

# CA Business Intelligence

## Release Notes

Release 03.3.00



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# Chapter 1: Welcome

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The *CA Business Intelligence Release Notes* provide information about CA Business Intelligence Release 03.3.00.

CA Business Intelligence is a set of reporting and analytic software. Various CA Technologies products use CA Business Intelligence for the purposes of presenting information and supporting business decisions. CA Technologies products use CA Business Intelligence to integrate, analyze, and then present, through various reporting options, vital information that is required for effective enterprise IT management.

CA Business Intelligence includes SAP BusinessObjects Enterprise XI 3.1 SP5, which is a complete suite of information management, reporting, and query and analysis tools.

CA Business Intelligence installs SAP BusinessObjects Enterprise XI as a stand-alone component. The installation runs independently of any CA Technologies products, allowing various CA Technologies products to share the Business Intelligence services. The installation of CA Business Intelligence is a distinct and separate activity within the overall CA Technologies product installation process.





## Chapter 2: System Requirements

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See the various *Supported Platforms* documents on the CA Business Intelligence DVD for a detailed list of supported environments and hardware requirements. These documents include specific version and patch-level requirements for databases, web application servers, web browsers, and operating systems.

**Important!** Your CA Technologies product list of supported platforms take precedence over the platforms that are supported by BusinessObjects Enterprise. Certain platforms that BusinessObjects Enterprise supports are not supported by CA Technologies. Conversely, some platforms that CA Technologies supports are not supported by BusinessObjects Enterprise. Be sure to review your CA Technologies product-specific requirements before beginning the CA Business Intelligence installation.

Read the *CA Business Intelligence Release Notes* before installation. The *Release Notes* contain any known issues for the supported platforms that are not included in the *Supported Platforms* documents that accompany Business Objects. The Release Notes also identify any other CA Business Intelligence-related known issues.

BusinessObjects Enterprise ships with the Tomcat web application server and SQL Anywhere database server. If you are planning to use a different web application or database server, install and configure the server before you install BusinessObjects Enterprise.

### BusinessObjects Enterprise XI SP5 Installation

CA Business Intelligence Release 03.3.00 includes BusinessObjects Enterprise XI SP5. If the CA Business Intelligence installer detects CA Business Intelligence r3.2 on the computer, the SP5 Patch Installer automatically begins.

For complete details of the CA Business Intelligence installation, see the chapter "Modify your CA Business Intelligence r3.2 Installation to CA Business Intelligence Release 03.3.00" in the *Implementation Guide*.

### International Support

The following languages are supported on Windows and UNIX:

Language	Linux Locale	AIX Locale	Solaris Locale
English	en_US.utf8	EN_US.UTF-8	en_US.UTF-8

Language	Linux Locale	AIX Locale	Solaris Locale
French	fr_FR.utf8	FR_FR.UTF-8	fr_FR.UTF-8
German	de_DE.utf8	DE_DE.UTF-8	de_DE.UTF-8
Italian	it_IT.utf8	IT_IT.UTF-8	it_IT.UTF-8
Japanese	ja_JP.utf8	JA_JP.UTF-8	ja_JP.UTF-8
Simplified Chinese	zh_CN.utf8	ZH_CN.UTF-8	zh_CN.UTF-8@pinyin zh_CN.UTF-8@radical zh_CN.UTF-8@stroke not supported on Solaris 8
Korean	ko_KR.utf8	KO_KR.UTF-8	ko_KR.UTF-8@dict not supported on Solaris 8
Spanish	es_ES.utf8	ES_ES.UTF-8	es_ES.UTF-8
Portuguese (Brazil)	pt_BR.utf8	PT_BR.UTF-8	pt_BR.UTF-8

# Chapter 3: Known Issues

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This section provides known issues and workarounds (if available).

## Required Steps to Perform After an Upgrade

After you have completed an upgrade from CA Business Intelligence r3.2 to CA Business Intelligence r3.3, perform one of the following actions for the upgrade to take effect:

- Restart the CA Business Intelligence computer.
- Delete the work folder contents:
  1. Stop the Tomcat service.
  2. Delete the Commonreporting3\tomcat55\work folder contents manually.
  3. Start the Tomcat service.

## Additional Configuration After an Upgrade

Some CA Technologies products require additional configuration after upgrading to CA Business Intelligence r3.3. See the appropriate CA Technologies product documentation or Release Notes for product-specific details when upgrading to CA Business Intelligence r3.3.

