

SAP BusinessObjects Business Intelligence Suite  
Document Version: 4.2 Support Package 03 – 2016-08-29

## Support Package Update Guide

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# 1 Document History

The following table provides an overview of important document changes.

Version	Date	Description
BI platform 4.2 Support Package 1	December 2015	First release of this document.
BI platform 4.2 Support Package 2	March, 2016	<ul style="list-style-type: none"><li>• Updated Information about New License Requirement in <a href="#">To install the BI platform server update on Windows [page 16]</a></li><li>• Updated information about New License Requirement in <a href="#">To install the BI platform server update on UNIX [page 26]</a></li><li>• Updated information about New License Requirement in <a href="#">To run a silent installation using a response file on Windows [page 18]</a></li><li>• Updated information about New License Requirement in <a href="#">To run a silent installation using a response file on UNIX [page 28]</a></li><li>• Updated a note in <a href="#">To uninstall updates on Windows [page 24]</a></li><li>• Updated a note in <a href="#">To uninstall updates on UNIX [page 34]</a></li></ul>
BI platform 4.2 Support Package 3	August, 2016	<ul style="list-style-type: none"><li>• Updated information about new installation screens -Select Installation Mode and Web Application Deployment in <a href="#">To install the BI platform server update on Windows [page 16]</a></li><li>• Updated information about new installation screens - Web Application Deployment in <a href="#">To run a silent installation using a response file on Windows [page 18]</a></li><li>• Added information about Phase-wise installation in <a href="#">To run a phase-wise installation [page 20]</a></li><li>• Updated information about new installation screens -Select Installation Mode and Web Application Deployment in <a href="#">To</a></li></ul>

Version	Date	Description
		<p><a href="#">install the BI platform server update on UNIX [page 26]</a></p> <ul style="list-style-type: none"> <li>Updated information about new installation screens - Web Application Deployment in <a href="#">To run a silent installation using a response file on UNIX [page 28]</a></li> <li>Added information about Phase-wise installation in <a href="#">To run a phase-wise installation [page 20]</a></li> </ul>

### **i** Note

Updating a distributed deployment is much faster if you install the update in parallel, as described in the section *parallel update*.

## 2 Introduction

### 2.1 About this Document

This document is intended for the system administrator or IT professional who is responsible for the installation and maintenance of SAP BusinessObjects Business Intelligence Suite products. We recommend that you read this guide together with the *Release Restrictions* and *Fixed Issues* documents, which contains information about limitations, work-arounds, and defects addressed by this update.

There are different guides for the different types of updates:

Table 1: Selecting the correct guide for your update

Type of update	Example	Guide
Updating the BI Suite with the most recent minor release.	<ul style="list-style-type: none"><li>Installing 4.2 on a 4.0 or 4.1 release</li></ul>	<i>BI Platform Minor Release Update Guide</i>

You can install 4.2 directly on top of a 4.0 or a 4.1 release. The following diagram illustrates possible update scenarios:



#### 2.1.1 Constraints

This guide does not describe how to set up a host operating system, supported database, web application server, or web server. If you are planning to use a dedicated database, web application server, or web server, it must be installed and functioning before the BI platform can be installed. Refer to the vendor documentation for more information on installing or upgrading these components.

#### 2.1.2 Variables

The following variables are used throughout this guide.

Variable	Description
<INSTALLDIR>	<p>The directory where the BI Suite is installed.</p> <p>On a Windows machine, the default directory is C : \Program Files (x86) \SAP BusinessObjects\</p>

## 2.1.3 Terminology

The following terms are used throughout the BI platform documentation:

Table 2:

Term	Definition
add-on products	Products that work with the BI platform but have their own installation program, such as SAP BusinessObjects Explorer
Auditing Data Store (ADS)	The database used to store auditing data
BI platform	An abbreviation for the SAP BusinessObjects Business Intelligence platform
bundled database; bundled web application server	The database or web application server shipped with the BI platform
cluster (noun)	Two or more Central Management Servers (CMSs) working together and using a single CMS database
cluster (verb)	<p>To create a cluster.</p> <p>For example, to create a cluster:</p> <ol style="list-style-type: none"> <li>1. Install a CMS and CMS database on machine A.</li> <li>2. Install a CMS on machine B.</li> <li>3. Point the CMS on machine B to the CMS database on machine A.</li> </ol>
cluster key	<p>Used to decrypt the keys in the CMS database.</p> <p>You can change the cluster key in the CCM, but you cannot reset the key like a password. It contains encrypted content and is important not to lose.</p>
CMS	An abbreviation for the Central Management Server
CMS database	The database used by the CMS to store information about the BI platform
deployment	The BI platform software installed, configured, and running on one or more machines

Term	Definition
installation	An instance of BI platform files created by the installation program on a machine
machine	The computer on which the BI platform software is installed
major release	A full release of the software, such as 4.0
migration	<p>The process of transferring BI content from a previous major release (for example, from XI 3.1), using the upgrade management tool.</p> <p>This term does not apply to deployments with the same major release. See promotion.</p>
minor release	A release of some components of the software, such as 4.2
node	A group of BI platform servers that run on the same machine and are managed by the same Server Intelligence Agent (SIA)
Patch	A small update for a specific Support Package version
promotion	The process of transferring BI content between deployments with the same major release (for example, 4.0 to 4.0), using the promotion management application
server	A BI platform process. A server hosts one or more services.
Server Intelligence Agent (SIA)	A process that manages a group of servers, including stopping, starting, and restarting servers
Support Package	A software update for a minor or major release
web application server	A server that processes dynamic content. For example, the bundled web application server for 4.2 is Tomcat 8.
upgrade	The planning, preparation, migration, and post-processes required to complete a migration process



## 3 Planning

### 3.1 Downloading the update packages

A separate update package is available for each BI Suite product that has a separate full installation program. See the tables in the steps below to identify the correct package for your product.

1. Go to <https://support.sap.com/home.html> > *Download Software*.
2. In the *Download Software* tab, select *Support Packages and Patches*.
3. In the *Support Packages and Patches* tab, select *A–Z Index*
4. Navigate to your product as follows:

Update package	Path
SAP BusinessObjects Business Intelligence platform servers [1]	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.2 ► SBOP BI PLATFORM SERVERS 4.2 ►
SAP BusinessObjects Business Intelligence platform Client Tools [1] [2]	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.2 ► SBOP BI PLATFORM CLIENTS 4.2 ►
SAP Crystal Reports 2016	► C ► CRYSTAL REPORTS ► SAP CRYSTAL REPORTS 2016 ► SAP CRYSTAL REPORTS 2016 ► [1]
SAP Crystal Reports for Enterprise	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.2 ► CR FOR ENTERPRISE 4.2 ►
SAP BusinessObjects Live Office	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.2 ► SBOP LIVE OFFICE 4.2 ►
SAP BusinessObjects Dashboards	► D ► SBOP DASHBOARDS (XCELSIUS) ► SBOP DASHBOARDS 4.2 ► SBOP DASHBOARDS 4.2 ►
SAP BusinessObjects Explorer	► E ► SBOP EXPLORER ► SBOP EXPLORER 4.2 ► SBOP EXPLORER 4.2 ►

- [1] This update package is also intended for SAP BusinessObjects Edge Business Intelligence.
- [2] Client Tools includes:
  - Web Intelligence Rich Client
  - Business View Manager
  - Report Conversion Tool
  - Web Services query Tool

- Universe Design Tool
- Query as a Web Service
- Information Design Tool
- Translation Management Tool
- Data Federation Administration Tool
- Widgets for SAP BusinessObjects Business Intelligence platform
- Developer Components:
  - SAP BusinessObjects BI platform Java SDK
  - SAP BusinessObjects BI platform Web Services SDK
  - SAP BusinessObjects BI platform .NET SDK
  - SAP Crystal Reports Java SDK
  - SAP BusinessObjects Semantic Layer Java SDK

5. Select your platform.

6. Select your update package then follow the instructions on the website to download and extract the package.

The Support Package version is listed in the [title](#) column.

The software may 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.

## 3.2 Platform support

The following table shows the platform support for each update package.

Update Package	Windows	AIX	Solaris	Linux
SAP BusinessObjects Business Intelligence platform servers	✓	✓	✓	✓
SAP BusinessObjects Business Intelligence platform Client Tools	✓			
SAP Crystal Reports 2016	✓			
SAP Crystal Reports for Enterprise	✓			
SAP BusinessObjects Live Office	✓			
SAP BusinessObjects Dashboards	✓			
SAP BusinessObjects Explorer	✓	✓	✓	✓

## 3.3 Prerequisites

Before applying an update to your system the following planning steps are recommended:

- If you are updating from a 4.0 or 4.1 deployment to a 4.2 deployment, we recommend that you back up your CMS database. Uninstalling the 4.2 update does not restore the 4.0 or 4.1 database: it must be restored manually. See the *SAP BusinessObjects Business Intelligence Platform Administrator Guide*.
- Back up your existing BI Suite deployment. For details on backing up your deployment see the *SAP BusinessObjects Business Intelligence Platform Administrator Guide*.

### Note

If you are using IBM DB2 for the BI platform CMS, we recommend that you back up the CMS database before running the 4.2 update installation program. To avoid CMS database corruption, ensure that during the update installation process the CMS database is up and running and that the update process is not interrupted.

