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Installation Guide for SAP Business Planning and Consolidation, version for SAP NetWeaver on SAP Business Warehouse 7.50 and for SAP S/4HANA

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1 Revision History

The following table provides an overview of important changes made in this document:

Date	Description
2017 August 23	<ul style="list-style-type: none">• Minor editorial changes to the cross-references in Installing and Configuring SAP Business Warehouse [page 6].• Removed the section “Terminal Services and Citrix Server Deployments” and added the section Virtualization Support [page 25].
2017 August 10	Updated Ensure ICF Services are Activated [page 11] to stress that all of the services in the listed folders should be activated.
2017 August 04	Updated the section “Make Namespaces and Software Components Changeable” within the topic Configure the ABAP Server Component [page 14] .
2016 December 09	In the topic Install InfoObjects and Planning Function Types (Embedded Only) [page 19] , added a note that installation of these InfoObjects and planning function types is not required if you do not intend to perform consolidation-related functions. Also, expanded the steps for installing the InfoObjects and planning function types.

2 Introduction

Follow the instructions in this guide to install SAP Business Planning and Consolidation, version for SAP NetWeaver on SAP Business Warehouse 7.50 or to install SAP Business Planning and Consolidation version for SAP S/4HANA. This installation guide is intended for system administrators and technical consultants.

This release of SAP Business Planning and Consolidation has two configuration variations called **standard** and **embedded**.

- Business Planning and Consolidation in a **standard** configuration uses a new user interface technology - SAPUI5 (based on the standard HTML5). The new user interface provides all the benefits of HTML5 and it supports languages that are written from right to left (for example, Hebrew and Arabic). In a standard environment you can use all the functionalities that are available in the previous version - SAP Business Planning and Consolidation 10.0, version for SAP NetWeaver.
- Business Planning and Consolidation in an **embedded** configuration is integrated with SAP Business Warehouse Planning Applications Kit. By using the BW Planning Applications Kit you can perform SAP HANA-optimized planning. Note that you can use Business Planning and Consolidation in an embedded configuration only with SAP HANA-based systems.

i Note

When the installation and configuration steps for a standard and embedded configuration are different, the relevant sections are marked as “standard only” or “embedded only”. The sections that are not explicitly marked are relevant to both configuration variations.

Also, you should install the latest support package available for this release to obtain the most current features, functionality, and support. SPO0 and SPO1 of the 10.1 release were for ramp-up customers only and were not intended to be globally available. For more information, see the Product Availability Matrix on the SAP Support Portal at <http://support.sap.com/pam>; search on Planning and Consolidation.

2.1 SAP Notes for the Installation

Read the following SAP Notes before you start the installation. These SAP Notes contain the most recent information on the installation as well as additions to the installation documentation.

SAP Note Number	Description
2103585	Product Component Matrix for SAP Business Planning and Consolidation 10.1, version for NetWeaver When performing an installation or upgrade, review this note to verify that the system component versions match the required component for the support package you are applying to the system.

SAP Note Number	Description
2376449	SAP Business Planning and Consolidation 10.1 NW on BW 7.51 Central Note
2178742	SAP Business Planning and Consolidation 10.1 NW on BW 7.50 Central Note

2.2 Naming Conventions

In this document, the following naming conventions apply.

Variable	Description
<code><PC_server:port></code>	Server name or IP address and port number of the Planning and Consolidation application location.
<code><drive></code>	The drive where Planning and Consolidation is installed.

3 Installing and Configuring SAP Business Warehouse

As a prerequisite for using SAP Business Planning and Consolidation, you must first install SAP Business Warehouse.

The SAP Business Warehouse component also installs Business Planning and Consolidation in an embedded configuration. You can use this configuration of Business Planning and Consolidation without installing any additional software. If you want to use Business Planning and Consolidation in a standard configuration, you must also install the required Planning and Consolidation ABAP server component.

