



BusinessObjects XI Release 2 Fix Pack 2.5 Release Notes

BusinessObjects XI Release 2 Fix Pack 2.5

Windows

Patents

Business Objects owns the following U.S. patents, which may cover products that are offered and licensed by Business Objects: 5,555,403; 6,247,008; 6,289,352; 6,490,593; 6,578,027; 6,768,986; 6,772,409; 6,831,668; 6,882,998; 7,139,766; 7,181,435; 7,181,440 and 7,194,465.

Trademarks

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Xcelsius, Crystal Decisions, Intelligent Question, Desktop Intelligence, Crystal Enterprise, Crystal Analysis, Web Intelligence, RapidMarts, and BusinessQuery are trademarks or registered trademarks of Business Objects in the United States and/or other countries. All other names mentioned herein may be trademarks of their respective owners.

Copyright

Copyright © 2007 Business Objects. All rights reserved.

Third-party contributors

Business Objects products in this release may contain redistributions of software licensed from third-party contributors. Some of these individual components may also be available under alternative licenses. A partial listing of third-party contributors that have requested or permitted acknowledgments, as well as required notices, can be found at:

<http://www.businessobjects.com/thirdparty>



Contents

Chapter 1	BusinessObjects XI Release 2 Fix Pack 2.5 Release Notes	9
	About these notes	10
	About BusinessObjects XI Release 2 Fix Pack 2.5 Release Notes . . .	10
	Business Objects information resources	11
Chapter 2	BusinessObjects XI Release 2 Fix Pack 2.5	13
	Overview	14
	Installation and migration	14
	Security	15
	Auditing	16
	Microsoft Windows Vista	16
	IBM DB2	17
	Oracle JNDI	18
	Internet Explorer	18
	.NET InfoView for Reverse Proxy	20
	CISCO Network Load Balancing	22
	Java Sun	22
	Single Sign On	22
	Server management	22
	Page Server	22
	Server clustering	23
Chapter 3	Performance Management	27
	Overview	28
	Installation, migration and configuration	28
	Visualization analytics	29
	EPM life cycle management	29
	Documentation	29
	Set Analysis	30

Contents

	Connectivity	30
Chapter 4	Desktop Intelligence	33
	Overview	34
	General information	34
	Installation	36
	Migration	36
	Drill	37
	Report formatting	37
	Saving documents	38
	Viewing Desktop Intelligence documents from InfoView	39
	Printing	40
	Break	40
	Slice and Dice	40
	Manage Categories	41
	International issues	41
	Saving documents	41
	Desktop Intelligence in 3-tier mode	41
	Document import and export	41
	Performance	42
	Scheduling	42
	Scheduling parameters	42
	Publication scheduling	43
	Viewing schedules with Schedule Manager	44
Chapter 5	Import Wizard	45
	Overview	46
	Migration	46
	Universes and connections	46
	Documents	47
	Users and groups	47
Chapter 6	Web Intelligence	49
	Overview	50

Contents

	Documentation	50
	Calculation Engine	50
	Cell properties	51
	Wrap text and auto fit width options	51
Chapter 7	BusinessObjects Enterprise Web Services SDK	53
	Overview	54
	Documentation	54
	Installation and deployment	54
	Supported environments	55
	Performance/Developer Tips	56
	API additions/modifications	56
	Migration issues	60
	Business Process BI Services	61
	Setting up Business Process BI Services	61
	Using the Locale attribute	61
	DBLogon	61
	BEA AquaLogic BPM Studio 5.7 report formats	62
	BusinessObjects Query As A Web Service	62
Chapter 8	Content Search	63
	Overview	64
	Content Search Issues	64
	Platforms	64
	Crystal Reports	65
	Configuration	65
	Performance	65
	Uninstalling Content Search	66
	Documentation	67
Chapter 9	Voyager	69
	Overview	70
	Installation	70
	Installing Voyager for SAP BW	70

Contents

Configuration	71
Connection settings for SAP BW data sources	71
Web application server configuration	73
Reverse proxy support	74
Other configuration issues	75
Known issues	75
Upgrading and migrating issues	75
Data and connection issues	75
Interface limitations	77
SAP-specific issues	78
Documentation issues	79
Chapter 10 Report Conversion Tool	83
Overview	84
Security	84
Cross-tabs	84
Tables	84
Free-hand SQL conversion	84
Chapter 11 Live Office	85
Overview	86
Installation, configuration, and deployment	86
Product integration and usability	87
Performance	89
Chapter 12 Crystal Reports	91
Overview	92
Data access	92
Developer issues	92
JDBC Driver	93
Java Reporting Component (JRC)	93
Report Application Server (RAS)	94
Web Application Servers	94
Mac OS	95

Contents

	Unix issues	95
Chapter 13	Uninstalling BusinessObjects XI Release 2	97
	Overview	98
	Known issues	98
	Command line parameters	98
Appendix A	Business Objects Information Resources	101
	Documentation and information services	102
	Documentation	102
	What's in the documentation set?	102
	Where is the documentation?	102
	Send us your feedback	103
	Customer support, consulting and training	103
	How can we support you?	103
	Looking for the best deployment solution for your company?	104
	Looking for training options?	104
	Useful addresses at a glance	105

Contents



BusinessObjects XI Release 2 ◀
Fix Pack 2.5 Release Notes

1

chapter

About these notes

These notes contain important information about this product release, including the following: installation notes, details regarding known issues with this release, and important information for current users.

Please read the entire document before installing your Business Objects software, and be sure to visit the Business Objects support web site for additional notes and information that may become available following the release of this document.

About BusinessObjects XI Release 2 SP2 and Productivity Pack

Depending on your requirements, the BusinessObjects XI Release 2 SP2 and Productivity Pack provides a number of installable packages.

BusinessObjects XI Release 2 SP2 patch

If you have an existing BusinessObjects Enterprise XI Release 2 with SP2 deployment, and have installed Service Pack 1 (SP1), you will need to install SP2. SP2 is a patch installation that contains updates for:

- BusinessObjects Enterprise XI Release 2 with SP2
- Crystal Reports
- OLAP Intelligence
- Process Tracker

Crystal Reports XI R2 SP2

If you have an existing Crystal Reports XI Release 2 deployment, and have installed SP1, you will need to install SP2.

BusinessObjects XI Release 2 SP2 suite

Choosing to install BusinessObjects XI Release 2 will result in a full installation of the BusinessObjects XI Release 2 suite, inclusive of SP2 updates. The suite includes separate installation packages for:

- BusinessObjects Enterprise XI Release 2 with SP2
- Crystal Reports
- OLAP Intelligence
- BusinessObjects Enterprise add ons
- Crystal Reports Merge Modules (available as three separate web downloads)

BusinessObjects XI Release 2 Productivity Pack

Once you have patched an existing deployment of BusinessObjects XI Release 2 with SP2, or have installed the latest version of the product, you can install the BusinessObjects XI Release 2 Productivity Pack.

The Productivity Pack includes Business Process BI Service, Content Search, BusinessObjects Live Office for Productivity Pack, BusinessObjects Query as a Web Service for Productivity Pack, and Voyager.

Business Objects information resources

For more information and assistance, see “[Business Objects Information Resources](#)” on page 101. This appendix describes the Business Objects documentation, customer support, training, and consulting services, and provides links to online resources.

For acknowledgements of third party contributors and applications, in addition to related license information, see <http://www.businessobjects.com/solutions>.

BusinessObjects Enterprise



2

chapter

Overview

This chapter describes known issues with BusinessObjects Enterprise XI R2 with Service Pack 2 (SP2) and its related Fix Pack.

It contains the following topics:

- Updates for BusinessObjects XI R2 Fix Pack 2.5
- Update for BusinessObjects XI R2 Fix Pack 2.4
- Updates for BusinessObjects XI R2 Fix Pack 2.3
- Updates for BusinessObjects XI R2 Fix Pack 2.1
- Installation and migration
- Security
- Auditing
- Microsoft Windows Vista
- IBM DB2
- Oracle JNDI
- Internet Explorer
- .NET InfoView for Reverse Proxy
- CISCO Network Load Balancing
- Single Sign On
- Server management

Updates for BusinessObjects XI R2 Fix Pack 2.5

- Starting from XI Release 2 Fix Pack 2.5, a Client Fix Pack is released at the same time as each “full” Fix Pack. This Client Fix Pack is a slimmed-down version which has had the server components removed and which therefore patches client-side products only. It contains the same client-side fixes as the traditional “full” Fix Pack, and it cannot be installed on a machine where server products are already installed.
- For more information, see the BusinessObjects Enterprise XI Release 2 Fix Pack Installation and Deployment Guide available on the Support site or in the CHF/FP package: http://support.businessobjects.com/documentation/product_guides/default.asp

Update for BusinessObjects XI R2 Fix Pack 2.4

- SiteMinder Web Agent must be updated to version 6 HotFix 5 or above in order to use a current supported SiteMinder SDK 6.0SP5.

Updates for BusinessObjects XI R2 Fix Pack 2.3

- In the section of connectivity for Web Intelligence and Desktop Intelligence on XIR2 for configuring the Teradata ODBC Driver on Unix/Linux Platforms, the Unicode settings for Teradata ODBC access have changed starting with Teradata ODBC version 3.04. Please refer to the following description:
Requirements: Teradata ODBC Driver version 3.05.00 07 and later
To enable Teradata driver to work in Unicode mode, set the following:
* in the odbc.ini file, add the parameter IANAAppCodePage=106 and the line CharacterSet=UTF8
* In the teradata.sbo file, add the parameter Unicode with value UTF8
<Parameter Name="Unicode">UTF8</Parameter>
- The Java InfoView online help is not accessible after deploying desktop.war to BEA Weblogic 8.1. The workaround is to manually extract the contents of desktop.war and deploy the extracted copy to the BEA Weblogic application server.
- On HP, if you start, stop or restart any of the servers in the CMC, after entering your login and password, you will encounter the following message:<server name>: Failed to start/stop service on remote machine: Error: Error in system call: SELECT." However, if you click the OK button, the server list page is displayed, and the operation is successfully completed.
- The Java DHTML viewer fix introduces a new context parameter that can be configured through web.xml. The context parameter is "crystal_enable_fix_popup_dialogs" which takes the value "true" or "false". The default value is "false".

"true" => export and print dialogs in the viewer will open only in response to the user clicking the export and print buttons on the toolbar respectively. Therefore, these dialogs will not open if the page hosting the viewer reloads due to the use of web browser refresh or back buttons and any other means.

"false" (default value) => does not prevent the dialogs from opening again if the page reloads. Please note that this context parameter is introduced for XIR2 Java DHTML viewer only, and will NOT be supported in future versions.

Updates for BusinessObjects XI R2 Fix Pack 2.1

- Any BusinessObjects file which is customized after installation must be backed-up when a new Fix Pack is installed; otherwise, the Fix Pack may overwrite the changes in the file. After installation, compare the backed-up file and the new file. If the new Fix Pack introduces any modifications to the file, a manual merge must be done between the two files so as not to lose any changes. Examples of customizable files which may be affected: web.xml, dsws.properties, fontalias.xml, and *.sbo files. For more information on Fix Pack installation and configuration, please see the BusinessObjects Enterprise XI Release 2 Fix Pack Installation and Deployment Guide.
- If BusinessObjects XI Release 2 Productivity Pack is installed after the application of a Fix Pack, the Fix Pack must be reinstalled in order to bring the Productivity Pack to the Fix Pack level.
- It is recommended that client and server products be at the same Fix Pack or Service Pack level.
- When using the Sharepoint Portal Integration Kit (PIK), both the Sharepoint PIK installation and the BusinessObjects Enterprise installation need to be upgraded to BusinessObjects XIR2 SP2 before applying a Fix Pack to both machines.

Installation and migration

- Service Pack 2, which includes Critical Hotfixes 13 to 16 and Monthly Hotfix 1 (MHF1), is required to install BusinessObjects XI R2 Productivity Pack. If a user installs Critical Hotfix (CHF) of higher than 16, and then applies SP2, some fixes will be overwritten. To restore the fixes that were overwritten, the user must install the latest fix pack available for SP2.
- SP2 includes changes previously available as a Web Services add-on to the BusinessObjects Enterprise platform to enable support for Crystal Xcelsius. SP2 will install the components needed on the BusinessObjects Enterprise server to enable the following: exporting of a Macromedia Flash (SWF) file to BusinessObjects Enterprise from the Crystal Xcelsius Designer, viewing of a Macromedia Flash (SWF) file within InfoView, and passing the logon token to both BusinessObjects Live Office and Query As A Web Service for the Productivity Pack.
- BusinessObjects XI R2 with SP2 and Productivity Pack has a requirement where the Relational Database Management System (RDBMS) such as SQL Server, Oracle, DB2, MySQL or Sybase database, must allow at least 2 connections per CMS. If the database allows only a single connection the CMS will not operate properly.
- There is a known issue where three files, BVMigrationWiz.exe, BVMigrationWiz.pdf and BVMigrationWiz_res_en.dll, are installed to the wrong location after the BusinessObjects XI R2 is installed on top of Crystal Reports, and, therefore, the Data Source Migration Wizard will not convert Crystal Reports dictionary and Crystal Reports queries to Business View.

The workaround is to copy Copy BVMigrationWiz.exe, BVMigrationWiz.pdf and BVMigrationWiz_res_en.dll from the folder: ".\Business Objects\BusinessObjects Enterprise 11.5\win32_x86" to the folder: ".\Business Objects\Common\3.5\bin," and then start BVMigrationWiz.exe in the new folder to load the Data Source Migration Wizard.

Security

This section contains known security issues with BusinessObjects Enterprise XI R2 Productivity Pack and Trusted Authentication in InfoView.

