



PUBLIC

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Information platform services Installation Guide for Windows

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1 Document History

The following table provides an overview of important document changes.

Version	Date	Description
Information platform services 4.3	June, 2020	Initial release.

2 Introduction

This document guides you through the installation of Information platform services.

2.1 About this Document

The following documentation provides administrators with information, procedures, and options for the installation, removal, and modification of an Information platform services server. Two versions of this guide exist:

- *Information platform services Installation Guide for Windows*: for use with Microsoft Windows operating systems (this document).
- *Information platform services Installation Guide for Unix*: for use with Unix or Linux operating systems.

2.2 Purpose

This document is intended for system administrators performing a full installation of Information platform services.

2.3 Constraints

This guide does not describe how to set up a supported host operating system, database, web application, or web server. If you are planning to use a dedicated database, web application, or web server, it must be installed and functioning before attempting to install Information platform services.

2.4 Variables

The following variables are used throughout this guide.

Variable	Description
<IPS_INSTALL_DIR>	The directory where the BI platform is installed.

Variable	Description
	On Windows, the default directory is C:\Program Files (x86)\SAP BusinessObjects\.
<WAS_HOSTNAME>	The hostname or IP of the web application server where BI platform web applications are deployed.

3 Planning

Information platform services can be installed on Windows, Unix, or Linux platforms.

Before installing:

- Ensure the operating system, application server, database server, and other components on which you will install the Information platform services are supported. See the Product Availability Matrix (PAM) at <https://support.sap.com/release-upgrade-maintenance/pam.html>.
- Decide whether to use the included Sybase SQL Anywhere database server for the CMS and auditing databases.

If you do not have a database server to use with Information platform services, the installation program can install and configure one for you. It is recommended that you evaluate your requirements against information from your database server vendor to determine which supported database would best suit your organization's requirements.

i Note

If you do not plan to use the default database that is included in the installation program, ensure the database that you plan to use is configured before beginning the installation. The database must have user accounts with the appropriate database privileges ready, and the appropriate drivers must be installed and verified as working. The installation program will connect to and initialize the database.

The installation program will only install a database on the local machine. It cannot install across a network.

- Decide whether to use the included Tomcat web application server.
If you do not have a web application server system to host Information platform services web applications, the installation program can install and configure one for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported database would best suit your organization's requirements. To use any other supported web application server, it must be installed, configured, enabled, and accessible before you install Information platform services.

The installation program will only install Tomcat on the local machine. It cannot install across a network.

⚠ Caution

In BI 4.2 Support Package 4, the BI platform **compiler version has been upgraded**. Since the **BI platform add-ons** (such as Lumira Server for BI Platform, Design Studio BI Platform Add On and Analysis for Office BI Platform Add On) are tightly coupled with the BI Platform, they **need to be upgraded to the same compiler version**. We recommend you to review certain guidelines when planning your platform update or fresh installation of SAP BusinessObjects BI 4.2 SP4 with add-ons. For more details, refer to the SAP Note <https://launchpad.support.sap.com/#/notes/2467541>.

3.1 Database servers

If you do not have a database server in place for use with Information platform services, the installation program can install and configure one for you. It is recommended that you evaluate your requirements against

information from your database server vendor to determine which supported database would best suit your organization's requirements.

Sybase SQL Anywhere is the default database server. Any other database server must be running and accessible when you run the installation program.

i Note

The database client and server must use the Unicode character set.

For a list of supported database versions, revision levels, and requirements, consult the SAP BusinessObjects BI 4.2 *Product Availability Matrix (PAM)*, available at <https://support.sap.com/release-upgrade-maintenance/pam.html>.

3.2 Languages

The BI platform user interface is available in many languages. For complete list of supported languages, refer to [Product Availability Matrix](#). You can add support for different languages by installing language packs, either during the full installation or when modifying the installation. We recommend that you install only the language packs that are required because the installed size of language packs can be large.

To add a new language in windows platform, follow the procedure below

1. Go to ► **Start** ► **Control Panel** ► **Programs and Features** ►
2. Select SAP BusinessObjects Business Intelligence platform base version.
3. Choose **Modify** and then choose **Next**.
4. Select the new language from the **Select language Packages** and choose **Next**.
5. Select the features and choose **Next**.
6. In the Expand Installation screen and Choose **Next**.
7. Enter the CMS administrator password and choose **Next**.
8. To start installation choose **Next**.
9. To complete the installation choose **Finish**

The new language is now added.

4 Preparation

This section details how to prepare for the installation of Information platform services.

Process Flow

1. Ensure that sufficient disk space is available. Allow for both the operating system and the software to grow over time as patches or new components become available.
2. Gather the installation media or download the latest release and any Patches or Support Packages from the SAP Service Marketplace as described in [To download server installation program \[page 19\]](#). In addition, download:
 - SAP HOST AGENT - a required software package for using SAP System Landscape Directory (SLD). For details, see [To enable SAP System Landscape Directory \(SLD\) support \[page 14\]](#).
To download SAP HOST AGENT, go to ► <http://support.sap.com/home.html> ► [Software Downloads](#) ► [Support Packages and Patches](#) ► [Browse our Download Catalog](#) ► [SAP Technology Components](#) ► [SAP HOST AGENT](#) ►.
 - SAPCAR - a compression utility used to compress and decompress downloaded packages in the .SAR format from SAP Service Marketplace.
To download SAPCAR, go to ► <http://support.sap.com/home.html> ► [Software Downloads](#) ► [Support Packages and Patches](#) ► [Browse our Download Catalog](#) ► [SAP Technology Components](#) ► [SAPCAR](#) ►.
3. If you plan to use SAP System Landscape Directory (SLD), ensure that the SAP Host Agent is installed before installing Information platform services. For more information on SLD, see “Registration of Information platform services in the System Landscape” in the *Information platform services Administrator Guide*. For information on SAP Host Agent, see [To enable SAP System Landscape Directory \(SLD\) support \[page 14\]](#).
4. Decide the values for options you will set during the installation process. In most cases, you can accept the default values. More advanced installations require that you plan the installation process. The installation program prompts for the following information:
 - Product key.
 - Folder where Information platform services will be installed.
 - Web application server configuration, including type, connection, and authentication details.
 - Database server configuration, including type, connection, and authentication details.
 - Central Management Server (CMS) administrator account password and cluster key.
 - CMS port number to receive incoming connections.
 - Server Intelligence Agent (SIA) name.
 - Server Intelligence Agent (SIA) port number for incoming connections.
 - CMS system and Auditing Data Store configuration information, including type, connection, and authentication details.
 - SAP Solution Manager Diagnostics (SMD) configuration.
 - Introscope Enterprise Manager integration configuration.
 - Subversion or ClearCase version control system configuration to store configuration files.

- Promotion management configuration.
- Installation type (*Full, Custom / Expand, Web Tier*). For an explanation of the different installation types, see [To select an install type \[page 22\]](#).

4.1 System requirements

Use the following guidelines when you install Information platform services:

- Ensure that the operating system is supported.
Windows .NET Framework 3.5 Service Pack 1 and Windows Installer program 4.5 are required.
- Before you run the installation program, ensure that the destination partition has enough room for the deployment to expand (when updates and new features are added in the future).
- If you install the deployment on the operating system partition, ensure that there is enough room for the deployment and the operating system. It is recommended that you have at least 2 gigabytes available for temporary files and web applications.
- If you have previously installed any SAP BusinessObjects BI Suite products, the installation program uses the existing directory.
- Ensure that the file path of the directory where you run the installation program is less than 280 characters in length.

For a detailed list of supported operating systems and hardware requirements, consult the *Supported Platforms* documentation available at <https://support.sap.com/home.html>.

4.1.1 Account permissions

To install Information platform services on a Windows host, a user must have the following permissions:

Category	Required access
Operating system	Local administrative privileges.
Network	<ul style="list-style-type: none"> • Network connectivity through appropriate ports to all machines in the deployment. • Access to shared file system directories for users of the deployment. • Appropriate network authentication privileges.
Database	<ul style="list-style-type: none"> • Permission for the Information platform services user account to create, edit, and drop tables. • Permission for the Information platform services user account to create stored procedures (required by the Central Management Server (CMS) system database).

i Note

You cannot install the deployment on a domain controller, or on a Windows host where the default local Administrator group security settings have been modified.

4.1.2 Network permissions

When you install Information platform services across multiple machines, use the following guidelines to ensure your network functions properly:

- Servers running on all hosts must be able to communicate with each other.
- Each machine must be able to communicate with the web application server, the Central Management Server (CMS) host, all SIA hosts, and clients.
- On any host with more than one network interface card (NIC), ensure that the primary NIC is routable before running the installation program. If the primary NIC is not routable, you will have to re-configure the networking settings after the installation. For information on how to bind to routable NICs, see the “Managing and Configuring Servers” chapter of the *Information platform services Administrator Guide*.
- Each machine must use a fixed hostname. Fully-qualified hostnames are supported.

i Note

Ensure that deployment hostnames do not include any of the following characters: underscore (`_`), period (`.`), backslash (`\`), or forward-slash (`/`).

- If you run the installation program behind a firewall, see the “Securing Information platform services” chapter of the *Information platform services Administrator’s Guide*.

4.1.2.1 Choosing a server location

When planning a distributed installation, consider the latency between servers. To maintain high CMS performance, place your CMS on the same subnet as the CMS system and Auditing Data Store database servers.

The CMS can also be clustered, so that CMS server processes run on different host systems in the cluster. When creating a CMS cluster, ensure that each machine experiences the same network latency to the CMS system or Auditing Data Store.

Consult the “Clustering Central Management Servers” section of the *Information platform services Administrator Guide* for more information on clustering CMS server processes.

4.2 Preparing the CMS system or Auditing Data Store database

To use a database server other than the database bundled with Information platform services, the following tasks must be completed before installing Information platform services.

- Create a database (or tablespace or schema, if applicable to your database), and account to store CMS configuration and system information. A second tablespace or scheme is required to hold auditing information. Record the database, tablespace, and account information so you can enter the details when prompted by the Information platform services installation program.

⚠ Caution

If you have an existing Information platform services installation, you must create a fresh database and migrate existing content after the install is complete.

- Ensure that your database server is configured to use Unicode character encoding (such as UTF-8).
- Ensure that the database accounts have privileges to create, modify, and delete tables, and to create stored procedures.
- When using a database server on a network, the appropriate database client drivers must be installed and verified as working before installing Information platform services. Contact your database administrator to establish which drivers are required for your database.

During your installation, you will be prompted for the connection and authentication credentials so that the installation program can initialize the database. The table below shows which information is required for supported databases:

Database	Information required by installation program
Microsoft SQL Server using ODBC	<ul style="list-style-type: none">• ODBC DSN name (selected from the Windows System DSN list)• Account username• Account password• Database name• Use trusted connection checkbox <div><p>i Note</p><ul style="list-style-type: none">◦ When using an ODBC connection with Windows NT authentication, a trusted connection is used. You must select Use trusted connection during the installation and ensure that the system account has access to the database.◦ When using an ODBC connection with SQL Server authentication (username and password), a trusted connection is not used. Ensure that Use trusted connection is unselected.</div> <ul style="list-style-type: none">• Show system database checkbox• Reset existing database checkbox (recommended setting)
MySQL	<ul style="list-style-type: none">• MySQL database name• Server hostname• Port number (default is 3306)• Account username• Account password• Reset existing database checkbox (recommended setting)
IBM DB2	<ul style="list-style-type: none">• DB2 Alias name• Account username• Account password• Reset existing database checkbox (recommended setting)
Oracle	<ul style="list-style-type: none">• Oracle TNSNAME connection identifier• Account username• Account password• Reset existing database checkbox (recommended setting)

Database	Information required by installation program
Sybase ASE	<ul style="list-style-type: none"> Service name <div> <p>i Note</p> <ul style="list-style-type: none"> The Sybase Adaptive Server Enterprise (ASE) service name is a combination of the host-name and the port number, set by your database administrator in the <code>sql.ini</code> and <code>interfaces</code> files. BI platform will connect to the default database for the user you specify. The default is set by the database administrator. </div> <ul style="list-style-type: none"> Account username Account password Reset existing database checkbox (recommended setting)
Sybase SQL Anywhere using ODBC	<ul style="list-style-type: none"> DSN Account username Account password Reset existing database checkbox (recommended setting)
SAP HANA Database using ODBC	<ul style="list-style-type: none"> DSN Account username Account password Reset existing database checkbox (recommended setting)

4.2.1 Extra requirements for IBM DB2

IBM DB2 has requirements that must be met before installing the Information platform services:

- Ensure that the DB2 database is created with the following settings:

```
Collating Sequence = "Identity"
Codeset = "UTF-8"
Territory = "<XX>"
```

Replace `<XX>` with the code that is appropriate for your location. Consult your DB2 documentation for more information. If your DB2 database does not have the `Collating Sequence = "Identity"` setting, the user and user group objects may not sort as expected in the CMC.

