Peregrine Systems, Inc. BIPortal 5.2.1



Release Notes

Peregrine SYSTEMS.

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BI Portal 5.2.1 Release Notes

PEREGRINE

Welcome to Peregrine Systems, Inc. BI Portal 5.2.1, a maintenance release. These release notes contain an overview of new features, describe known issues with this release, and provide instructions to access information from other sources, such as the Peregrine Customer Support Web site. For issues other than Reporting Data Store (RDS) for ServiceCenter 6.1, refer to the *BI Portal 5.2 Release Notes*. Before you begin, ensure that you have a valid Customer Support login ID and password.

The media shipped with this release contains a complete installation of the product, documentation, and language packs when applicable. Refer to the packing list included with your shipment for a complete description of the media provided.

BI Portal is a business intelligence tool for advanced analytics and data mining that transforms detailed operational data from Peregrine's ServiceCenter[®] and AssetCenter[®] enterprise applications into meaningful, business-focused intelligence. Leveraging Peregrine's Reporting Data Store as a foundation, BI Portal provides a predefined set of metrics, giving users a consolidated view of their business variables and dimensions, enabling them to analyze standardized business data from any number of perspectives.

BI Portal empowers IT and business users to look at a pool of common variables defined across both ServiceCenter and AssetCenter, including configuration management, financial management, contracts software license compliance, service management, incident management, change management, service level management, and problem management. Users can then readily generate drill-down reports and graphs to identify causal relationships or trends that are not seen through static reporting.

Getting started

To understand the BI Portal 5.2.1 release, review the following topics:

Торіс	Location
Key features of BI Portal	page 6
New features	page 8
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Migration requirements	page 14
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BI Portal known issues	page 24
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Key features of BI Portal

With BI Portal, users can define their own queries and publish them for others to use. By providing users the ability to analyze in real-time using metrics tailored to their unique environments, BI Portal delivers real-time business intelligence. The result is an unprecedented level of understanding and intelligent decision making into how IT can best serve the needs of the business. BI Portal enables the IT organization to understand the type and location of configuration items, IT fiscal performance, and compliance and risk management across multiple dimensions, such as time, business unit, department, and geographic location.

Solution aligned base reports

BI Portal provides a series of sample analytic reports that are a starting point for understanding the dynamics of your Service and Asset Management programs through analytics, based on the standard Reporting Data Store that ships with BI Portal. For Asset Management, these reports include pre-built analyses such as Software License Compliance Analysis, Vendor Contract Details, and IT Expense Distribution. For Service Management, Change Cost Analysis, Incident Cost *Analysis, Recurrent Outages,* and *SLA Response Time Successes* provide an out-of-box head start in delivering insightful service information.

Built on the Reporting Data Store

BI Portal extracts AssetCenter and ServiceCenter data from the Reporting Data Store, a consolidated reporting database for Peregrine products. This ensures optimal performance because reporting and queries occur in a separate database rather than the asset and service management database.

Intuitive and flexible report management

BI Portal enables non-technical users to produce reports that help track trends, as well as identify potentially unexpected causal relationships that materially affect your asset and service delivery performance.

Rapid dissemination of information

Through the use of BI Portal, reports are disseminated immediately to those that need them most. By providing real-time information across the organization, decisions are made proactively before problems have a chance to develop.

Web-based access

BI Portal provides an intuitive portal Web interface. Users can access, define, and execute reports from a Web browser, making access and system maintenance convenient and simple.

Open schema

The Reporting Data Store schema is a published, open schema that allows IT business information to easily integrate into an organization's general data warehousing initiative. In addition to Peregrine's end-user analytic tools, third-party Business Intelligence and Online Analytical Processing (OLAP) tools can use the Reporting Data Store's published schema details.

Security

User-level security, migrated from AssetCenter and ServiceCenter, ensures that only pertinent information is available to each user, controlling data analysis and integrity across organizations or departments.

New features

BI Portal 5.2.1 includes the following new features:

- ServiceCenter 6.1 support
- Reporting Data Store for ServiceCenter 6.1
- Connect-It scenarios for the Reporting Data Store
- Universe modifications to deal with changes in Problem Management and Service Level Management
- Additional tables in Problem Management
- Additional tables in Service Level Management
- Report modifications to accommodate the structure change

Terminology

BI Portal 5.2.1 reflects terminology changes in ServiceCenter base report titles, column headings in the reports, and document groups. The functionality of the reports and groups remains the same.

