




BusinessObjects XI
Release 2 Integration Kit
for PeopleSoft
Release Notes



About these notes

The notes that are contained in this document cover important information about this product release and include installation notes, details about known issues, and important information for customers.

What is the BusinessObjects XI Release 2 Integration Kit for PeopleSoft?

The BusinessObjects XI Release 2 Integration Kit for PeopleSoft, allows you to combine the functionality of Crystal Reports and BusinessObjects Enterprise to extract, report, and distribute data from your PeopleSoft and/or JD Edwards system.

This document is divided into sections that correspond to the environments in which you can install the integration kit. See the sections that are appropriate for your installation:

- “General issues” on page 2
- “PeopleSoft Enterprise: PeopleTools 8.46” on page 9
- “PeopleSoft Enterprise: PeopleTools 8.17-8.45” on page 11
- “PeopleSoft EPM” on page 14
- “JD Edwards EnterpriseOne” on page 14

General issues

The notes in this section apply only to an installation of the integration kit on any of the supported environments.

Installation

- If you are using Crystal Reports XI, you must update to Crystal Reports XI Release 2 to use the integration kit for XI Release 2.
You can download the Crystal Reports XI Release 2 update from the following location:
http://www.businessobjects.com/products/reporting/crystalreports/xi_release_2.asp
- You must disable all antivirus software before you install the components of the integration kit. (Remember to re-enable them after the installation is complete.)

- For a complete list of system requirements and supported platforms, see the `en_platforms.txt` file, which is included with your product distribution. For complete installation instructions, see the *BusinessObjects XI Release 2 Integration Kit for PeopleSoft Installation and Configuration Guide*.

- If you install the integration kit on a shared network directory on Windows 2000 Professional, or Windows XP Professional, you can establish only 10 simultaneous connections to the JAR files. This is a known Microsoft inbound connections limit issue. (For details, see Microsoft Knowledge Base Article #328459.)

If you require more than 10 simultaneous connections, place the JAR files on a server that runs a different operating system (for example, Windows 2000 Server or UNIX).

- If you want to install the integration kit for multiple environments on a single machine (for example, you want to install the integration kit for PeopleSoft Enterprise and for JD Edwards EnterpriseOne), you must perform the installation for the first environment, and then do the following steps:
 1. Run the installation program again.
 2. In the Application Maintenance dialog box, select **Modify**.
 3. In the Select Functional Domain dialog box, choose the second functional domain that you want to install, and click **Next**.
 4. To continue the installation, you must accept the license agreement and click **Next**.
 5. In the Select Features dialog box, ensure that all of the features that you want to install are selected.

Note: If you have already installed the integration kit for PeopleSoft Enterprise (PeopleTools 8.17-8.45), ensure that the PeopleSoft Application Server feature is not selected.
 6. Proceed through the rest of the installation.
- In the UNIX installation procedure, all components are installed no matter which setup you use. The installer does not differentiate between a standard and a distributed setup.
- The integration kit for PeopleSoft does not support an automatic upgrade from previous versions. You must perform a manual installation of the new version by doing the following:
 1. Back up all important files.
 2. Uninstall the previous integration kit for PeopleSoft or Crystal Enterprise Solution Kit for PeopleSoft.

3. Upgrade BusinessObjects Enterprise or Crystal Enterprise.
At the end of the upgrade, the Specify Data Source dialog box appears.
 4. Click **Cancel**, and finish the installation.
 5. Install the new integration kit.
 6. After the new integration kit is installed, open the Central Configuration Manager, and stop the Central Management Server (CMS).
 7. Click **Specify CMS Data Source**.
The CMS Database Setup dialog box appears.
 8. Select **Copy data from another data source**.
 9. In the **Get data from** field, specify the data source from the previous version of BusinessObjects Enterprise.
 10. In the **Copy to the following data source** field, specify the data source from the new version of BusinessObjects Enterprise.
- On Linux, if the libjvm path is longer than the screen width, the characters that go beyond the width of the screen are ignored.
To work around this issue, create a symbolic link so that the path is shortened.

Sign-on issues

- The integration kit does not provide Single Sign-on capability from within the InfoView interface. Single Sign-on is supported only if custom web applications are built by using the public BusinessObjects Enterprise APIs.
- If you try to restart the BusinessObjects Sign-on Server for PeopleSoft by using the Central Configuration Manager (CCM) in Windows, the following message may appear:
“An instance of the service is already running.”
In this case, the server stops, but does not restart. To restart the server, select the service in the CCM, and click Start.

