



SAP BusinessObjects Edge Series 3.1 Installation Guide for Windows

■ SAP BusinessObjects Edge Series 3.1

2010-12-01

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Getting Started

1.1 About this documentation

This documentation provides information, procedures, and options for installing, removing, and repairing SAP BusinessObjects Edge Series, client tools, and language packs. Two versions of this guide exist:

- *SAP BusinessObjects Edge Series 3.1 Installation Guide for Windows*: for use with Microsoft Windows operating systems.
- *SAP BusinessObjects Edge Series 3.1 Installation Guide for Linux*: for use with Linux operating systems.

Note:

Information related to the post-installation deployment of WAR files to a Java web application server is now covered by the *BusinessObjects Enterprise Web Application Deployment Guide*.

1.2 Who should read this documentation

This documentation is intended for the system administrator who needs to install SAP BusinessObjects Edge Series on a Microsoft Windows operating system. Familiarity with your overall network environment, port usage conventions, database environment, and web server software, is essential.

Note:

If you are installing SAP BusinessObjects Edge Series on a Linux operating system, please read the *SAP BusinessObjects Edge Series 3.1 Installation Guide for Linux*.

1.3 What is SAP BusinessObjects Edge Series?

SAP BusinessObjects Edge Series is a flexible, scalable, and reliable business intelligence reporting system that can be tightly integrated into your information technology infrastructure. Support for many industry-standard database systems makes it easier to access your organization's data for analysis. The use of common industry standards for security allows you to use your existing authentication systems to control access to SAP BusinessObjects Edge Series. And broad platform support allows

you to install SAP BusinessObjects Edge Series on the operating systems and hardware architecture that you prefer.

As a system administrator, you will be faced with many choices when installing SAP BusinessObjects Edge Series. This documentation helps you to make the right decisions to create a reliable and powerful business intelligence reporting system for your organization.

1.4 SAP BusinessObjects Edge Series 3.1 Product line

SAP BusinessObjects Edge Series 3.1, is the Business Intelligence (BI) choice of mid-size companies that want to improve business processes, discover new opportunities, and get an edge on the competition. It includes simple, affordable solutions that can address any BI requirement, from operational reporting, to flexible ad hoc query reporting and analysis, to dashboards and visualization, to powerful data quality management and integration to planning and budgeting. The solution provides a simple, intuitive BI experience where and how you work – from search, mobile devices, and dashboards to Microsoft Office integration.

SAP BusinessObjects Edge Series 3.1 is offered in the following three editions:

Note:

SAP BusinessObjects Edge Series for non-SAP systems does not include BusinessObjects XI 3.1 Integration for SAP Solutions add-on.

SAP BusinessObjects Edge for non-SAP systems

SAP BusinessObjects Edge for non-SAP systems helps you to get started with Business Intelligence. It includes the core essential capabilities of Business Intelligence to empower you with greater information insight. Through flexible ad hoc reporting, query, analysis, and dashboards, you can make fast, data-driven decisions – all without relying on IT. You also benefit from the convenience of "live" data access in the tools they use everyday like Microsoft Office and SharePoint. Also, backed by a proven, open Business Intelligence platform, the SAP BusinessObjects Edge edition provides secure, managed information access so that you receive the right information at the right time.

SAP BusinessObjects Edge with data integration for non-SAP systems

SAP BusinessObjects Edge with data integration for non-SAP systems enables confident decision-making through trusted Business Intelligence. This version offers all the functionality of SAP BusinessObjects Edge package, in addition to features that enable you to combine data from multiple sources, populate a data warehouse expediently, and leverage ad hoc, advanced, and drill-down analysis.

SAP BusinessObjects Edge with data management for non-SAP systems

SAP BusinessObjects Edge with data management for non-SAP systems combines all the capabilities of the SAP BusinessObjects Edge package and the SAP BusinessObjects Edge with data integration version, and adds powerful functionality for data parsing, cleansing, and address synchronization within the data integration environment. It also offers a prepackaged data quality management functionality that can be deployed quickly, enabling you to ensure data quality management throughout the data integration process.

1.5 SAP BusinessObjects Edge Series guides

The following table provides a list of SAP BusinessObjects Edge Series guides and a brief description about the content.

| Guide | Description |
|---|--|
| SAP BusinessObjects Edge Series 3.1 Installation Guide | This guide leads you through the steps required to run the setup program and complete your installation of BusinessObjects Edge Series 3.1. There are UNIX and Windows versions of this guide available. |
| SAP BusinessObjects Edge Series 3.1 Getting Started Guide | This guide introduces SAP BusinessObjects Edge Series 3.1 components and describes how to work with them. |
| SAP BusinessObjects Edge Series 3.1 Release Notes | Describes fixed and known problems in the SAP BusinessObjects Edge Series 3.1 release. |
| SAP BusinessObjects Edge Series 3.1 Release Summary | Highlights key features in the SAP BusinessObjects Edge Series 3.1 release. |
| White Paper on WACS Administration and Deployment | The white paper elaborates the steps required to create a WACS instance, deploy different applications and debugging steps. |
| Data Services Installation Guide | This guide leads you through the steps required to run the setup program and complete the installation of Data Services. |
| Data Services Getting Started Guide | This guide introduces you to Data Services and describes how to use it. |
| Data Services Release Notes | This document describes fixed and known issues in Data Services. |

1.6 What's new in the SAP BusinessObjects Edge Series Installation Guide?

The installation and deployment documentation from previous releases of SAP BusinessObjects Edge Series has been split into separate installation and web application deployment guides:

- For information related to the installation of SAP BusinessObjects Edge Series, see the *SAP BusinessObjects Edge Series 3.1 Installation Guide* (this guide).
- For information related to the post-installation deployment of web applications, see the *BusinessObjects Enterprise XI 3.1 Web Application Deployment Guide*.

This document is the first to include information on the following features for the Microsoft Windows version of SAP BusinessObjects Edge Series:

| Feature | Description |
|-------------------|---|
| WACS | The Web Application Container Server (WACS) enables you to host SAP BusinessObjects Edge Series 3.1 web applications. You need not install third-party Java web application servers, such as Tomcat, to host web applications. WACS is administered by Central Management Console (CMC) and Central Configuration Manager (CCM). |
| IPv6 support | IP version 6 (IPv6) addresses can now be used anywhere in SAP BusinessObjects Edge Series. |
| Response files | The response file information has been updated. |
| Operating systems | <p>SAP BusinessObjects Edge Series is now also supported on the following operating systems:</p> <ul style="list-style-type: none"> Windows Server 2008 Windows Vista SP1 <p>Note: For a list of operating systems that the Data Services product supports, see the support matrix documents available at: https://www.sdn.sap.com/irj/sdn/businessobjects-articles</p> |
| Report Publishing | Report Publishing is the process of making documents such as Crystal reports, Web Intelligence documents and Desktop Intelligence documents publicly available. The contents of these documents can be distributed automatically through email or File Transfer Protocol (FTP), saved to disk, or managed through the SAP BusinessObjects Edge Series platform for web viewing, archiving, retrieval, and automated through the use of scheduling. |

Business Objects documentation is available in supported languages from the support web site, and is refreshed with up-to-date content as it becomes available between releases. For the most recent product documentation, visit <http://help.sap.com>.

Preparing to install SAP BusinessObjects Edge Series

2.1 Installation overview

Before you install SAP BusinessObjects Edge Series, you should:

- Consult the *BusinessObjects Enterprise Planning Guide* to gain a general understanding of the installation process and the different options available.
- Review your systems to ensure they meet the basic requirements for a SAP BusinessObjects Edge Series installation. See [System requirements](#).
- Ensure that all machines that will be part of your SAP BusinessObjects Edge Series deployment can communicate across your network. See [Network requirements](#).
- Determine the location of the components to be installed. This includes the specific subnet, machine, database, security, or cluster systems that will be used to run your system.
- Decide which installation method to use. See [Installation types](#).

The following sections list the core software requirements, the choices available to you within the core requirements, and the installation methods that you can use when you install SAP BusinessObjects Edge Series.

An installation checklist is provided to ensure that you are prepared before you begin your installation of SAP BusinessObjects Edge Series.

Related Topics

- [Installation checklist](#)
- [System requirements](#)

2.1.1 System requirements

For a detailed list of supported environments and hardware requirements, consult the Products Availability Report (PAR) document available on the Business Objects support site <https://www.sdn.sap.com/irj/sdn/businessobjects-articles>. This document includes specific version and patch-level requirements for web application servers, web browsers, and operating systems. For information related to the planning of a SAP BusinessObjects Edge Series 3.1 deployment, consult the *BusinessObjects Enterprise Planning Guide*.

SAP BusinessObjects Edge Series 3.1 ships with the Tomcat web application server and MySQL database server. If you are planning to use a database server, it must be installed and configured before installing SAP BusinessObjects Edge Series 3.1.

Related Topics

- [CMS Database requirements and preparation](#)

2.1.2 Network requirements

When installing SAP BusinessObjects Edge Series, ensure that the client machine can communicate over TCP/IP with the machine running the Central Management Server (CMS). All desktop clients must be able to access the server. For more information on the communication between components please refer to the *Architecture* chapter in the *BusinessObjects Enterprise Planning Guide*.

Note:

- If you are installing SAP BusinessObjects Edge Series in a firewalled environment, see the *Working with Firewalls* chapter of the *BusinessObjects Enterprise Administrator's Guide*.
- If you are installing on a VMware virtual machine, ensure the machine name does not include underscore (_), period (.), or slash (/ or \) characters.

2.1.3 User permissions for installing SAP BusinessObjects Edge Series

To install SAP BusinessObjects Edge Series on Windows, the user running the setup program must have the permissions listed in the table below:

| Category | Required permissions |
|------------------------|--|
| Operating System | Administrative privileges on the local machine. |
| Network | Network connectivity to all machines in the deployment, as well access to as the appropriate ports on each of the machines. |
| Database | Rights to create and drop tables, plus rights to read, write, and edit rows. For more information on the database privileges required, see “Databases in BusinessObjects Enterprise” in the <i>BusinessObjects Enterprise Planning Guide</i> . |
| Web application server | Use the same user account for installing both SAP BusinessObjects Edge Series and your web application server, to reduce the likelihood of encountering a problem with access control settings. |

Note:

The following scenarios are not supported:

- Installation on a domain controller.
- Installation on a Windows machine where the default local Administrator group security settings have been modified.

2.1.4 Installing on a non-system drive

You can use the setup program to install SAP BusinessObjects Edge Series on any local drive. When installing to a directory on the same partition as the operating system, ensure that there is enough room for both the operating system and SAP BusinessObjects Edge Series to expand as updates and new features are added.

If you previously installed another Business Objects product of the same version, the SAP BusinessObjects Edge Series setup program automatically uses that installation's common directory to add new Business Objects products.

To install several Business Objects products on a non-system drive, you must first install SAP BusinessObjects Edge Series. All Business Objects products subsequently installed will use the same drive for shared files.

2.1.5 Setting up server communication

- Each SAP BusinessObjects Edge Series machine must be able to communicate over TCP/IP with the machine that runs your Central Management Server (CMS). The CMS is responsible for

maintaining a database of information about your SAP BusinessObjects Edge Series system, which other components can access as required. The data stored by the CMS includes information about users and groups, security levels, SAP BusinessObjects Edge Series content, and servers. For more information about the CMS, see the “Managing and Configuring Servers” chapter in the *BusinessObjects Enterprise Administrator's Guide*.

- If the host machine has more than one network interface card (NIC), the CMS may automatically bind to a primary NIC. If the primary NIC is not routable, you may have to configure your servers after installation. Alternatively, you could make the primary NIC routable before installing SAP BusinessObjects Edge Series. For more information on how to reconfigure to bind to routable NICs see the “Managing and Configuring Servers” chapter in the *BusinessObjects Enterprise Administrator's Guide*.
- Servers that run SAP BusinessObjects Edge Series must have a fixed hostname. Administrative privileges are required to set a fixed hostname. You can use fully qualified domain names to specify the location of the CMS.

Note:

Please ensure that the host name you use does not include any of the following characters: an underscore (_), a period (.), a back-slash (\), or a forward-slash (/).

- Ensure that your database client and server are set up to use Unicode character encoding, such as UTF-8. Consult your database documentation to determine the settings required for a Unicode configuration.
- If you connect SAP BusinessObjects Edge Series to a web application server, the web application server must be able to communicate with all SAP BusinessObjects Edge Series machines. This communication is enabled by the SAP BusinessObjects Edge Series Software Development Kit (SDK), which is installed as part of the Web Tier Components. If you plan to use a Java application server and your existing application server does not include a version of the Java Development Kit (JDK) supported by SAP BusinessObjects Edge Series, you will need to install it.
- If you are installing SAP BusinessObjects Edge Series in a firewall environment, you will need additional configuration details. See the “Working with Firewalls” section of the *BusinessObjects Enterprise Administrator's Guide*.

2.1.5.1 Choosing a server location

When planning your SAP BusinessObjects Edge Series installation, you should also consider where you will place your deployment's servers.

Your Crystal Reports Page Server, Desktop Intelligence Report Server, Connection Server, Web Intelligence Report Server, Job Servers, and Report Application Server communicate frequently with the database servers containing the data in your published reports. To optimize data retrieval and minimize network traffic, place your processing servers close to your database servers (ideally, on the same subnet).

The Central Management Server (CMS) stores data about users and groups, security levels, published objects, and servers in the CMS database. The CMS can also maintain a separate audit database of information about user actions. To optimize CMS performance, place your CMS on the same LAN as

the database servers that host your CMS database and the SAP BusinessObjects Edge Series audit database.

Consult the “Managing and Configuring Servers” section of the *BusinessObjects Enterprise Administrator's Guide* for information on other factors that you may want to consider in planning your SAP BusinessObjects Edge Series installation.

2.1.6 Compatibility with other SAP BusinessObjects products

This section provides information about compatibility between SAP BusinessObjects Edge Series 3.1 and other SAP BusinessObjects products.

Note:

The compatibility information discussed in this section is applicable only if the SAP BusinessObjects products are installed on the same system.

SAP BusinessObjects Edge Series 3.1 is compatible with the following SAP BusinessObjects products:

- Crystal Reports 2008 (XI 3.1)
- Live Office XI 3.1
- BusinessObjects Edge Series XI Release 2 (Business Objects Crystal Decisions)
- BusinessObjects Enterprise XI Release 1
- Classic BusinessObjects (5.x/6.x)
- Classic Crystal (Crystal Enterprise 10 or earlier)
- BI Widgets XI 3.1

SAP BusinessObjects Edge Series 3.1 is incompatible with the following SAP BusinessObjects products:

- Crystal Reports 2008 (XI 3.0)
- Live Office (XI 3.0)
- BusinessObjects Edge Series 3.0 Client/Server
- BusinessObjects Enterprise XI 3.1 Client/Server
- BusinessObjects Enterprise XI 3.0 Client/Server
- BusinessObjects Enterprise XI Release 2
- Crystal Reports Server XI Release 2
- Crystal Reports Server 2008
- Crystal Reports Server XI
- Crystal Reports Server Embedded - All Editions (RAS Standalone)
- BI Widgets XI 3.0

Note:

If you try to install SAP BusinessObjects Edge Series 3.1 on a system that already has any of the above-mentioned products installed, the SAP BusinessObjects Edge Series 3.1 installer terminates the installation.

2.2 Installation checklist

Prior to installing SAP BusinessObjects Edge Series, review the checklist below.

- Have you verified appropriate network connectivity between all machines that will be part of your deployment?
- If you are using your own database server:
 - Have you created a database for the CMS?
 - Have you created an auditing database, if required?
 - Have you created a user id and password with access to your existing database (if you are integrating your existing database server software), so that the installation can access your database to configure the CMS database?
 - Have you made sure you can log onto the database with your logon ID and password?
 - Have you tested the database connection between the machine hosting the database servers and the Central Management Server (CMS)?
 - If you are using DB2 or Sybase, have you verified that your database was created with the correct settings? (Some settings can't be modified after the database has been created.)
 - Has the database client software been properly configured?
- If you are using your own web application server:
 - Have you decided on which web application server to use?
 - Has the server already been installed and configured?
 - Have you ensured that your existing web application server has the required JDK installed?
- If you are installing on a VMware virtual machine, ensure the machine name does not include underscore (_), period (.), or slash (/ or \) characters.

2.3 Installation types

SAP BusinessObjects Edge Series supports the following installation types:

- "Express" installation: This installation is used to install SAP BusinessObjects Edge Series quickly with default parameters for port numbers, CMS database, and application servers. SAP BusinessObjects recommends that you choose this installation type if you are installing SAP BusinessObjects Edge Series for the first time.
- "Advanced" installation: This installation is used to install SAP BusinessObjects Edge Series with custom values for port numbers, CMS database, and application servers. SAP BusinessObjects recommends that you choose this installation type only if you are familiar with the specific SAP BusinessObjects Edge Series components, and you want to change the default values.

For information on performing installation upgrades, see the *BusinessObjects Enterprise Upgrade Guide*.

2.4 Installation modes

There are two methods that you can use to install SAP BusinessObjects Edge Series:

- Running the installation setup program.

The installation set up program provides a number of screens that allow to select an installation type, specify the details for your CMS database, and to deploy web applications to a supported application server.

- Running a silent or scripted installation.

A silent or scripted installation uses configuration information that has been stored in a `.ini` response file during a previous command-line installation of SAP BusinessObjects Edge Series. This method is useful when you need to perform multiple installations, or you want to install without the setup program prompting for configuration information.

