



Installation and Deployment Guide for Windows and UNIX

Copyright

© 2008 Business Objects. All rights reserved. Business Objects owns the following U.S. patents, which may cover products that are offered and licensed by Business Objects: 5,555,403; 5,857,205; 6,289,352; 6,247,008; 6,490,593; 6,578,027; 6,831,668; 6,768,986; 6,772,409; 6,882,998; 7,139,766; 7,299,419; 7,194,465; 7,222,130; 7,181,440 and 7,181,435. Business Objects and the Business Objects logo, BusinessObjects, Business Objects Crystal Vision, Business Process On Demand, BusinessQuery, Crystal Analysis, Crystal Applications, Crystal Decisions, Crystal Enterprise, Crystal Insider, Crystal Reports, Desktop Intelligence, Inxight, the Inxight Logo, LinguistX, Star Tree, Table Lens, ThingFinder, Timewall, Let there be light, Metify, NSite, Rapid Marts, RapidMarts, the Spectrum Design, Web Intelligence, Workmail and Xcelsius are trademarks or registered trademarks in the United States and/or other countries of Business Objects and/or affiliated companies. All other names mentioned herein may be trademarks of their respective owners.

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>

2008-05-13



Contents

Chapter 1	Overview	5
Chapter 2	BusinessObjects XI Release 2 Service Pack 4 installable packages	7
Chapter 3	Prerequisites	11
	Recommended minimum disk space values	13
	To verify that you have SP2 or SP3 installed (Windows).....	13
	To verify that you have SP2 or SP3 installed (UNIX)	14
Chapter 4	Installation scenarios	15
	Pre-existing installation scenarios.....	16
	New installation scenarios.....	18
Chapter 5	Installation in a distributed environment	19
Chapter 6	Installation of Service Pack 4 on Windows	21
	To install Service Pack 4 on Windows	22
	If a previous installation of Service Pack 4 is detected.....	26
	To uninstall Service Pack 4 on Windows	26
	Silent Installation on Windows.....	27
	Silent uninstallation on Windows.....	30
	Manual deployment of web application server components - Windows	30
Chapter 7	Installation of Service Pack 4 on UNIX	35
	Configuration backup and restore	36

Contents

To install Service Pack 4 on UNIX.....	37
To uninstall Service Pack 4 on UNIX	38
Silent Installation on UNIX.....	39
Manual deployment of web application server components - UNIX	39
Chapter 8 Installing Service Pack 4 on a 64-bit environment	43
Path names.....	44
Enterprise Reporting.....	44
CMS data sources on Windows 2003	44
SQL Server 2005 32-bit client.....	45
Appendix A Get More Help	47
Index	51



Overview




1
chapter

This guide provides you with information and procedures for installing and deploying the BusinessObjects Enterprise XI Release 2 Service Pack 4 packages. This guide is intended for the system administrator or IT professional who is responsible for the installation, deployment, and maintenance of BusinessObjects Enterprise. Familiarity with your overall network environment, port usage, database environment, and web application server software is beneficial.

Please refer to this additional documentation available on the Business Objects Customer Support site at <http://technicalsupport.businessobjects.com>.

- *BusinessObjects XI SharePoint Installation Guide*
- *BusinessObjects XI Release 2 Service Pack 4 Release Notes*



BusinessObjects XI Release
2 Service Pack 4 installable
packages

2

chapter

Depending on your requirements, the BusinessObjects XI Release 2 Service Pack 4 provides a number of installable packages:

1. A **BusinessObjects XI Release 2 Service Pack 4 package** (Windows and UNIX), which includes updates for:
 - BusinessObjects Enterprise XI Release 2
 - Crystal Reports XI Release 2
 - OLAP Intelligence XI Release 2
2. A **BusinessObjects XI Portal Integration Kit for Microsoft Office SharePoint 2007 package** (Windows only) (BusinessObjects XI SharePoint 2007 Portal Integration Kit)
3. A **BusinessObjects XI Release 2 Service Pack 4 for Desktop Intelligence and Universe Designer package**. (Windows only)
4. A **Crystal Reports XI Release 2 Service Pack 4 package** (Windows only)
5. An installation of **Crystal Reports XI Release 2 .NET Merge Modules**
 - Merge Modules are used in the deployment of thick client windows applications and provide the necessary runtime for Crystal Reports .NET.
 - The documentation for using the Merge Modules, *Crystal Reports XI Release 2 .NET Application Deployment*, is available on the Business Objects support site at <http://technicalsupport.businessobjects.com>.

BusinessObjects Enterprise XI Release 2 Service Pack 4 does not include a full version of the BusinessObjects XI Release 2 Productivity Pack. Instead, if the installation program detects a version of the Productivity Pack at the Service Pack 3 level, it patches the Productivity Pack to Service Pack 4.

Note: The BusinessObjects Software Inventory Tool is automatically included in all Windows installation packages.