Importing users

- The Business Objects security plug-in for PeopleSoft does not immediately import users from a PeopleSoft role to BusinessObjects Enterprise when the role contains more than 1000 users.

This occurs because the PeopleSoft API, which is used by the BusinessObjects security plug-in to import the role users, returns only the first 1000 users.

To work around this issue, configure the security plug-in to import the users only when the users initially try to log on to BusinessObjects Enterprise.

- On the Linux platform, the default Linux entropy generator used by Java for generating random numbers may stop responding in particular situations. The PeopleSoft EPM Security Bridge component is dependent on the Java random generator when importing users in BusinessObjects Enterprise. As a result, you may encounter cases where the PeopleSoft EPM Security Bridge stops responding while importing users.

To work around this issue, configure Java to use the non-blocking Linux entropy generator. You can do this either by editing the `java.security` file or by editing the `crpsepmsecuritybridge.sh` file.

▶ **To edit the `java.security` file**

1. Locate the file `/usr/bobje/jdk/jre/lib/security/java.security`

Where `/usr/bobje` is the directory where you installed BusinessObjects Enterprise. If you configured the PeopleSoft EPM Security Bridge component to use a different Java home directory, you should modify the `java.security` file in your Java home directory.

2. In the `java.security` file, change the line
`securerandom.source=file:/dev/random` to
`securerandom.source=file:/dev/urandom`.
3. Save the `java.security` file and restart the PeopleSoft EPM Security Bridge.

▶ **To edit the `crpsepmsecuritybridge.sh` file**

1. Locate the file `/usr/bobje/enterprise115/linux_x86/peoplesoft/11.5/crpsepmsecuritybridge.sh`

Where `/usr/bobje/enterprise115/linux_x86/peoplesoft/11.5` is the directory where you installed the Integration Kit for PeopleSoft.

2. In the file `crpsepmsecuritybridge.sh`, change the line

```
"/usr/bobje/jdk/bin/java" -jar "/usr/bobje/  
enterprise115/linux_x86/peoplesoft/11.5/  
crpsepmsecuritybridge.jar" "$1"
```

to

```
"/usr/bobje/jdk/bin/java" -Djava.security.egd=file:/  
dev/urandom -jar "/usr/bobje/enterprise115/linux_x86/  
peoplesoft/11.5/crpsepmsecuritybridge.jar" "$1"
```

Note: Your file may be different because the directory where you installed BusinessObjects Enterprise may not be `/usr/bobje`.

3. Save the file and restart the PeopleSoft EPM Security Bridge.
- The BusinessObjects Enterprise system administrator cannot import or remove JD Edwards roles to or from the BusinessObjects Enterprise system if the JD Edwards Role Chooser option is disabled on the JD Edwards server. The JD Edwards API, used by BusinessObjects Enterprise for JD Edwards user and role management, is dependent on the Role Chooser option being enabled.

If the Role Chooser option must be disabled for a specific reason, temporarily enable the option to import or remove JD Edwards roles in BusinessObjects Enterprise, and then disable the option again.
 - When an attempt is made to import a PeopleSoft role that contains the "\" character to BusinessObjects Enterprise, an error occurs.

This occurs because "\" is not a supported character in BusinessObjects Enterprise role names.

Migrating from Crystal Enterprise

When you migrate from a Crystal Enterprise to a BusinessObjects Enterprise deployment, user accounts that use PeopleSoft authentication are disabled.

► To re-enable the accounts

1. Find the `enableusers.js` file, which is typically located in the `\scripts` folder of your product distribution, and copy it to a temporary location.
2. Use a text editor to open the file, and follow the instructions in the file to enter the name of your Central Management Server (CMS) and administrator password.

Note: Remember to include the port number of the CMS (in the format `cmsname:portnumber`) if BusinessObjects Enterprise is installed on UNIX or with a non-default port on Windows.