Report term prior to BI Portal 5.2.1	New term
Asset	Configuration Item, CI
Inventory Management	Configuration Management
Root Cause Analysis	Problem Management

Reports with title or column heading changes

The following reports use new terminology in the report title, sub-title, or column headings.

Report	Title change	Heading change
Call Efficiency Report		Х
Calls Opened by Department and Config Item Type	Х	Х
Categorization of Unavailable Config Items	Х	Х
Configuration Items by Age	Х	Х
Problem Management Cost Analysis	Х	Х
Problem Management Recommendations	Х	Х
Recurrent Outages		Х
Service Management Ad Hoc Crosstab		Х

File changes

The RDS_SC 5.2.1 installer adds new files to the RDS_SC installation folder.

File	Description
<pre>common\bin\rds_sc61_migrate.bat</pre>	Runs the upgrade process.
logs\rds_etl_migrate.err	Records errors in the upgrade process.
logs\rds_etl_migrate.log	Stores messages that track the upgrade process.

The migration process updates files in the RDS_SC installation folder.

File location	Description
conf\rds_etl.xml	RDS schema
cit\rds_sc.scn	Connect-It scenario file
common\lib\rds.jar	RDS schema process program

The RDS_SC 5.2.1 installation CD-ROM \SupportFiles ServiceCenter61 folder contains the support files.

The migration process updates the rds_etl.xml file, which contains changes to the Reporting Data Store database schema, and the rds_sc.scn scenario file. It adds the rds_sc61_migrate.bat file that migrates the schema changes from ServiceCenter 6.x to ServiceCenter 6.1.

New BI Portal installation

If this is a new BI Portal installation, use the support files on the RDS 5.2.1 for ServiceCenter 6.1 installation CD-ROM, located at \SupportFiles\ServiceCenter61.

You must install:

- BI Portal 5.2.1
- Business Objects 6.5.1
- Connect-lt 3.6
- Reporting Data Store (RDS)

For ServiceCenter users, choose one of the following:

If your back-end system is:	Install
ServiceCenter 5.1 or 6.0	RDS 5.2 for ServiceCenter
ServiceCenter 6.1	RDS 5.2.1 for ServiceCenter

For AssetCenter users, install RDS 5.2 for AssetCenter.

Use these CD-ROMs for this installation.

Main components



BI Portal 5.2.1

Business Objects 6.5.1

Connect-lt 3.6



RDS components

RDS 5.2 for ServiceCenter 5.1 or ServiceCenter 6.0

RDS 5.2.1 for ServiceCenter 6.1

and/or

or

RDS 5.2 for AssetCenter 4.x

Refer to the *BI Portal 5.2 Installation Guide*. After installing these components, follow the instructions in How do I rename the BI Portal document group names? on page 20.

Existing BI Portal installation

If this is an existing BI Portal installation, you already have Business Objects 6.5.1 and need to install BI Portal 5.2.1 and Connect-It 3.6. The sections that follow detail the instructions for your specific environment.

Upgrading ServiceCenter 5.1 or ServiceCenter 6.0 to ServiceCenter 6.1

If you upgraded your ServiceCenter 5.1 or ServiceCenter 6.0 to ServiceCenter 6.1, use the existing Business Objects 6.5.1 component. New components to install are BI Portal 5.2.1, Connect-It 3.6, and RDS 5.2.1 for ServiceCenter 6.1.

Use these CD-ROMs for this installation.

Main components

0

BI Portal 5.2.1—See Upgrading to BI Portal 5.2.1 on page 21 and How do I rename the BI Portal document group names? on page 20.

Connect-It 3.6—Refer to the Connect-It Installation Guide. RDS components



RDS 5.2.1 for ServiceCenter 6.1—See Migration requirements on page 14.

Adding ServiceCenter 6.1 to existing AssetCenter 4.x

If you are adding ServiceCenter 6.1 to AssetCenter 4.x, use the existing Business Objects 6.5.1 and Reporting Data Store 5.2 for AssetCenter components. With the addition of ServiceCenter 6.1, new components to install are BI Portal 5.2.1, Connect-It 3.6, and RDS 5.2.1 for ServiceCenter 6.1.

Use these CD-ROMs for this installation.