- When Java Windows Active Directory (AD) authentication is used, users with non-ASCII user names are unable to log in. This is a limitation of the Java API. To enable Windows Active Directory (AD) authentication for Single Sign On with Netegrity SiteMinder:
 1. Go to the Authentication management area of the CMC.
 2. Click the **Windows AD** tab.
 3. Under SiteMinder Options, click the **SiteMinder Single Sign On** value to change it to "Enabled", enter valid SiteMinder information, and then click **Update**.

Note: For more information about SiteMinder and how to install it, see the SiteMinder documentation.

- Trusted Authentication may be integrated with InfoView. To ensure that you are not exposing yourself to a security vulnerability it is important to configure the underlying technologies securely. In particular, if you do not securely configure the certain methods of providing the user name (such as HTTP_HEADER, QUERY_STRING and COOKIE) then malicious users could gain access to the system.

For example, in case of QUERY_STRING, the user may replace his name in the URL with the user name of any other user and gain access. HTTP_HEADER, QUERY_STRING and COOKIE methods are only appropriate if some external restriction ensures that the name passed to InfoView cannot easily be replaced or spoofed by the user. For example, the value can be safely used only when some third party access control mechanism (such as SiteMinder) ensures that a header (such as SM_USER) always accurately reflects the identify of the user. Using a value which is not security controlled at the web server/firewall layer is not secure.

Use of REMOTE_USER and USER_PRINCIPAL are as secure as the underlying mechanisms that populate those values, which may vary by web/application server vendor. The security of the WEB_SESSION value depends on how that web session variable is populated, and whether it can be manipulated by an untrusted user.

For more information on configuring Trusted Authentication and the user name retrieval methods you can use from your web applications server to expose the user name, see the "Trusted Authentication" chapter of the *BusinessObjects Enterprise XI R2 Deployment and Configuration Guide*.

Auditing

- After installing the SP2 Patch on an existing XI R2 system, when an RCT user tries to open audit report from the RCT Tool, the audit report does not open in InfoView. As a workaround, the user needs to import “conversion_audit.biar” from the following location: “\Business Objects\Business Object Enterprise 11.5\win32_x86” to get the latest RCT Audit report and Audit Universe.
- The auditing database now contains a new “document path” event detail which shows the path to the folder in which the document or report is located. The document path event detail does not appear automatically in auditing reports. If users want to display the full document path in auditing reports they need to manually add the document path event detail to all appropriate auditing reports, and then rerun the reports.
- Auditor reports may fail to run or to update data when auditing a Sybase database via a native connection.

Workaround: Install the Sybase ODBC driver, and reconfigure the universe to use ODBC.

Note: For document (or report) instances the document path event detail will contain the path to the folder the where parent document (or report) is located and the name of the parent document (or report).

Microsoft Windows Vista

Known issues with BusinessObjects Enterprise XI R2 Productivity Pack and the Windows Vista-based operating system include the following:

- For Business Objects purposes, Windows Vista is considered a client operating system, and, therefore, will only support client tools; such as Crystal Reports, rich and client applications. Windows Vista will not support BusinessObjects Enterprise XI or XIR2 server components or deployments.
- To use the Central Configuration Manager’s “Browse for computer” functionality on a Windows Vista-based operating system, you must turn on “Network Discovery”. To access this setting, navigate to the Control Panel, select **Network and Internet**, and then **Network and Sharing Center**.
- With Windows Vista-based installations, servers have a NTLM Security Support Provider dependency. To run the Central Configuration Manager on a Windows Vista-based operating system, this dependency needs to be removed. Attempting to start a server results in an error message.

Workaround: To start the server, navigate to the server Properties dialog, then to the Dependency tab, and delete the service. The server should now start.

- For Microsoft Windows Vista-based operating systems, the log file for the BusinessObjects Enterprise Import Wizard is located at:
C:\Users\- When tested against Windows Vista-based operating systems, the “Alerts analytic” drop down lists in the Enterprise Performance Manager are not displayed.
- When importing data using the CCM on Windows Vista from a remote MySQL database server, the import may fail because some objects could not be copied over. This is because the source MySQL server times out when writing results back to the CCM.

Workaround: Increase the net_write_timeout system variable on the source MySQL server to a higher value, such as 300 seconds.

- Issues have been noted with various ODBC drivers when operating in conjunction with the Windows Vista User Account Control’s reduced privilege environment. Please contact your ODBC driver vendor for compatibility updates.

IBM DB2

Known issues with BusinessObjects Enterprise XI R2 components and the IBM DB2 platform include the following:

- To create the Enterprise Performance Management repository on the IBM DB2 platform, it is mandatory that the user specify a buffer pool size setting of 32 KB and assign a tablespace to this buffer pool. This tablespace must be set as the default tablespace.
- Stored procedures with OUT parameters cannot be executed on IBM DB2 UDB for Microsoft Windows NT or UNIX platforms.
- With Enterprise Performance Manager, strategy membership and the recipients name are not displayed in published goals after restarting the servers. This behavior is observed across all platforms with DB2 v9.
- XML fields in IBM DB2 v9 are supported in Crystal Reports using the relational view technology in DB2 v9. There is no capability in Crystal Reports to read and parse XML fields natively.

- The “DB2 Connect for DB2/390 v8” connection has been renamed to “DB2 UDB for z/OS v8”. If you migrate from BusinessObjects V5 or V6 to BusinessObjects XI Release 2, and if you want to use the old connection, add the following highlighted lines to your db2.sbo file.

```
<DataBase Active="Yes" Name="DB2 UDB for z/OS v8">
  <Aliases>
    <!-- You can add an alias here if you are using
         connections that are defined with an older
         database engine -->
    <Alias>DB2 Connect for DB2/390 v8</Alias>
  </Aliases>
  <Parameter Name="SQL Parameter File">db2mvs</
  Parameter>
  <Parameter Name="Binary Slice Size">4000</Parameter>
  <Parameter Name="Native Int64 Available">False</
  Parameter>
  <Parameter Name="Array Bind Available">False</
  Parameter>
</DataBase>
```

Oracle JNDI

- By design, Oracle JNDI source code in WebLogic needs to add ojdbc14.jar in the CRConfig.xml class path for BusinessObjects components to run properly. The source code is dependent on ojdbc14.jar to solve some issues related to Oracle special data types and cursors when making a JNDI connection to Oracle.

Internet Explorer

Known issues with Internet Explorer 7.0 and BusinessObjects Process Tracker include the following:

- Using Process Tracker and Internet Explorer 7.0, Process Tracker has a known issue that prevents opening Web Intelligence documents attached to Process Tracker Activities in Process Instantiation view.
- Using Process Tracker and Internet Explorer 7.0, Process Tracker has a known issue that prevents the date of a Process Instance from being changed.
- Using Process Tracker and Internet Explorer 7.0, when a page timeout occurs, Process Tracker will generate an error message instead of redirecting users to the login page.

- Using Process Tracker and Internet Explorer 7.0, if users create a Process Definition, assign Roles to it, and then attempt to assign specific users or groups to a specific role, there is a known user interface issue where available users/groups and selected users and groups fail to display.
- Using Process Tracker and Internet Explorer 7.0, if you are working in Enterprise Performance Manager using multiple tabs in Internet Explorer 7.0, a session timeout error message pops up on the first tab when you log out from the second tab. The workaround is to log back in.
- There is a known issue with Enterprise Performance Manager and Internet Explorer 7.0 that standard users, by default, cannot access their Personal Dashboards. If users lack the appropriate privileges, the “My Dashboard” link will be unavailable in the Favorites folder. As a workaround, users must grant explicit rights access Performance Management through the “Access to Performance Management” link.
- Xcelsius Analytics are not available by default. The war file needs to be deployed manually
- With Internet Explorer 7.0, Web Intelligence users cannot drag objects from the Available objects list in the left pane onto the report to create report block. The following warning message is displayed: “A problem with this might prevent it from being displayed properly or functioning properly.” You can display this message by double clicking the warning message displayed in the status bar.”

.NET InfoView for Reverse Proxy

Note: The term “explicit mapping” used in this section refers to a reverse proxy mapping in which the external virtual path is the same as the internal path being mapped. For example, an Apache HTTP Server mapping, “ProxyPass /aspnet_client http://backend.example.com/aspnet_client”, is considered an explicit map.

Known issues with .NET InfoView for Reverse Proxy include the following:

- The calendar control in the scheduling page does not work correctly. The issue is that by default, the scheduling page in InfoView accesses the calendar control inside the /crystalreportviewers115 folder using the absolute path. The workaround is to explicitly map the path “/crystalreportviewers115” in the reverse proxy configuration.
- Script errors will occur when viewing a page in InfoView from an external client through a proxy server. The aspnet_client path from Internet Information Services (IIS), is an absolute path. The script on the page will not execute correctly without the script file. The work around is to explicitly map the path “/aspnet_client” in the reverse proxy configuration. Users of Microsoft ASP.NET for .NET Framework 2.0 should also apply the workaround described in the Microsoft Knowledge Base Article 931762. For more information, refer to the following link: <http://support.microsoft.com/kb/931762>.
- If a user logs into .NET InfoView as an administrator, navigates to and opens a sample report for the first time, and then clicks Modify, the report will launch inside Crystal Reports Explorer successfully. However, Crystal Reports Explorer will fail to launch on subsequent attempts. A processing message is displayed. For Crystal Reports Explorer within .NET InfoView to work properly in reverse proxy environments, the path “/businessobjects/enterprise115/adhoc ” needs to be explicitly mapped in the reverse proxy configuration.
- When a user logs on to InfoView and creates a new Crystal Reports document, a page not found error appears. The workaround for this problem has been stated in the previous bullet point.
- To enable error handling in .NET InfoView for reverse proxies, set the value of the “enableApplicationErrorHandling” custom application setting to “on” in the web.config file for InfoView. This change when made to web.config file allows redirection to custom error pages based on the “customErrorPage” custom application setting in the same web.config file.

- The path "/crystalreportviewers115" needs to be explicitly mapped in the reverse proxy configuration for the following applications to work correctly:
 - Crystal Report Viewers in .NET version of InfoView
 - NET URL Reporting
 - Custom COM DHTML Viewers deployed in IIS server
- There is a known issue where .NET Webform viewers require additional configuration to work under reverse proxy. Two recommended workarounds are as follows:

- *Workaround 1:* With NET 1.1: If reverse proxy path is mapped as /bobj/test for http://server/test we need to also map the /bobj/crystalreportviewers115 to http://server/crystalreportviewers115

For .NET 2.0, if the reverse proxy path is mapped as /bobj/test for http://server/test we need to also map the /bobj/aspnet_client to http://server/aspnet_client

- *Workaround 2:* Specify the URL for the crystalreportviewer115 folder's in the web.config file as follows:

```
<configSections>
  <sectionGroup name="businessObjects">
    <sectionGroup name="crystalReports">
      <section name="crystalReportViewer"
        type="System.Configuration.NameValueSectionHandler
          , System, Version=1.0.3300.0, Culture=neutral,
          PublicKeyToken=b77a5c561934e089, Custom=null " />
    </sectionGroup>
  </sectionGroup>
</configSections>
<businessObjects>
  <crystalReports>
    <crystalReportViewer>
      <add key="ResourceUri" value="{URI}" />
    </crystalReportViewer>
  </crystalReports>
</businessObjects>
```

In this example, the URL can be given as '~\crystalreportviewers115' if crystalreportviewers115 folder is copied into the web applications folder.

CISCO Network Load Balancing

- For CISCO network load balancing in a BusinessObjects XI R2 environment that is running on Tomcat with at least two available servers, there is a known issue that if Tomcat stops on the server to which the user was previously connected that user will receive an internal error message when launching Desktop Intelligence from the Start Menu. If the previously used server is off, the load balancing will work and the user will connect to the other server successfully. The workaround is to connect to the CISCO network load balancer through InfoView.

Java Sun

- There is a known collation issue with Web Intelligence documents where the object names are not sorted alphabetically in the Java Report Panel for Simplified Chinese. The Java Virtual Machine (JVM) is not able to interpret the sort action properly. There is no workaround at this time because necessary updates to JVM functionality are unavailable.

Single Sign On

Known issues with BusinessObjects Enterprise XI R2 with SP2 and Single Sign On include the following:

- The alternative URL for accessing InfoView without single sign-on is case sensitive, and is incorrectly stated in the documentation. The word logonForm.do should have an uppercase "F". This is the URL you should use if you want to access InfoView without single sign-on, after single sign-on has been enabled: <http://HostName:portnumber/businessobjects/enterprise115/desktoplaunch/InfoView/logon/logonForm.do>.

Server management

Page Server

When a report which has a number of records greater than the processing limit specified in the CMC is viewed via Page Server, the first page of the report generates successfully without returning an error.

- To improve the stability and performance of Microsoft Internet Information Service (IIS), modify the machine.config file in the following directory:
<WindowsDirectory>\Microsoft.NET\Framework\<InstalledFrameworkVersion>\CONFIG\

Configuration setting	Default value (.NET Framework 1.1)	Recommended value
maxconnection	2	12 * N
maxIoThreads	20	100
maxWorkerThreads	20	100
minFreeThreads	8	88 * N
minLocalRequestFreeThreads	4	76 * N

Some of the recommendations use a formula that works with the number of CPUs on a server. The number of CPUs in each formula is represented by the variable N. To adjust configuration settings when you have hyperthreading enabled, you must use the number of logical CPUs instead of the number of physical CPUs. For example, if you have a four-processor server with hyperthreading enabled, the value of N in a formula is 8 rather than 4.

For more information, see "Contention, poor performance, and deadlocks when you make Web service requests from ASP.NET applications" at the following site: <http://support.microsoft.com/default.aspx?scid=kb;en-us;821268>

Server clustering

This section contains recommendations for configuring and maintaining a cluster of BusinessObjects Enterprise servers.

It contains the following topics:

- Redeploying all CMS servers to different machines
- CMS Clustering for BusinessObjects Enterprise Servers
- CMS clustering and Web Services

Redeploying all CMS servers to different machines

Note: The following procedure applies only when *all* old CMS servers are replaced with new ones. This procedure is not required when you are leaving unchanged at least one CMS server.