- Make sure all parts of your BI Suite deployment, including any add-on products you have installed, are compatible with the version of the BI platform that you are updating to. This information can be found in the Product Availability Matrix, available at <https://support.sap.com/release-upgrade-maintenance/pam.html>.
- Review the *Release Restrictions* document for important issues, limitations, and works-arounds for the release.
- Review the *Fixed Issues* document to determine if defects addressed by the update are relevant to your deployment.
- Review [Limitations and restrictions \[page 11\]](#).
- To enable SAP BW design time improvements, see in *SAP Support for BW* in the *Business Intelligence Platform Installation Guide*.
- Identify all SAP BusinessObjects products and components that require updates. Updates are provided for each product that has its own installation program. Refer to [Downloading the update packages \[page 9\]](#) to identify the updates required.
  - On Windows, installed updates can be determined from the Windows *Add/Remove Programs* list.
  - On Unix, installed updates can be determined by running `<INSTALLDIR>/modifyOrRemoveProduct.sh`
- Review the “Installation scenarios” section in this guide.

## 3.4 Limitations and restrictions

The following limitations and restrictions apply to update installations:

- Updates are maintenance installations, not complete product installations. An SAP BusinessObjects product must be installed in order to install a update.
- Updates can only be installed in their entirety. You cannot install a subset of updates.
- Updates only update features that are already installed. For example:
  - If the full installation that you are updating is a custom installation, the update installation will only update the subset of files that were originally installed.

- If new features were introduced in a release, they will not be installed by the update installation program. You must do a modify installation to get the new features. For information on how to do a modify installation, see *To modify SAP BusinessObjects Business Intelligence platform* in the *Business Intelligence Platform Installation Guide*.
- Updates only apply fixes for language packs that are already installed. If you want to install a language that was introduced in an update, you will need to modify installation.
- It is required that all products in an SAP BusinessObjects Suite deployment be at the same maintenance level.
  - If you update one SAP BusinessObjects product in the deployment, you must also update all other products.
  - If you uninstall an update for one SAP BusinessObjects product in your deployment, you must uninstall the same update for all products.
  - If you install a new SAP BusinessObjects product, apply all updates to the new product until it is at the same version as all other products in the deployment.
- The update installation program can automatically redeploy BI platform web applications to the bundled Tomcat web application server. If you are using a different web application server, you must use WDeploy to redeploy those applications after installing the update. For more information, see [Updating web applications \[page 13\]](#).
- You must create a response file with the same installation program that you will use to run it. You cannot re-use a response file from a previous release, or between full installation and an update installation. For more information, see [To run a silent installation using a response file on Windows \[page 18\]](#) or [To run a silent installation using a response file on UNIX \[page 28\]](#)
- This installation program will not update SAP BusinessObjects Design Studio BI platform add-on. If you are updating a 4.0 or 4.1 release to a 4.2 release, Design Studio will not work. You need to install the Design Studio BI platform add-on as described in the SAP Note 1760372 <http://service.sap.com/notes>.
- Web Intelligence in BI 4.2 contains corrections not included in previous versions of XI 2.x, XI 3.x, XI3.1.x BI4.0.x, and BI4.1.x. Web Intelligence documents migrated from XI 3.X or BI 4.0 to BI 4.1 Support Package 03 may display different results. For more details on potential differences, refer to the white paper at <http://scn.sap.com/docs/DOC-39973>.

## 3.5 Checking the installed version

Use one of the following methods to check the version of the BI platform that you have installed:

- On Windows deployments, use Windows Add Remove Programs (ARP)
- On Unix or Linux deployments, run `modifyOrRemoveProducts.sh`

## BI products and Client Tools

You can see the current version information for BI platform Client Tools and other SAP BusinessObjects BI products such as SAP Crystal Reports in the ► [Help](#) ► [About](#) ► menu.

## 4 Installation scenarios

### 4.1 Applying the update to a system with multiple SAP BusinessObjects products

Due to product interdependencies, it is required that all SAP BusinessObjects products be at the same maintenance level. For example, if you want to apply an update to SAP Crystal Reports in a deployment where you also have SAP BusinessObjects Live Office and the BI platform installed, you must apply three separate updates for all three products so that all products are running at the same maintenance level.

### 4.2 Updating web applications

How you update the BI platform web applications depends on what type of web application server you are using:

- If you are using the bundled Tomcat web application server, the BI platform WAR files are automatically updated using the update installation program. No additional steps are required.
- If you are not using the bundled Tomcat web application server, use the update installation program to install the new WAR files to `<INSTALLDIR>/enterprise_xi40/warfiles/webapps`, then use WDeploy to deploy the WAR files to your web application server. If you are installing multiple updates, install all updates first to obtain a final set of WAR files that can be redeployed once. See *SAP BusinessObjects Business Intelligence Platform Web Application Deployment Guide* for instructions on using WDeploy.

#### **i** Note

You must update all the BI platform WAR files in your deployment. It is required that all BI suite components, including web applications, be at the same version.

### 4.3 Saving web.xml file modifications

When you install an update, the `web.xml` files for web applications that have been deployed to a web application server are overwritten. This means that any customizations that you've made by changing the `web.xml` files on the web application server are lost after applying an update.

If you modified a `web.xml` file for a web application and do not want to lose your modifications, you must make the modifications in the BI platform installation directory. Changes made to the configuration files in the BI platform installation directory will be retained when patching.

On Windows systems, this directory is:

```
<INSTALLDIR>\SAP BusinessObjects Enterprise XI 4.0\warfiles\webapps.
```

On UNIX systems, this directory is:

```
<INSTALLDIR>/sap_bobj/enterprise_xi40/warfiles/webapps.
```

After you've applied the update, rebuild the affected `.war` files and redeploy the `.war` files to the web application server.

## 4.4 Parallel update

The parallel update feature was introduced in 4.0 SP5. It allows you to run the update installation on multiple machines at the same time, significantly decreasing the time required to update a distributed deployment. You no longer have to update one machine at a time.

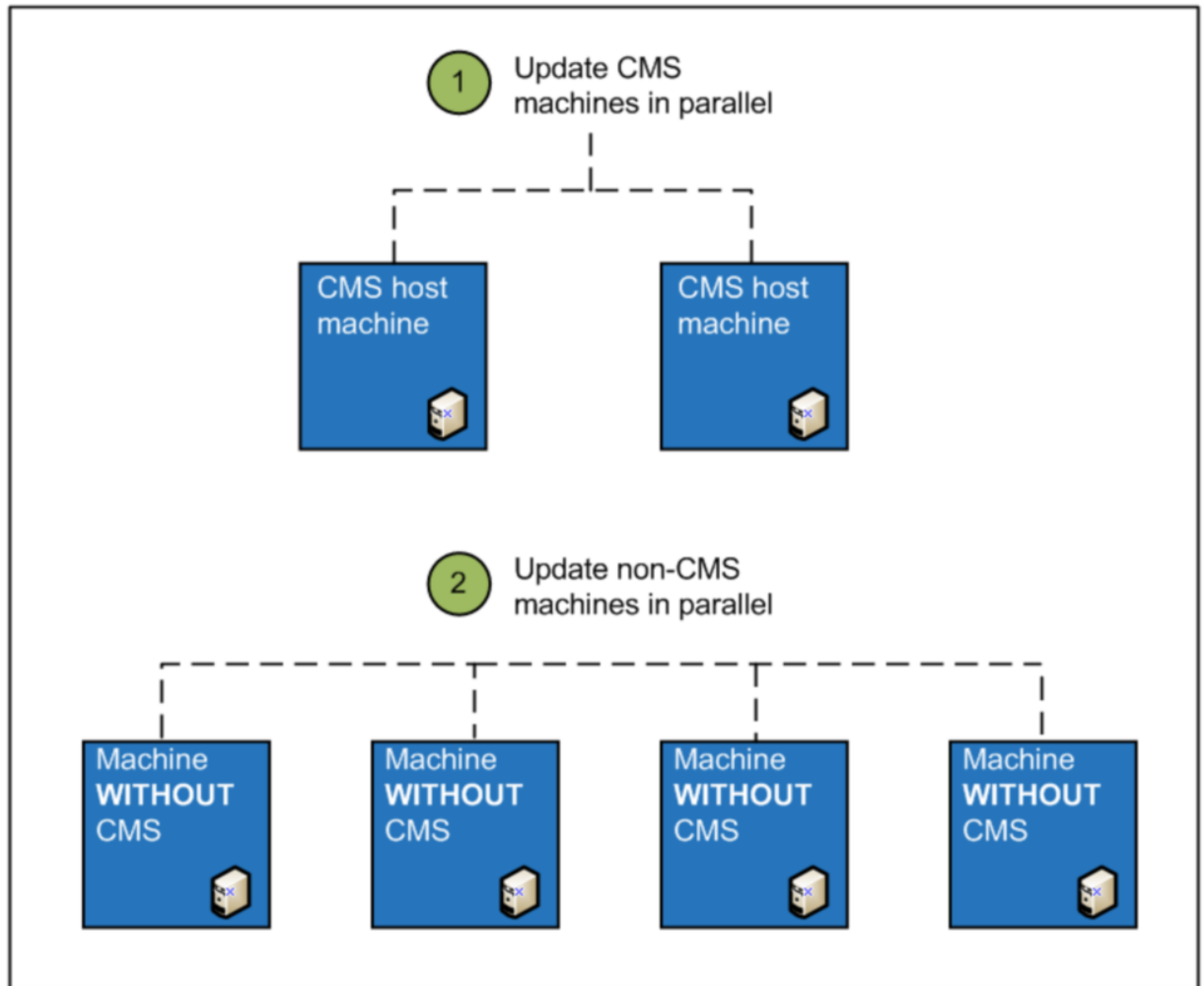
To perform a parallel update to a distributed deployment, install the updates in the following order:

1. Run the update installation on all CMS host machines, in parallel (at the same time).
  - Wait for all machines to finish updating before going to the next step.
  - Wait until the update installation has finished running on all CMS machines before you restart any CMS machine. Even if the update installation program requests a restart, do not restart the machine until all CMS machines have finished updating.
2. Ensure at least one CMS machine is running and available before you start updating the non-CMS machines.
3. Run the update installation on all non-CMS machines, in parallel.
  - When prompted to log on to a CMS, use the CMS machine from step 2.
  - Wait for all machines to finish updating before going to the next step.
4. Once the update has finished installing on all non-CMS machines, restart all the CMS machines.