The following list shows the prerequisites, preparation steps, and installation steps that apply to both standard and embedded configurations:

[Server Hardware Requirements \[page 6\]](#)

Before starting the Business Planning and Consolidation installation, make sure you follow the hardware requirements for the ABAP application server.

[Software Prerequisites for the Server \[page 7\]](#)

These are the software prerequisites for the server when installing SAP Business Planning and Consolidation 10.1, version for SAP NetWeaver on SAP Business Warehouse 7.50 and version for SAP S/4HANA.

[Installing the Server Prerequisites \[page 8\]](#)

To install the SAP NetWeaver technology platform, you must follow the steps outlined in the SAP NetWeaver installation documentation.

[Client Prerequisites \[page 8\]](#)

Business Planning and Consolidation requires a supported operating system and a supported browser for the Web client.

[Installing SAP BusinessObjects Analysis, Edition for Microsoft Office \[page 9\]](#)

SAP BusinessObjects Analysis, edition for Microsoft Office, which is also called the Analysis Office Add-in, is a Microsoft Office add-in that allows multi-dimensional analysis of OLAP sources.

3.1 Server Hardware Requirements

Before starting the Business Planning and Consolidation installation, make sure you follow the hardware requirements for the ABAP application server.

The ABAP application server can run on any supported NetWeaver platform. For information about the requirements for this server, see the NetWeaver Master Guide and Installation Guide at <https://service.sap.com/installnw75>.

3.2 Software Prerequisites for the Server

These are the software prerequisites for the server when installing SAP Business Planning and Consolidation 10.1, version for SAP NetWeaver on SAP Business Warehouse 7.50 and version for SAP S/4HANA.

Your SAP NetWeaver version must be either SAP NetWeaver 7.50 support package stack 01 or higher or SAP NetWeaver 7.51, 7.52 (version for SAP S/4HANA 1610 and 1709) support package stack 00 or higher.

Required Components for 7.50

- Application Server ABAP – SAP ABA 7.50
- Application Server ABAP – SAP BASIS 7.50
- Application Server ABAP – SAP BW 7.50
- Kernel (64-bit) and Unicode only

Required Components for version for S/4HANA 1610

- Application Server ABAP – SAP ABA 7.51
- Application Server ABAP – SAP BASIS 7.51
- Application Server ABAP – SAP BW 7.51
- Kernel (64-bit) and Unicode only

Required Components for version for S/4HANA 1709

- Application Server ABAP – SAP ABA 7.52
- Application Server ABAP – SAP BASIS 7.52
- Application Server ABAP – SAP BW 7.52
- Kernel (64-bit) and Unicode only

Other Prerequisites

- An operating system supported by SAP NetWeaver
- A database supported by SAP NetWeaver, as Business Planning and Consolidation in an embedded configuration can be used only with an SAP HANA database.

More Information

A list of the supported operating systems and database systems is also available in the Product Availability Matrix on the SAP Support Portal at <http://support.sap.com/pam>. Search on **SAP EC 10.1 FOR SAP NW**.

3.3 Installing the Server Prerequisites

To install the SAP NetWeaver technology platform, you must follow the steps outlined in the SAP NetWeaver installation documentation.

For more information, see <https://service.sap.com/instguidesNW75>.

After you install SAP NetWeaver, configure it based on the guidelines in the SAP NetWeaver documentation. This means you must ensure all the post installation steps have been completed, including (but not limited to) setting up the Data Warehousing Workbench (RSA1) for normal use.

It is important that you refer to the following SAP Notes and apply the indicated corrections:

SAP Note Number	Title
93042	Problems with SAPFTP

3.4 Client Prerequisites

Business Planning and Consolidation requires a supported operating system and a supported browser for the Web client.

A list of supported operating systems and browsers is available in the Product Availability Matrix on the SAP Support Portal at <http://support.sap.com/pam>. Search on **Planning and Consolidation**.