Main components



BI Portal 5.2.1—See Upgrading to BI Portal 5.2.1 on page 21 and How do I rename the BI Portal document group names? on page 20.

Connect-It 3.6—Refer to the Connect-It Installation Guide.

RDS components



RDS 5.2.1 for ServiceCenter 6.1—Refer to the "RDS for ServiceCenter" chapter in the *BI Portal 5.2 Installation Guide*.

Adding ServiceCenter 5.1 or ServiceCenter 6.0 to existing AssetCenter 4.x

If you are adding ServiceCenter 5.1 or ServiceCenter 6.0 to AssetCenter 4.x, use the existing Business Objects 6.5.1, and RDS 5.2 for AssetCenter components. With the addition of ServiceCenter, new components to install are BI Portal 5.2.1, Connect-It 3.6, and RDS 5.2 for ServiceCenter.

Use these CD-ROMs for this installation.

Main components

BI Portal 5.2.1—See Upgrading to BI Portal 5.2.1 on page 21.

Connect-It 3.6—Refer to the Connect-It Installation Guide.



RDS 5.2 for ServiceCenter 5.1 or ServiceCenter 6.0—Refer to the "RDS for ServiceCenter" chapter in the *BI Portal 5.2 Installation Guide*.

Adding AssetCenter 4.x to existing ServiceCenter 5.1 or ServiceCenter 6.0

If you are adding AssetCenter 4.x to ServiceCenter 5.1 or ServiceCenter 6.0, use the existing Business Objects 6.5.1 and Reporting Data Store 5.2 for ServiceCenter components. With the addition of AssetCenter 4.x, new components to install are BI Portal 5.2.1, Connect-It 3.6, and RDS 5.2 for AssetCenter.

Use these CD-ROMs for this installation.

Main components



BI Portal 5.2.1—See Upgrading to BI Portal 5.2.1 on page 21.

Connect-It 3.6—Refer to the *Connect-It Installation Guide*.



RDS components

RDS 5.2 for AssetCenter— Refer to the "RDS for AssetCenter" chapter in the *BI Portal 5.2 Installation Guide*.

Migration requirements

If you are an existing BI Portal user and upgrading to ServiceCenter 6.1, the following requirements are necessary for a successful Reporting Data Store database upgrade and XML file migration.

- Prerequisite: You must have BI Portal 5.2 successfully installed with all required components.
- You must back up your existing RDS database. The backup file is critical if you need to rerun the migration because of errors in the rds_et1_migrate.err file.
- Your database transaction log file size and tablespace allocation must be sufficient to avoid "out of space" conditions. Contact your database administrator to verify the allocations.
- If you customized the rds_et1.xml file, you must manually merge the changes from the newly installed rds_et1.xml file with your customized file. Search for the attributeAction attribute in the new file to identify the changes.
- If you customized the rds_sc.scn scenario file, you must manually merge the changes from the newly installed rds_sc.scn file with your customized file.
- You must manually replace the rds_sc scenario settings for the Reporting Data Store and ServiceCenter connections using the Connect-It service console.
- If you customized the rds.unv file, you must manually merge the changes from the RDS for ServiceCenter 6.1 installation CD-ROM \SupportFiles\ServiceCenter61\universe\rds.unv file with your customized file.

Important: For a detailed list of changes that the migration process makes to the Reporting Data Store database, contact Customer Support.

Upgrading to RDS 5.2.1 for ServiceCenter

The following tasks are necessary to upgrade from RDS 5.2 for ServiceCenter to RDS 5.2.1 for ServiceCenter.

- **Step 1** Begin the upgrade process.
- **Step 2** Update the Reporting Data Store database schema.
- **Step 3** Import the ServiceCenter unload files.
- **Step 4** Update the Connect-It scenario.
- **Step 5** Synchronize the tables to reflect the updates.
- Step 6 Remove deleted records.

Step 7 Rename the BI Portal document group names.

How do I begin the upgrade process?

- 1 From the RDS server, click **Start** > **All Programs** > **Connect-It** > **Service Console**.
- 2 Select the rds_sc.scn scenario file.
- 3 Click Stop.
- 4 Back up the RDS_SC folder.
- **5** Insert the RDS for ServiceCenter 6.1 installation CD-ROM into the CD-ROM drive and run the installer.

How do I update the Reporting Data Store database schema?

