



CUSTOMER

SAP BusinessObjects Business Intelligence platform

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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 4.1 Support Package 1	August, 2013	First release of this document.
BI platform Support Package 2	November, 2013	<ul style="list-style-type: none">• added section <i>saving web.xml file modifications</i>• added section describing the new feature <i>parallel update</i>• modified section <i>upgrade support</i>• added section <i>Migrating to SQL anywhere</i>• added information on how to update Design Studio add-on• Changed the section <i>Checking the installed version</i>
BI platform Support Package 2	March, 2014	<ul style="list-style-type: none">• added entry to <i>Limitations and restrictions</i> section about Web Intelligence in BI 4.1 Support Package 03
BI platform Support Package 7	November, 2015	Updated with branding changes
BI platform Support Package 8	June, 2016	Added phase-wise installation for windows To run a phase-wise installation for an update installation [page 19]
BI platform Support Package 10	July, 2017	Updated the following topics with information about 2 KBAs: <ul style="list-style-type: none">• Update installation on Windows• Update installation on UNIX
BI platform Support Package 11	February, 2018	Updated the guide with branding changes.

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 different types of updates:

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">Installing 4.1 on a 4.0 release	<i>BI Platform Minor Release Update Guide</i>
Updating the BI Suite with the most recent Support Package.	<ul style="list-style-type: none">Installing 4.1 SP10 on a 4.1 SP9 release	<i>Support Package Update Guide</i>
Updating the BI Suite with the most recent Patch update for 4.1 release.	<ul style="list-style-type: none">Installing a patch (e.g. 10.1) on a 4.1 SP10 release	<i>Patch 10.x Update Guide</i>

→ Tip

You can install a 4.1 Support Package directly on top of a 4.0 or a 4.1 release. For example, you can install 4.1 SP10 directly on a 4.0 SP2 release.

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
<code><INSTALLDIR></code>	The directory where the BI Suite is installed.

Variable	Description
	On a Windows machine, the default directory is C : \Program Files (x86)\SAP BusinessObjects \

2.1.3 Terminology

The following terms are used throughout the BI platform documentation:

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)	To create a cluster. For example, to create a cluster: <ol style="list-style-type: none"> 1. Install a CMS and CMS database on machine A. 2. Install a CMS on machine B. 3. Point the CMS on machine B to the CMS database on machine A.
cluster key	Used to decrypt the keys in the CMS database. 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.
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 4.1
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 4.1 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> > *Software Downloads*.
2. On the *Find your software* tab, under the *A–Z Index*, click *Support Packages and Patches*.
3. 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 4.1 ► SBOP BI PLATFORM SERVERS 4.1 ►
SAP BusinessObjects Business Intelligence platform Client Tools [1] [2]	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.1 ► SBOP BI PLATFORM CLIENTS 4.1 ►
SAP Crystal Reports 2013	► C ► CRYSTAL REPORTS ► SAP CRYSTAL REPORTS 2013 ► SAP CRYSTAL REPORTS 2013 ► [1]
SAP Crystal Reports for Enterprise	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.1 ► CR FOR ENTERPRISE 4.1 ►
SAP BusinessObjects Live Office	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.1 ► SBOP LIVE OFFICE 4.1 ►
SAP BusinessObjects Dashboards	► D ► SBOP DASHBOARDS (XCELSIUS) ► SBOP DASHBOARDS 4.1 ► SBOP DASHBOARDS 4.1 ►
SAP BusinessObjects Explorer	► E ► SBOP EXPLORER ► SBOP EXPLORER 4.1 ► SBOP EXPLORER 4.1 ►

- [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

4. Select your platform.

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

For the 4.1 minor release update, select the package with the phrase "4.1 - Update" in the [title](#) column (or "2013 - Update" for SAP Crystal Reports 2013).

