

Header Data

Released On	08.04.2016 14:30:50 By Paul Binks (I049517)
Release Status	Released for Customer
Component	EPM-PCM Profitability and Cost Management, EPO, PP, AA, Metify
Priority	Recommendations / Additional Info
Responsible	Gabriele Walla (D023096)
Processor	Paul Binks (I049517)
Category	Upgrade information
Relevant for Translation	No

Symptom

PCM 10.0 Support Package 11 Installation Notes

Other Terms

Profitability and Cost Management

Solution

For a list of issues fixed with this support package, consult the related note.

For detailed installation instructions, consult the text below.

1 Installing This Support Package

This SAP Note accompanies this support package release for SAP BusinessObjects Profitability and Cost Management. It describes the steps to take prior to installing the support package and how to both install and uninstall the support package. The steps assume that you have knowledge of the installation and deployment of the SAP BusinessObjects Profitability and Cost Management software.

As a general rule, SAP BusinessObjects Profitability and Cost Management support package releases must be applied to your network system components in the following order:

1. Database server - An Incorrect Database Version error can occur during installation on the other system components if the database server is not upgraded first.
2. Application server
3. Web server
4. Terminal/Citrix server
5. Client machines:
 - a) Web clients
 - b) Windows clients

Note:

This release must only be applied to existing installations of SAP BusinessObjects Profitability and Cost Management 10.0. Before proceeding with this upgrade, please refer to the SAP BusinessObjects Profitability and Cost Management Installation Guide for general upgrade information.

The following list provides an overview of which system components need to be updated with the files included in this support package:

- Database server -SQL scripts
- Application server - update.exe/SBO PCM Support Package <number>.MSP/SBO PCM Support Package <number>_64.msp and webviewersetup.exe
- Web server - update.exe/SBO PCM Support Package <number>.MSP/SBO PCM Support Package <number>_64.msp
- Terminal/Citrix server - update.exe/SBO PCM Support Package <number>.MSP/SBO PCM Support Package <number>_64.msp and webviewersetup.exe
- Secure web clients (do not allow ActiveX downloads) - webviewersetup.exe
- Non-secure web clients (allow ActiveX downloads) - It is not necessary to apply any files. The ActiveX component is updated automatically from the Web server.
- Windows clients (with PCM installed) - update.exe/SBO PCM Support Package <number>.MSP/SBO PCM Support Package

<number>_x64.msp

- Windows clients (Book Viewer only) - update.exe/SBO PCM Support Package <number>.MSP/SBO PCM Support Package <number>_x64.msp

1.1 Updated Files

This support package includes a re-issue of all SQL scripts and updates all SAP BusinessObjects Profitability and Cost Management 10.0 files to version 10.0.11.1914.

Note:

SAP BusinessObjects Profitability and Cost Management 10.0 patches and support packages include the fixes and file updates for all previous support packages and patches. For a list of the files updated by previous patches and support packages, see the Installation Guides and Installation Notes for the relevant support packages, which can be downloaded from the SAP Service MarketPlace at <http://service.sap.com> or the SAP Help Portal at <https://help.sap.com>.

1.2 Installation Method

This support package can be installed by running either one of the following setup files:

- Update.exe

This setup file is designed for version 10.0 installations that have existing software configuration settings that need to be retained after applying this support package. Update.exe detects whether the existing installation is a 32-bit or 64-bit version of the product and updates the software accordingly.

- An MSP file
 - SBO PCM Support Package <Number>.msp for 32-bit versions of the product
 - SBO PCM Support Package <Number>_x64.msp for 64-bit versions of the product

The MSP setup file is designed for customers that do not have any existing software configuration settings. Run the MSP file that matches your version of the product.

1.2.1 Method 1: Running the Update.exe Setup File

Support Packages are usually installed by directly running an MSP setup file. A number of existing configuration settings are not retained by running this file directly, so the settings need to be applied in the Configuration Wizard after the installation. Configuration settings that are not retained include the following:

- The **Sockets** configuration is removed and the setting reverts to **DCOM**.
- The Configuration Wizard reverts to **Server** configuration instead of **Client**.

To resolve this issue, the support package can be installed by a setup file called Update.exe. The Update.exe file makes a backup of the current software configuration, stops software processes and services (including IIS), and executes the MSP file silently. Once complete, the configuration settings are automatically restored, and services are restarted. This prevents the need to run the Configuration Wizard and re-apply any necessary configuration changes after installing the patch, or potentially to have to restart the system.

Note: This is the recommended method of installing the patch.