- 1 From the Command Prompt window, navigate to the RDS_SC\common\bin directory.
- 2 Run rds_sc61_migrate.

How do I import the ServiceCenter unload files?

- 1 From the ServiceCenter server, click Start > All Programs > ServiceCenter Client > ServiceCenter Client.
- 2 Log on to ServiceCenter as an administrator.
- 3 Click Toolkit > Database Manager.
- 4 Right-click the form and select Import/Load.
- 5 Type or select <RDS_SC 5.2.1 installation CD>\
 SupportFiles\ServiceCenter61\unload\BI521.unl.
- 6 Click Load FG.
- 7 From Database Manager, type or select operator in the File field.
- 8 Click Search.
- 9 Search for login names beginning with bi_. This returns the four default BI Portal users: bi_admin, bi_connector, bi_create, and bi_view.
- 10 Change each bi_ user password to passw0rd, which is the out-of-box setting.
- 11 Save your changes.
- 12 From Database Manager, type or select triggers in the File field.
- 13 Click Search.
- 14 Delete the following trigger names.

serviceent.bi.after.delete
cm3sla.bi.after.delete
slamonthly.bi.after.delete
outagedetail.bi.after.delete
outage.bi.after.delete

How do I update the Connect-It scenario?

- 1 Click Start > All Programs > Connect-It > Connect-It Scenario Builder.
- 2 Open rds_sc.scn.
- 3 Click Scenario > Open all connectors, then click OK to close any messages.
- 4 Click the Mapping connector.
- 5 Click the Mappings tab.
- 6 Select SLADIRECT and click Edit a mapping.
- 7 Click OK to close any messages.
- 8 In the Mapping pane, select the DESCRIPTION element and click Remove selected element.
- 9 Click OK.
- 10 Click the ServiceCenter connector.
- 11 Click the **Document Types** tab.
- 12 In Produced document types, select sla (slaSrc) and click Edit produced document types.
- 13 Click OK to close any messages.
- 14 In the **Document type** pane, delete the **description** element.
- 15 In the **Document types** pane, double-click **description** to add it to the **Document type** pane as **Long Text** data type.
- 16 Click OK.
- 17 Click the Mapping connector.
- **18** Click the **Mappings** tab.
- **19** Select **SLADIRECT** and click **Edit mapping**.

- 20 In the Source pane, drag the description element to DESCRIPTION in the Destination pane.
- 21 Click OK.
- 22 Click File > Save, then Exit.
- **23** Optionally, to test the mapping, repeat Step 1 through Step 6. The mapping opens without errors.

How do I synchronize the tables?

- 1 Using a text editor, open \RDS_SC\cit\rds_sc.ini.
- 2 Delete the following lines to ensure the tables re-synchronize. Because Connect-It scans the complete table, the sync time increases as you delete more lines.

Required deletion	Optional deletion
deviceparentSrc screlationSrc servicecontractSrc slamonthlySrc slaresponseSrc slaSrc	categorySrc outagedetailSrc rootcauseSrc1 (recommended)

3 Save and exit.

How do I remove deleted records?

1 Using an RDBMS tool, copy and run the following SQL statements on the RDS.

DELETE FROM DEVICEPARENT; DELETE FROM SCRELATION;

- 2 Click Start > All Programs > Connect-It > Service Console.
- **3** Select the rds_sc.scn scenario file.
- 4 Click Start.

- 5 Wait for the scenario to complete.
- 6 From the RDBMS tool, run the following SQL statements.

DB2

```
UPDATE RDS_ETL_WORK
SET ETL_DATE =
(
SELECT max(Z_RDSLASTMODDATE) from SERVICEC_D
);
UPDATE SERVICEC_D
SET Z_RDSDELETEDDATE= CURRENT TIMESTAMP, Z_RDSLASTMODDATE = CURRENT
TIMESTAMP, Z_RDSACTIVESTATUSIND='N'
WHERE CONTRACT_ID_KEY in (
SELECT CONTRACT_ID_KEY from SERVICEC_D, RDS_ETL_WORK
WHERE ETL_DATE > Z_RDSLASTMODDATE + 1 hour);
```