Repeat this process for every product in the deployment. For example, BI platform, Explorer and Client Tools. If a product is only installed on non-CMS machines, steps 1 and 2 can be skipped.

### Note

- There must be at least one CMS machine available to the non-CMS machines that you are updating.
- All CMS machines that are running when you begin updating, and any additional CMS machines that start during the update, must be available for the duration of the update.
- You should not run any additional installation, maintenance, or server administration workflows that could cause the CMS machines to restart while the update is taking place.



## 5 Update installation on Windows

You must have Administrator privileges on your Windows machine to run an update installation.

In order to free resources on the machine on which you are installing this update, it is recommended that you use the Central Management Console (CMC) to stop all of the BI platform servers on the machine before installing the update, with the following exceptions:

- Server Intelligence Agent (SIA)
- Central Management Server (CMS)
- Input and Output File Repository Servers (FRS)
- CMS system database

These services and servers must be running for the installation to proceed.


If you are updating a product that contains server components, you must provide the CMS logon credentials. This is required to update content that is stored in the CMS database, such as localized strings for server properties.

### Note

The installation cannot proceed if Secure Sockets Layer (SSL) is enabled. If SSL is enabled on the machine where you are installing the update, you must turn it off before doing the installation. Turn SSL back on after the installation is finished.

### 5.1 To install the BI platform server update on Windows

1. Launch the installation by running `setup.exe`.  
The installation program starts the prerequisite checks to ensure the BI platform update can be installed to your machine.
2. On the *Check Prerequisites* window, review the results of the prerequisite checks. If you desire to continue the installation, choose *Next*.
3. In the *Installation wizard* window, review the instructions displayed and choose *Next*.
4. In the *License Agreement* window, review the contents of the End User License Agreement, and accept the license agreement, and choose *Next*.
5. In the *New License Key Requirement* window, review the contents of the New License Requirement, and select the check box, and choose *Next*.

When you update from SAP BusinessObjects Business Intelligence Platform 4.2 SP1 or earlier versions to SAP BusinessObjects Business Intelligence Platform 4.2 SP2 or higher versions, the existing licenses behave as invalid licenses. You need to request a new license key for SAP BusinessObjects Business Intelligence Platform 4.2 update from SAP Service Market Place, visit <https://support.sap.com/keys-systems-installations/keys.html> 

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 SAP BusinessObjects Business Intelligence Platform 4.2 update, you must logon 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 SAP Note [2276413](#).

**i Note**

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

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

6. If the update includes server components, the *Existing CMS Deployment Information* window is displayed. Type the Hostname, Port Number, and Administrator Password for your deployment's CMS, and click *Next*.
7. In the *Select Installation Mode* window, choose the *Standard Installation* radio button
8. In the *Web Application Deployment* window, choose the suitable web application deployment radio button.

**i Note**

If default Tomcat JAVA Web Application Server is present in the base installation, Business Intelligence Platform installer prompts the *Web Application Deployment* window. Else, the installer does not prompt *Web Application Deployment* window.

- Choosing the *Deploy web applications now* radio button deploys the web application contents on the default Tomcat JAVA web application server.
  - Choosing the *Deploy web application later* radio button does not deploy the web application contents on the default Tomcat JAVA web application server.
  - We recommend you to choose the *Deploy web application later* radio button when you are installing BI platform and other client products. When you are installing the last client product in your system, choose the *Deploy web application now* radio button. This way you can experience overall reduction in system downtime.
9. In the *Start Installation* window, choose *Next* to begin the installation.  
The update installation begins. When the installation is complete, a completion screen appears. This screen contains post-installation instructions.

**i Note**

If web applications are updated as part of the update, depending on the options you chose when you originally installed the BI platform a post installation dialog box may appear with additional instructions for redeploying your .war files.

10. Choose *Finish*.

## 5.2 To install client product updates on Windows

This procedure is used to install updates to the BI platform Client Tools running on Windows.

## Caution

The Client Tools update overwrites the `InformationDesignTool.ini` and `TransMgr.ini` files. If you have customized these .ini files, it is recommended that you save a copy in another directory before starting the installation.

1. Launch the installation by running `setup.exe`
2. Click [Next](#).
3. In the [Welcome](#) dialog box, click [Next](#) to proceed.
4. In the [License Agreement](#) dialog box, review the contents of the End User License Agreement, and click [Next](#) to proceed if you agree to the terms.  
If the update includes server components, the [CMS](#) dialog box is displayed.
5. Type the Hostname, Port Number, and Administrator Password for your deployment's CMS, and click [Next](#) to continue.
6. In the [Start Installation](#) dialog box, click [Next](#) to begin the installation.  
The update will install. When the installation is complete, a completion screen will appear. This screen may contain some post-installation instructions.
7. Click [Finish](#).

## 5.3 Silent installation on Windows

### 5.3.1 To run a silent installation using a response file on Windows

Updates can be installed silently using a response file.

Silent installation is particularly useful when you need to quickly perform multiple installations or automate installations.

To run a silent installation using a response file you must first create a .ini file using the setup program. Once you have created the .ini file, you can run a silent installation by running the `setup.exe` command and specifying the path to the .ini file.

## Note

If you are performing a silent installation using a response file, you must create the response file with the `setup.exe` file from the target update or patch installation package. Response files cannot be shared between refresh installations, update installations or patch installations.

1. Create an installation .ini file (a response file).
  - a. Open a command line console.
  - b. From the directory that contains the SAP BusinessObjects `setup.exe` file, run the `setup.exe` command with the write option ( `-w` ) specified:

```
setup.exe -w <responsefilepath\filename.ini>
```

where `<filename.ini>` is the name you have given to the response file and `<responsefilepath>` is the location where you want the file created.

#### **i** Note

If a file path is not specified, the file is stored in the directory that `setup.exe` is run from. The installation program must have write permissions on this directory.

- c. Press **Enter** to launch the installation program.
- d. Follow the on-screen instructions to enter your preferred installation settings until you reach the **Start installation** dialog box.
- e. Click **Next**.  
The installation program will quit automatically. All parameters from the installation, both user defined and default, are recorded in the `.ini` file which is saved to the directory you specified.

#### **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.

2. Edit the response file to replace any starred entries with the appropriate password.
3. Use the following command to run the silent installation using the `.ini` file:

```
setup.exe -r <responsefilepath\filename.ini>.ini
```

The installation log files are saved to `<INSTALLDIR>\InstallData\logs\<DATEandTIME>\`.

#### **i** Note

When you update from SAP BusinessObjects Business Intelligence Platform 4.2 SP1 or earlier versions to SAP BusinessObjects Business Intelligence Platform 4.2 SP2 or higher versions, the existing licenses behave as invalid licenses. You need to request a new license key for SAP BusinessObjects Business Intelligence Platform 4.2 update from SAP Service Market Place, visit <https://support.sap.com/keys-systems-installations/keys.html>

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 SAP businessObjects Business Intelligence Platform 4.2 update, you must logon to Central Management Console and add the new license key.

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

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

#### **i** Note

- In the **Web Application Deployment** window, choose the suitable web application deployment radio button
- If default Tomcat JAVA Web Application Server is present in the base installation, Business Intelligence Platform installer prompts the Web Application Deployment window. Else, the installer does not prompt Web Application Deployment window.
  - Choosing the **Deploy web applications now** radio button deploys the web application contents on the default Tomcat JAVA web application server.

- Choosing the [Deploy web applications later](#) radio button does not deploy the web application contents on the default Tomcat JAVA web application server.
- We recommend you to choose the [Deploy web applications later](#) radio button when you are installing BI platform and other client products. When you are installing the last client product in your system, choose the [Deploy web applications now](#) radio button. This way you can experience overall reduction in system downtime.

## 5.4 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

### 5.4.1 To run phase-wise installation for update installation from user interface

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](#).

#### Note

The BI installer will display the [New License Key Requirement](#) window, if you are updating SAP BusinessObjects Business Intelligence Platform 4.2 SP1 or earlier versions to higher version of SAP BusinessObjects Business Intelligence Platform 4.2, otherwise the BI installer shall not display the [New License Key Requirement](#) window.