- Create a user temporary table space before installing the BI platform. If you do not create a user temporary table space, the BI platform installation program will not be able to configure the DB2 database. For more information on user temporary table spaces in IBM DB2, see *DB2 Basics: Table spaces and buffer pools* in the IBM technical library: <http://www.ibm.com/developerworks/data/library/techarticle/0212wieser/0212wieser.html>.
- When using IBM DB2 to host an Auditing Data Store database, ensure that the page size for the auditing table space is set to a minimum of 8192 (8 KB).
- Ensure that the CMS system database is not partitioned. The Auditing Data Store database may be partitioned.

4.2.2 Extra requirements for Sybase ASE

If you are using Sybase ASE for the CMS or auditing database:

- Create a database with a `page_size` of 8 KB. The Sybase database default page size is 2KB, which is too small for the CMS system database to run efficiently. The page size is set up during the database creation and cannot be changed after the database is created.
- Use a Unicode character set, such as UTF-8.

4.3 SAP support

4.3.1 Support for SAP System Landscape Directory (SLD)

SAP System Landscape Directory (SLD) is a directory service that maintains a list of installed SAP and (optionally) non-SAP software. SLD provides two main categories of information:

- Software already installed
- Software that could be installed at a later time

SAP systems come with a data supplier (DS) component that automatically updates the landscape directory. Non-SAP software that supports SLD registers through an open API. The information gathered on installed software includes:

- Version
- Host information
- Connection information

To use SLD support, ensure that SAP Host Agent is installed and working on the system(s) that host Information platform services. SAP Host Agent may be installed and configured before or after installing Information platform services.

4.3.1.1 To enable SAP System Landscape Directory (SLD) support

If you plan on using SAP System Landscape Directory (SLD), ensure that the SAP Host Agent is installed and configured. The following steps walk you through installing SAP Host Agent. SAP Host Agent may be installed and configured before or after installing Information platform services.

For more information on SAP Host Agent, see “Registration of Information platform services in the System Landscape” in the *Information platform services Administrator Guide*.

i Note

If you have installed SAP GUI, skip to step 4 below.

Prior to installing support for SAP System Landscape Directory (SLD) there must be an `sapadm` user with administrator privileges.

The `SAP_LocalAdmin` group must also exist, and the `sapadm` user must be a member. The `sapadm` user password is required during the SAPHOSTCONTROL installation.

1. Download SAP Host Agent (`SAPHOSTAGENT.SAR`) from the SAP Software Distribution Center of the SAP Service Marketplace (<https://support.sap.com/swdc>).

Log on with your SAP Service Marketplace ID and locate the version of `SAPHOSTAGENT.SAR` appropriate for your system.

2. Extract `SAPHOSTAGENT.SAR` by entering the following command:

```
sapcar -xvf SAPHOSTAGENT.SAR
```

3. Install SAPHOSTCONTROL by entering the following command:

```
saphostexec -install
```

4. Locate the `sldreg` tool, which is usually located in the following folder:

```
<%Program Files%>\SAP\hostctrl\exe
```

5. Create an SLD key with the following command:

```
sldreg -configure connect.key
```

You will be prompted to supply a username, password, host, port, and protocol for connecting to the SLD server.

6. Enter the information requested.

The `sldreg` tool creates a `connect.key` file that will automatically be used by `sld-ds` to push information to SLD server.

If you have already installed Information platform services, restart all SIA nodes in the Central Configuration Manager (CCM) to register with the SLD.

4.3.2 Support for SAP Solution Manager Diagnostics (SMD)

SAP Solution Manager Diagnostics (SMD) monitors the performance of systems in the SAP System Landscape Directory (SLD). Problems can be identified, analyzed, and resolved with the information gathered by SMD, which includes:

- Performance monitoring
- Configuration management
- Log management
- Load testing
- Alerting
- Resource monitoring

Tools integrated into SMD include:

- CA Wily Introscope
For full instrumentation, both SMD and CA Wily Introscope should be used.
- SAP LoadRunner by HP

To use SMD, the SMD Agent must be installed. SMD Agent may be installed and configured before or after installing Information platform services. During installation, the installation program prompts for the hostname

and port number of the SMD Agent. If you do not want to use SMD, or you will install SMD later, you can choose not to use SMD. The SMD Agent can be configured later in the Central Management Console (CMC) *Placeholders* screen. For more information, see [To configure SMD Agent post installation \[page 53\]](#).

For more information on SMD, or to download SMD, visit the SAP Service Marketplace at: <https://support.sap.com/swdc>.

4.3.3 Support for CA Wily Introscope

CA Wily Introscope is included as a part of SAP Solution Manager Diagnostics (SMD). For full instrumentation, both SMD and CA Wily Introscope should be used.

To use CA Wily Introscope and SMD, the SMD Agent must be installed. SMD Agent may be installed and configured before or after installing Information platform services.

During installation, the installation program prompts for the hostname and port number of the Introscope Agent. If you do not want to use Introscope, or you will install it later, you can choose not use Introscope. Introscope can be configured later in the Central Management Console (CMC) *Placeholders* screen. For more information, see [To configure SMD Agent post installation \[page 53\]](#).

4.4 Final checklist

Prior to installing the Information platform services, review the following checklist.

- Have you decided on the installation destination folder?

i Note

- The use of Unicode characters in the destination folder is not supported.
- Ensure that the installation destination folder is not the same folder in which the installation program has been extracted (do not install to the current working directory when running the installation program from the current working directory).

- Have you verified appropriate network connectivity between all machines that will be part of your deployment?
- If you are using your own database server:
 - Have you created a database, tablespace (if required), and accounts for the CMS system and Auditing Data Store databases?
 - Have you made sure you can log onto the database from the BI platform host?
 - If you are using IBM DB2 or Sybase ASE, have you verified that your database was created with the correct settings? (Some settings can't be modified after the database has been created.)
 - Has the database client software been properly configured?
- If you are using your own web application server:
 - Have you decided on which web application server to use?
 - Has the server already been installed and configured?
 - Have you ensured that your existing web application server has the required JDK installed?

- If you plan to use SAP System Landscape Directory (SLD), ensure that SAP Host Agent been installed and configured. For more information, see [Support for SAP System Landscape Directory \(SLD\) \[page 14\]](#).
- If you plan to use SAP Solution Manager Diagnostics (SMD), SMD Agent may have been installed and configured before or after the BI platform. For more information, see [Support for SAP Solution Manager Diagnostics \(SMD\) \[page 15\]](#).

Installation on Microsoft Windows requires a minimum screen solution of 1024 × 768.

5 Installation

There are two different methods of running the installation program for Information platform services:

- **Interactive installation**
An interactive wizard prompts for all information related to the installation. Use this option to select individual installation options from a series of screens. This is the default installation method.
- **Silent installation**
Installation options are given on the command-line, which override the installation program's default values. The command-line can be used to give some or all installation options. When an installation option is not given on the command-line, the installation program uses a default value.
Installation options can be given in a response file rather than directly on the command-line. This type of silent installation uses the `-r` command-line parameter to read installation options from the response file. Use this option if you want to install multiple machines with the same configuration. Installation options stored in a response file can be overridden by giving them on the command-line.
When the `-q` (quiet mode) switch is used, the installation program does not prompt for any user input during the installation.

If the installation program encounters an unexpected condition, and is unable to continue, it will undo any work completed up to that point, and return the system to the state that it was in before the installation started.

When the installation program detects an identical previously-installed version, it will enter maintenance mode, allowing you to remove, repair, or modify the software.

5.1 Overview

There are three different methods of running the installation program for the BI platform:

- **Interactive installation**
An interactive wizard prompts for all information related to the installation. Use this option to select individual installation options from a series of screens. This is the default installation method.
- **Silent installation**
Installation options are given on the command-line or in a text file. This option is useful if you want to install the same configuration on multiple machines.
- **Phase-wise installation**
The installation is performed in two phases - Caching and Installation after caching

If the installation program encounters an unexpected condition, and is unable to continue, it will undo any work completed up to that point, and return the system to the state that it was in before the installation started.

When the installation program detects an identical previously-installed version, it will enter maintenance mode, allowing you to remove, repair, or modify the software.

The BI platform requires a database server and web application server to function. If you do not have an existing database, the installation program automatically installs and configures a Sybase SQL Anywhere

database. If you do not have an existing web application server, the installation program automatically installs and configures a Tomcat web application server.

i Note

The installation program may take more than one hour to complete.

5.2 To download the server installation program

You have the following tools available:

- WinZip/WinRAR to uncompress .rar files.
 - SAP Download manager to download software files.
1. Go to <https://launchpad.support.sap.com/#/softwarecenter>.
 2. Under the *Installations & Upgrades* tab, click ► *By Category* ► *Analytics Solutions* ► *SAP Data Services* ► *SAP Data Services 4.3*.
 3. Choose the operating system.
 4. Select *SAP Information Platform Services 4.3*.

The software downloads. It may sometimes take a long time to download, and you may need to contact the system administrator to ensure your company's firewall will not terminate the download process.

i Note

You can download the ONE Installer package from either *Installation & Upgrades* or *Support Packages & Patches* category and use the package for fresh and update installation scenarios. For more information on installing support packages and patches, see the *SAP BusinessObjects Business Intelligence Platform Support Package Update Guide*.

i Note

- Users need to use the SAP Download manager for download. When you download the server installation program without the download manager, it results in failed or partial downloads.
- To extract the Solaris and air tar files, users need to use gnu tar, or gtar, to extract, and not the default tar utility. Else, the installation would fail.

5.2.1 ONE Installer

About ONE Installer:

ONE Installer is a single installation package that supports multiple BI installation scenarios -

- Fresh installation of a Support Package/Patch
- Update of any Support Package/Patch to any Support Package/Patch

The information mentioned in the table below is applicable for BI 4.2 SP06 and above, and 4.3 versions as well.

If you are new to SAP BusinessObjects BI Platform, then you can use ONE Installer for fresh installation of the latest Support Package or Patch version of the BI release.

If you are currently using an older version of the SAP BusinessObjects BI Platform, then you can use ONE Installer to update to any later version (including the latest available Patch) of BI release.

ONE Installer is available for all BI Suite products and can be installed on all platforms supported by the regular BI Suite Installers.

Given below is a table with different scenarios in which you can use ONE Installer. You can compare the existing procedure with the ONE Installer procedure.

Scenario	Example	Existing Procedure	ONE Installer Procedure
Fresh installation	To install BI 4.2 SP06 .	1. Install SAP BusinessObjects BI platform 4.2 SP06.	1. Directly install 4.2 SP06 in one step.
	To install BI 4.2 SP06 Patch x .	Fresh installation to a Patch level is currently not supported. However, you can follow the steps below: 1. Install SAP BusinessObjects BI Platform 4.2 SP06 2. Use the Regular Patch Installer to update from 4.2 SP06 to 4.2 SP06 Patch x	1. Directly install 4.2 SP06 Patch x in one step.
Patch to Patch update	To update from 4.1 SP05 Patch 1 to 4.2 SP06 Patch x .	1. Update from 4.1 SP05 Patch 1 to 4.2 SP06 2. Use the Regular Patch Installer to update from 4.2 SP06 to 4.2 SP06 Patch x	1. Directly update from 4.1 SP05 Patch 1 to 4.2 SP06 Patch x in one step.
	To update from 4.2 SP06 Patch x to 4.2 SP06 Patch y .	1. Use the Regular Patch Installer to update from 4.2 SP06 Patch x to 4.2 SP06 Patch y (delta update).	1. Directly update from 4.2 SP06 Patch x to 4.2 SP06 Patch y in one step.
Patch to Support Pack update	To update from 4.1 SP05 Patch 1 to 4.2 SP06 .	1. Update from 4.1 SP05 Patch 1 to 4.2 SP06	1. Directly update from 4.1 SP05 Patch 1 to 4.2 SP06 in one step.