Oracle

```
UPDATE RDS_ETL_WORK
SET ETL_DATE =
(
SELECT max(Z_RDSLASTMODDATE) from SERVICEC_D
);
UPDATE SERVICEC D
  SET Z_RDSDELETEDDATE= sysdate, Z_RDSLASTMODDATE = sysdate,
   Z_RDSACTIVESTATUSIND='N'
  WHERE CONTRACT_ID_KEY in (
  SELECT CONTRACT_ID_KEY from SERVICEC_D WHERE
   to_number(to_char(Z_RDSLASTMODDATE, 'HH24'))
   *60+to_number(to_char(Z_RDSLASTMODDATE,'MI'))+1000 <</pre>
    (SELECT to_number(to_char(max(Z_RDSLASTMODDATE),'HH24'))
      *60+to_number(to_char(max(Z_RDSLASTMODDATE),'MI'))
      from SERVICEC_D)
  );
```

SQL Server

```
UPDATE RDS_ETL_WORK
SET ETL_DATE =
(
SELECT max(Z_RDSLASTMODDATE) from SERVICEC_D
);
UPDATE SERVICEC_D
SET Z_RDSDELETEDDATE= GETDATE(), Z_RDSLASTMODDATE = GETDATE(),
Z_RDSACTIVESTATUSIND='N'
WHERE CONTRACT_ID_KEY in (
SELECT CONTRACT_ID_KEY in (
SELECT CONTRACT_ID_KEY from SERVICEC_D, RDS_ETL_WORK
WHERE datediff(hh, ETL_DATE, Z_RDSLASTMODDATE) > 1 or datediff(hh,
ETL_DATE, Z_RDSLASTMODDATE) < -1
);
```

How do I rename the BI Portal document group names?

- 1 Copy category.ini from the RDS for ServiceCenter 6.1 installation CD-ROM \SupportFiles\ServiceCenter61\reports directory and replace the file in the <appserver>\webapps\oaa\WEB-INF\etc\BI\SC directory, where <appserver> is your application server location.
- 2 Click Start > All Programs > Business Objects > Supervisor.
- 3 Log on.
- 4 Rename the existing Root Cause Analysis and Inventory Management document groups to match the new names. Delete the groups if they have no documents.

Existing document group name	New document group name
prgnbip_Root Cause Analysis	prgnbip_Problem Mgmt
prgnbip_Inventory Management	prgnbip_Configuration Mgmt

5 Rename the existing Root Cause Analysis and Inventory Management categories to match the new names.

Existing category	New category
prgnbip_Root Cause Analysis	prgnbip_Problem Mgmt
prgnbip_Inventory Management	prgnbip_Configuration Mgmt

6 To overwrite the old reports with the new names, delete the following reports from both Business Objects Supervisor and the Business Objects server bodesigner directory:

Root Cause Cost Analysis Root Cause Analysis Recommendations Categorization of Unavailable Assets Calls Opened by Dept and Asset Type Assets By Age Recurrent Outages

- 7 Restart the application server.
- **8** Log on *http://yourBIPortalserver/oaa/login.jsp*.
- 9 Copy the base reports from the RDS for ServiceCenter 6.1 installation CD-ROM \SupportFiles\ServiceCenter61\reports directory to the C:\Program Files\Business Objects\BusinessObjects Enterprise 6 \nodes\server_name\cluster_name\storage\user\bodesigner directory.
- 10 Click Publish Base Reports. All reports go to the proper categories.

Upgrading to BI Portal 5.2.1

The following instructions upgrade the BI Portal 5.2 component to BI Portal 5.2.1.

- 1 Stop the application and Web servers.
- 2 Back up the installation directory C:\Program Files\Peregrine\Portal to another location.
- 3 If you have AssetCenter Web, Get-Answers, Get-Resources, or Get-Services, follow the instructions in the respective Installation Guides to add or upgrade the applications.
- 4 Run the BI Portal 5.2.1 installer.

- 5 Follow the instructions that are specific to your server to remove the existing war file and the deployment directory.
 - For WebSphere and WebLogic application servers, use the server console to remove the existing war file before deploying the new one.
 - For Tomcat servers, delete the oaa.war file from the <appserver>/webapps directory (where <appserver> is the application server location), delete the OAA subdirectory from <appserver>/webapps, and delete the application server cache.
- 6 Follow the instructions that are specific to your server to deploy the new war file.
 - For WebSphere and WebLogic, use the server console to deploy the file.
 - For Tomcat servers, copy the new oaa.war file from
 C:\Program Files\Peregrine\Portal\ to the <appserver>/webapps directory, where <appserver> is the application server location.
- 7 Start the application and Web servers.
- 8 Copy the database driver files to the <appserver>/webapps/ooa/web-inf/lib directory, where <appserver> is the application server location. Refer to the "Checking JDBC Drivers" chapter in the *BI Portal 5.2 Installation Guide*.
- 9 Configure BI Portal. Refer to the "Completing BI Portal Configurations" chapter in the *BI Portal 5.2 Installation Guide*.

