



CUSTOMER

SAP BusinessObjects Business Intelligence Suite

Document Version: 4.1 Support Package 12 – 2019-05-29

Patch 12.x Update Guide

Content

1	Document History.	3
2	Introduction.	4
2.1	About this Document.	4
	Constraints.	4
	Variables.	4
	Terminology.	5
3	Planning.	7
3.1	Downloading the update packages.	7
3.2	Platform support.	8
3.3	Patch language support.	9
3.4	Prerequisites.	9
3.5	Limitations and restrictions.	10
3.6	Checking the installed version.	11
4	Installation scenarios.	12
4.1	Applying the update to a system with multiple SAP BusinessObjects products.	12
4.2	Updating web applications.	12
4.3	Parallel update.	12
4.4	Saving web.xml file modifications.	14
5	Update installation on Windows.	15
5.1	To install the BI platform server update on Windows.	15
5.2	To install client product updates on Windows.	16
5.3	Silent installation on Windows.	17
	To run a silent installation using a response file on Windows.	17
5.4	To uninstall updates on Windows.	18
6	Update installation on UNIX.	19
6.1	To install the BI platform server update on UNIX.	19
6.2	Silent installation on UNIX.	20
	To run a silent installation using a response file on UNIX.	20
6.3	To uninstall updates on UNIX.	21

1 Document History

The following table provides an overview of important document changes.

Version	Date	Description
BI platform Patch 1.x	August, 2013	First release of this document.
BI platform Patch 2.x	November, 2013	Updated with branding changes.
BI platform Patch 7.x	November, 2014	Updated with branding changes.
BI platform Patch 11.x	April, 2018	Updated with branding changes.

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
<INSTALLDIR>	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 Patch language support

A Patch only contains string resources for English, and any string fix resolutions contained in the Patch will be displayed in English. Translations for string fixes are added to the next available Support Package containing the fix.

3.4 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.

3.5 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 \[page 12\]](#).
- 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 \[page 17\]](#) or [To run a silent installation using a response file on UNIX \[page 20\]](#)
- 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>.

3.6 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 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:

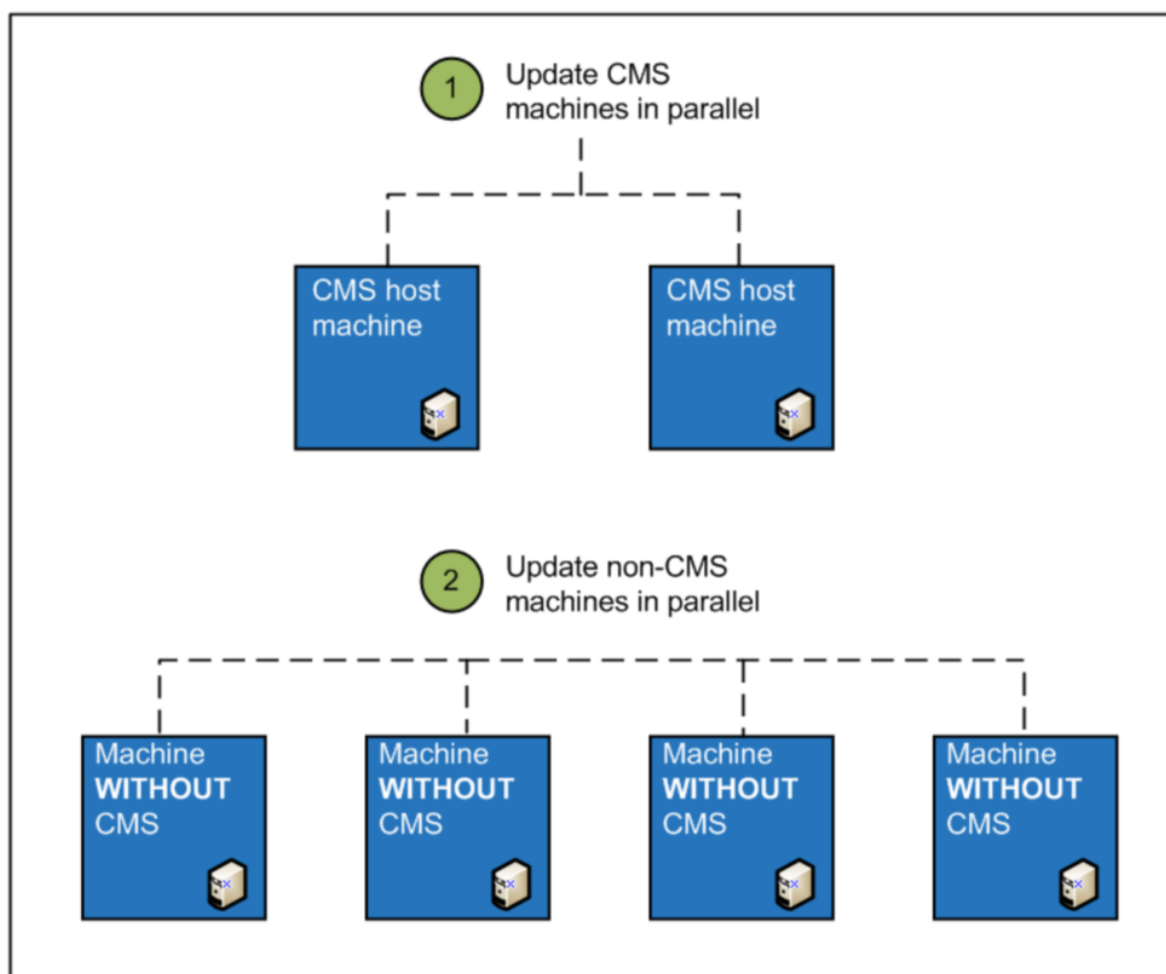
1. Run the update installation on all CMS host machines, in parallel (at the same time).
 - Wait for all machines to finish updating before going to the next step.

- 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.

i 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.



4.4 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.

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.

- -
 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 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 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. 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 **Enter** 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 **Enter** 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*.

Important Disclaimers and Legal Information

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon  : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
 - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.
 - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
- Links with the icon  : You are leaving the documentation for that particular SAP product or service and are entering a SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

Beta and Other Experimental Features

Experimental features are not part of the officially delivered scope that SAP guarantees for future releases. This means that experimental features may be changed by SAP at any time for any reason without notice. Experimental features are not for productive use. You may not demonstrate, test, examine, evaluate or otherwise use the experimental features in a live operating environment or with data that has not been sufficiently backed up.

The purpose of experimental features is to get feedback early on, allowing customers and partners to influence the future product accordingly. By providing your feedback (e.g. in the SAP Community), you accept that intellectual property rights of the contributions or derivative works shall remain the exclusive property of SAP.

Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Gender-Related Language

We try not to use gender-specific word forms and formulations. As appropriate for context and readability, SAP may use masculine word forms to refer to all genders.

© 2019 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company. The information contained herein may be changed without prior notice.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

Please see <https://www.sap.com/about/legal/trademark.html> for additional trademark information and notices.