## Deployment Fails with WebSphere 7 as Application Server

Applicable Platforms:

- Linux
- UNIX

**Symptom:**

While installing CA Business Intelligence r3.3 on Linux and UNIX platforms with Websphere 7 as the application server, the SOAP PORT parameter entered in the Application Server Information Screen is not validated. As the installation continues, application deployments do not occur.

**Solution:**

Install applications manually using the wdeploy utility as a post-installation activity.

## Locale Settings for Korean Language on Solaris 9 Platform

### Symptom:

The CA Business Intelligence installation fails on Solaris 9 in the Korean language with the supported locale (ko\_KR.UTF-8@dict).

### Solution:

Use the following locale settings:

- export LC\_ALL = ko.UTF-8
- export LANG = ko.UTF-8

## Unsupported 16-bit Application

### Symptom:

When invoking the CA Business Intelligence installer, the following error displays:



This error results from a problem with the Windows extraction utility, as it does not support the extraction of files greater than 4 GB.

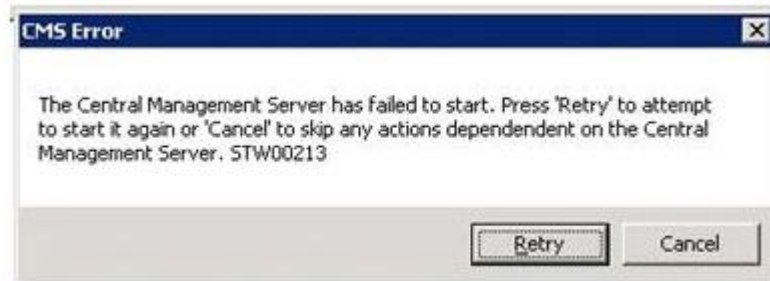
### Solution:

Extract the build using winzip or any extraction utility other than the Windows extraction utility.

## Installation with Oracle 11gR1 64-bit Database Fails

### Symptom:

When installing CA Business Intelligence 3.x on a 64-bit Windows platform and configuring the Central Management Server to use the Oracle 64-bit database server, you can encounter Oracle database connectivity issues. An error message can occur indicating that the Central Management Server failed to start (STW00213):



If CA Business Intelligence is installed to a location containing brackets in the folder path (for example, C:\Program Files (x86)\), the 32-bit Oracle client fails to connect to any Oracle database. Certain 32-bit Oracle database clients such as version 10.2.0.2 or 10.1.0.2 do not function properly with any application that has brackets in its folder path.

### Solution:

Use one of the following two options to resolve this problem:

1. Contact Oracle support for an updated database client. This issue is Oracle bug 3807408 and can be fixed by applying Oracle patch 5059238 (10.2.0.1 patch 6).

To install the patch, see the readme that is provided with the patch installer.

**Note:** Patch the Oracle Client only.

2. When installing CA Business Intelligence, use an installation path that does not contain brackets such as (C:\program files\_x86).

## Tomcat Does Not Start

**Note:** This issue is applicable for an Italian environment only.

**Symptom:**

Tomcat does not start after you install CA Business Intelligence.

**Solution:**

This issue occurs for various reasons. The following list describes these reasons and the corresponding solutions:

- CA Business Intelligence cannot find the JVM.dll to start the JavaVM.

**Follow these steps:**

1. Search for JVM.dll in the CA Business Intelligence installation directory.
  2. Copy the location of JVM.dll to the PATH environment variable.
- CA Business Intelligence cannot locate the file msucr71.dll, which JVM.dll uses.

**Follow these steps:**

1. Search for msucr71.dll in the jre\bin folder where the JRE is installed. The default location is C:\Program Files\CA\SC\CommonReporting3\jre\bin.
  2. Copy the location of msucr71.dll to the PATH environment variable.
- CreateJavaVM failed and produced the message "Could not reserve enough space for object heap"

Increase the heap size while modifying the -X startup options (see the Tomcat documentation for details on the startup options).