The EPM Add-in for Microsoft Office requires the following software:

- Microsoft Office 2007 or 2010 32-bit
As of support package 09: Microsoft Office 2010 64-bit
As of support package 10: Microsoft Office 2013
- Microsoft .NET Framework 3.5 SP1
- Microsoft Web Services Enhancement 3.0 (WSE 3.0)
- Microsoft XML Parser 6.0 SP1

i Note

To use the EPM Add-in in Mozilla Firefox, you must first install the EPM Plug-in for Firefox. For more information about the installation prerequisites for the EPM Add-in, see the [EPM Add-in for Microsoft Office Installation Guide](#).

3.5 Installing SAP BusinessObjects Analysis, Edition for Microsoft Office

SAP BusinessObjects Analysis, edition for Microsoft Office, which is also called the Analysis Office Add-in, is a Microsoft Office add-in that allows multi-dimensional analysis of OLAP sources.

As of the 2.1 release, the Analysis Office Add-in enables parallel usage of Analysis Office and EPM Add-in functions and merges Analysis and EPM features into a single client with a single installer.

Currently, Analysis Office Add-in consists of the following components:

- Analysis Plug-in
- Enterprise Performance Management Plug-in, also known as EPM Plug-in

The Analysis Office Add-in will continue to provide more plug-ins in the future. For the latest information about its new features, refer to its documentation available at <https://help.sap.com/boaa>.

The plug-ins include versions for Microsoft Excel and Microsoft PowerPoint. They are installed in one common installation. After the installation, the Analysis Plug-in and the Enterprise Performance Management Plug-in are available as separate tabs in the ribbon. For details of how to install and configure the Analysis Office Add-in, see the Administrator's Guide available at <http://help.sap.com/boaa>.

i Note

If you are a former user of EPM Add-in for Microsoft Office, please note that there will not be any further enhancement to EPM Add-in. Therefore, we recommend you use BusinessObjects Analysis, edition for Microsoft Office rather than EPM Add-in for Microsoft Office in this release of SAP Business Planning and Consolidation.

For each type of Business Planning and Consolidation configuration, we recommend you use the following plug-in:

- In a standard configuration, we recommend you use EPM Plug-in.
- In an embedded configuration, we recommend you use Analysis Plug-in due to its better integration with Business Warehouse metadata.

EPM Plug-in has some architectural limitations and will not receive any functional enhancements for use in an embedded configuration of Business Planning and Consolidation. Therefore, we recommend that you use the EPM Plug-in of Analysis Office Add-in only for the standard configuration. For details, refer to SAP note [2312162](#)



4 Post-Installation: Steps After Installing SAP Business Warehouse

After you have installed and configured SAP Business Warehouse as described in the previous chapter as well as in the documentation available on the SAP Service Marketplace at <https://service.sap.com/installnw75> and on the SAP Help Portal at <http://help.sap.com/nw75/>, you must perform post-installation steps for Business Planning and Consolidation as indicated below.

- If you are going to use Business Planning and Consolidation in a *standard* configuration, you must perform the steps described in:
 - [Activate Your SAP Technical Business Content \[page 10\]](#)
 - [Ensure ICF Services are Activated \[page 11\]](#)

After performing the two steps above, continue with [Post-Installation Steps \(Standard only\) \[page 13\]](#).

- If you are going to use Business Planning and Consolidation in an *embedded* configuration, you must perform the steps described in:
 - [Activate Your SAP Technical Business Content \[page 10\]](#)
 - [Ensure ICF Services are Activated \[page 11\]](#)
 - [Activating Business Planning and Consolidation Embedded \[page 11\]](#)

After performing the three steps above, continue with [Post-Installation Steps \(Embedded only\) \[page 17\]](#).

4.1 Activate Your SAP Technical Business Content

Use

Use this procedure to activate the predelivered InfoObjects, virtual providers, and Business Explorer (BEx) queries that are used for system reports.

This procedure is relevant only for new BW installations; if you have existing BW objects, activating the content may reset their status.

