



# BusinessObjects Enterprise XI R2 Service Pack 3 Release Notes

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## Contents

About these release notes

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chapter

These release 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.

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.

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### **About BusinessObjects XI Release 2 SP3 and Productivity Pack**

Depending on your requirements, the BusinessObjects XI Release 2 SP3 and Productivity Pack provides a number of installable packages.



Installation



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## Silent installation options for reduced Desktop Intelligence installation

The client tools silent installation allows you to deploy only the tools you select, for example, Desktop Intelligence.

The following silent installation parameters were added to the BusinessObjects Enterprise XI R2 SP3 client installation:

- `NO_Samples` allows you to exclude Xtreme databases from the Client Tools Install.
- `NO_Templates` allows you to exclude Visual Studio 2005 templates.
- `NO_Log` disables the installation logging.
- `NO_Webhelp` excludes the WebIntelligence online help, InfoView Guide, and administrator guides from the installation as these are not required in a standalone Desktop Intelligence installation.

Each installation parameter, when set to 1 in a silent installation command, excludes a significant component from the installation of BusinessObjects Enterprise XI R2 SP3. When you use them all, the installation footprint of the BusinessObjects Enterprise Client Tools is reduced to approximately 390 MB.

When used separately:

- `NO_Samples` offers approximately 100 MB of size reduction.
- `NO_Templates` offers approximately 10 MB of size reduction.
- `NO_Log` provides 50 MB of size reduction.
- `NO_Webhelp` offers approximately 200 MB of size reduction.

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

## Installing BusinessObjects Enterprise in a 64-bit environment

The steps for Installing BusinessObjects Enterprise on a 64-bit Operating System are the same as installing on a 32-bit Operating system. Refer to

the BusinessObjects Enterprise installation documentation (Windows or Unix) for detailed instructions.

**Note:** BusinessObjects installations run in 32-bit compatibility mode in a 64-bit environment.

1. Install BusinessObjects Enterprise XI Release 2 Service Pack 2.

**Note:**

The installer does not allow you to install to a directory that has parentheses "(" or ")" in its name. As a result, the default directory, `\Program Files (x86)\Business Objects`, is invalid. Instead, BusinessObjects Enterprise should be installed in the `\Program Files\Business Objects` directory.

2. Log on to Central Management Console.
3. In the **"Users"** page, reset the administrator password.
4. In the **"License Keys"** page, enter a valid license key.
5. In the **"Servers"** page, select the BusinessObjects Enterprise servers and enable them.

**Note:** If you are using Live Office, creation of Web Intelligence reports is not currently supported in InfoView on a 64-bit Linux Operating System.

6. If necessary, import sample universes and/or sample Crystal Reports into your BusinessObjects Enterprise system.
7. If you are using Crystal Reports and the database server is Microsoft SQL Server 2005, ensure that you have the latest version of SQL Server 2005 Feature Pack installed to obtain the latest 64-bit Microsoft SQL Server Native Client.

After installing the driver, you should set up your Microsoft SQL Server 2005 data source using the 32-bit ODBC Administrator.

**Note:** The ODBC DSNs displayed in the Report Creation Wizard are only 32-bit ODBC DSNs. If you have a 64-bit database server, ensure that you have installed the 32-bit ODBC data access driver that is supported by your database server. If you have a 64-bit Oracle OLE DB data source in your deployment, install the 32-bit Microsoft OLE DB Provider for Oracle.

8. Install BusinessObjects Enterprise XI Release 2 Service Pack 3 to update your BusinessObjects installations.

## BusinessObjects Enterprise Support in a 64-bit Environment

The following operating system/chipset combinations are supported for BusinessObjects Enterprise and Crystal Reports installations:

- Windows 32-bit on 64-bit AMD/Intel chipset
- Windows 64-bit on 64-bit AMD/Intel chipset
- Linux (Red Hat and SUSE) 32-bit on 64-bit AMD/Intel chipset
- Linux (Red Hat and SUSE) 64-bit on 64-bit AMD/Intel chipset
- Sun SPARC 64-bit: supported for BOE\*
- IBM AIX RISC 64-bit: supported for BOE\*
- HP-UX on PA-RISC 64-bit: supported for BOE\*

**Note:** \*The data access drivers used by BusinessObjects Enterprise and Crystal Reports must also be 32-bit, but the database server software, operating system, and chipset can be what the database vendor supports. On 64-bit Windows, you cannot mix 32-bit and 64-bit executables, so it is not possible to use the 64-bit DB drivers.

**Note:** On 64-bit Windows, there is a 32-bit ODBC Administrator and a 64-bit ODBC Administrator. Also, there are 32-bit ODBC registry and 64-bit ODBC registries. If you set up a data source (DSN) using the default 64-bit ODBC Administrator, that DSN will not appear for 32-bit applications.

The name of the ODBC Administrator application is called odbcad32.exe for both 32-bit and 64-bit versions.