To redeploy all CMS servers in the cluster to different machines, users must either manually update the CMS names for all servers or perform the following steps in the order specified:

1. Add new CMS servers to the cluster.
2. Ensure that all BusinessObjects Enterprise servers are running simultaneously for at least five minutes.
3. Next, for the Search Server and MDAS servers, manually update the CMS names. For other BOE servers, it is a best practice to update the CMS names.
4. Remove any old CMS servers.

Note: Never deploy CMS servers, joined in a different cluster, to the machines where old CMS servers, joined in this cluster, were deployed.

CMS Clustering for BusinessObjects Enterprise Servers

The following information is intended as recommended guidance for configuring CMS clustering on all BusinessObjects Enterprise servers

General guidance for all servers

- To connect to a CMS cluster use a specific CMS name. Do not use cluster names (for example “@MyCluster”). Using a specific CMS name will enable load balancing and high availability.
- For better performance, the requests will be processed on any CMS server in the cluster, not necessarily on the CMS servers specified.

Specific guidance for Search and MDAS servers

- Specify a comma separated list of all CMS servers in the cluster. For example: “mycms1,mycms2:6405,mycms3”.
- A server will start successfully, as long as at least one of the specified CMS servers is running at the time of server startup. After that, and until the server is restarted, the server will function properly, as long as at least one CMS server is running in the cluster.
- For better fault tolerance, the system will work even if all CMS servers from the above list are down, as long as at least one other CMS server (for example “mycms4”) is running and cms4 was started when at least one of the CMS servers from the list was up and running.

Specific guidance for all other servers

- Specify a name of a specific CMS server. For example: “mycms2:6405”.

- For all operating systems except Windows Vista, the list of all CMS servers in the cluster will be generated and stored in a registry file on local machine as soon as any server from the machine connects successfully at least once to the cluster.
- For Windows Vista operating systems, the list of all CMS servers in the cluster will be generated and stored on local machine in OS user account specific area as soon as any server running under a particular OS user account on the machine at least once connects successfully to the cluster.
- This list of CMS servers will be periodically dynamically updated with all new CMS server names. All servers in the cluster will have access to this list, and any CMS server from the list can be used or communication with other CMS servers.
- For better fault tolerance, the system can function properly even if the specified CMS server is stopped as long as:
 - At least one server from every machine in the BusinessObjects Enterprise deployment (Windows Vista only – also from every operating system user account under which server runs) has at least once successfully connected to any CMS in the cluster and
 - The cluster has at least one working CMS, and it was started when at least one other CMS server was up and running.

CMS clustering and Web Services

The following information is intended as recommended guidance for managing CMS clusters using Web Services.

- To log in using session Web Services, always specify a specific CMS server name, and do not use @cluster_name. To achieve this, make your application to do one of the following:
 - During login, ensure that your application iterates through a list of all known CMS servers until it successfully logs on to the cluster.
 - During initialization, ensure that your application attempts to log into the cluster by iterating through a list of all known CMS servers. If a valid user name and password was used, save the name and port of the CMS server that allowed you to log in.

If an intentionally wrong user name or password was used, then save the CMS server name that returned the authentication error. Always use that saved CMS server name/port in the main body of your application. If you have multiple application servers, then repeat this procedure to make sure that, during your application initialization, every application server in your deployment processed the above request at least once.

- If you have successfully connected to the cluster at least once by specifying a particular CMS name, then you will still be able to log in successfully by using the same CMS name even if, at a later time, the specified CMS goes down.
Note: This is true as long as the application server hosting your web service provider is not restarted, and the cluster has at least one working CMS server.
- The load is balanced between all working CMS servers in the cluster. For better performance and scalability, the requests will not be necessarily served by the CMS server specified during login. The requests may be served by any working CMS server from the cluster.

For more information, see additional resources posted on the Business Objects Developer Library at http://www.businessobjects.com/products/dev_zone/



Performance Management



3

chapter

Overview

This chapter describes known issues for Enterprise Performance Management components in BusinessObjects Enterprise XI Release 2 with SP2.

It contains:

- Installation, migration and configuration
- Visualization analytics
- EPM life cycle management
- Documentation
- Set Analysis

Installation, migration and configuration

- For a complete list of system requirements and supported platforms, see the `platforms.txt` file included with your product distribution. For complete installation instructions, see the installation guide (`xir2_bip_install_en.pdf` or `xir2_bip_install_unix_en.pdf` depending on your platform).
- Disable all antivirus software before installing BusinessObjects Enterprise components. Enable your antivirus software after the installation.
- In Performance Manager, an HTTP 500 error occurs when you open My Goals. This problem occurs if the CMS and the performance management web parameters IP address have not been properly configured. For information on how to properly configure the CMS, see the BusinessObjects Enterprise XI Release 2 Administrator's Guide. For information on how to properly configure the performance management web parameters, see the Online Help in the performance management Setup.

Visualization analytics

Note: The information in this section refers to the Visualization analytics, the Data Exploration analytics and the Bubble, Pie and Radar charts in the Dashboard Manager analytics.

After you have installed the Service Pack, you need to manually deploy the Performance Management Visualization templates so that they can be used from Dashboard Manager:

To deploy the new Data Exploration Analytics, you need to run the following command line in the [BO_INSTALL_DIR]Performance Management 11.5\setup folder:

```
java -jar XCTemplateUploaderBatch.jar -cms [MACHINE_NAME] -user [ADMIN_LOGIN_NAME] -pass [ADMIN_PASSWORD] -fmkdir data_exploration_templates.zip
```

Note: For Windows platforms, the file name for the Data Exploration Analytics zip file is data_exploratoin_templates.zip. The “io” is reversed in the word exploration.

Note: If the password is blank, you can remove the parameter –pass in the command line.

EPM life cycle management

Tolerances are not imported with goals or universes. Due to a known product limitation, there are issues with migrating metrics that have associated conditions or filters with the Performance Management Dashboard Tool. The workaround is to move the conditions or filters from the universe in the same class or subclass as the measure.

Documentation

- The *Deploying the Performance Management Framework* guide contains the following note for multiple application servers in a performance management configuration:

If you deploy Performance Manager, you cannot use multiple web application servers.

This is no longer the case. The use of multiple web application servers is now allowed when Performance Manager is deployed. For information on deploying different server instances on different machines, refer to the section on multi-node deployments in *Deploying the Performance Management Framework*.

- A decimal point was omitted in the *Deploying the Performance Management Framework* guide. The guide should read as follows:
 - Under *Configuring Performance Management on WebLogic* step 2

```
CLASSPATH=<B0 Installation Dir>\BusinessObjects  
Enterprise 11.5\java\applications\cewcanative.jar
```

step3

Locate the desktop.war file found at <B0 Installation
Dir>\BusinessObjects Enterprise 11.5\java\applications.

- Under *Setting Daf.configdir*

step 2

Copy the InitConfig.properties file found in <B0 Installation
Dir>\Performance Management 11.5 to the folder c:\config

Set Analysis

Connectivity

Netezza

- Netezza does not support constraint checks. Activating “Omit Referential Integrity” will not affect repository creation or hinder application functionality. This option can be activated when you set up a new repository or in the performance management Setup > Parameters.
- You must deactivate Use Transactions in the performance management Setup > Parameters page otherwise you will have locking issues updating set_sync within architect.
- Set Analysis only works with the Netezza ODBC 3.0 driver. Set Analysis does not work properly with the 3.5 driver.
- Netezza operates with a single point of entry into the database. The threads parameter within Set Architect has a default value set to 1.

IBM DB2

- DB2 8.2 can only be used in conjunction with the 8.1 client connection driver. The 8.2 client is not supported.

Sybase ASE

- When you try to build a Set using Sybase ASE version 12.5, the error message “A problem occurred while executing SQL statement” is displayed, and the Set is not created correctly. This problem does not occur with Sybase ASE version 12.5.2.



Desktop Intelligence



4



chapter

Overview

This chapter describes known issues for Desktop Intelligence components in BusinessObjects Enterprise XI Release 2 with SP2.

It contains:

- General information
- Installation
- Migration
- Drill
- Report formatting
- Saving documents
- Viewing Desktop Intelligence documents from InfoView
- Printing
- Break
- Manage Categories
- Slice and Dice
- International issues
- Document import and export
- Performance
- Scheduling

General information

- When installing Desktop Intelligence, all languages are installed with the product. But at the first login, Desktop Intelligence is launched in English.

Workaround: Change the language manually as follows:

1. Click **Options** on the Tools menu.
 2. In the dialog box that opens, go to the **General** tab and choose the language from the list.
- If you change the language in Desktop Intelligence as described above, if the document locale is not modified correspondingly the number formats associated with the selected language are not taken into account. English number formats are used instead.

Workaround: When changing the language, be sure to click the **Language** button.

- In Desktop products (Desktop Intelligence and Designer), the list that enables you to set the current language (Tools > Options > General tab) always displays the language names in English.
- To start a new session in Offline mode, you must first connect to the CMS with your login in Online mode. This action refreshes the .lsi file.
- To work in 3-tier mode, you must first install Desktop Intelligence on the client machine, then log in to InfoView and download the .jre or .net file by creating, modifying or editing a Desktop Intelligence document.
- Teradata stored procedures with OUT variables are not supported by Business Objects as concerns data providers and the Connection Server.
- It is not possible to change the data source of a BusinessObjects 6.x document from Desktop Intelligence.
- When importing reports from the repository, reports that are not associated with any category do not appear in the “uncategorized” category.
- A security mechanism in BusinessObjects Enterprise XI Release 2 makes it impossible to open locally a document that has been imported from the CMS if the document has been deleted from the CMS.
Workaround: To avoid this situation, explicitly save the document once you have imported it from the CMS. Then you will be able to open it even if it is later deleted from the CMS.
- When Desktop Intelligence is launched from InfoView, the Desktop Intelligence session shares the locale of the InfoView session. Therefore, changing the interface language of Desktop Intelligence while InfoView is still open also changes the interface language of InfoView. This is normal behavior.

Installation

Several silent installation parameters were added to the BusinessObjects Enterprise XI R2 SP2 client installation to reduce the size of the BusinessObjects Desktop Intelligence installation. These new parameters are described as follows:

- The NO_Samples parameter allows for Xtreme databases to be excluded from the Client Tools installation.
- The NO_Templates parameter allows for Visual Studio 2005 templates to be excluded
- The NO_Log parameter disables installation logging

- The NO_Webhelp parameter excludes Web Intelligence Online Help file, the InfoView Guide, and Administrator's guide from the installation as these are not required in a standalone Desktop Intelligence installation

Each installation parameter, when set to 1 from the command line during a silent installation, excludes a significant component from the installation of BusinessObjects Desktop Intelligence. When used together, the installation footprint of the Desktop Intelligence client tools is reduced to approximately 390 MB. When used separately:

- The NO_Samples parameter reduces the size of the BusinessObjects Desktop Intelligence installation approximately 100 MB.
- The NO_Templates parameter reduces the size of the installation by 10 MB.
- The NO_Log parameter reduces the size of the Desktop Intelligence installation by 50 MB.
- NO_Webhelp: reduces the size by approximately 200 MB.

Note: Each parameter can be used independently of or in combination with the other silent installation parameters.

Migration

- In a mixed deployment of BusinessObjects 6.x and BusinessObjects XI Release 2, you cannot open a BusinessObjects 6.x document using BusinessObjects 6.5 in 3-tier mode from within the InfoView 6.x portal.

Workaround: In this situation you can open a BusinessObjects 6.x document using BusinessObjects in 3-tier mode only by launching BusinessObjects in 3-tier mode from the Windows Start bar. In addition, these conditions must be met:

- BusinessObjects 6.x must have been installed prior to BusinessObjects XI Release 2.
- You must manually copy the .rkey file that points to your InfoView 6.x repository to your locdata folder if this has not already been done.
- Use of Microsoft VBA (for example, a VBA application using the full client SDK, or documents containing VBA procedures) is not supported when Desktop Intelligence XI R2 is installed on a machine that already has BusinessObjects 6.x installed.

Workaround: Be sure to uninstall BusinessObjects 6.x prior to installing Desktop Intelligence XI R2.

Drill

- The arrow icon for the drop-down list on the Drill toolbar is not displayed when a dimension name contains more than 255 characters.
- You cannot drill in a dimension placed in the body of a cross-tab.
- You cannot drill down or drill by from the legend, although can drill up.
- When you perform certain actions in drill mode, the labels of the charts may change orientation.

Report formatting

- When you specify a format for a negative value in the Negative text box on the Number tab of the Cell Format dialog box, you must include the minus symbol (-) before the format. For example, to specify a negative format with three decimal places, you should enter -0.000.
- With linked tables, if you select the Repeat block on every page option in the Table Format dialog box, Business Objects recommends you apply this option to all the tables. Otherwise the blocks may overlap.
- In reports, a block set to repeat on every page may attach to the header of another block at the top of each subsequent page.
Workaround: When necessary, insert an empty cell between two tables to prevent the repeating block from attaching to the header.
- When the display of a block or a cell exceeds 70% of the page layout, the *Repeat on every page* option is not applied. This avoids having overlapped blocks from the second page onwards.
Workaround: Do not use the *Repeat on every page* option when a block or cell exceeds 70% of the page layout.

Saving documents

- When you activate the *Automatic Open After SaveAs* option (in Tools > Options > Save tab) and save a document as HTML, PDF, XLS, RTF or TXT, the file is opened in the appropriate application.
- The number and format of cell borders are not kept when a document is saved as HTML.
- Saving a document with a long file name as HTML may fail.