Procedure

1. Log into the SAP GUI.
2. Run transaction RSTCO_ADMIN.
3. Choose *Start Installation*.

4.2 Ensure ICF Services are Activated

Use transaction `SICF` to verify that all of the services in the following folders are activated:

For Business Planning and Consolidation

Activate all of the services in:

- `/sap/EPM_BPC`
- `/sap/public/bc`
- `/sap/es/ina/`
- `/sap/bw/cs`
- `/sap/bc/ui5_ui5/sap/bpcwebclient`
- `/sap/bw/ina`
- `/sap/bc/ui5_ui5/sap/rs1_wqd` (required as of BW 750 SPO4 and later)
- (For using Microsoft IE browser only) `/sap/transfer`

For the EPM Connector

Activate all of the services in:

- `/sap/bw/xml/soap/xmla/`

4.3 Activating Business Planning and Consolidation in an Embedded Configuration


Prerequisites

- You are using SAP HANA database.
- You have activated the SAP Business Warehouse Planning Applications Kit. For more information, see SAP Note [1637199](#).

Procedure

To activate the embedded configuration of Business Planning and Consolidation, follow these steps:

1. Log on to the SAP GUI.
2. Run transaction SM30.
3. Enter the RSPLS_HDB_ACT table view.
4. Add and activate the parameter BPC_ACT: **BPC Embedded Model active**.

For more information, see SAP Note [1919631](#) .

5 Post-Installation: Steps After Installing Business Planning and Consolidation

There are steps you must perform after installing Business Planning and Consolidation depending on your configuration setup.

Refer to either [Post-Installation Steps \(Standard only\) \[page 13\]](#) or [Post-Installation Steps \(Embedded only\) \[page 17\]](#) in this section.

5.1 Post-Installation Steps (Standard only)

The main steps after installing Business Planning and Consolidation in a standard configuration are the following:

1. Activate your SAP technical business content. See [Activate Your SAP Technical Business Content \[page 13\]](#).
2. Generate the required authorization profiles and perform a User Mass Comparison. See [Generate Required Authorization Profiles and Perform User Mass Comparison \[page 13\]](#).
3. Configure the Planning and Consolidation ABAP add-on. See [Configure the ABAP Server Component \[page 14\]](#).

5.1.1 Activate Your SAP Technical Business Content

1. Go to transaction RSA1 and select *BI Content*.
2. Choose *Object Types*.
Make sure *Grouping* is set to *In Dataflow Before and Afterwds* and *Collection Mode* is set to *Collect Automatically*.
3. Expand the *InfoObject* type and double-click *Select Objects*.
4. Filter the InfoObjects using the wildcard **OTCA***.
5. Ensure that all of the objects are active.
If they are not active, activate them using the *Install* button.

5.1.2 Generate Required Authorization Profiles and Perform User Mass Comparison

1. Go to transaction PFCG in SAP NetWeaver.
2. Choose **► Utilities ► Mass generation ►**.

3. In *Additional restrictions*, use a wildcard to filter for roles containing ***BPC***.
4. Choose *All Roles* and select *Generate automatically*.
5. Execute the program.
Display the system log when the program finishes, if desired.
6. Return to transaction PFCG in SAP NetWeaver.
7. Choose **► Utilities ► Mass comparison ►**.
8. In *Selection of roles*, use a wildcard to filter for roles containing ***BPC***.
9. Execute the program.
Display the system log when the program finishes, if desired.
10. Close the PFCG transaction window.

5.1.3 Configure the ABAP Server Component

You must configure the ABAP server component after installing it.

Use

This procedure includes information about running the UJS_ACTIVATE_CONTENT program, which is how the default environment, EnvironmentShell, is created. It installs the EnvironmentShell environment by leveraging parts of the Planning and Consolidation transport framework. This program also supports the installation of many other table entries that are required in order for the system to work correctly, such as language settings, BW Business Content, and data manager instructions.

i Note

The UJS_ACTIVATE_CONTENT program cannot be used to activate an existing environment migrated from 10.0 to 10.1.