On 64-bit Windows, the ODBC Administrator is located in the following locations:

- 64-bit ODBC Administrator: %SystemRoot%\system32\odbcad32.exe
- 32-bit ODBC Administrator: %SystemRoot%\SysWOW64\odbcad32.exe

## Installing on Windows 2003 64 bit operating system

When you install BusinessObjects Enterprise XI R2 Service Pack 3 on a Windows 2003 64-bit operating system with .NET 1.1, and then open .NET

InfoView or .NET CMC running off of IIS, you receive a 'Service Unavailable' error.

In 64-bit Windows operating systems, 64-bit processes can only load 64-bit DLLs, and 32-bit processes can only load 32-bit DLLs. By default, IIS6 on 64-bit Windows runs with 64-bit W3WP.EXE processes, but .NET Framework 1.1 as ASP.Net implemented through 32-bit ISAPI DLLs, so the W3WP.EXE processes for IIS6 cannot load the DLLs for ASP.Net.

To fix this issue, run the following command to force IIS6 to run W3WP.EXE as a 32-bit application in WOW64 (32-bit compatibility) mode:

```
CSCRIPT C:\Inetpub\AdminScripts\adsutil.vbs SET W3SVC/App Pools/Enable32bitAppOnWin64 1
```

You need to restart IIS6. Use the following command:

```
NET STOP W3SVC /y & NET START W3SVC
```

## Set Analyzer with 64-bit Windows Vista

Full Client Set Analyzer does not work with the 64-bit version of Windows Vista.

## MS SQL Server 2005 32-bit Native Client

MSSQL Server 2005 32-bit Native Client is not supported on 64-bit platform.

## The license key is not added to the CMS during installation

When you install BOE XI R2 SP3 on a 64-bit operating system, a valid license key is not added automatically to the Central Management Console in **CMC > License Keys**.

Workaround:

1. Log on as an administrator to the Central Management Console.
2. Go to **CMC > License Keys**.
3. Add the license key.

## MetaDataPlugin InfoObject permissions

If you are upgrading from BusinessObjects Enterprise (BOE) XI R2 SP2 to BOE XI R2 SP3, you may encounter an issue with the permissions associated with the MetaDataPlugin InfoObject.

In BOE XI R2 SP2, only administrators were assigned view rights on the MetaDataPlugin InfoObject. As of BOE XI R2 SP3 everyone has view rights set for this InfoObject. Therefore if you are installing BOE XI R2 SP3, and migrating the objects from your BOE XI R2 SP2 Central Management Server (CMS), you may have a problem accessing the MetaDataPluginInfoObject.

Workaround:

1. Delete the MetaDataPlugin InfoObject from the CMS using the BOE SDK.
2. Restart the CMS.

## The fonts.xml file is corrupted during installation

In the Solaris version of Voyager, an error occurs when you click the **"Print to PDF"** icon from a Voyager workspace. This happens because during the installation of BOE XI R2 SP3, the fonts.xml file you customized in a previous BOE installation is overwritten.

Workaround:

All files that are overwritten during installation are stored in a folder located in the base folder `{INSTALL_DIR}/patch/sp3/backup`. Restore `fonts.xml` from this backup and use it to replace the installed version in the following location:

```
[INSTALL_DIR]/bobje/enterprise115/  
solaris_sparc/com/businessobjects/  
multidimensional/services
```

## Uninstalling Live Office results in a self-repair action in other BOE applications

In Windows, launching applications like Crystal Reports, Business View Manager and OLAP Intelligence, after uninstalling Live Office, starts a self-repair action for review

After you uninstall Live Office and then launch either Crystal Reports, Business View Manager or OLAP Intelligence, a configuration screen appears with the following message:

"Please wait while Windows configures BusinessObjects Enterprise XI Release 2"

**Caution:** Do not select **Cancel**. The configuration process takes approximately five minutes to complete, and then the respective application, as well as other applications will launch without any problem.

## The domain property of the dsws.properties is not updated with the CMS name and port number during installation

BOE XI R2 SP3 does not automatically update the domain property. If the Central Management Server (CMS) is not running on default CMS port, you need to update it.

Workaround: Enter the port number with the CMS name in the domain property of the dsws.properties file, then redeploy the dswsboobje.war file.

## Uninstalling as part of the service pack sometimes causes an error to appear when opening the CMC in Java

After uninstallation using BOE XI R2 SP3, an HTTP Status 404 error may appear when you try to launch the Central Management Console using Java.

If this happens, try the following:

- Wait for Tomcat to redeploy the war file.
- If the problem persists, manually restart Tomcat.
- As a last effort manually redeploy the war files.



Deployment



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chapter

## Deploying BusinessObjects Enterprise applications on the IBM WebSphere application server

Business Objects recommends the following best practices for deploying BusinessObjects Enterprise applications on the IBM WebSphere Application Server.