- When you launch Desktop Intelligence in the English version and save a document with a long file name as HTML, an error message may appear in French.
- When a report is saved as a PDF file, the Symbol font is not converted if the font style is bold and/or italic.
- When defining a formula or a variable with "In CurrentPage" as the context, the corresponding calculations won't be displayed in the XLS, HTML, TXT, and RTF files when the report is saved in these formats.
- When a Desktop Intelligence report is saved in Microsoft Excel format, column width and value display issues may occur:
 - If a column is incorrectly sized in Desktop Intelligence, the column width is reduced and the value displayed as ### in the Excel file.
 - If percentage values are set in Desktop Intelligence without the % symbol, the % symbol is automatically added in the Excel file, but without resizing the column.
- If you save a document containing a chart in Microsoft Excel format (XLS), Excel will adjust the size of your chart for the space occupied by the labels. The larger the labels, the more the chart may be minimized.

Workaround: Manually adjust the size of the labels and the chart in Excel.

- When saving a document containing a chart in Microsoft Excel format (XLS), the category axis title may not be cleaned in the Chart Options dialog box.

Workaround: Clean it manually in Excel.
- When you define a new orientation of a chart in Desktop Intelligence and save the document in Microsoft Excel format (XLS), the elevation or rotation of the chart may be different in Excel.
- The position of the chart legend may not be preserved in a document saved in Microsoft Excel format (XLS).
- Desktop Intelligence optimizes the representation of the chart. Consequently, it may apply a different orientation of the axis label according to the options in order to have a better rendering in Reporter. When saving the document in Microsoft Excel format (XLS), the orientation may be different in Excel because the options are applied without being optimized.
- Due to a limitation of Microsoft Excel, Business Objects recommends that you not save a document in Microsoft Excel format (XLS) if it contains a 3D chart with several groups of series, otherwise the chart won't keep the same display.

Workaround: Set all the measures in the same group of series in order to have only one Y-axis or define several groups of series using 2D charts before saving your document as Excel.

- Some hyperlinks may not be saved correctly in documents when you save them in Rich Text Format (RTF file).
- When an REP file is saved as HTML from Desktop Intelligence, breaks with the Center Value Across Break option do not work (horizontal tables only).
- The name of the Automatic Open After SaveAs option may be truncated in some languages.

Viewing Desktop Intelligence documents from InfoView

- When Desktop Intelligence documents contain at least a free standing cell, activate the Wrap Text and the Row by Row Autofit options (Cell Format > Alignment) before exporting these documents in order to optimize their rendering in InfoView.

- When free-standing cells or table cells that return numerical values are incorrectly resized in Desktop Intelligence, no ### characters will be returned in InfoView.

Workaround: Use the Row by Row Autofit option in Desktop Intelligence before exporting your documents.”

- When Desktop Intelligence documents contain long table cells, they do not display correctly in InfoView:
 - If the table cells are long, but don't exceed one page, either the entire content of the cells will be duplicated on the second page, or the long cells won't be cut properly.
 - If the long table cells exceed one page, the end of the cells won't be displayed on the second page. The cell text will be truncated.
- When Desktop Intelligence documents contain a long free-standing cell that exceeds one page, the cell will be extended outside the margins of each page in InfoView.”
- The charts are not transparent in InfoView. So if a table, a free-standing cell or an image is positioned behind a chart, it will be partially or totally hidden in InfoView.”
- When two charts are superimposed, only the first one will be displayed in InfoView. The display of two superimposed charts is not supported in InfoView.

Printing

- Some printer drivers do not differentiate the colors used in graphics and may print similar shades for different colors. To lessen the impact of this, Desktop Intelligence creates differences in the color palette to print colors or shades that are clearly distinguishable.
- If you want to print several reports containing the Euro character at the same time, you must use the same printer (and the same printer driver), otherwise the Euro character will not be printed after the first report.
- The hyperlinks won't be activated if you select the **Print as BusinessObjects 4.1** option in the Options dialog box (Tools > Options > General tab).

Break

- The **Center Value Across Break** option has no effect on a long cell, even if this option is activated in the Breaks dialog box.

Slice and Dice

- In the Slice and Dice window, clicking F1 on the keyboard does not display the help file.
Workaround: Use the Help button to display the Help file associated with the Slice and Dice window.

Manage Categories

- In the Add and Edit Categories dialog boxes (Export to Repository > Categories > Manage > Add/Edit), clicking F1 on the keyboard does not display the help files. There are no help files associated with these dialog boxes.

International issues

Saving documents

- The name of the Automatic Open After SaveAs option may be truncated in some languages.

Desktop Intelligence in 3-tier mode

- On the client machine, when the language of Desktop Intelligence does not match the current language of the Internet browser and InfoView, Desktop Intelligence in 3-tier mode is launched in the language of Desktop Intelligence.

Document import and export

- If users launch the Import dialog box, import a document from the repository, browse to a particular folder, and then export a new document to this same folder, that document will not appear in list until you click the Refresh button in the Import dialog box.

The reason is that queries are run against the CMS through the Import dialog once per session and once per folder, so if a user has displayed folder content in the Import dialog box, this will be stored in the memory cache. However, if there are new documents sent to this folder, they will not automatically show up in the Import dialog box until the content is refreshed.

Performance

- There is a known performance issue with viewing of very large Desktop Intelligence documents in PDF mode. With documents over 3000 pages, a timeout occurs and the following error message is displayed: "ERR: INF." The solution requires modification of the timeout parameters for the Desktop_IntelligenceCacheServer and Desktop_IntelligenceReportServer in the Central Configuration Manager.

Note:

- All timeout parameters must be increased at the same time.
- It is also safer to increase the size of the cache for big document.

- It is difficult to give a specific value to use for the timeout as it depends on the power of the machine and the workload, the number of pages and so on, we found that a PDF of 1000 pages needed at least a timeout of 20 minutes on a AIX 4 processors.
- In Desktop Intelligence and Designer, there is a known issue, specific to the Russian and Swedish languages, where when users apply multilingual date formats as a cell formatting option, the date formats appear incorrectly. There is no known workaround at this time.
- There is a known issue with Java InfoView where users cannot view Desktop Intelligence documents in Desktop Intelligence format from the process tracker instance to which the document is assigned. The following error message appears: "Internal Problem." There is no workaround at this time.

Scheduling

Scheduling parameters

- Documents can be scheduled by selecting **Schedule** on the Import or Export dialog box to display the Schedule Document dialog box.
The dialog box allows the user to set the scheduling parameters, which include the document format, the scheduling time and the document distribution.
- You cannot modify prompt values when setting scheduling parameters in Desktop Intelligence. As a workaround for this issue, you can set and apply the scheduling options from within InfoView.
- The Schedule button is always displayed on the Import and Export boxes, whatever the scheduling rights set in the Central Management Console. Users without scheduling rights will not be warned by the system of their unsuccessful scheduling job.
- Some message truncations are still not resolved in the localized user interfaces.
- Setting a scheduling format to HTML automatically changes the Destination option to File location. If you use the Job Server's defaults, be sure that the unmanaged disk location has correctly been configured on the Job Server.
- When you schedule a Desktop Intelligence document and specify the printer with its IP address, the scheduling fails.

- ThisDocument.printout("\\network_printer\printername") method does not work when scheduling in Infoview XI R2 with SP1 or MHF. It does work well when you refresh the document in Desktop Intelligence.

Publication scheduling

- Publication instances scheduled to the Default destination fail if the Inbox destination is disabled on the Desktop Intelligence job server.
Workaround: Enable the Inbox destination on the job server.
- Publication recipients do not receive their content when two conditions are true:
 - The publication is scheduled to Inbox using job server defaults.
 - The Desktop intelligence job server has one or more recipients set for the Inbox destination.

Under these circumstances all the content will go to the job server recipients instead of the Publication recipients.

Workaround: To avoid this problem, either schedule using custom Inbox settings, or do not set any Inbox recipients.

- When you schedule a Desktop Intelligence document and select the Custom Printer option with the IP Address as the input, the scheduling fails.

Viewing schedules with Schedule Manager

- In this release, Schedule Manager will support Crystal Reports formats only. If you do want to view schedules then go to the Instance Manager to see these. The issue with Schedule Manager will be corrected in a future release where all report and instance formats that can be scheduled will be viewable, through one interface, in the CMC.



Import Wizard



5

chapter



Overview

This chapter describes known issues for the Import Wizard in BusinessObjects XI Release 2 Fix Pack 2.4

It contains:

- Migration
- Universes and connections
- Documents
- Users and groups

Migration

If you have migrated linked universes with a previous version of the Import Wizard, and the relationship between two or more universe objects was broken after migration, just installing BusinessObjects XI R2 Productivity Pack with Service Pack 2 will not fix the broken universe links. You will need to re-migrate those linked universes with the XI R2 SP2 version of the Import Wizard to re-establish the correct relationships between universe objects.

Note: If you have migrated linked universes with a prior version of the Import Wizard and those linked universes work correctly, then there is no need to re-migrate those universes with XI R2 SP2.

Universes and connections

- When a connection is overloaded, it may not be migrated, even though the document, universe, and universe connection are correctly imported. When the universe overload is modified instead of the overloaded connection, the default connection is displayed.
- If a universe domain is unreachable, the corresponding folder in the document or universe selection screen may not be available.
- In the Select Objects to Import dialog box, when inbox or personal documents are selected, and then the option to import universes is selected, universes may not appear as selected in the final summary screen.

Documents

- An error may occur when opening a migrated .wqy prompt document that contains special characters (in .NET only).
- Personal documents copied manually to the storage folder are not imported.

Users and groups

- Import Wizard supports importing security settings of users and groups objects. However, object security set on “Everyone” and “Administrators” group objects will not be imported. The purpose is to preserve out-of-box security settings on “the Everyone” group and “Administrators” group objects.

5 | Import Wizard *Users and groups*



Web Intelligence



7

chapter



Overview

This chapter describes known issues for the Web Intelligence components in the BusinessObjects Enterprise XI Release 2 with SP2.

It contains:

- Updates for BusinessObjects XI R2 Fix Pack 2.1
- Documentation
- Calculation Engine
- Cell properties
- Wrap text and auto fit width options

Updates for BusinessObjects XI R2 Fix Pack 2.1

- In Designer, a new formatting option Read as Hyperlink is available. You can activate this option on an object by selecting the Read as Hyperlink check box in the Number tab of the Object Format window. If you set this option in Designer, when you use the object in the Java Report Panel you will see that this option is reflected in the Cell Format Properties tab.
- Limitation: even if you set the option in Designer, you will not see the option reflected in the Format Cells window of the interactive Editing Panel.

Documentation

- The *Building Reports Using the Web Intelligence Java Report Panel* guide states incorrectly on page 254 that the horizontal and vertical alignment of a chart can be edited.
- The documentation also incorrectly states that the Schedule For feature allows you to generate reports that contain data for specific users only. While it is possible to send a document to multiple users, they will all receive the same content. We do not filter content with user profiles. This feature is part of Web Intelligence publishing. SP2 functionality supports scheduling but not publishing

Calculation Engine

- The behavior of the Web Intelligence calculation engine has been improved. The improvements cover the following areas:
 - Detail objects
 - Empty dimension values
 - Duplicate row aggregation

These improvements are described in detail in a white paper available on the Business Objects Internal Product Forums at:

<http://forums.businessobjects.com/cs/forums/thread/32658.aspx>

Cell properties

- The **Wrap Text** cell property can be applied on a cell simultaneously with the **Autofit** property, as in Desktop Intelligence. This improves the accuracy of the migration of Desktop Intelligence documents to Web Intelligence XI R2 format.

Wrap text and auto fit width options

Changes to the wrap text and autofit width options have been implemented in CHF14 and ported to SP2. Users now have the ability to enable these options at the same time. This change may impact the rendering of Web Intelligence documents in the different viewers (HTML, PDF and JRP). For more information, see http://support.businessobjects.com/CommunityCS/FilesAndUpdates/boxir2_en_chf14_readme.pdf.asp



BusinessObjects Enterprise
Web Services SDK



7

chapter

Overview

Updates for BusinessObjects XI R2 Fix Pack 2.1

- When the Central Management System is configured with different port other than 6400 (i.e. default port), if you publish the Query as a Web Service to the repository, the published QaaWS using QaaWS client cannot be consumed. You need to update the CMS name and port in domain property of dsws.properties file and redeploy the dswsbobje.war file. Example: if the CMS name is MYCMS and port is 16400 then the update domain=MYCMS:16400 in the dsws.properties file.

Documentation

- To access the full set of documentation and sample code from the Developer Library, refer to <http://devlibrary.businessobjects.com/>
- The current version of this SDK is called the Web Services SDK. There are two sets of documentation installed in Visual Studio.NET: the Platform Web Services SDK and the Unified Web Services SDK. The Unified Web Services SDK is the earlier version of the SDK.

Installation and deployment

- Although Business Objects Web Services depends on BusinessObjects Enterprise, you can deploy both components to different machines on the same network. That is, after deploying Business Objects Web Services, you can re-deploy the Web Services provider file, dswsbobje.war, to a web application server on another machine.
- Publishing Crystal Reports with the Web Services SDK will fail unless the machine that hosts the Business Objects Web Services provider also has a client or server installation of BusinessObjects Enterprise. Note that a client installation of BusinessObjects Enterprise does not require a license key.

To publish reports with WebLogic or WebSphere, you must specify the Enterprise installation directory in the JVM command line. Use the value `-Dbobj.enterprise.home=<BOE_installation>/bobje/enterprise115` in your JVM command line, where `<BOE_installation>` is the Enterprise installation directory.

- The contents of the Web Services provider WAR file must be extracted in order for BusinessObjects Enterprise to read the XSD files contained in the WAR file. Note that the WAR file is extracted by default to the Tomcat web application server. Web application servers that read the WAR file directly without extracting it, such as WebLogic, must manually extract the WAR file to a domain.

Supported environments

- As mentioned in the Installation and Deployment section, the Business Objects Web Services can be deployed either as part of Business Objects Enterprise or separately. However, the Web Services are built with Java and deployed in a Web Services provider file (dswsbobje.war). Hence, it can be deployed only on the Java web application servers such as Tomcat, WebLogic, and WebSphere.

