



PUBLIC

SAP BusinessObjects Business Intelligence Suite

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Patch Update Guide

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1 Document History

The following table provides an overview of important document changes.

Version	Date	Description
SAP BusinessObjects Business Intelligence platform 4.3	June 2020	Initial release.

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.

Selecting the correct guide for your update

Type of update	Guide available on SAP Help portal
Updating the BI Suite with the most recent minor release such as installing 4.3 SP1 on a 4.0 or 4.1, 4.2, or 4.3 release. (Provided as both a full build and an update build.)	<i>BI Platform Minor Release Update Guide</i>
Updating your current installation with a new Support package. (Provided as both a full build and an update build.)	<i>Support Package Update Guide</i>
Updating 4.2 SPxx (where 'xx' is latest) or 4.3 version of the BI platform with the last available patch. (Provided as only an update build.)	<i>Patch Update Guide</i>
For Patches starting from BI 4.2 SP06 Patch100 and above, use ONE Installer packages for either fresh or update installation.	

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. 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.
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: <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
Minor release	A release of some components of the software
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, 4.3 to 4.3), 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
Upgrade	The planning, preparation, migration, and post-processes required to complete a migration process
ONE Installer	ONE Installer is a single installation package that supports multiple BI installation scenarios such as, fresh installation of a Service Package or Patch, any Patch to Patch update, or any Service Package to Patch update.

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. Click the *Support Packages and Patches* tab.
3. In the *Support Packages and Patches* tab, select *By Alphabetical Index (A-Z)*
4. Navigate to your product as follows:

Update package	Path
SAP BusinessObjects Business Intelligence platform servers [1]	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.3 ► SBOP BI PLATFORM SERVERS 4.3 ►
SAP BusinessObjects Business Intelligence platform Client Tools [1] [2]	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.3 ► SBOP BI PLATFORM CLIENTS 4.3 ►
SAP Crystal Reports 2020	► C ► CRYSTAL REPORTS ► SAP CRYSTAL REPORTS 2020 ► SAP CRYSTAL REPORTS 2020 ► [1]
SAP Crystal Reports for Enterprise	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.3 ► CR FOR ENTERPRISE 4.3 ►
SAP BusinessObjects Live Office	► B ► SBOP BI platform (former SBOP Enterprise) ► SBOP BI PLATFORM (ENTERPRISE) ► SBOP BI PLATFORM 4.3 ► SBOP LIVE OFFICE 4.3 ►

- [1] This update package is also intended for SAP BusinessObjects Edge Business Intelligence.
- [2] Client Tools includes:
 - Web Intelligence Rich Client
 - Business View Manager
 - Universe Design Tool
 - Information Design Tool
 - Translation Management Tool
 - Data Federation Administration Tool
 - Developer Components:
 - SAP BusinessObjects BI platform Java SDK
 - SAP BusinessObjects BI platform Web Services SDK

- SAP BusinessObjects BI platform .NET SDK
- SAP Crystal Reports Java SDK
- SAP BusinessObjects Semantic Layer Java SDK

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


For the 4.3 minor release update, select the package with the phrase "4.3 - Update" in the [title](#) column (or "2020 - Update" for SAP Crystal Reports 2020).

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.

Note

ONE Installer packages are uploaded in the above mentioned navigation. You can use ONE Installer for both fresh and update installation. For more information please refer to SAP Note [2671301](#) .

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 2020				
SAP Crystal Reports for Enterprise				
SAP BusinessObjects Live Office				

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, 4.1, or 4.2 deployment to a 4.3 or 4.3 SP1 deployment, we recommend that you back up your CMS database. Uninstalling the 4.3 update does not restore the previous database: it must be restored manually. See the *SAP BusinessObjects Business Intelligence Platform Administrator Guide*.
- If installing 4.3 as an update against 4.2 SP3 version or earlier, to include all of 4.1 and 4.0, you must first update the environment to 4.2 SP4 or later version before updating to 4.3 version. 4.2 SP7 or 4.2 SP8 would be recommended for this purpose using the ONE installer.
- Back up your existing BI Suite deployment. For details on backing up your deployment see the *SAP BusinessObjects Business Intelligence Platform Administrator Guide*.