Deploy your BusinessObjects Enterprise system by using one of the following methods:

- the WebSphere installation tool
- wdeploy script
- manually

In each case, it is highly recommended that you deploy the WAR files in the order listed:

- Webcompadapter
- jsfadmin
- jsfplatform
- admin
- infoview (**desktop.war**)
- adhoc
- styles
- analysishelp
- dswsbobje
- afhlep

## Using the desktop.war file in a distributed UNIX deployment of Performance Management XI R2 SP3

If you install BusinessObjects Enterprise, without the Performance Management components, on one directory and then install Performance Management, without the BusinessObjects Enterprise components in a

DIFFERENT directory, the desktop.war present in the Performance Management directory is the updated desktop.war that contains both BusinessObjects Enterprise and Performance Management. Because of this, you cannot log into Performance Management.

Workaround: Redeploy to the BusinessObjects Enterprise Tomcat directory the desktop.war in the Performance Management directory.

## Error while setting up EPM servers on a different machine than the CMS and .net WCA

An "initconfig file doesn't exist" error is returned when you log into InfoView where there is an Expand installation on a secondary server in an environment with the following configuration:

- Primary machine
  - CMS
  - cache server
  - job server
  - Java
  - .Net WCA
- Secondary machine
  - processing server
  - performance management servers pointing to the primary machine

To avoid the error, do the following:

1. Create a folder named "**Performance Management 11.5**" under the BusinessObjects installation directory on the machine where .Net WCA is installed, and not on the box on which the performance management servers are installed.
2. Manually deploy the war files, copying from the machine on which EPM is installed.
3. Copy the Initconfig.properties file to the Performance Management 11.5 folder.

## The PMDT is not migrating metric conditions

In Windows, the Performance Management Deployment Tool is not migrating metrics correctly, and the condition in the target system is set to none. This occurs for all metrics created off a specific universe. If you refresh the metric there is no filter applied and the resulting data for the metric is not correct.

Workaround: Move the conditions and filters from the universe to the same class/subclass as the measure.

## Security message appears in the Tomcat SSL mode

In Windows, the following browser security message appears:

"This page contains both secure and nonsecure items. Do you want to display the nonsecure items?"

In the following situations:

- when viewing a Crystal Reports report in Java and ActiveX Viewer in a new full screen browser window
- while displaying dashboard analytics in Flash mode
- in InfoView with Apache Reverse Proxy server

This happens when the Secure Socket Layer (SSL) mode is activated in Tomcat, and the **Use Macromedia Flash when available** option is activated in InfoView **Preferences > Performance Management**. This is a bug in Internet Explorer (<http://support.microsoft.com/kb/184960>).

Workaround:

You need to change an Internet Explorer setting:

1. In Internet Explorer, go to **Tools > Internet Options > Security**.
2. Select the appropriate zone for the server. If you don't know the exact zone, contact your network administrator.
3. Click **Custom Level**.
4. Under "**Miscellaneous**", enable "**Display mixed content**".



Developer



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chapter

## In VS2003 WebApplication designtime and runtime, the toolbar and charts show up as a red X

In Windows with .Net, when you use VS2003 WebApplication designtime, the toolbar show up as red X's. In runtime, the toolbar and charts show up as red X's. The folder and files of crystalreportviewers115 do exist and its path is correct.

BusinessObjects Enterprise XI R2 SP3 patch installer does not alter IIS metabase settings.

Workaround:

1. Delete the virtual directory of `crystalreportviewers115` in the IIS.
2. Recreate it with the same name, and point to the following path:

[BusinessObjects installation  
directory]\Common\3.5\crystalreportviewers115

3. Run `iisreset` in the command prompt.

Data Access

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chapter

## Configuring SQL generation parameters for a universe in the Data Access Guide

In the Data Access Guide, in the Configuring SQL generation parameters for a Universe, Parameter file structure section, the following information is missing or incomplete from the **Functions** file section:

- Information on the **Functions** section is incomplete.

The **Functions** section can only contain four arguments. That is, under the **Arguments** section, you can include up to four **Argument** items only.

- There is no information included for the **Group** parameter.

The **Group** parameter can have a value of **True** or **False**:

- A value of **True** sets that that the function is a group or aggregation function, and in this case, the SQL generator generates a **GROUP BY** clause.
  - A value of **False** sets that that the function is not a group or aggregation function.
- The information on the **ID** subsection states that the **ID** is the name that appears in the Designer function list.  
  
In Designer, the function's formula appears in the function list. In Reporter, however, the **ID** appears in the function list.
  - The information on the **InMacro** parameter states that when the value is set to **True**, the function is listed in the Object's **Edit Select** box in Designer.

The **InMacro** parameter does not have any effect in Designer. It does, however, have an effect in Reporter. In Reporter, if the **InMacro** value is set to **True**, then the function is listed in the **User Objects function** list. If the value is set to **False**, then the function is not listed.