For more information on supported web application servers, refer to the product documentation at http://support.businessobjects.com/documentation/product_guides/default.asp

- The BusinessObjects Enterprise Web Services SDK was built and tested to work on Java Apache Axis 1.1, .NET Framework 1.1, and .NET Framework 2.0. Custom consumer code generation with other environments and languages is possible but not officially supported.
- Java Apache Axis 1.1 contains a bug that delays multi-threaded Java consumers from accessing the BIPlatform web service. This bug has been fixed in the custom Axis 1.1 client JARs that ship with this product; use only the custom JARs.
- BusinessObjects Web Services, run under WebLogic 9.2 and JVM 1.5, validates a user at log in and throws a null pointer exception. This situation may occur when a web services URL is provided and the Crystal Reports Content button has been clicked on the LiveOffice tab of an Excel sheet.

To avoid this problem, do the following:

1. In the Administration Console, clear the **Lock & Edit** check box if it is selected.
2. In the left pane, expand Services and select **XML Registries**.
3. Click **New**.
4. On the Create a New XML Registries page, do the following:
 - a. In the Name field, type a unique XML registry name.
 - b. In the Document Builder Factory field, type the following:
`weblogic.apache.xerces.jaxp.DocumentBuilderFactoryImpl`
 - c. In the SAX Parser Factory field type the following:
`weblogic.apache.xerces.jaxp.SAXParserFactoryImpl`
 - d. In the Transformer Factory, field type the following:
`weblogic.apache.xalan.processor.TransformerFactoryImpl`

5. Click **Next**.
6. Select the WebLogic server instance you deployed the Web Services (for example, AdminServer)
7. Click **Finish**.
8. Click **Activate Changes**.
9. Restart WebLogic Server 9.2.

Note: The war file must be unpacked and the dsws.properties file present in the WEB-INF/classes folder.

- To work on QaaWS, you need to add the xpp3.jar file in the classpath as shown below:

```
set CLASSPATH=/.wlnotdelete/extract/  
BusObjServer_qaaws_qaaws/jarfiles/WEB-INF/lib/  
xpp3.jar;%CLASSPATH%
```

Note: You must change the classpath before you start WebLogic.

Performance/Developer Tips

For issues related to improving Web Services performance, refer to the [DevelopingConsumerWebApps](http://devlibrary.businessobjects.com/) chapter of [Web Services Developer Guide](http://devlibrary.businessobjects.com/) on <http://devlibrary.businessobjects.com/>

API additions/modifications

For more information on new features and enhancements, refer to [What's New](http://devlibrary.businessobjects.com/) chapter of [Web Services Developer Guide](http://devlibrary.businessobjects.com/) at http://devlibrary.businessobjects.com

The following APIs are added in this release. For more information on these APIs, refer to Java API Reference at <http://devlibrary.businessobjects.com>

- **LOVBatch:** The LOVBatch objects are associated with RetrieveDrillInfo and RetrievePromptsInfo objects. The setIndex() (For .NET, Index) method of LOVBatch class sets the index to retrieve the corresponding batch of a LOV.
- **LOVSort:** The LOVSort objects are associated with RetrieveDrillInfo and RetrievePromptsInfo objects. The getSortType() (For .NET, SortType) method of LOVSort class returns the type of sort applied on the LOVs.

- **LOVSearch:** The `LOVSearch` objects are associated with `RetrieveDrillInfo` and `RetrievePromptsInfo` objects. The `setPattern()` (For .NET, `Pattern`) method of `LOVSearch` class sets a search pattern to be applied on LOVs.
- **Close:** The `Close` class is used to close a document.
- **ReportPart:** The `ReportPart` class helps you in accessing a particular part of a report. For example, a section or table in a report.
- **NavigateToReportPart:** The `NavigateToReportPart` class is used to navigate to a particular part of a report. To view the corresponding report part, you must retrieve a particular `ReportPartReference` from the `XMLView` of the report and set it to `RetrieveView` instance using `setReportPartReference()` (For .NET, `ReportPartReference`) method.
- **NavigateToDataProvider:** The `NavigateToDataProvider` class is used to navigate from one data provider to another data provider.
- **LovDisplayType:** The `LovDisplayType` class is used in selecting the way you want LOVs to be displayed.
- **FillPrompt:**
 - **getParentPromptValues()/setParentPromptValues():** (For .NET, `ParentPromptValues`) In the nested and hierarchical prompts structure, you can retrieve the prompt LOVs with a single web service call using `setParentPromptValues()` method.
- **LOV:**
 - **getBatchName()/setBatchName():** (For .NET, `BatchName`) `getBatchName()` returns an array containing the LOV batch names.
 - **getCurrentBatchIndex()/setCurrentBatchIndex():** (For .NET, `CurrentBatchIndex`) It returns the current batch index on chunk LOV.
 - **isSearchActivated():** (For .NET, `SearchActivated`) This method returns a boolean indicating if the search is applied on LOVs or not.
 - **isSorted():** (For .NET, `Sorted`) This method returns a boolean indicating if a sort is applied on LOVs or not.

- **PromptInfo:**
 - **getLovDisplayType()/setLovDisplayType():** (For .NET, `LovDisplayType`) These methods get the display type of the LOV. A display type can be hierarchical, nested, mono column, or multi column.
 - **getPromptToBeFilled()/setPromptToBeFilled():** (For .NET, `PromptToBeFilled`) These methods get the prompt to be filled.
 - **isAllowNonLeafValues():** (For .NET, `AllowNonLeafValues`) This method returns True if the value is at root level, otherwise returns False.
- **ReportEngine:**
 - **getDataSourceObjectLOV():** (For .NET, `DataSourceObjectLOV`) This method returns a `DocumentInformation` of the temporary document created to get the LOV. This LOV represents the list of value of the given `DataSourceObject`.

This method is moved from `com.businessobjects.dsws.query` service to `com.businessobjects.dsws.reportengine` service. It is not available in Query service anymore.
- **RetrieveDrillInfo/RetrievePromptsInfo:**
 - **getLOVBatch()/setLOVBatch():** (For .NET, `LOVBatch`) This method sets an `LOVBatch` object to specify which batch of LOV you are going to retrieve.
 - **getLOVSearch()/setLOVSearch():** (For .NET, `LOVSearch`) This method sets an `LOVSearch` object to specify how you want to filter the LOVs you are going to retrieve.
 - **getLOVSort()/setLOVSort():** (For .NET, `LOVSort`) This method sets an `LOVSort` object to specify how you want to sort the LOVs you are going to retrieve.
 - **setRefreshReturnedLOVs():** (For .NET, `RefreshReturnedLOVs`) You can set this method to True if the selected LOVs are refreshed before being returned in the `DocumentInformation` object.
 - **setReturnLOVOnMustFillPrompts():** (For .NET, `ReturnLOVOnMustFillPrompts`) If you set this method to True, the network traffic of Web Services server reduces and you retrieve only relevant prompt information. It helps you in improving the Web Services performance.
- **RetrieveView:**
 - **getMedia()/setMedia():** (For .NET, `Media`) These method sets the selected media to the value that is set in the `NameValuePair` object.

- **getReportPartReference()/setReportPartReference():** (For .NET, ReportPartReference) These method sets the ReportPartReference of the report.
- **ViewModeType:**
 - **DATA_PROVIDER:** This field allows you to view a data provider that is used to create a document.
 - **REPORT_PART:** This field allows you to view a particular part of the report.
- **DiscretePromptValue:**
 - **getRowIndex()/setRowIndex():** (For .NET, RowIndex) If the property LOV.isRowIndex() is True, then the DiscretePromptValue.getRowIndex() returns the row index from the database, otherwise the row index will be an auto-generated sequence.
- **View:**
 - **getReportPart()/setReportPart():** (For .NET, ReportPart) These object allows you to access part of a particular report.
- **QueryContext:**
 - **isRequireAnswers():** (For .NET, RequireAnswers) This object allows you to check if this context raise needs to be answered or not.
 - **getDescription():** (For .NET, Description) This array returns an array of strings containing the description of QueryContext values.
- **Value:**
 - **getRowIndex()/setRowIndex():** (For .NET, RowIndex) If the property LOV.isRowIndex() is True, then Value.RowIndex() returns the row index from the database, otherwise the row index will be an auto-generated sequence.
- **SaveResult:** The getDocumentProperty() (For .NET, documentProperty) method of SaveResult class returns document properties as a NameValuePair object.
- **SaveService:** The SaveService class provides services to perform save and saveAs operations on documents. The SaveService returns a SaveResult object after performing Save operation with latest document reference.
- **QueryObjectSort:** The QueryObjectSort class sorts the objects at query level.
- **Query:**

- **getQueryObjectSort()/setQueryObjectSort():** (For .NET, QueryObjectSort) These method sets an array of query sort objects for a particular query instance.
- **SortType:** The SortType class defines the different sorts that are applied on the LOVs.
- **DataSource:**
 - **getParentFolderUID()/setParentFolderUID():** (For .NET, ParentFolderUID) This method gets the CUID of the folder that contains the datasource (universe).
 - **getParentFolderName()/setParentFolderName():** (For .NET, ParentFolderName) This method gets name of the folder that contains the datasource (universe).
- **NameValuePair:** The NameValuePair class has two members: object's name and it's value. The setName() (For .NET, Name) method of NameValuePair class sets the name of current NameValuePair object and setValue() (For .NET, Value) method sets the value.
- **Connection:**
 - **IsKerberosAuthenticationEnabled:** The IsKerberosAuthenticationEnabled field is added in the businessobjects.DSWS.Connection class in the .NET consumer libraries. If you set this field to True, then the Session.Login() operation will attempt to use Kerberos credentials to perform Single Sign On. If this attempt fails, Session.Login() will use regular login functionality.

This field is not available in the Java consumer libraries.

Migration issues

- The migration of users with aliases in LDAP, Windows AD, or Windows NT will convert the aliases to Enterprise accounts, unless you set up the referenced users and groups on the destination system before migrating. Note that all Windows NT aliases are removed after migration; you must add those aliases again.
- Server objects cannot be imported.

Business Process BI Services

Setting up Business Process BI Services

Business Process BI Services transfer Business Intelligence information such as Web Intelligence, Desktop Intelligence, and Crystal reports between networks over the web. For more information about the Consumer, see the *Business Objects web services Developer's Guide*.

Using the `Locale` attribute

In the Business Process BI Services, localization of error messages is made possible by using the `Locale` attribute specified in the security asset. However, localization of error messages related to URI-formatted queries in the Business Process BI Services fails for non-English languages. This problem occurs because the value of the `Locale` for the server machine is used instead of the `Locale` specified in the security asset. To avoid such problems with localization of error messages, use your preferred language as the `Locale` value for your Business Process BI Services deployment. Note that this `Locale` value will be used to translate all error messages that relate to the URI-formatted queries.

You can change the value for `Locale` using any of the following methods. The value of `Locale` is determined in the following order of precedence:

- By setting the value of the `Locale` in the `CreateSecurityAsset` method.
- By setting the value of the `Locale` in the Central Management Server of the user.
- By setting the value of the `Locale` in the Business Process BI Services deployment.

DBLogon

The DBLogon fields `ServerName` and `DatabaseName` are used only to indicate the data source for which the workflow will set the `UserName` and `Password` fields. `ServerName` and `DatabaseName` are not meant to be used to set server and database values when refreshing the report.

If a workflow specifies `ServerName` and `DatabaseName` values that do not exist in the report object, DBLogon is ignored and a warning is logged on the web server.

BEA AquaLogic BPM Studio 5.7 report formats

When you invoke the `refreshDocument()` method, the report format enumeration (for example, "WEBI," "DESKI," or "PDF") used in the `documentRefreshOptions` property are mapped incorrectly. For example, if the Format option is set to `CRYSTAL_REPORT` in `CrystalReportFormatOptions`, the scheduled instance appears as "EXCEL."

The cause of the problem is that the AquaLogic BPM maps the enumeration with a starting value of 0, where the Format enumeration starting value for the Web Services is 1. So, setting a report format in the AquaLogic will result in a format that is shifted to the next enumeration value. If the Format option is left blank, the default format will be as follows:

Property	Default format
<code>CrystalReportFormatOptions</code>	<code>CRYSTAL_REPORT</code>
<code>DeskiRefreshOptions</code>	<code>DESKI</code>
<code>WebiRefreshOptions</code>	<code>WEBI</code>

Workaround: To avoid this problem when requests are sent to the Web Services provider, either use a different BPM tool, or ensure that the index value is adjusted when using the enumeration.

BusinessObjects Query As A Web Service

There are known limitations in functionality for BusinessObjects Query As A Web Service included as part of Service Pack 2.

Known limitations include:

- There is no Beta version or program for the product.
- The product will be supported only in the English (US) language.
- Multi-cubes queries are not supported.
- Object restrictions are not applied at run time.
- Nested prompts are not supported in lists of values for universe queries
- Multi-column lists of values are not displayed correctly in the client tool
- IndexAware prompts may not function properly



Content Search



8



chapter

Overview

These notes contain important information about Content Search. Content Search is an optimized search tool that enables users to search within the content of objects managed by BusinessObjects Enterprise.

Please read the entire document before using the Content Search feature, and be sure to visit the Business Objects support web site for additional notes and information that may become available following the release of this document.

Content Search Issues

Platforms

AIX

- BusinessObjects Enterprise is deployed on AIX, content inside RTF files will not be indexed, and therefore will not be accessible to users using Content Search.

Unix

- On UNIX platforms, temporary files are created in the `/var/tmp` directory. Administrators should ensure there is enough storage space for that directory.
- On UNIX platforms, Search Server startup and shutdown messages will be written to syslog. Some implementations of syslogd need to be started with a particular parameter in order to accept logging submissions from a TCP socket. One of such example is Suse Linux.