3. Save the file, and execute the script.
 - On Windows, double-click the file to execute it.
 - On UNIX, use the following command to execute the file:

```
\usr\boobje\ccm.sh -anyjs\usr\tmp\enableusers.js
```

Replace `\user\boobje\` with the directory where BusinessObjects Enterprise is installed and `\usr\tmp\` with the temporary directory where the `enableusers.js` file is located.
4. After you execute the script, open the `enableusers.log` file, which is located in the same directory as the `enableusers.js` file, to confirm whether or not the users were successfully imported and their accounts enabled.
5. Log on as an administrator to the Central Management Console, and click **Authentication**.
6. Click the tab that corresponds to the environment in which you installed the integration kit:
 - For a PeopleSoft Enterprise PeopleTools 8.46 environment, click the PeopleSoft Enterprise tab.
 - For a PeopleSoft Enterprise PeopleTools 8.17-8.45 environment, click the PS8 tab.
 - For a JD Edwards EnterpriseOne environment, click the JD Edwards EnterpriseOne tab.
7. Confirm that the Enable PeopleSoft Enterprise/PeopleSoft/JD Edwards EnterpriseOne Authentication check box is now selected.
8. Delete the temporary `enableusers.js` file.

After you migrate the reports that were published in Crystal Enterprise to BusinessObjects Enterprise, some users may no longer be able to view the reports on demand. Their rights for the objects have not changed; however, to re-enable on-demand report viewing, you must reset the reports to prompt users for database logon information.

► **To re-enable on-demand viewing**

1. Log on as an administrator to the Central Management Console.
2. Click **Objects**.
3. In the Objects management area, click the report that you want to reset to prompt users for database logon information.
4. Click the **Process** tab, and click **Database**.
5. Select the **Prompt the user for database logon** option, and click **Update**.

A script is supplied to change this settings for all reports in your system.

6. To execute the script, find the `enablepromptlogons.js` file, which is located in the `\scripts` directory of your product distribution.
7. Copy the `enablepromptlogons.js` file to a temporary location.
8. Use a text editor to open the file, and follow the instructions in the file to enter the name of your Central Management Server (CMS) and administrator password.

Note: Remember to include the port number of the CMS (in the format `cmsname:portnumber`) if BusinessObjects Enterprise is installed on UNIX or with a non-default port on Windows.

9. Save the file, and execute the script.
 - On Windows, double-click the file to execute it.
 - On UNIX, use the following command to execute the file:

```
\usr\boobjel\ccm.sh -anyjs \usr\tml\enablepromptlogons.js
```

Replace `\user\boobjel` with the directory where BusinessObjects Enterprise is installed and `\usr\tml` with the temporary directory where the `enablepromptlogons.js` file is located.
10. After you execute the script, open the `enablepromptlogons.log` file, which is located in the same directory as the `enablepromptlogons.js` file, to confirm whether or not the report viewing settings were successfully updated.
11. Delete the temporary `enablepromptlogons.js` file.

Database Connectivity

- When refreshing a Crystal report in the Crystal Reports designer, the connection screen does not contain the database logon credentials stored in the report. This is a problem affecting reports created with earlier non-English release of the integration kit for PeopleSoft.

To work around the issue, enter the database logon credentials manually. You can also update the database information in the report using the set location operation. This saves the information for future use

Documentation

- In the BusinessObjects Enterprise Central Management Console Help file, the link called Multiple Systems produces a 404 error.

This occurs because the link is pointing to information in the Installation guide. To locate this information, refer to the *Desktop Intelligence XI Release 2 Integration Kit for PeopleSoft Installation and Configuration Guide*. Refer specifically to the section called Multiple Systems in chapter 3.

PeopleSoft Enterprise: PeopleTools 8.46

The notes in this section apply only to an installation of the integration kit on a PeopleSoft Enterprise for PeopleTools 8.46 environment.

Data access

- Crystal Reports users who make changes to PeopleSoft query definitions should always verify their reports based on the new definitions. Otherwise, the reports may not run successfully. Users can also enable the Verify Stored Procedures on First Refresh option; however, note that frequent stored procedure verifications can negatively impact performance.

Role-mapping

- PeopleSoft roles that have the same name but different case (for example, “Employee” and “EMPLOYEE”) cannot be mapped to BusinessObjects Enterprise because groups in BusinessObjects Enterprise are not case-sensitive.

Language-related issues

- If a report that was created in one PeopleSoft language is executed in another PeopleSoft language, and the report is not verified on the first refresh, then the report data is correctly translated according to the second language, but the field descriptions are still displayed in the first language.

This behavior is exhibited by design to improve report execution performance by reusing information about the report fields, which is already saved in the report.

- If a report that was created in one PeopleSoft language is executed in another PeopleSoft language, and the report is verified on the first refresh, then both the report data and the field descriptions are correctly translated according to the second language. However, some field may be removed from the report, and the user must manually add them.
This behavior is exhibited by design: because the fields have different descriptions (in different languages), they cannot be mapped automatically. Instead of using the Verify Database option, do a Set Database Location on the report.