## Locked resources parameter in the Data Access Guide

In the Data Access Guide in the Creating a connection with the **New Connection** wizard, What parameters are set in the New Connection wizard section, it states that the **Locked Resource** parameter appears in the **Advanced Parameter** page.

The **Locked resources** parameter is not available in the **New Connection** wizard's **Advanced Parameters** page.

## REVERSE\_TABLE\_WEIGHT parameter in the Data Access Guide

In the in the Data Access Guide, in the **PRM** file configuration reference, the information on the **REVERSE\_TABLE\_WEIGHT** parameter states the values for specifying the manner in which tables are generated — from the largest to the smallest, or smallest to the largest. This information is incorrect for Oracle databases. That is, for Oracle databases:

- **Y** specifies that tables are generated from the largest to the smallest.
- **N** specifies that tables are generated from the smallest to the largest.

**Note:** The **OUTERJOINS\_GENERATION** parameter must be set to **ANSI\_92** for the **REVERSE\_TABLE\_WEIGHT** parameter to have any effect at all. When the **OUTERJOINS\_GENERATION** parameter is set to **USUAL**, the **REVERSE\_TABLE\_WEIGHT** parameter has no effect.

## RPT files with Oracle ODBC connections

This issue occurs with CR.NET or Crystal Reports only on Vista. In Windows, RPT files opened and previewed using an Microsoft ODBC for Oracle connection cause VS2005 or Crystal Reports to close and an error message to appear.

Workaround:

To enable the fix delivered with BOE XI R2 SP3 or to enable the shared environment for specific ODBC drivers, you need to set the following registry key:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 11.5\Crystal Reports\Database\ODBC]
```

or

```
[HKEY_CURRENT_USER\SOFTWARE\Business Objects\Suite 11.5\Crystal Reports\Database\ODBC]  
"ReuseEnvDrvNames"="msorc132.dll"
```

## Teradata driver Unicode settings for a Solaris platform

On Solaris, the Web Intelligence Report server crashes while retrieving the Unicode data.

The Unicode settings for Teradata ODBC access changed as of with Teradata ODBC driver version 3.04. The description in the *Data Access Guide* is no longer valid.

Refer to the following description:

Requirements: Teradata ODBC driver version 3.05.00.07 and later

To enable Teradata ODBC driver to work in UNICODE mode, set the following:

- in the ODBC.INI file, add the parameter `INAAppCodePage=106`
- in the Teradata.sbo file add the parameter `UNICODE` with value `UTF8`:  
`<Parameter Name="Unicode">UTF8</Parameter>`

## OLAP Intelligence connection not available with reverse proxy

In Windows, you cannot create a reverse proxy OLAP Intelligence connection for InfoView. Reverse proxy is not supported with OLAP Intelligence.

## No preview of NCHAR and NVARCHAR in Netezza

In AIX, you cannot preview NCHAR or NVARCHAR data using a Netezza ODBC driver.

Workaround: Use CHAR type if possible.

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*No preview of NCHAR and NVARCHAR in Netezza*

BusinessObjects Enterprise

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chapter

## Incomplete documentation about scheduling events

In the "**Scheduling Objects**" chapter of the *BusinessObjects Enterprise Administrator's Guide*, under "**Scheduling an object with events**", the example does not clearly explain that a scheduled object based on an event will run if the event is triggered before the end date of the instance.

## BusinessObjects in 2-Tier mode session disappears if report execution is longer than WISESSION parameter

When, on a UNIX platform, BusinessObjects is open in 2-Tier mode and a BusinessObjects report is run that takes longer to execute than the value of the WISESSION parameter, the BusinessObjects session disappears from the Administration Console.

### Workaround

To prevent session timeout from occurring while the query is running, activate Asynchronous Mode on the server side:

1. Open this file: `<Tomcat installation folder>/webapps/wis/jsp/WEB_INF/classes/wstk_bridge.xml`
2. In the file, for the bridge name HTTPJob, change the value of the `async_method name="Call"` parameter from *No* to *Yes*.

## Exporting a query to a TXT file results in an unwanted decimal separator

In Windows, if you set the object format in the universe to '0' using Designer and then save a query as a .txt file, '.00' is appended on the numbers in the file. If the value is numeric then it is checked for a decimal point. If one is not found then the value is appended with '.00'

Workaround:

Using an database application, for example Access, change the object data type to integer in the database.

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*Exporting a query to a TXT file results in an unwanted decimal separator*



# Desktop Intelligence



chapter

## All REP sub-reports appearing in the same PDF

In BO XI R2, when the the multiple tab REP document is viewed in PDF format via InfoView, all the sub-reports are contained in the same PDF document. The user must manually browse through each of the sub-reports, make a note of the starting page and ending page of each sub-report, and then in the Print dialog box enter the starting page and ending page of the desired sub-report.

In BusinessObjects 6.5 each sub-report was created as a separated PDF file, so the user could display the sub-report in the PDF viewer, then print it without having to manually compute the number of the start page an the number of the end page in order to print a particular sub-report.

Workaround:

To enable this feature do the following:

If you are using JSP:

1. Open the following file:

```
[$TOMCAT_INSTALL_DIR]\webapps\businessobjects\enterprise115\desktoplaunch\WEB-INF\classes\webviewer.properties
```

2. Add the line `PDF_TabbedView=ON` at the end.
3. Restart the Tomcat.

**Note:** To disable this feature, add the line `PDF_TabbedView=OFF` or delete the entire line.

If you are using ASP:

1. Open the following file:

```
$(BO_INSTALLATION_DIR)\BusinessObjects Enterprise 11.5\Web Content\Enterprise115\InfoView\Webi\viewer\Web.config
```

2. Add the following:

```
<appSettings><add key="PDF_TabbedView" value="ON" /></appSettings>
```

3. Restart the Internet Information Services (IIS Admin Service).

**Note:** To disable this feature, add the line `PDF_TabbedView=OFF` or delete the entire line.

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*All REP sub-reports appearing in the same PDF*



Reporting



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chapter

## New window appears, despite the use of the command `sWindow=Same`

Calling `openDocument` URL in the Java script function `window.showModalDialog` with option `sWindow=Same` causes an extra window to be created by the parent window.

Workaround:

Add an `sWindow` parameter value of `openDocument`.

Sample code:

```
window.showModalDialog('http://localhost/businessobjects/enterprise115/Infoview/scripts/opendocument.aspx?iDocID=651&sType=rpt&sWindow=ModalDialog','TESTWINDOW','help=no;minimize=yes;maximize=yes;status=no;resizable=yes;scroll=yes');
```



InfoView



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chapter



# Search Indexing Program in InfoView

## Updating the BIAR file

In InfoView, when you select the **Search Program** folder and schedule **Search Indexing Program**, the following error message appears:

"The program failed to run and supplied the following information:  
com.businessobjects.search.sdk.IndexResult.getFirstTs()Ljava/util/Date"

Workaround:

Using the Import Wizard, import the program object from the BIAR file found at the following location:

```
\\[Business Objects Enterprise installation directory]\BusinessObjects  
Enterprise 11.5\Samples\searchprogram.<lang>.biar
```

## Updating the content search

After you install BO XI R2 SP3, the existing index for the Central Management Console **Content Search** no longer works. You need to reset the index and reschedule the **Search Indexing Program** option.

To do this:

1. In the Central Management Console, go to **BusinessObjects Enterprise Applications > Content Search > Properties**.
2. Activate **Reset index when the indexing program next runs**.
3. Click **Update**.



Information OnDemand

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chapter

## You can now access Information OnDemand from InfoView

In the InfoView toolbar there is now a new button and link that opens Information OnDemand.

Information OnDemand is an online store that gives you quick access to prebuilt, customizable reports that let you compare your data with external market and financial data.

By default the button and the link are inactive after installation.

To activate the button and link, add the following to [BOE XI R2 SP3 install directory]BusinessObjects Enterprise 11.5\Web Content\Enterprise115\InfoView\web.config:

```
<context-param>  
<param-name>app.supportondemand</param-name>  
<param-value>true</param-value>  
</context-param>
```

For .net, add the following to businessobjects\enterprise115\desktop\launch\WEB-INF\web.xml.