Completing the RDS 5.2.1 for ServiceCenter 6.1 upgrade

The following tasks complete the RDS 5.2.1 for ServiceCenter 6.1 upgrade.

How do I verify that the upgrade process is successful?

View the rds_et1_migrate.err file. An empty file indicates that it is error free.

How do I rerun the upgrade process if the file has errors?

- 1 Correct the errors found in the rds_et1_migrate.err file.
- 2 Delete the rds_et1_migrate.err and rds_et1.migrate.log files.

- 3 Restore the backup Reporting Data Store database.
- 4 Run rds_sc61_migrate.

Compatibility Matrix

The Compatibility Matrix lists supported versions of operating systems, browsers, Peregrine products, and other compatibility and support information.

How do I access the Compatibility Matrix?

- 1 Use a browser to navigate to the Peregrine Customer Support Web site at *http://support.peregrine.com*.
- 2 Log on with your Customer ID and password.
- 3 From the left navigation pane, click Product Information > Service Management > BI Portal > Compatibility Matrices.

Search the KnowledgeBase

The KnowledgeBase contains articles with related information, tips, and workarounds for this release.

How do I search the KnowledgeBase?

- 1 Use a browser to navigate to the Peregrine Customer Support Web site at *http://support.peregrine.com*.
- 2 Log in with your Customer ID and password.
- 3 From the left navigation pane, click KnowledgeBase.
- 4 Type one or more keywords to filter the search, then click Search.

BI Portal known issues

The following table describes BI Portal known issues.

SCR	Known issue	Workaround
SCR 37329	 The following reports have links: Call Efficiency Report Incident Closure Analysis Incident Cost Analysis Incident Management Ad Hoc Crosstab Service Management Ad Hoc Crosstab If you open the report from the Inbox or Personal Documents, clicking the link causes it to open the report that resides in Corporate Documents 	Open these reports from Corporate Documents, then click the links.
SCR 37579	The installation upgrade from RDS_SC 5.2 to RDS_SC 5.2.1 changes the rds_sc scenario settings.	Manually replace the rds_sc scenario settings using the Connect-It service console.
SCR 37600	In admin.jsp, if you enable the Show Form Info feature, the system generates an ECMA script error when you select any of the BI Portal menu items.	Do not enable the Show Form Info feature.
SCR 37613	A security feature in ServiceCenter 6.1 resets the operator record passwords that are loaded into the system automatically.	 For users migrating from BI Portal 5.x: Before running the BI521 unload in ServiceCenter, record the passwords for the bi_connector, bi_admin, bi_view, and bi_create users. After the unload completes, restore these passwords as appropriate. For new users: After loading the BI521 unload file, set the password to passwOrd for the following users: bi_connector, bi_admin, bi_view, and bi_create.

SCR	Known issue	Workaround
SCR 37905	Delete sync triggers do not work properly. Because the Reporting Data Store has a limit of four fields to a unique key, the BI Portal delete sync process requires a primary key with a composite of no more than four fields.	 Remove the following triggers to prevent errors. outage.bi.after.delete outagedetail.bi.after.delete slamonthly.bi.after.delete You can run queries on these tables in the Reporting Data Store to delete the records. The queries mark the records as historical. See the instructions in the following section. Search Deletion synchronization failure in the KnowledgeBase for more information.
SCR 37984	The DB2 database does not allow the default NULL in a SELECT statement.	 DB2 users must change the default date query for the following derived tables in the Reporting Data Store universe: SLARESPONSE_DR SLO_DR SLA_DR SLOAVAIL_DR SLAMONTHLY_DR 1 Log on to Business Objects Designer and open rds.unv. 2 Find the derived table; for example, SLARESPONSE_DR. 3 Right-click the table and select Edit derived tables. 4 Copy the query to a word processor. 5 Replace NULL with 1900-01-01 12:00:00. 6 Copy the changed query and paste to the query in the derived table. 7 Repeat Step 2 through Step 6 for each derived table. 8 Save the universe, then export it.
SCR 38041	Oracle users cannot refresh Problem Management reports due to hard-coded syntax in the SQL query.	If the "universe cannot be found" message appears when you click rds.unv in the portal, delete the connection for the universe in the Business Objects Designer tool, then create it again. If you get an error message when refreshing a report that the SQL statement is incorrect, re-export the rds.unv file from the Business Objects Designer tool.