- The BusinessObjects Software Inventory Tool is a Java-based maintenance tool available to administrators of BusinessObjects Enterprise XI. It creates and maintains an inventory of all changes made to Business Objects software via Business Objects installers and allows users to view these changes.
- The documentation for using the Software Inventory Tool, *BusinessObjects Software Inventory Tool*, is available on the Business Objects support site at <http://technicalsupport.businessobjects.com>.

The Service Pack 4 installation packages are available for download from the following locations.

- The Business Objects support site; <http://support.businessobjects.com/downloads/>.
- The Business Objects Electronic Software Distribution (ESD) site; <https://businessobjects.subscribenet.com/>.



Prerequisites



3
chapter

When any of the Service Pack 4 packages are installed, a detection process searches for installed components. If the specific required components are not detected the Service Pack 4 installation will stop.

The **BusinessObjects XI Release 2 Service Pack 4** package requires BusinessObjects Enterprise XI Release 2 Service Pack 2 (SP2) or Service Pack 3 (SP3) for installation. Please ensure that an installation of SP2 or SP3 is in place before installing Service Pack 4.

Note: If you have already installed SP2 and haven't installed SP3, it is not necessary to install SP3 first. You can install SP4 on top of SP2.

The **Desktop Intelligence and Universe Designer XI Release 2 Service Pack 4** package will proceed only if no other BusinessObjects Enterprise components are detected. If components other than Desktop Intelligence or Universe Designer are detected the install will stop and display a warning message. In this case, you must install the full BusinessObjects XI Release 2 Service Pack 4 package.

The **Crystal Reports XI Release 2 Service Pack 4** package will proceed only if Crystal Reports is detected and if no BusinessObjects Enterprise components are detected. If additional BusinessObjects Enterprise components are detected the install will stop and display a warning message. In this case, you must install the full BusinessObjects XI Release 2 Service Pack 4 package.

In general, the following components must be installed and configured correctly before you install the **BusinessObjects XI SharePoint 2007 Portal Integration Kit**:

- Microsoft Windows SharePoint Services or Microsoft Office SharePoint Server 2007.
- BusinessObjects Enterprise Service Pack 4
- Microsoft Windows Server 2003 (any edition).

Note: It is strongly recommended that you follow your normal procedures for backing up your deployment, prior to installing any patch. Even though Service Pack 4 (SP4) has gone through extensive testing, SP4 should be applied to a test system and verified before deploying on your production system.

If the BusinessObjects XI Release 2 Service Pack 4 installation process detects that Service Pack 4 has already been installed, the "Uninstall" screen appears. Click **Next** to uninstall Service Pack 4.

Note: BusinessObjects XI Release 2 Service Pack 4 installation on 64-bit operating systems is supported in the following circumstances:

- running in 32-bit mode on 64-bit Operating Systems.
- deploying 32-bit web applications to 64-bit Tomcat Web App Server.
- data access to 64-bit database servers.
- interoperability with Microsoft Office / Visual Studio versions on 64-bit platforms.

For more information on 64-bit support please consult the *Release Notes* from our website: http://support.businessobjects.com/documentation/product_guides/default.asp, or see *Installing Service Pack 4 on a 64-bit environment* on page 43.

Recommended minimum disk space values

Ensure that you have sufficient disk space available for the installation of BusinessObjects XI Release 2 Service Pack 4. For more information on disk space requirements, please see the *Platform Availability Report*. You can download this document from our website at: http://support.businessobjects.com/documentation/supported_platforms/default.asp.

For additional information on Installation Resources, please see http://support.businessobjects.com/documentation/installation_resources/default.asp.

To verify that you have SP2 or SP3 installed (Windows)

1. Go to **Start > Settings > Control Panel**.
2. Double-click **Add or Remove Programs**.
The "Add or Remove Programs" dialog box opens.
3. Check the list for **BusinessObjects XI Release 2 Service Pack 2** or **BusinessObjects XI Release 2 Service Pack 3**.

3 Prerequisites

To verify that you have SP2 or SP3 installed (UNIX)

To verify that you have SP2 or SP3 installed (UNIX)

- Locate the entry Version XIR2 SP2 or XIR2 SP3 in the `ProductID.txt` file in the `<INSTALLDIR>/setup` directory, or
- Locate the entry `boeXIR2_SP2` or `boeXIR2_SP3` in the `patch_list` file in the `<INSTALLDIR>/patch` directory

In both cases, `<INSTALLDIR>` refers to the installation directory for BusinessObjects XI Release 2



Installation scenarios



chapter

There are several different Service Pack 4 package installation scenarios you may choose from, depending on which products you already have installed.

Before you begin any installation, please refer to the Business Objects Supported Platforms documentation at http://support.businessobjects.com/documentation/product_guides/default.asp.

For additional important information that may pertain to your deployment, it is also strongly recommended that you consult the Release Notes included with your product distribution. You can also download them from the website at http://support.businessobjects.com/documentation/product_guides/default.asp.

Pre-existing installation scenarios

This table describes the installation scenarios that are available if you have already installed BusinessObjects Enterprise XI Release 2.