Scenario	Example	Existing Procedure	ONE Installer Procedure
Support Package to Patch update	To update from 4.1 SP05 to 4.2 SP06 Patch x .	<ol style="list-style-type: none"> 1. Update from 4.1 SP05 to 4.2 SP06 2. Use the Regular Patch Installer to update from 4.2 SP06 to 4.2 SP06 Patch x. 	<ol style="list-style-type: none"> 1. Directly update from 4.1 SP05 to 4.2 SP06 Patch x in one step.

5.2.2 Advantages of using ONE Installer

By using ONE Installer, you achieve the following:

1. One-Step Install:
 1. New customers can update to the latest Patch level of the latest available Support Package in a single step.
 2. Existing customers can eliminate the step of updating the landscape to a Support Pack level before patching.
2. Save approximately 50% of the install time since two steps of patching are reduced to one step.
3. Reduced production downtime during updates, for end users.
4. Perform validation and testing only once after updating to the required Support Package or Patch.
5. Better maintenance experience for BI Platform administrators.

5.3 To run an interactive installation

Before installing, ensure that the account being used has Administrator privileges. The installation requires that the account being used is a member of the Windows *Administrators* group, and that the default privileges assigned to the *Administrators* group have not been modified.

The installation program requires a minimum screen resolution of 1024 × 768 pixels. Using Microsoft Remote Desktop Connection to run the installation program is supported, as long as a minimum screen resolution of 1024 × 768 pixels is used.

i Note

The installation log file is created in the Temp directory first, and then during the installation, the log file is moved and saved to `<BIP_INSTALL_DIR>/InstallData/logs/<DATEandTIME>/setupengine.log`.

1. Go to the package download location and run `setup.exe` with administrative privileges.

i Note

For Data Services, the license key is embedded to run an interactive installation. For this, instead of 'setup.exe', locate and run a different executable 'InstallIIPS.exe' for Windows platform from the same location.

2. Select the setup language.

The language setting is used by the installation program to display information to you in the language of your choice. If you select a non-English language, the corresponding language pack is automatically installed on the server.

i Note

The installation program will automatically run in the same language as your operating system. The language used by the installation program will determine the names used for Windows components configured by the installation program, such as Windows service names and Start menu shortcuts. These names cannot be changed later and are not affected by language settings once the installation is complete.

3. On the [Check Prerequisites](#) page, review the results and decide whether to continue with the installation, or abort and correct any unmet requirements.

The installation program checks for required components and conditions. If a dependency prerequisite condition is critical, the installation program will not allow the installation to proceed. If the missing or unsupported component is optional, you have the option to either continue with the installation or stop and correct the condition.

4. Review the installation welcome page.
5. On the [License Agreement](#) page, review the agreement and select *I accept the License Agreement*.
6. On the [Configure Product Registration](#) page, enter the product key.

→ Tip

Store the product key in a safe place in case you need to re-install the product.

7. On the [Select Language Packs](#) page, select additional languages to install from the list.

The language currently being used by the operating system is selected automatically. English language support cannot be deselected because it is used if a problem is detected with an individual language.

The [Select Install Type](#) page appears.

5.3.1 To select an install type

The [Select Install Type](#) page is used to select the type of installation to perform.

1. Select one of the following install type options:
 - Full
Installs all required server components onto a single machine. Use this option to create a single-host deployment, such as a pre-production development or test environment.
 - Custom / Expand Install
Allows experienced users to select individual components. Use this option:
 - When distributing server components between more than one host, such as creating a CMS cluster.
 - When you want full control over which components are deployed to a host.
 - Web Tier

The web tier includes web applications such as the Central Management Console (CMC). Use the [Web Tier](#) installation option to install Java web applications onto a dedicated default Java web application server.

If you already have a supported web application server installed, you can deselect the option to install Tomcat, and only install the Java web applications.

2. Proceed to the next screen to start configuring the selected installation.

On the [Configure Destination Folder](#) page, review the destination folder shown. This is the folder into which the installation program will install the BI platform. If the folder does not exist, the installation program creates it.

i Note

- The use of Unicode characters in the destination folder is not supported.
- Ensure that the destination folder is not set to the same folder in which the installation program has been extracted.
- If you have already installed SAP BusinessObjects products, the [Destination Folder Information](#) field is not editable, and the path to the existing folder is displayed.

3. If you selected a [Full](#) installation, proceed to the following [Full](#) section.
4. If you selected a [Custom / Expand](#) installation, proceed to the following [Custom / Expand](#) section.
5. If you selected a [Web Tier](#) installation, proceed to the following [Web Tier](#) section.

5.3.1.1 Full installation

The following steps are performed for [Full](#) installations of the Information platform services.

1. On the [Select Default or Existing Database](#) page, select a database option to store Central Management Server (CMS) and Auditing Data Store (ADS) information.

Option	Description
Configure and install a Sybase SQL Anywhere database	<p>If you do not have a database server in place for use with the BI platform, the installation program can install and configure Sybase SQL Anywhere for you.</p> <div> i Note <p>Installation of third-party patches or updates is not supported for bundled software. For details, see Patching third party solutions bundled with Information platform services [page 58].</p> </div>
Configure an existing database	<p>If you have an existing database server, the installation program prompts for information on the database type and connection credentials for both the CMS system and auditing databases.</p> <div> i Note <p>An existing database must have user accounts with the appropriate privileges ready, and the appropriate drivers must be installed and verified as working. The installation program attempts to connect to, and initialize, the database as a part of the installation process.</p> </div>

It is recommended that you evaluate your requirements against information from your database server vendor to determine which supported database would best suit your organization's needs.

2. If you selected *Configure an existing database*:
 - a. On the *Select Existing CMS Database Type* page, select the database type of the existing CMS database.
 - b. On the *Select Existing Auditing Database Type* page, select the database type of the existing auditing database.

If you do not want to use the auditing feature, select *No auditing database*.
3. On the *Select Java Web Application Server* page, select an option for hosting the BI platform web applications.

Option	Description
<i>Install the default Tomcat Java Web Application Server and automatically deploy web applications</i>	<p>If you do not have a web application server in place for use with the BI platform, the installation program can install and configure a Tomcat web application server for you. The BI platform web applications are automatically deployed to Tomcat.</p> <div> <p>i Note</p> <p>Installation of third party patches or updates is not supported for bundled software. For details, see Patching third party solutions bundled with Information platform services [page 58].</p> </div>
<i>Manually deploy web applications to a supported Java Web Application Server after the installation</i>	<p>If you have an existing, supported Java web application server, select this option and then deploy web applications to it later (after installation) using the WDeploy tool. For more information, see the <i>SAP BusinessObjects Business Intelligence Platform Web Application Deployment Guide</i></p> <div> <p>i Note</p> <p>The BI platform does not support the automatic deployment of web applications to any web application server other than the bundled Tomcat web application server during the installation program.</p> </div>
<i>Install the Web Application Container Server and automatically deploy web applications</i>	<p>If you do not want to use a Java application server to host your BI platform web applications, then select this option to host them on Web Application Container Server (WACS).</p>

It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported web application server would best suit your organization's needs.

i Note

When configuring a production environment, it is recommended that the web application server is hosted on a separate system from the BI platform servers. Running the BI platform servers and a web application server on the same host in a production environment may decrease performance.

4. On the *Select Version Management* page, decide whether to install and configure Subversion version control system.

Option	Description
Configure and install Subversion	Installs and configures Subversion version control system.
Do not configure a version control system at this time	If you have an existing, supported version control system, you must manually configure it with the Central Management Console (CMC) after the installation is complete. For more information, see the <i>Information Platform Services Administrator Guide</i> .

The BI platform can maintain different versions of BI resources that exist in the CMS repository in a version control system, making it easier to revert to a previous configuration when needed using the CMC.

i Note

If you are configuring Information platform services for *SAP Data Services* and *SAP Information Steward*, skip the [Select Version Management](#) page and proceed with the installation.

- On the [Configure Server Intelligence Agent \(SIA\)](#) page, review the default name and port number for the SIA node.

Option	Description
Node Name	<p>This is the name that you will see in the Central Configuration Manager (CCM). Many CMS servers can be managed by a single SIA.</p> <p>The name must consist of English alphanumeric characters (A-Z, a-z, and 0-9) and contain no spaces or other punctuation. Underscores (" _ ") are not allowed. The SIA name cannot start with a number.</p>
SIA Port	<p>The port is used for the SIA to listen for incoming connections from the CMS. The SIA must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.</p> <p>Port 6410 is a standard TCP/IP port number reserved for use with a BI platform SIA.</p>

- On the [Configure Central Management Server \(CMS\)](#) page, review the default value for the CMS port number.

This is the port on which the CMS listens for incoming connections from the web application server, web server (if applicable), other CMS nodes (if applicable) and servers. The CMS must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.

Port 6400 is a standard TCP/IP port number reserved for use with the BI platform CMS.

- On the [Configure CMS Account](#) page, enter and confirm the CMS Administrator account password and the CMS cluster key.

The CMS Administrator is a super-user account in the BI platform authentication system, used only to administer your SAP BusinessObjects server configuration. It is not part of any operating system or single sign-on authentication system.

Communication between some CMS components is encrypted to provide a higher level of security when using clusters.

i Note

The administrator password entered during full install must always contain at least two of the following character classes: Upper case letters and lower case letters.

- Configure the CMS system database.

- a. If you selected [Configure and install a Sybase SQL Anywhere database](#), enter the account and port information on the [Configure Sybase SQL Anywhere](#) page.

Enter the port number for Sybase SQL Anywhere to listen for incoming database queries. The database must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately. Also enter and confirm the database administrator account password.

- b. If you selected [Configure an existing database](#), enter the connection information for your existing database to use for the CMS on the [Configure CMS Repository Database - <database type>](#) page.

If you're using an ODBC database driver, you must configure an ODBC data source. A system ODBC DSN can be configured from: ► [Start](#) ► [Control Panel](#) ► [Administrative Tools](#) ► [Data Sources \(ODBC\)](#) ►.

- c. If you selected [Configure an existing database](#), and you plan to use auditing, enter the connection information for your existing database to use for the ADS on the [Configure Auditing Database](#) page.
9. If you selected [Install the default Tomcat Java Web Application Server and automatically deploy web applications](#), review the default port values on the [Configure Tomcat](#) page.

Option	Description
Connection port	The port on which the web application server listens for incoming connections from web clients.
Shutdown port	The port that allows the web application to be shut down remotely.
Redirect port	The port that enables redirects to secure web connections.

Tomcat must be able to receive incoming connections on the given port numbers, so ensure that your firewall is configured appropriately.

10. If you selected [Configure and install Subversion](#) review the port number and enter a Subversion password (user account is "LCM") on the [Configure Subversion](#) page.
11. On the [Select Connectivity for Solution Management Diagnostics \(SMD\) Agent](#) page, decide whether to integrate the BI platform with an existing SMD Agent.

Option	Description
Configure connectivity to SMD Agent	<p>The BI platform can integrate with your organization's deployment of SAP Solution Manager Diagnostics (SMD).</p> <p>If you select this option, enter the SMD Agent hostname and port number on the following Configure Connectivity to SMD Agent page.</p>
Do not configure connectivity to SMD Agent	You can configure SMD Agent in the CMC Placeholders screen later after the installation program is complete.

i Note

To use SAP Solution Manager Diagnostics (SMD), SAP Host Agent and SMD Agent must be installed:

- For information on installing the SAP Host Agent before installing the BI platform, see [To enable SAP System Landscape Directory \(SLD\) support \[page 14\]](#).
- For information on installing the SAP Host Agent after installing the BI platform, see [To configure System Landscape Directory \(SLD\) Data Supplier \(DS\) post installation \[page 52\]](#).
- For information on installing SMD Agent before installing the BI platform, see [Support for SAP Solution Manager Diagnostics \(SMD\) \[page 15\]](#).

- For information on installing SMD Agent after installing the BI platform, see [To configure SMD Agent post installation \[page 53\]](#).