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


The Patch 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 2013	✓			
SAP Crystal Reports for Enterprise	✓			
SAP BusinessObjects Live Office	✓			
SAP BusinessObjects Dashboards	✓			

Update Package	Windows	AIX	Solaris	Linux
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 deployment to a 4.1 deployment, we recommend that you back up your CMS database. Uninstalling the 4.1 update does not restore the 4.0 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*.

i Note

If you are using IBM DB2 for the BI platform CMS, we recommend that you back up the CMS database before running the 4.1 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.
- 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.
- 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.
 - 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 perform a full 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.
- Patches are designed for a specific Support Package level. For example, a Patch designed for Support Package 5 cannot be installed if your software is at only the Support Package 4 level. You must upgrade to the Support Package 5 level before installing that Patch.
- Patches designed for the same Support Package level are cumulative. Therefore, it is unnecessary to install an earlier Patch from the same Support Package level.
- 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 a 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 \[page 23\]](#)
- This installation program will not update SAP BusinessObjects Design Studio BI platform add-on. If you are updating a 4.0 release to a 4.1 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 4.1 Support Package 03 contains corrections included in previous versions of XI 2.x, XI 3.x, XI3.1.x and BI4.0.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:

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

On UNIX systems, this directory is:

```
<INSTALLEDIR>/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.

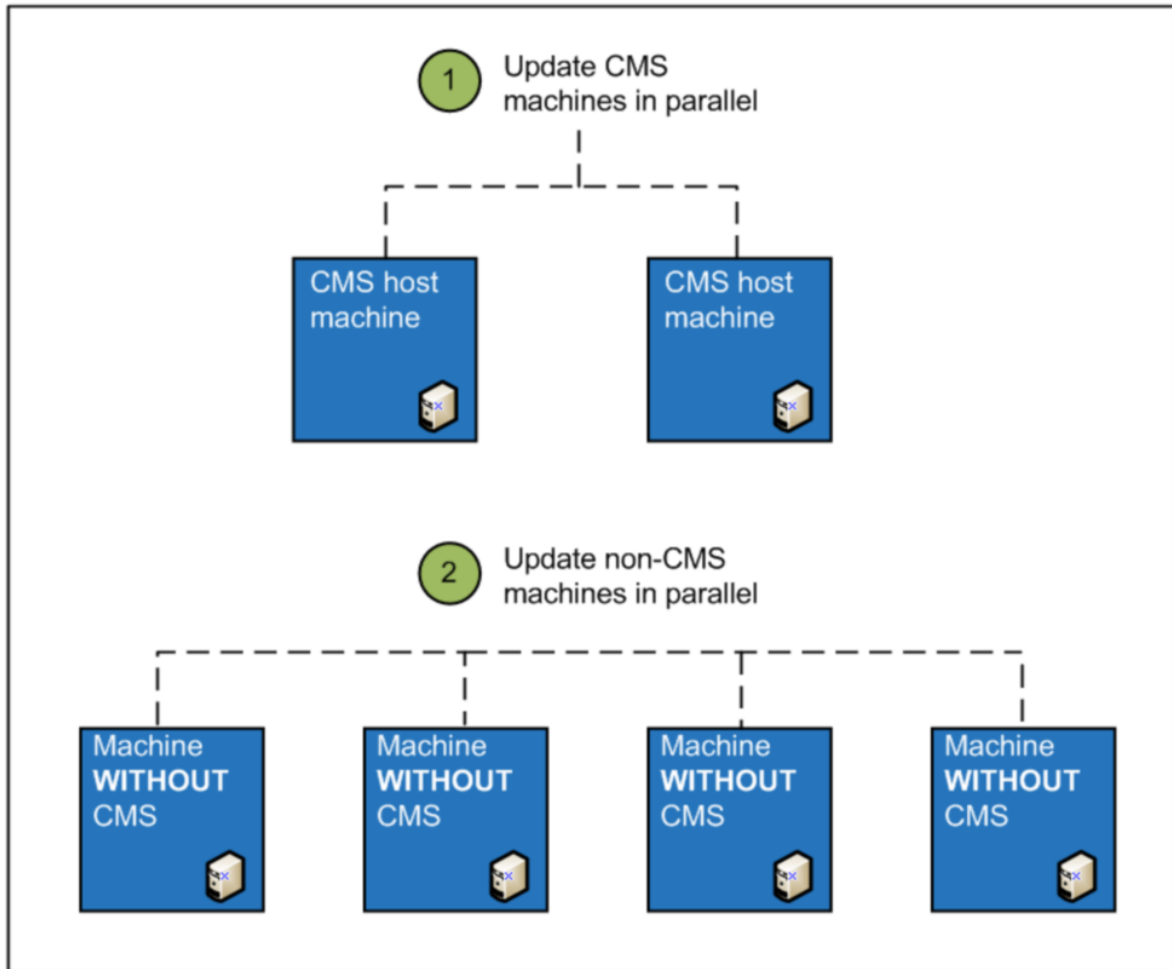
To perform a parallel update to a distributed deployment, install the updates in the following order:

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's privileges on your Windows machine to run an update installation.

On the machine where you are installing the update, it is recommended that you use the Central Management Console (CMC) to stop all 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.

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.

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.

→ Tip

To know more about the pre-requisites and best practices of an update installation, refer to the following KBAs:

- 1952120 - SAP BusinessObjects (XI 3.1 and BI 4.0) Installation pre-requisites & best practices: <https://launchpad.support.sap.com/#/notes/1952120>