Note

If you are using IBM DB2 for the BI platform CMS, we recommend that you back up the CMS database before running the 4.3 update installation program. To avoid CMS database corruption, ensure that during the update installation process the CMS database is up and running and that the update process is not interrupted.

- Make sure all parts of your BI Suite deployment, including any add-on products you have installed, are compatible with the version of the BI platform that you are updating to. This information can be found in the Product Availability Matrix, available at <https://support.sap.com/release-upgrade-maintenance/pam.html>.
- Review the *Release Restrictions* document for important issues, limitations, and workarounds for the release.
- Review the *Fixed Issues* document to determine if defects addressed by the update are relevant to your deployment.
- Review [Limitations and restrictions \[page 10\]](#).
- To enable SAP BW design time improvements, see in *SAP Support for BW* in the *Business Intelligence Platform Installation Guide*.
- Identify all SAP BusinessObjects products and components that require updates. Updates are provided for each product that has its own installation program. Refer to [Downloading the update packages \[page 7\]](#) to identify the updates required.
 - On Windows, installed updates can be determined from the Windows *Add/Remove Programs* list.
 - On Unix, installed updates can be determined by running `<INSTALLDIR>/modifyOrRemoveProduct.sh`

- Review the “Installation scenarios” section in this guide.
- A new checkbox is introduced in the prerequisite screen in both Windows and Unix for the BI Suite package update scenarios. A warning message appears asking you to review the SAP Knowledge Base Article (KBA) [1794601](#) and provide your consent to carry on the update.

📘 Note

For Windows - You can proceed with the update install only if the check box is selected.

For Unix - Press <Enter> after you have read and reviewed the mentioned KBA.

📘 Note


Please refer to the following **SAP notes to ensure that you do not miss out** on essential recommendations, cautions and troubleshooting information for applying your Support Package update to the base installation:

- [2645113](#) - Delete duplicate records from CMS table CMS_RELATIONS7 to ensure primary keys are added during patch update of BI 4.2 SP06
- [2646873](#) - Adding primary key to CMS tables (CMS_InfoObjects7, CMS_Sessions7, CMS_LOCKS7, CMS_RELATIONS7) during 4.2 SP6 installation for Oracle and Sybase ASE
- [2451830](#) - Windows Updates needed for Successful Installation of / Update to SAP BusinessObjects BI Platform 4.2 SP04
- [2467541](#) - Supported BI Platform Add-On versions information for the SAP BusinessObjects BI 4.2 SP04 and patch 1 release
- [2477140](#) - Assertion failed - Visual C++ Runtime Library error on installation of BI Add-ons
- [1676695](#) - Assertion Failed Exception for shared_ptr.hpp when installing runtimes for SAP BusinessObjects Business Intelligence Platform (Not sure whether the resolution is recommended or not?)
- [2501036](#) - SAP BusinessObjects 4.2 SP4 on RHEL 7.3 hangs at Installing SQLAnywhere
- [2671301](#) - What is the ONE Installer and where can I find it?
- [1794601](#) - Verifying a planned update is recommended / supported in BI 4.x [HOW-TO]
- Please refer to the following Knowledge Base Articles to ensure that you do not miss out on the best practices & pre-requisites before initiating the install/update activity:
 - KBA [1952120](#) - Best practices & pre-requisites on Windows while Install/Update/Patching BI
 - KBA [2490588](#) - Best practices & pre-requisites on Linux while Install/Update/Patching BI

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. Use ONE Installer packages for both fresh and update installation.
- Updates can only be installed in their entirety. You cannot install a subset of updates.
- Updates only update features that are already installed. For example:

- If the full installation that you are updating is a custom installation, the update installation will only update the subset of files that were originally installed.
- If new features were introduced in a release, they will not be installed by the update installation program. You must do a modify installation to get the new features. For information on how to do a modify installation, see *To modify SAP BusinessObjects Business Intelligence platform* in the *Business Intelligence Platform Installation Guide*.
- Updates only apply fixes for language packs that are already installed. If you want to install a language that was introduced in an update, you will need to modify installation. You can install newly introduced languages during the BI platform update instead of modifying the base installation after the update.
- 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. You can use ONE Installer packages for fresh installation of a Service Package or Patch, any Patch to Patch update, or any Service Package to Patch update.
- 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 installation and an update installation. For more information, see [To run a silent installation using a response file on Windows \[page 20\]](#) or [To run a silent installation using a response file on UNIX \[page 25\]](#)
- This installation program will not update SAP BusinessObjects Design Studio BI platform add-on. If you are updating a 4.0, 4.1 or 4.2 release to a 4.3 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> .