2.4.1 Silent installation

A silent installation uses configuration information that has been stored in a `.ini` response file during a previous command-line installation of SAP BusinessObjects Edge Series. This method is useful when you need to perform multiple installations, or you want to install without the setup program prompting for configuration information.

You can also incorporate the silent installation command into your own build scripts. For example, if your organization uses scripts to install software on machines, you can add the silent SAP BusinessObjects Edge Series installation command to those scripts.

You may want to choose a silent installation if:

- You need an automated method for performing identical or similar installations on several machines.
- You do not want to run the SAP BusinessObjects Edge Series setup program.

2.5 Installing client tools only

You can install the Business Objects client tools by using the SAP BusinessObjects Edge Series Client Tools installation package.

The client tools are applications that can only be installed on Windows, with the Windows Client Tools installation package.

If you install the SAP BusinessObjects Edge Series servers on a Linux machine, you can connect remotely to SAP BusinessObjects Edge Series with the client tools installed on a Windows machine.

The available tools are:

| Client tool | Description |
|-------------------------------------|--|
| Desktop Intelligence | An integrated query, reporting, and analysis tool to access your organization's data for presentation and analysis in a Desktop Intelligence document. |
| Web Intelligence Rich Client | Provides business users an interactive and flexible interface for building and analyzing reports from your organization's data over the web, through a secured intra- or extranet. |
| Data Source Migration Wizard | Migrates reports based on Crystal queries, dictionaries, or InfoViews to SAP BusinessObjects Edge Series. |
| Report Conversion Tool | Converts Desktop Intelligence reports (.rep files) to Web Intelligence (.wid) format. Converted files can then be published to the Central Management Server (CMS). |
| Import Wizard | Imports user, group, object, or folder content from previous and current Crystal or SAP BusinessObjects Edge Series deployments. |
| Publishing Wizard | Publishes and sets properties for multiple reports in SAP BusinessObjects Edge Series. |
| Query as a Web Service | Creates custom web services for specific queries using Business Objects Web Services. |
| Universe Designer | Creates universe connections for Web Intelligence and Desktop Intelligence documents. |
| Translation Manager | Defines translations for multilingual documents and prompts. Supports Universe Designer universes and Web Intelligence documents. |

| Client tool | Description |
|-----------------------------------|--|
| Deployment Diagnostic Tool | The Deployment Diagnostic Tool is a Java-based application designed to verify basic operating functionality of a SAP BusinessObjects Edge Series 3.1 installation. |
| Software Inventory Tool | Software Inventory Tool is a Java-based maintenance tool available to administrators of SAP BusinessObjects Edge Series. Software Inventory tool creates and maintains an inventory of all changes made to Business Objects software via Business Objects installers and allows users to view these changes. |
| Universe Builder | Creates universe connections for Web Intelligence and Desktop Intelligence documents |

Install these applications for users responsible for managing SAP BusinessObjects Edge Series content, developing applications, or importing system data. Client tools are not needed by users who access InfoView or the CMC administrative web applications.

Note:

The SAP BusinessObjects Edge Series Client Tool Setup program does not generally require a license key to activate the product.

2.6 CMS Database requirements and preparation

SAP BusinessObjects Edge Series requires a database to store Central Management Server (CMS) information about the system and its users. This database is referred to as the CMS, or system, database.

The following sections detail required settings and how to test settings for:

- DB2
- MySQL
- Oracle
- Sybase

Before installing SAP BusinessObjects Edge Series, review this information in order to properly prepare your CMS system and auditing database. For more information on database requirements, refer to the “Databases in BusinessObjects Enterprise” section in the *BusinessObjects Enterprise Planning Guide*.

Note:

Regardless of database type, the database must be setup to use Unicode character encoding, such as UTF-8.

2.6.1 Using MySQL as the Central Management Server (CMS) database

MySQL is an open-source database included with SAP BusinessObjects Edge Series that can be automatically installed and configured for use as the Central Management Server (CMS), or system, database.

If you want to use an existing supported database server, you can enter connection and authentication parameters during the SAP BusinessObjects Edge Series installation process.

2.6.2 To setup a database account for SAP BusinessObjects Edge Series

The Central Management Server (CMS) uses a database to store system information. If you choose to install MySQL as part of your SAP BusinessObjects Edge Series installation, a MySQL CMS database will be created for you. If you plan to use your own database, you should complete the steps listed below before installing SAP BusinessObjects Edge Series.

To create tables and write data to your new CMS database, the installation program needs to establish a connection to the database server. When you log on to the account being used to install SAP BusinessObjects Edge Series, the environment must include the appropriate variables and database drivers to access your chosen database. Only then can the installation program access the CMS database using your database client software.

1. Create or select a user account that provides SAP BusinessObjects Edge Series with the appropriate privileges to your database server.
2. Verify that you can log on to your database and that you have rights to add or remove database tables and to add, delete, or edit table rows with the user account.

2.6.3 Setting up an empty database for the CMS

If you want to use an existing database server as the Central Management Server (CMS) or auditing database, you must create a new tablespace or database before installing SAP BusinessObjects Edge Series.

The installer will prompt for the connection and authentication details if you choose to use your own database during the installation of SAP BusinessObjects Edge Series. The following database servers are supported for the CMS system and audit databases:

- Oracle
- DB2

- MySQL
- Sybase

Note:

Review the online SAP BusinessObjects Edge Series supported platforms document for information related to supported database software and version requirements: <https://www.sdn.sap.com/irj/sdn/businessobjects-articles>.

To integrate your existing database with SAP BusinessObjects Edge Series, you need to prepare it. Here is a summary of the steps to prepare your database:

- Create a new tablespace, schema, or database (the exact terminology will depend on the database platform you're using) to act as the CMS database. Create a second for the auditing database, if you plan to enable auditing.
- Create a new user account and password to be used by SAP BusinessObjects Edge Series to access the CMS database. Create a second username and password if you plan to enable auditing.
- Specify that the new user account has required permissions to create, modify, and delete tables and create procedures so that database can be modified as required.
- Record the name of the database(s), the user account(s), and the password(s) you created, so you can enter the details when you run the SAP BusinessObjects Edge Series installer.

During the installation, you can choose to reinitialize the existing database. This will cause new tables to be created in your existing database. Consult your specific database server documentation if you are unsure of the procedure for creating a new tablespace, schema, or database. Ensure that your database server is set up to use Unicode character encoding (such as UTF-8).

Note:

If you have a previous release of SAP BusinessObjects Edge Series you cannot use your database from a previous release for SAP BusinessObjects Edge Series. You must create a new database, or existing data from the previous release will be destroyed. To migrate from an previous release, create a new database migrate your old content to the new current version's database after the installation is complete.

2.6.3.1 Microsoft SQL Server database requirements

If you are using Microsoft SQL Server for the CMS or auditing database:

- Use a Unicode character set, such as UTF-8.

Once the database is created, you will need to prepare it for the SAP BusinessObjects Edge Series installation.

Related Topics

- [Preparing an existing database server](#)

2.6.3.2 Oracle database requirements

If you are using Oracle for the CMS or auditing database:

- Use a Unicode character set, such as UTF-8.

Once the database is created, you will need to prepare it for the SAP BusinessObjects Edge Series installation.

Related Topics

- [Preparing an existing database server](#)

2.6.3.3 DB2 database requirements

If you are using DB2 for the Central Management Console (CMC) or auditing database:

- Ensure that the CMS database is not partitioned.

Note:

The auditing database can be partitioned.

- Create the database with these settings:

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

If your DB2 database does not have the correct Collating Sequence setting, the user and usergroup objects may not sort properly in the CMC.

Replace XX with the code that is appropriate for your location. Consult your DB2 documentation for more information.

- If you are using DB2 8.1, you require a C compiler that is installed and configured to build SQL stored procedures. DB2 8.2 through version 9.1 do not have this requirement. Stored procedures are used by SAP BusinessObjects Edge Series when users are added to groups. Please consult the DB2 documentation for details on how to configure the C compiler for SQL stored procedures.

Once the database is created, you will need to prepare it for the SAP BusinessObjects Edge Series installation.

Related Topics

- [Preparing an existing database server](#)

2.6.3.4 MySQL database requirements

If you are using your own MySQL installation for the CMS or auditing database:

- Use a Unicode character set, such as UTF-8.

Once the database is created, you will need to prepare it for the SAP BusinessObjects Edge Series installation.

Related Topics

- [Preparing an existing database server](#)

2.6.3.5 Sybase database requirements

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

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

Once the database is created, you must prepare it for the SAP BusinessObjects Edge Series installation.

Related Topics

- [Preparing an existing database server](#)

2.7 Preparing an existing database server

After you have created your database, setup the database client, and before you install SAP BusinessObjects Edge Series 3.1, ensure that you are able to connect to it with the username and password.

During your installation, you will be asked whether you want to install MySQL or use an existing database. If you opt to use an existing database, you will be asked for the connection and authentication details by the SAP BusinessObjects Edge Series 3.1 installer:

| Existing database | Information required by installer |
|-------------------|--|
| MySQL | <ul style="list-style-type: none"> Database name Server name Port number (default is 3306) Login credentials used to access database |
| Sybase | <ul style="list-style-type: none"> Server name Login credentials used to access database <p>Note:</p> <ul style="list-style-type: none"> The Sybase server name is a combination of the host name and the port number which is set by your database administrator in the file <code>sql.ini</code> interfaces file. SAP BusinessObjects Edge Series will connect to the default database for the user you specify. This default is set by the database administrator. |
| DB2 | <ul style="list-style-type: none"> Server: DB2 database alias Login credentials used to access database |
| Oracle | <ul style="list-style-type: none"> Server: TNSNAMES connect identifier Login credentials used to access database |

2.8 Before you deploy web applications

Your web application server must be installed and working before you attempt to install SAP BusinessObjects Edge Series.

Note:

If you want to install Data Services or integration kits such as SAP, PeopleSoft, JD Edwards EnterpriseOne, Siebel, or Oracle E-Business Suite, you have to choose Tomcat as web application server.

To deploy and run the Central Management Console (CMC) and InfoView web applications, your web application server should have at least 2 GB of free disk space, in addition to any other requirements for other software installed on the machine.

Performing an Express installation

To install SAP BusinessObjects Edge Series 3.1, perform the following steps:

1. If you are installing from a DVD and if the Windows autoplay setting is enabled, then click **Install** from autorun. If autoplay is not enabled, or if you are installing from a hard drive, run `setup.exe` from the root directory of the product distribution.

The "Please Choose a Setup Language" screen appears.

2. In the "Please Choose a Setup Language" screen, perform the following steps:

- a. Select a language to run the Setup.

Note:

This setting is used only by the Setup program during installation. You can select languages to be installed on your new SAP BusinessObjects Edge Series server later.

- b. Clear the **Create log file during installation** option if you don't want the installer to create a log file.

If you do not clear this option, then the log file is created as: `<INSTALLDIR>\BusinessObjects Enterprise 12.0\Logging\BOEInstall_X.log`.

The "Welcome to the BusinessObjects Edge Series 3.1 Installation Wizard" screen appears.

3. Click **Next**.

The "License Agreement" screen appears.

4. Select the **I accept the License Agreement** option, and click **Next**.

The "User Information" screen appears.

5. Enter the full name, name of the organization, and product keycode information, and click **Next**.

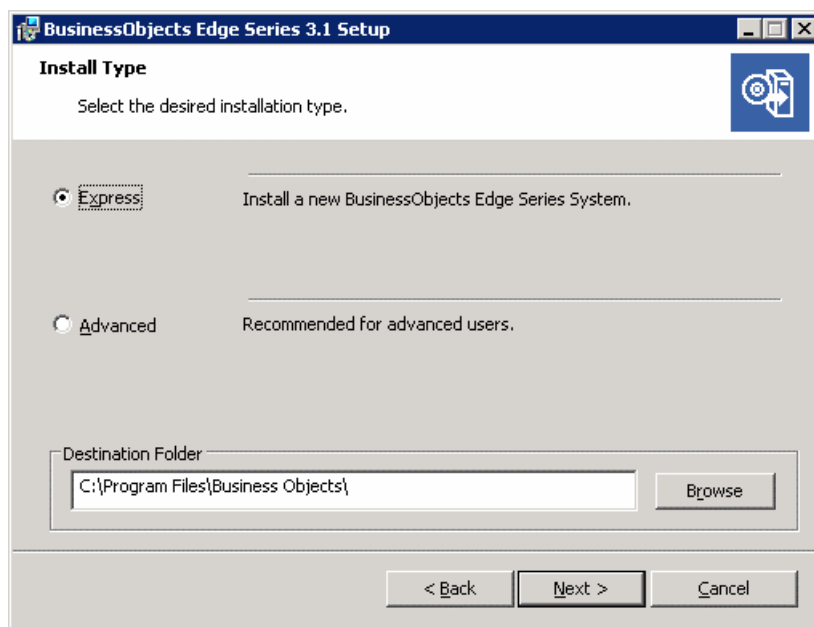
The "Choose Language Packs" screen appears.

6. Select the language packs you want to install. You can also select the **All Languages** option to install all language packs. These languages can be used by administrators and users in SAP BusinessObjects Edge Series products. Click **Next**.

Note:

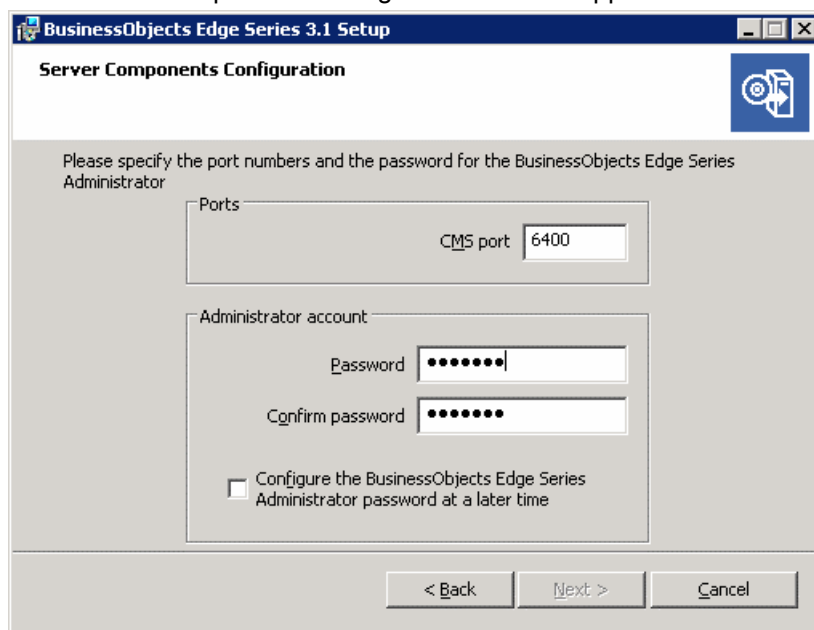
English is mandatory because it is used as the back-up language if a problem with a language pack is detected. English cannot be deselected.

The "Install Type" screen is appears.



7. Select **Express**. Specify the location where you want to install SAP BusinessObjects Edge Series in the **Destination Folder** field, and click **Next**.

The "Server Components Configuration" screen appears.



8. In the "Server Components Configuration" screen, perform the following steps:
- Specify a port number in the **CMS port** field. The default CMS port number is 6400.

The CMS will communicate with other SAP BusinessObjects Edge Series servers through the specified port.

- b. Specify a password for the CMS administrator account in the **Password** and **Confirm password** fields.

Tip:

You can opt to skip this step by selecting the **Configure the BusinessObjects Edge Series Administrator password at a later time** box.

- c. Click **Next**.

Note:

If the default port numbers of SIA (6410) and WACS (6405) are used by other application then the installer detects a conflict and prompts you to select the **Advanced** installation option.

The "My SQL Database Server Configuration" screen appears.

BusinessObjects Edge Series 3.1 Setup

MySQL Database Server Configuration

Configuring the MySQL Database Server

BusinessObjects Edge Series 3.1 will install and use a MySQL database to store system data. Please specify the port number, and passwords for the root and CMS user accounts below.

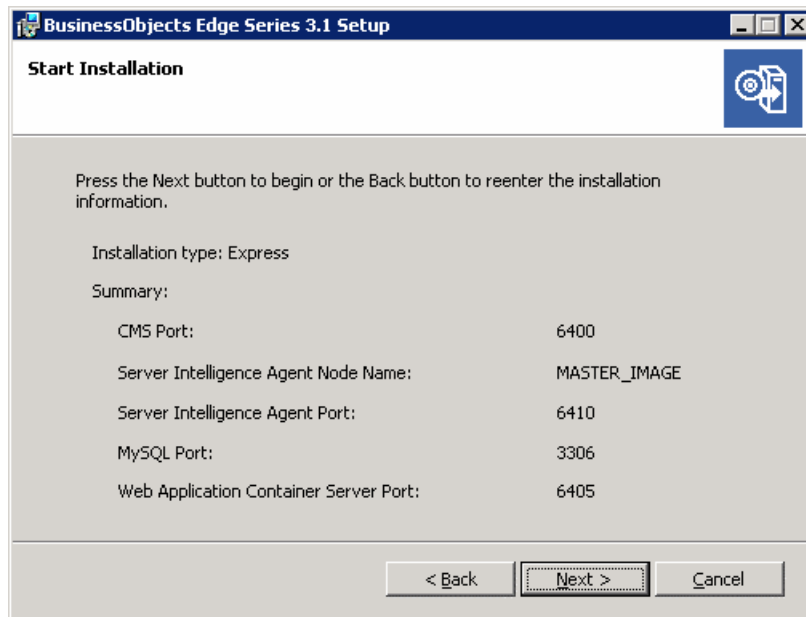
MySQL Port Number:

| MySQL root User Account | MySQL BusinessObjects User Account |
|--|--|
| User: <input type="text" value="root"/> | User: <input type="text" value="sa"/> |
| Password: <input type="password" value="..."/> | Password: <input type="password" value="..."/> |
| Confirm Password: <input type="password" value="..."/> | Confirm Password: <input type="password" value="..."/> |

< Back Next > Cancel

9. In the "My SQL Database Server Configuration" screen, perform the following steps:
 - a. Specify the port number for the MySQL database server in the **MySQL Port Number** field. The default port number is 3306.
 - b. Specify and confirm a password for the MySQL root user account in the **MySQL root User Account** area.
 - c. In the **MySQL BusinessObjects User Account** area, type the user name and password for the MySQL BusinessObjects database user account, and click **Next**.