SCR	Known issue	Workaround
SCR 38162	When you upgrade ServiceCenter 6.1 from ServiceCenter 6.0, the slo.id field does not populate Reporting Data Store tables that use the _KEY field in the unique key.	Updates do not function properly when the slo.id field is blank. Verify that you properly map the information in the following tables prior to running data synchronization. • outagedetail • slamonthly • slaresponse • sloresponse
SCR 38267	If you are using ServiceCenter 6.1, 1st Call Resolution Report By Operator contains an improper filter.	Replace the existing filter in Query Filters with the following: First Call Resolution equal to: 1 Or First Call Resolution is Null
SCR 38302	When you delete a record from the AssetCenter amEmplDept table, you may see an error message in the rds_etl_sync.err log file.	None. The synchronization process deletes the record from the amEmplDept_D table but not from the RDS_USER table. This deletion failure does not affect the operation of the application.
SCR 38349	In the Recurrent Outages report, if the Model labels on the bar chart are horizontal, you get incorrect data when you drill on the label.	Change the label font size to a smaller number so that the labels appear vertically on the bar chart.

How do I delete records manually in the Reporting Data Store?

Using an RDBMS tool, copy and run the following SQL statements.

DB2

<!-- This marks all records in OUTAGE_D as historical where there is no corresponding Configuration Item in DEVICE_D --> UPDATE rds_dba.OUTAGE_D SET Z_RDSDELETEDDATE= CURRENT TIMESTAMP, Z_RDSLASTMODDATE = CURRENT TIMESTAMP, Z_RDSACTIVESTATUSIND='N' WHERE (LOGICAL_NAME NOT IN (SELECT LOGICAL_NAME FROM rds_dba.DEVICE_D WHERE (Z_RDSDELETEDDATE IS NULL) AND (Z_RDSACTIVESTATUSIND = 'Y'))) AND (Z_RDSOUTAGE_DID > 5);

<!-- This deletes all records in OUTAGEDETAIL as historical where there
is no corresponding Configuration Item in DEVICE_D -->
DELETE FROM rds_dba.OUTAGEDETAIL
WHERE LOGICAL_NAME NOT IN
(SELECT LOGICAL_NAME FROM rds_dba.DEVICE_D WHERE (Z_RDSDELETEDDATE IS
NULL) AND (Z_RDSACTIVESTATUSIND = 'Y'));
<!--</pre>

This marks all records in SLAMONTHLYD_D as historical where there is no corresponding agreement in SLADIRECT --> UPDATE rds_dba.SLAMONTHLYD_D SET Z_RDSDELETEDDATE= CURRENT TIMESTAMP, Z_RDSLASTMODDATE = CURRENT TIMESTAMP, Z_RDSACTIVESTATUSIND='N' WHERE (AGREEMENT_ID NOT IN (SELECT AGREEMENT_ID FROM rds_dba.SLADIRECT)) AND (Z_RDSSLAMONTHLYD_DID > 5);

Oracle

<!-- This marks all records in OUTAGE_D as historical where there is no corresponding Configuration Item in DEVICE_D --> UPDATE rds_dba.OUTAGE_D SET Z_RDSDELETEDDATE= sysdate, Z_RDSLASTMODDATE = sysdate, Z_RDSACTIVESTATUSIND='N' WHERE (LOGICAL_NAME NOT IN (SELECT LOGICAL_NAME FROM rds_dba.DEVICE_D WHERE (Z_RDSDELETEDDATE IS NULL) AND (Z_RDSACTIVESTATUSIND = 'Y'))) AND (Z_RDSOUTAGE_DID > 5);

<!-- This deletes all records in OUTAGEDETAIL as historical where there is no corresponding Configuration Item in DEVICE_D --> DELETE FROM rds_dba.OUTAGEDETAIL WHERE LOGICAL_NAME NOT IN (SELECT LOGICAL_NAME FROM rds_dba.DEVICE_D WHERE (Z_RDSDELETEDDATE IS NULL) AND (Z_RDSACTIVESTATUSIND = 'Y'));