```
<!-- Set to true to enable OnDemand Toolbar button -->  
<add key="supportOnDemand" value="true" />
```

For more information on this product, refer to the following website:

["http://www.ondemand.com/information/default.asp"](http://www.ondemand.com/information/default.asp)



Web Intelligence

11



chapter

## Web Intelligence help pages missing

Help pages are missing for some numbered Web Intelligence help pages (for example WIS 10703).

## Faulty cell display

Cell display is faulty when the Auto-height and Auto-width properties are set and the "**Read cell content as**" setting is set to "**HTML**".

## For User with administrator rights, View SQL is disabled

For a user logged into InfoView as an Administrator, the View SQL option is not available.

Workaround:

1. Log into the Central Management Console.
2. Go to **Home > BusinessObjects Enterprise Applications > Web Intelligence > Advanced Rights**.
3. Set "**View SQL**" to "**Explicitly Granted**".

## Drill up does not work in the Firefox2 browser

You cannot drill up in a Web Intelligence report in the Firefox 2 browser.

Workaround: Use the Java panel for drilling in reports. To do this:

In **InfoView > Preferences > Web Intelligence Preferences** under "**Select a default creation/editing tool**" select **Java Report Panel**, and then **OK**.

## Drag and drop in reports does not work in the Firefox2 browser

You cannot drag and drop variables or objects into a Web Intelligence report in the Firefox2 browser.

Workaround: Use the Java panel for drilling in reports. To do this:

In **InfoView > Preferences > Web Intelligence Preferences** under "**Select a default creation/editing tool**" select **Java Report Panel**, and then **OK**.

## The NoFilter function does not work with block or quick filters

In Windows, when you create the Web Intelligence report variable =NoFilter([Sales revenue]) In ([Year]) and apply a report tab filter, the variable calculation is correct. However, when you use the block or quick filter the NoFilter() function is ignored. This happens because NoFilter() ignores all filters except Drill.

For information on using NoFilter for drilling, see *What's New in BusinessObjects Enterprise Release 2 Service Pack 3*.

## No database ranking for HP Neoview

Web Intelligence does not support Database Ranking for HP Neoview.

## The wrong error message appears when a user without correct access rights tries to schedule a Web Intelligence report

In Windows, when a user explicitly denied rights to access Web Intelligence reports tries to schedule a Web Intelligence report, the following error message should appear: "This user does not have access to schedule the document"

## 11 | Web Intelligence *Not able to retrieve a prompt while rescheduling a Web Intelligence instance in History*

Instead, the following message appears: "Java.lang.Null pointer Exception"

### **Not able to retrieve a prompt while rescheduling a Web Intelligence instance in History**

#### **Web Intelligence**

Under UNIX, when you reschedule in History an instance of a Web Intelligence report created in BO XI R2 SP3, the following error messages appears:

Internal error occurred when retrieving prompts. Error:null.

### **Turning to a pie chart from a report with more than ten objects crashes the report server**

Under Solaris, Linux or HP-UX, when you turn a table to a pie chart in a Web Intelligence report that contains more than ten objects, the Web Intelligence Report server crashes.



Crystal Reports

12



chapter

## Arabic does not appear correctly using Oracle Client

Arabic characters do not appear correctly in Crystal Reports BO XI R2 SP3 when you use Oracle client 10.1 or 10.2. However they do appear correctly when you use an Oracle ODBC connection.

BO XI R2 SP3 contains a fix for this problem. For it to work properly, you need to make the following updates to the registry:

1. Set `UseOSLocaleForConversion` to YES and deactivate `UseCustomCodePage` so that data is translated to Unicode.
2. Set `UseOSLocaleForConversion` to YES and set `UseCustomerCodePage` to a code page number so that number is used to do the transfer.

If `UseCustomerCodePage` is 0, it uses the language as Unicode page. If you set `UseCustomCodePage` to a non-number or an incorrect code page number, data is translated to Unicode.

3. Set `UseOSLocaleForConversion` to NO or the no setting, so that nothing is translated.

## Unable to create a Crystal report after deploying Adhoc.war application in WebLogic application server

In a Linux environment, when you install BOE XI R3, deploy the Adhoc.war application in WebLogic application server, and try to create a Crystal report in a browser window, the following error message appears:

Compilation of JSP File '/mainframes.jsp' failed

For more information on this issue, referred to as CR282101 on the WebLogic Server Known and Resolved Issues page, see [http://edocs.bea.com/wls/docs92/issues/known\\_resolved.html](http://edocs.bea.com/wls/docs92/issues/known_resolved.html).

Workaround: Upgrade your version of WebLogic to 9.2 MP1 or higher.

## HP NeoView problems in Crystal Reports

The following HP NeoView problems exist in Crystal Reports:

- Using an HP NeoView connection produces a memory read error when reporting off NVARCHAR data type.

Do one of the following:

- Upgrade to NeoView version 2.2.
- Use the CHAR and VARCHAR data types instead of NVARCHAR.
- In Linux, a memory read error occurs if you use an HP NeoView connection while trying to retrieve nchar or nvarchar data from database.

Workaround: Use the CHAR and VARCHAR data types.

- In Windows, a linking join between commands and tables using an HP NeoView connection causes a failure to retrieve data from the database. You can try to create links between tables, however you cannot link between commands and tables.

- The SQL statements generated for record selection against a very small number are not recognized by HP NeoView.

Workaround: Avoid selecting a small number, for example use 0.0 instead of 0.0000000001, if 0.0 can meet the selection requirement.

- In Windows, Crystal Reports cannot show views when **System Table** is activated in the ODBC administrator options for a HP NeoView ODBC connection.

Workaround: If users want to see views through the HP ODBC driver, in **View > Options > Database**, deactivate **System Table**.





Performance Management

13



chapter

## Analytics

### Gauge analytics

When you manually define a range of values in a speedometer, these values remain, even if you change the metric or sliced metric.

### Analytics are not available using SharePoint 2007

When you try to open an analytic using Portal SharePoint 2007, an error page appears instead.

### Problems with editing and viewing analytics without IE6 SP1 patches

Installing JVM 1.4/1.5/1.6 and Internet Explorer 6 SP1 without any patches results in the following:

- When you view an analytic and click the Edit link, a blank page appears.
- When you create an analytic, the Performance Management tabs and sub tabs disappear.

You need to install the following Internet Explorer 6 SP1 patches:

- Q823353
- Q833989

### Unable to create analytics based on a universe query that uses the measures with BEGIN\_DATE and

## END\_DATE prompts over a HP Neoview 2.2 connection

When you create an analytic based on Query on Universe that uses measures containing the `BEGIN_DATE` and `END_DATE` prompts and where the generic ODBC is based on HP Neoview 2.2, the following error message appears:

"Error while accessing data provider"

Workaround:

To use timestamps with analytics based on universe queries do one of the following:

1. In Designer keep the column in the universe as a `TIMESTAMP`.
2. Edit the Where clause of the universe column.
3. Cast the `DATE` values to `TIMESTAMP`.
4. Change the column to `DATE` at the table level in database and avoid the cast.

For example,

Initially, if the Where clause condition of the universe column is defined as:

```
DW_CAR_FACT.Order_Date_Id = DW_CAR_DATE.Date_Id  
and DW_CAR_DATE.Period_Start BETWEEN @Prompt('BEGIN_DATE',  
'D',,mono,free) AND @Prompt('END_DATE', 'D',,mono,free)
```

Change the timestamp to date using the following conversion in the where clause:

```
DW_CAR_FACT.Order_Date_Id = DW_CAR_DATE.Date_Id  
and CAST(DW_CAR_DATE.Period_Start AS DATE) BETWEEN  
@Prompt('BEGIN_DATE', 'D',,mono,free) AND @Prompt('END_DATE',  
'D',,mono,free)
```

## Applications

### Deleting a subject from Set Architect causes errors in the Performance Management repository

When you delete a set subject from set architect an entry remains in CI\_SUBJECT referencing the SET\_SUBJECT row where this subject was stored. This record was not deleted by Set Architect.

Workaround:

Refresh manually the subject list to get the updated subject list.

### An HTTP 500 error in Performance Manager My Goals

In Performance Manager, an HTTP 500 error occurs when you open **My Goals**. This problem occurs if the Central Management Server (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.

## Set Analysis

### **Connectivity: 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' appears, and the set is not created correctly. This problem does not occur with Sybase ASE version 12.5.2.

**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.

## Predictive Analysis models do not work with Sybase ASE 15

When you try to regenerate a model in Predictive Analysis with Sybase ASE15, the following error message appears:

"An error occurred while saving data for the refresh model. Contact with your Business Objects administrator."

## Performance Management 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=<BO Installation Dir>\BusinessObjects Enterprise  
11.5\java\applications\cewcanative.jar  
step3  
Locate the desktop.war file found at <BO Installation  
Dir>\BusinessObjects Enterprise 11.5\java\applications.
- Under Setting Daf.configdir  
step 2  
Copy the InitConfig.properties file found in <BO Installation  
Dir>\Performance Management 11.5 to the folder c:\config



Designer

14



chapter

## Designer SQL generation parameters

### Inner joins in WHERE clause

When the universe parameter ANSI92 is set to **yes**, a new parameter, INNERJOIN\_IN\_WHERE, allows you to force the system to generate SQL syntax with all the inner joins in the WHERE clause. This is only possible if a query contains only inner joins.

In Designer, if the universe parameters INNERJOIN\_IN\_WHERE and ANSI92 are both set to **yes**, the system generates ANSI 92 join syntax in the FROM clause except when the query contains only inner joins. In this case, the inner joins go into the WHERE clause.

### Self joins in WHERE clause

When the universe parameter ANSI92 is set to **yes**, the syntax for self-joins is generated according to the ANSI 92 convention, and conditions for a self-join go in the ON clause of the table join definition in the FROM clause of the SQL query.

In Designer, if the universe parameters SELFJOINS\_IN\_WHERE and ANSI92 are both set to **yes**, the conditions of a self-join go in the WHERE clause of the SQL query.

By default, the SELFJOINS\_IN\_WHERE parameter is set to **no**.



Voyager

15



chapter

## Users are not allowed to view Voyager documents in InfoView

Users see Voyager document titles in InfoView but do not have links to the documents. Users can add these documents can be added to My Dashboard pages.

When a Voyager workspace is saved to a public folder, it inherits the default rights of "Schedule". To let others view the workspace, the administrator needs to select "custom" rights and explicitly grant the **"Edit object"** rights in the Central Management Console properties.



Business Question

16



chapter

## Error when trying to open a report from an encyclopedia link

In Windows, When you open a document using BusinessObjects in 3-tier mode from a Business Question encyclopedia link, an internal problem error message appears.

## Reports do not reflect InfoView preferences

Desktop Intelligence, Web Intelligence or Crystal reports opened from a Business Question encyclopedia link do not follow the preferences set in the InfoView preferences.

For example, even if the document viewing preference is set as "in a single full screen browser, one document at a time", a report opened using the encyclopedia link is not opened in a full screen browser. It opens in the InfoView portal.



Live Office

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chapter

## In Live Office, you cannot create folders directly under the BOE Public folder

While saving a Live Office document, the **Create New Folder** button is disabled after you select **Public folder**.

Workaround: If you need to create a folder directly under the BOE Public folder, do it through InfoView.



Web Services

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chapter

## Working with Drill: Handling document reference in the CallbackScript

In the previous releases of Web Services, while drilling a document, a null value was passed as a document reference to the callbackscript, and a workaround was implemented to get the document reference. In BO XI R2 SP3, the null values are no longer passed as a document reference to the callbackscript and hence the workaround can safely be omitted.

### Example: Passing the drill parameters to the CallbackScript