#### Note

When you update your system from Business Intelligence Platform 4.2 SP1 or earlier versions to Business Intelligence Platform higher versions, the existing licenses behave as invalid licenses. You need to request a

new license key for Business Intelligence Platform 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 Business Intelligence Platform 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

Caching is performed 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 *Web Application Deployment* window, choose the suitable web application deployment radio button and select *Next*.

#### **i** Note

If bundled default Tomcat JAVA Web Application Server is present in the base installation, Business Intelligence Platform installer prompts the Web Application Deployment window. Else, the installer does not prompt Web Application Deployment window.

- Choosing the *Deploy web applications now* radio button deploys the web application contents on the bundled default Tomcat JAVA web application server.
- Choosing the *Deploy web application later* radio button does not deploy the web application contents on the bundled default Tomcat JAVA web application server.
- We recommend you to choose the *Deploy web application later* radio button when you are installing BI platform and SAP BusinessObjects Explorer add-on product. When you are installing the Explorer add-on

product in your system, choose the [Deploy web application now](#) radio button. This way you can experience overall reduction in system downtime.

14. In the [Resume Installation](#) window, choose [Next](#) to resume the installation.

Update installation begins. When the installation is complete, Post installation Steps window appears.

15. In the [Post Installation Steps](#) window, follow the instructions and choose [Next](#).

#### **i** Note

BI installer does not display the [Post Installation Steps](#) window, if you are updating SAP BusinessObjects Business Intelligence Platform 4.2 SP2 to higher version of SAP BusinessObjects Business Intelligence Platform 4.2 and when your base setup has bundled default Tomcat Web Application Server.

16. To exit the installation, choose [Finish](#).

The installation of SAP BusinessObjects Business Intelligence Platform 4.2 update is completed successfully.

#### **i** Note

You shall experience the system downtime only during the installation after caching, hence there is an overall reduction in the system downtime.

## 5.4.2 To run phase-wise installation for update installation from command prompt

**To do a phase-wise installation patch 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, BI 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*

#### Note

The BI installer will display the *New License Key Requirement* window, if you are updating SAP BusinessObjects Business Intelligence Platform 4.2 SP1 or earlier versions to higher version of SAP BusinessObjects Business Intelligence Platform 4.2, otherwise the BI installer shall not display the *New License Key Requirement* window.

#### Note

When you update your system from Business Intelligence Platform 4.2 SP1 or earlier versions to Business Intelligence Platform higher versions, the existing licenses behave as invalid licenses. You need to request a new license key for Business Intelligence Platform 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 Business Intelligence Platform 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 *Web Application Deployment* window, choose the suitable web application deployment radio button and select *Next*.

#### Note

If bundled default Tomcat JAVA Web Application Server is present in the base installation, Business Intelligence Platform installer prompts the Web Application Deployment window. Else, the installer does not prompt Web Application Deployment window.

- Choosing the *Deploy web applications now* radio button deploys the web application contents on the bundled default Tomcat JAVA web application server.
- Choosing the *Deploy web application later* radio button does not deploy the web application contents on the bundled default Tomcat JAVA web application server.
- We recommend you to choose the *Deploy web application later* radio button when you are installing BI platform and SAP BusinessObjects Explorer add-on product. When you are installing the Explorer add-on product in your system, choose the *Deploy web application now* radio button. This way you can experience overall reduction in system downtime.

10. In the *Start Installation* window, choose *Next* to start caching.

### Note

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

11. *Caching completed successfully* dialog appears.

### Note

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

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

### Note

BI installer does not display the *Post Installation Steps* window, if you are updating SAP BusinessObjects Business Intelligence Platform 4.2 SP2 to higher version of SAP BusinessObjects Business Intelligence Platform 4.2 and when your base setup has bundled default Tomcat Web Application Server.

The installation of SAP BusinessObjects Business Intelligence Platform 4.2 update is completed successfully.

### Note

You shall experience the system downtime only during the installation after caching, hence there is an overall reduction in the system downtime.

## 5.5 To uninstall updates on Windows

Updates can only be uninstalled one at a time, in the reverse order of installation. When you uninstall updates, ensure that all of the products in your deployment are at the same version before using it.

If you installed the bundled version of Tomcat, the WAR files for the update will be automatically uninstalled by the uninstallation program and the previous versions of the WAR files are automatically restored.

If you did not use the bundled web application server, we recommend that you undeploy all BI platform web applications before uninstalling a update. You can undeploy either manually or by using the WDeploy tool.

### Note


The uninstallation program will not revert your CMS from a 4.2 deployment to a 4.0 or 4.1 deployment. If you are uninstalling an update for the following products, you must manually restore the CMS database from your backup after the uninstallation has completed:



- BI platform
- Information Platform Services
- SAP Crystal Server
- SAP BusinessObjects Explorer

### Note

#### **Prerequisite for uninstalling or downgrading SAP BusinessObjects BI platform 4.2 SP2**

- When uninstalling or downgrading SAP BusinessObjects BI Platform from 4.2 SP2 to 4.2 SP1 or 4.1 or 4.0, ensure that you remove the new license key pertaining to BI Platform 4.2 SP2 from CMC
- If you had uninstalled SAP BusinessObjects BI Platform 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](#) 

1. In Windows, click [Start](#), point to [Settings](#), and then select [Control Panel](#).
2. Double-click [Add or Remove Programs](#).
3. Highlight the maintenance entry in the list of programs and click [Change/Remove](#).  
The [Application Maintenance](#) dialog box appears.
4. Select [Remove](#) and click [Yes](#).
5. Wait while the appropriate files are removed and the necessary configuration is carried out. Click [Finish](#).

After uninstalling the update, you can redeploy the previous version of the WAR files in <INSTALLDIR>\SAP BusinessObjects Enterprise XI 4.0\warfiles to your web application server. All components in your deployment must be at the same version level.

For more information, refer to the WDeploy or manual deployment instructions in the *SAP BusinessObjects Enterprise Web Application Deployment Guide*.

## 6 Update installation on UNIX

In order to free resources on the machine on which you are installing this update, it is recommended that you use the Central Management Console (CMC) to stop all of the BI platform servers on the machine before installing the update, with the following exceptions:

- Server Intelligence Agent (SIA)
- Central Management Server (CMS)
- Input and Output File Repository Servers (FRS)
- CMS system database

These services and servers must be running for the installation to proceed.

### **i** Note

If you are updating server components, you must provide the CMS logon credentials. This is required to update content that is stored in the CMS database, such as localized strings for server properties.

### **i** Note

The installation cannot proceed if Secure Sockets Layer (SSL) is enabled. If SSL is enabled on the machine where you are installing the update, you must turn it off before doing the installation. Turn SSL back on after the installation is finished.

### 6.1 To install the BI platform server update on UNIX

1. Launch the installation by running the following command from the directory containing the update installation program:  

```
./setup.sh
```
2. On the [Configure Destination Folder](#) window, enter the installation directory. The update must be installed into the same directory as the full installation. For example, on BI platform installations, this directory contains the script `modifyOrRemoveProducts.sh`.  
The installation program starts the prerequisite checks to ensure the BI platform can be installed to your machine.
3. On the [Check Prerequisites](#) window, review the results of the prerequisite checks. If you desire to continue the installation, press [Enter](#).
4. In the [Installation wizard](#) window, review the instructions displayed and press [Enter](#).
5. In the [License Agreement](#) window, review the contents of the End User License Agreement, and accept the license agreement, and press [Enter](#).
6. In the [New License Key Requirement](#) window, review the contents of the New License Key Requirement, and press [Enter](#).

When you update from SAP BusinessObjects Business Intelligence Platform 4.2 SP1 or earlier versions to SAP BusinessObjects Business Intelligence Platform 4.2 SP2 or higher versions, the existing licenses behave as invalid licenses. You need to request a new license key for SAP BusinessObjects Business Intelligence Platform 4.2 update from SAP Service Market Place, visit <https://support.sap.com/keys-systems-installations/keys.html>

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 SAP businessObjects Business Intelligence Platform 4.2 update, you must logon 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 SAP Note [2276413](#)

#### **i Note**

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

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

7. If the update includes server components, the *Existing CMS Deployment Information* window is displayed. Enter your CMS Administrator Ppassword and press *Enter*.
8. In the *Select Installation Mode* window, choose the *Standard Installation* option.
9. In the *Web Application Deployment* window, select the suitable web application deployment option.

#### **i Note**

If default Tomcat JAVA Web Application Server is present in the base installation, Business Intelligence Platform installer prompts the Web Application Deployment window. Else, the installer does not prompt Web Application Deployment window.

- Choosing the Deploy web applications now radio button deploys the default Tomcat JAVA web application server.
  - Choosing the deploy web application later radio button does not deploy the default Tomcat JAVA web application server.
  - We recommend you to choose the deploy web application later radio button when you are installing BI platform and other client products. When you are installing the last client product in your system, choose the Deploy web application now radio button. This way you can experience overall reduction in system downtime.
10. On the *Start Installation* window, press *Enter* to start the installation.  
The progress indicator displays the status of the installation.

A message appears when the installation is complete. This message may also have some post-install instructions.

#### **i Note**

If web applications are modified as part of the update, depending on the options you chose when you originally installed the BI platform a post installation screen may appear with additional instructions for redeploying your .war files.