Table 4-1: Pre-existing installation scenarios

If you have the following packages installed	The Service Pack 4 installation program installs
BusinessObjects XI Release 2 Service Pack 2 or Service Pack 3	BusinessObjects XI Release 2 Service Pack 4
<ul style="list-style-type: none"> • BusinessObjects XI Release 2 Service Pack 2 or Service Pack 3 • Crystal Reports XI Release 2 Service Pack 3 	<ul style="list-style-type: none"> • BusinessObjects Enterprise XI Release 2 Service Pack 4 • Crystal Reports XI Release 2 Service Pack 4

If you have the following packages installed	The Service Pack 4 installation program installs
<ul style="list-style-type: none"> • BusinessObjects XI Release 2 Service Pack 3 • BusinessObjects XI Release 2 Productivity Pack for Service Pack 3 	<ul style="list-style-type: none"> • BusinessObjects Enterprise XI Release 2 Service Pack 4 • BusinessObjects XI Release 2 Productivity Pack for Service Pack 4
<p>Crystal Reports XI Release 2 Service Pack 3, without enterprise components</p>	<p>Crystal Reports XI Release 2 Service Pack 4</p>
<ul style="list-style-type: none"> • BusinessObjects XI Release 2 Service Pack 3 • BusinessObjects XI Release 2 Productivity Pack for Service Pack 3 • Crystal Reports XI Release 2 Service Pack 3 	<ul style="list-style-type: none"> • BusinessObjects XI Release 2 Service Pack 4 • BusinessObjects XI Release 2 Productivity Pack for Service Pack 4 • Crystal Reports XI Release 2 Service Pack 4
<p>Desktop Intelligence XI Release 2 and / or Universe Designer XI Release 2 only (no other Enterprise components)</p>	<p>Desktop Intelligence and Universe Designer XI Release 2 Service Pack 4</p> <p>Note: The Desktop Intelligence and Universe Designer XI Release 2 Service Pack 4 does not install if any BusinessObjects Enterprise components are detected on the machine.</p>

If you have the following packages installed	The Service Pack 4 installation program installs
<ul style="list-style-type: none"> • BusinessObjects XI Release 2 Service Pack 4 • BusinessObjects XI SharePoint 2007 Portal Integration Kit 	BusinessObjects XI SharePoint 2007 Portal Integration Kit Service Pack 4

New installation scenarios

This table describes the installation scenarios that are available if you are installing BusinessObjects Enterprise XI Release 2 for the first time.

Table 4-2: New installation scenarios

If you want to	Install
Install BusinessObjects Enterprise XI Release 2 at Service Pack 4, without installing the Productivity Pack.	BusinessObjects Enterprise XI Release 2 Service Pack 4 (Full Install)
Install BusinessObjects Enterprise XI Release 2 for Service Pack 4, with the Productivity Pack.	<ul style="list-style-type: none"> • BusinessObjects Enterprise XI Release 2 Service Pack 2 (Full Install) • BusinessObjects Enterprise XI Release 2 Productivity Pack • BusinessObjects Enterprise XI Release 2 Service Pack 4 <p>Note: Installing Service Pack 4 updates both BusinessObjects Enterprise and the Productivity Pack to Service Pack 4.</p>



Installation in a distributed environment

5

chapter



Some BusinessObjects components reside on servers but others reside on individual client machines. If you have components running on servers, the servers must be upgraded with Service Pack 4.

For multi-machine deployments, you must install Service Pack 4 on every machine that contains BusinessObjects Enterprise XI Release 2 components.

If you have any of the following client components installed on a machine, and you require the fixes or enhancements contained in a Service Pack, the Service Pack should be applied.

- Publishing Wizard
- Import Wizard
- Data Source Migration Wizard
- Business View Manager
- Repository Migration Tool
- Desktop Intelligence
- Universe Designer
- Software Development Kits (SDKs)
- Report Conversion Tool
- Universe builder

Note: These BusinessObjects XI Release 2 clients are available on Windows only. Therefore you must use the Windows version of Service Pack 4.



Installation of Service Pack 4 on Windows



6

chapter



Service Pack 4 installation is performed as an in-place upgrade to Service Pack 2 or Service Pack 3. If any pre-Service Pack 2 versions of BusinessObjects are detected, the Service Pack 4 installation displays a warning message indicating that the current system must be upgraded to Service Pack 2 level before the Service Pack 4 installation can proceed.

The in-place upgrade of the installation involves backing up the affected BusinessObjects XI Release 2 components and installing the corresponding Service Pack 4 components. Service Pack 4 only updates the detected XI Release 2 components and uses the XI Release 2 destination folders. The install uses the Multi-Language version.

Service Pack 4 does not require you to enter a new License key. It uses existing keys that are in the Central Management System (CMS) system database.

If the installation of Service Pack 4 cannot complete because it is either canceled or it encounters an unrecoverable error (for example, if it fails to copy a file to the destination folder), a rollback action reverts the system back to a fully functional XI Release 2 installation, including the correct patch level before the SP4 installation (e.g. Fix Pack 2.1).

It is recommended that you stop all the BusinessObjects Enterprise services before running the Service Pack 4 installation. However, this is not mandatory because the Service Pack 4 setup stops them if they are running.