Note: On UNIX, the Search Server's logging writes to the "local0" facility by default. If required, another facility can be specified by the optional commandline parameter `-facility`. Logging facilities are typically configured in the syslogd configuration file, for example `/etc/syslog.conf` and determine where the messages to a given facility will be written.

Windows

- On Windows, Search Server startup and shutdown messages are written to the Application event log. The system uses the Windows-specific file "NTEventLogAppender.dll"; therefore, this file must be present in the Search Server's PATH.

Crystal Reports

- When viewing a Crystal report from the Search Results page, the report will open in the HTML Viewer regardless of the user preferences set in InfoView.
- By default, the Crystal Reports indexer indexes a maximum of 10,000 groups per report. This value can be adjusted by modifying the `indexer.CrystalReport.maximumNumberOfGroups` value in the `indexer.properties` file, found in `bobje/java/lib/plugins/cr` on Unix platforms, and in `Business Objects\common\3.5\java\lib\plugins\cr` on Windows. If you increase the maximum number of groups, you should also increase the maximum heap size of the JVM (Java's `-Xmx` parameter).

Configuration

- The Search Server cannot be configured to use a cluster name for the CMS (that is, the syntax `@cms-cluster` cannot be used); however, the administrator can provide multiple CMS entries in the syntax of `<cms1>,<cms2>,...` after the `-ns` command-line option. For example, the administrator might supply the following entries: `cms1:6400,cms2:6400,cms3:6400`. In this case, the Search Server will attempt to connect to those CMS entries in the order specified, until a connection with all servers is attempted or made.
- When you set the Index Location configuration option for Content Search, ensure that the file path is valid for each of the search server processes.

Performance

- The maximum number of documents the system returns in response to a search request is 1000.
- When you change the Content Search language setting, the new setting is not immediately effective. The search servers must be restarted before the new language setting takes effect.

- The server name does not appear for Search servers when using the Central Configuration Manager to connect to remote machine. The Search and MDAS servers in this release have different command line syntaxes than the typical BusinessObjects Enterprise servers. For all non-search and non-MDAS servers, the command line stored in the registry explicitly includes `-ns <cms name>` and `-name <server friendly name>`. However, the Search and MDAS servers uses the Procrun and Tanuki wrappers to launch underlying Java services, respectively, and their command lines, respectively, look something like this:
 - (Search) `"C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\win32_x86\searchserver.exe" //RS//BOBJSearchService --StartParams="-ns;VANHAHO-R2SP1;-name;VANHAHO-R2SP1.searchserver"`
 - (MDAS) `"C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\win32_x86\wrapper.exe" -s "C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\win32_x86\MDSServer.conf" wrapper.app.parameter.2="-name" wrapper.app.parameter.3="MDASServer.vanhaho-r2sp1" wrapper.app.parameter.4="-ns" wrapper.app.parameter.5="vanhaho-r2sp1"`

The Central Configuration Manager with this release will figure out these special cases and convert the syntax on the client. However, the Central Configuration Manager from previous versions will not be able to make the same distinction as it'll parse the command lines of all servers in the same way. Therefore, when it tries to extract `"-name"` from the Search or MDAS servers, it will not find it, so it will not be able display the server name or display and edit server properties.

Uninstalling Content Search

- After uninstalling the Content Search feature, the administrator needs to revoke user access to the Content Search application. If user access is not revoked, the "Search Content" option may remain active in InfoView. Administrators can prevent users from accessing the Content Search application by setting the access level for the Everyone group to "No Access".
- After uninstalling the Content Search feature, the program object for the indexing process and its container folder, as well as the category "Exclude from Content Search" will remain in the system. After Content Search is uninstalled, these objects have no impact to the system. If required, the administrator may delete them manually.

Documentation

- Page five of the *BusinessObjects Enterprise Content Search User's Guide* states that the word "OR" can be used inside a phrase to yield search results based on the search terms typed on either side of the word. In fact, the word OR used inside a phrase surrounded by double quotation marks will be treated as normal text; consequently, the example provided for "Combining different search techniques" should read as follows: marketing OR sales -finance "increase trend" OR "decrease trend"



Voyager



9
chapter

Overview

This chapter describes known issues with Voyager. It contains the following topics:

- Installation
- Configuration
- Known issues

Installation

- Voyager is a Java application and is not installed with the .NET version. If both .NET and Java versions are installed, attempting to open a Voyager workspace using the .NET version of InfoView results in an error.
- For a complete list of system requirements and supported platforms, see the `platforms.txt` file included with your product distribution. For complete installation instructions, see the installation guide (`xir2_bip_install_en.pdf` or `xir2_bip_install_unix_en.pdf` depending on your platform).
- Disable all antivirus software before installing BusinessObjects Enterprise components. Enable your antivirus software after the installation.

Installing Voyager for SAP BW

You must update your SAP BW software to the versions stated in the supported platforms documentation:

http://support.businessobjects.com/communityCS/TechnicalPapers/bo_xi_r2_integration_kit_sap_supported_platforms.pdf.asp

For detailed information about the issues that are resolved by upgrading to the SAP BW versions stated in the supported platforms documentation, refer to the release notes for Service Pack 2 for the Integration Kit for SAP.

To use Voyager against your SAP BW data source, you must install the BusinessObjects XI R2 Integration Kit for SAP before installing Voyager. If you are performing a distributed install of the Voyager application, you must first do a separate install of the Integration Kit for SAP on any machine where you want to run the Multi-Dimensional Analysis Services (MDAS) server or the Voyager web components. During the Integration Kit installation, select Desktop | SAP BW | Data Access | OLAP BAPI.

After installing the Integration Kit for SAP, you must patch it with Service Pack 2 for the Integration Kit. This is not included as part of the general BusinessObjects Enterprise XI R2 Service Pack 2. You must download the Integration Kit service pack separately and install it in addition to the BusinessObjects Enterprise XI R2 Service Pack 2.

Once you have updated the Integration Kit to Service Pack 2, you can proceed to install the Voyager components.

► **Summary of steps to install Voyager for SAP BW**

1. Install BusinessObjects Enterprise XI R2.
2. Install the BusinessObjects XI R2 Integration Kit for SAP.
3. Install the prerequisites for Service Pack 2 for BusinessObjects Enterprise XI R2.
4. Install Service Pack 2 for BusinessObjects Enterprise XI R2.
5. Install Service Pack 2 for the BusinessObjects XI R2 Integration Kit for SAP.
6. Install the Productivity Pack and select the Voyager components.

Configuration

Connection settings for SAP BW data sources

Voyager connections to SAP BW data sources are created and managed in the BusinessObjects Enterprise Central Management Console. Consult the *Voyager Administrator's Guide* for general information about Voyager connections and connecting to non-SAP BW data sources.

Connecting to an application server

To connect directly to an SAP BW application server, choose "Server" for Server Type. The following information is required to establish a connection to an application server:

- System: The three digit SAP system ID
- Server: Name or IP address of the application server
- System Number
- Client: The three digit client number

Connecting to a logon group

You can leverage SAP load balancing by connecting to a logon group. To connect to a logon group, choose “Group” for Server Type. The following information is required to establish a connection to a logon group:

- System: The three digit SAP system ID
- Group Name: Name of the logon group
- Message Server: Name or IP address of the message server
- Client: The three digit client number

Setting a Language

The language field accepts a two character ISO language code. The language code you enter here will be used when connecting to the server in order to choose a cube.

You can also choose whether or not to save the language code as part of the connection object. If you choose to save the language, then all Voyager workspaces that reference the connection log into the SAP cube with the specified language.

If you choose not to save the language, then Voyager workspaces that reference the connection log into the SAP cube with the language of the user's active enterprise session.

Authentication Types

The following authentication types are supported for SAP BW data sources:

- **Prompt**
Prompt the user for an SAP username and password to authenticate to the data source.
- **SSO**
Connect to the data source with the user's Enterprise session credentials. This option assumes that the user logs on to Enterprise with SAP authentication credentials. When the user opens a Voyager workspace, the application retrieves the SAP logon information from the user's current Enterprise session. The user is not prompted to enter a username or password.

For this option to work, BusinessObjects Enterprise must be configured correctly for SAP authentication. Refer to the *BusinessObjects XI Release 2 Integration Kit for SAP Installation Guide* for more details.
- **SNC**

Connect to the data source with Secure Network Communications (SNC). Like SSO, when the SNC option is selected, the user is not prompted to enter a username or password when connecting to the data source. Unlike SSO though, the user is not required to log into Enterprise with SAP authentication.

For this option to work, BusinessObjects Enterprise and SAP systems must be configured correctly for SAP authentication and Secure Network Communication. Refer to the *BusinessObjects XI Release 2 Integration Kit for SAP Installation Guide* for more details.

Note: The MDAS (Multi-dimensional Analysis Services) server instances must be configured to start up with the same account as the Central Management Server.

- **User Specified**

Connect to the data source with the SAP username and password saved as part of the connection.

Web application server configuration

Tomcat

No special configuration is required.

IBM WebSphere

No special configuration is required.

Oracle Application Server or BEA WebLogic

Additional configuration is required for launching Voyager on WebLogic 8.1.4 and Oracle Application Server 10g release 2. If you are using WebLogic 9.2, you do not need to perform this additional configuration.

The following JAR files must be copied from the source BusinessObjects Enterprise directories to this directory on your WebLogic or Oracle application server: <JAVA_HOME>\jre\lib\endorsed. If this directory does not exist, you must manually create it and then copy the files into it.

```
Xalan.jar  
xercesImpl.jar  
xml-apis.jar  
xbean.jar  
jsr173_1.0_api.jar
```

On Windows, copy `Xalan.jar`, `xercesImpl.jar`, and `xml-apis.jar` from the directory: `<BOE_Home>\BusinessObjects\Enterprise 11.5\java`.

Copy `xbean.jar` and `jsr173_1.0_api.jar` from the directory: `<BOE_Home>\common\3.5\java\lib\external`.

On UNIX, copy all five .jar files (`Xalan.jar`, `xercesImpl.jar`, `xml-apis.jar`, `xbean.jar`, and `jsr173_1.0_api.jar`) from the directory: `<BOE_Home>/bobje/java/lib/external`.

Reverse proxy support

- Reverse proxies are used to “hide” internal servers from external networks. Their job is to reside in the Internet or Extranet, receiving requests for internal resources, and to proxy those requests onto the relevant machines internally. They then return the responses back to the clients, changing the HTTP headers so that the clients are unaware that the requests were actually served by machines other than the reverse proxy.

Voyager supports reverse proxies, so that customers can hide their BusinessObjects Enterprise and Voyager installations from external networks while being able to access them through reverse proxies.

To enable reverse proxy support, the file `web.xml` must be modified; it can be found at this location for a default installation on Windows:

```
C:\Program Files\Business Objects\Tomcat\webapps\  
businessobjects\enterprise115\desktoplaunch\WEB-INF
```

If you are not using the default Tomcat server that gets installed with BusinessObjects Enterprise, the location of the `web.xml` file will be different from the one stated above. The

```
\businessobjects\enterprise115\desktoplaunch\WEB-INF
```

directory is unpacked when you deploy the `desktop.war` file on your web application server. Consult your web application server documentation for details about the location of deployed web applications.

Change the “`AbsolutePathFilter`” to “`true`” and add the mapping path for the reverse proxy server under the “`proxy.contextpaths`” parameter in the `web.xml` file.

For example, if the mapping has been done to “`proxypath`” in the reverse proxy configuration, then add `<param-value>/proxypath</param-value>` under the default `<param-name>proxy.contextpaths</param-name>` in the `web.xml` file.

Other configuration issues

- On Solaris, environment variables related to the Essbase client are missing when the Multi-Dimensional Analysis Services (MDAS) server is restarted in the Central Management Console (CMC).

When the MDAS server is restarted from the CMC, the environment variables ARBORPATH and LD_LIBRARY_PATH are not set correctly, so that the Essbase data connection item does not appear in the OLAP data connection drop down list, and administrators cannot add Essbase data connections in the CMC.

Workaround:

► To restart the MDAS server in the CMC with Essbase environment variables retained:

1. Go to the directory <Voyager installation directory>/bobje/setup.

2. Add the following lines to the beginning of the env.sh file:

```
ARBORPATH="/home4/thirdparty/software/dbclients/  
dbclient_solaris/essbase/7120"  
export ARBORPATH  
LD_LIBRARY_PATH="${LD_LIBRARY_PATH}:${ARBORPATH}/bin"  
export LD_LIBRARY_PATH
```

Known issues

This section describes the most common known issues. It is not intended as a comprehensive list.

Upgrading and migrating issues

- If you have a previous version of Voyager (Alpha or Beta) installed, you must uninstall it before installing the Productivity Pack.
- When using the Import Wizard with Voyager, you must manually select both Voyager workspaces and connections.

Data and connection issues

- When installing the sample data cubes, be aware of these limitations:
 - The machine where you install the cube files must be on the same network domain as your BusinessObjects Enterprise installation.

- If you install the sample cubes on the machine where the BusinessObjects Enterprise repository is installed, you must install the cubes on the root drive.
- Do not use mapped network drives to refer to the sample cubes. Instead use the full network path with this syntax:
`\\<machine name>\<path>\<filename>.cub`
- When using a Microsoft Analysis Services 2005 SP1 data source, expanding or drilling down into a list of members and then adding the entire list to the cross-tab at once causes an application error. This is an MSAS 2005 issue, and may be addressed in a future service pack of that product.
- When using a Microsoft Analysis Services 2005 SP1 data source, under certain specific circumstances, user-defined calculations may not be applied correctly to members. This is an MSAS 2005 issue, and may be addressed in a future service pack of that product.
- When using a Microsoft Analysis Services 2005 SP1 data source, under certain specific circumstances, nesting dimensions results in an error. This is an MSAS 2005 issue, and may be addressed in a future service pack of that product.
- Search functionality within the Member Selector behaves differently when using locales that do not delineate words with a space character. For example, to search for a single Chinese character inside a string you must use wildcards (*) before and after the Chinese character in the search to return the string containing that character.
- When using the Oracle Application Server 10g web application server, the connection names and descriptions of Voyager connections appear as three question marks “???” in the Central Management Console.