The activation program loads only dimension members (master data) for EnvironmentShell; the program does not load transaction data. The *Clean* option deletes BW objects of the environment and its entries in the Planning and Consolidation UJ* metadata tables. If you use the *Clean* option on EnvironmentShell, refer to SAP Note [1615644](#).

Prerequisites

The ABAP server component has been installed.

You have activated your SAP Business Content.

⚠ Caution

Set the ABAP buffer size to at least 2 GB to minimize the risk of errors during the UJS_ACTIVATE_CONTENT step of the procedure. You can set the buffer size using the parameter `abap/buffersize` in the instance profile with transaction RZ10.

After completing the step, you can change it back. After changing the parameter, you must restart the ABAP instance, for example, with the SAP Management Console.

For more information about changing the buffer size, see SAP Note [1273283](#).

Procedure

These steps are required for proper functioning of the Planning and Consolidation software.

Logistic System for Planning and Consolidation

Verify that the BW client on which you are installing EnvironmentShell is modifiable using transaction SCC4. When it is set to "No changes allowed" an exception occurs during the installation.

Make Namespaces and Software Components Changeable

For maximum flexibility, you can make the following namespaces and software components changeable:

- Namespaces:
 - [/CPMB/](#)
 - [/1CPMB/](#)
 - [/B28/](#)
 - [Customer Name Range](#)
 - [General SAP Name Range](#)
- Software Components:
 - [HOME](#)
 - [LOCAL](#)

Use the following procedure to set the components to *Modifiable*:

1. Enter transaction [SE06](#) and choose [System Change Option](#).
2. Set the namespaces and software components to *Modifiable*.

However, when you do not want any changes in a production environment except those made from importing transport requests, you can set the following namespaces and software components to unchangeable:

- Namespaces:
 - [/1CPMB/](#)
 - [Customer Name Range](#)
 - [General SAP Name Range](#)
 - [/CPMB/](#)
 - [/B28/](#)

Import Client-Dependent Objects

Using transaction [RSTPRFC](#), set up transports by creating the RFC destination for the `After Import` method. Save the password, then assign the BW client. For more information, see the topic "Authorization Profile for Background Users" in the SAP NetWeaver 7.3 > SAP NW Business Warehouse > Data Warehouse Management application help at http://help.sap.com/saphelp_nw73/helpdata/en/4a/27b47181661d10e10000000a42189b/content.htm.

If the transport fails, see SAP Note [1329651](#) for information.

Run Connection Test on RFC Destination MDX_PARSER

Enter transaction SM59 and run a connection test on the RFC destination MDX_PARSER.

Note

If this fails, apply SAP Note [1032461](#). After applying this note, you must restart the ABAP server.

Assign Authorization to Installation User

Assign the authorization SAP_BW_CONTENT_ADMIN to the user installing EnvironmentShell as the Planning and Consolidation system administration user to activate business content (such as default BW objects).

We recommend that you also assign the SAP_ALL profile during the installation process of EnvironmentShell. You can remove the SAP_ALL profile after the installation.

Create a Service User

The service user that you create is used for BPC background processing.

1. Create a service user, as follows: Enter transaction SU01, create a user with user type *System* (for example, BPC_SERVICE).
2. Assign the role SAP_BPC_SERVICE to this user.