12. On the [Select Connectivity to Introscope Enterprise Manager](#) page, decide whether to integrate the BI platform with an existing Introscope Enterprise Manager server.

i Note

To use CA Wily Introscope Enterprise Manager, SMD Agent must be installed.

Option	Description
Configure connectivity to Introscope Enterprise Manager	<p>The BI platform can integrate with your organization's deployment of CA Wily Introscope Enterprise Manager.</p> <p>If you select this option, enter the hostname and port number for the Introscope Enterprise Manager server on the following Configure Connectivity to Introscope Enterprise Manager page.</p>
Do not configure connectivity to Introscope Enterprise Manager	<p>You can configure Introscope Enterprise Manager in the CMC Placeholders screen later after the installation program is complete.</p>

The [Start Installation](#) page appears. Start the installation.

Proceed to [When installation is complete \[page 35\]](#).

5.3.1.2 Custom / Expand installation

The following steps are performed for [Custom / Expand](#) installations of the Information platform services.

The [Select Features](#) screen displays selectable components that can be installed.

1. On the [Select Features](#) page, select the features to install from the list.

Features are grouped under the following headings:

- [Web Tier](#)

The web tier components include web applications such as BI launch pad and the Central Management Console (CMC) that allow end users and administrators to interact with BI content and the BI platform installation.

If you do not have a web application server in place for use with the BI platform, the installation program can install and configure a Tomcat web application server for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported web application server would best suit your organization's needs.

If you already have a supported web application server installed, you can deselect the option to install Tomcat, and only install the Java web applications

- [Servers](#)

Server features include the Business Intelligence platform servers (such as processing and scheduling servers), major system components (such as the CMS, Event Server, bundled database, and a version control system), and servers that integrate the BI platform into your organization's existing network infrastructure, such as SAP BW or other Enterprise Resource Planning (ERP) systems.

i Note

If you plan to use SAP BW authentication, ensure that the *BW Publisher Server* feature is selected in the *Integration Servers* feature list.

- *Administrator Tools*

The Administrator Tools features help administrators maintain an installation. For example, the Upgrade management tool allows you migrate BI content during an upgrade between different versions of the BI platform.

- *Developer Tools*

If you plan to develop your own applications with a the BI platform .NET Software Development Kit (SDK), install the *Developer Tools* feature.

- *Database Access*

To access, analyze, and report on the data in your organization's existing databases, select the appropriate *Database Access* features. If your organization does not use a particular database, you can deselect it.

i Note

- Integration for PeopleSoft Enterprise, JD Edwards EnterpriseOne, Siebel, or Oracle EBS Enterprise Resource Planning (ERP) systems is not selected by default. If you plan to use an ERP single sign-on authentication, or other ERP features, ensure that the appropriate ERP feature is selected in the *Data Access* feature list.
- If you plan to use integration for SAP, SAP BW, or SAP R3 systems, ensure that the *SAPBW* and *SAP* features are selected in the *Data Access* feature list.

- *Samples*

The samples features installs sample reports, templates, and reporting databases. If you do not need samples, you can deselect it.

2. On the *Select New or Expand Installation* page, select the type of installation to perform.

Option	Description
<i>Start a new Information platform services deployment</i>	Select if you are installing a stand-alone BI platform server, or the first server in a cluster,
<i>Expand an existing Information platform services deployment</i>	Select if you already have a CMS and want to create a new server node as part of a cluster.

If you selected *Start a new Information platform services deployment* on the last screen, proceed to *Custom (New) installation*.

If you selected *Expand an existing Information platform services deployment* on the last screen, proceed to *Custom (Expand) installation*.

5.3.1.2.1 Custom (New) installation

If you chose the *Start a new Information platform services deployment* option for a *Custom / Expand* installation:

1. If you deselected the *Sybase SQL Anywhere Database* feature in the *Select Feature* page:

- a. On the [Select Existing CMS Database Type](#) page, select the database type to use for the CMS database.
- b. On the [Select Existing Auditing Database Type](#) page, select the database type to use for the auditing database.

If you do not want to use the auditing feature, select [No auditing database](#).

2. On the [Configure Server Intelligence Agent \(SIA\)](#) page, review the default name and port number for the SIA node.

Option	Description
Node Name	<p>This is the name that you will see in the Central Configuration Manager (CCM). Many CMS servers can be managed by a single SIA.</p> <p>The name must consist of English alphanumeric characters (A-Z, a-z, and 0-9) and contain no spaces or other punctuation. Underscores (" _ ") are not allowed. The SIA name cannot start with a number..</p>
SIA Port	<p>The port is used for the SIA to listen for incoming connections from the CMS. The SIA must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.</p> <p>Port 6410 is a standard TCP/IP port number reserved for use with a BI platform SIA.</p>

3. On the [Configure Central Management Server \(CMS\)](#) page, review the default value for the CMS port number.

This is the port on which the CMS listens for incoming connections from the web application server, web server (if applicable), other CMS nodes (if applicable) and servers. The CMS must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.

Port 6400 is a standard TCP/IP port number reserved for use with the BI platform CMS.

4. On the [Configure CMS Account](#) page, enter and confirm the CMS Administrator account password and the CMS cluster key.

The CMS Administrator is a super-user account in the BI platform authentication system, used only to administer your SAP BusinessObjects server configuration. It is not part of any operating system or single sign-on authentication system.

Communication between some CMS components is encrypted to provide a higher level of security when using clusters.

i Note

The administrator password entered during full install must always contain at least two of the following character classes: Upper case letters and lower case letters.

5. Configure the CMS system database.
 - a. If you selected the [Sybase SQL Anywhere Database](#) feature in the [Select Feature](#) page, enter the account and port information on the [Configure Sybase SQL Anywhere](#) page.

Enter the port number for Sybase SQL Anywhere to listen for incoming database queries. The database must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately. Also enter and confirm the database administrator account password.
 - b. If you deselected the [Sybase SQL Anywhere Database](#) feature in the [Select Feature](#) page, enter the connection information for your existing database to use for the CMS on the [Configure CMS Repository Database - <database type>](#) page.

If you're using an ODBC database driver, you must configure an ODBC data source. A system ODBC DSN can be configured from: ► [Start](#) ► [Control Panel](#) ► [Administrative Tools](#) ► [Data Sources \(ODBC\)](#) ►

- c. If you deselected the [Sybase SQL Anywhere Database](#) feature in the [Select Feature](#) page, and you plan to use auditing, enter the connection information for your existing database to use for the ADS on the [Configure Auditing Database](#) page.
6. On the [Select Automatic Server Start](#) page, decide whether to start the servers as soon as the installation is complete.
If you select [No](#), the servers must be started manually with the Central Configuration Manager (CCM) after the installation is complete.
7. If you selected the [Tomcat](#) feature in the [Select Feature](#) page, review the default port values on the [Configure Tomcat](#) page.

Option	Description
Connection port	The port on which the web application server listens for incoming connections from web clients.
Shutdown port	The port that allows the web application to be shut down remotely.
Redirect port	The port that enables redirects to secure web connections.

Tomcat must be able to receive incoming connections on the given port numbers, so ensure that your firewall is configured appropriately.

8. If you selected the [Web Application Container Server](#) or [RESTful Web Service](#) features in the [Select Feature](#) page, review the [HTTP Listening Port](#) number on the [Configure HTTP Listening Port](#) page.
WACS must be able to receive incoming connections on the given port numbers, so ensure that your firewall is configured appropriately.
9. If you selected the [Subversion](#) feature in the [Select Feature](#) page, review the port number and enter a Subversion password (user account is "LCM") on the [Configure Subversion](#) page.
10. On the [Select Connectivity for Solution Management Diagnostics \(SMD\) Agent](#) page, decide whether to integrate the BI platform with an existing SMD Agent.

Option	Description
Configure connectivity to SMD Agent	<p>The BI platform can integrate with your organization's deployment of SAP Solution Manager Diagnostics (SMD).</p> <p>If you select this option, enter the SMD Agent hostname and port number on the following Configure Connectivity to SMD Agent page.</p>
Do not configure connectivity to SMD Agent	You can configure SMD Agent in the CMC Placeholders screen later after the installation program is complete.

i Note

To use SAP Solution Manager Diagnostics (SMD), SAP Host Agent and SMD Agent must be installed:

- For information on installing the SAP Host Agent before the BI platform, see [To enable SAP System Landscape Directory \(SLD\) support \[page 14\]](#).
- For information on installing the SAP Host Agent after the BI platform, see [To configure System Landscape Directory \(SLD\) Data Supplier \(DS\) post installation \[page 52\]](#).

- For information on installing SMD Agent before the BI platform, see [Support for SAP Solution Manager Diagnostics \(SMD\) \[page 15\]](#).
- For information on installing SMD Agent after the BI platform, see [To configure SMD Agent post installation \[page 53\]](#).

11. On the [Select Connectivity to Introscope Enterprise Manager](#) page, decide whether to integrate the BI platform with an existing Introscope Enterprise Manager server.

i Note

To use CA Wily Introscope Enterprise Manager, SMD Agent must be installed.

Option	Description
Configure connectivity to Introscope Enterprise Manager	<p>The BI platform can integrate with your organization's deployment of CA Wily Introscope Enterprise Manager.</p> <p>If you select this option, enter the hostname and port number for the Introscope Enterprise Manager server on the following Configure Connectivity to Introscope Enterprise Manager page.</p>
Do not configure connectivity to Introscope Enterprise Manager	<p>You can configure Introscope Enterprise Manager in the CMC Placeholders screen later after the installation program is complete.</p>

The [Start Installation](#) page appears. Start the installation.

Proceed to [When installation is complete \[page 35\]](#).

5.3.1.2.2 Custom (Expand) installation

If you chose the [Expand an existing Information platform services deployment](#) option for a *Custom / Expand* installation:

1. On the [Select Existing CMS Database Type](#) page, select the database type of the existing, remote CMS database.
2. On the [Configure Server Intelligence Agent \(SIA\)](#) page, review the default name and port number for the new SIA node.

Option	Description
Node Name	<p>This is the name that you will see in the Central Configuration Manager (CCM). Many CMS servers can be managed by a single SIA.</p> <p>The name must consist of English alphanumeric characters (A-Z, a-z, and 0-9) and contain no spaces or other punctuation aside from underscores. The SIA name cannot start with a number.</p>
SIA Port	<p>The port is used for the SIA to listen for incoming connections from the CMS. The SIA must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.</p>

Option	Description
--------	-------------

Port 6410 is a standard TCP/IP port number reserved for use with a BI platform SIA.

- On the [Existing CMS Deployment Information](#) page, enter connection information for the existing, remote CMS, including the Administrator password.
- On the [Configure CMS Account](#) page, enter and confirm the CMS cluster key for the new CMS.
The CMS Administrator is a super-user account in the BI platform authentication system, used only to administer your SAP BusinessObjects server configuration. It is not part of any operating system or single sign-on authentication system.
Communication between some CMS components is encrypted to provide a higher level of security when using clusters.
- On the [Configure Central Management Server \(CMS\)](#) page, review the default value for the CMS port number.
This is the port on which the CMS listens for incoming connections from the web application server, web server (if applicable), other CMS nodes (if applicable) and servers. The CMS must be able to receive incoming connections on this port, so ensure that your firewall is configured appropriately.
Port 6400 is a standard TCP/IP port number reserved for use with the BI platform CMS.
- On the [Configure CMS Repository Database - <database type>](#) page, enter connection details for the CMS system database.
If you are using the Sybase SQL Anywhere database bundled with the BI platform on the existing CMS, to which you are attempting to connect, enter the system ODBC DSN connection for the existing CMS system database.
If you are using a different previously installed database, enter connection credentials for the CMS to connect to the database.
- On the [Select Automatic Server Start](#) page, decide whether to start the servers as soon as the installation is complete.
If you select [No](#), the servers must be started manually with the Central Configuration Manager (CCM) after the installation is complete.
- If you selected the [Tomcat 7.0](#) feature, review the default port values on the [Configure Tomcat](#) page.

Option	Description
--------	-------------

Connection port	The port on which the web application server listens for incoming connections from web clients.
Shutdown port	The port that allows the web application to be shut down remotely.
Redirect port	The port that enables redirects to secure web connections.