Pre-requisites: For the installation to succeed, the setup file also requires the following files to be present in the same physical location:

- The MSP files (SBO PCM Support Package <Number>.msp and SBO PCM Support Package <Number>_x64.msp)

The MSP file is the setup file that actually applies the fixes included in the support package.

- \Tools\PCMConfigure.exe

This is the Configuration Wizard program that makes a copy of existing configuration settings before the support package is applied.

These files are included in the PCM_100_INSTALLERS folder of the support package ZIP file.

1.2.2 Method 2: Running the MSP setup file

If software configuration settings do not exist on the system component that you are upgrading, then the MSP file can be run directly, and the settings can be configured manually in the Configuration Wizard after the installation has been completed. This method of installation does not run silently, and requires user interaction in InstallShield Wizard screens.

IMPORTANT: Upgrading from Support Package 04:

If your system has Support Package 04 installed, you must uninstall the support package before you install Support Package 04 Patch 1 or later.

We recommend that you run the Update.exe file, as this will automatically uninstall Support Package 04 before applying the new patch.

If you intend to run the MSP file, you must manually uninstall Support Package 04 before applying the upgrade. To make the **Uninstall** option available in Windows Control Panel, you must update registry keys as follows:

- For 32-bit versions, the following registry key must be updated to a value of 1:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18
Products\F5839BBB61C785C4CAC1336B8D 2B2281\Patches\CBEE6334A5D94A64E93B757CBCC2E23B\Uninstallable

- For 64-bit versions, the following registry key must be updated to a value of 1:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18
Products\F5839BBB61C785C4CAC1336B8D 2B2281\Patches\9715B904E613C9B4DB621DE0C52FC9A5\Uninstallable

1.3 Pre-Installation

1.3.1 Pre-Installation Recommendations

Before you start the upgrade, we recommend that you perform the following preparatory steps:

- Ensure that the existing configuration settings are captured on your application servers, web servers, Terminal or Citrix servers, and a sample client machine. Under normal circumstances, configuration settings are retained if you install the Update.exe file, but it is important to retain a backup of these settings in the unlikely event that registry settings do not persist. Check your current settings in the Configuration Wizard for the components mentioned above.
- Make a note of any existing DCOM settings that are configured for the PCMServer, PCMMain, and PCMWorkManagerService components.
- Ensure that you have a full working backup of your database. Although it is rare, it is possible that the upgrade may fail, and in this instance you will need to restore your database to its original condition before the upgrade was started.
- If you are upgrading or expanding software, it is important to define a roll-back position. This ensures that if the upgrade or expansion does not work, you can return to the point that you started from with relative ease and safety.

1.3.2 Pre-Installation Tasks

Ensure that the following tasks are implemented before you start the installation.

Installing this support package with the Update.exe setup file:

- Ensure that all users are logged out of the system. This can be effectively monitored in the User Monitor utility.

Note: Other tasks are performed automatically.

Installing this support package with the MSP setup file:

- Ensure that all users are logged out of the system. This can be effectively monitored in the User Monitor utility.
- Ensure that all models have closed down on each application server. This can be monitored using Windows Task Manager on each application server and checking that there are no PCMMModel processes running.
- Restart the following servers:
 - Application server(s)
 - Web servers(s)
 - Terminal/Citrix server(s)

It is not necessary to restart the database server(s), but it may be useful to do this to ensure any memory-resident database transactions are deleted before starting the upgrade. This can only be performed if the database server is dedicated to SAP BusinessObjects Profitability and Cost Management.

- On the application server, stop the PCM Server service in the Service Manager, and also the PCMTransportService, if it is running.

Note:

These steps ensure that files are not loaded and in use when you perform the installation. If application-related files are in use during an installation, new versions of these files are not copied, and your installation may fail.

1.4 To Install This Support Package on the Database Server

The support package ZIP file contains a PCM_100_SQL folder that contains updated scripts for Microsoft SQL and Oracle database platforms. Extract the PCM_100_SQL folder to the hard drive of the database server.

Follow these steps to upgrade the database on a Microsoft SQL database server:

- Click **Start > Run** on the database server, type **cmd**, and click **OK**.
- At the command prompt, change directory to the location of the PCM_100_SQL folder.
- At the command prompt, type the following command to apply the new database scripts:

msschema.cmd <server name> <database name> <username> <password>

Follow these steps to upgrade the database on an Oracle database server:

- Click **Start > Run** on the database server, type **cmd**, and click **OK**.
- At the command prompt, change directory to the location of the PCM_100_SQL folder.
- At the command prompt, type the following command to apply the new database scripts:

- At the command prompt, type the following command to apply the new database scripts.

oracleschema.cmd <Database Name> <Admin User Name> <Admin Password> <Restricted Username> <Restricted Password>

Note:

Please refer to the SAP BusinessObjects Profitability and Cost Management Database Administrator's Guide for further information.