11. Press  to complete the installation.

To review details of the installation, you can view the contents of the installation log file located in `<INSTALLEDIR>/InstallData/logs/<DATEandTIME>/.`

## 6.2 Silent installation on UNIX

### 6.2.1 To run a silent installation using a response file on UNIX

Updates can be installed silently using a response file.

Silent installation is particularly useful when you need to quickly perform multiple installations or automate installations.

To run a silent installation using a response file you must first create a response file.

The following steps describe how to create a response file using the installation program. Once you have created the response file, you can run a silent installation by running the `./setup.sh` command and specifying the path to the response file.


#### Note

If you are performing a silent installation using a response file, you must create the response file with the `setup.sh` file from the target update or Patch installation package. Response files cannot be shared between update installations and patch installations.

1. Create a response file.
  - a. From the Patch installation source file location, run the `./setup.sh` command with the write option (`-w`) specified:

```
./setup.sh InstallDir=<INSTALLDIR> -w <responsefilepath/filename.ini>
```

where `<INSTALLDIR>` is the BI platform installation directory and `<responsefilepath/filename.ini>` is the path and file name for the response file you are creating.

- b. Press  to launch the installation program.
- c. Follow the on-screen instructions to enter your preferred installation settings until you reach the *Start installation* dialog box of the setup program, the press *Enter*.  
The settings are recorded in the response file.

#### 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.

2. Edit the response file to replace any starred entries with the appropriate password.
3. Use the following command to run the silent installation using the `.ini` file:


```
./setup.sh InstallDir=<INSTALLDIR> -r <responsefilepath>/filename.ini
```


where `<responsefilepath>/filename.ini` is the path and name of the response file you created.


The installation log files are saved to `<INSTALLDIR>/InstallData/logs/<DATEandTIME>/`.

#### Note

When you update from SAP BusinessObjects Business Intelligence Platform 4.2 SP1 or earlier versions to SAP BusinessObjects Business Intelligence Platform 4.2 SP2 or higher versions, the existing licenses behaves as

invalid licenses. You need to request a new license key for SAP BusinessObjects Business Intelligence Platform 4.2 update from SAP Service Market Place, visit <https://support.sap.com/keys-systems-installations/keys.html> 

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 SAP businessObjects Business Intelligence Platform 4.2 update, you must logon 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 SAP Note [2276413](#) .

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

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

#### Note

- In the *Web Application Deployment* window, choose the suitable web application deployment radio button
- If default Tomcat JAVA Web Application Server is present in the base installation, Business Intelligence Platform installer prompts the Web Application Deployment window. Else, the installer does not prompt Web Application Deployment window.
  - Choosing the *Deploy web applications now* radio button deploys the web application contents on the default Tomcat JAVA web application server.
  - Choosing the *Deploy web applications later* radio button does not deploy the web application contents on the default Tomcat JAVA web application server.
  - We recommend you to choose the *Deploy web applications later* radio button when you are installing BI platform and other client products. When you are installing the last client product in your system, choose the *Deploy web applications now* radio button. This way you can experience overall reduction in system downtime.

## 6.3 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

## 6.3.1 To run phase-wise installation for update installation from user interface


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


1. Open command prompt.
2. Navigate to the download location of the software.
3. Execute the command `./setup.sh` file.  
Use the `InstallDir=<DESTINATION_DIR>` parameter to set the destination folder from the command line.  
For example, to install the BI platform into the folder `/opt/sap`, use the command `./setup.sh InstallDir=/opt/sap`.
4. In the *Check Prerequisites* window, review the results and decide whether to continue with the installation, or abort and correct any unmet requirements. If you decide to continue with the installation, press *Enter*.  
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.
5. In the *Installation wizard* window, review the instructions displayed and press *Enter*.
6. In the *License Agreement* window, review and press *Enter* to accept the license agreement.
7. In the *New License Key Requirement* window, review the contents of the New License Key Requirement, and press *Enter to agree to delete the old license key and add the new license key after update installation*.


### Note

The BI installer will display the *New License Key Requirement* window, if you are updating SAP BusinessObjects Business Intelligence Platform 4.2 SP1 or earlier versions to higher version of SAP BusinessObjects Business Intelligence Platform 4.2, otherwise the BI installer shall not display the *New License Key Requirement* window.

### Note

When you update your system from Business Intelligence Platform 4.2 SP1 or earlier versions to Business Intelligence Platform higher versions, the existing licenses behave as invalid licenses. You need to request a new license key for Business Intelligence Platform 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 Business Intelligence Platform 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 administrator *Password* and press *Enter*.
9. In the *Select Installation Mode* window, select the *Phase-wise Installation* option and press *Enter*.

#### **i** Note

BI Platform 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.

10. To start the Caching phase, press *Enter*.  
Caching completed successfully window appears.
11. To exit the phase-wise installation, press *Enter*.

#### **i** Note

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

12. To resume the installation after caching phase, perform the steps 1 and 2.
13. To proceed further, Perform steps 3 to 7.
14. In the *Web Application Deployment* window, choose the suitable web application deployment radio button and press *Enter*.

#### **i** Note

If bundled default Tomcat JAVA Web Application Server is present in the base installation, Business Intelligence Platform installer prompts the Web Application Deployment window. Else, the installer does not prompt Web Application Deployment window.

- Choosing the *Deploy web applications now* option deploys the web application contents on the bundled default Tomcat JAVA web application server.
  - Choosing the *Deploy web application later* option does not deploy the web application contents on the bundled default Tomcat JAVA web application server.
  - We recommend you to choose the deploy web application later radio button when you are installing BI platform and SAP BusinessObjects Explorer add-on product. When you are installing the Explorer add-on product in your system, choose the Deploy web application now radio button. This way you can experience overall reduction in system downtime.
15. In the *Resume Installation* window, press *Enter* to resume the installation.  
Update installation begins. When the installation is complete, Post installation Steps window appears.
  16. In the *Post Installation Steps* window, follow the instructions and press *Enter*.

#### **i** Note

BI installer does not display the *Post Installation Steps* window, if you are updating SAP BusinessObjects Business Intelligence Platform 4.2 SP2 to higher version of SAP BusinessObjects Business Intelligence Platform 4.2 and when your base setup has bundled default Tomcat Web Application Server.

17. To exit the installation, press [Enter](#).

The installation of SAP BusinessObjects Business Intelligence Platform 4.2 update is completed successfully.

#### **i** Note

You shall experience the system downtime only during the installation after caching, hence there is an overall reduction in the system downtime.

## 6.3.2 To run phase-wise installation for update installation from command prompt

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

Ensure that LC\_ALL has been set to a supported UTF-8 character set, such as `en_US.utf8`. For example:

```
export LANG=en_US.utf8
export LC_ALL=en_US.utf8
```

1. Open command prompt.
2. Navigate to the download location of software.
3. Execute the command `./setup.sh -cache <path>/<file name>`.  
For example: `./setup.sh -cache /build/response.ini`

#### **i** Note

If you prefer to use an existing response.ini file with necessary inputs, BI 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. If you decide to continue with the installation, press [Enter](#).  
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.
5. In the [Installation wizard](#) window, review the instructions displayed and press [Enter](#).
6. In the [License Agreement](#) window, review and press [Enter](#) to accept the license agreement.
7. In the [New License Key Requirement](#) window, review the contents of the New License Key Requirement, and press [Enter to agree to delete the old license key and add the new license key after update installation](#).

#### **i** Note

The BI installer will display the [New License Key Requirement](#) window, if you are updating SAP BusinessObjects Business Intelligence Platform 4.2 SP1 or earlier versions to higher version of SAP



BusinessObjects Business Intelligence Platform 4.2, otherwise the BI installer shall not display the *New License Key Requirement* window.

#### Note

When you update your system from Business Intelligence Platform 4.2 SP1 or earlier versions to Business Intelligence Platform higher versions, the existing licenses behave as invalid licenses. You need to request a new license key for Business Intelligence Platform 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 Business Intelligence Platform 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 administrator *Password* and press *Enter*.
9. In the *Web Application Deployment* window, choose the suitable web application deployment radio button and press *Enter*.

#### Note

If bundled default Tomcat JAVA Web Application Server is present in the base installation, Business Intelligence Platform installer prompts the Web Application Deployment window. Else, the installer does not prompt Web Application Deployment window.

- Choosing the *Deploy web applications now* option deploys the web application contents on the bundled default Tomcat JAVA web application server.
  - Choosing the *Deploy web application later* option does not deploy the web application contents the bundled default Tomcat JAVA web application server.
  - We recommend you to choose the *Deploy web application later* radio button when you are installing BI platform and SAP BusinessObjects Explorer add-on product. When you are installing the Explorer add-on product in your system, choose the *Deploy web applications now* radio button. This way you can experience overall reduction in system downtime.
10. In the *Start Installation* window, press *Enter* to start caching.  
Caching begins. When caching completes, *Caching completed successfully* window appears.

#### Note

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

11. In the *Caching completed successfully*, press *Enter* to exit the phase-wise installation.

#### Note

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

12. Navigate to the response.ini file directory location.
13. Enter the [Remote CMS Administrator Password](#) and save the response.ini file.
14. Open command prompt.
15. Navigate to the download location of the software.
16. Execute the command `./setup.sh -resume_after_cache <path>/<file name>`.  
For example: `./setup.sh -resume_after_cache /build/response.ini`
17. To resume installation, press [Enter](#).  
After you resume the installation, the installer repairs any errors that occurred during the caching and proceeds with the installation  
Installation begins. When the installation is complete, a completion screen shall appear which contain some post-installation instructions.
18. In the [Post Installation Steps](#) window, press [Enter](#).