If none of these solutions is successful, perform the following steps:

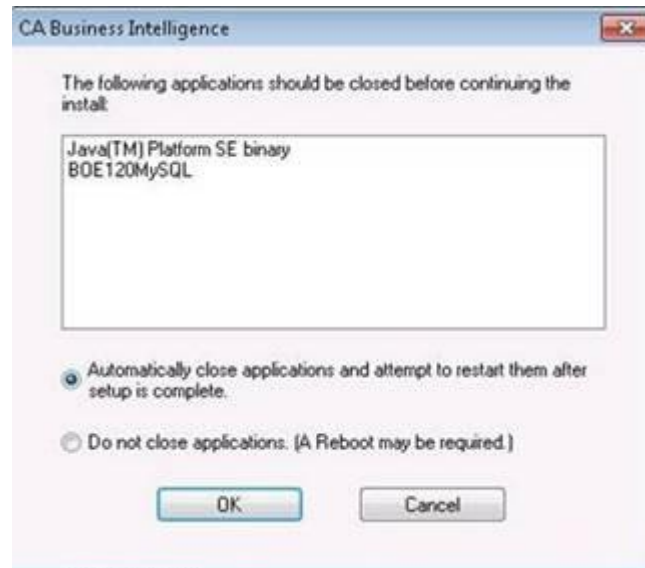
1. Install a standalone [JRE](#).
2. After the installation is complete, add <JRE install directory>\bin to the PATH environment variable.

## Applications Close During Uninstallation

Valid on Windows 2008 Enterprise edition R2, Windows 7 and higher versions.

### Symptom:

The following dialog displays and instructs you to close specified applications before you continue the installation:



### Solution:

Select the second option "Do not close the applications". The first option is selected by default. This option stops the processes and does not allow the uninstallation to proceed.

## Installation with Websphere 7 as the Application Server

### Symptom:

The drop-down menu does not contain an option for Websphere 7 as the application server.



**Solution:**

Perform the post-deploy if you are using Websphere 7 as the external application server.

## Lengthy Installation Time on UNIX Platforms

**Symptom:**

Installation on AIX and Solaris takes several hours.

**Solution:**

Before installation, increase the page size to 4 GB (or equal to RAM size). If installation on AIX or Solaris has started and is taking more than four hours, perform the following steps:

1. Stop the installation.
2. Increase the page size.
3. Begin the installation again.

## Diagnostic Tool Fails if Server Behind Firewall

**Symptom:**

When I run the Diagnostic Tool, the test report creation fails.

**Solution:**

Disable the firewall before running the Diagnostic Tool.

The Diagnostic Tool uses the Report Application Server (Crystal Reports Viewing and Modification Service) to create a Crystal Report document. This "Diagnostic Crystal Report Document Test" report is saved to the Diagnostic Test Folder (which the Diagnostic Tool creates if the folder does not exist). The test report pulls XML data found on resources.businessobjects.com during creation, and then transfers the data into a PDF document. If the server is behind a proxy or firewall and access is not granted to the URL, the report creation process fails.

The "Diagnostic Crystal Report Document Test" report and "Diagnostic Test Folder" are only present if you have previously run the Diagnostic Tool.



## InfoView Test Fails if Application Server Port is not 8080

### Symptom:

When using the Deployment Diagnostic Tool, if I change the port from the default of 8080, the InfoView test fails.

### Solution:

1. Locate and open TestClasses.xml in an editor. This file is located in the installation\_directory\common\4.0\java\lib folder.
2. Locate and modify the port in the parameter tags:

```
<parameter>localhost:8080</parameter>
```

## Error Occurs while Creating a Subprocess in the Processing Server

### Valid on UNIX

### Symptom:

I was able to install BusinessObjects Enterprise successfully and log in to InfoView, but when I try to view Crystal Reports, the following error displays:

An error occurred while creating a subprocess in the processing server. [RCIRAS0604]

I reviewed the system log files in /var/log/ and found the following entry:

businessobjects[xxxxx]: Transport error: Communication failure.(FWM 00001)

### Solution:

This issue occurs when the /etc/hosts file is not properly configured.

### To ensure that /etc/hosts file is properly configured

1. On UNIX, verify the /etc/hosts file before running the installation. The follow entries occur once:

IP-Address Full-Qualified-Hostname Short-Hostname

If the hostname is abc0008, the domain is myhost.com, and the IP is 141.0.0.0, the following entries display:

141.0.0.0	abc0008.myhost.com	abc0008
127.0.0.1	localhost.myhost.com	localhost

2. Verify that no duplicate entries exist for each of the host names.
3. Once you have configured the file, restart the network.