1.5 Installing This Patch on the Application, Web, and Terminal/Citrix Servers

Before you start, extract the PCM_100_INSTALLERS folder from the supplied ZIP file to a suitable location on the following server(s):

- Application server(s)
- Web servers(s)
- Terminal or Citrix servers

1.5.1 Method 1: To Run the Update.exe File

- Double-click Update.exe.

The current configuration is backed up, software processes and services are stopped (including IIS), and the patch is installed silently. Once complete, the configuration settings are restored, and services are restarted.

1.5.2 Method 2: To Run the MSP File

Ensure that you select the correct MSP for the version of the software:

- SBO PCM Patch <Number>.msp for 32-bit versions.
- SBO PCM Patch <Number>_x64.msp for 64-bit versions.

Proceed as follows:

- Double-click the MSP file.
- In the "Welcome" screen, click **Update**.

When the installation is complete, the final screen of the wizard displays. The **Launch SAP BusinessObjects Profitability and Cost Management Configuration Wizard** check box is selected by default.

- Click **Finish** to complete the upgrade and launch the Configuration Wizard.

Note: You must run the Configuration Wizard to re-apply any configuration settings previously made.

- Complete the Configuration Wizard by clicking **Next** on each screen to accept the existing settings, then click **Finish**.

1.6 To Install This Support Package on the Web Client

Web clients require the ActiveX component to be installed. If your network group policy allows this type of update, ActiveX is automatically updated from the Web server to the Web clients. Therefore, there is no need to apply this support package directly to each web client.

If you are unable to automatically distribute ActiveX to Web clients, then you can perform the following steps:

- Deploy the webviewersetup.exe to all Web clients. The webviewersetup.exe file is available in the PCM_100_INSTALLERS\Additional Installers folder provided with the patch.
- Launch the webviewersetup.exe on each client and, after accepting the terms of the license agreement, navigate through the screens of the InstallShield Wizard, clicking **Next** to accept the default choices. Click **Finish** on the final screen.

Tip:

It is recommended that your group or local security policy is amended to allow clients to download ActiveX components that are digitally signed.

1.7 Silent Installation and Support Packages

Support packages are generated using MSI (Microsoft Installer or Windows Installer) technology to create an MSP file. Silent installation of MSI and MSO files is built in via the command line using Msiexec, an executable program that interprets packages and installs products, for example:

**msiexec /p patchfile.msp REINSTALL=ALL
REINSTALLMODE=omus**

For more information on the standard installer command-line options, see the list of options on the Microsoft Developer Network at: [http://msdn.microsoft.com/em-us/library/aa367988\(VS.85\).aspx](http://msdn.microsoft.com/em-us/library/aa367988(VS.85).aspx)

2 Uninstalling This Support Package

Pre-requisites: Before you uninstall this patch, ensure that all users are logged out of the system and that no PCM services are running, as you would prior to installing the support package.

2.1 To Uninstall This Support Package

To uninstall the support package on the Application Server, Web Server, or Windows client, follow these steps:

- Access the Windows Control Panel and open "Add or Remove Programs"

• Access the Windows Control Panel and open "Add or Remove Programs".

- Ensure that **Show Updates** is selected in the "Add or Remove Programs" window.
- Under **SAP BusinessObjects Profitability and Cost Management**, locate the support package that you want to remove and click the corresponding **Remove** button.
- Click **Yes** in the confirmation message box.

Note:

For each component, after installing the support package, you must rerun the Configuration Wizard.

2.2 To Silently Uninstall This Support Package

To silently uninstall a support package, proceed as follows:

- Open a command prompt window and execute the following command from the C:\ prompt:

Msiexec /I {BBB9385F-7C16-4C58-AC1C-33B6D8B22218} MSIPATCHREMOVE="<relative directory of the support package installer program>" /qb

Example:

For example, to uninstall Support Package 02, you execute the following command:

Msiexec /I {BBB9385F-7C16-4C58-AC1C-33B6D8B22218} MSIPATCHREMOVE="\\PCMTemp\\SBO PCM Support Package 02.msp" /qb

Validity

Software Component	From Rel.	To Rel.	And Subsequent
PCMSETUP	800	800	

References

This document refers to:

SAP Notes

2296609 [PCM 10.0 Support Package 11 Fixed Issues](#)

This document is referenced by:

SAP Notes (1)

2296609 [PCM 10.0 Support Package 11 Fixed Issues](#)