Workaround:

The following filter must be manually added to the `web.xml` file in the directory: `<Oracle_Home>\j2ee\home\applications\jsfadmin\jsfadmin\WEB-INF:`

```
<filter>
  <filter-name>NoSetLocale</filter-name>
  <filter-class>
    com.businessobjects.cmc.NoSetLocaleFilter
  </filter-class>
</filter>
<filter-mapping>
  <filter-name>NoSetLocale</filter-name>
  <servlet-name>Faces Servlet</servlet-name>
</filter-mapping>
```

- To prevent excessively large exports to Excel, CSV, and PDF, the default export limit is set to 100,000 data values.

Depending on the amount of memory used by the MDAS server, it is possible to safely increase this value if the default limit is insufficient. The value can be changed by modifying the following property in the file `mds.properties`:

```
multidimensional.services.export.cells.limit=100000
```

- On Windows, `mds.properties` is found at this location:
`C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\win32_x86\com\businessobjects\multidimensional\services\`
- On Solaris, `mds.properties` is found at this location:
`/bobje/enterprise115/solaris_sparc/com/businessobjects/multidimensional/services/`
- When a Voyager workspace is saved to a public folder, it inherits the default rights of “Schedule”. To let others view the workspace, you need to select “Custom” rights and explicitly grant the “Edit object” right.

Interface limitations

- The data displayed in a cross-tab is not formatted using the browser locale settings; the data is displayed in the format defined on the OLAP cube server. For example, in a French locale, data is displayed as 0.123 instead of 0,123.
- Pop up dialog boxes should be enabled in your browser when using Voyager; otherwise some functionality may not be accessible.
- Sorting hierarchies with the option “Breaks Hierarchies” selected changes drilled-down members to the collapsed state. If you are displaying data with several levels of hierarchy expanded, and you sort one of the child hierarchies, the top-level hierarchy is collapsed.
This problem occurs only with MSAS data sources, and may be addressed in future Microsoft service packs.
- The list of fonts that appears in the Print dialog box reflects the fonts installed and configured to work with the MDAS Server, *not* the native and installed Windows fonts. For more information on installing fonts, see the *Administrator’s Guide*.
- “Voyager Workspace” does not appear in the New menu in InfoView until at least one connection has been created in the Central Management Console.

This is by design, because it is not possible to analyze data before defining a connection to a data source.

Users must also have rights to Voyager connections for “Voyager Workspace” to appear in the New menu in InfoView.

- With Rank calculations, if two members have the same ranking, the order is determined by their order within the dimension.
- When the Voyager workspace is significantly resized, the chart may no longer display the data range that the user was viewing before the resize.
- Two or more Voyager reports cannot be viewed simultaneously in the “My InfoView” dialog box. Only the latest report you added to the layout is displayed; the previous report disappears.
- With SAP and Essbase data sources, nulls are not suppressed when visual totals show totals by dimension.
- If you hide the Tab panel when it is displaying the Properties tab, and then save the workspace, displaying the Tab panel again results in an “unresponsive script” error. The workaround is to close the browser, log in again to InfoView and load the previously saved workspace.

SAP-specific issues

- Querying a large data set which has some sparsity, and with null suppression turned on, can result in the generation of an MDX expression which is too long for SAP to parse, resulting in an error.
- The search functionality in the Member Selector, when invoked from the Set Variables dialog box, does not return any members.

This occurs only when the Member Selector is invoked from the Set Variables dialog box. The Member Selector search functions correctly when you invoke it from the chart or cross-tab in the workspace.

- On the Properties tab, the null-suppression options for “Column Only” and “Row Only” suppress all cells from both rows and columns.
- You may encounter other issues while using Voyager with a SAP BW data source. Before reporting these issues to Business Objects Customer Support, ensure that your SAP BW server has been updated to a supported version.

http://support.businessobjects.com/communityCS/TechnicalPapers/bo_xi_r2_integration_kit_sap_supported_platforms.pdf.asp

For a detailed list of SAP BW issues that are resolved by upgrading SAP BW to a supported version, refer to the release notes that come with the Integration Kit for SAP.

Documentation issues

Oracle OLAP support

Throughout the documentation, mention is made of Voyager’s support for Oracle OLAP data sources. These references are incorrect. This Voyager release does not support Oracle OLAP data sources.

Data tab buttons

The “Edit SAP Variable Values” and “Select Alias Table” buttons are always visible on the data tab, but are enabled only if Essbase or SAP BW connections are added to the workspace.

Percentage calculations

- In the section “Custom calculations”, these percentage calculations should be described as follows:

Calculation	Description
Percentage	Calculates the values of one member as a percentage of another member.
Percent Difference	Calculates the difference between the values of two members as a percentage of one of the members.

- In the section “Percentage operations”, the definitions of these percentage calculations should be as follows:

Percentage

This operation calculates the values of Member 1 as a percentage of Member 2.

$$\text{Percentage} = (\text{Member 1} / \text{Member 2}) * 100$$

Percent difference

This operation calculates the difference between the values of Member 1 and Member 2 as a percentage of Member 2.

$$\text{Percent difference} = ((\text{Member 1} - \text{Member 2}) / \text{Member 2}) * 100$$

Variance and standard deviation

Variances and Standard Deviations are calculated using the **biased population formula**, *not* unbiased as stated in the sections of the User’s Guide, “Variance and standard deviation” and “Visual totals.”

SAP Display attributes

In SAP, members have several string properties (such as Key, Short text, etc.) defined in the underlying data source. These properties correspond to Voyager Display attributes:

SAP property	Display attribute
Key	Name
Short text	Caption
Medium text	Description
Long text	Long description

Display attributes are used as the text for the column or row headings.

► To change display attributes for a cross-tab or chart

1. Right-click the member name in the cross-tab or chart.
2. Select the **Display attributes** menu item.
3. Click the display attribute you want to display in the column or row heading.

Note: For some headings you can display attributes which are a concatenation of the Key and one of the three text properties. They do not appear as separate columns or rows.

Renaming page tabs

You can rename page tabs so that their names better describe the data contained in the cross-tabs and charts on the pages.

► To rename a page tab

1. From the Voyager workspace, right-click the name of the page tab you want to change, and click **Rename**.
2. Type the new name for the page tab and press Enter.

Working with Measures or Key Figures

When exploring data using the cross-tab, Voyager attempts to display results as soon as it can. To view data in the cross-tab, the minimum requirement is to add a dimension to the rows and another dimension to the columns. If neither of these dimensions is a Measures or Key Figures dimension, for example, a dimension that represents the facts of the cube such as sales, profit, or unit size, then Voyager automatically takes one of two actions:

- Add the default measure to the query.
- Add the first measure to the query.

The measure displayed in the cross-tab is always shown in the title bar of the component so that it is clear what data is being shown.

However, for this release of Voyager the component title bar is for information purposes and is not interactive. If you want to change the measure being displayed you must manipulate the Measures or Key Figures dimension just like any other dimension.

► **To change the Measures or Key Figures dimension**

1. Drag and drop the Measure or Key Figure dimension onto the slice axis of the cross-tab.
2. Use the Member Selector to choose the required measure.

-or-

1. Expand the Measures or Key Figures dimension within the Data tab in the Tab Panel.
2. Drag and drop the required measure directly onto the slice axis.

Note: Measures or Key Figures dimensions can also be dragged and dropped onto the cross-tab rows or columns.

Because Measures and Key Figures are important dimensions, they have their own unique icon within the metadata explorer on the Data tab and this helps the user to easily identify their location.

Adding an MDAS instance from the Central Configuration Manager (CCM)

The Administrator's Guide describes a procedure for adding an instance of an MDAS server from the Central Management Console. The interface described in that procedure is not available in the Central Management Console.

Instead, you must use the Central Configuration Manager (CCM) to add an instance of an MDAS server.

► **To add an instance of an MDAS server from the CCM**

1. On the **Start** menu, click **BusinessObjects Enterprise > Central Configuration Manager**.
2. If you are prompted, enter your user name and password.
3. Click the **Add Server** button to start the Business Objects Server wizard.
4. Click **Next** to begin.
5. From the Server Type and Display Name Configuration screen select the following information:
 - **Server Type:** The type of server you want to add to the list of servers in the Central Management Console.

- **Display Name:** The “friendly” name that appears in the Central Management Console used to represent this server.
 - **Server Name:** The underlying system name of the server. In most cases, this name should not be changed unless there is a specific system need.
6. Click **Next**.
 7. From the Set Configuration screen, if the CMS name is not already entered in the **CMS Name** field, enter it now.
If the name is already entered, do not change it.
 8. Click **Next** to view the Summary screen.
If all displayed information is correct, click **Finish** to close the wizard and return to the main Central Configuration Manager screen.



Report Conversion Tool



10

chapter



Overview

This chapter describes known issues for the Report Conversion Tool.

It contains the following topics:

- Security
- Cross-tabs
- Tables
- Free-hand SQL conversion

Security

- User restrictions on a universes are overridden by administrator restrictions when an administrator performs report conversion.

Cross-tabs

- The #MULTIVALUE error appears in cross-tab headers immediately after report conversion. The correct data appears in the header after the first data refresh.

Tables

- Merged cells are sometimes unmerged during conversion.

Free-hand SQL conversion

- The Report Conversion Tool starts Designer when converting free-hand SQL reports. If Designer is already running when the Report Conversion Tool attempts to convert free-hand SQL reports, the conversion fails.



Live Office

11



chapter

Overview

This chapter describes known issues and workarounds for the RTM version of BusinessObjects Live Office for Productivity Pack.

It contains the following sections:

- Installation, configuration, and deployment
- Product integration and usability
- Performance

Installation, configuration, and deployment

- If a user installs and then uninstalls Live Office Productivity Pack on a computer where a previous installation of BusinessObjects XI R2 exists, known issues may occur. Specifically, with Crystal Reports XI R2, parameter prompting will not work. In addition, BusinessObjects Enterprise and Universe Designer will display error messages. In both cases, the recommended workaround is to repair the Crystal Reports XI R2, BusinessObjects Enterprise, and Universe Designer installations.
- Crystal Vision Live Office cannot be re-enabled after Live Office Productivity Pack is installed. The recommended workaround is to uninstall any other versions of Live Office and run the repair utility for the Crystal Vision version of Live Office.
- If you have a previous version of Live Office installed, and then you install the Live Office Productivity Pack, there is a known issue in Microsoft Office Word where duplicate Live Office menus will be displayed. The workaround is to delete the Microsoft Office template file. For example, for Microsoft Office Word, the user would delete the Normal.dot file from the current user directory.
- Before deploying Live Office Web Services on BEA WebLogic, the user must extract dswsbobje.war. If the war file is not extracted and redployed, the Live Office Insert Wizard displays the following error message, “an XSD Exception occurred”.

For instructions on extracting and deploying war files, see the *BusinessObjects Enterprise XI R2 Installation Guide* for the Windows platform on the collaterals CD.

- After uninstalling Live Office, when users launch of Crystal Reports, Business View Manager or OLAPI Intelligence for the first time, the following configuration progress message appears: “Please wait while Windows configures BusinessObjects Enterprise XI Release 2.” Do not

press **Cancel**. Configuration processes will take almost 5 minutes to complete, and then the respective applications will launch without any problem.

- Changes to the BEA WebLogic 9.2 XML registry are required to successfully deploy Live Office Web Services. Please follow the steps described below.
 1. Navigate to the WebLogic Administrative Console.
 2. From the Administrative Console, click **Lock & Edit** (if editing is locked).
 3. In the left pane, expand **Services** and select **XML Registries**.
 4. Click **New**.
 5. On the **Create a New XML Registries** page, enter the following:

Element	Description
Name	unique XML registry name, For example, LiveOffice
Document Builder Factory	weblogic.apache.xerces.jaxp.SAXParserFactoryImp
SAX Parser Factory	weblogic.apache.xerces.jaxp.DocumentBuilderFactory Impl
Transformer Factory	weblogic.apache.xalan.processor.TransformerFactory Impl

6. Click **Next**.
7. Check the WebLogic server instance to which you deployed the Web Services (for example, AdminServer).
8. Click **Finish**.
9. Click **Activate Changes**.
10. Restart the WebLogic Server 9.2.

Product integration and usability

- OLAP support for Live Office objects is deprecated in Live Office Productivity Pack. Microsoft Office documents containing OLAP Live Office objects from the previous version of Live Office, Business Objects XI R2 Live Office, should be handled with caution. After these documents have been upgraded to the Live Office Productivity Pack, the OLAP Live Office objects will become static data.

Note: Once OLAP data has been migrated to Live Office Productivity Pack, the action cannot be reversed, and the OLAP Live Office object will not be recognized by the previous version of Live Office.

- , Live Office Productivity Pack only supports Microsoft Office Outlook with Microsoft Office Word as editor. After a user inserts a Live Office object into an e-mail, the following functions for that object are not supported: adding or removing fields, editing a query, or inserting a column. In addition, when users send, receive, and edit e-mail, Live Office objects can only be recognized in .rtf format. Live Office objects will not be recognized in other formats. Therefore, users cannot refresh or edit them.
- In Microsoft Office 2007, the Live Office shortcut menu is not available with Microsoft Office PowerPoint. It is also unavailable for chart objects in all Microsoft Office 2007 applications. As a workaround, the user can access the functionality using the LiveOffice main menu.
- In Microsoft Office PowerPoint 2007, users cannot insert or remove a custom row or column with a Live Office object.
- Live Office provides its own copy and paste option ("Copy Live Office Object" and "Paste Live Office Object") on the Live Office menu. The feature requires Business Objects Enterprise connectivity. Custom formatting for the Live Office object, and data in custom columns or rows, will not be maintained during the copy and paste operation. In addition, copying and pasting Live Office objects across different Office applications is not supported.
- For Crystal Reports containing only a cross-tab, the cross-tab is considered as one report object. Fields inside the cross-tab are not considered as report fields in Live Office. It is recommended that users insert the cross-tab as a report part. If users want to insert the fields within the cross-tab into Live Office, they will need to add the fields in Crystal Reports outside of the cross-tab.
- When a Live Office object is inserted from a report with saved data, by default, Live Office will refresh the object from the report's saved data. To refresh from the database, the user needs to ensure the refresh option is set to "On Demand" on the Refresh Option dialog.
- When the user is adding filters to a Live Office object, the maximum number of values allowed in the filter value drop-down list is 500. If the data set exceeds 500, only the first 500 will be shown.
- The date type filter in a Crystal Reports Live Office object does not maintain the customized date format from the operating system's Regional and Language Options dialog.