The "Start Installation" screen, which displays information about the installation type selected, port numbers, and the SIA node name, appears.



10. Click **Next** to start the installation.

Performing an Advanced installation

To install SAP BusinessObjects Edge Series 3.1, perform the following steps:

1. If you are installing from a DVD and if the Windows autoplay setting is enabled, then click **Install Part 1** (**Install Part 1** launches Business Intelligence Components installation setup and **Install Part 2** launches Data Services installation setup) from autorun . If autoplay is not enabled, or if you're installing from a hard drive, run `setup.exe` from the root directory of the product distribution.

The "Please Choose a Setup Language" screen appears.

2. In the "Please Choose a Setup Language" screen, perform the following steps:
 - a. Select a language to run the Setup.

Note:

This setting is used only by the Setup program during installation. You can select languages to be installed on your new SAP BusinessObjects Edge Series server later.

- b. Clear the **Create log file during installation** option if you don't want the installer to create a log file.

If you do not clear this option, then the log file is created as: `<INSTALLEDIR>\BusinessObjects Enterprise 12.0\Logging\BOEInstall_X.log`.

The "Welcome to the BusinessObjects Edge Series 3.1 Installation Wizard" screen appears.

3. Click **Next**.

The "License Agreement" screen appears.

4. Select the **I accept the License Agreement** option, and click **Next**.

The "User Information" screen appears.

5. Enter the full name, name of the organization, and product keycode information in the "Full Name", "Organization", and "Product Keycode" fields, and click **Next**.

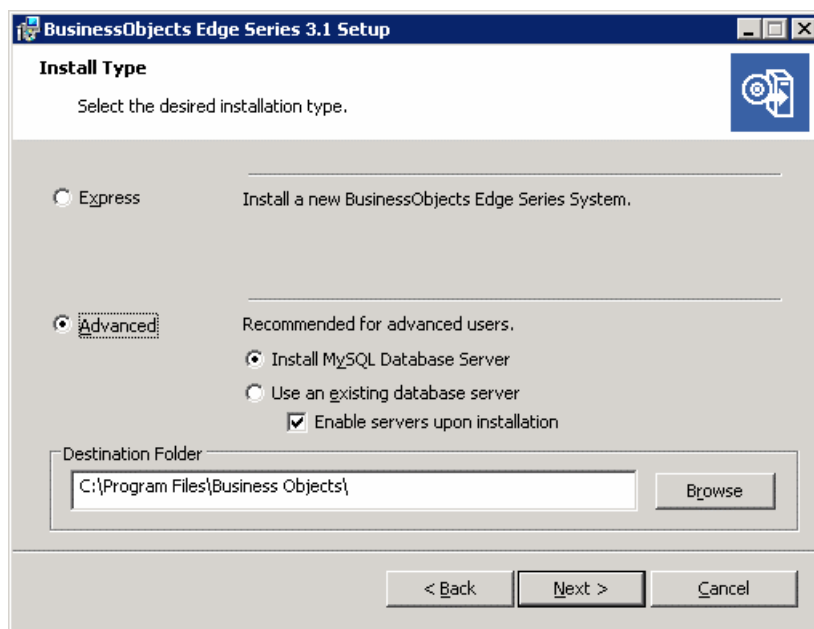
The "Choose Language Packs" screen appears.

6. Select the language packs you want to install. You can also select the **All Languages** option to install all language packs. These languages can be used by administrators and users in SAP BusinessObjects Edge Series products. Click **Next**.

Note:

English is mandatory because it is used as the back-up language if a problem with a language pack is detected. English cannot be deselected.

The "Install Type" screen appears.



7. Select **Advanced**, and select one of the following options:
 - **Install MySQL Database Server** if you do not have a system database server and you want to install MySQL on the current machine.
 - **Use an existing database server** if you want to use an existing database server.
8. Select the **Enable servers upon installation** option to launch SAP BusinessObjects Edge Series when the installation process finishes.
9. In the **Destination Folder** field, specify the location where you want to install SAP BusinessObjects Edge Series, and click **Next**
The "Server Components Configuration" screen appears.

The screenshot shows a Windows-style dialog box titled "BusinessObjects Edge Series 3.1 Setup" with a sub-header "Server Components Configuration". The main text reads: "Please specify the port numbers and the password for the BusinessObjects Edge Series Administrator". There are two main sections: "Ports" and "Administrator account". The "Ports" section contains a label "CMS port" and a text box with the value "6400". The "Administrator account" section contains two password fields labeled "Password" and "Confirm password", both filled with dots. Below these fields is a checkbox labeled "Configure the BusinessObjects Edge Series Administrator password at a later time", which is currently unchecked. At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

10. In the "Server Components Configuration" screen, perform the following steps:

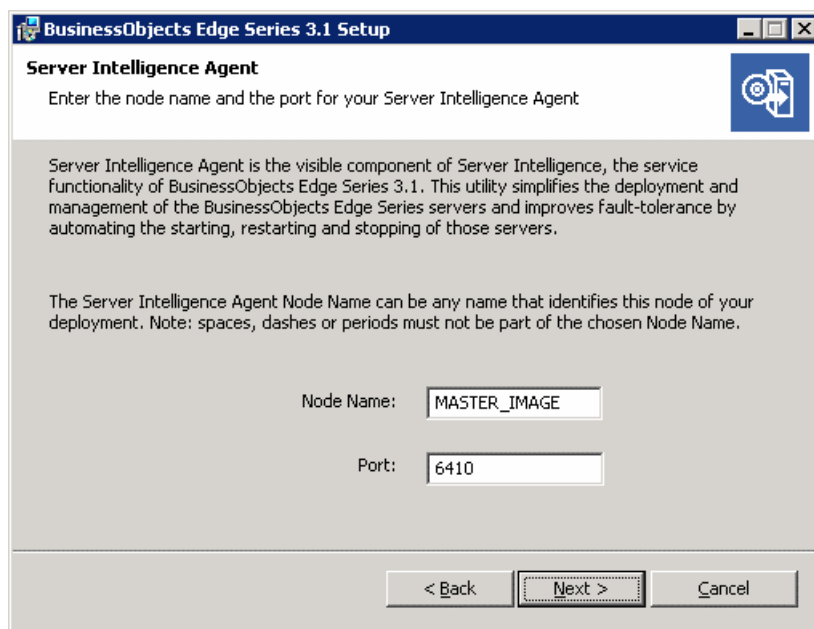
- a. Specify a port number in the **CMS port** field to change the default value. The default CMS port number is 6400.
The CMS will communicate with other SAP BusinessObjects Edge Series servers through the specified port.
- b. Specify a password for the CMS administrator account in the **Password** and **Confirm password** fields.

Tip:

You can opt to skip this step by selecting the **Configure the BusinessObjects Edge Series Administrator password at a later time** box.

- c. Click **Next**.

The "Server Intelligence Agent" screen appears.



11. In the "Server Intelligence Agent" screen, perform the following steps:

- a. Provide a unique name to identify the SIA node in the **Node Name** field.

Note:

Do not use spaces or non-alphanumeric characters in an SIA node name.

- b. Specify a port number for the SIA in the **Port** field. The default port number is 6410.
This port will be used by the SIA to communicate with the Central Management Server (CMS).
- c. Click **Next**.

Once the SIA information is entered, the port number will be validated before you can proceed to configure the CMS database for your installation. A warning message is displayed if the port specified is not available.

The "MySQL Database Server Configuration" screen appears or if you have selected **Use an existing database server** option in step 7 then the "CMS Database Information" screen appears.

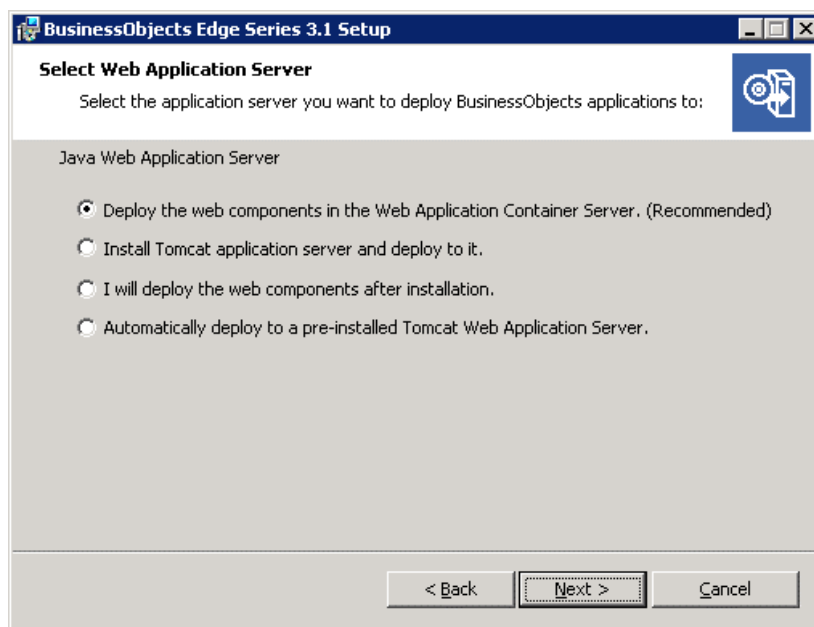
The screenshot shows the 'BusinessObjects Edge Series 3.1 Setup' window with the 'MySQL Database Server Configuration' tab selected. The window title bar includes standard Windows window controls. The main content area has a blue header with the title and a sub-header 'Configuring the MySQL Database Server'. Below this, a message states: 'BusinessObjects Edge Series 3.1 will install and use a MySQL database to store system data. Please specify the port number, and passwords for the root and CMS user accounts below.' The configuration fields are organized into two main sections. The first section, 'MySQL Port Number', contains a single text box with the value '3306'. The second section is divided into two panels. The left panel, 'MySQL root User Account', contains three fields: 'User' (with 'root' entered), 'Password' (with three dots), and 'Confirm Password' (with three dots). The right panel, 'MySQL BusinessObjects User Account', also contains three fields: 'User' (with 'sa' entered), 'Password' (with three dots), and 'Confirm Password' (with three dots). At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

12. In the "CMS Database Information" screen, select the existing CMS database from the list and then type the details for the selected CMS database.

The "Select Web Application Server" screen appears.

13. In the "MySQL Database Server Configuration" screen, perform the following steps:
 - a. Specify the port number for the MySQL database server in the **MySQL Port Number** field. The default port number is 3306.
 - b. Specify and confirm a password for the MySQL root user account in the **MySQL root User Account** area.
 - c. In the **MySQL BusinessObjects User Account** area, type the user name and password for the MySQL BusinessObjects database user account, and click **Next**.

The "Select Web Application Server" screen appears.



14. In the "Select Web Application Server" screen, perform one of the following procedures:

- Deploying the application in WACS
 - a. To deploy the application in WACS, select **Deploy the web components in the Web Application Container Server**, and click **Next**.

Note:
SAP BusinessObjects recommends you to select this option to deploy all web applications.
The "Web Application Container Server Configuration" screen appears

 - b. Enter the HTTP port number to change default port number. The default port number is 6405.
 - c. Click **Next**
- Installing a Tomcat application server and deploying the application to it
 - a. To install Tomcat application server and then deploy the application to it, select **Install Tomcat application server and then deploy to it**, and click **Next**.
The "Configure Tomcat "screen appears
 - b. Enter the appropriate port numbers in Connection port, Shutdown port, and Redirect port fields to change the default port numbers.
 - c. Click **Next**.
- Deploying the application after installation
 - a. To deploy the application after installation. select **I will deploy the web components after installation**.
 - b. Click **Next**.
- Deploying the application to a pre-installed Tomcat server
 - a. To automatically deploy the application to a pre-installed Tomcat application server, select **Automatically deploy to a pre-installed Tomcat Web Application Server**, and click **Next**.

The "Configure Web Application Server" screen appears.

- b. Enter a server instance and a server name. In the "Application Server Installation Directory" field, specify the path where the Tomcat server is installed.
- c. Click **Next**.

The "Start Installation" screen appears.

Note:

If you want to install other integration kits such as PeopleSoft, JD Edwards EnterpriseOne, Siebel, or Oracle E-Business Suite, you have to install Tomcat as web application server.

15. Click **Next** to start the installation.

Upgrading to SAP BusinessObjects Edge Series 3.1

5.1 Upgrading from Business Objects Crystal Decisions to Edge Series 3.1

To upgrade from Business Objects Crystal Decisions to Edge Series 3.1 perform the following steps:

1. If you are installing from a DVD and if the Windows autoplay setting is enabled, then click **Install****Install Part 1** (**Install Part 1** launches Business Intelligence Components installation setup and **Install Part 2** launches Data Services installation setup) from autorun. If autoplay is not enabled, or if you're installing from a hard drive, run `setup.exe` from the root directory of the product distribution.

The "Please Choose a Setup Language" screen appears.

2. In the "Please Choose a Setup Language" screen, perform the following steps:

- a. Select a language to run the Setup.

Note:

This setting is used only by the Setup program during installation. You can select languages to be installed on your new SAP BusinessObjects Edge Series 3.1 server later.

- b. Clear the **Create log file during installation** option if you don't want the installer to create a log file.

If you do not clear this option, then the log file is created as: `<INSTALLDIR>\BusinessObjects Enterprise 12.0\Logging\BOEInstall_X.log`.

The "Welcome to the Business Objects Edge Series 3.1 Installation Wizard" screen appears.

3. Click **Next**.

The "License Agreement" screen appears.

4. Select the **I accept the License Agreement** option, and click **Next**.

The "User Information" screen appears.

5. Enter the full name, name of the organization, and product keycode information, and click **Next**.

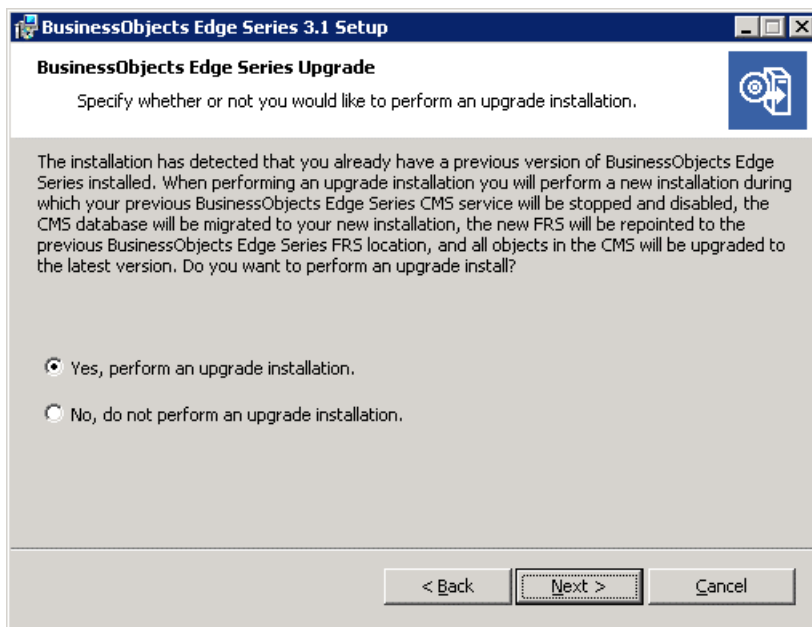
The "Choose Language Packs" screen appears.

6. Select the language packs you want to install. You can also select the **All Languages** option to install all language packs. These languages can be used by administrators and users in SAP BusinessObjects Edge Series products. Click **Next**.

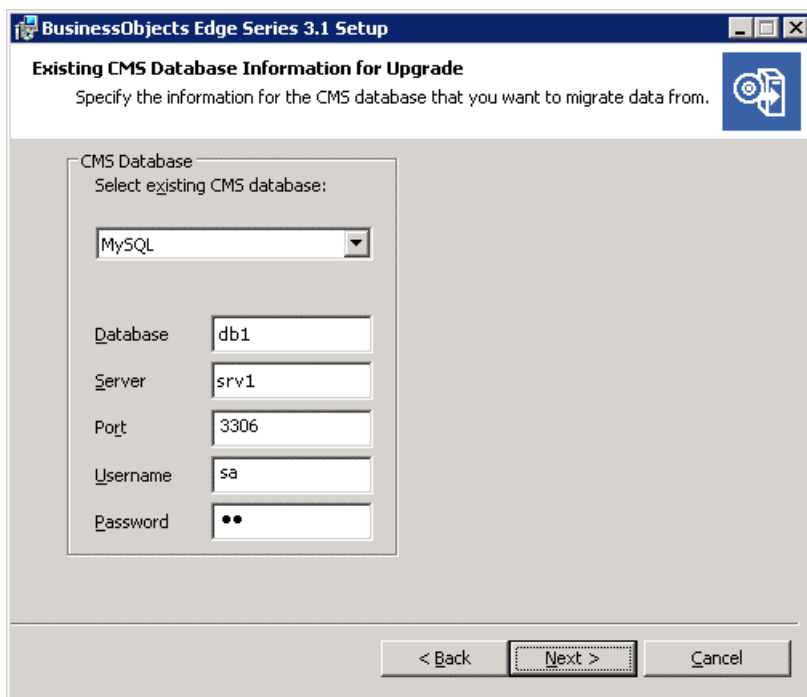
Note:

English is mandatory because it is used as the back-up language if a problem with a language pack is detected. English cannot be deselected.