Create and Assign BPC RFC Destination

1. Enter transaction SM59. Create an RFC destination to point to the client on which Planning and Consolidation is installed and run. In the *Logon & Security* tab, enter the service user created above with the correct password.
2. Enter transaction SPRO. Choose **SAP Reference IMG** > *SAP Customizing Implementation Guide* > *Planning and Consolidation* > *Configuration Parameters* > *Set Global Parameters*. Choose *New*. In *Field Name* enter RFC_DESTINATION and press . In *Value* enter the RFC destination created above, save the change and quit.
 - Set the type of the RFC destination to *Connection to ABAP System* (type 3).
 - Set the *Communication Type* to *Unicode*

Install EnvironmentShell

1. Run the program UJS_ACTIVATE_CONTENT.
2. In the *Content Activation* window, set the *Environment ID* to *EnvironmentShell* and the *Content Version* to 1.
3. Choose the following options:
 - *Update Language*
 - *Activate BI Business Content*
 - *Update Default DM Instructions*
 - *Activate EnvironmentShell*
 - *Update Default Formulas Table*
4. Select **Program** > *Execute*.
5. Check the logs by selecting **System** > *Own Jobs*.
6. Select the job and display the spool.

i Note

There can be an `X_MESSAGE` exception when running `UJS_ACTIVATE_CONTENT` to activate the environment *EnvironmentShell*. For details of how to resolve this issue, see SAP Note [1576929](#).

5.1.4 Activating the Usage of SAP HANA Acceleration (optional)

Use

BPC can directly read data from HANA instead of via SAP BW or use HANA MDX to accelerate generation of BPC reports and input forms. Also BPC can directly write data to HANA table instead of via BW Info Cube for performing planning functions like disaggregation and allocation. These two features however are inactive by default in this release. You can follow the instructions below to activate the usage of HANA acceleration.

Procedure

1. If you upgrade from BPC 10.0, version for SAP NetWeaver, run the program *BPC_HANA_MIGRATE_FROM_10* to migrate your version 10 environments.
2. Set the IMG global parameter *ENABLE_ACCELERATOR* to **x**.
3. Optional steps:
 - If you want your member formulas to use SAP HANA acceleration, set the IMG model level parameter *ENABLE_HANA_MDX* to **x** for a model. For more information, see SAP Note [1904344](#).
 - If you want to use the disaggregation functionality, set the IMG environment level parameter *ENABLE_DISAGGREGATION* to **x**. For more information, see SAP Note [1903169](#).
 - If you want to use the native HANA model, set the IMG model level parameter *ENABLE_NATIVE_HANA_MODEL* to **x**. For more information, see SAP Note [1902743](#).
4. Turn on the shared memory hierarchy. For more information, see SAP Note [1657612](#).

5.2 Post-Installation Steps (Embedded only)

The main steps after installing Business Planning and Consolidation in an embedded configuration are the following:

1. Set the system level to be modifiable using transaction `SCC4`. See [Make Namespaces Changeable \(Embedded only\) \[page 18\]](#).
2. Set two namespaces and the TLOGO objects to be changeable for proper functioning of the software. See [Make TLOGO Objects Changeable \(Embedded only\) \[page 18\]](#).

3. Install several InfoObjects and planning function types that are delivered with Business Planning and Consolidation to run consolidation. See [Install InfoObjects and Planning Function Types \(Embedded Only\) \[page 19\]](#).

5.2.1 Make Namespaces Changeable (Embedded only)

Use

To make Business Planning and Consolidation run properly, you need to set at least the following namespaces to be modifiable:

- /1B0/
- /1BW/

Procedure

Set the namespaces to Modifiable by performing the following steps:

1. Enter transaction `SE06` and choose [System Change Option](#).
2. Set the namespaces to `Modifiable`.

5.2.2 Make TLOGO Objects Changeable (Embedded only)

This TLOGO Objects configuration is based on TLOGO level. To make the TLOGO objects modifiable, follow the procedure below.

If you simply want to enable all product features without distinction, you just need to make sure software component `LOCAL` and namespace `Customer Name Range` are set to [Modifiable](#) without further configuring TLOGOs. For detailed information about how to make these modifiable, refer to [Configure the ABAP Server Component \[page 14\]](#).