- 1757132 - BI4 Support Pack Upgrade and Patch Install Best Practices Guide: <https://launchpad.support.sap.com/#/notes/1757132>

⚠ Caution

Before you run the update installation program, certain windows operating system updates are required. For more details on the exact steps, please refer to the note: <https://launchpad.support.sap.com/#/notes/2451830>

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](#) screen, review the results of the prerequisite checks. If you wish to continue the installation, press [Next](#).
3. In the [Welcome](#) screen, click [Next](#).
4. In the [License Agreement](#) screen, review the contents of the End User License Agreement, and click [Next](#) if you agree to the terms.
5. If the update includes server components, the [Existing CMS Deployment Information](#) screen is displayed. Type the Hostname, Port Number, and Administrator Password for your deployment's CMS, and click [Next](#).
6. In the [Start Installation](#) screen, 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.

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.

7. Click [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.

i 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>\.

5.4 To run a phase-wise installation for an update installation

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

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

❖ Example

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

4. In the *Select setup language* window, select the setup language.
The setup language setting is to display information during the installation in the language of your choice.
5. 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
6. In the *Installation wizard* window, review the instructions displayed.
7. In the *License Agreement* window, review and accept the license agreement.
8. In the *Existing CMS Deployment Information* window, enter the *CMS Logon Administrator Information* password.
9. In the *Start Installation* window, choose *Next* to start caching.
10. *Caching completed successfully* dialog appears.

i Note

- During the caching phase, there is no system downtime and you can continue working on the system
- You can perform the installation after caching phase when you have maintenance time

11. Navigate to the response.ini file directory location.
12. Enter the *Remote CMS Administrator Password* and save the response.ini file.
13. Navigate to command prompt.

14. Enter the download location of the software.
15. Enter the `setup.exe -resume_after_cache <path><file name>`.

❖ 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*

The update installation of SAP BusinessObjects BI Platform is successfully completed.

i Note

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

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.

i Note

The uninstallation program will not revert your CMS from a 4.1 deployment to a 4.0 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