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.

However, Windows forces the installation into the `\Program Files (x86)\Business Objects` directory, even though you specify an alternate path for the installation. In other words, after specifying the `\Program Files\Business Objects` directory for the installation, the files are installed in the `\Program Files (x86)\Business Objects` directory.

To install Service Pack 4 on Windows

The following steps are applicable to these Service Pack 4 installation packages (except as noted):

- BusinessObjects XI Release 2 Service Pack 4, which includes patches for:
 - BusinessObjects Enterprise XI Release 2
 - Crystal Reports XI Release 2
 - Desktop Intelligence and Universe Designer XI Release 2
 - OLAP Intelligence XI Release 2
- Crystal Reports XI Release 2 Service Pack 4
- Desktop Intelligence and Universe Designer XI Release 2 Service Pack 4

Note: The installation of the Service Pack 4 for Desktop Intelligence and Universe Designer XI Release 2 proceeds only if Desktop Intelligence and/or Universe Designer is detected AND no other BusinessObjects Enterprise components are detected. If any existing BusinessObjects Enterprise XI components other than Desktop Intelligence and /or Universe Designer are detected the installation process displays an error and terminates.

1. Launch the installation by running `setup.exe`.
2. On the "Choose Setup Language" dialog box select your desired language for the installation and click **Next**.

You have a choice of the following languages for setup:

- English
- French
- German
- Spanish
- Japanese
- Chinese (Simplified)
- Chinese (Traditional)
- Korean
- Dutch
- Swedish
- Italian
- Portuguese
- Russian
- Polish

The installation automatically selects the default language based on your OS locale settings.

3. On the "Welcome" dialog box, click **Next**.
4. On the "License Agreement" dialog box, review the content of the End User License Agreement and click **Next** to proceed if you agree to the terms.

- On the "Patch Installation Options" dialog box, the options outlined in the following table are displayed. Select the options that are appropriate for your installation and click **Next**.

Note: This dialog box is not presented when installing Crystal Reports XI Release 2 Service Pack 4, or the Desktop Intelligence and Universe Designer XI Release 2 Service Pack 4.

Installation Option	Description
<p>Select to start servers after installation</p>	<p>Select this option to allow the Service Pack 4 installation to automatically start your BusinessObjects Enterprise servers and the Tomcat web application server (when available) at the end of the installation.</p> <p>Note: If the service has a startup type and is set to Automatic, it will be stopped automatically before the installation and restarted after the installation completes. If the service is not set to Automatic, you can either start the service through the CMC, CCM, or the Windows Services panel. You can access the Windows Services panel by navigating to the Windows Start Menu: Start menu > Control Panel > Administrative tools > Services.</p>
<p>Select to deploy warfiles after installation</p>	<p>Select this option to allow the Service Pack 4 installation to automatically deploy updates to the web applications on the detected Tomcat Web Application Server.</p> <p>Note:</p> <ul style="list-style-type: none"> If the Tomcat Web Application server is not detected, this option will not be available. If the WAR files are not re-deployed automatically, they will need to be manually re-deployed after installation. See the section Manual deployment of web application server components - Windows on page 30 for more information.

- On the "Start Installation" dialog box, click **Next** to begin the installation.

The "Installation Progress" dialog box appears.

Note: A backup of all the files being modified by Service Pack 4 (C_SP4Patch.zip) is created in the C:\Program Files\Business Objects\ directory. This is the default location. If the installation directory was modified at the time of the original installation, the .zip file is written to that directory.

7. When the installation is complete, a prompt to restart the system may appear if any files were locked by a process on your system. As soon as the system is restarted the locked files will be updated.

Note: To review details of the installation, you can view the contents of the installation log file located in the default installation path: C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\Logging. If the installation directory was modified at the time of the original installation, the log files are written to that directory.

8. After the system is restarted, check to see if any BusinessObjects Enterprise services are not started. If any services are not started, start them manually through Central Management Console (CMC), Central Configuration Manager (CCM), or Windows Services panel.

Note: For information on the installation and use of these Service Pack 4 packages please refer to the following documentation which is available on the BusinessObjects support site at <http://technicalsupport.businessobjects.com>.

Package	Document
Microsoft SharePoint 2007 Portal Integration Kit	<i>BusinessObjects XI SharePoint Installation Guide</i>
The BusinessObjects Software Inventory Tool	<i>BusinessObjects Software Inventory Tool</i>
Crystal Reports XI Release 2 .NET Merge Modules	<i>Crystal Reports XI Release 2 .NET Application Deployment</i>

If a previous installation of Service Pack 4 is detected

If a previous installation of Service Pack 4 is detected on the machine, the "Uninstall" screen appears.

To remove the existing installation of Service Pack 4, click **Next**.

To uninstall Service Pack 4 on Windows

To remove a Service Pack 4 installation on Windows:

1. Open the Central Configuration Manager (CCM), right-click all of the services, and click **Stop**.
2. Go to **Start > Settings > Control Panel** and double-click **Add or Remove Programs**.
3. Select **BusinessObjects XI Release 2 Service Pack 4** and click **Remove**.