```
DrillOption objDrillOption = new DrillOption();
objDrillOption.setCallbackFrame("view");
objDrillOption.setCallbackScript("manageDrill.jsp");
objDrillOption.setAmbiguousDrillCallbackScript("ambiguous.jsp");
objDrillOption.setBlockHolder("block");
objDrillOption.setFromHolder("from");
objDrillOption.setDrillActionHolder("action");
objDrillOption.setFilterHolder("filter");
objDrillOption.setToHolder("to");
objDrillOption.setHierarchyHolder("hierarchy");
objDrillOption.setDocumentReferenceHolder("documentReference");
In manageDrill.jsp (CallbackScript)
String reference=request.getParameter("documentReference");
```

---



Auditing

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chapter

## New Auditing database 'document path' event detail

The Auditing database contains an event detail that displays the 'document path' of a given report or document. The document path shows the following:

- folder name
- folder location
- valid report or document name

**Note:** The document path does not appear in the Auditing reports.



# Troubleshooting HTTP Errors



# 20

chapter

## Troubleshooting HTTP 404 errors

You can receive the HTTP 404 error for one of the following reasons:

- The requested page was deleted in error. Check the deployment folder of the web application to make sure that the requested page exists.
- The web application is not properly configured. Try to access other pages in this web application. If there are other pages in this web application that are not accessible, then there is a problem with the web application configuration. Consult the web application deployment instructions to check that the configuration files are valid, or redeploy the web application.
- A system setting is incorrect. For example, the memory limit was reached or an ODBC DSN was not correctly configured. As a result, an exception was thrown and the expected page was not generated. Check the web server log or the web application log for error or exception records.
- An environment variable is not properly set. This environment variable can be a system variable, or a variable defined in the web application server. As a result, a required library or class cannot be found. Check the web server log or the web application log for error or exception records. Consult the web application deployment instructions to make sure that all of the required steps were done.
- The web application is corrupted. Restart the web server. If the problem still persists, re-deploy the web application.
- If the requested resource is a dynamically-generated web page with a special extension name (for example, `.cwr`), the web server may not handle the request because the corresponding application mapping is not configured properly. Check the web server configuration.
- A related web application may not be deployed or properly configured. Consult the web application deployment instructions to verify the configuration of the web application.
- If the page worked previously, but then stopped working, a recent change on the web server side may have negatively impacted this page or its parent web application. For example, when an add-on web application is applied on top of the existing web application, the original configuration may be corrupted. Check for recent changes to the web server.

## Resolving HTTP 500 errors

You can receive the HTTP 500 error for one of the following reasons:

- A prerequisite component is not installed or properly configured. As a result, an exception is thrown on the web server side. Check the web server log or the web application log for error or exception records. Check the web application deployment instructions to make sure that all required components were installed.
- An environment variable was not properly configured. This environment variable can be a system variable, or a variable defined in the web application server. As a result, a required library or class can not be found. Check the web server log or the web application log for error or exception records. Check the web application deployment instructions to make sure that all required steps were done.
- A security setting was not properly set. For example, a required system user account was not set. Check the web server log or the web application log for error or exception records. Check the web application deployment instructions to make sure that all of the required security settings are valid.
- The web application may not be properly configured or it may be corrupted. Restart the web server. If the problem persists, redeploy the web application.
- If the page worked previously, but then stopped working, a recent change on the web server side may have negatively impacted this page or its parent web application. For example, when an add-on web application is applied on top of the existing web application, the original configuration may be corrupted. Check for recent changes to the web server.
- If the requested resource is a dynamically-generated web page with a special extension name (for example, .cwr), the web server may not handle the request because the corresponding application mapping is not configured properly. Check the web server configuration.
- If the web server is Microsoft IIS, refer to the following article in the Microsoft Knowledge base: <http://support.microsoft.com/kb/311766>





Business Objects  
Information Resources

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chapter

## **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.

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. View or download the Business Objects Documentation Roadmap, available with the product documentation at the Online Customer Support web site.

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.

### **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.

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

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.

From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style. For more information, contact your local sales office or the Business Objects Consulting Services.

#### Useful addresses at a glance

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