## Error When Starting or Stopping CA Business Intelligence on RHEL5

### Valid on Red Hat Enterprise Linux 5

#### Symptom:

When I start or stop CA Business Intelligence on RHEL5 with SELINUX enabled, the following error displays:

```
Cannot restore segment prot after reloc: permission denied
```

#### Solution:

This problem occurs when the SELINUX entry is enabled in `/etc/sysconfig/selinux` file of RHEL5.

#### To disable the SELINUX entry

1. Use an editor to open the `/etc/sysconfig/selinux` file.
2. Find and replace the line `SELINUX=enabled` with `SELINUX=disabled`.
3. Reboot the system.

## Central Management Server (CMS) Not Starting

### Symptom:

After I start the BusinessObjects Enterprise server, I use the Central Configuration Manager to verify that all servers have successfully started. I notice that the Central Management Server (CMS) is stopped.

### Solution:

Your CMS database is located on the same server, and the database service had not yet started.

### To start the CMS

1. On the CMS properties Dependency tab, add the database service according to the database you are using (for example, MS SQLServer if you are using SQL 2005).
2. In the Central Configuration Manager, right-click Central Management Server, then click Start.

The CMS starts.

## The Report Application Server (RAS) Not Enabled

### Valid on Unix and Linux

### Symptom:

After I successfully install BusinessObjects Enterprise on an AIX platform, the Report Application Server (RAS) is not enabled.

### Solution:

To resolve this issue, enable the RAS manually.

### To enable the RAS

1. Log in as the nonroot user provided during the installation process.
2. Go to the bobje directory that was created by the installation:

```
cd INSTALLDIR/bobje
```

3. To enable only the RAS, invoke ccm.sh with the following command and options:

```
ccm.sh -enable HOSTNAME.ras -cms HOSTNAME:PORT -username BO_ADMIN_USER -password  
BO_ADMIN_PWD -authentication secEnterprise
```

For example:

```
ccm.sh -enable server42.ras -cms server42:6400 -username administrator -password  
admin123 -authentication secEnterprise
```

4. To enable all BusinessObjects Enterprise servers, invoke ccm.sh with the following command and options:

```
ccm.sh -enable all -cms CMS:PORT -username BO_ADMIN_USER -password BO_ADMIN_PWD  
-authentication secEnterprise
```

5. To verify the status of all BusinessObjects Enterprise servers, invoke ccm.sh with the following command and options:

```
ccm.sh -display -cms CMS:PORT -username BO_ADMIN_USER -password BO_ADMIN_PWD  
-authentication secEnterprise
```

## Log File Location

If an installation fails, review the log file for further information. The log file contains error codes, presented as return values from certain functions.

You can find the log files (ca-install.log, CA\_Business\_Intelligence\_InstallLog.log, and CABlconfig.log) at the top level of the CA Business Intelligence installation directory. During the installation process, they are located in a temporary location. The TEMP environment property on the system determines this location. If the installation fails, you can locate the log file in this temporary location.

If you encounter a problem, open CA\_Business\_Intelligence\_InstallLog.log first to review any errors.

The ca-install.log contains log details. The best way to identify an installation error is to search for keywords such as "Error", "Warning", "CMS", or "InfoStore" to figure out the cause of the error.

BusinessObjects Enterprise log files are located in <INSTALL\_DIR>\BusinessObjects Enterprise 12.0\Logging for Windows and <INSTALL\_DIR>/boje/logging.

## Admin or InfoView Pages Do Not Display Properly after Installation

### Symptom:

After I install CA Business Intelligence, I am unable to view Admin or InfoView pages.

### Solution:

To resolve this problem, restart Tomcat manually. If you are enabling extended security on the browser, verify that the trusted sites list contains the URL that you are accessing.

## Charts and Other Graphic Objects Do Not Display in the Reports

### Valid on Unix and Linux

#### Symptom:

When I attempt to display reports using the DHTML viewer, the charts and other graphic objects do not display in the reports and I receive an error.

#### Solution:

A graphic subsystem is required to generate charts and graphic objects that are rendered in DHTML. Therefore, this problem occurs on nongraphic-enabled servers. To resolve this error, add an option to the env.sh and add a Java VM argument to the JAVA\_OPTS environment variable.

#### To resolve the server error

1. Locate and open env.sh, which is in the  
\$CASHCOMP/CommonReporting/bobje/setup directory.

The file opens.

2. Locate the JAVA\_OPTS environment variable and add the following argument:

```
-Djava.awt.headless=true
```

This variable ensures that chart graphics are generated on the UNIX server and sent to the report viewer DHTML client in the web browser.