#### **i** Note

BI installer does not display the [Post Installation Steps](#) window, if you are updating SAP BusinessObjects Business Intelligence Platform 4.2 SP2 to higher version of SAP BusinessObjects Business Intelligence Platform 4.2 and when your base setup has bundled default Tomcat Web Application Server.

19. Press [Enter](#) to exit the installation.

The installation of SAP BusinessObjects Business Intelligence Platform 4.2 update is completed successfully.

#### **i** Note

You shall experience the system downtime only during the installation after caching, hence there is an overall reduction in the system downtime.

## 6.4 To uninstall updates on UNIX

Updates can only be uninstalled one at a time, in the reverse order of installation. When uninstalling updates, ensure that all of the products in your deployment are at the same version before using it.

If you installed the WAR files to the bundled version of Tomcat, they are automatically uninstalled by the uninstallation program and the previous versions of the WAR files are automatically restored.

If you did not use the bundled web application server, we recommend that you undeploy all BI platform web applications before uninstalling a update. You can undeploy either manually or by using the WDeploy tool.

#### **i** Note


The uninstallation program will not revert your CMS from a 4.2 deployment to a 4.0 or 4.1 deployment. If you are uninstalling an update for the following products, you must manually restore the CMS database from your backup after the uninstallation has completed:

- BI platform
- Information Platform Services
- SAP Crystal Server

- SAP BusinessObjects Explorer

### **i** Note

#### **Prerequisite for uninstalling or downgrading SAP BusinessObjects BI platform 4.2 SP2**

- When uninstalling or downgrading SAP BusinessObjects BI Platform from 4.2 SP2 to 4.2 SP1 or 4.1 or 4.0, ensure that you remove the new license key pertaining to BI Platform 4.2 SP2 from CMC
- If you had uninstalled SAP BusinessObjects BI Platform 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](#) 

1. To uninstall an update, execute the following command from your BI platform installation director:

```
./modifyOrRemoveProducts.sh
```

The *Add or Remove Programs* dialog box is displayed.

2. Select the update you want to remove and press *Enter*.  
You will be prompted for your Central Management Server credentials.
3. Enter your CMS credentials and press *Enter*.
4. Select *Uninstall Product* and press *Enter*.  
A confirmation dialog box is displayed.
5. Select *Yes* and press .

The uninstallation process begins.

After uninstalling the update, you can redeploy the previous version of the WAR files in `<INSTALLDIR>/sap_bobj/enterprise_xi40/warfiles` to your web application server. All components in your deployment must be at the same version level.

In order to revert to a 4.0 or 4.1 installation from a 4.2 update installation, you must restore your 4.0 or 4.1 database from a backup. See the *SAP BusinessObjects Business Intelligence Platform Administrator Guide*.

For more information, refer to the WDeploy or manual deployment instructions in the *Business Intelligence Platform Web Application Deployment Guide*.

## 7 Migrating to Sybase SQL Anywhere

The default bundled database for the Central Management Server (CMS) and Auditing Data Store (ADS) in the 4.2 BI platform full installation program is Sybase SQL Anywhere. If you updated your deployment from 4.0 or 4.1 to 4.2 using the update installation program, and if you use the bundled IBM DB2 Workgroup Edition (Unix) or Microsoft SQL Server 2008 Express (Windows) database server, these database servers are preserved for your CMS and auditing database. You may continue to use these bundled database servers with no further action. Or you can choose to migrate your existing databases to Sybase SQL Anywhere by following the steps described in this section.

### ⚠ Caution

This section describes steps that include copying CMS data to a new database server and deleting existing database servers and data. Back up your existing database servers before proceeding.

Here's the workflow for migrating a CMS database:

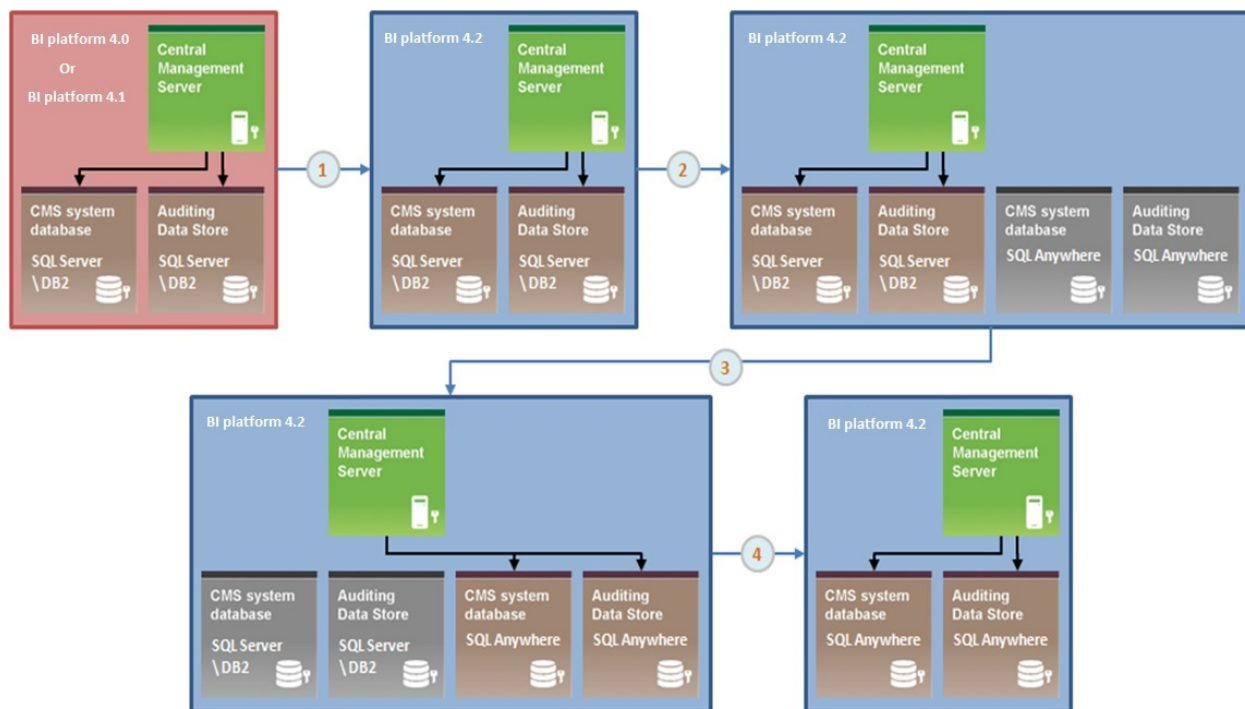


Figure 1: Sybase SQL Anywhere migration workflow

1. Update your 4.0 or 4.1 BI platform installation to 4.2 using the 4.2 update installation program. For instructions on applying the 4.2 minor release update to your 4.0 or 4.1 BI platform installation, see the update installation instructions in this guide.
2. Modify your 4.2 installation and select and install the Sybase SQL Anywhere feature.
3. Use the Central Configuration Manager (CCM) to copy the CMS database contents from your existing, bundled database to Sybase SQL Anywhere, then point the CMS and auditing databases to SQL Anywhere as the active server.

### Restriction

Previous auditing data will continue to reside in your previous bundled database and there are no provided tools to migrate this data to Sybase SQL Anywhere.

4. Uninstall Microsoft SQL Server 2008 Express (Windows) or IBM DB2 Workgroup Edition (Unix) using the command line.

## Related Information

[To modify your 4.2 installation and add SQL Anywhere \(Windows\) \[page 37\]](#)

[To copy your CMS data to SQL Anywhere \(Windows\) \[page 38\]](#)

[To remove Microsoft SQL Server 2008 Express \[page 41\]](#)

[To modify your 4.2 installation and add SQL Anywhere \(Unix\) \[page 41\]](#)

[To copy your CMS data to SQL Anywhere \(Unix\) \[page 42\]](#)

[To remove IBM DB2 Workgroup Edition \[page 44\]](#)

## 7.1 From Microsoft SQL Server 2008 Express

### 7.1.1 To modify your 4.2 installation and add SQL Anywhere (Windows)

This task assumes you have updated your 4.0 or 4.1 installation using the 4.2 update installation program and are still using the bundled Microsoft SQL Server 2008 Express for your CMS and auditing databases.

Once your BI platform server installation is at the 4.2 level, add the Sybase SQL Anywhere bundled database to your installation:

1. Go to ► **Start** ► **Control Panel** ► **Programs and Features** ►.
2. Right-click *SAP BusinessObjects BI platform 4.0* or *SAP BusinessObjects BI platform 4.1* (base level) and select *Uninstall/Change*.
3. On the *Application Maintenance* page, select *Modify* and click *Next*.
4. On the *Select Language Packs* page, click *Next* to continue.
5. On the *Select Features* page, select *Sybase SQL Anywhere Database* (under ► **Servers** ► **Platform Services** ►) and click *Next* to apply your changes.
6. On the *Configure Sybase SQL Anywhere* page, choose the account password and port information for the new database server.