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

On the machine where you are installing the update, it is recommended that you use the Central Management Console (CMC) to stop all 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* screen, 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* screen, review the results of the prerequisite checks. If you wish to continue the installation, press *Enter*.
4. On the *Welcome* screen, press *Enter*.
5. On the *License Agreement* screen, press *Enter* to agree with the license requirements and continue.
6. If the update includes server components, the *Existing CMS Deployment Information* screen is displayed. Enter your CMS credentials and press *Enter*.
7. On the *Start Installation* screen, press *Enter* to start the installation.
The progress indicator displays the status of the installation.

A message will appear 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.

8. Press to complete the installation.

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

i 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, then press [Enter](#).
The installation tool automatically exits, and **the settings are recorded in the response file.**

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.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>/`.

6.3 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 an update. You can undeploy either manually or by using the WDeploy tool.

i Note

The uninstallation program will not revert your CMS from a 4.1 deployment to a 4.0 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

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 installation from a 4.1 update installation, you must restore your 4.0 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*.

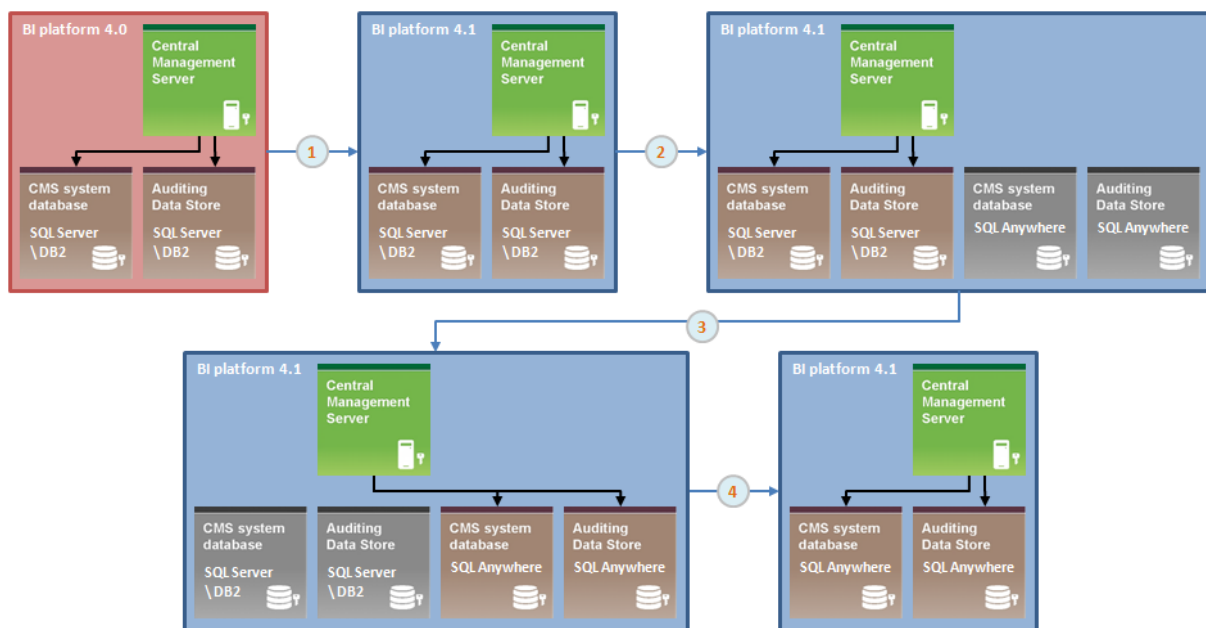
7 Migrating to Sybase SQL Anywhere

The default bundled database for the Central Management Server (CMS) and Auditing Data Store (ADS) in the 4.1 BI platform full installation program is Sybase SQL Anywhere. If you updated your deployment from 4.0 to 4.1 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:



Sybase SQL Anywhere migration workflow

1. Update your 4.0 BI platform installation to 4.1 using the 4.1 update installation program. For instructions on applying the 4.1 minor release update to your 4.0 BI platform installation, see the update installation instructions in this guide.
2. Modify your 4.1 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 4.1 installation and add SQL Anywhere (Windows) [page 27]

To copy your CMS data to SQL Anywhere (Windows) [page 28]

To remove Microsoft SQL Server 2008 Express [page 31]

To modify your 4.1 installation and add SQL Anywhere (Unix) [page 31]

To copy your CMS data to SQL Anywhere (Unix) [page 32]

To remove IBM DB2 Workgroup Edition [page 34]