- On the [Configure HTTP Listening Port](#) page, review the HTTP Listening Port number on the page for WACS to listen for incoming connections from web clients.
WACS must be able to receive incoming connections on the given port numbers, so ensure that your firewall is configured appropriately.
- If you selected the [Subversion](#) feature, review the port number and enter a Subversion password (user account is "LCM") on the [Configure Subversion](#) page.
- On the [Select Connectivity for Solution Management Diagnostics \(SMD\) Agent](#) page, decide whether to integrate the BI platform with an existing SMD Agent.

Option	Description
Configure connectivity to SMD Agent	<p>The BI platform can integrate with your organization's deployment of SAP Solution Manager Diagnostics (SMD).</p> <p>If you select this option, enter the SMD Agent hostname and port number on the following Configure Connectivity to SMD Agent page.</p>
Do not configure connectivity to SMD Agent	You can configure SMD Agent in the CMC Placeholders screen later after the installation program is complete.

i Note

To use SAP Solution Manager Diagnostics (SMD), SAP Host Agent and SMD Agent must be installed:

- For information on installing the SAP Host Agent before the BI platform, see [To enable SAP System Landscape Directory \(SLD\) support \[page 14\]](#).
- For information on installing the SAP Host Agent after the BI platform, see [To configure System Landscape Directory \(SLD\) Data Supplier \(DS\) post installation \[page 52\]](#).
- For information on installing SMD Agent before the BI platform, see [Support for SAP Solution Manager Diagnostics \(SMD\) \[page 15\]](#).
- For information on installing SMD Agent after the BI platform, see [To configure SMD Agent post installation \[page 53\]](#).

12. On the [Select Connectivity to Introscope Enterprise Manager](#) page, decide whether to integrate the BI platform with an existing Introscope Enterprise Manager server.

i Note

To use CA Wily Introscope Enterprise Manager, SMD Agent must be installed.

Option	Description
Configure connectivity to Introscope Enterprise Manager	<p>The BI platform can integrate with your organization's deployment of CA Wily Introscope Enterprise Manager.</p> <p>If you select this option, enter the hostname and port number for the Introscope Enterprise Manager server on the following Configure Connectivity to Introscope Enterprise Manager page.</p>
Do not configure connectivity to Introscope Enterprise Manager	You can configure Introscope Enterprise Manager in the CMC Placeholders screen later after the installation program is complete.

The [Start Installation](#) page appears. Start the installation.

i Note

When performing an Expand installation, the existing CMS may be restarted automatically as a part of the installation process.

Proceed to [When installation is complete \[page 35\]](#).

5.3.1.3 Web Tier installation

The web tier hosts web applications such as the Central Management Console (CMC) to serve content to users over the web. Use the [Web Tier](#) installation option to install BI platform Java web applications onto a dedicated Java web application server.

i Note

- During the web tier installation, you are prompted to logon to an existing Central Management Server (CMS) as the BI platform Administrator account. You must have a CMS running remotely or on the same machine to perform the web tier installation.
- If you plan to use a web tier with third-party authentication, or integration for Enterprise Resource Planning (ERP) systems such as SAP BW, Siebel Enterprise, JD Edwards EnterpriseOne, or Oracle E-Business Suite, you must perform a [Custom / Expand](#) installation and select the components you need.
For example, to perform a web tier installation with SAP BW and SAP authentication support, select the following components from the [Custom / Expand](#) feature list:
 - [Instances](#) > [WebTier](#) > [Java Web Applications](#) >
 - [Instances](#) > [WebTier](#) > [Tomcat 8.0](#) > (if you do not already have a web application server)
 - [Instances](#) > [Database Access](#) > [SAPBW](#) >
 - [Instances](#) > [Database Access](#) > [SAP](#) >To perform a Web Tier installation with support for a different ERP system, select:
 - [Instances](#) > [WebTier](#) > [Java Web Applications](#) >
 - [Instances](#) > [WebTier](#) > [Tomcat 8.0](#) > (if you do not already have a web application server)
 - [Instances](#) > [Database Access](#) > (select the name of the ERP system)

If you do not have a web application server in place for use with Information platform services, the installation program can install and configure a Tomcat web application server for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported web application server would best suit your organization's needs.

If you already have a supported web application server installed, you can deselect the option to install Tomcat, and only install the Java web applications. This option will not deploy the web applications to your web application server. To deploy web applications to a web application server after a web tier installation, use the WDeploy tool. For more information on using the WDeploy tool, see the *SAP BusinessObjects Business Intelligence Platform Web Application Deployment Guide*.

The following steps are performed for [Web Tier](#) installations of Information platform services.

1. On the [Select Features](#) page, select the features to install under [Instances](#) > [WebTier](#) >

Option	Description
Java Web Applications	Installs the BI platform web applications to the machine.
Tomcat 8.0	Installs and configures the bundled Apache Tomcat web application server.

2. If you selected the [Tomcat 8.0](#) feature, review the default port values on the [Configure Tomcat](#) page.

Option	Description
Connection port	The port on which the web application server listens for incoming connections from web clients.
Shutdown port	The port that allows the web application to be shut down remotely.
Redirect port	The port that enables redirects to secure web connections.

- On the [Existing CMS Deployment Information](#) page, logon to an existing CMS.
- On the [Select Connectivity to Introscope Enterprise Manager](#) page, decide whether to integrate the BI platform with an existing Introscope Enterprise Manager server.

i Note

To use CA Wily Introscope Enterprise Manager, SMD Agent must be installed.

- For information on installing SMD Agent before installing the BI platform, see [Support for SAP Solution Manager Diagnostics \(SMD\) \[page 15\]](#).
- For information on installing SMD Agent after installing the BI platform, see [To configure SMD Agent post installation \[page 53\]](#).

Option	Description
Configure connectivity to Introscope Enterprise Manager	<p>The BI platform can integrate with your organization's deployment of CA Wily Introscope Enterprise Manager.</p> <p>If you select this option, enter the hostname and port number for the Introscope Enterprise Manager server on the following Configure Connectivity to Introscope Enterprise Manager page.</p>
Do not configure connectivity to Introscope Enterprise Manager	You can configure Introscope Enterprise Manager in the CMC Placeholders screen later after the installation program is complete.

The [Start Installation](#) page appears. Start the installation.

Proceed to [When installation is complete \[page 35\]](#).

5.3.2 When installation is complete

When the installation is complete, review the information in the [Post Installation Steps](#) screen. If you are not using the bundled Tomcat web application server, you must deploy web applications with the WDeploy web application deployment tool.

i Note

If a file is locked during the installation, you may be prompted to restart the server after the installation. You can choose to reboot immediately, or later. However, if you choose to suppress the reboot, the system may be in an unsupported state until the system is rebooted.

5.4 To run a silent installation

Every option in the installation wizard can be read from a response file invoked at the command-line. This type of installation is called a silent install.

A response file is a text file containing installation option parameters in key-value format. When using a response file to give installation options, the installation program is run from the command-line with the `-r <<RESPONSE_FILE>>` parameter, where `<<RESPONSE_FILE>>` is the name of the response file.

The response file contains multiple installation options, with one installation option per line. Execute the command `setup.exe [...] -r C:\<parent_folder>\<response_file_name>.ini [...]` with administrative privileges to create the response file.

For example, the installation option `cmsport=6401` can be given on a line in the response file to set the CMS port number to 6401, instead of the default value of 6400.

In the following example of giving the `cmsport` parameter in a response file, ellipses (`[...]`) are shown to indicate where other installation options would normally be present:

```
[...]  
cmsport=6401  
[...]
```

i Note

The installation program returns the cursor to the command-line prompt when it starts. To run the installation program from a script, or to force the installation program to wait to complete before returning to the command-line, use the Windows Command Interpreter `start /wait` command to invoke `setup.exe`.

For example:

```
start /wait setup.exe [<<COMMAND_LINE_OPTIONS>>]
```

For a complete list of installation options, see [Installation option parameters \[page 36\]](#). For an example of a response file, see [Response file example \[page 42\]](#).

5.4.1 Installation option parameters

Installation option parameters

Parameter	Description
<code>chooseintroscopeintegration=<<VALUE>></code>	Determines whether Introscope support will be enabled or not. To enable Introscope integration, set <code><<VALUE>></code> to <code>integrate</code> . To disable Introscope integration, set <code><<VALUE>></code> to <code>nointegrate</code> .

Parameter	Description
<code>choosesmdintegration=<<VALUE>></code>	Determines whether SAP Solution Manager Diagnostics (SMD) Agent support will be enabled or not. To enable SMD integration, set <<VALUE>> to <code>integrate</code> . To disable SMD integration, set <<VALUE>> to <code>nointegrate</code> .
<code>clusterkey=<<KEY>></code>	Cryptographic key used to encrypt secure CMS cluster communications. Substitute <<KEY>> with the key string.
<code>cmspassword=<<PASSWORD>></code>	Password to use for the CMS Administrator account. Substitute <<PASSWORD>> with the password.
<code>cmsport=<<PORT>></code>	Network TCP listening port number used by the CMS for incoming connections. Substitute <<PORT>> with the port number. The default value is 6400.
<code>enableservers=<<SWITCH>></code>	Determines whether or not the CMS servers will be started automatically after the installation is complete. To enable servers automatically after the installation, set <<SWITCH>> to 1. To not enable the servers, so that they must be started manually at a later time, set <<SWITCH>> to 0.
<code>installdir=<<PATH>></code>	<p>Destination folder into which the setup program will install.</p> <p>When installing to a host that already has an installation of Information platform services, the value of <code>installdir</code> will be automatically set to the same path as the existing installation.</p> <div data-bbox="671 1072 1402 1440" data-label="Complex-Block"> <p>Note</p> <p>The use of Unicode characters in the destination folder is not supported.</p> <ul style="list-style-type: none"> • The use of Unicode characters in the destination folder is not supported. • Ensure that the destination folder is not the same folder in which the installation program has been extracted (do not install to the current working directory when running the installation program from the current working directory). </div>
<code>installtype=<<VALUE>></code>	Determines whether or not the installation program should select installable components based upon the default settings, custom settings (allows you to select components), or settings used for installing web tier components (when installing to a web application server). To install the default components, set <<VALUE>> to <code>default</code> . To install a custom selection of components, set <<VALUE>> to <code>custom</code> . To install a web tier components, set <<VALUE>> to <code>webtier</code> .
<code>introscope_ent_host=<<HOSTNAME>></code>	Hostname of the Introscope server. Substitute <<HOSTNAME>> with the Introscope server hostname.
<code>introscope_ent_port=<<PORT>></code>	Network TCP listening port number used by the Introscope server. Substitute <<PORT>> with the Introscope server port number.

Parameter	Description
lcmname=LCM_Repository	<p>Hostname of the SAP Lifecycle management server.</p> <div> i Note Do not change this value. </div>
lcmpassword=<<PASSWORD>>	User password to access SAP Lifecycle management server. Substitute <<PASSWORD>> with the password.
lcmport=<<PORT>>	Network TCP listening port number used by the SAP Lifecycle management server. Substitute <<PORT>> with the port number.
lcmusername=LCM	<p>Username to access SAP Lifecycle management server.</p> <div> i Note Do not change this value. </div>
neworexistinglcm=<<VALUE>>	Determines whether or not the installation is a new LCM on a fresh server, or an expand installation used to create a CMS cluster. To perform a new installation, set <<VALUE>> to new. To perform an expand installation, set <<VALUE>> to expand.
productkey=<<KEY>>	Product license key issued when you purchased the software. Substitute <<KEY>> with the product key in the format XXXXX-XXXXXX-XXXXXX-XXXX.
registeredcompany=<<NAME>>	Name of the company to whom the software is registered. Substitute <<NAME>> with the name.
registereduser=<<NAME>>	Name of the user to whom the software is registered. Substitute <<NAME>> with the name.