3. Save the env.sh file.

## Crystal Reports on Linux/UNIX

#### Symptom:

On a Linux/UNIX server with a fresh BusinessObjects Enterprise installation, you cannot open Crystal reports templates with saved data. A Database Logon Page displays a prompt to enter Database login information. This problem occurs because the Crystal reports templates are built on the default Microsoft Access database, which is *not* supported on Linux/UNIX platforms.

#### Solution:

Until SAP resolves this issue, you cannot use Crystal reports with saved data on a Linux/UNIX server.

## Installation Fails on IPv6 UNIX Computer if DNS is not Configured Properly

### Valid on UNIX

#### Symptom:

After a CA Business Intelligence default installation in an IPv6 UNIX environment, the installation displays the following error message. In addition, the installation fails to import report objects because the CMS cannot be contacted.

Exception: CE SDK Exception occurred :

Unable to find servers in CMS and cluster with kind fileserver and service FileStoreV2.  
All such servers could be down or disabled by the administrator.

#### Solution:

The DNS is not properly configured on the installation computer and therefore the hostname-IP is not resolving properly for IPv6 addresses. Ensure that the DNS is properly configured on that computer.

For a successful installation on an IPv6 UNIX computer, download the following BusinessObjects Enterprise document and ensure that your computer satisfies all requirements:

<https://www.sdn.sap.com/irj/scn/go/portal/prtroot/docs/library/uuid/00f5ca28-cd69-2b10-9391-8b7541e228e2>

## WebLogic Shutting Down and BusinessObjects Enterprise Applications Not Deployed

#### Symptom:

After installation, WebLogic shuts down.

#### Solution:

Restart the WebLogic server.

## CMC /InfoView Login Issue

**Symptom:**

When you use an external application server or external database server during a CA Business Intelligence r3.3 installation, you may not be able to log in to either the CMC or the InfoView application.

If you follow the correct server start sequence, the database server is running before the CMC server is started. However, sometimes when an external database server is used, the sequence in which these servers are started is incorrect. As a result, you are not able to log in to the CMC.

**Solution:**

After you add the external database server as a dependency (service) in the Central Configuration Manager, restart the database servers.

For an external application server, verify that the server is up and running.

## Simple Upgrade Warning

**Symptom:**

During a simple upgrade from CA Business Intelligence r2.x to CA Business Intelligence r3.3, a warning dialog displays that states: "Another instance is running, please close the instance and try again."

**Solution:**

Click OK in the warning dialog three or four times. The warning disappears and the upgrade proceeds without any problems.

## Uninstallation Leaves Files and Registry Entries

**Valid on Windows****Symptom:**

When I uninstall BusinessObjects Enterprise, various files and Windows registry entries remain.

**Solution:**

The uninstallation leaves these files deliberately. The files and registry entries are user data and are necessary if a user wants the information available in a new installation.

**To remove the files and registry entries on Windows 32-bit platforms**

1. After uninstalling BusinessObjects Enterprise, delete all files in the installation directory.

**Note:** The default installation directory is c:\Program Files\CA\SC\CommonReporting3.

2. Delete the following registry entries:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\Shared\CommonReporting3
HKEY_CURRENT_USER\Software\Business Objects
HKEY_USERS\.DEFAULT\Software\Business Objects
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BOE120SIA<SIANODENAME>
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BOE120MySQL
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BOE120Tomcat
HKEY_LOCAL_MACHINE\SOFTWARE\Apache Software Foundation\Procrun
2.0\BOE120SIA<SIANODENAME>HKEY_LOCAL_MACHINE\SOFTWARE\Apache Software
Foundation\Procrun 2.0\BOE120Tomcat
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\Folder
s\<INSTALLDIR>
```

BusinessObjects Enterprise is now uninstalled.

**To remove the files and registry entries on Windows 64-bit platforms**

1. After uninstalling BusinessObjects Enterprise, delete the installation directory *installation\_directory*\CommonReporting3.

**Note:** The default installation directory is c:\Program Files(x86)\CA\SC\CommonReporting3.

2. Delete the following registry entry:

```
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432NODE\Business Objects
```

BusinessObjects Enterprise is now uninstalled.

## File Loss When a UNIX Uninstallation is Cancelled

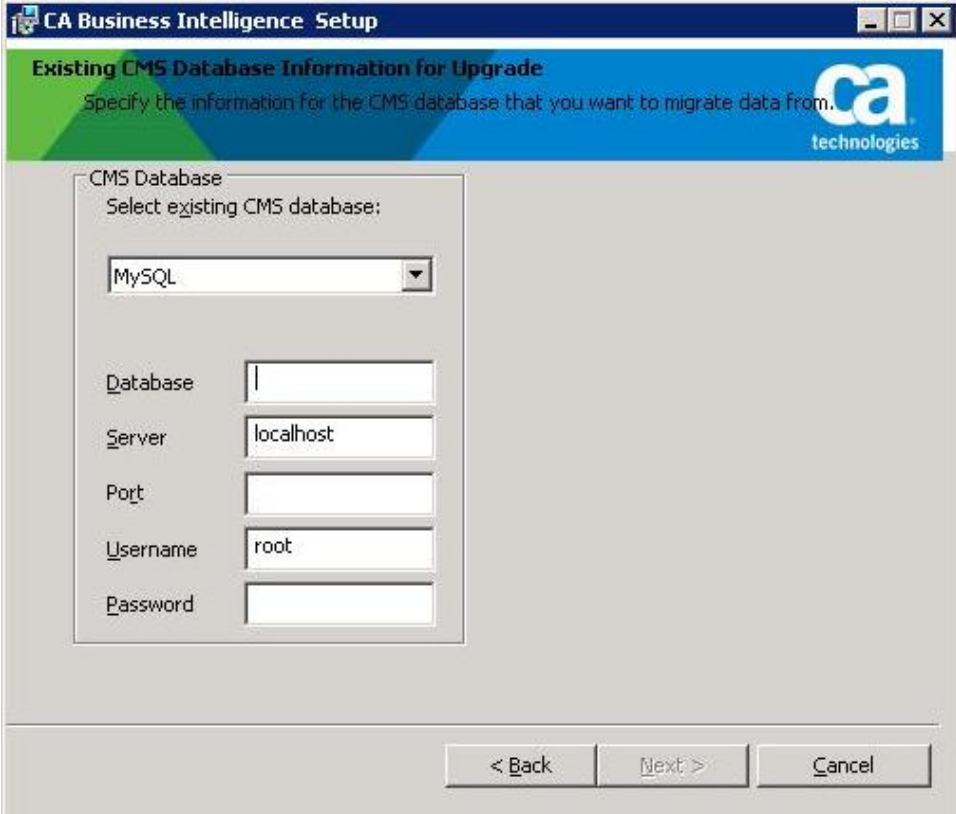
If the CA Business Intelligence uninstaller is invoked on UNIX and you proceed past the first warning screen, you cannot cancel the BusinessObjects Enterprise portion of the uninstaller without losing some files.



## Recovery From a Failed Upgrade

### Windows

If you upgrade from CA Business Intelligence r2.x to CA Business Intelligence r3.3 and you enter wrong information for the previous CMS database, the installation fails. The failure occurs because BusinessObjects Enterprise 3.1 does not verify the information. The most common error is with the default MySQL server name. This name is "localhost" and *not* the name of the computer. We recommend that you double-check the information that you entered during the upgrade.



CA Business Intelligence Setup

**Existing CMS Database Information for Upgrade**  
Specify the information for the CMS database that you want to migrate data from.

CMS Database  
Select existing CMS database:

MySQL

Database

Server localhost

Port

Username root

Password

< Back Next > Cancel

After the installation fails because you provided the wrong information, use the following procedure to upgrade successfully.

### To recover from a failed upgrade

1. Uninstall CA Business Intelligence r3.3 from Add/Remove Programs.
2. Open a command prompt.
3. Run the following commands (assuming the previous CMS database is the default MySQL and the web server is the default Tomcat):

```
sc delete BOE120MySQL
sc delete BOE120Tomcat
```

4. Delete the following registries:

```
HKEY_LOCAL_MACHINE\SYSTEM\ControlSet001\Services\BOE120MySQL
HKEY_LOCAL_MACHINE\SYSTEM\ControlSet001\Services\BOE120Tomcat
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BOE120MySQL
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BOE120Tomcat
```

5. Restart the computer.
6. Delete the remaining folders and files in the CA Business Intelligence r3.3 installation directory.

By default, it is:

```
c:\Program Files\CA\SC\CommonReporting3
```

7. Open the Central Configuration Manager for CA Business Intelligence 2.x.
8. Right-click one of the services, then select Properties.
9. Select the start-up type as "automatic," then click OK.
10. Repeat step 8-9 for all the services.
11. Restart all the services.
12. Reinstall CA Business Intelligence r3.3. Verify that all information is correct this time.

### UNIX

If you enter a wrong password for the previous CMS and then select to continue with the installation, the data migration fails.

After the installation fails because you provided the wrong information, use the following procedure to upgrade successfully.

### To recover from a failed upgrade

1. Log in as the installation user (not the root user).

2. Navigate to the CA Business Intelligence r3.3 installation directory.

By default, it is:

`/opt/CA/SharedComponents/CommonReporting3`

3. Change the directory to:

`<INSTALLDIR>/bobje`

By default, it is:

`/opt/CA/SharedComponents/CommonReporting3/bobje`

4. Run the following command to migrate the user data:

`./biekmigratecms.sh ADMINPASS=<previous existing CMS password>`

5. Run the following commands to stop Tomcat, SQL Anywhere, and all the servers:

`./tomcatshutdown.sh`

`./mysqlshutdown.sh`

`./stopservers`

6. Run the following commands to restart Tomcat, SQL Anywhere, and all the servers:

`./tomcatstartup.sh`

`./mysqlstartup.sh`

`./startservers`

## BusinessObjects Enterprise Installer Indicates Failure on Solaris and Linux

### Symptom:

During the BusinessObjects Enterprise XI 3.1 SP5 installation on Solaris and Linux, you use the number 1 key to select "Install Tomcat, deploy web applications" (rather than using the arrows and Enter key). The BusinessObjects Enterprise installer returns a failure error code (non-zero error code), although the BusinessObjects Enterprise XI 3.1 installation is successful. As a result, the fix pack is not installed.

### Solution:

Use the Enter key to select the "Install Tomcat, deploy web applications" option. You can use number keys for all other options.

## Sybase 15 Error

### Symptom:

- Unable to execute a query against Sybase 15.
- Unable to create Performance Management (PM) repository with Sybase 15.
- The following error displays when you create a webi report that is based on the Sybase connection:  
  
"The server is not responding. Error message:ct\_connect(): user api layer:external error: The connection failed because of invalid or missing external configuration data."

### Solution:

1. Add a "ConnectionServer" section to the ocs.cfg file, then save it.
2. Restart the webi report processing server and webi job server.

## vcredist.msi File Missing

### Symptom:

During an installation of CA Business Intelligence 3.x on Windows, a dialog displays a message that the vcredist.msi file is missing. You are instructed to map to the directory that contains the file.

### Solution:

Do one of the following actions:

- Uninstall Microsoft Visual C++ 2005 Redistributable (Start, Control Panel, Add/Remove Programs).
- Continue the installation by clicking Cancel on the dialog.

The installation proceeds successfully. Later, if you encounter a problem with the Xcelsius application, download and install vcredist.msi from the Microsoft website.

## Supported Characters in Installation Path

**Symptom:**

The installation fails with an error regarding the characters that I used in the installation path.

**Solution:**

The BusinessObjects Enterprise installation supports only alphanumeric, spaces, dashes and underline characters in the installation path. Modify the installation path to include character types only.

## Special Characters Result in Error with Web Application Server

**Symptom:**

During the installation process, wdeploy.bat is used during the validation of the web server credentials (for WebLogic and Websphere) and the deployment of web applications that invoke Apache Ant. Apache Ant cannot obtain the correct path to %TEMP% or %TMP% or the CA Business Intelligence installation path if these paths contain non-ASCII characters in the folder names.

**Solution:**

1. Before the installation, change the TEMP and TMP environment paths to C:\TMP, or to any other directory that does not contain non-ASCII characters.
2. Install CA Business Intelligence in a path that does not contain non-ASCII characters.

## Response File Requirement

**Symptom:**

During a silent installation on Windows, the installation fails if the response file contains any directory paths that include the character sequence "\u".

**Solution:**

Replace "\u" with "\\u".

A single slash (\) before the "u" character is not accepted for paths in the response file because IA translates the single slash as a Unicode identifier. This error typically happens with WebLogic because WebLogic often uses the following installation path:

```
AS_DIR="C:\bea\user_projects\domains\cabidomain"
```

In this case, use a double backslash (\\) before the "u" character. The correct path for WebLogic is:

```
AS_DIR="C:\\bea\\user_projects\\domains\\cabidomain"
```