You will need to enter the database account password later in the Central Configuration Manager (CCM). The default port for Sybase SQL Anywhere to listen for incoming database queries is 2638. The database must be able to receive incoming connections on this or any custom port you specify, so ensure that your firewall is configured appropriately.

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

After the installation completes, the bundled Sybase SQL Anywhere database is installed to the machine. Microsoft SQL Server 2008 Express database server is still your active CMS and auditing database with all your existing data. Proceed to *To copy the CMS database to SQL Anywhere (Windows)*.

## 7.1.2 To copy your CMS data to SQL Anywhere (Windows)

### Caution

Preparation steps, such as backing up your existing CMS database, are recommended before copying your data. Read “Preparing to copy a CMS system database” in the *Business Intelligence Platform Administrator Guide* for details.

Before you copy the contents of the CMS database, ensure that you can log onto to the destination SQL Anywhere database with the account you set up in *To modify your 4.2 installation and add SQL Anywhere*.

Use the Central Configuration Manager (CCM) to copy your CMS data from Microsoft SQL Server 2008 Express to Sybase SQL Anywhere. Note the following database information used by this procedure:

Option	SQL Server Express (source)	SQL Anywhere (destination)
CMS ODBC data source name (DSN)	BusinessObjects CMS 140	BI4_CMS_DSN
database account	boeuser	dba
database account password	Specified during the 4.0 or 4.1 installation process.	Specified during the 4.2 modify installation process.
CMS cluster key	Specified during the 4.0 or 4.1 installation process.	Specified during the 4.0 or 4.1 installation process.

1. To run the CCM, select **Start** > **All Programs** > **SAP Business Intelligence** > **SAP BusinessObjects BI platform 4** > **Central Configuration Manager**.
2. Select all listed servers and click the **Stop** button.
3. After the Server Intelligence Agent (SIA) is stopped, right-click the SIA and choose **Properties**.
4. Click the **Configuration** tab, and then click **Specify**.
5. Choose **Copy data from another Data Source**, then click **OK**.
6. Select the database type for the source CMS database (Microsoft SQL Server 2008 Express).
  - a. On the **Specify Data Source** page, click **Specify**.
  - b. Select **SQL Server (ODBC)** and click **OK**.
  - c. On the **Machine Data Source** tab, select **BusinessObjects CMS 140** and click **OK**.
  - d. On the **SQL Server Login** page, enter the username and password for the database administrator account and click **OK**.

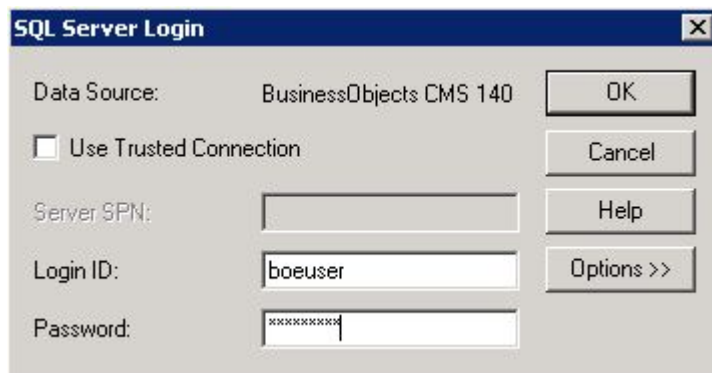


Figure 2: (English example)

- e. Enter the cluster key when prompted and click [OK](#).
7. Select the database type for the destination CMS database (Sybase SQL Anywhere).
  - a. On the [Specify Data Source](#) page, click [Browse](#).
  - b. Select [SQL Anywhere \(ODBC\)](#) and click [OK](#).
  - c. On the [Machine Data Source](#) tab, select [BI4\\_CMS\\_DSN](#) and click [OK](#).
  - d. On the [Connect to SQL Anywhere](#) page, enter the password for the database administrator account and click [OK](#).

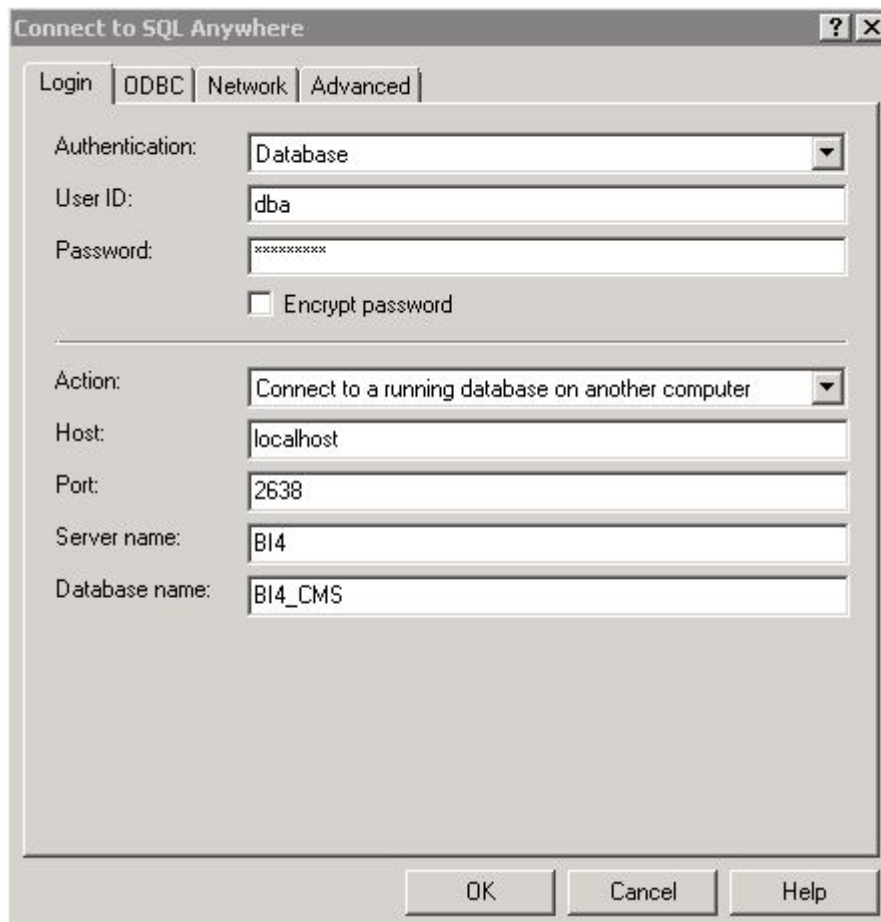


Figure 3: (English example)

- e. Enter the cluster key when prompted and click [OK](#).

8. On the [Specify Data Source](#) page, click [OK](#) and read the warning dialog box.

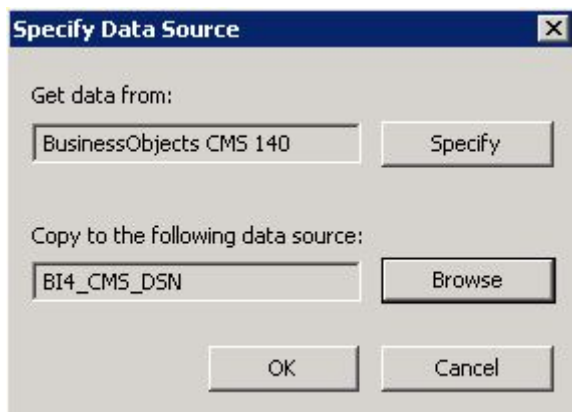


Figure 4: (English example)

9. Click [Yes](#) to start copying your CMS data. When the CMS database has finished copying, click [OK](#).

Once the copy procedure is complete, the destination database is established as the current database for the CMS. Restart the SIA and test your 4.2 BI platform installation with the new Sybase SQL Anywhere CMS database.

#### ➔ Tip

To see the current CMS database server details, right-click the SIA in the CCM and choose [Properties](#). Details are listed on the [Configuration](#) tab.

You can also configure your Auditing Data Store (ADS) to write new data to Sybase SQL Anywhere. Log onto to the Central Management Console (CMC), and on the [Auditing](#) page, enter the Sybase SQL Anywhere ODBC DSN (BI4\_Audit\_DSN) and account details under the [Configuration](#) heading. Click [Save](#) and restart the CMS.

#### ⚠ Restriction

Previous auditing data will continue to reside in the Microsoft SQL Server 2008 Express database and there are no provided tools to migrate this data to Sybase SQL Anywhere.