Procedure

To make the TLOGO objects modifiable:

1. Go to the Administrator Workbench and enter transaction `RSA1`.
2. Choose [Transport Connection](#).
3. Choose [Object Changeability](#).
4. Choose the TLOGO objects that you want to be modifiable, such as `ENVM`, `MODL`, `WKSP`, `BBPF`, `BDAP`, and `TEAM`.

5.2.3 Install InfoObjects and Planning Function Types (Embedded Only)

For the proper functioning of various BPC planning activities, we recommend you install all InfoObjects starting with *OBPC*.

InfoObjects Necessary for Data Auditing

In order to fully leverage data auditing, the following InfoObjects should be installed:

- OATIMSTMP
- OAUSER
- OAMODE
- OASOURCE

InfoObjects and Planning Function Types Necessary for Consolidation

Embedded consolidation relies on planning functions to execute consolidation tasks. Therefore, in order to run consolidation, you must install several InfoObjects and planning function types that are delivered with Business Planning and Consolidation.

i Note

Installation of these InfoObjects and planning function types is required only when you intend to perform consolidation-related functions in Business Planning and Consolidation.

The required InfoObject types include:

- /CPMB/RULE
- /CPMB/RENT

The required planning function types include:

- /CPMB/LAUNCH_LOGIC
- /CPMB/WRITE_BACK
- /CPMB/READ_CTRL_DATA

Moreover, in BPC, version for S/4HANA 1709, if you want to create journal templates, you must install the following InfoObjects:

- /CPMB/BJCDT
- CPMB/BJDBT

Steps about how to Install InfoObjects and Planning Function Types

Follow these steps to install the necessary InfoObjects:

1. Go to `RSAL`, then open and expand the *BI Content* tab.
2. Choose *Object Types*. On the right side of the window, expand *InfoObject (IOBJ)* and choose *Select Objects*.
3. Search for the InfoObjects by name, such as `/CPMB/RULE`, then double-click them to display them as collected objects.
4. Select the InfoObjects and choose *Install* on the *Install* tab.

Installing Planning Function Types

1. Go to `RSAL`, then open and expand the *BI Content* tab.
2. Choose *Object Types*. On the right side of the window, expand *Function Type for Planning (PLST)* under the folder *Planning* and choose *Select Objects*.
3. Search for the PLSTs by name, such as `/CPMB/LAUNCH_LOGIC` and `/CPMB/WRITE_BACK`, then double-click them to display them as collected objects.
4. Select the planning function types and choose *Install* on the *Install* tab.

6 Troubleshooting

Client Installation Issues

By default, the installation program runs a diagnostic program. Here are some potential error messages that display during the client installation:

- "Visual Basic 6.0 SP5: Run-Time Redistribution Pack not installed"
Download `vbrun60sp5.exe`, then run it.
- "Visual C++ 6.0 Run-Time not installed"
Download `vc6redistsetup_enu.exe`, then run it.
- "OsoftDMClientTools.DMTools found in registry. Please refer to system administrator before installation"
Open the registry table, find the key `OsoftDMClientTools.DMTool` under `HKEY_LOCAL_MACHINE\SOFTWARE\Classes` and delete this key.
- ".NET Framework x.x is not installed"
Install the relevant version of .NET Framework before continuing.

Other Potential Issues

The ABAP service users can be locked as a result of the install. Check and unlock any locked ABAP service users after performing the install. To do so, perform transaction SU01, enter the service user ID (for example, BPC_SERVICE), and then press Ctrl+F5.

7 Connecting to Solution Manager Diagnostics

Use

The diagnostics functions in SAP Solution Manager allow identification, analysis, and resolution of problems. This procedure provides the steps required to connect Planning and Consolidation to Solution Manager Diagnostics.