<!-- This marks all records in SLAMONTHLYD_D as historical where there is no corresponding agreement in SLADIRECT --> UPDATE rds_dba.SLAMONTHLYD_D SET Z_RDSDELETEDDATE= sysdate, Z_RDSLASTMODDATE = sysdate, Z_RDSACTIVESTATUSIND='N' WHERE (AGREEMENT_ID NOT IN (SELECT AGREEMENT_ID FROM rds_dba.SLADIRECT)) AND (Z_RDSSLAMONTHLYD_DID > 5);

SQL Server

<!-- This marks all records in OUTAGE_D as historical where there is no corresponding Configuration Item in DEVICE_D. --> UPDATE rds_dba.OUTAGE_D SET Z_RDSDELETEDDATE = GETDATE(), Z_RDSLASTMODDATE = GETDATE(), Z_RDSACTIVESTATUSIND = 'N' WHERE (LOGICAL_NAME NOT IN (SELECT LOGICAL_NAME FROM rds_dba.DEVICE_D WHERE (Z_RDSDELETEDDATE IS NULL) AND (Z_RDSACTIVESTATUSIND = 'Y'))) AND (Z_RDSOUTAGE_DID > 5);

<!-- This deletes all records in OUTAGEDETAIL as historical where there is no corresponding Configuration Item in DEVICE_D. --> DELETE FROM rds_dba.OUTAGEDETAIL WHERE LOGICAL_NAME NOT IN (SELECT LOGICAL_NAME FROM rds_dba.DEVICE_D WHERE (Z_RDSDELETEDDATE IS NULL) AND (Z_RDSACTIVESTATUSIND = 'Y'));

<!-- This marks all records in SLAMONTHLYD_D as historical where there is no corresponding agreement in SLADIRECT. --> UPDATE rds_dba.SLAMONTHLYD_D SET Z_RDSDELETEDDATE = GETDATE(), Z_RDSLASTMODDATE = GETDATE(), Z_RDSACTIVESTATUSIND = 'N' WHERE (AGREEMENT_ID NOT IN (SELECT AGREEMENT_ID FROM rds_dba.SLADIRECT)) AND (Z_RDSSLAMONTHLYD_DID > 5);

Documentation

In addition to this guide, the following documentation is available for the BI Portal product and for WebIntelligence. Unless otherwise noted, the documentation is available at *http://support.peregrine.com*.

Manual	Description
BI Portal Administration Guide	Provides an overview of the OAA platform. Describes how you customize the BI Portal and the OAA Administration module. Provides information about security in BI Portal, administrator functions, and configuring components after a custom installation.
BI Portal Installation Guide	Provides information about installing and configuring the application servers, Web servers, and components necessary to run BI Portal.
BI Portal User Guide	Provides base reports and describes how to create and work with both base and custom reports.

Manual	Description
RDS for AssetCenter Administration Guide	Provides information about customizing the RDS for AssetCenter.
RDS for ServiceCenter Administration Guide	Provides information about customizing the RDS for ServiceCenter.
WebIntelligence User's Guide	Describes how to use WebIntelligence for building and running queries, reporting, and analysis.
	This is available using the Help button of the WebIntelligence Java Report Panel, which is accessed when creating or editing reports.

Language support

BI Portal 5.2.1 is available in English only.

Third-party products

Peregrine products often integrate third-party products using open source standards. The Peregrine Customer Support Web site contains specific statements about the support of third-party products and open source standards. You need your Customer login ID and password to log on.

Need more information?

The Customer Support Web site has resource information about third-party products, the Compatibility Matrix, documentation, and customer support contact information.

Start your browser and navigate to *http://support.peregrine.com*. You need your Customer ID and password to log on.

Education services

Peregrine Systems offers classroom training anywhere in the world, as well as *at-your-desk* training using the Internet. For a complete listing of Peregrine's training courses, go to the Web site at *http://www.peregrine.com/education*.

You can also call Peregrine Education Services at +1 858.794.5009.

Corporate headquarters

See the Peregrine Systems corporate Web site for the location of offices, information about products, news, and contact information. Start your browser and navigate to *http://www.peregrine.com*.



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