Group membership

- When group membership information for users changes on the PeopleSoft Enterprise server, these changes are not reflected in BusinessObjects Enterprise until the affected users log on to BusinessObjects Enterprise.

However you can manually update the group membership information within BusinessObjects Enterprise, if you want to update group membership information before users log on:

1. In the Central Management Console, go to the PeopleSoft Enterprise authentication administration page.
2. Change the option selected under Update Options.
That is, if "New aliases will be added and new users will be created" is selected, click "No new aliases will be added and new users will not be created" instead. If "No new aliases will be added and new users will not be created" is selected, click "New aliases will be added and new users will be created".
3. Click **Update**.
4. Change the option selected under Update Options back to its original value.
5. Click **Update** again.

These steps are only required if you want to update group membership information within BusinessObjects Enterprise before users explicitly log on. You do not need to manually update group membership information in BusinessObjects Enterprise to properly control user access to the system.

PeopleSoft Enterprise: PeopleTools 8.17-8.45

The notes in this section apply only to an installation of the integration kit on a PeopleSoft Enterprise PeopleTools 8.17-8.45 environment.

Component Interfaces

- Component Interfaces from previous versions of the integration kit must be updated to use this version of the integration kit. Using different versions of the Component Interfaces on one PeopleSoft system is not supported.

Data access

- The Native Driver for PeopleSoft does not support the wildcard escape sequence for query prompts.
- The Native Driver for PeopleSoft may not be able to execute a report that is based on a PeopleSoft query if the query prompts are not included in the same order in which they were defined (in the query definition). In this situation, the PeopleSoft Java API may incorrectly process input parameter values for the SQL statement that is generated by the PeopleSoft PeopleCode API.
- When you execute a report that is based on a query that contains a field with a length of 254 characters, and the underlying database is Oracle, extra rows that contain invalid data may be returned. If no such field is selected in the query, then the correct number of rows, which contain valid data, is returned. This behavior is exhibited by the PeopleSoft Java API when the underlying database is Oracle.
- The Native Driver for PeopleSoft does not support queries with expression fields that contain only a single record field. For example, a query expression that contains only text like "FIELDNAME" cannot be handled by the driver. To enable the driver to handle expressions that contain only a single record field, enclose the text in parentheses.
- A report that is created from a PeopleSoft query that contains invalid characters may display those characters as question marks. Therefore, as a best practice, users must regularly verify the data in their PeopleSoft database to ensure that no invalid characters exist.
- Crystal Reports users who make changes to PeopleSoft query definitions should always verify their reports based on the new definitions. Otherwise, the reports may not run successfully. Users can also enable

the Verify Stored Procedures on First Refresh option; however, note that frequent stored procedure verifications can negatively impact performance.

- When you run reports that are based on PeopleSoft queries that use translated fields as query prompts, you must enter non-translated values for the prompts to retrieve query data. The data that is returned is then translated according to the field translation settings in the PeopleSoft Query tool.
- In Crystal Reports, a PeopleSoft query may return an error message because its SQL statement is incomplete or cannot be retrieved. Possible error messages include “Failed to get SQL statement for PeopleSoft Query object” and “Failed to execute PeopleSoft Query Object”. To avoid this problem, ensure that the query’s SQL statement in the PeopleSoft Query tool matches the query’s SQL statement in the PeopleSoft Internet Architecture (PIA) Query Manager. Modify the query’s SQL statement in the PeopleSoft Query tool if necessary.
- If the user name and password that you use to connect to PeopleSoft does not have the necessary rights to run the queries, then no queries are displayed when you create a report.

To verify whether or not this is the case, log on to the PeopleSoft Internet Architecture, and try to run the query from within PeopleSoft. If you are unable to run the query in PeopleSoft, you will not be able to run the query externally (for example, in Crystal Reports).

Another reason why this problem may occur is due to settings within Crystal Reports. On the File menu, select Options. In the Options dialog box, click the Database tab, and ensure that the Stored Procedures option is selected. Remove any filters for the Table Name.