The "BusinessObjects Edge Series Upgrade" screen appears.



7. Select **Yes perform an upgrade installation** option, and click **Next**.
The "Existing CMS Database Information for Upgrade" screen appears.



8. Select the existing CMS database from the list, and then type the database name, server name, port number, username and password.

Note:

Ensure that you type the correct username and password as it will not be validated.

The "Install Type" screen appears.

9. Select **Advanced**, and select one of the following options:
 - **Install MySQL Database Server** if you do not have a system database server and you want to install MySQL on the current machine.
 - **Use an existing database server** if you want to use an existing database server.
10. Select the **Enable servers upon installation** option to launch SAP BusinessObjects Edge Series when the installation process finishes.
11. In the **Destination Folder** field, specify the location where you want to install SAP BusinessObjects Edge Series, and click **Next**

The "Server Components Configuration" screen appears.

12. In the "Server Components Configuration" screen, perform the following steps:
 - a. Specify a port number in the **CMS port** field to change the default value. The default CMS port number is 6400.
The CMS will communicate with other SAP BusinessObjects Edge Series servers through the specified port.
 - b. Specify a password for the CMS administrator account in the **Password** and **Confirm password** fields.
 - c. Click **Next**.

The "Server Intelligence Agent" screen appears.

13. In the "Server Intelligence Agent" screen, perform the following steps:
 - a. Provide a unique name to identify the SIA node in the **Node Name** field.

Note:

Do not use spaces or non-alphanumeric characters in an SIA node name.

- b. Specify a port number for the SIA in the **Port** field. The default port number is 6410.
This port will be used by the SIA to communicate with the Central Management Server (CMS).
 - c. Click **Next**.

Once the SIA information is entered, the port number will be validated before you can proceed to configure the CMS database for your installation. A warning message is displayed if the port specified is not available.

The "MySQL Database Server Configuration" screen appears.

14. In the "MySQL Database Server Configuration" screen, perform the following steps:
 - a. Specify the port number for the MySQL database server in the **MySQL Port Number** field.
The default port number is 3306.
 - b. Specify and confirm a password for the MySQL root user account in the **MySQL root User Account** area.
 - c. In the **MySQL BusinessObjects User Account** area, type the user name and password for the MySQL BusinessObjects database user account, and click **Next**.

The "Select Web Application Server" screen appears.

15. In the "Select Web Application Server" screen, perform one of the following procedures:

- Deploying the application in WACS
 - a. To deploy the application in WACS, select **Deploy the web components in the Web Application Container Server**, and click **Next**.
The "Web Application Container Server Configuration" screen appears
 - b. Enter the HTTP port number to change default port number. The default port number is 6405.
 - c. Click **Next**
- Deploying the application to a pre-installed Tomcat server
 - a. To automatically deploy the application to a pre-installed Tomcat application server, select **Automatically deploy to a pre-installed Tomcat Web Application Server**, and click **Next**.
The "Configure Web Application Server" screen appears.
 - b. Enter a server instance and a server name. In the "Application Server Installation Directory" field, specify the path where the Tomcat server is installed.
 - c. Click **Next**.
- Installing a Tomcat application server and deploying the application to it
 - a. To install Tomcat application server and then deploy the application to it, select **Install Tomcat application server and then deploy to it**, and click **Next**.
The "Configure Tomcat "screen appears.
 - b. Enter the appropriate port numbers in Connection port, Shutdown port, and Redirect port fields to change the default port numbers.
 - c. Click **Next**.
- Deploying the application after installation
 - a. To deploy the application after installation. select **I will deploy the web components after installation**.
 - b. Click **Next**.

The "Start Installation" screen appears.

16. Click **Next** to start the installation.

5.2 Upgrading from BusinessObjects Edge Series 3.0

You can upgrade from BusinessObjects Edge Series 3.0 to SAP BusinessObjects Edge Series 3.1 by using one of the following methods:

- Installing SAP BusinessObjects Edge Series 3.1 on a BusinessObjects Edge Series 3.0 system
Upgrading from BusinessObjects Edge Series 3.0 to SAP BusinessObjects Edge Series 3.1 by installing the latter on the same system involves the following tasks:
 1. Taking a backup of business intelligence (BI) contents available on the BusinessObjects Edge Series 3.0 system.
 2. Uninstalling BusinessObjects Edge Series 3.0.

3. Installing SAP BusinessObjects Edge Series 3.1.
 4. Importing the backed up contents to SAP BusinessObjects Edge Series 3.1.
- Transferring BI contents to an SAP BusinessObjects Edge Series 3.1 system

This method involves using the Import Wizard tool to transfer BI contents from a system on which BusinessObjects Edge Series 3.0 is installed to a system on which SAP BusinessObjects Edge Series 3.1 is installed. You can use this method to transfer BI contents such as user accounts, groups, folders, reports, universes, security, and servers.

Note:

For more information on working with Import Wizard, see the *BusinessObjects Enterprise XI 3.1 Import Wizard Guide*

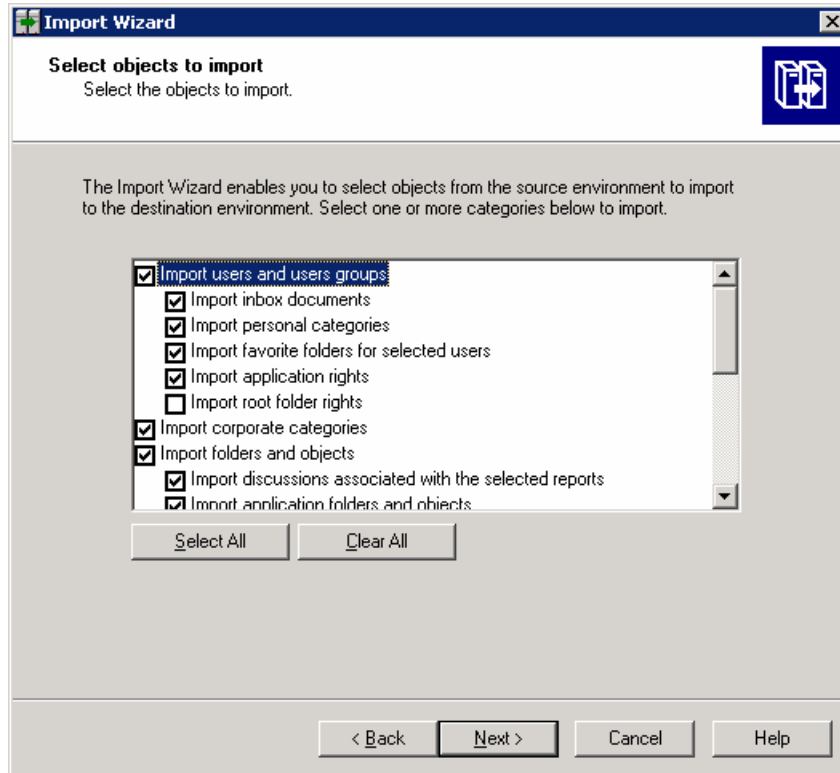
5.2.1 Installing SAP BusinessObjects Edge Series 3.1 on a BusinessObjects Edge Series 3.0 system

This section describes how to install SAP BusinessObjects Edge Series 3.1 on a system on which BusinessObjects Edge Series 3.0 is already installed.

5.2.1.1 Taking a backup of BI contents

To take a backup of BI contents, perform the following steps:

1. Launch the Import Wizard tool.
The "Welcome to the Import Wizard" screen appears.
2. Click **Next**.
The "Source environment" screen appears.
3. In the "Source environment" screen, select **BusinessObjects Edge Series 3.0** as the source environment. Enter the name of the source CMS, user name, password and authentication type, and click **Next**.
The "Destination environment" screen appears.
4. In the "Destination environment" screen, select **Business Intelligence Archive Resource (BIAR) File** as the destination environment, and click **Next**.
The "Select objects to import" screen appears. This screen displays the list of objects you can import to the destination environment.



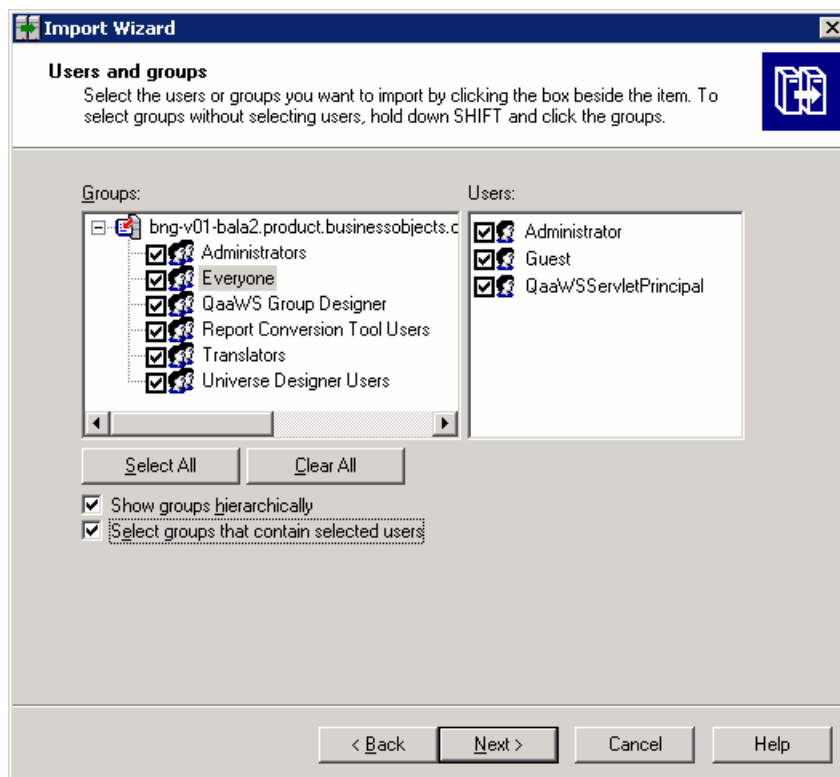
5. Select the objects you want to import, and click **Next**.

The "A note on importing server groups" screen appears. This screen displays the following message:

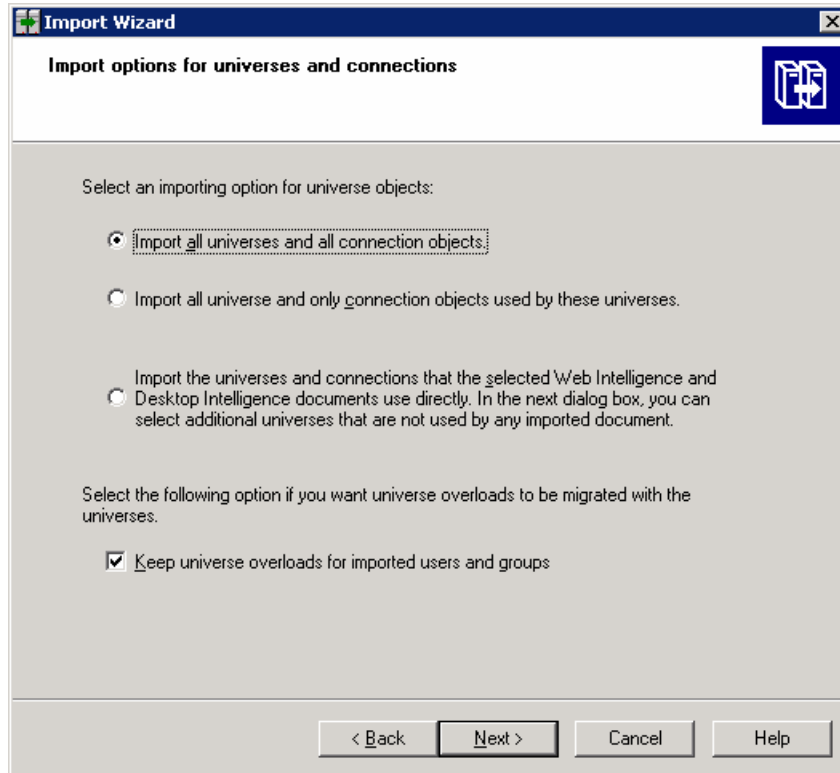
Server groups are imported without their member servers. After importing is complete, you will need to manually add the desired servers to the imported servers groups. Failure to do so will render the server groups invalid, which will prevent any reports dependent on the server group from running successfully.

6. Click **Next**.

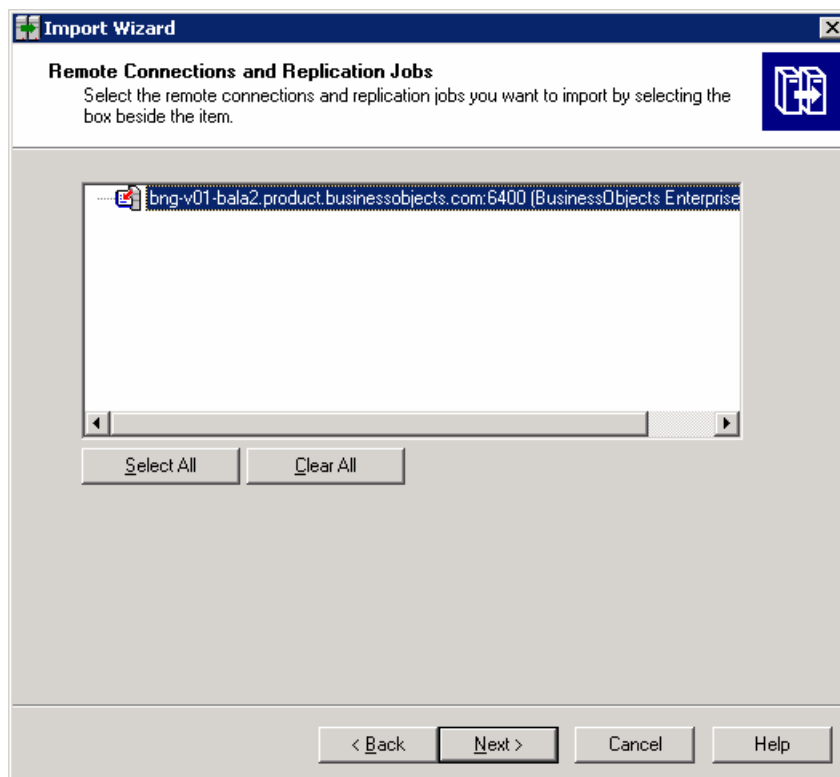
The "Users and groups" screen appears.



7. In the "Users and groups" screen, select the users and groups you want to import, and click **Next**.
The "Custom Access Levels " screen appears.
8. In the "Custom Access Levels" screen, select custom access levels to import, and click **Next**.
The "Categories" screen appears.
9. In the "Categories" screen, select the categories you want to import, and click **Next**.
The "Folders and objects" screen appears.
10. In the "Folders and objects" screen, select the folders and objects you want to import, and click **Next**.
The "Select application folders and objects" screen appears.
11. In the "Select application folders and objects" screen, select the application folders and objects you want to import, and click **Next**.
The "Import options for universes and connections" screen appears.



12. In the "Import options for universes and connections" screen, select importing options for universes and connections, and click **Next**.
The "Import repository objects options" screen appears.
13. In the "Import repository objects options" screen, select importing repository objects, and click **Next**.
The "Import options for publications" screen appears.
14. In the "Import options for publications" screen, select importing options for publications, and click **Next**.
The "Remote Connections and Replication Jobs" screen appears.



15. In the "Remote Connections and Replication Jobs" screen, select remote connections and replication jobs, and click **Next**.
The "Ready to Import" screen appears.
16. In the "Ready to Import" screen, click **Finish** to start importing.
The "Import Progress" screen appears. When the import process is complete, a dialog box displays the summary of the process.
17. Click **Done** to close the Import Wizard tool.
The backup process for contents in the BusinessObjects Edge Series 3.0 system is complete.