7.1 From Microsoft SQL Server 2008 Express

7.1.1 To modify your 4.1 installation and add SQL Anywhere (Windows)

This task assumes you have updated your 4.0 installation using the 4.1 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 4.1 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* (base level) and select *Uninstall/Change*.
You must select the base 4.0 full installation to modify, not an update. For example, *SAP BusinessObjects BI platform 4.0 SP4*.



(English example)

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

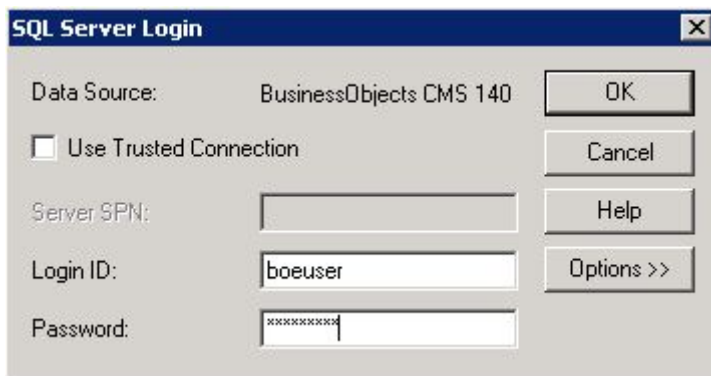
Preparation steps, such as backing up your existing CMS database, are recommended before copying your data. Read “Preparing to copy a CMS system database” in the *Business Intelligence Platform Administrator Guide* for details.

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 4.1 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:

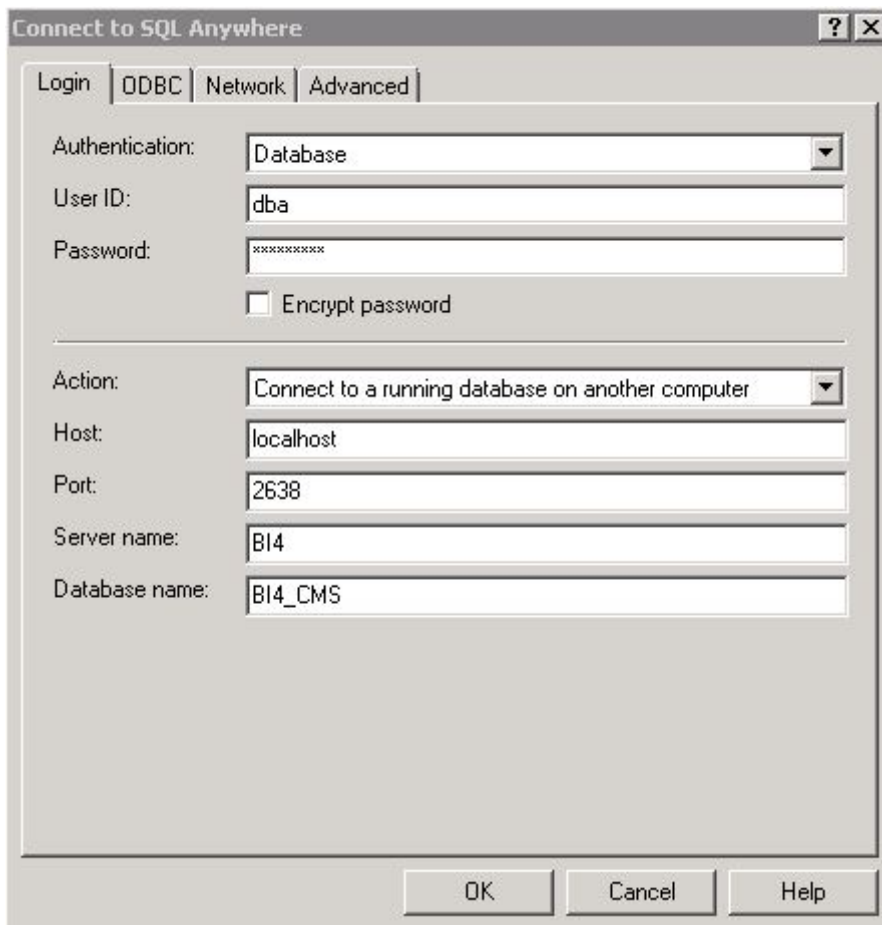
Option	SQL Server Express (source)	SQL Anywhere (destination)
CMS ODBC data source name (DSN)	BusinessObjects CMS 140	BI4_CMS_DSN
database account	boeuser	dba
database account password	Specified during the 4.0 installation process.	Specified during the 4.1 modify installation process.
CMS cluster key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



(English example)

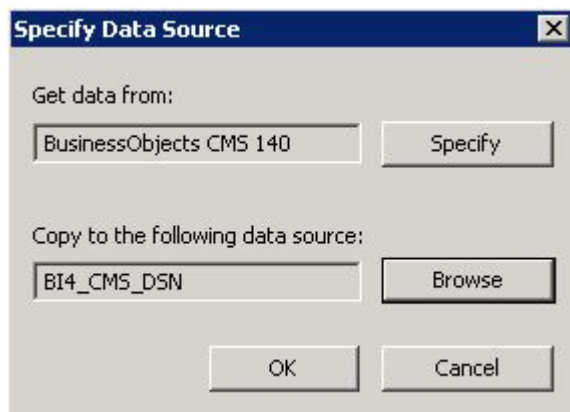
- e. Enter the cluster key when prompted and click [OK](#).
7. Select the database type for the destination CMS database (Sybase SQL Anywhere).
 - a. On the [Specify Data Source](#) page, click [Browse](#).
 - b. Select [SQL Anywhere \(ODBC\)](#) and click [OK](#).
 - c. On the [Machine Data Source](#) 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](#).



(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.

A dialog box titled "Specify Data Source" with a close button (X) in the top right corner. It contains two sections. The first section is labeled "Get data from:" and has a text box containing "BusinessObjects CMS 140" and a "Specify" button to its right. The second section is labeled "Copy to the following data source:" and has a text box containing "BI4_CMS_DSN" and a "Browse" button to its right. At the bottom of the dialog are "OK" and "Cancel" buttons.

(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 4.1 BI platform installation with the new Sybase SQL Anywhere CMS database.

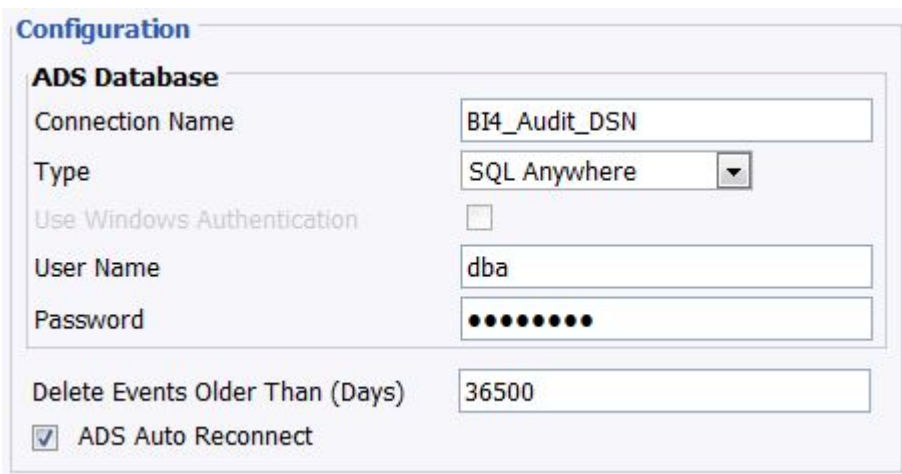
→ Tip

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 configuration window titled "Configuration" for the Auditing Data Store (ADS). It has a section header "ADS Database". Below it 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", "Password" with a masked field of dots, "Delete Events Older Than (Days)" with the value "36500", and a checked checkbox for "ADS Auto Reconnect".

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
```