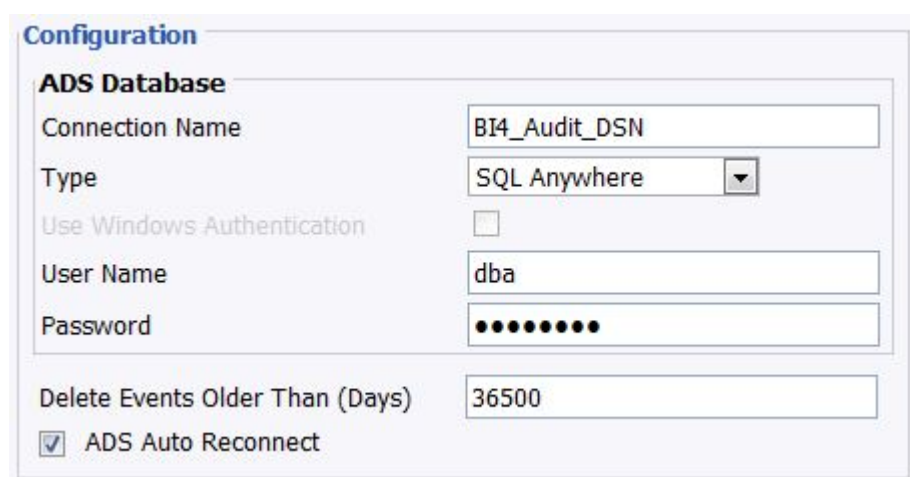
A screenshot of the "Configuration" section of the CMC Auditing configuration page. It is titled "Configuration" in blue. Below the title is a section labeled "ADS Database". Inside this section are several fields: "Connection Name" with the value "BI4\_Audit\_DSN", "Type" with a dropdown menu showing "SQL Anywhere", "Use Windows Authentication" with an unchecked checkbox, "User Name" with the value "dba", and "Password" with a masked field of dots. Below these fields is a field for "Delete Events Older Than (Days)" with the value "36500". At the bottom of the section is a checkbox labeled "ADS Auto Reconnect" which is checked.

Figure 5: CMC Auditing configuration (English example)



Once testing is complete to your satisfaction, you may choose to fully remove the bundled Microsoft SQL Server 2008 Express. Proceed to *To remove Microsoft SQL Server 2008 Express database*.

## 7.1.3 To remove Microsoft SQL Server 2008 Express

### Caution

This procedure deletes your installation of Microsoft SQL Server 2008 Express. Ensure you have a backup of all data and have tested your BI platform deployment with Sybase SQL Anywhere before proceeding. A backup of the CMS and auditing database files (.db) remain at the following location: `BIP_INSTALL_DIR\sqlanywhere\database.backup.DATE\`

1. Open a command prompt and navigate to the folder containing the `setup.exe` program.

By default, this is `<INSTALLDIR>`.

2. Run the following command:

```
setup.exe -q -i product.businessobjects64-4.0-core-32 RemoveIDB=1  
MaintenanceMode=modify
```

or

```
setup.exe -q -i product.businessobjects64-4.1-core-32 RemoveIDB=1  
MaintenanceMode=modify
```

The database server is uninstalled from the system.

## 7.2 From IBM DB2 Workgroup Edition

### 7.2.1 To modify your 4.2 installation and add SQL Anywhere (Unix)

This task assumes you have updated your 4.0 or 4.1 installation using the 4.2 update installation program and are still using the bundled IBM DB2 Workgroup Edition for your CMS and auditing databases.

Once your BI platform server installation is at the 4.2 level, add the Sybase SQL Anywhere bundled database to your installation:

### Note

The CMS must be running in order to modify an installation.

1. Change directory to the `<INSTALLDIR>` folder and run the command:

```
./modifyOrRemoveProducts.sh
```

2. On the [Add or Remove Product Selection](#) page, select the base level of your BI platform installation and select and press .  
Since you have updated your 4.0 or 4.1 installation to 4.2, you must select the base 4.0 or 4.1 full installation to modify, not an update.
3. On the [Application Maintenance](#) page, select [Modify](#) and press .
4. On the [Select Language Packs](#) page, press  to continue.
5. On the [Select Features](#) page, select [Sybase SQL Anywhere Database](#) (under ► [Servers](#) ► [Platform Services](#) ►) and press  to apply your changes.
6. On the [Configure Sybase SQL Anywhere](#) page, choose the account password and port information for the new database server.

You will need to enter the database account password later when copying your CMS data. The default port for Sybase SQL Anywhere to listen for incoming database queries is 2638. The database must be able to receive incoming connections on this or any custom port you specify, so ensure that your firewall is configured appropriately.

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

After the installation completes, the bundled Sybase SQL Anywhere database is installed to the machine. IBM DB2 Workgroup Edition database server is still your active CMS and auditing database with all your existing data. Proceed to [To copy the CMS database to SQL Anywhere \(Unix\)](#).

## 7.2.2 To copy your CMS data to SQL Anywhere (Unix)

### Caution

Preparation steps, such as backing up your existing CMS database, are recommended before copying your data. Read “Preparing to copy a CMS system database” in the *Business Intelligence Platform Administrator Guide* for details.

Before you copy the contents of the CMS database, ensure that you can log onto to the destination SQL Anywhere database with the account you set up during the 4.2 update installation program.

Use the `cmsdbsetup.sh` script to copy your CMS data from IBM DB2 Workgroup Edition to Sybase SQL Anywhere. Note the following database information used by this procedure:

Option	DB2 (source)	SQL Anywhere (destination)
CMS ODBC data source name (DSN)	BOE14	BI4_CMS_DSN<Unix timestamp>
database account	(blank)	dba
database account password	(blank)	Specified during the 4.2 modify installation process.
cluster key	Specified during the 4.0 or 4.1 installation process.	Specified during the 4.1 installation process.

The SQL Anywhere CMS DSN has a Unix timestamp appended to the end of the name `BI4_CMS_DSN`. For example `BI4_CMS_DSN1369176900`. Refer to your ODBC system information file for the exact DSN (for example: `<INSTALLDIR>/sap_bobj/enterprise_xi40/odbc.ini`)

1. Navigate to `<INSTALLDIR>/sap_bobj` and start the IBM DB2 Workgroup Edition (source) and Sybase SQL Anywhere (destination) database servers.

```
./db2startup.sh
./sqlanywhere_startup.sh
```

2. Use the CCM to stop the Server Intelligence Agent (SIA).

```
./ccm.sh -stop <nodename>
```

3. Run `./cmsdbsetup.sh`, specify the name of the SIA node, and press `Enter`.

The *Current CMS Data Source* of *BOE14* should be displayed (ODBC DSN for IBM DB2 Workgroup Edition). To see a list of all node names, run `<INSTALLDIR>/sap_bobj/serverconfig.sh` and type option `8`.

4. Type `4` to select the *copy* option and press `Enter`.
5. Type `3` to select the *yes* option to continue and press `Enter`.
6. Type `2` to select the *no* option and press `Enter`.

You do not want to use the current BOE14 ODBC DSN (IBM DB2 Workgroup Edition) as the destination source. The destination source must be SQL Anywhere.

7. Type `2` to select *SQLAnywhere* and enter the connection details for the destination CMS database (Sybase SQL Anywhere).
  - a. Enter `BI4_CMS_DSN<Unix timestamp>` for the Sybase SQL Anywhere ODBC DSN and press `Enter`.
  - b. Enter `dba` for the user name and press `Enter`.
  - c. Type the password for the “dba” administrator account and press `Enter`.
  - d. Enter the cluster key and press *Enter*.
8. Type `6` to select *DB2* and enter the connection details for the source CMS database (IBM DB2 Workgroup Edition).
  - a. Type `BOE14` (also the default value) for the IBM DB2 Workgroup Edition ODBC DSN and press `Enter`.
  - b. Leave the username blank for the database administrator account and press *Enter*.
  - c. Leave the password blank for the database administrator account and press *Enter*.
  - d. Enter the cluster key and press *Enter*.

Once the copy procedure is complete, the destination database is established as the current database for the CMS. Restart the SIA and test your 4.2 BI platform installation with the new Sybase SQL Anywhere CMS database.

### ➔ Tip

To see the current CMS database server details, run `<INSTALLDIR>/sap_bobj/cmsdbsetup.sh` and enter the name of the SIA node. The current CMS data source is listed on the next screen.

You can also configure your Auditing Data Store (ADS) to write new data to Sybase SQL Anywhere. Log onto to the Central Management Console (CMC), and on the *Auditing* page, enter the Sybase SQL Anywhere ODBC DSN (`BI4_Audit_DSN`) and account details under the *Configuration* heading. Click *Save* and restart the CMS.

### ⚠ Restriction

Previous auditing data will continue to reside in the IBM DB2 Workgroup Edition database and there are no provided tools to migrate this data to Sybase SQL Anywhere.

**Configuration**

**ADS Database**

Connection Name: BI4\_Audit\_DSN

Type: SQL Anywhere

Use Windows Authentication: ☐

User Name: dba

Password: ••••••••

Delete Events Older Than (Days): 36500

☒ ADS Auto Reconnect

Figure 6: CMC Auditing configuration (English example)

Once testing is complete to your satisfaction, you may choose to fully remove the bundled IBM DB2 Workgroup Edition. Proceed to *To remove IBM DB2 Workgroup Edition*.

## 7.2.3 To remove IBM DB2 Workgroup Edition

### Caution

This procedure deletes your installation of IBM DB2 Workgroup Edition including all CMS and auditing data. Ensure you have a backup of all data and have tested your BI platform deployment with SQL Anywhere before proceeding. A backup of the CMS and auditing database files (.db) remain at the following location:

<BIP\_INSTALL\_DIR>/sqlanywhere/database.backup.<DATE>/

1. Open a command prompt and navigate to the folder containing the BI platform `setup.sh` program.

By default, this is <<INSTALLDIR>>.

2. Run the following command:

```
./setup.sh -q -i product.businessobjects64-4.0-core-32 RemoveIDB=1
MaintenanceMode=modify
```

or

```
./setup.sh -q -i product.businessobjects64-4.1-core-32 RemoveIDB=1
MaintenanceMode=modify
```

The database server is uninstalled from the system.

---

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