5.2.1.2 Uninstalling BusinessObjects Edge Series 3.0

For information on uninstalling BusinessObjects Edge Series 3.0, see the *BusinessObjects Edge Series Installation Guide for Windows* available at: <http://help.sap.com/>

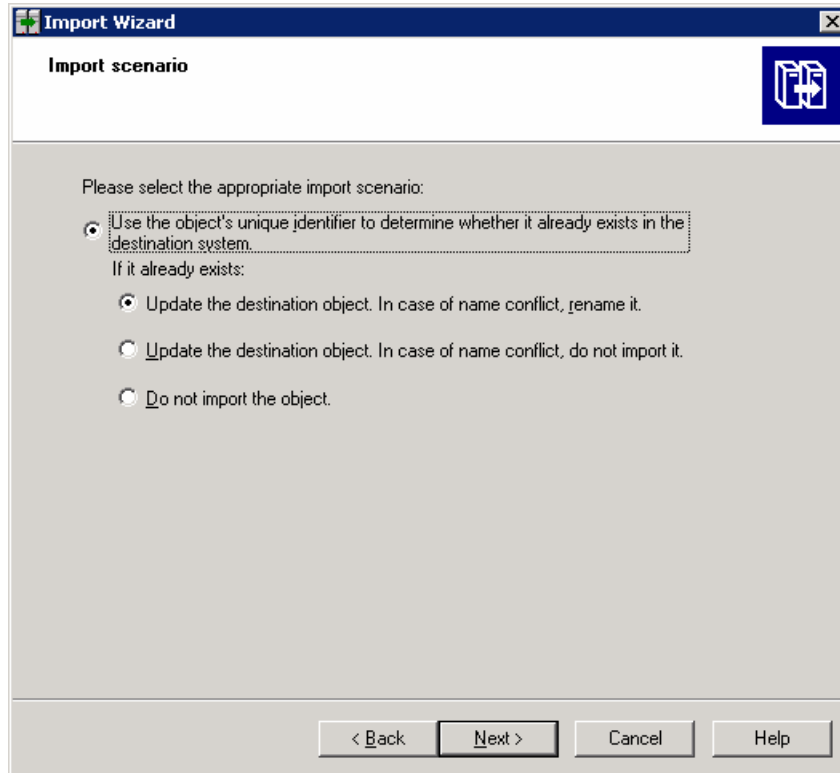
5.2.1.3 Installing SAP BusinessObjects Edge Series 3.1

For information on installing SAP BusinessObjects Edge Series 3.1, see [Installation types](#).

5.2.1.4 Importing BI contents to SAP BusinessObjects Edge Series 3.1

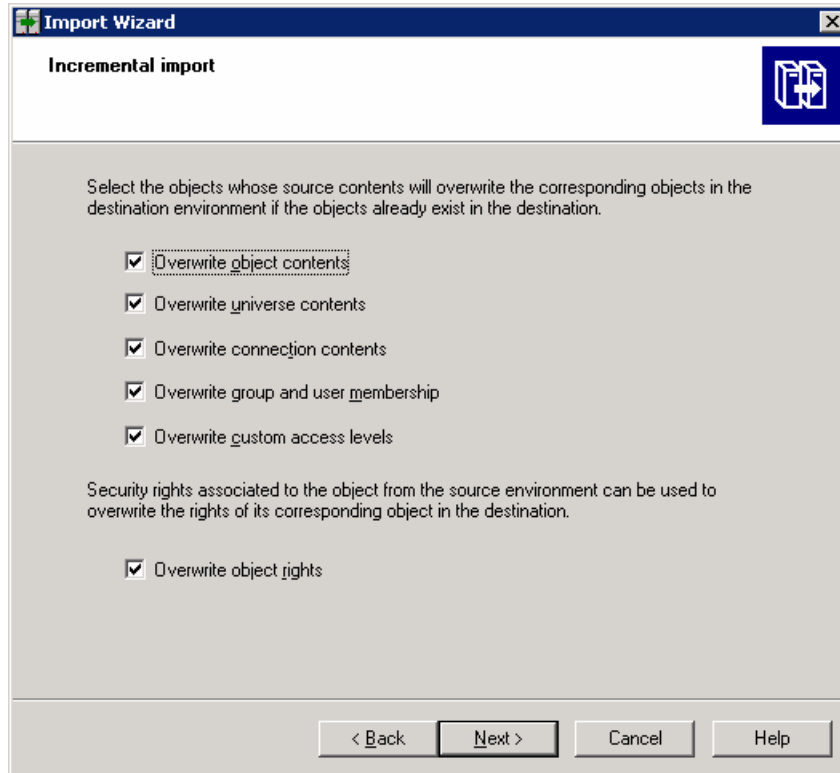
To import BI contents to SAP BusinessObjects Edge Series 3.1, perform the following steps:

1. Launch the Import Wizard tool.
The "Welcome to the Import Wizard" screen appears.
2. Click **Next**.
The "Source environment" screen appears.
3. In the "Source environment" screen, select **Business Intelligence Archive Resource (BIAR) File** as the source environment, specify the path where the BIAR file is saved, and click **Next**.
The "Destination environment" screen appears.
4. In the "Destination environment" screen, select SAP BusinessObjects Edge Series 3.1 as the destination environment. Enter the name of the destination CMS, user name, password and authentication type, and click **Next**.
The "Select objects to import" screen appears.
5. In the "Select objects to import" screen, select the objects you want to import, and click **Next**.
The "Import scenarios" screen appears. This screen prompts you to specify what you want the Import Wizard to do if it finds an object with the same unique identifier on the destination environment.

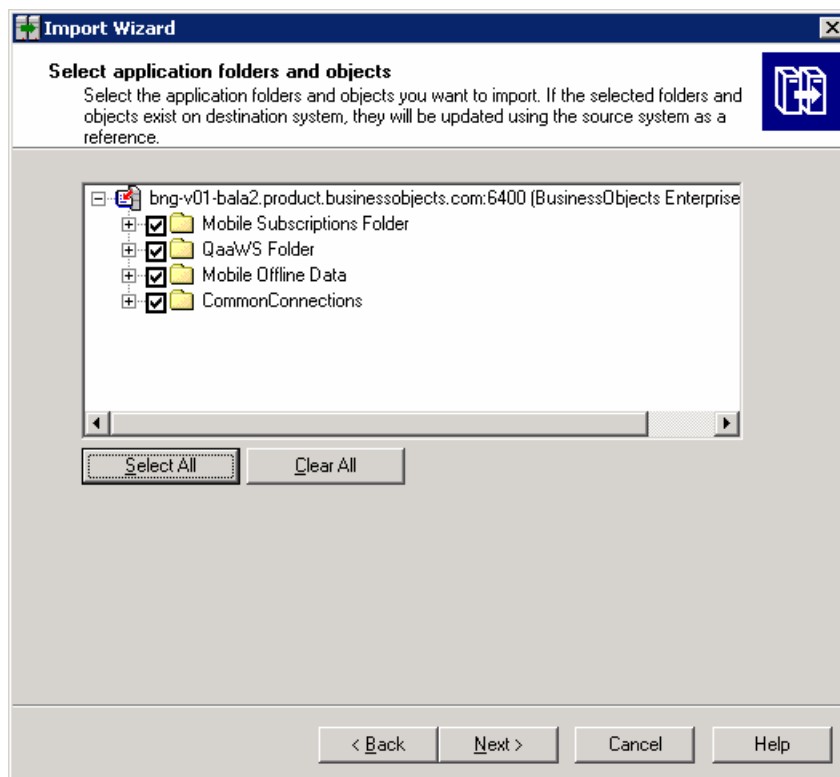


6. Enter the required information, and click **Next**.

The "Incremental import" screen appears. This screen prompts you to specify the objects and rights that must be overwritten in the destination environment with the objects and rights in the source environment, if required.



7. Enter the required information, and click **Next**.
The "Users and groups" screen appears.
8. In the "Users and groups" screen, select the users and groups you want to import, and click **Next**.
The "Custom Access Levels" screen appears.
9. In the "Custom Access Levels" screen, select custom access levels to import, and click **Next**.
The "Categories" screen appears.
10. In the "Categories" screen, select the categories you want to import, and click **Next**.
The "Folders and objects" screen appears.
11. In the "Folders and objects" screen, select the folders and objects you want to import, and click **Next**.
The "Select application folders and objects" screen appears.



12. In the "Select application folders and objects" screen, select the application folders and objects you want to import, and click **Next**.
The "Import options for universes and connections" screen appears.
13. In the "Import options for universes and connections" screen, select importing options for universes and connections, and click **Next**.
The "Import options for publications" screen appears.
14. In the "Import options for publications" screen, select importing options for publications, and click **Next**.
The "Remote Connections and replication jobs" screen appears.
15. In the "Remote Connections and replication jobs" screen, select remote connections and replication jobs, and click **Next**.
The "Ready to Import" screen appears.
16. In the "Ready to Import" screen, click **Finish** to start importing BI contents.
The "Import Progress" screen appears. When the import process is complete, this screen displays a summary of the report.
17. Click **Done** to close the Import Wizard.

5.2.2 Transferring BI contents to SAP BusinessObjects Edge Series 3.1

SAP BusinessObjects Edge Series 3.1 must be installed. For information on installing SAP BusinessObjects Edge Series 3.1, see [Installation types](#).

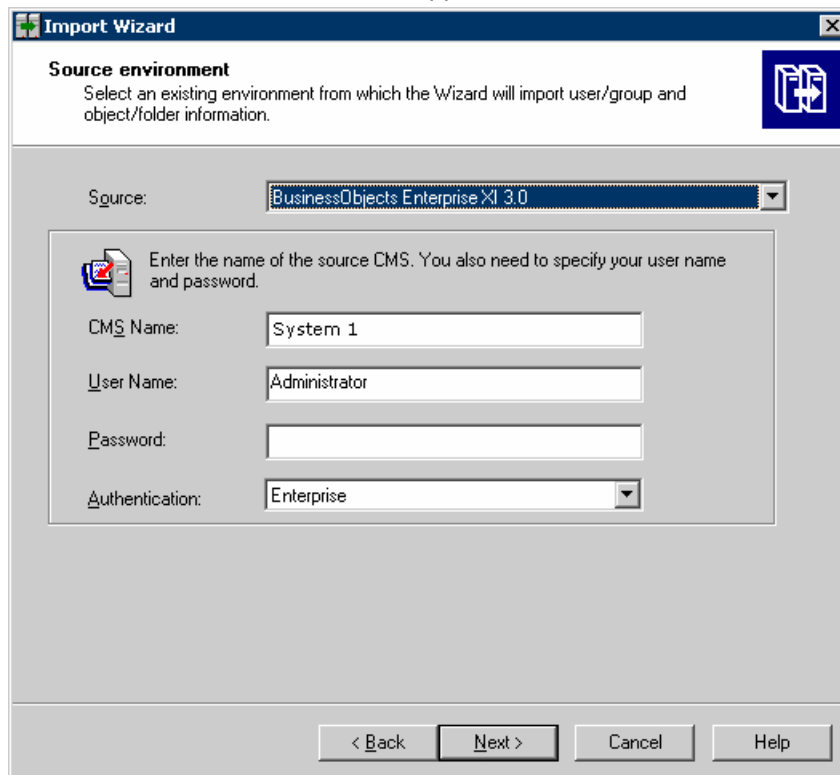
To import BI contents to an SAP BusinessObjects Edge Series 3.1 system, perform the following steps:

1. Launch the Import Wizard tool.

The "Welcome to the Import Wizard" screen appears.

2. Click **Next**.

The "Source environment" screen appears.



3. In the "Source environment" screen, select BusinessObjects Edge Series 3.0 as the source environment. Enter the name of the source CMS, user name, password and authentication type, and click **Next**.

The "Destination environment" screen appears.

Import Wizard

Destination environment
Select the destination environment to which the Wizard will export content.

Destination: BusinessObjects Enterprise XI 3.1

Enter the name of the BusinessObjects Enterprise XI 3.1 destination CMS. You also need to specify your user name and password.

CMS Name: System 2

User Name: Administrator

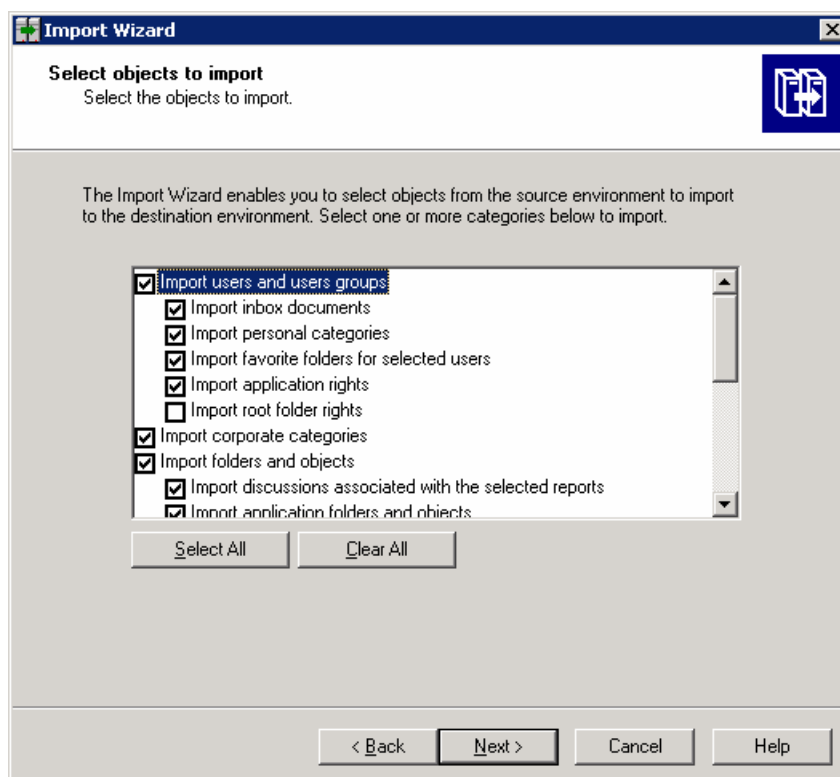
Password:

Authentication: Enterprise

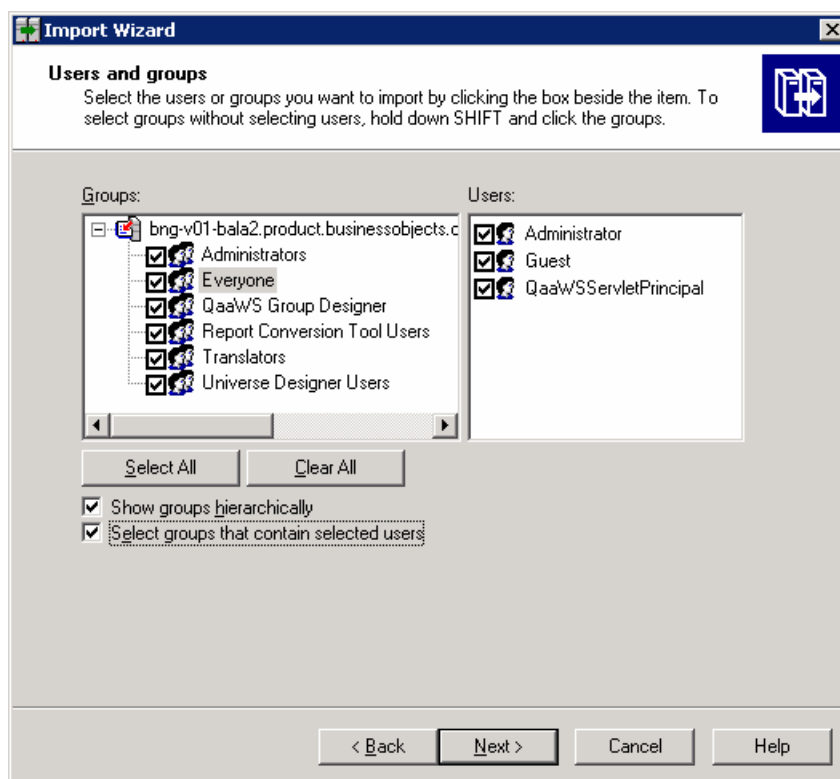
< Back Next > Cancel Help

4. In the "Destination environment" screen, select SAP BusinessObjects Edge Series 3.1 as the destination environment. Enter the name of the source CMS, user name, password and authentication type, and click **Next**.

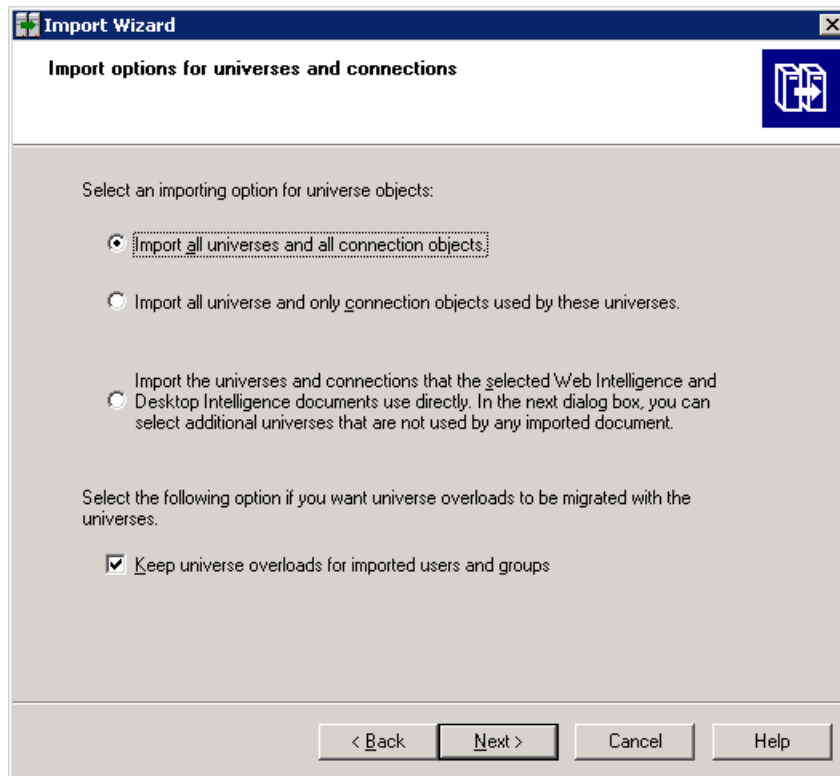
The "Select objects to import" screen appears.