Parameter	Description
<code>selectedlanguagepacks=<<CODE>></code>	<p>Installs language support for users and administrators to interact with Information platform services in a supported language. If more than one language pack is to be installed, use a semi-colon delimited list without spaces, within quotes, to separate each code. In the following example, language support for English, Japanese, Simplified Chinese, and Thai will be installed:</p> <pre>SelectedLanguagePacks="en;ja;zh_cn;th"</pre> <p>Substitute the following language codes where <<CODE>> is:</p> <ul style="list-style-type: none"> • Arabic: ar • Czech: cs • Danish: da • Dutch: nl • English: en • Finnish: fi • French: fr • German: de • Hungarian: hu • Italian: it • Japanese: ja • Korean: ko • Norwegian Bokmal: nb • Polish: pl • Portuguese: pt • Russian: ru • Simplified Chinese: zh_cn • Slovak: sk • Slovenian: sl • Spanish: es • Swedish: sv • Thai: th • Traditional Chinese: zh_tw • Turkish: tr
<code>selectintegrateddatabase=<<VALUE>></code>	<p>Determines whether or not the bundled database will be installed. To install the bundled database, set <<VALUE>> to 1.</p> <p>The bundled database is Sybase SQL Anywhere.</p>

Parameter	Description
setupuilanguage=<<CODE>>	<p>Determines which language for the installation program to use during the installation. Substitute the language code where <<CODE>> is:</p> <ul style="list-style-type: none"> • Czech: cs • Danish: da • Dutch: nl • English: en • Finnish: fi • French: fr • German: de • Hungarian: hu • Italian: it • Japanese: ja • Korean: ko • Norwegian Bokmal: nb • Polish: pl • Portuguese: pt • Russian: ru • Simplified Chinese: zh_cn • Slovak: sk • Slovenian: sl • Spanish: es • Swedish: sv • Thai: th • Traditional Chinese: zh_tw • Turkish: tr
sianame=<<NAME>>	Name of the Server Intelligence Agent (SIA) node create for this installation. The name must be alphanumeric and cannot start with a number. Substitute <<NAME>> with the SIA name.
siaport=<<PORT>>	Network TCP listening port number used by the SIA. Substitute <<PORT>> with the port number.
smdagent_host=<<HOSTNAME>>	Hostname of the SMD Agent. Substitute <<HOSTNAME>> with the agent hostname.
smdagent_port=<<PORT>>	Network TCP listening port number used by the SMD Agent. Substitute <<PORT>> with the agent port number.
sqlanywhereadminpassword=<<PASSWORD>>	Admin password to assign to the Sybase SQL Anywhere dba administrative user account. Substitute <<PASSWORD>> with the password.
sqlanywhereport=<<PORT>>	Network TCP listening port number used by the Sybase SQL Anywhere database server bundled with the BI platform. Substitute <<PORT>> with the database server port number.

Parameter	Description
<code>tomcatconnectionport=<<PORT>></code>	Network TCP listening port number used by the Tomcat web application server for inbound connections. Substitute <<PORT>> with the port number.
<code>tomcatredirectport=<<PORT>></code>	Network TCP listening port number used by the Tomcat web application server for server request redirection. Substitute <<PORT>> with the port number.
<code>tomcatshutdownport=<<PORT>></code>	Network TCP listening port number used by the Tomcat web application server to trigger a server shutdown. Substitute <<PORT>> with the port number.
<code>webappservertype=<<VALUE>></code>	Sets the web application server to use for web application deployment. The default value is <code>tomcat</code> . Before deploying web applications with the WDeploy tool, you must still manually update the WDeploy configuration files. For more information, see the <i>SAP BusinessObjects Business Intelligence Platform Web Application Deployment Guide</i> .
<code>features=<<CODE>></code>	List of components to install. Used in combination with the <code>installtype=custom</code> or <code>installtype=webtier</code> parameter. This parameter should not be modified manually. Features must be selected through the installation program user interface when creating a response file. For a complete list of feature codes, see Feature codes [page 41] .

5.4.1.1 Feature codes

The following feature codes to select features for installation. Multiple features are separated with commas.

- `root`: install all features
 - `WebTier`: install all web tier components
 - `JavaWebApps1` Java Web Applications
 - `PlatformServers.WebAppContainerService`
 - `CMC.Monitoring`
 - `LCM` (Lifecycle Manager)
 - `IntegratedTomcat` (installs bundled Tomcat web application server)
 - `CMC.AccessLevels`
 - `CMC.Applications`
 - `CMC.Audit`
 - `CMC.Authentication`
 - `CMC.Calendars`
 - `CMC.Categories`
 - `CMC.CryptographicKey`
 - `CMC.Events`
 - `CMC.Folders` (Public Folders)

- CMC.Inboxes
- CMC.Licenses
- CMC.PersonalCategories
- CMC.PersonalFolders
- CMC.Servers
- CMC.Sessions
- CMC.Settings
- CMC.TemporaryStorage
- CMC.UsersAndGroups
- CMC.QueryResults
- CMC.InstanceManager
- PlatformServers: install all platform servers
 - CMS (Central Management Server)
 - FRS (File Repository Servers)
 - PlatformServers.IntegratedDB.SQLAnywhere (installs bundled Sybase SQL Anywhere database server)
 - PlatformServers.AdaptiveProcessingServer (Platform Processing Services)
 - PlatformServers.AdaptiveJobServer (Platform Scheduling Services)
 - ClientAuditingProxyProcessingService
 - LCMProcessingServices (Lifecycle Management Processing Services)
 - MonitoringProcessingService
 - SecurityTokenService
 - AdvancedAnalysisServices
 - MultidimensionalAnalysisServices
 - DestinationSchedulingService (Program Scheduling Service)
 - ProgramSchedulingService
 - Subversion
- AdminTools: install all administrator tools
 - UpgradeManager (Upgrade management tool)
- DataAccess install all Enterprise Resource Planning (ERP) access components
 - DataAccess.SAP
 - DataAccess.Peoplesoft (PeopleSoft Enterprise)
 - DataAccess.JDEdwards (JD Edwards EnterpriseOne)
 - DataAccess.Siebel (Siebel Sign-on Server)
 - DataAccess.OracleEBS (Oracle E-Business Suite)

5.4.1.2 Response file example

The following example response file contains options for installing Information platform services.

→ Tip

An example response file called `response.ini` is also included with your installation package.

Example: response.ini

```
# InstallDir requires a trailing slash
InstallDir=C:\Program Files (x86)\SAP BusinessObjects\
ProductKey=XXXXX-XXXXXX-XXXXXX-XXXX
SetupUILanguage=en
InstallType=default
TomcatConnectionPort=10001
TomcatRedirectPort=10002
TomcatShutdownPort=10003
CMSPort=10004
CMSPassword=Password1
ClusterKey=Password1
SIAName=sia
SIAPort=10006
SelectedLanguagePacks=en
RunMonitorTool=0
LCMName=localhost
LCMPort=10004
LCMUserName=Administrator
LCMPassword=Password1
NewOrExistingLCM=new
#Choose to Integrated Introscope: integrate or nointegrate
ChooseIntroscopeIntegration=nointegrate
### Choose to Integrate Solution Manager Diagnostics (SMD) Agent: integrate or
nointegrate
choosesmdintegration=nointegrate
# Change this to "0" if you want to use existing db
SelectIntegratedDatabase=1
SQLAnywhereAdminPassword=Password1
SQLAnywherePort=2638
# Choose your existing database types
UsingCMSDBType=sqlanywhere
UsingAuditDBType=sqlanywhere
# Enter appropriate values for the db type
ExistingCMSDBServer=www
ExistingCMSDBPort=111
ExistingCMSDBDatabase=xxx
ExistingCMSDBUser=yyy
ExistingCMSDBPassword=zzz
ExistingCMSDBReset=1
# Enter appropriate values for the db type
ExistingAuditingDBServer=aaa
ExistingAuditingDBPort=111
ExistingAuditingDBDatabase=bbb
ExistingAuditingDBUser=ccc
ExistingAuditingDBPassword=ddd
#Enter appropriate values for the Introscope
Introscope_ENT_HOST=localhost
Introscope_ENT_PORT=6001
Introscope_ENT_INSTRUMENTATION=10
#Enter appropriate values for the SMD Agent
SMDAgent_HOST=localhost
SMDAgent_PORT=6001
#WACS Port
WACSPort=6405
# The acceptable value of WebAppServerType: tomcat/wacs/manual/none
WebAppServerType=tomcat
#List the features installed by default
#List the features installed by default
features=JavaWebApps1,tomcat80,WebTier,CMS,FRS,PlatformServers.IntegratedDB.SQLAn
ywhere,PlatformServers.SystemLandscapeSupplier,Subversion,MultidimensionalAnalysi
sServices,AdvancedAnalysisServices,UpgradeManager,DataAccess.SAP
```

5.4.2 Command-line switch parameters

The following table lists the switch parameters that can be given to the installation program on the command-line to perform a silent installation.

Installation program command-line switch parameters

Switch parameter	Description	Example
-w <<FILENAME>>	Writes a response file to <<FILENAME>>, containing the options selected from the installation wizard.	setup.exe -w "C:\response.ini"
-r <<FILENAME>>	Reads installation options from a response file named <<FILENAME>>.	setup.exe -r "C:\response.ini"

5.4.2.1 To use a response file

A response file installation is started on the command-line, but installation options are read from a ASCII text file with the options stored in key-value format. This is useful when setting up a cluster, or for creating development or test environments with standardized options.

When an option is given both on the command-line and in a response file, the command-line options take precedence over the response file options. This allows an administrator to override an option in a response file when required. This provides three levels precedence for installation options:

1. Installation options given on the command-line take highest precedence, and will always override response file and default values.
2. Installation options given in a response file are used when not given on the command-line, and override default values.
3. Installation option default values are used when not given on the command-line or in a response file.

For example, the following command reads installation options from the response file C:\<parent_folder>\<response_file_name>.ini, but overrides the response file's setting for the installation destination folder:

```
setup.exe -r C:\<parent_folder>\<response_file_name>.ini InstallDir="C:\SAP\BusinessObjects BI platform"
```

If an unexpected condition is encountered, an error message is written to the installation log file and the installation program exits. Installation activity, warnings, and errors are written to the installation log file in the folder:

<BIP_INSTALL_DIR>\InstallData\logs\<DATEandTIME>\setupengine.log

If the <BIP_INSTALL_DIR> folder has not been created by the time the installation program exits, look for setupengine.log in the temporary folder specified by the system <TEMP> environment variable.

5.4.2.1.1 To write a response file

To create a response file, run the installation program with the `-w <RESPONSE_FILE>` parameter and select the desired installation options with the installation wizard. When the wizard completes, the installation program exits and the response file is created. The response file can then be used for future installations.

For example, the following command creates the response file `C:\<parent_folder>\<response_file_name>.ini`:

```
setup.exe -w C:\<parent_folder>\<response_file_name>.ini
```

i Note

The parent folder should exist before you execute the command.

Once created, the response file can be updated with a text editor.

i Note

When creating a response file with the GUI installation program, the license key and all passwords entered via the GUI are not written to the response file in plain text format. You must replace the starred entries (*****) with your passwords before performing a silent installation.

5.4.2.1.2 To read a response file

To use a response file, run the installation program with the `-r <RESPONSE_FILE>` parameter. The installation program reads all installation options from the response file, and no further input is required.

For example, the following command reads installation options from the response file `C:\response.ini`:

```
setup.exe -r C:\response.ini
```

5.5 To run a phase-wise installation

The installation is performed in two phases - Caching and Installation after caching.

- Caching is the process of copying the software to the installation directory
- Installation after caching is the actual installation process

5.5.1 To run a phase-wise installation for new installation from command prompt

To do a phase-wise installation, perform the following steps:

1. Launch command prompt with administrative privileges.
2. Enter the location where the software is downloaded..
3. Enter the `setup.exe -cache <path><file name>`.
For example: `setup.exe -cache c:\<parent_folder>\<response_file_name>.ini`

i Note

- If you do not use an existing response.ini file, BI Platform installer creates one for you during the installation.
- If you prefer to use an existing response.ini file, ensure to use a valid response.ini file and you need to enter valid credentials.
- An invalid response.ini file with invalid credentials shall cause the installation to fail without any notification.

4. Follow the installation wizard and select the required options that will be recorded in the response file.
5. *Start Installation* window appears, To start caching, choose *Next*.
6. *Caching completed successfully* screen appears.

i Note

During the caching process, you will not experience the system downtime.

7. Navigate to the directory where response.ini file is located.
8. Enter the passwords and product key, and save the response.ini file.
For example: Enter the *CMS Cluster Key*, *CMS Administrator Password*, and *SQL Anywhere Password* information.