The "Add or Remove Programs" dialog box prompts you to confirm that you want to remove BusinessObjects Enterprise from your computer.

4. Click **Yes**.
5. When the appropriate files are removed and the necessary configuration is carried out, click **Finish**.

BusinessObjects XI Release 2 Service Pack 4 has been uninstalled and you are returned to the Add/Remove Program Properties dialog box.

Note: When you un-install Service Pack 4 your system reverts back to a fully functional XI Release 2 Service Pack 2 or Service Pack 3 installation, at the correct patch level (e.g. Fix Pack 2.1) that existed before the SP4 installation. Uninstalling SP4 also un-installs any Fix Packs installed after Service Pack 4.

Note: After the uninstallation of Service Pack 4, the .war files located under `C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\java\applications` are not automatically redeployed by the Service Pack 4 uninstaller. Therefore you need to manually redeploy the .war files.

Note: BusinessObjects XI Release 2 Service Pack 4 may also be uninstalled silently. See the section [Silent Installation on Windows](#) on page 27 for more information.

Silent Installation on Windows

A silent installation is one that you run from the command line to automatically install software (in this case, Service Pack 4) on any machine in your system, without the installation program prompting for information during the installation. The silent installation is particularly useful when you need to perform multiple installations and do not want to interrupt people who are working on machines in your system.

You can also use the silent installation command in your own scripts. For example, if your organization uses scripts to install software on machines, you can add the silent Service Pack 4 installation command to your scripts.

Under Windows, running the silent installation consists of the command `setup`, followed by one of several options listed in the following table. To use an option, place it on the command line after the `setup` command. For example, type `setup CLIENTLANGUAGE=EN /qn` if you want to run `setup.exe` in silent mode without displaying any installation dialogs while automatically deploying web application server components and restarting BusinessObjects Enterprise services.

The following table describes the command line options available for a silent installation. To use an option, place it on the command line after the `setup` command.

This example runs the `setup` program without any prompting, including the prompt for install language and shows the progress bar through completion.

```
setup.exe CLIENTLANGUAGE=EN /qn /qb
```

Table 6-4: Service Pack 4 Silent Install Command Line Options

Options	Description
<i>DEPLOY_WARFILES</i>	<p>When set to 0 (i.e. DEPLOY_WARFILES=0), the option instructs the Service Pack 4 installation NOT to automatically deploy web application server components (.war files) on the Tomcat web application server.</p> <p>If not specified, the .war files will be automatically deployed. This is an optional parameter.</p> <p>Note: This parameter is applicable to the full BusinessObjects XI Release 2 Service Pack 4 package only.</p>
<i>RESTARTBOBJSERVERS</i>	<p>When set to 0 (i.e. RESTARTBOBJSERVERS=0), the option instructs the Service Pack 4 installation NOT to automatically start the BusinessObjects Enterprise servers and the Tomcat web application server (when available) at the end of the installation.</p> <p>If not specified, the servers will be automatically re-started.</p> <p>Note: This parameter is applicable to the full BusinessObjects XI Release 2 Service Pack 4 package only.</p>

Options	Description
<i>CLIENTLANGUAGE</i>	<p>Use this to specify the Language version code for the installation.</p> <ul style="list-style-type: none"> • For English, enter EN. • For French, enter FR. • For German, enter DE. • For Spanish, enter ES. • For Japanese enter JP. • For Simplified Chinese, enter CHS. • For Traditional Chinese, enter CHT. • For Korean, enter KO. • For Dutch, enter NL. • For Swedish, enter SV. • For Italian, enter IT. • For Portuguese, enter PT. • For Russian, enter RU. • For Polish, enter PO. <p>Note: If you do not enter this parameter, the regular language selection screen appears at the beginning of your install, even if you specified the parameters for a no prompt installation.</p>
<i>/qn</i>	<p>Use this option so the user is not prompted during the install, or when the installation is complete. To prompt when the installation is complete, specify <i>/qn+</i>.</p>
<i>/qb</i>	<p>Use this option to display a progress indicator during the installation. To prompt when the installation is complete, specify <i>/qb+</i>.</p>

Silent uninstallation on Windows

BusinessObjects XI Release 2 Service Pack 4 may also be uninstalled silently. To perform a silent un-installation, run the following on the command line:

```
msiexec.exe /x <path and name of msi> /qn
```

Manual deployment of web application server components - Windows

If the web application server components (.war files) were not re-deployed automatically after the installation of the Service Pack, you need to do this manually. The following section describes how to manually deploy the web application server components (.war files) on a Tomcat application server.

Some .war files have dependencies on each other and must be deployed in a specific order. The admin.war file depends on jsfadmin.war, which depends on webcompadapter.war.

Note: The following procedure assumes BusinessObjects Enterprise XI Release 2 is installed into the default installation folder.

