMS Server Failure](#)".

Restore the BODS Repository

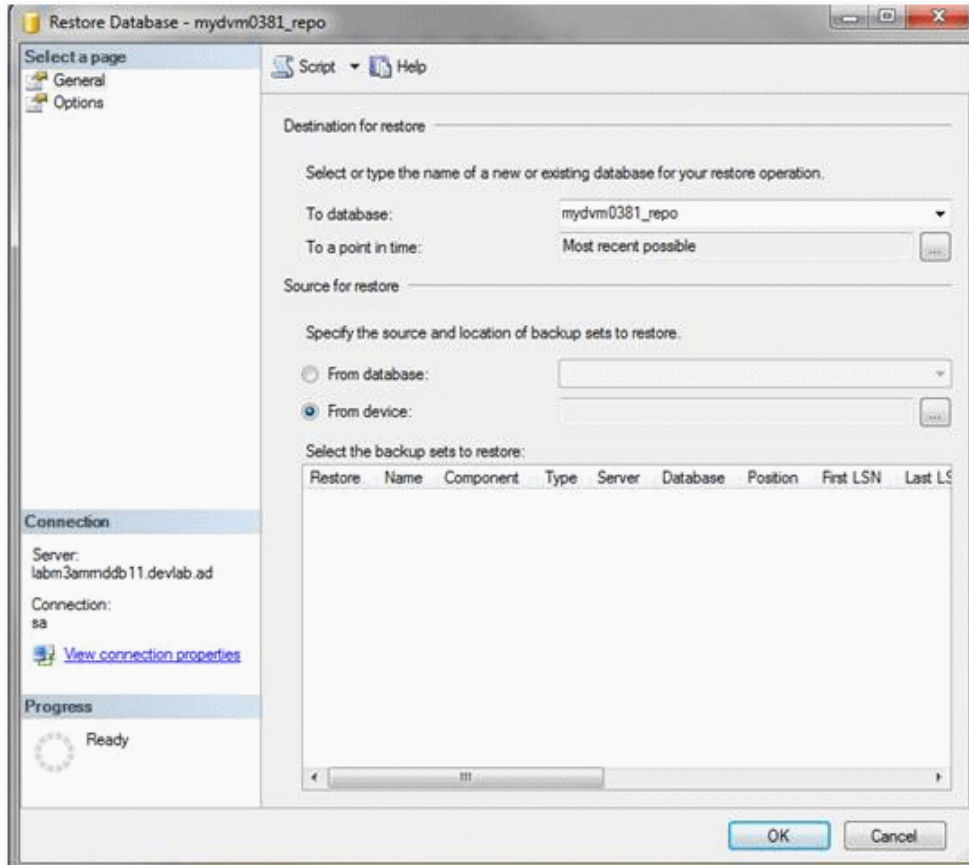
The Configuration wizard recovery scenario creates a new BODS repository which overrides all of the existing BODS data, such as, jobs, workflows, data stores and customer customized workflows.

In order to restore the repository to the original data contained in it, you must create a backup of the BODS database before running the recovery procedure. Restoring the BODS database should be performed at the end of Recovery procedure after the configuration wizard has completed.

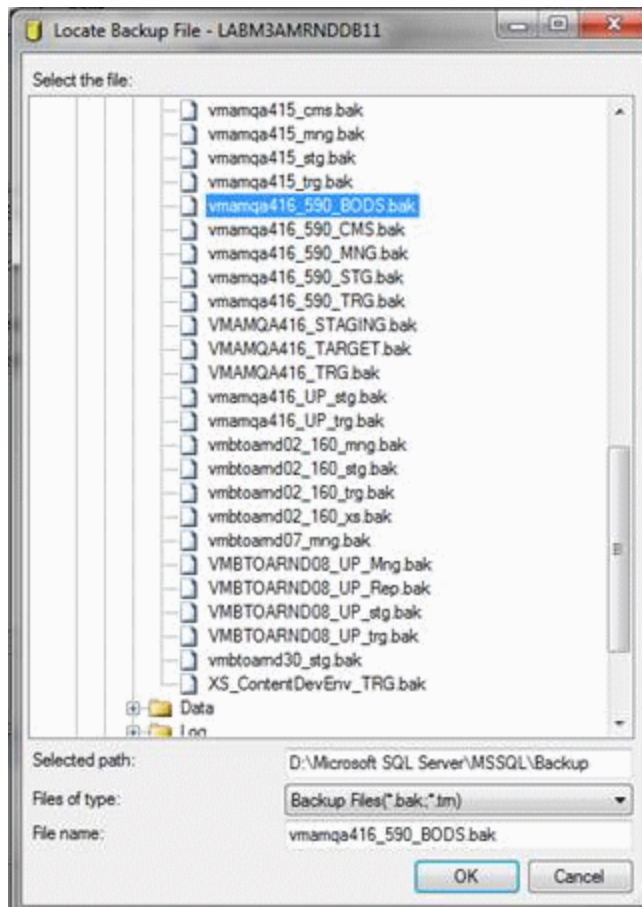
For details, see "[Data Warehouse Server Failure](#)".

To restore the database through the SQL SERVER management studio:

1. From the Object Explorer, right-click the database instance then select **Tasks > Restore > Database**.
2. The Restore Database wizard opens.



3. Select the relevant database instance for the restore operation.



4. Select **From device** if the backup is on the file system and browse to select the relevant file that contains your backup.
5. Click **OK** and complete the wizard.

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.