⚠ Caution

When creating a response file, the license key and all passwords entered by the user are not written to the response file in plain text format. You must replace the starred entries (*****) with their specific values during the phase-wise installation.

9. Navigate to command prompt.
10. Enter the location where the software is downloaded.
11. Enter the `setup.exe -resume_after_cache <path><file name>`
For example: `setup.exe -resume_after_cache c:\<parent_folder>\<response_file_name>.ini`
12. In the *Resume installation* window, choose *OK*
13. In the *Post Installation Steps* window, follow the instructions and choose *Next*

The installation is completed successfully.

i Note

- After you start the installation, the installer repairs any errors that occurred during the caching and proceeds with the installation
- You can experience the system downtime only during the installation after caching, hence the overall system downtime is reduced.

5.5.2 To run a phase-wise installation for update installation from command prompt

To run a phase-wise installation for update, perform the following steps:

1. Open command prompt.
2. Navigate to the download location of software.
3. Execute the command `setup.exe -cache <path><file name>`.

For example: `setup.exe -cache c:\response.ini`

i Note

If you prefer to use an existing response.ini file with necessary inputs, installer directly starts Caching phase without prompting for any information.


4. In the *Check Prerequisites* window, review the results and decide whether to continue with the installation, or abort and correct any unmet requirements.
The installation program checks for required components and conditions.
 - If a dependency prerequisite condition is critical, the installation program will not allow the installation to proceed
 - If the missing or unsupported component is optional, you have the option to either continue with the installation or abort and correct the condition
5. In the *Installation wizard* window, review the instructions displayed.
6. In the *License Agreement* window, review and accept the license agreement.
7. In the *New License Key Requirement* window, review the contents of the New License Key Requirement, and select the check box, and choose *Next*


i Note

The installer will display the *New License Key Requirement* window, if you are updating Information platform services 4.2 SP1 or earlier versions to higher version of Information platform services 4.2, otherwise the installer shall not display the *New License Key Requirement* window.

i Note

When you update your system from Information platform services 4.2 SP1 or earlier versions to Information platform services higher versions, the existing licenses behave as invalid licenses. You need to request a new license key for Information platform services 4.2 update from SAP Service Market Place. Visit <https://support.sap.com/keys-systems-installations/keys.html> to request a new license key.

For more information on how to request a new license key, visit <http://scn.sap.com/docs/DOC-70095> .

After you update your system to Information platform services 4.2 update, you must log on to Central Management Console; delete the old license key and add the new license key. Alternatively, you can run the script to delete the license keys. For more information on how to delete the license key through the script, see the [2276413](#) .

Until you add the new license key in Central Management Console, certain servers are in disabled state.

Once you add the new license key, navigate to Servers window; enable the servers that are in disabled state.

For more information, see the **Business Intelligence Platform Administrator Guide**.

8. In the *Existing CMS Deployment Information* window, enter the CMS logon administrator *Password* information.
9. In the *Start Installation* window, choose *Next* to start caching.

i Note

During the caching phase, there is no system downtime and you can continue working on the system.

10. *Caching completed successfully* dialog appears.

i Note

You can perform Installation after caching phase when maintenance time is available.

11. Navigate to the response.ini file directory location.
12. Enter the *CMS Administrator Password* and save the response.ini file.
13. Open command prompt.
14. Navigate to the download location of the software.
15. Execute the command `setup.exe -resume_after_cache <path><file name>`.
For example: `setup.exe -resume_after_cache c:\response.ini`
16. In the *Resume installation* window, choose *OK*
17. In the *Post Installation Steps* window, follow the instructions and choose *Next*

i Note

The installer does not display the *Post Installation Steps* window, if you are updating Information platform services 4.2 SP2 to higher version of Information platform services 4.2 and when your base setup has bundled default Tomcat Web Application Server.

5.5.3 To run a phase-wise installation for update installation from user interface

To do a phase-wise installation patch update, perform the following steps:

1. Navigate to the setup.exe file location.
2. Execute the setup.exe file.
3. In the *Check Prerequisites* window, review the results and decide whether to continue with the installation, or abort and correct any unmet requirements.
The installation program checks for required components and conditions.
 - If a dependency prerequisite condition is critical, the installation program does not allow the installation to proceed.
 - If missing or unsupported component is optional, you have the option to either continue with the installation or abort and correct the condition.
4. In the *Installation wizard* window, review the instructions displayed.
5. In the *License Agreement* window, review and accept the license agreement.
6. In the *New License Key Requirement* window, review the contents of the New License Key Requirement, and select the checkbox, and choose *Next*.

i Note

The installer will display the *New License Key Requirement* window, if you are updating Information platform services 4.2 SP1 or earlier versions to higher version of Information platform services 4.2, otherwise the installer shall not display the *New License Key Requirement* window.

i Note

When you update your system from Information Platform Services 4.2 SP1 or earlier versions to Information Platform Services higher versions, the existing licenses behave as invalid licenses. You need to request a new license key for Information Platform Services 4.2 update from SAP Service Market Place. Visit <https://support.sap.com/keys-systems-installations/keys.html> to request a new license key.

For more information on how to request a new license key, visit <http://scn.sap.com/docs/DOC-70095>.

After you update your system to Information Platform Services 4.2 update, you must log on to Central Management Console; delete the old license key and add the new license key. Alternatively, you can run the script to delete the license keys. For more information on how to delete the license key through the script, see the [2276413](#).

Until you add the new license key in Central Management Console, certain servers are in disabled state.

Once you add the new license key, navigate to Servers window; enable the servers that are in disabled state.

For more information, see the **Business Intelligence Platform Administrator Guide**.

7. In the *Existing CMS Deployment Information* window, enter the CMS logon administrator *Password* information.
8. In the *Select Installation Mode* window, choose the *Phase-wise Installation* radio button.

i Note

Information platform services installer performs installation in two phases – Caching and Installation after caching.

During Caching, there is no system downtime and you can continue working on the system.

During Installation after caching, in system in which you install the software, there is system downtime.

9. To start the Caching phase, choose *Next*.
Caching completed successfully window appears.
10. To exit the phase-wise installation, choose *Finish*.

i Note

You can perform Installation after caching phase when maintenance time is available.

11. To resume the installation after caching phase, perform the steps 1 and 2.
12. To proceed further, Perform steps 3, 5, 6, and 7.
13. In the *Resume Installation* window, choose *Next* to resume the installation.
Update installation begins. When the installation is complete, Post installation Steps window appears.
14. In the *Post Installation Steps* window, follow the instructions and choose *Next*.

i Note

The installer does not display the *Post Installation Steps* window, if you are updating Information platform services 4.2 SP2 to higher version of Information platform services 4.2 and when your base setup has bundled default Tomcat Web Application Server.

15. To exit the installation, choose *Finish*.

6 Post-Installation

This section describes the activities that should be performed after the installation program has finished, to test that the installation was successful.

6.1 Verifying your installation

You can verify that your installation was successful by using a Central Management Console (CMC) to log onto your CMS. The CMC is used to administer servers, users and groups, rights, and security policies.

If you installed the *Java Web Applications* feature on the machine, launch the CMC by going to: ► *Start* ► *SAP Business Intelligence* ► *Information platform services 4* ► *Information platform services Central Management Console* ►.

If you have installed a dedicated web application server, you can enter the web application server's URL to access the CMC. Use the following URL:

```
http://<<WAS_HOSTNAME>>:<<PORT>>/BOE/CMC
```

i Note

Default Tomcat Web Application Server's listening port number is 8080.

Substitute <<WAS_HOSTNAME>> for the hostname of the web application server and <<PORT>> for the web application server's listening port. If you are using a custom web application server root context or `BOE.war` web application context, the URL will be different.

If you are using Internet Explorer, you may receive several Internet Explorer Enhanced Security Configuration warnings because the new server is not yet added to the list of trusted sites. Click *Add* to add the local web server to the list of trusted web sites. If your server is not using SSL encryption, deselect *Require server verification (https:) for all sites in this zone*.

Log on as the Administrator user by typing **Administrator** into the *User Name* field and entering the administrative password that you entered into the installation program.

For more information on using the CMC, see the *Information platform services Administrator Guide*.

6.1.1 Troubleshooting login issues

If you are unable to log on to the CMS using the CMC, or launch the CMC, evaluate the following possible causes:

1. Is a firewall blocking the CMS port number (default 6400) or the web application server port?

Check the Windows Firewall settings by going to: ► *Start* ► *Settings* ► *Control Panel* ► *Windows Firewall* ►.

2. Is the URL correct?

The default URL to access the CMC is:

```
http://<<WAS_HOSTNAME>>:<<PORT>>/BOE/CMC
```

Substitute <<WAS_HOSTNAME>> for the hostname of the web application server and <<PORT>> for the web application server's listening port. If you are using a custom web application server root context or BOE.war web application context, the URL will be different.

3. Is the correct method specified in the *Authentication* field?

The default authentication type is *Enterprise*, referring to native BusinessObjects Enterprise authentication system.

If you are using an LDAP or Windows AD single sign-on authentication system, select the system instead.

4. Did you provide the correct user credentials in the *User Name* and *Password* fields on the CMC login screen?

The name of the administrative account is *Administrator*. You entered the password during the installation process.

5. Is the Server Intelligence Agent (SIA) is running.

Go to: ► *Start* ► *SAP Business Intelligence* ► *Information platform services 4* ► *Central Configuration Manager* ►.

If the SIA is not running, start it.

6. Ensure that the database server(s) used for the CMS system and Auditing Data Store databases are running, and that the network connection from the CMS to the database is working.

7. If you are attempting to connect to a CMS cluster using the @<clustername> format, and this is your first attempt to connect to the cluster, the CMC will not know which CMS servers belong to the cluster. In this case, you need to specify a list of CMS servers in the web.xml, found in the WEB-INF folder of the CMC web application WAR file. Follow the instructions in the cms.clusters section of web.xml for more details. It is also possible to specify CMS cluster information for the BI launch pad by modifying its corresponding web.xml file.

If none of these solutions work, consider repairing or reinstalling the software or contacting support at: <https://support.sap.com/home.html> 🖱️.

6.2 SAP support

6.2.1 To configure System Landscape Directory (SLD) Data Supplier (DS) post installation

If you decided not to enable support for SAP System Landscape Directory (SLD) when installing Information platform services, you can enable it at any time later by installing SAP Host Agent. For more information, see [To enable SAP System Landscape Directory \(SLD\) support \[page 14\]](#).

Once SAP Host Agent is installed, open the Central Configuration Manager (CCM), restart the SIA nodes. SLD registration will automatically occur whenever a SIA is restarted or created.

To enable SLD support for web applications deployed to a web application server, see "SAP System Landscape Directory (SLD) registration" in the *SAP BusinessObjects Enterprise Web Application Deployment Guide*.

6.2.2 To configure SMD Agent post installation

If you did not configure SAP Solution Manager Diagnostics (SMD) during the installation process, you can still give the SMD Agent hostname and port number in the Central Management Console (CMC).

i Note

SMD Agent must be installed before configuring the SMD Agent hostname and port number in Information platform services.

1. Open the Central Management Console.
2. Select the [Servers](#) tab.
3. Expand the SIA [Nodes](#) folder in server list, and right-click the SIA to be updated.
4. Select [Placeholders](#) from the context menu.
5. Ensure that the placeholders related to Introscope are set correctly:
 - a. Update the %SMDAgentHost% placeholder with the SMD Agent hostname.
 - b. Update the %SMDAgentPort% placeholder with the SMD Agent port number.
6. Save and close the [Placeholders](#) screen.
7. Restart the SIA.
8. When more than one SIA is present, repeat steps 3-7 for each SIA in the [Nodes](#) folder.

6.2.3 To configure CA Wily Introscope Agent post installation

If you did not configure CA Wily Introscope during the installation process, you can configure it later in the Central Management Console (CMC).

i Note

The Introscope Agent must be installed and running before configuring it in the CMC.