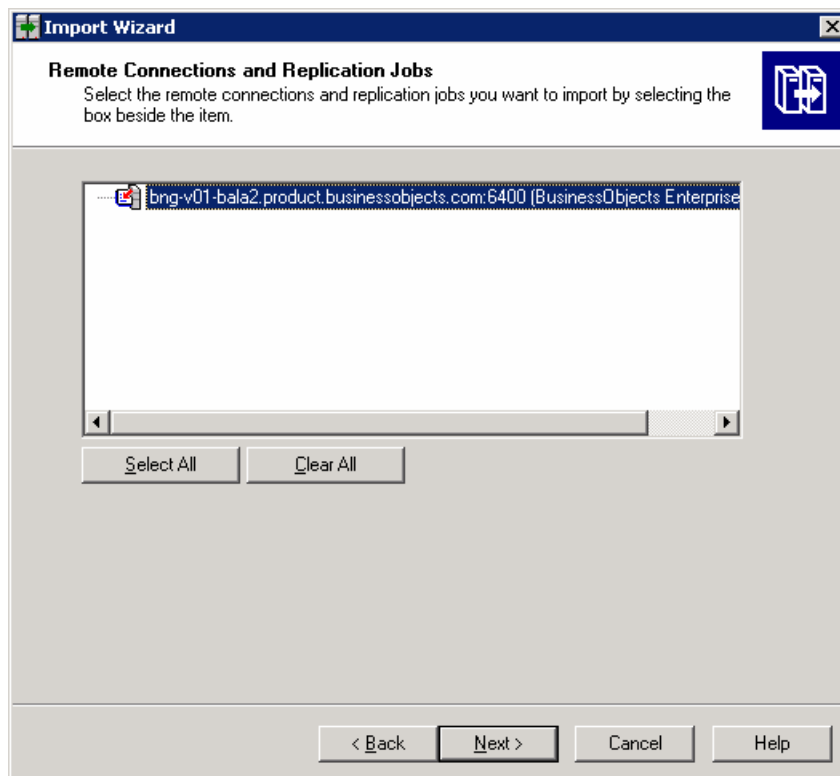
5. In the "Select objects to import" screen, select the objects you want to import, and click **Next**.
The "Import scenarios" screen appears. This screen prompts you to specify what you want the Import Wizard to do if it finds an object with the same unique identifier on the destination environment.
6. Enter the required information, and click **Next**.
The "Incremental import" screen appears. This screen prompts you to specify the objects and rights that must be overwritten in the destination environment with the objects and rights in the source environment, if required.
7. Enter the required information, and click **Next**.
The "Users and groups" screen appears.



8. In the "Users and groups" screen, select the users and groups you want to import, and click **Next**.
The "Custom Access Levels" screen appears.
9. In the "Custom Access Levels" screen, select custom Access Levels to import, and click **Next**.
The "Categories" screen appears.
10. In the "Categories" screen, select the categories you want to import, and click **Next**.
The "Folders and objects" screen appears.
11. In the "Folders and objects" screen, select the folders and objects you want to import, and click **Next**.
The "Select application folders and objects" screen appears.
12. In the "Select application folders and objects" screen, select the application folders and objects you want to import, and click **Next**.
The "Import options for universes and connections" screen appears.



13. In the "Import options for universes and connections" screen, select importing options for universes and connections, and click **Next**.
The "Import repository objects options" screen appears.
14. In the "Import repository objects options" screen, select importing repository objects, and click **Next**.
The "Import options for publications" screen appears.
15. In the "Import options for publications" screen, select importing options for publications, and click **Next**.
The "Remote Connections and Replication Jobs" screen appears.



16. In the "Remote Connections and Replicating Jobs" screen, select remote connections and replication jobs, and click **Next**.
The "Ready to Import" screen appears.
17. In the "Ready to Import" screen, click **Finish** to start importing BI contents.
The "Import Progress" screen appears. After the import process is complete, a dialog box displays a summary of the process.
18. Click **Done** to close the Import Wizard.

Silent installation

6.1 Overview of silent installation

There are two methods for running SAP BusinessObjects Edge Series installations for Windows directly from the command line:

- Silent installation using a response file - referred to as a scripted installation in this guide
- Silent installation specifying parameters directly on the command line

Both methods can be used to automate installations across multiple machines. The scripted installation method requires you to specify an `.ini` file. The silent installation allows you to specify parameters for running `setup.exe`.

The same parameters are used for both methods. SAP BusinessObjects recommends that you use the scripted installation method, so that you avoid typing large number of parameter settings directly through the command line.

Note:

If you pass a parameter directly in the command line, the setting will override any setting specified in the `.ini` file.

These installation methods are particularly useful when you need to quickly perform multiple installations. You can also integrate the scripts and commands into your own installation scripts.

Silent installations include a series of parameters including installation settings and directory paths to system resources. You can also specify settings that control the level of prompts during an installation.

Note:

SAP BusinessObjects Edge Series does not support silent installations when the install contents are on multiple DVDs. If your install is on multiple DVDs, you must first copy the contents from all the DVDs to a central location, such as the local hard-drive, and then run the silent install from the location that contains the content from all the DVDs.

Related Topics

- [To create an installation .ini file](#)
- [Silent installation parameters](#)

6.2 Specific .ini file parameters for setup.exe

There are three parameters used in conjunction with .ini file that can be used when running `setup.exe` on the command line.

| Parameter | Description |
|--|--|
| <code>-w <PATH\CONFIGURATION_FILE .ini></code> | Writes all the installation settings to an .ini file to the specified filepath. If a filepath is not specified, the file is stored in the system default %TEMP% folder. |
| <code>-r <PATH\CONFIGURATION_FILE .ini></code> | Reads the specified .ini file and passes the settings to the installer as settings. Note: If you pass a parameter directly in the command line, the setting will override any setting specified in the .ini file. |
| <code>-l <PATH\CONFIGURATION_FILE.ini></code> | Creates an installation log file in the specified filepath. If a filepath is not specified, the system default %TEMP% folder is used. This parameter can only be used if <code>-r</code> is also specified. |

Related Topics

- [Silent installation parameters](#)

6.2.1 To create an installation .ini file

You need to access the directory containing the `setup.exe` file.

1. Open a command line console.
2. Change directories to the folder containing the SAP BusinessObjects Edge Series `setup.exe`.
3. In the command-line type the following:

```
setup.exe -w <PATH>\<FILENAME.ini>
```

4. Press Enter to launch the installation program.
5. Follow the on-screen instructions to enter your preferred installation settings until you reach the final screen of the setup program.
These settings are recorded in the response file.
6. Click **Cancel** to abort the installation.

User-defined and default parameters from installation setup are written to the `.ini` file, which is stored in the directory specified in step 3.

Note:

If a path is not specified, the file is stored in the current working directory.

Related Topics

- [To create an installation .ini file](#)
- [Silent installation parameters](#)

6.2.2 Sample .ini file

The following example installation `.ini` file was generated for an Advanced SAP BusinessObjects Edge Series installation in which MySQL and WACS were selected. The French language pack was added to the English default.

```
[OTHER]
QUIET=/qa
[INSTALL]
ALLUSERS="1"
AS_ADMIN_IS_SECURE=""
AS_ADMIN_PASSWORD=""
AS_ADMIN_PORT="8080"
AS_ADMIN_USERNAME="admin"
AS_DIR="./Tomcat55"
AS_INSTANCE="localhost"
AS_SERVER=""
AS_SERVICE_NAME="BOE120Tomcat"
AS_VIRTUAL_HOST=""
ApplicationUsers="AllUsers"
CADNODE="MASTER_IMAGE"
CADPORT="6410"
CLIENTAUDITINGPORT="6420"
CLIENTLANGUAGE="EN"
CLUSTERCMS="False"
CMSPASSWORD=""
COMPANYNAME="Business Objects an SAP company"
DATABASEAUDITDRIVER="MySQLDatabaseSubSystem"
DATABASECONNECT=""
DATABASEEDB="BOE120"
DATABASEEDB_AUDIT="BOE120_AUDIT"
DATABASEEDRIVER="MySQLDatabaseSubSystem"
DATABASEDSN="Business Objects CMS"
DATABASEDSN_AUDIT="Business Objects Audit Server"
DATABASENWLAYER_AUDIT="ODBC"
DATABASEPORT="3306"
DATABASEPORT_AUDIT="3306"
DATABASEPWD="as"
DATABASEPWD_AUDIT="as"
DATABASEPWD_MYSQLROOT="sa"
DATABASERDMS_AUDIT="MySQL 5"
DATABASESERVER_AUDIT="localhost"
DATABASEUID="sa"
DATABASEUID_AUDIT="sa"
DATABASE_AUDIT_CONNSVR="connsvr"
ENABLELOGFILE="1"
ENABLESERVERS="1"
INSTALL_LP_EN_SELECTED="1"
INSTALLDBTYPE="SQL"
INSTALLDIR="C:\Program Files\Business Objects\"
INSTALLLEVEL="6"
INSTALLMODE="New"
```

```

INSTALLSWITCH="Server"
INSTALL_DB_TYPE="InstallMySQL"
MYSQLPORT="3306"
MYSQL_REMOTE_ACCESS=""
NEWCMSPASSWORD=""
NSPORT="6400"
PIDKEY="XXXXX-XXXXXX-XXXXXX-XXXX"
Privileged="1"
SINGLESERVER=""
SKIP_DEPLOYMENT=""
USERNAME="Business Objects"
WACS_BINDSPEC="6415"
WCAEXISTINGINSTALL="False"
WCAJAVAINSTALL="False"
WCATOMCATINSTALL="False"
WCAWACSSINSTALL="True"
WDEPLOY_LANGUAGES="en,fr"
WDEPLOY_LATER=""
WEBSITE_METABASE_NUMBER="1"
WEBSITE_NAME="Default Web Site"
WEBSITE_PORT="80"
[FEATURES]
REMOVE="Tomcat"
ADDLOCAL="Universe, qaaws, Complete, DotNetRASDDK, DotNET2SDK, Designer, ImportWizard, DotNETSDK, MySQL, AlwaysIn
stall, BeforeInstall, VBA62, Reporter, Clients, WRC, DataSourceMigrationWizard, CrystalBVM, MetaDataDesigner, Conver
sionTool, PubWiz, JavaRASDDK, BOEJavaSDK, JavaViewersSDK, RebeansSDK, DevelopersFiles, WebServicesSDK, DotNetViewersS
DK, VSDesigner, VSHELP, RenetSDK, UnivTransMgr, wdeploy, BIPWebComp, WebTierComp, BOEWebServices, CCM, ServerCompo
nents, Mapping, Repository, CRPE, MetaData, CMS, Auditor, EventServer, InputFRS, OutputFRS, CacheServer, PageServer, Pub
licationServer, DotNETOnly, ReportAppServer, MDASS, CRJobServer, DestJobServer, LOVJobServer, DeskIJobServer, Pro
gramJobServer, WebIJobServer, AdaptiveJobServer, PublishingService, AdaptiveProcessingServer, SearchingService, Crys
talReportDataProvider, AuditProxyService, Webi, RAS21, DAS, AuditRptUnvEN, CMCSservice, WebApplicationContainer, Busi
nessProcessBIService, DSDWbobjeService, WACSInfoview, DADDataFedorator, DataAccess, HPNeoview, WebActivityLog, OLAP, My
Cube, SOFA, DAMySQL, DAGenericODBC, SFORCE, XML, BDE, dBase, FileSystem, DANETEZZA, DAMicrosoft, DAIBMDB2, IBM, Red
brick, DAIBMinformix, OLE_DB_Data, DAProgressOpenEdge, DAOracle, SybaseAnywhere, DASybase, SybaseASE, SybaseIQ, Syman
tecACT, DANCRTeradata, TextDA, Btrieve, CharacterSeparated, ExportSupport, ExpDiskFile, ExpRichTextFormat, ExpWord
forWindows, PDF, ExpText, ExpExcel, ExpCrystalReports, XMLExport, LegacyXMLExport, SamplesEN, UserHelp, LanguagePack
CostingFeatureen, LanguagePackCostingFeature"
ADDSOURCE=""
ADVERTISE=""

```

This script can now be used for future silent installations by including the file name and path in the command line as shown below:

```
setup.exe -r FILEPATH
```

6.2.3 Silent installation parameters

The following table lists common parameters that are used for both silent and scripted installations of SAP BusinessObjects Edge Series on Windows.

Caution:

If you pass a parameter directly in the command line, the setting will override any setting specified in the .ini file.

| Parameter | Description |
|--------------------|--|
| /qn | Specifies not to prompt during or after the installation. Note: You must also enter the CLIENTLANGUAGE parameter as part of your silent install string or the language selection screen will appear at the beginning of your install. |
| /qn+ | Specifies to prompt when the installation is complete. Note: You must also enter the CLIENTLANGUAGE parameter as part of your silent install string or the language selection screen will appear at the beginning of your install. |
| AS_ADMIN_IS_SECURE | Specifies that an administrator credential must be passed to access the web application server. This setting only valid for WebSphere 6 and Oracle. <code>AS_ADMIN_IS_SECURE="true"</code> |
| AS_ADMIN_PASSWORD | Password used by the administrator account to access the web application server. <code>AS_ADMIN_PASSWORD="pass"</code> |
| AS_ADMIN_PORT | Specifies the port used by the web application server. <code>AS_ADMIN_PORT="8080"</code> |
| AS_ADMIN_USERNAME | Specifies the account name used by the administrator to access the web application server. <code>AS_ADMIN_USERNAME="admin"</code> |
| AS_DIR | Specifies the installation directory for the web application server. <code>AS_DIR="<INSTALLDIR>/Tomcat55"</code> |
| AS_INSTANCE | Specifies the name of the current web application server instance. <code>AS_INSTANCE="localhost"</code> |
| AS_SERVER | Jave web application server: <ul style="list-style-type: none"> • Use tomcat55 for Tomcat • Use oas1013 for Oracle Application Server 10g R3 • Use weblogic9 for WebLogic 9 • Use weblogic10 for WebLogic 10 • Use websphere6 for WebSphere 6.1 <code>AS_SERVER="tomcat55"</code> |

| Parameter | Description |
|-----------------|--|
| AS_SERVICE_NAME | <p>Specifies the name of the Windows service if the application server will be installed as a service on Windows.</p> <pre>AS_SERVICE_NAME="BOE120Tomcat"</pre> |
| AS_VIRTUAL_HOST | <p>Specifies virtual host to which the application must be bound.</p> <pre>AS_VIRTUAL_HOST="hostname"</pre> |
| CADNODE | <p>Specifies the node name for the Server Intelligence Agent.</p> <pre>CADNODE="SIA1"</pre> <p>Note: Do not use spaces or non-alphanumeric characters in a SIA node name.</p> |
| CADPORT | <p>Specifies the port used by Server Intelligence Agent.</p> <pre>CADPORT="6410"</pre> |
| CLIENTLANGUAGE | <p>Specifies the language used by the installer:</p> <ul style="list-style-type: none"> • en=English • fr=French • jp=Japanese • de=German • es=Spanish • it=Italian • ko=Korean • nl=Dutch • sv=Swedish • pt=Portuguese (Brazilian) • chs=Simplified Chinese • cht=Traditional Chinese • da=Danish • no=Norwegian • pl=Polish • ru=Russian • th=Thai <p>Note: If this parameter not specified, you will be prompted to select a language when the installation begins.</p> <pre>CLIENTLANGUAGE="EN"</pre> |
| CLUSTERCMS | <p>Specifies if you are adding servers to an existing CMS. To change this setting, it is recommended that you create a new .ini file.</p> <pre>CLUSTERCMS="False"</pre> |

| Parameter | Description |
|------------------------|--|
| CMSPASSWORD | Specifies the administrator password for an existing CMS to use in either a custom or web tier installation. CMSPASSWORD="password" |
| COMPANYNAME | The company name specified when setting user credentials in the installation. COMPANYNAME="MyCompanyName" |
| DATABASEAUDITINGDRIVER | Specifies which driver to use for the auditing database. To change this setting, it is recommended that you create a new ini file. DATABASEAUDITDRIVER="MySQLDatabaseSubSystem" |
| DATABASEDB | Name of the CMS database on the database server. DATABASEDB="BOE120" |
| DATABASEDB_AUDIT | Name of the auditing database on the database server. DATABASEDB_AUDIT="BOE120_AUDIT" |
| DATABASEDRIVER | Specifies which driver to use for the CMS database. To change this setting, it is recommended that you create a new ini file. DATABASEDRIVER="MySQLDatabaseSubSystem" |
| DATABASEDSN | Specifies the ODBC connection to connect to the CMS database. DATABASEDSN="Business Objects CMS" |
| DATABASEDSN_AUDIT | Specifies the ODBC connection to connect to the auditing database. DATABASEDSN_AUDIT="Business Objects Audit Server" |
| DATABASENWLAYER_AUDIT | Specifies auditing database type. To change this setting, it is recommended that you create a new ini file. DATABASENWLAYER_AUDIT="ODBC" |
| DATABASEPWD | Specifies the password used to access the database server. DATABASEPWD="password" |
| DATABASEPWD_AUDIT | Specifies the password used to access the auditing database server. DATABASEPWD_AUDIT="password" |
| DATABASEPWD_MYSQLROOT | The password used by the root account to access if you are installing the MySQL database server. DATABASEPWD_MYSQLROOT="password" |