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.

→ Remember

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:

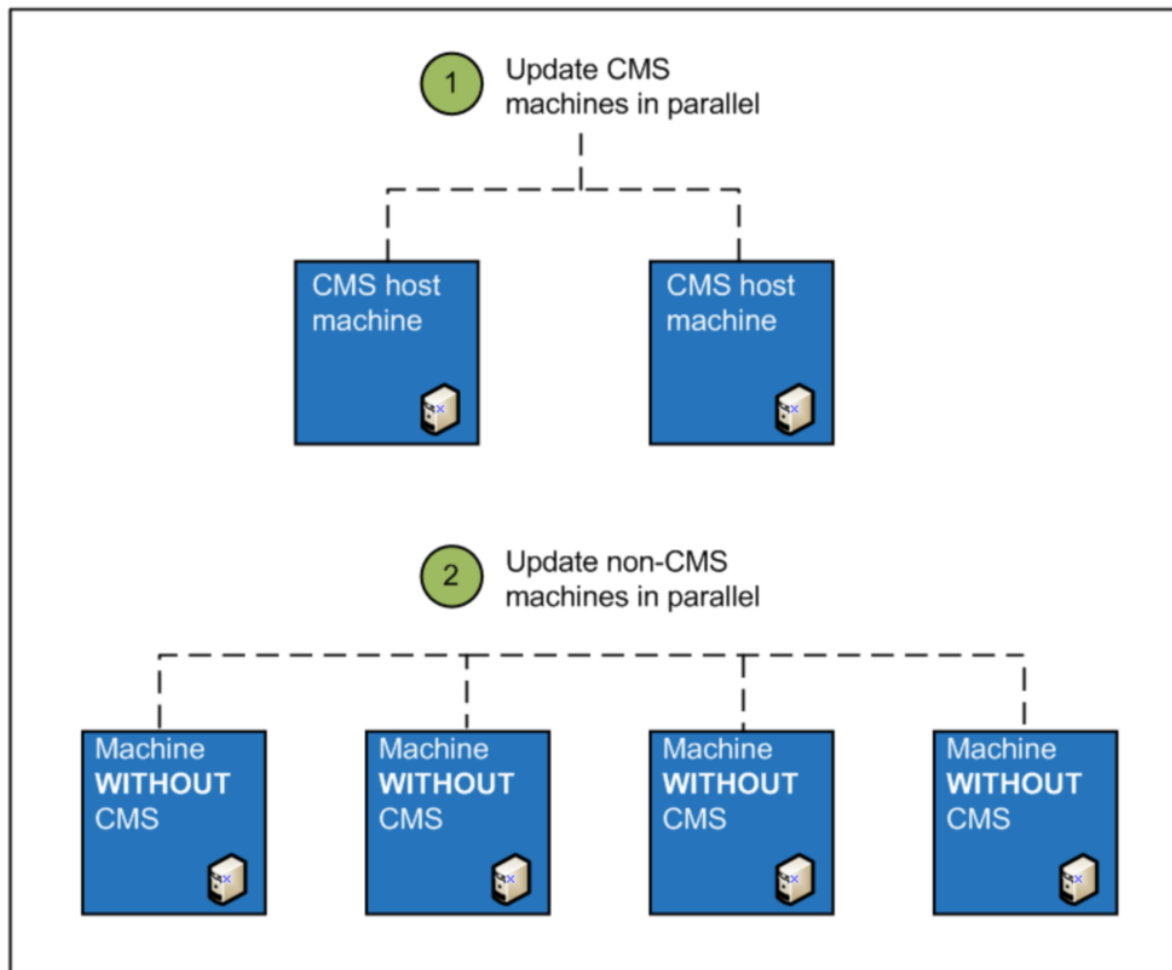
1. Run the update installation on all CMS host machines, in parallel (at the same time).

- 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.

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.

4.5 To use ONE Installer

ONE Installer is a single installation package that supports multiple BI installation scenarios such as, fresh installation of a Service Package or Patch, any Patch to Patch update, or any Service Package to Patch update.