- When you try to log on to PeopleSoft during report creation or while you are running a report, you may get the following error:

“Error connecting to PeopleSoft JSL server”

This error indicates a problem with the configuration of the BusinessObjects XI Release 2 Integration Kit for PeopleSoft. Use the following checklist to ensure that the integration kit has been properly set up:

- Ping the PeopleSoft Application Server to confirm that the workstation is able to communicate with the server on the network.
- Verify that the Component Interfaces have been created and correctly configured.
- Ensure that a permission list and a corresponding role have been created with full access rights to the Component Interfaces.

- Check that the user name and password that are used to access that queries references that role that is granted to them.
- Check that the JAR modules folder on the workstation has been set up with the correct files.
- Ensure that the classes directory on the PeopleSoft Application Server has the appropriate .jar files.
- If the value for the Default PeopleSoft Application Domain in the CMC is different from the value that was used during the installation of the integration kit, then you may get the following error:
“Unable to connect the server of domain X”
To avoid this problem, make sure that you specify a domain that matches the default domain, or always qualify the domain when you log on to BusinessObjects Enterprise, when you configure PeopleSoft authentication in BusinessObjects Enterprise.
- The Business Objects native database driver for PeopleSoft cannot execute a report from a PeopleSoft query that contains prompts in its query SQL SELECT clause. The reason is that PeopleSoft API, which is used by the Business Objects native database driver, cannot bind input values to the query prompts in the query SQL SELECT clause.

Role-mapping

- PeopleSoft roles that have the same name but different case (for example, “Employee” and “EMPLOYEE”) cannot be mapped to BusinessObjects Enterprise because groups in BusinessObjects Enterprise are not case-sensitive.

Language-related issues

- If a report that was created in one PeopleSoft language is executed in another PeopleSoft language, then any parameter prompts that it contains is displayed in the base language.
This behavior is exhibited by design to preserve the consistency of report metadata (such as prompts).
- If a report that was created in one PeopleSoft language is executed in another PeopleSoft language, and the report is not verified on the first refresh, then the report data is correctly translated according to the second language, but the field descriptions are still displayed in the first language.

This behavior is exhibited by design to improve report execution performance by reusing information about the report fields, which is already saved in the report.

- If a report that was created in one PeopleSoft language is executed in another PeopleSoft language, and the report is verified on the first refresh, then both the report data and the field descriptions are correctly translated according to the second language. However, some field may be removed from the report, and the user must manually add them.

This behavior is exhibited by design: because the fields have different descriptions (in different languages), they cannot be mapped automatically. Instead of using the Verify Database option, do a Set Database Location on the report.

- If a report is created from a PeopleSoft query that is not translated to any other language, and the query is executed in another PeopleSoft language, then the report data and the field descriptions are correctly translated according to the second language. However, the query descriptions are still displayed in the base language.

This behavior is exhibited by design to mimic the behavior of the PeopleSoft ODBC database driver.

PeopleSoft EPM

The notes in this section apply only to an installation of the integration kit on a PeopleSoft EPM environment.

- If you make changes to the dimension tables on which a universe is based, the Security Bridge does not update the universe to reflect the changes. (The Security Bridge updates only the security settings).
- As a best practice, run the Security Bridge nightly or at any other time when there is not likely to be other processes that access/write to the universes.

JD Edwards EnterpriseOne

The notes in this section apply only to an installation of the integration kit on a JD Edwards EnterpriseOne environment.

- When you use Crystal Reports or BusinessObjects Enterprise to report off data from a JD Edwards EnterpriseOne system, you are prompted to provide a user name and the name of a role. You must specify the user name and role name in uppercase letters to correspond with the way that users and roles are specified on the EnterpriseOne server.

- For optimal performance in JD Edwards EnterpriseOne B9 8.93, it is recommended that you use JD Edwards Business Views (BSVW) instead of linked tables as data sources when you report off data from more than one table.
- During report design, it may take a while to list all of the data source entries for an EnterpriseOne system that contains numerous tables and/or business views. You can use the Data Explorer's filtering option in Crystal Reports to limit the tables and business views that are returned when you connect to the system.
- If your BusinessObjects Enterprise system runs more than five Crystal reports that are based on EnterpriseOne data at the same time, it is recommended that you modify the initialization entries in your EnterpriseOne server's JDE.INI file to optimize performance. To increase the maximum number of XML List Kernel and XML Dispatch Kernel processes, change the "maxNumberOfProcesses" entry under "[JDENET_KERNEL_DEF16]" and "[JDENET_KERNEL_DEF22]" sections to 20. As well, increase the "JDENETTimeout" entry under the "[NETWORK QUEUE SETTINGS]" section to 300.