| Parameter | Description |
|----------------------|--|
| DATABASERDMS_AUDIT | Specifies the auditing database type. To change this setting, it is recommended that you create a new ini file. <code>DATABASERDMS_AUDIT="MySQL 5"</code> |
| DATABASESERVER | Specifies the CMS database server name. <code>DATABASESERVER="localhost"</code> |
| DATABASESERVER_AUDIT | Specifies the auditing database server name. <code>DATABASESERVER_AUDIT="localhost"</code> |
| DATABASEUID | Specifies the username used to access the CMS database. <code>DATABASEUID="servername"</code> |
| DATABASEUID_AUDIT | Specifies the username used to access the auditing database. <code>DATABASEUID_AUDIT="auditname"</code> |
| ENABLELOGFILE | Specifies if a log file will be created for the installation. <code>ENABLELOGFILE="1"</code> |
| ENABLESERVERS | Specifies if servers should be enabled once the installation is complete. <code>ENABLESERVERS="1"</code> |

| Parameter | Description |
|-------------------------------------|--|
| INSTALL.LP.<LANGUAGE_CODE>.SELECTED | <p>Specifies which language pack to install. The following options are available :</p> <ul style="list-style-type: none"> • en=English • fr=French • jp=Japanese • de=German • es=Spanish • it=Italian • ko=Korean • nl=Dutch • sv=Swedish • pt=Portuguese (Brazilian) • chs=Simplified Chinese • cht=Traditional Chinese • da=Danish • no=Norwegian • pl=Polish • ru=Russian • th=Thai <p>Note: The English language pack is always selected by default.</p> <pre>INSTALL.LP.EN.SELECTED="1" INSTALL.LP.JA.SELECTED="1"</pre> |
| INSTALLDIR | <p>Specifies the directory where you want to install the SAP BusinessObjects Edge Series components.</p> <pre>INSTALLDIR="C:\Program Files\Business Objects\"</pre> |
| INSTALLMODE | <p>Specifies the installation method from one of the following options:</p> <ul style="list-style-type: none"> • New • Express <pre>INSTALLMODE="New"</pre> |
| MYSQLPORT | <p>Specifies the port if you are installing the MySQL database server.</p> <pre>MYSQLPORT="3306"</pre> |
| MYSQL_REMOTE_ACCESS | <p>Specifies to enable remote access if you are installing the MySQL database server.</p> <pre>MYSQL_REMOTE_ACCESS="1"</pre> |
| NSPORT | <p>Specifies the port used by the CMS.</p> <pre>NSPORT="6400"</pre> |

| Parameter | Description |
|------------------------|--|
| PIDKEY | Specifies your product license key code. PIDKEY="xxxxx-xxxxxx-xxxxxx-xxxx" |
| TOMCAT_CONNECTION_PORT | Specifies the port number that Tomcat uses to connect. TOMCAT_CONNECTION_PORT="8080" |
| TOMCAT_REDIRECT_PORT | Specifies the port number that Tomcat uses to redirect. TOMCAT_REDIRECT_PORT="8443" |
| TOMCAT_SHUTDOWN_PORT | Specifies the port number that Tomcat uses to shut down TOMCAT_SHUTDOWN_PORT="8005" |
| USERNAME | The username specified in the installation when providing the license key code. USERNAME="Licensed User" |
| WDEPLOY_LATER | Specifies not to automatically deploy the web application on the target web application server. This is an automatically generated parameter that should not be modified. WDEPLOY_LATER="1" |
| REMOVE | Specifies which client, server, web tier, and other SAP BusinessObjects Edge Series components will not be installed. To change this setting, it is recommended that you create a new ini file. REMOVE="Tomcat,BIPWebComp,Designer,Reporter,Clients,WRC,DataSourceMigrationWizard,MetaDataDesigner,ConversionTool,ImportWizard,PubWiz,qaaws,BOEJavaSDK,DevelopersFiles,WebServicesSDK,UnivTransMgr,WebTierComp,BOEWebServices" |
| ADDLOCAL | Specifies which client, server, web tier, and other SAP BusinessObjects Edge Series components will be installed. To change this setting, it is recommended that you create a new ini file. ADDLOCAL="Tomcat,Universe,Complete,BIPWebComp,Designer,AlwaysInstall,BeforeInstall,VBA62,Reporter,Clients,WRC,DataSourceMigrationWizard,CrystalBVM,MetaDataDesigner,ConversionTool,ImportWizard,PubWiz,qaaws,JavaRASSDK,BOEJavaSDK,JavaViewersSDK,RebeanSDK,DevelopersFiles,WebServicesSDK,UnivTransMgr,wdeploy,WebTierComp,BOEWebServices,CCM,ServerComponents,Mapping,Repository,CRPE,MetaData,CMS,Auditor" |
| WCAWACSINSTALL | Specifies that WACS will be installed when Express install type is chosen for silent installation. WCAWACSINSTALL="True" |

Other automatically generated parameters

The following parameters are automatically generated parameters and should not be modified.

| Parameter name |
|-------------------------|
| DATABASECONNECT |
| DATABASE_AUDIT_CONNSVR |
| INSTALLDBTYPE |
| INSTALL_DB_TYPE |
| INSTALLLEVEL |
| INSTALLSWITCH |
| NEWCMSPASSWORD |
| Privileged |
| SINGLESERVER |
| SKIP_DEPLOYMENT |
| WCAJAVAINSTALL |
| WCATOMCATINSTALL |
| WDEPLOY_LANGUAGES |
| WEBSITE_METABASE_NUMBER |
| WEBSITE_PORT |
| ADDSOURCE |
| ADVERTISE |

Related Topics

- [To create an installation .ini file](#)

Installing Data Services

Data Services blends batch extraction, transformation, and loading (ETL) technology with real-time bi-directional data flow across multiple applications for the extended enterprise.

For information on how to install and uninstall Data Services, refer *Data Services Installation Guide for Windows*.

Data Services must be launched separately as it has a separate setup. SAP BusinessObjects recommends you to launch the Data Services installer by using **Install Part 2** from autorun.

Note:

It is not mandatory to install the Data Services on the same machine as SAP BusinessObjects Edge Series 3.1 with this release. However, if installed on the same machine, Tomcat and MySQL can be shared.

7.1 Upgrading Data Services

To upgrade from an existing Data Integrator or Data Services installation, refer to *Data Services Migration Considerations guide*, *Installation Guide*, and the *Release Notes*.

7.1.1 Upgrading from Edge 3.0

When you are upgrading from Edge 3.0 Professional, and BusinessObjects Edge Series 3.0 (Business Intelligence components) and Data Services are installed on the same machine by using MySQL or Tomcat in shared mode, and if you uninstall any one of the above components, then there is a possibility of MySQL and Tomcat not functioning as expected.

Before you proceed with the uninstallation, SAP BusinessObjects recommends you to take a backup of Data Services content (repository and Data Services Configuration) and BusinessObjects Edge Services content (BI repository and Services configuration).

For more information about Upgrading from Data Services 3.0, see the *Data Services Release Notes* and *Installation guide*.

For information about BusinessObjects Edge Series upgrade, see the *BusinessObjects Enterprise Upgrade guide*.

After installing SAP BusinessObjects Edge Series

8.1 Launching the Central Management Console (CMC)

The SAP BusinessObjects Edge Series Central Management Console (CMC) Logon screen appears if you selected the **Launch BusinessObjects Administration Console** option on the last screen of the installation program.

You can also launch the CMC by going to: **Start > Programs > BusinessObjects XI 3.1 > BusinessObjects Edge Series > Central Management Console**.

It is recommended that you verify your installation by logging into the CMC. Once you access the CMC you can create users and groups, set up security policies, and define rights. For more information on using the CMC, see the *BusinessObjects Enterprise Administrator's Guide*.

8.1.1 To log on to the CMC

1. Type the name of your Central Management Server (CMS) and the port number in the **System** field.
2. Type your **User Name** and **Password**.

If you are using LDAP or Windows NT authentication, you can log on using an account that has been mapped to the SAP BusinessObjects Edge Series Administrators group.

Note:

If this is the first time an administrator from your organization is accessing the CMC, type "Administrator" as the **User Name**. This Enterprise account by default does not have a password unless you specified one during installation.

3. Select **Enterprise** in the **Authentication Type** list.

Windows AD, Windows NT, and LDAP authentication also appear in the list; however, third-party user accounts and groups must be mapped to SAP BusinessObjects Edge Series before you can use these types of authentication.

4. Click **Log On**.

The CMC Home page is displayed.

8.1.2 Troubleshooting CMC login issues

If you are unable to log on to the CMC, consider the following solutions:

1. Did you provide the correct name for the Central Management Server in the **System** field?
2. Did you provide the correct user credentials in the **User Name** and **Password** fields?
3. Is the correct method specified in the **Authentication** field?
4. Check if the Server Intelligence Agent (SIA) is running. Go to **Start > BusinessObjects XI 3.1 > BusinessObjects Edge Series > Central Configuration Manager**. If the SIA is not running, start or enable it.
5. If you did not install MySQL as part of your installation, use the database client to connect to the database server. See your database documentation for more information.
6. Go to **Start > BusinessObjects XI 3.1 > BusinessObjects Edge Series > Diagnostic Tool**. Run the tool to verify your deployment.

If none of these solutions work, consider repairing or reinstalling SAP BusinessObjects Edge Series.

8.2 Cloning a Web Application Container Server

As an alternative to adding a new WACS to your deployment, you can also clone a WACS. While adding a new WACS creates a server with the default settings, cloning a WACS applies the settings of the source WACS to the new WACS. Servers can only be cloned to machines that already have WACS installed.

Note:

SAP BusinessObjects recommends you to clone WACS. You can deploy more than one WACS on the same machine so that if the primary WACS in your deployment is misconfigured, you can use a secondary WACS to recover your system. However, it is not recommended that you run more than one WACS on a single machine at the same time, due to high resource utilization.

1. Go to the "Servers" management area of the CMC.
2. Select the WACS that you want to clone, right-click and select **Clone Server**.
The "Clone Server" screen displays a list of nodes in your deployment that you can clone the WACS to. Only those nodes that have WACS installed appear in the **Clone to Node** list.
3. On the "Clone Server" screen, type a new server name, select the node that you want to clone the server to, and click **OK**.
A new WACS is created. The new server contains the same services as the server that it is cloned from. The destination server and services that it hosts have the same settings as the server it was cloned from, with the exception of the server name.
4. Change the port numbers of the cloned WACS server.

Note:

If the port numbers are not changed then there may be conflicts due to same port numbers.

For information about WACS, see *BusinessObjects Enterprise Administrator's Guide* available at the Business Objects support website: http://help.sap.com/businessobject/product_guides/boexir31/en/xi3-1_bip_admin_en.pdf.

8.3 Register your installed product

After installing SAP BusinessObjects Edge Series, you can register your product. Your installation on Windows includes the Business Objects Registration Wizard, a tool designed to ease the process of obtaining registration credentials.

Once registered, you can access Business Objects support programs and services. The Registration Wizard also provides links for resources to help you evaluate or purchase Business Objects products.

To access the wizard, go to **Start > Programs > BusinessObjects > Registration Wizard**.

Language Packs

9.1 About language packs

A language pack is a resource package that gives a SAP BusinessObjects Edge Series system the ability to interact with users in a specific language. An individual language is known as a locale.

You can install as many different language packs as you want. The default language pack, English, is always installed.

Note:

Data Services supports only English language pack.

9.1.1 English language fall-back

In the event of a localization error, such as a missing, corrupted, or uninstalled language pack, SAP BusinessObjects Edge Series products fall back to using the default English language. If a preferred language has not been set in the Product Locale drop-down, SAP BusinessObjects Edge Series defaults to using the locale of the installed operating system. If a language pack corresponding to the locale of the operating system is not found, the default English is used.

9.1.2 Product locale changes

Product Locale changes are immediately reflected in the current product's interface, reports, and help. Where multiple client applications are installed, the selected **Product Locale** is only displayed when client is next started. For example, setting the Crystal Report Designer product locale to Japanese will cause the Business Intelligence Modeler client to also display in Japanese. However, if the Business Intelligence Modeler is running at the time of the change, it must be restarted in order for the change to take effect.

9.2 Installing language packs

Language packs can be installed either during the initial installation of SAP BusinessObjects Edge Series, or post-install using a dedicated language pack installer. The installer is a single executable that adds the localized language resources to your Business Objects software deployment.

English is the default option during the installation of SAP BusinessObjects Edge Series, but administrators can opt to install any or all of the other available languages. Additional languages can also be installed onto an existing system by downloading the appropriate language pack from the Business Objects support web site at <http://technicalsupport.businessobjects.com>.

In the event of an operational problem with a language pack, SAP BusinessObjects Edge Series will default back to English localization. Because of this fall-back system, English cannot be deselected as an installable option during the installation of SAP BusinessObjects Edge Series.

Note:

An error message will be displayed if a language pack detects that it is incompatible with a previously installed version of SAP BusinessObjects Edge Series.

9.2.1 Locating language packs

Language packs can be found in the `langs` folder of the SAP BusinessObjects Edge Series for Windows distribution package.

Alternatively, language packs can be downloaded from the Business Objects technical support site at <http://technicalsupport.businessobjects.com>.

9.2.2 To install language packs

Before installing a language pack, your SAP BusinessObjects Edge Series server must be running and patched to the required revision level.

Note:

If you are using Tomcat as your web application server, ensure that Tomcat is shut down before installing language packs.

You will be asked for CMS administrator credentials. If any part of your SAP BusinessObjects Edge Series deployment is not patched to the required software version, the language pack installation will abort and must be reapplied after the system has been patched to the correct level. Please review the

requirements for language packs at the Business Objects customer support site:

<https://www.sdn.sap.com/irj/sdn/businessobjects-articles>.

Note:

Language packs do not require a keycode.

1. Open the Central Management Console (CMC) and ensure that the server processes are running.
2. Locate the language pack to install under `BUSINESS_OBJECTS_INSTALL_CD_DIR\langs\LANGUAGE\`.
3. Run the `setup.exe` installer.

The Microsoft Windows installer will search for all installed Business Objects applications.

4. Click **Next**.
5. Check **I accept the License Agreement**, and then click **Next**.
6. Enter values for the **CMS**, **CMS Port**, **User Name**, **Password**, and **Authentication** fields. Click **Next**.
7. Click **Next** to begin the installation.

The language pack will now begin the installation process.

Once the installation is complete, you will be able to choose the installed language from the **Options** dialog window in SAP BusinessObjects Edge Series applications.

Note:

- All fix packs or other updates to SAP BusinessObjects Edge Series released on a date after the language pack release date must be re-applied to ensure that updated functionality is maintained.
- Language packs must be re-installed after you have added or removed a component from your SAP BusinessObjects Edge Series deployment.

9.3 Selecting a language

Once installed, SAP BusinessObjects Edge Series products detect the existence of the language pack, and users can choose a language from a list of installed languages found in the **Product Locale** drop-down list of the **CMC Preferences** section of the CMC Preferences, or under the **Options** dialog box on the toolbar or application menu in other SAP BusinessObjects Edge Series products. Command-line utilities use the **LANG** environment variable to determine which language to use.

Each language listed in the **Product Locale** drop-down is displayed in its native localization, rather than the currently employed language. For example, the German language pack is always displayed as *Deutsch*, rather than as *German* in English or *Allemand* in French.

Note:

Application shortcut keys are language neutral and do not change, regardless of which language is in use. For example, Ctrl+S is always mapped to the **Save** command, regardless of the localized name for the **Save** function.

9.4 To uninstall language packs

1. Open the Central Management Server (CMS) and ensure that all servers are running.
2. In Windows, click **Start**, point to **Settings**, and then select **Control Panel**.
3. Double-click **Add/Remove Programs**.
4. Select the **SAP BusinessObjects Edge Series Language Pack** to remove and click **Remove**.
The "Add/Remove Programs" prompts you to confirm that you want to remove the language pack from your computer.
5. Click **Yes**.
The appropriate files are removed and the necessary configuration is completed.
6. Click **Finish**.
The language pack has been uninstalled and you are returned to the "Add/Remove Programs" list.

Client Tools installation

10.1 Overview of Client Tools installation

SAP BusinessObjects Edge Series client applications are available for installation through a separate installation program. You can use this stand alone installer to add client tools and their related components to an existing installation.

The Client Tools installation program enables you to select which client tools to install and to assess disk space costs.

10.2 SAP BusinessObjects Edge Series Client Components

The client components are rich client tools that provide end users with access to SAP BusinessObjects Edge Series server functions. Client component tools are only available for Windows operating systems, but do connect to servers running non-Windows operating systems.