- Objects, created in Universe Designer and defined with the @prompt function, are not supported in either the Live Office Query Panel or in Query as a Web Service.
- In Live Office Query Panel, when users filter a date through a prompt, they may experience the following error: “The query cannot run because the prompt 'Enter value(s) for <object name>:' contains an invalid date. (Error: WIS 10706) (6300).” It is caused by the fact that the setting of the InfoView format locale (for example, French-FR) is different from the Windows locale (English-US).
- Due to known issues with Microsoft Office PowerPoint integration, table cell border formatting in reports is not supported for Live Office objects in Microsoft Office PowerPoint.

Performance

- When a user inserts a Live Office object into Microsoft Office PowerPoint that exceeds the slide boundary, the performance will decrease.
- If the user attempts to insert a large cross-tab, the following error message will be displayed: “The web server is out of memory.” It is recommended the user increase the Tomcat JVM memory pool size.



Crystal Reports



12



chapter

Overview

This chapter describes known issues with the latest version of Crystal Reports software.

This chapter contains the following topics:

- Data access
- Developer issues
- Java Reporting Component (JRC)
- Mac OS
- Unix issues

Data access

- When the 'refresh always hits db' checkbox is set in the CMC, the refresh button uses the cached prompt page. The prompt page will not contain the last-used prompt values.

Workaround: To stop retrieving the cached prompt page when Refresh is clicked, ensure that the checkbox is empty for 'refresh always hits the db'.

- BusinessObjects Enterprise and Crystal Reports use JDK1.4 by default. JDC 1.4 cannot connect to WebLogic 9.2 JNDI.

Workaround: To resolve this, configure the product to use JDK 1.5. Modify CRConfig.xml at "\$INSTALLPATH\Business Objects\Common\3.5\java"(windows) or "\$INSTALLPATH/bobje/java"(Unix). There is a "<JavaDir>" tag inside the "<DataDriverCommon>" tag that needs to be modified to point to your JDK1.5 path.eg:In windows, it changed to "<JavaDir>C:\Program Files\Business Objects\jdk1.5\bin</JavaDir>". Please ensure weblogic.jar matches your current JDK version as well. If you upgrade to JDK 1.5, ensure that your weblogic.jar file version is upgraded as well.

If you want to continue using JDK 1.4, you must use the weblogic.jar from WebLogic 8.1 SP4 or later . Do not use the weblogic.jar file from BEA WebLogic 9.2

Developer issues

- When you use `ReplaceConnection`, the normal behavior is to not report an error on connection replacement. If a table fails to be replaced (for example, a corresponding table is not found in the new connection), the table is left pointing to the old connection.

If the `No Verify` is selected, all tables are switched to the new connection. At refresh time, if a table cannot be found in the new connection, the table is dropped.
- The source code is dependent on `ojdbc14.jar` to solve some issues related to Oracle special data types and cursors when make JNDI connection to Oracle, and it is the only purpose we need this jar on client side for JNDI support.
- In Crystal Reports Designer, the copy paste static parameter does not work when both source and target reports are not saved. This is a known current code limitation with no workaround at this time. In function "`RDFieldManager::loadFieldDefinition`", the cross-report copy/ paste parameter and the inside-report copy/paste parameter are handled separately, to compare the report path between target report and source report. However, for the comparison to work, both report paths cannot be empty; and, if the two reports are not saved, the report paths are empty by default.
- When you use an unsupported `paperSize` or `paperSource` to print a report, you will see a "not supported" exception.

The following are the supported paper sizes: `useDefault`, `paperLetter`, `paperTabloid`, `paperLedger`, `paperLegal`, `paperExecutive`, `paperA3`, `paperA4`, `paperA5`, `paperB4`, `paperB5`, `paperFolio`, `paperQuarto`, `paperEnvelope9`, `paperEnvelope10`, `paperEnvelope11`, `paperEnvelope12`, `paperEnvelope14`, `paperCsheet`, `paperDsheet`, `paperEsheet`, `paperEnvelopetaly`, `paperEnvelopeMonarch`, and `paperEnvelopePersonal`.

The following are the supported paper sources: `auto`, `upper`, `lower`, `middle`, `manual`, `envelope`, and `largeCapacity`.

Note: Any sizes and sources not in these lists (including ones added in the future) will cause an exception.
- The Online Help for modifying `web.config` for Single Sign On (SSO) includes a step that is not necessary. Step 3 in the help can be safely ignored as it references a non-existent section in the `web.config` file.

The step that can be ignored is as follows: “Comment out the following line in the <httpModules> block in the C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\Web Content\Enterprise 115\InfoView\Web.config file as shown: <!-- <remove name=“WindowsAuthentication”/>.”

.JDBC Driver

- The free JDBC-ODBC bridge driver, provided by Sun, is not multi-thread safe and is not supported.

Java Reporting Component (JRC)

- For Java, the default location of the crystalreportviewers directory is no longer an absolute path.

Workaround: Set the following context parameters in the web.xml file in order to use the Crystal Reports Viewer:

```
<context-param>
  <param-name>crystal_image_uri</param-name>
  <param-value>crystalreportviewers115</param-
  value>
</context-param>
<context-param>
  <param-name>crystal_image_use_relative</param-
  name>
  <param-value>server</param-value>
</context-param>
```

- The JRC fails to support percentage summary reports that are created with the Report Designer Component. To use percentage summary reports with the JRC, resave them with Crystal Reports 9 or later.
- The JRC fails to support reports that contain relative paths to dynamic images.
- For a report with saved data, changing a parameter value that is used in the record selection will not cause the data to be refreshed.

Workaround:To change a parameter value that is used in the record selection and refresh the data successfully, users will first need to discard the saved data by calling ReportClientDocument.verifyDatabase().

Report Application Server (RAS)

- `generateRowset` may not work after using the `replaceConnection` API to map a stored procedure table that requires one parameter to a stored procedure table that requires multiple parameters. You may need to use the following steps:
 1. Run `replaceConnection`.
 2. Run `verifyDatabase`.
 3. Set the parameters' current values.
 4. Run `generateRowset`.

Web Application Servers

- Under reverse proxy configuration JSF viewer webapp should use the same context path as in internal web app server, similar to CMC. This is a limitation from Sun's JSF implementation.

Mac OS

- If Full Keyboard Access is not enabled on the Mac OS for the Safari browser, you may not be able to access some elements of Crystal Reports such as checkboxes or dropdown lists.
- To export or print a report using the .NET webform viewer in Safari, the export dialog box may show up as a blank page. This is due to Safari caching the page. You can workaround the issue by refreshing the export dialog box.

Unix issues

- The Lucida Console font may not display or print correctly in reports, or when reports are saved as RTF.
Workaround: If you have reports that use the Lucida Console font, remap them to a different font. A list of supported fonts can be found on your machine at:
`<BusinessObjects Enterprise installation directory>/bobj/enterprise115/linux_x86/crpe/fonts`
- The processing of multiple concurrent report viewing or export requests is slower on HP-UX 11.23 than on HP-UX 11.11.

- For Solaris, there is a new context parameter 'crystal_image_anti_alias', which can be turned on or off for image anti-aliasing. However, image anti-aliasing may not work in a headless system.

Workaround: In a headless system, use the DISPLAY env. to direct to a client with X-win32 installed.

- You may see an error message after you upload a Crystal Reports document from the CMC or InfoView if you are running on AIX 5.2 ML6 and have applied the following patch: xIC.aix50.rte:8.0.0.5 (June 2006 C++ Runtime PTF).

Workaround: Apply the latest IBM patches (October 2006 XL C Enterprise Edition V7.0 for AIX PTF), which can be found at the IBM website: <http://www-1.ibm.com/support/docview.wss?uid=swg24013893>
For October 2006 IBM C++ Runtime Environment Components for AIX, see the following links :

<http://www-1.ibm.com/support/docview.wss?uid=swg24013894>

<http://www-1.ibm.com/support/docview.wss?uid=swg24013892>



Uninstalling BusinessObjects ◀
XI Release 2

13



chapter

Overview

This section contains known issues for uninstalling BusinessObjects Enterprise XI R2 Service Pack 2 and BusinessObjects Enterprise XI R2 Productivity Pack.

Known issues

Known issues for uninstalling BusinessObjects Enterprise XI R2 Service Pack 2 on the Windows and UNIX platforms include:

- When uninstalling Enterprise Performance Management (EPM) on the Windows platform (Beta or RTM), not all EPM related binaries are removed. The workaround is to remove these binaries manually by running the following command line: `msiexec /x {B9BD215E-1BCF-499C-9161-50FC8994730B}`.
- On the UNIX platform, the SP2 Beta version does not uninstall completely and as a result the SP2 RTM version does not proceed. The workaround is to manually remove the SP2 Beta install directory and perform a fresh SP2 RTM installation.
- When uninstalling Performance Management on the Windows platform, a program menu shortcut remains.

Known issues for uninstalling BusinessObjects Enterprise XI R2 Productivity Pack on the Windows and UNIX platforms include:

- The option "Search Content" remains displayed in the Java InfoView after uninstalling the BusinessObjects XI R 2 Productivity Pack. The workaround is to remove it manually.

Command line parameters

The correct commands for uninstalling Service Pack 2 (SP2) and BusinessObjects XI R2 Productivity Pack are listed below:

▶ **To uninstall the full SP2 installation**

1. Navigate to and open the command prompt.
2. From the command prompt, type the following parameters:

```
./uninstallBOBJE.sh -x
```

▶ **To uninstall the Service Pack 2 patch**

1. Navigate to and open the command prompt.

2. From the command prompt type the following parameters:

```
./uninstallpatch.sh boeXIR2_SP2
```

▶ **To uninstall the BusinessObjects XI R2 Productivity Pack**

1. Navigate to and open the command prompt.
2. From the command prompt type the following parameters:

```
./uninstallIW.sh -x
```

13 | Uninstalling BusinessObjects XI Release 2

Command line parameters



Business Objects
Information Resources



appendix

Documentation and information services

Business Objects offers a full documentation set covering its products and their deployment. Additional support and services are also available to help maximize the return on your business intelligence investment. The following sections detail where to get Business Objects documentation and how to use the resources at Business Objects to meet your needs for technical support, education, and consulting.

Documentation

You can find answers to your questions on how to install, configure, deploy, and use Business Objects products from the documentation.

What's in the documentation set?

View or download the *Business Objects Documentation Roadmap*, available with the product documentation at <http://www.businessobjects.com/support/>.

The Documentation Roadmap references all Business Objects guides and lets you see at a glance what information is available, from where, and in what format.

Where is the documentation?

You can access electronic documentation at any time from the product interface, the web, or from your product CD.

Documentation from the products

Online help and guides in Adobe PDF format are available from the product Help menus. Where only online help is provided, the online help file contains the entire contents of the PDF version of the guide.

Documentation on the web

The full electronic documentation set is available to customers on the web from support web site at: <http://www.businessobjects.com/support/>.

Documentation on the product CD

Look in the docs directory of your product CD for versions of guides in Adobe PDF format.

Send us your feedback

Do you have a suggestion on how we can improve our documentation? Is there something you particularly like or have found useful? Drop us a line, and we will do our best to ensure that your suggestion is included in the next release of our documentation: documentation@businessobjects.com.

Note: If your issue concerns a Business Objects product and not the documentation, please contact our Customer Support experts. For information about Customer Support visit: <http://www.businessobjects.com/support/>.

Customer support, consulting and training

A global network of Business Objects technology experts provides customer support, education, and consulting to ensure maximum business intelligence benefit to your business.

How can we support you?

Business Objects offers customer support plans to best suit the size and requirements of your deployment. We operate customer support centers in the following countries:

- USA
- Australia
- Canada
- United Kingdom
- Japan

Online Customer Support

The Business Objects Customer Support web site contains information about Customer Support programs and services. It also has links to a wide range of technical information including knowledgebase articles, downloads, and support forums.

<http://www.businessobjects.com/support/>

Looking for the best deployment solution for your company?

Business Objects consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in relational and multidimensional databases, in connectivities, database design tools, customized embedding technology, and more.

For more information, contact your local sales office, or contact us at:

<http://www.businessobjects.com/services/consulting/>

Looking for training options?

From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style. Find more information on the Business Objects Education web site:

<http://www.businessobjects.com/services/training>



Useful addresses at a glance

Address	Content
Business Objects product information http://www.businessobjects.com	Information about the full range of Business Objects products.
Product documentation http://www.businessobjects.com/support	Business Objects product documentation, including the Business Objects Documentation Roadmap.
Business Objects Documentation mailbox documentation@businessobjects.com	Send us feedback or questions about documentation.
Online Customer Support http://www.businessobjects.com/support/	Information on Customer Support programs, as well as links to technical articles, downloads, and online forums.
Business Objects Consulting Services http://www.businessobjects.com/services/consulting/	Information on how Business Objects can help maximize your business intelligence investment.
Business Objects Education Services http://www.businessobjects.com/services/training	Information on Business Objects training options and modules.