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

Apart from the existing individual packaging types for fresh and update installation scenarios, this is a new packaging type introduced in 4.2 SP06 for both fresh and update installation scenarios. This package is shipped along with the existing packages.

For more information about ONE Installer, see the *Business Intelligence Platform Installation Guide for Unix* and the *Business Intelligence Platform Installation Guide for Windows*.

5 Update installation on Windows

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

Note

As a best practice, you should take a backup of your CMS database and file repository system before initiating any installation or uninstallation activity. You can refer to *Overview of backup and restore* in the *Business Intelligence Platform Administrator Guide* for more information on backup and restore of the BI platform.

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

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

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

Note

See the related topic of this chapter for SAP notes about the pre-requisites and best practices for a Windows update installation.

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

Note

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


Related Information

[Prerequisites \[page 9\]](#)

5.1 To install the BI platform server update on Windows

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

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

After you update your system to SAP BusinessObjects Business Intelligence Platform 4.3 update, you must logon to Central Management Console; delete the old license key and add the new license key. Alternatively, you can run the script to delete the license keys. For more information on how to delete the license key through the script, see SAP Note [2276413](#) .

Note

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

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

6. In the *Select Language Packages* window, select additional languages to install from the list and choose *Next*.

The language currently used by the operating system is selected automatically. You cannot deselect English language support because the BI platform uses English if a problem is detected with an specified language.

Note

In the *Select Language Packages* window, the check box of previously installed languages packs is selected by default. You can select the check box to add or remove language packs.

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

Note

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

- Choosing the *Deploy web applications now* radio button deploys the web application contents on the default Tomcat JAVA web application server.

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

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.

11. Choose *Finish*.

5.2 To install client product updates on Windows

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

Caution

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

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

5.3 Silent installation on Windows

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

Updates can be installed silently using a response file.

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

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

📘 Note

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

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

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

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

📘 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.

📘 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>\`.

Note

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

After you update your system to SAP businessObjects Business Intelligence Platform 4.3 update, you must logon to Central Management Console and add the new license key.

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

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

Note

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

5.4 To uninstall updates on Windows

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

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

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

Note

The uninstallation program will not revert your CMS from a 4.3 deployment to a 4.0, 4.1 or 4.2 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

You can refer to *Overview of backup and restore* in the *Business Intelligence Platform Administrator Guide* for more information on backup and restore of the BI platform.

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

Note

As a best practice, you should take a backup of your CMS database and file repository system before initiating any installation or uninstallation activity. You can refer to *Overview of backup and restore* in the *Business Intelligence Platform Administrator Guide* for more information on backup and restore of the BI platform.

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

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

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

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.

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.

Related Information


[Platform support \[page 8\]](#)


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 -<InstallDir i.e. Destination folder into which the setup program will install>
```

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

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

After you update your system to SAP businessObjects Business Intelligence Platform 4.3 update, you must logon to Central Management Console; delete the old license key and add the new license key. Alternatively, you can run the script to delete the license keys. For more information on how to delete the license key through the script, see SAP Note [2276413](#) 

Note

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

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

7. In the *Select Language Packages* window, select additional languages to install from the list and choose *Next*.

The language currently used by the operating system is selected automatically. You cannot deselect English language support because the BI platform uses English if a problem is detected with an specified language.

Note

In the *Select Language Packages* window, the check box of previously installed languages packs is selected by default. You can select the check box to add or remove language packs.

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

Note

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

- Choosing the Deploy web applications now radio button deploys the default Tomcat JAVA web application server.

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

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

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.

12. 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.

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 settings are recorded in the response file.

Note

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


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


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

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

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

Note

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

After you update your system to SAP BusinessObjects Business Intelligence platform 4.3 update, you must logon to Central Management Console; delete the old license key and add the new license key. Alternatively, you can run the script to delete the license keys. For more information on how to delete the license key through the script, see SAP Note [2276413](#) .

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

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

Note

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

6.3 To 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.

Note

The uninstallation program will not revert your CMS from a 4.3 deployment to a 4.0, 4.1 or 4.2 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

You can refer to *Overview of backup and restore* in the *Business Intelligence Platform Administrator Guide* for more information on backup and restore of the BI platform.

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 *Enter*.
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, 4.1 or 4.2 installation from a 4.3 update installation, you must restore your 4.0, 4.1 or 4.2 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*.

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