1. Open the Central Management Console.
2. Select the [Servers](#) tab.
3. Expand the SIA [Nodes](#) folder in server list, and right-click the SIA to be updated.
4. Select [Placeholders](#) from the context menu.
5. Ensure that the placeholders related to Introscope are set correctly:
 - a. Change the %IntroscopeAgentEnableInstrumentation% placeholder from `false` to `true`.
 - b. Update the %IntroscopeAgentManagerHost% placeholder with the Introscope Agent hostname.
 - c. Update the %IntroscopeAgenEnterpriseManagerPort% placeholder with the Introscope Agent port number.
 - d. Review %IntroscopeAgenEnterpriseManagerTransport% to ensure that the correct network transport is selected (for example, TCP).
6. Save and close the [Placeholders](#) screen.
7. Restart the SIA.

8. When more than one SIA is present, repeat steps 3-7 for each SIA in the [Nodes](#) folder.

6.3 Third-party ERP integration

6.3.1 To enable Siebel Enterprise integration

To enable Siebel Enterprise integration, the Siebel Java Data Bean JAR files must be copied to the Information platform services Java `lib` folder.

1. Locate the `classes` folder that was created when you installed Siebel Tools.

The Java data bean files are typically located in the `<SIEBEL_HOME>\classes` folder. For example, the Siebel `classes` folder may be `C:\Program Files (x86)\Siebel\7.8\classes`.

2. Copy the `SiebelJI.jar` and `SiebelJI_enu.jar` Java data bean files to the Information platform services Java `lib` directory.

For example, copy `C:\Program Files (x86)\Siebel\7.8\classes\SiebelJI.jar` and `C:\Program Files (x86)\Siebel\7.8\classes\SiebelJI_enu.jar` to `<IPS_INSTALL_DIR>\SAP BusinessObjects Enterprise XI 4.0\java\lib\siebel`.

3. Copy the `SiebelJI.jar` and `SiebelJI_enu.jar` Java data bean files to the `lib` directory of your web application server.

For example copy `C:\Program Files (x86)\Siebel\7.8\classes\SiebelJI.jar` and `C:\Program Files (x86)\Siebel\7.8\classes\SiebelJI_enu.jar` to `<IPS_INSTALL_DIR>\tomcat\lib\`.

4. Restart your Central Management Server and web application server.

For more information, see “Configuring for Siebel integration” in the *Information platform services Administrator Guide*.

6.3.2 To enable JD Edwards EnterpriseOne integration

To enable JD Edwards EnterpriseOne integration, the JD Edwards Java Data Bean JAR files must be copied to the Information platform services Java `lib` folder.

1. Locate the `classes` folder that was created when you installed JD Edwards EnterpriseOne.

The Java data bean files are typically located in the `<JDE_HOME>\system\classes` folder.

2. Locate the following Java data bean files:

- `kernel.jar`
- `jdeutil.jar`
- `log4j.jar`
- `pseoneqryxml.jar`
- `pseonexml.jar`

3. Copy the .jar files above into the Information platform services JD Edwards lib folder:

```
<<IPS_INSTALL_DIR>>\SAP BusinessObjects Enterprise XI 4.0\java\lib\jdedwards\default\jdedwards.
```

4. Also copy the .jar into the web application server Java lib folder. For example, if you're using the web application server bundled with Information platform services, the default web application server lib directory is:

```
<<IPS_INSTALL_DIR>>\tomcat\lib.
```

5. Restart the Central Management Server and Web Application Server.

For more information, see “Configuring for JD Edwards EnterpriseOne integration” in the *Information platform services Administrator Guide*.

6.3.3 To enable Oracle E-Business Suite (EBS) integration

To enable Information platform services integration with Oracle EBS, including Oracle EBS authentication and import roles, follow the steps below.

1. Install and configure the 64-bit Oracle client on Information platform services hosts.

When installing the 64-bit Oracle client, ensure that the following components are installed:

- Oracle JDBC driver
- JDBC-OCI bridge

2. Verify that the Oracle client can connect by logging on to the Oracle EBS database on the client.
3. Copy the following Oracle client binaries to the Information platform services Oracle library.

Copy:

- <<ORA_HOME>>\bin\ocijdbc11.dll

To: <<IPS_INSTALL_DIR>>\SAP BusinessObjects Enterprise XI 4.0\win64_x64.

4. Copy the following file to the web application server lib directory.

Copy:

- <<ORA_HOME>>\jdbc\lib\ojdbc5.jar

Copy the file to the web application server lib directory. For example, if you're using the web application server bundled with Information platform services, the default web application server lib directory is:

```
<<IPS_INSTALL_DIR>>\tomcat\lib.
```

5. Restart the CMS.
6. Stop the web application server.
7. Clean up the web application work folder.

For example, on the Tomcat 6.0 web application server supplied with Information platform services, remove all the files in the Tomcat work folder (<<IPS_INSTALL_DIR>>\tomcat\work\Catalina\localhost\BOE).

8. Restart the web application server.

After installing integration for Oracle E-Business Suite, ensure that the Oracle EBS security context is enforced. To do this, manually create the bobj_pkg package in any new Oracle EBS database before using the

integration solution for the first time. To generate the package, log on to the Oracle EBS database and use the PL\SQL code given in the following file:

```
<IPS_INSTALL_DIR>\SAP BusinessObjects Enterprise XI 4.0\Samples\ebbs\boobj_pkg.txt
```

6.4 Post-install diagnostic checks

You can run the Monitoring Tool at any time to run a diagnostics check and look for problems.

To access the Monitoring Tool in order to run diagnostic tests, log on to the Central Management Console (CMC), select the [Monitoring](#) screen, and click the [Probes](#) tab.

6.5 Making changes to Information platform services

6.5.1 To modify Information platform services

These instructions describe the process to modify your Information platform services installation by adding or removing installed components through the Windows Control Panel.

It is recommended that you back up the CMS system database before modifying Information platform services.

1. Go to: ► [Start](#) ► [Control Panel](#) ► [Programs and Features](#) ►.
2. Right-click [Information platform services 4.2](#) and select [Uninstall/Change](#).
3. On the [Application Maintenance](#) page, select [Modify](#) and click [Next](#).
4. On the [Select Language Packs](#) page, select any languages you want to install; unselect any languages you want to remove. Click [Next](#) to continue.
5. On the [Select Features](#) page, select any features you want to install; unselect any features you want to remove.

Features are grouped under the following headings:

- [Web Tier](#)
The web tier hosts web applications and serves content to users over the web. Use the [Web Tier](#) installation option to install Java web applications onto a dedicated Java web application server. If you do not have a web application server in place for use with Information platform services, the installation program can install and configure a Tomcat web application server for you. It is recommended that you evaluate your requirements against information from your web application server vendor to determine which supported web application server would best suit your organization's needs.
If you already have a supported web application server installed, you can deselect the option to install Tomcat, and only install the Java web applications
- Platform Services
Platform Services features include the Business Intelligence platform servers (such as processing and scheduling servers), major system components (such as the CMS, file servers, bundled database, and

a version control system), and servers that integrate Information platform services into your organization's existing network infrastructure (such as PeopleSoft, Siebel, and SAP BW). Install servers if you plan to use the installed system for Information platform services BI processing, such as a stand-alone Central Management Server (CMS) or as part of a CMS cluster.

- Administrator Tools

The Administrator Tools features help administrators maintain an installation.

- Data Access

Includes single sign-on logon support to access third-party Enterprise Resource Planning (ERP) systems. If your organization does not use a particular system, you can deselect the option to install it.

6. Click [Next](#) to apply your changes.

The [Start Installation](#) page appears. Start the installation.

6.5.2 To repair Information platform services

These instructions describe the process to repair an Information platform services installation from the Microsoft Windows Control Panel. This process restores the files and setting originally configured by the setup program.

It is recommended that you back up the CMS system database before repairing Information platform services.

1. Go to: ► [Start](#) ► [Control Panel](#) ► [Programs and Features](#) ►.
2. Right-click [Information platform services 4.2](#) and select [Uninstall/Change](#).
3. On the [Application Maintenance](#) page, select [Repair](#) and click [Next](#).
4. (Optional) On the [Existing CMS Deployment Information](#) page, enter the CMS connection and logon information for the existing, remote CMS.

i Note

If you cannot connect to your existing, remote CMS, click [No](#) when prompted and you can proceed with the repair.

The [Start Installation](#) page appears. Start the installation. Once the repair is complete, the system is restored to its original configuration.

6.5.3 To remove Information platform services

These instructions describe the process to permanently uninstall Information platform services from a system.

It is recommended that you back up the CMS system database before removing Information platform services.

i Note

Add-on products that with dependencies on other products should be removed before the product on which they depend. For example, for servers with Information platform services Explorer installed, Information platform services Explorer should be removed first, as it will not function without Information platform services.

i Note

Prerequisite for uninstalling or downgrading Information Platform Services 4.2 SP2

- When uninstalling or downgrading Information Platform Services from 4.2 SP2 to 4.2 SP1 or 4.1 or 4.0, ensure that you remove the new license key pertaining to Information Platform Services 4.2 SP2 from CMC
- If you had uninstalled Information Platform Services from 4.2 SP2 without removing the new license key, run the script to remove the key. For more information on removing the key through the script, see SAP Note [2276413](#) 📄

The following items will remain:

- The CMS repository auditing databases, as they may be shared with other programs. If you are using the bundled Sybase SQL Anywhere database server, a backup of the CMS and auditing database files (.db) remain at the following location: <<IPS_INSTALL_DIR>>\sqlanywhere\database.backup.<<DATE>> \
- The file repository folder, as it may contain user data
- Web applications deployed to a web application server will not be undeployed. Use the WDeploy command or the web application server administrative console to undeploy web applications.
- Web application files customized to an individual web application server.
- Configuration files

i Note

These items can be removed manually by an administrator if required.

1. Run the Central Configuration Manager (CCM) by selecting ► *Start* ► *SAP Business Intelligence* ► *Information platform services 4* ► *Central Configuration Manager* ►.
2. Change the status of all servers to stopped.
3. When all of the servers are stopped, close the CCM.
4. Go to: ► *Start* ► *Control Panel* ► *Programs and Features* ►.
5. Right-click *Information platform services 4.2* and select *Uninstall/Change*.
6. On the *Application Maintenance* page, select *Remove* and click *Next*.
7. On the *Uninstall Confirmation* page, confirm that you want uninstall by clicking *Next*.
The uninstallation program starts and Information platform services is removed from the system.

6.5.4 Patching third party solutions bundled with Information platform services

There are several third party software solutions bundled with the Information platform services installation, including:

- SAP Sybase SQL Anywhere 17
- Apache Tomcat 8.5
- SAP JVM

These third party solutions are delivered as-is and without any support to patch them with vendor-delivered patches or updates. In the event of a security issues arising in those delivered products, SAP will patch them in subsequent Feature Packs (FPs), Support Packages (SPs), or Patches as necessary.

If your business has the need to run a newer version or patch of the bundled software, consider switching to a fully featured solution providing you with a greater flexibility and support. For a list of databases, web application servers, and other systems supported by this release, see the *Product Availability Matrix* (Supported Platforms/PAR), available on the SAP BusinessObjects section of the SAP Support Portal at: <https://support.sap.com/home.html>.

i Note

The SAP JVM/JDK must not be swapped with another vendors JVM/JDK.

6.6 Viewing log summary

ErrorsAndWarnings.log file contains exclusively the errors and warnings that occurred during install or uninstall or modify or repair the Information platform services. The status of install or uninstall of the SAP BusinessObjects Information platform services 4.2 has following scenarios:

- Information platform services 4.2 has been successfully installed or uninstalled
- Information platform services 4.2 has been successfully installed or uninstalled with warnings.
- Information platform services 4.2 has encountered errors during the install / uninstall process

The hyperlink [Click here for details](#) appears in case of warnings or errors during the installation or uninstallation or modifying or repairing. When you select [Click here for details](#), you can see the errors and warnings listed in the file.

Alternatively the errors and warnings log file is saved to <INSTALL_DIR>\InstallData\logs
\<DATEandTIME>\ErrorsAndWarnings.log.

6.7 Verifying fips in your installation

To verify fips in your installation, perform the following steps:

1. Navigate ► [Start](#) ► [Central Configuration Manager](#) ►.
2. In the [Central Configuration Manager](#) window, right-click on [Server Intelligent Agent](#) and select [Properties](#).
3. 4. In the [Command](#) key value – fips is appended by default.

You can see fips is enabled by default in your installation.

i Note



FIPS is default only for a new installation.

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