To redeploy the .war files for the Tomcat Web Application Server that is installed with BusinessObjects Enterprise XI Release 2, follow these steps:

1. Check for the presence of the following files in the following folders:

Folder	Files
C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\java\applications	<ul style="list-style-type: none">• adhoc.war• admin.war• AnalysisHelp.war• desktop.war• jsfadmin.war• jsfplatform.war• styles.war• webcompadapter.war

Folder	Files
C:\Program Files\Business Objects\BusinessObjects Enterprise 11.5\Web Services\en	<ul style="list-style-type: none"> • dswsbobje.war
C:\Program Files\Business Objects\Performance Management 11.5	<ul style="list-style-type: none"> • afhelp.war
C:\Program Files\Business Objects\Tomcat\conf\Catalina\localhost	<ul style="list-style-type: none"> • adhocwar.xml • adminwar.xml • afhelpwar.xml • AnalysisHelpwar.xml • desktopwar.xml • dswsbobjewar.xml • jsfadminwar.xml • jsfplatformwar.xml • styleswar.xml • webcompadapterwar.xml

2. Stop Tomcat

3. In the folder C:\Program Files\Business Objects\Tomcat\webapps, backup and delete the folders:

- AnalysisHelp
- businessobjects
- dswsbobje
- jsfadmin
- styles

4. Delete the following folders in the Tomcat's work folder. By default, this folder is C:\Program Files\Business Objects\Tomcat\work\Catalina\localhost.

- AnalysisHelp
- businessobjects
- businessobjects_enterprise115_adhoc
- businessobjects_enterprise115_adminlaunch
- businessobjects_enterprise115_desktoplaunch
- dswsbobje

- jsfadmin
- styles

5. Rename the XML files in C:\Program Files\Business Objects\Tomcat\conf\Catalina\localhost as follows:

- `adhocwar.xml` = `adhocwar.xmlB`
- `adminwar.xml` = `adminwar.xmlB`
- `afhelpwar.xml` = `afhelpwar.xmlB`
- `AnalysisHelpwar.xml` = `AnalysisHelpwar.xmlB`
- `dswsbobjewar.xml` = `dswsbobjewar.xmlB`
- `desktopwar.xml` = `desktopwar.xmlB`
- `jsfadminwar.xml` = `jsfadminwar.xmlB`
- `jsfplatformwar.xml` = `jsfplatformwar.xmlB`
- `styleswar.xml` = `styleswar.xmlB`

Note: If you do not rename the XML files Tomcat deploys them in alphabetical order. You need to deploy `webcompadapter.war` first due to dependencies of other `.war` files.

6. Start Tomcat

Note: Use a utility such as “Task Manager” to monitor the CPU usage by the Tomcat process (look for “Tomcat5.exe”) to ensure that the `.war` file deployment is completed before you proceed. When the `.war` deployment is completed, the CPU usage should stabilize at a minimum level.

7. Rename *.xmlB files back to *.xml in this order and wait until the deployment of each renamed file is completed before renaming the next one.

Note: Tomcat server must be stopped each time before renaming the xml file and then restarted in order to initiate the redeployment associated with each xml file.

- `jsfadminwar.xmlB` = `jsfadminwar.xml`
- `adminwar.xmlB` = `adminwar.xml`
- `desktopwar.xmlB` = `desktopwar.xml`
- `adhocwar.xmlB` = `adhocwar.xml`
- `styleswar.xmlB` = `styleswar.xml`
- `AnalysisHelpwar.xmlB` = `AnalysisHelpwar.xml`
- `dswsbobjewar.xmlB` = `dswsbobjewar.xml`
- `afhelpwar.xmlB` = `afhelpwar.xml`

- `jsfplatformwar.xmlB = jsfplatform.xml`

6 | Installation of Service Pack 4 on Windows

Manual deployment of web application server components - Windows



Installation of Service Pack 4 on UNIX



7

chapter



Service Pack 4 installation is performed as in-place upgrade to Service Pack 2 or Service Pack 3. If any pre-Service Pack 2 versions of BusinessObjects are detected, the Service Pack 4 installation displays a warning message indicating that the current system must be upgraded to Service Pack 2 or Service Pack 3 level before the Service Pack 4 installation can proceed.

The in-place upgrade of the installation involves backing up the affected BusinessObjects XI Release 2 components and installing the corresponding Service Pack 4 components. Service Pack 4 only updates the detected XI Release 2 components and uses the XI Release 2 destination folders.

BusinessObjects Enterprise processes and the web application server must be stopped manually before beginning the installation of Service Pack 4 in a UNIX deployment. After the installation completes, they will be restarted automatically.

Service Pack 4 does not require you to enter a new License key. It will use existing keys that are in the CMS system database.

If the installation of Service Pack 4 cannot complete because it is either canceled or it encounters an unrecoverable error (for example, if it fails to copy a file to the destination folder), a rollback action reverts the system back to a fully functional XI Release 2 installation, including the correct patch level before the SP4 installation (e.g. Fix Pack 2.1).

Note: After shutting down BusinessObjects Enterprise processes with the command `stopservers`, check with the command `ps` to see if any processes still remain. Manually stop these processes in this case.