To install client components on a SAP BusinessObjects Edge Series server system, you must use the SAP BusinessObjects Edge Series setup program "Custom or Expand install" option. Do not attempt to install client components on a server system by installing the stand-alone client tool installer, which is intended to install on client systems only. The available tools are:

| Client tool | Description |
|-------------------------------------|---|
| Desktop Intelligence | An integrated query, reporting, and analysis tool to access your organization's data for presentation and analysis in a Desktop Intelligence document. |
| Web Intelligence Rich Client | Provides business users an interactive and flexible interface for building and analyzing reports from your organization's data over the web, through a secured intranet and extranet. |
| Data Source Migration Wizard | Migrates reports based on Crystal queries, dictionaries, or InfoViews to SAP BusinessObjects Edge Series. |
| Report Conversion Tool | Converts Desktop Intelligence reports (.rep files) to Web Intelligence (.wid) format. Converted files can then be published to the Central Management Server (CMS). |
| Import Wizard | Imports user, group, object, or folder content from previous and current Crystal or SAP BusinessObjects Edge Series deployments. |
| Publishing Wizard | Publishes and sets properties for multiple reports in SAP BusinessObjects Edge Series. |
| Query as a Web Service | Creates custom web services for specific queries using Business Objects Web Services. |
| Universe Builder | Creates universe connections for Web Intelligence and Desktop Intelligence documents. |
| Universe Designer | Provides a graphical interface to select and view tables in a database. |

| Client tool | Description |
|-----------------------------------|---|
| Translation Manager | Defines translations for multilingual documents and prompts. Supports Universe Designer universes and Web Intelligence documents. |
| Deployment Diagnostic Tool | The Deployment Diagnostic Tool is a Java-based application designed to verify basic operating functionality of a SAP BusinessObjects Edge Series 3.1 installation. |
| Software Inventory Tool | Software Inventory Tool is a Java-based tool that creates and maintains an inventory of all changes made to SAP BusinessObjects software through SAP BusinessObjects installers and allows users to view these changes. |

10.3 To install client tools

A product distribution DVD for the SAP BusinessObjects Edge Series Client Tools Installation.

1. Select `setup.exe` from the root directory of your product distribution.
2. Click **Run** to launch the installation program.

Note:

If you are installing from a DVD and if the Autoplay is enabled for your DVD-ROM drive, the Autorun program will start automatically. "Please Choose Setup Language" is displayed.

3. Select the language for the installation from the pull-down list provided.

You have a choice of the following languages for setup:

- English
- French
- Japanese
- German
- Spanish
- Italian
- Korean
- Dutch
- Swedish
- Portuguese (Brazilian)
- Simplified Chinese
- Traditional Chinese
- Danish
- Norwegian

- Polish
- Russian
- Thai

Check the **Create log file during installation** box if you want to create an installation log file.

The log file is saved under the following directory: <INSTALLDIR>\BusinessObjects Enterprise 12.0\Logging.

4. Click **OK**.

The "Welcome to the SAP BusinessObjects Edge Series Installation Wizard" is displayed after you specify a language for the installation.

5. Click **Next** to proceed with the installation.

Note:

Click **Cancel** to abort the installation

If you are installing SAP BusinessObjects Edge Series on Windows XP Service Pack 2 or higher, a message is displayed. Click **OK** to continue with the installation.

The "License Agreement" screen is displayed.

6. Select **I accept the License Agreement** and click **Next**.

The "Choose Language Packs" screen is displayed.

7. Select the Language Packs you want to install with the client tools click **Next**.

The language packs currently available for installation include:

- English
- French
- Japanese
- German
- Spanish
- Italian
- Korean
- Dutch
- Swedish
- Portuguese (Brazilian)
- Simplified Chinese
- Traditional Chinese
- Danish
- Norwegian
- Polish
- Russian
- Thai

Note:

English is a required language and is automatically selected.

Tip:

Select the **All Languages** box to select all the available language packs.

The "Directory Selection" screen is displayed.




8. The **Destination Folder** field displays the path of the existing product. Click **Next**.

The "Select Features" screen is displayed

9. Click the icon for a feature you want to select or deselect under the "SAP BusinessObjects Edge Series Client Tools" node. When you have finished making your selections click **Next**.

You can do any of the following:

- Specify that the selected feature will be installed on the local hard drive.
- Specify that the selected feature and its subfeatures will be installed on the local hard drive.
- Specify that a selected feature and its subfeatures will not be installed.

| Icon associated with feature | Meaning |
|---|---|
|  | The feature and only the subfeatures you select will be installed on the local hard drive you specified in the Setup program. |
|  | The feature and all its subfeatures will be installed on the local hard drive you specified earlier. |
|  | The feature or subfeature is either unavailable or will not be installed. |

- a. Click **Disk Cost** to calculate if sufficient disk space is available for your selected features.

A separate screen is displayed indicating storage space available on the local machine and mapped network drives. Drives that do not have enough disk space for the currently selected features are highlighted. Click **OK** to return to the "Select Features" screen.

The "Start Installation" screen is displayed.

10. Click **Next**.

The installation process begins and is complete when the *SAP BusinessObjects Edge Series Client Tools has been successfully installed* screen is displayed.

11. Click **Finish** to exit the installation.

10.4 Client Tools silent installations

There are two methods for running SAP BusinessObjects Edge Series Client Tools installations directly from the command line:

- Scripted installations
- Silent installations

Both methods can be used to automate installations across multiple machines. The scripted installation method requires that you to specify an `.ini` file. The silent installation allows you to specify parameters for running `setup.exe`. The same parameters are used for both methods. It is recommended that you

use the scripted installation method to run custom installations, so that you avoid having to pass a large number of parameter settings directly through the command line. These installation methods are particularly useful when you need to quickly perform multiple installations. You can also integrate the scripts and commands into your own installation scripts.

Note:

If you pass a parameter directly in the command line, the setting will override any setting specified in the .ini file.

Related Topics

- [Specific .ini file parameters for setup.exe](#)
- [To create an installation .ini file](#)

10.4.1 Sample client tools .ini file

The following installation script was generated for a SAP BusinessObjects Edge Series Client Tools installation. The Dutch language pack was added to the default English language pack.

```
[OTHER]
QUIET=/qa
[INSTALL]
CLIENTLANGUAGE="EN"
DATABASEAUDITDRIVER="MySQLDatabaseSubSystem"
DATABASEDRIVER="MySQLDatabaseSubSystem"
ENABLELOGFILE="1"
INSTALL.LP.EN.SELECTED="1"
INSTALL.LP.NL.SELECTED="1"
INSTALLDIR="C:\Program Files\Business Objects\"
INSTALLLEVEL="4"
WDEPLOY_LANGUAGES="en,nl"
[FEATURES]
REMOVE="UnivTransMgr"
ADDLOCAL="Complete,AlwaysInstall,BeforeInstall,VBA62,Reporter,Clients,WRC,
DataSourceMigrationWizard,CrystalBVM,MetaDataDesigner,ConversionTool,
ImportWizard,PubWiz,qaaws,Designer,JavaRASSDK,BOEJavaSDK,JavaViewersSDK,
RebeanSDK,DevelopersFiles,WebServicesSDK,DADDataFederator,DataAccess,HPNeoview,
WebActivityLog,OLAP,MyCube,SOFA,DAMySQL,DAGenericODBC,SFORCE,XML,Universe,BDE,
dBase,FileSystem,DANETEZZA,DAMicrosoft,DAIBMDB2,IBM,Redbrick,DAIBMInformix,
OLE_DB_Data,DAProgressOpenEdge,DAOOracle,SybaseAnywhere,DASybase,SybaseASE,
SybaseIQ,SymantecACT,DANCRTeradata,TextDA,Btrieve,CharacterSeparated,
ExportSupport,ExpDiskFile,ExpRichTextFormat,ExpWordforWindows,PDF,ExpText,
ExpExcel,ExpCrystalReports,XMLExport,LegacyXMLExport,SamplesEN,UserHelp,
LanguagePackCostingFeatureen,LanguagePackCostingFeature,
LanguagePackCostingFeaturenl"
ADDSOURCE=""
ADVERTISE=""
```

This script can now be used for future silent installations by including the file name and path in the command line as shown below:

```
setup.exe -r FILEPATH
```

Maintaining your installation

11.1 SAP BusinessObjects Edge Series maintenance operations

You can perform two maintenance operations on your installation of SAP BusinessObjects Edge Series 3.1:

- **Repair:** this operation replaces missing or corrupt files, registry keys, and shortcuts. Preferences in the registry are restored to default values.
- **Remove:** this operation uninstalls SAP BusinessObjects Edge Series. All language packs and patches will also be removed.

11.1.1 To enter maintenance mode

To enter maintenance mode for SAP BusinessObjects Edge Series on Windows:

1. Go to **Start > Settings > Control Panel**.
2. Click **Add or Remove Programs**.
3. Select **SAP BusinessObjects Edge Series 3.1**.
4. Click **Change**.

The "Application Maintenance" screen is displayed.

11.2 Uninstalling SAP BusinessObjects Edge Series from Windows

It is recommended that you back up reports, documents and system information before uninstalling SAP BusinessObjects Edge Series. For more information on backing up your system see "Managing and Configuring Servers" in the *BusinessObjects Enterprise Administrator's Guide*.

To uninstall SAP BusinessObjects Edge Series from your system:

1. Go to **Start > Programs > SAP BusinessObjects XI 3.1 > SAP BusinessObjects Edge Series > Central Configuration Manager**.

The CCM console is displayed.

2. Right-click the server name from the list, and select **Stop**.

For more information on stopping servers see “Managing and Configuring Servers” in the *BusinessObjects Enterprise Administrator's Guide*.

3. Go to **Start > Settings > Control Panel > Add or Remove Programs**.

4. Select **SAP BusinessObjects Edge Series 3.1**.

5. Click **Remove**.

The “Add or Remove Programs” dialog prompts to confirm that you want to remove SAP BusinessObjects Edge Series.

6. Click **Yes**.

Please wait while files are removed and your system is reconfigured. You are prompted once the configuration process is complete.

7. Click **Finish**.

Your SAP BusinessObjects Edge Series installation may have included an installation of the Web Application Container Service (WACS). WACS is also removed during the uninstall process.

Note:

Only web applications deployed on a Tomcat server installed through the SAP BusinessObjects Edge Series installer are automatically removed. You will manually have to remove web applications deployed on other servers.

The installer removes only the files that it originally installed. Folders or files created after the installation, for example log or report files, are not uninstalled by the uninstallation process.

11.2.1 Silent uninstallation

If the installation source is available, you can use the command-line console to uninstall SAP BusinessObjects Edge Series. In the command-line specify the following method:

```
setup.exe REMOVE=ALL
```

11.3 The installation log file

The installation log file contains information on all the parameter settings used in a SAP BusinessObjects Edge Series installation. The log file can be used as a reference or to troubleshoot installation errors. The name of the initial log file is `BOEInstall_0.log` and it is saved under the following directory: `<INSTALLDIR>\BusinessObjects Enterprise 12.0\Logging`. Each time you run the SAP BusinessObjects Edge Series installer, a new log file is generated. For example after the initial installation you choose run the “Modify” maintenance operation. Once the process is completed, `BOEInstall_1.log` is stored in the `Logging` directory.

Information specific to web application deployment is also included in the log file.

SAP BusinessObjects Edge Series 3.1 Add-ons

12.1 Live Office

Live Office provides access to up-to-date information used everyday to do your job and make important business decisions. It gives you real-time data that is verifiable and easily refreshed. Live Office is built in to Microsoft Office applications that you already use. The information you need is at your finger tips and available in a familiar, easy to use format. Live Office empowers business workers to easily access corporate data from within Microsoft Office Excel, Word, Outlook, and PowerPoint without depending on IT expertise to use complex business intelligence tools.

12.2 Crystal Reports Viewer

Crystal Reports Viewer provides an easy way to view, work interactively, and share Crystal reports. Crystal Reports Viewer provides the following functionalities:

- Navigate through the report, using convenient tools that help to find the exact required information.
- Explore report data to see background information. (Background information is often found in hidden sections of the report that normally the user do not want to see.)
- Export the report to one of the several available formats. For example, you can export the report to PDF.
- Open a report from SAP BusinessObjects Edge Series 3.1, or share a report on crystalreports.com.
- Share a report by simply e-mailing the report and providing a hyperlink to the Crystal Reports Viewer. The recipient can download the free viewer and carry out any of the navigation and searching.

12.3 BI Widgets

BI Widgets is a new desktop application located in the CMC area of SAP BusinessObjects Edge Series. It is designed to provide you with a simple, intuitive deployment architecture from the CMC. Like other

SAP BusinessObjects Edge Series applications, BI Widgets allows you to modify general as well as advanced user rights.

For information about BI Widgets, see the *BusinessObjects BI Widgets XI 3.1 User's Guide*.

12.4 BusinessObjects XI 3.1 SharePoint Portal Integration Kit

BusinessObjects XI 3.1 SharePoint Portal Integration Kit is a powerful new solution for Microsoft Windows SharePoint Portal Services or Microsoft Office SharePoint Portal Server and SAP BusinessObjects Edge Series.

It enables you to access all business intelligence resources such as Crystal Reports, Web Intelligence, OLAP Intelligence, Performance Management analytics and any Microsoft Office documents that are stored in the Central Management Server (CMS). In addition, users can navigate to personal/favorites folder, public folders, Business Objects inbox, personal categories and corporate categories.

For more information about BusinessObjects XI 3.1 SharePoint Portal Integration Kit, see the *Portal Integration Kit Administrator's Guide for Microsoft SharePoint* and the *Portal Integration Kit User's Guide for Microsoft SharePoint*.

12.5 Polestar

Polestar is an innovative search and explore tool that enables you to search within the content of Information Spaces (a collection data source objects, such as Universe objects, sharing a contextual meaning) managed by SAP BusinessObjects Edge Series. Spaces are retrieved by using search keywords and appear in search results ranked in order of relevance.

Note:

You can only view Information Spaces within their search results if they have the correct viewing rights.

For information about installing and administering Polestar, see *BusinessObjects Polestar Administration and Deployment Guide*.

12.6 BusinessObjects XI Integration for PeopleSoft Enterprise

The BusinessObjects XI Integration for PeopleSoft Enterprise enables you to combine the functionality of Crystal Reports and SAP BusinessObjects Edge Series to extract, report, and distribute data from your PeopleSoft system.

For information about installing PeopleSoft Enterprise, see *BusinessObjects XI Integration for PeopleSoft Enterprise*.

12.7 BusinessObjects XI Integration for Oracle E-Business Suite

The BusinessObjects XI Integration for Oracle E-Business Suite (EBS) enables you to combine the functionality of Crystal Reports and SAP BusinessObjects Edge Series to extract, report, and distribute data from your Oracle EBS system.

For information about installing Oracle E-Business Suite, see *BusinessObjects XI Integration for Oracle E-Business Suite*.

12.8 BusinessObjects XI Integration for JD Edwards EnterpriseOne

The BusinessObjects XI Integration for JD Edwards EnterpriseOne enables you to combine the functionality of Crystal Reports and SAP BusinessObjects Edge Series to extract, report, and distribute data from your JD Edwards EnterpriseOne system.

For information about installing JD Edwards EnterpriseOne, see *BusinessObjects XI Integration for JD Edwards EnterpriseOne*.

12.9 BusinessObjects XI Integration for Siebel

The BusinessObjects XI Integration for Siebel provides you with powerful report-design tools and a framework for managing, scheduling, and distributing your Crystal reports over the Web. It enables you to extract value from your Siebel data and share it with users across the enterprise.

For information about installing Siebel, see *BusinessObjects XI Integration for Siebel*.

More Information

| Information Resource | Location |
|---|---|
| SAP BusinessObjects product information | http://www.sap.com |
| SAP Help Portal | <p>Navigate to http://help.sap.com/businessobjects and on the "SAP BusinessObjects Overview" side panel click All Products.</p> <p>You can access the most up-to-date documentation covering all SAP BusinessObjects products and their deployment at the SAP Help Portal. You can download PDF versions or installable HTML libraries.</p> <p>Certain guides are stored on the SAP Service Marketplace and are not available from the SAP Help Portal. These guides are listed on the Help Portal accompanied by a link to the SAP Service Marketplace. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative.</p> |
| SAP Service Marketplace | <p>http://service.sap.com/bosap-support > Documentation</p> <ul style="list-style-type: none"> • Installation guides: https://service.sap.com/bosap-instguides • Release notes: http://service.sap.com/releasenotes <p>The SAP Service Marketplace stores certain installation guides, upgrade and migration guides, deployment guides, release notes and Supported Platforms documents. Customers with a maintenance agreement have an authorized user ID to access this site. Contact your customer support representative to obtain an ID. If you are redirected to the SAP Service Marketplace from the SAP Help Portal, use the menu in the navigation pane on the left to locate the category containing the documentation you want to access.</p> |
| Docupedia | <p>https://cw.sdn.sap.com/cw/community/docupedia</p> <p>Docupedia provides additional documentation resources, a collaborative authoring environment, and an interactive feedback channel.</p> |
| Developer resources | <p>https://boc.sdn.sap.com/</p> <p>https://www.sdn.sap.com/irj/sdn/businessobjects-sdklibrary</p> |

| Information Resource | Location |
|---|--|
| SAP BusinessObjects articles on the SAP Community Network | https://www.sdn.sap.com/irj/boc/businessobjects-articles These articles were formerly known as technical papers. |
| Notes | https://service.sap.com/notes These notes were formerly known as Knowledge Base articles. |
| Forums on the SAP Community Network | https://www.sdn.sap.com/irj/scn/forums |
| Training | http://www.sap.com/services/education From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style. |
| Online customer support | http://service.sap.com/bosap-support The SAP Support Portal contains information about Customer Support programs and services. It also has links to a wide range of technical information and downloads. Customers with a maintenance agreement have an authorized user ID to access this site. To obtain an ID, contact your customer support representative. |
| Consulting | http://www.sap.com/services/bysubject/businessobjectsconsulting Consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in topics such as relational and multidimensional databases, connectivity, database design tools, and customized embedding technology. |

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