The database server is uninstalled from the system.

7.2 From IBM DB2 Workgroup Edition

7.2.1 To modify your 4.1 installation and add SQL Anywhere (Unix)

This task assumes you have updated your 4.0 installation using the 4.1 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 4.1 level, add the Sybase SQL Anywhere bundled database to your installation:

i 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 installation to 4.1, you must select the base 4.0 full installation to modify, not an update. For example, this could be [SAP BusinessObjects BI platform 4.0 SP4](#).

```

Add or Remove Product Selection
Please select from the following installed products.

1 - SAP BusinessObjects BI platform 4.0 SP5 update
2 - SAP BusinessObjects BI platform 4.1 update
3 - SAP BusinessObjects BI platform 4.0 SP4

```

(English example)

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 4.1 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 4.1 modify installation process.

Option	DB2 (source)	SQL Anywhere (destination)
cluster key	Specified during the 4.0 installation process.	Specified during the 4.0 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 .

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 .

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

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 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 .
 - b. Enter dba for the user name and press .
 - c. Type the password for the "dba" administrator account and press .
 - d. Enter the cluster key and press *Enter*.
8. Type 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 .
 - 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 4.1 BI platform installation with the new Sybase SQL Anywhere CMS database.

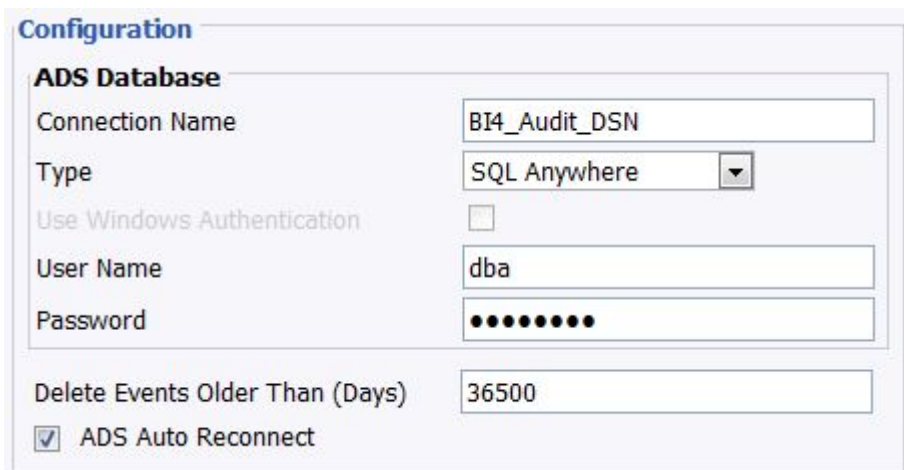
→ Tip

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

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 auditingdatabase 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
```



The database server is uninstalled from the system.

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