Configuration backup and restore

The Service Pack 4 uninstall scripts for UNIX will not reverse configuration changes that are made when the Service Pack is installed. Some of these changes may cause residual effects that may negatively affect your environment. Therefore, it is recommended that you create a backup copy of `<INSTALLDIR>/setup/boconfig.cfg` before installing Service Pack 4 and restore these settings after uninstalling the Service Pack.

Note: The backup copy of `boconfig.cfg` is only useful if you have not performed any additional BusinessObjects installations between the installation and uninstallation of Service Pack 4.

To install Service Pack 4 on UNIX

Installation of BusinessObjects XI Release 2 Service Pack 4 using the Installation Wizard is described below:

1. Launch the installation by inputting the following in a command line where your installation package is located: `install.sh`
2. Select your desired language for the installation and press **Enter** to continue.

You have a choice of the following languages for setup:

- English
- Korean
- French
- Dutch
- German
- Swedish
- Spanish
- Italian
- Japanese
- Portuguese
- Chinese (Simplified)
- Russian
- Chinese (Traditional)
- Polish

3. Review the content of the License agreement and select **Y** to proceed if you agree to the terms.
4. Input the Service Pack 4 installation directory and press **Enter**.

The following options are displayed:

Installation Option	Description
Automatically restart the Servers?	Select Y to instruct the Service Pack 4 installation to automatically start your BusinessObjects Enterprise servers and Tomcat web application server (when available) at the end of the installation.

Installation Option	Description
Automatically deploy the webapp files to Tomcat?	Select Y to instruct the Service Pack 4 installation to automatically deploy updates to the web application on the detected Tomcat Web Application Server. Note: If the Tomcat Web Application server is not detected, this option is not available.

5. Press **Enter** to proceed.

You are prompted to confirm that the installation can begin.

6. Press **Enter** to proceed.

The progress indicator displays the status of the installation.

Note: A backup of all the files being modified by Service Pack 4 is created in the `<INSTALLDIR>/patch/boeXIR2_SP4/backup` directory.

7. Press **Enter** to complete the installation.

Note:

To review details of the installation, you can view the contents of the installation log file located in `<INSTALLDIR>/logs/<install>_<timestamp>` where `<install>` is the name of the product that was installed, and `<timestamp>` is the date and time of the log file.

To uninstall Service Pack 4 on UNIX

The servers that were added from the Central Management Console (CMC) or Central Configuration Manager (CCM) after installing Service Pack 4 do not stop automatically during uninstallation which in turn results in the deletion of the added servers after rebooting. To avoid this, manually stop all servers before uninstalling Service Pack 4.

To uninstall Service Pack 4, execute the following command from the `<INSTALLDIR>/boeje` directory:

```
./uninstallpatch.sh boeXIR2_SP4
```

Note: After the uninstallation of Service Pack 4, the .war files located under `<INSTALLDIR>/enterprise115/java/applications` are not automatically re-deployed by the uninstaller, you will need to manually deploy the .war files.

Note: When you un-install Service Pack 4 your system will revert back to a fully functional XI Release 2 Service Pack 2 or Service Pack 3 installation, at the correct patch level (e.g. Fix Pack 2.1) that existed before the SP4 installation. Uninstalling SP4 will also un-install any Fix Packs installed after Service Pack 4.

Silent Installation on UNIX

A silent installation is one that you run from the command line to automatically install software (in this case, Service Pack 4) on any machine in your system, without the installation program. You can launch the installation of Service Pack 4 in silent mode by inputting the following in a command line:

```
install.sh -silent -u [Install Directory] <-norestart>  
<-noredeploy>
```

where

`<-norestart>` is an optional parameter that instructs the installation to bypass restarting the BusinessObjects Enterprise servers at the end of the installation, and

`<-noredeploy>` is an optional parameter that instructs the installation to bypass re-deploying the web application server components (war files).

Manual deployment of web application server components - UNIX

If the web application server components (.war files) were not re-deployed automatically after the installation of the Service Pack, you need to do this manually. The following section describes how to manually deploy the web application server components (.war files) on a Tomcat application server.

Some .war files have dependencies on each other and must be deployed in a specific order. The `admin.war` file depends on `jsfadmin.war`, which depends on `webcompadapter.war`.

To redeploy the .war files for the Tomcat Web Application Server that is installed with BusinessObjects Enterprise XI Release 2, follow these steps:

1. Check for the presence of the following files in the following folders:

Folder	Files
<INSTALLDIR>/Enterprise115/java/applications	<ul style="list-style-type: none"> • <code>adhoc.war</code> • <code>admin.war</code> • <code>AnalysisHelp.war</code> • <code>desktop.war</code> • <code>jsfadmin.war</code> • <code>jsfplatform.war</code> • <code>styles.war</code> • <code>webcompadapter.war</code>
<INSTALLDIR>/Enterprise115/Web Services/en	<ul style="list-style-type: none"> • <code>dswsbobje.war</code>
<INSTALLDIR>/Performance_Management_115	<ul style="list-style-type: none"> • <code>afhelp.war</code>
<INSTALLDIR>/Tomcat/conf/Catalina/localhost	<ul style="list-style-type: none"> • <code>adhocwar.xml</code> • <code>adminwar.xml</code> • <code>afhelpwar.xml</code> • <code>AnalysisHelpwar.xml</code> • <code>desktopwar.xml</code> • <code>dswsbobjewar.xml</code> • <code>jsfadminwar.xml</code> • <code>jsfplatformwar.xml</code> • <code>olapi_help.xml</code> • <code>styleswar.xml</code> • <code>webcompadapterwar.xml</code>