Procedure

1. Install the Diagnostics Agent according to SAP Note [1234387](#) on all servers where Interface for the Web and Application Servers are installed.

i Note

Installation files for Diagnostics Agent are available on the SAP Service Marketplace by navigating to [▶ Support Packages and Patches — Entry by Application Group ▶ SAP Technology Components ▶ SAP SOLUTION MANAGER ▶ SAP SOLUTION MANAGER 7.0 EHP 1 ▶ Entry by Component ▶ Agents for managed systems ▶ DIAGNOSTICS AGENT 7.11 ▶](#).

Download an installation file based on one of the following system landscapes:

- Windows Server on IA32
 - 32bit Windows Server on IA64
 - 64bit Windows Server on x64 64bit
2. Set up your system for Diagnostics.
Refer to *End-to-End Root Cause Analysis System Landscape Setup Guide*, which is available on Service Marketplace at <https://service.sap.com/~sapidb/011000358700000074392009E>, and follow the chapters that apply to Planning and Consolidation.

8 Security Considerations and Connection Issues

Your client/server configuration is unique as it relates to security, so you may experience connection problems with SSL, proxy servers, or programs and settings that interact with these components.

If you are having any issues related to connection, review the following recommendations and troubleshooting tips.

Related Information

[Checking for Open Ports \[page 23\]](#)

[Proxy Server and Firewall Issues \[page 23\]](#)

8.1 Checking for Open Ports

You must ensure that all required ports are open for inbound/outbound traffic. By default, Planning and Consolidation requires that Port 80 (used by http) is open.

To test whether the required port is open, go to a command prompt and enter **Telnet <serveripaddress>**. For example, **Telnet 43.118.18.36 80**. If the system returns a blank command window, the port is open. If it returns a message stating that it cannot connect, the port is not open.

i Note

You can use <http://www.myserver.org/portsniff.asp> to scan for the normal ports. It allows you to manually enter a port number to test.

You can change the name of a port.

8.2 Proxy Server and Firewall Issues

For questions about specific proxy servers, contact SAP Support.

General Considerations

- If you connect to the Internet through a firewall or proxy server, you need to add the IP address of the Business Planning and Consolidation server as an exception. You can do this at the client level (► *Internet Explorer* ► *Tools* ► *Internet Options* ► *Connections* ► *LAN Settings* ►) or at the server level.
- Enabling content filtering on the proxy server or firewall may cause connection problems.
- If external users are having trouble connecting to the server, make sure the proxy server connects using a fully qualified domain name. Fully qualified domain names typically resolve both internal and external IP addresses.
- Each secure Business Planning and Consolidation server name must be identified on the proxy server.
- Proxy servers may or may not require authentication, which could conflict with Business Planning and Consolidation authentication. Do not use authentication on the proxy server. The system synchronizes the user name and password on the remote server with the local user name and password.

Internet Explorer Settings Issues

Internet Explorer settings must be set correctly to prevent errors and problems when you attempt to access the Business Planning and Consolidation server using the Connection Wizard. Change the settings by taking the following steps:

1. From Internet Explorer, select ► *Tools* ► *Internet Options* ►.
2. From the *General* tab, delete all temporary Internet files, cookies, and history.
3. From the *Security* tab, set security to *Default* level for Internet and local intranet.
4. From the *Connections* tab, choose the *LAN settings* button. If you select *Use a proxy server for your LAN*, insert the IP address or fully qualified server name of the Business Planning and Consolidation server as an exception by choosing *Advanced*.
5. From the *Advanced* tab, choose *Restore Defaults*, *Apply*, then *OK*.

Microsoft Windows Issues

If you have Windows XP SP2, disable the Microsoft Windows firewall.

Norton AntiVirus Issues

Having *Script Blocking* enabled in Norton AntiVirus can cause some display and download issues.

9 Virtualization Support

BPC supports only virtualization solutions that behave in a fully transparent manner to the application. If the virtualization solution does not behave fully transparently, the relevant technology partner must provide support for the virtualization solution to become transparent. If a support issue cannot be solved by the technology partner, the SAP application needs to be migrated to a non-virtual environment.



For the latest information about this topic, refer to SAP Note [1409608](#).

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