2. Stop Tomcat
3. In the folder <INSTALLDIR>/Tomcat/webapps, **back up and delete** the following folders:

- AnalysisHelp
 - businessobjects
 - dswsbobje
 - jsfadmin
 - styles
4. Delete the following folders in the Tomcat's work folder `<INSTALLDIR>/Tomcat/work/Catalina/localhost`
- AnalysisHelp
 - businessobjects
 - businessobjects_enterprise115_adhoc
 - businessobjects_enterprise115_adminlaunch
 - businessobjects_enterprise115_desktoplaunch
 - dswsbobje
 - jsfadmin
 - styles
5. Rename the XML files in `<INSTALLDIR>/Tomcat/conf/Catalina/localhost` as follows:
- `adhocwar.xml = adhocwar.xmlB`
 - `adminwar.xml = adminwar.xmlB`
 - `afhelpwar.xml = afhelpwar.xmlB`
 - `dswsbobjewar.xml = dswsbobjewar.xmlB`
 - `desktopwar.xml = desktopwar.xmlB`
 - `jsfadminwar.xml = jsfadminwar.xmlB`
 - `jsfplatformwar.xml = jsfplatformwar.xmlB`
 - `olapi_help.xml = olapi_help.xmlB`
 - `olapi_styles.xml = olapi_styles.xmlB`

Note: If you do not rename the XML files Tomcat deploys them in alphabetical order. You need `webcompadapter.war` to be deployed first due to dependencies of other `.war` files.

6. Start Tomcat

Note: Use a utility such as “`prstat`” to monitor the CPU usage by the Tomcat process (look for a Java process) to ensure that the `.war` file deployment is completed before you proceed. When the `.war` deployment is completed, the CPU usage should stabilize at a minimum level.

7. Rename *.xmlB files back to *.xml in this order and wait until the deployment of each renamed file is completed before renaming the next one.

Note: Tomcat server must be stopped each time before renaming the xml file and then restarted in order to initiate the redeployment associated with each xml file.

- jsfadminwar.xmlB = jsfadminwar.xml
- adminwar.xmlB = adminwar.xml
- desktopwar.xmlB = desktopwar.xml
- adhocwar.xmlB = adhocwar.xml
- olapi_styles.xmlB = olapi_styles.xml
- olapi_help.xmlB = olapi_help.xml
- dswsbobjewar.xmlB = dswsbobjewar.xml
- afhelpwar.xmlB = afhelpwar.xml
- jsfplatformwar.xmlB = jsfplatform.xml



Installing Service Pack 4 on a 64-bit environment

8

chapter



If you are installing BusinessObjects Enterprise XI Release 2 on a 64-bit environment, keep the following considerations in mind.

Path names

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.

Note: Windows forces the installation into the `\Program Files (x86)\Business Objects` directory, even though you specify an alternate path for the installation. In other words, after specifying the `\Program Files\Business Objects` directory for the installation, the files are installed in the `\Program Files (x86)\Business Objects` directory.

Enterprise Reporting

CMS data sources on Windows 2003

On a Windows 64-bit environments, 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 systems, 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`

If you are installing BusinessObjects Enterprise XI Release 2 on a Windows 64-bit environment, the data source for the Central Management Server only displays under `%SystemRoot%\SysWOW64\odbcad32.exe`.

SQL Server 2005 32-bit client

The Microsoft SQL Server 2005 32-bit native client is not supported on 64-bit platforms. You can still use the MDAC SQL Server ODBC driver.



Get More Help



appendix

Online documentation library

Business Objects offers a full documentation set covering all products and their deployment. The online documentation library has the most up-to-date version of the Business Objects product documentation. You can browse the library contents, do full-text searches, read guides on line, and download PDF versions. The library is updated regularly with new content as it becomes available.

http://support.businessobjects.com/documentation/product_guides/

Additional developer resources

<http://devlibrary.businessobjects.com>

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>

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:

<mailto: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/>.

Business Objects product information

For information about the full range of Business Objects products, visit: <http://www.businessobjects.com>.



Index

B

BusinessObjects Software Inventory Tool 8
BusinessObjects XI SharePoint 2007 Portal
Integration Kit 16

C

Crystal Reports XI Release 2 16

D

Desktop Intelligence XI Release 2 16

I

installation scenarios 16
installing Service Pack 4
64-bit environment 44
distributed environments 20
silent 27, 39
UNIX 36
Windows 22

P

prerequisites 12

S

silent installation
UNIX 39
Windows 27
silent uninstallation
Windows 30
Software Inventory Tool 8

U

uninstalling Service Pack 4
silent 30
UNIX 38
Windows 26
Universe Designer XI Release 2 16

Index