



Performance Management Release Notes

BusinessObjects Enterprise XI

Windows/UNIX

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Release Notes

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chapter

About these release notes

The notes contained in this document cover important information about this product release, including:

- **General Information** – important information and requirements you need to know before installing this release of performance management
- **Known issues** – details regarding known issues in this release and available workarounds
- **International known issues** – details regarding international versions of this performance management release

We recommend you read these release notes *before* installing your Business Objects software.

Note:

- A version of these release notes will be made available in all supported languages one week after the release date of this version. To view or download the release notes in supported languages, go to: <https://businessobjects.subscribenet.com/control/bobj/login>
or: <http://www.businessobjects.com/support>
- For any last minute information available after the BusinessObjects Enterprise CD went to production, please refer to the release notes version at: <https://businessobjects.subscribenet.com/control/bobj/login>
- Additional information related to this release may be available at the Business Objects support web site at <http://www.businessobjects.com/support/>.

Business Objects information resources

For more information and assistance, see “[Business Objects Information Resources](#)” on page 23. This appendix describes the Business Objects documentation, customer support, training, and consulting services, with links to online resources.

For acknowledgements of third party contributors and applications, in addition to related license information, see: <http://www.businessobjects.com/%20thirdparty>.

General Information

Connectivities

DB2

- When setting up the performance management repository on a DB2 database server, the table space size should be at least 8192 KB.
- If you want to use UTF-8 encoding on Windows when connecting to a DB2 server, you should select charset encoding. You manually edit the ciconn.ini file under

<BO HOME>\Performance Manager 11\server\DataAccess\

and replace the value of LIB in section DB2 with the following:

```
[DB2]
```

```
LIB=CIDrvODBC
```

Installation of database/client software.

- If you install the database/client software after you have installed performance management, then you must restart the system before you can setup the performance management repository in that database.

Oracle

- You need to make sure your Oracle NLS_LANG encoding matches your performance management repository encoding, for example, both have Shift-JIS or both have UTF8, otherwise you will encounter errors.

Encoding

- Business Objects recommends that you use the charset encoding of the platform that supports your database, for example Japanese Shift-JIS or Traditional Chinese Big 5.

SQL Server

- You need to install MCAC 2.8 when using SQL server, otherwise you will encounter ODBC errors.

Prerequisites before installing performance management

JAVA_HOME environment variable

- Prior to the installation of performance management on UNIX, make sure that JAVA_HOME is properly set up. Otherwise errors will occur in the performance management installation script.

Java Runtime Environment (JRE)

- For performance management to work correctly you must have installed Java 1.4.2.03 or higher *before* you install performance management.

UNIX: IBM AIX

- The following variable should be set in the environment before the servers are run on AIX, if it isn't already set on the system:

```
AIXTHREAD_STK=1048576
```

Note: If wished, you can add the setting into the following directory:
bobje/setup/epm/env.sh

You can add the setting to bobje/setup/env.sh.

In the env.sh there is a line that unsets the MALLOC_TYPE variable if the server is running AIX 5.2. You must remove this unset command if the server is patched to at least AIX 5.2 Maintenance Level 4.

Installing performance management

- The Central Management Server (CMS) and input File Repository Server must be running during the installation of performance management. If you are installing all servers on the same machine, the installation shuts down and restarts the services. This is required so that the servers and the samples are added and registered properly.
- If you install performance management on a machine that does not have Tomcat installed, the shortcut to performance management InfoView will be incorrect.

Work around: You can change the shortcut to point to the location in which the WCA add-on is installed.

- If you restart the performance management servers repeatedly within a short period of time, the CMS will take a long time to enable the servers.

Work around: stop and then restart the CMS.

- When you update the license key, you need to restart the web application server. You must also re-enable all the servers and make sure the **PMUser** has the proper connection type.
- If you modify the `InitConfig.properties` file you must restart the web application server for the changes to take effect.
- If you have terminal services installed and the following window appears on your screen during installation: “After installation, please click Next” the MSDE installation may not have succeeded.

Work around: refer to the Microsoft Help and Support web site for a workarounds, at: <http://support.microsoft.com/default.aspx>.

Uninstalling performance management

- Before uninstalling performance management make sure all performance management related scheduling jobs have been stopped.

Known issues

General

XML parsing error in WebSphere

When you click **Back to Analytics** on the *Add to My Dashboards* page for a Speedometer, the following message appears: “Error, can not parse analytic XML”.

WebSphere on AIX

- When you click the Notes icon in the Collaborate tab of a publication, an HTTP 500 Error appears.

Word around: In the file:

```
<WebSphere_5.1>/installedApps/localhost/desktop_war.ear/  
desktop.war/jsp/ic_pm/wiaddnote.
```

Removing the following in line 2:

```
<%@ taglib uri='/WEB-INF/c-rt.tld' prefix='c_rt' %>
```

UNIX

- When performance management is run by a user for the first time, the link to **My Dashboards** is published to the InfoStore on the CMS in the “My Folders / Favorites” folder. The link may be displayed incorrectly as “\$MSG_MYANALYTICS\$.” This occurs because some files needed for translation were not copied correctly during installation.

Work around for users who want to run performance management for the first time:

Perform the following copy operation using the command line:

```
cp -r <BOE Install>/bobje/tomcat/webapps/businessobjects/  
enterprise11/desktoplaunch/jsp/resource/* <BOE  
Install>/Performance_Management_11/server/conf
```

Work around for correcting existing published documents:

1. Navigate to the InfoView “My Folders / Favorites” folder.
 2. Locate “\$MSG_MYANALYTICS\$” and click on the **Properties** link for it.
 3. Change “\$MSG_MYANALYTICS\$” to the correct text “My Dashboards” in the title box.
- When installing performance management on IBM AIX, the following error messages are generated:
 - “tar: 0511-188 Cannot create libxalan-c18.0.so: The file access permissions do not allow the specified action.”
 - “tar: 0511-188 Cannot create libxalanMsg18.0.so: The file access permissions do not allow the specified action.”

Note: These errors do *not* prevent performance management from installing successfully.

- On UNIX, performance management does *not* support universes based on an ODBC connection.
- You cannot edit control charts on Sun Solaris.
- Alerts based on scheduled events are not generated for each period for Metric Refresh.

Word around: Users can create a Rule for Metric Refresh event and trigger an alert using that rule.

Dimensions

- If you use a slice object code for the decimal data type the dashboard does not display correctly.

Null values

- If a measure returns a null value, because the table to which the measure points has null entries, the query on a universe that includes that measure returns unpredictable results.

Work around: either map null values to 0, or preferably, do not allow null values in the table.

Performance

- The **Same Time Joiners** and **Leavers** page may take time to display.

Calendars

- You cannot see the calendar at the time of metric creation if you select a daily, custom or imported calendar.

Work around: after saving the metric, select the calendar range on the **Dashboard Manager > Metrics** page. The metric parameters appear, from where you will be able to set the calendar range.

MyDashboards

- If the name of a personal dashboard page includes special characters (for example, ‘, ”, \, &, <, >, and so on) the dashboard tab does not appear correctly and you cannot customize the layout or content of the dashboard page.

Installing on AIX

When installing on AIX, Xalan error messages may occur, but do not prevent the product from being installed successfully.

The following is an example of a Xalan error message:

```
tar: 0511-188 Cannot create libxalan-c18.0.so: The file
  access permissions do not allow the specified action.
tar: 0511-188 Cannot create libxalanMsg18.0.so: The file
  access permissions FR:: ADAPT00455395 do not allow the
  specified action.
```

Dashboard Manager

- You cannot create analytics on manual entry metrics that have a custom numeric format.
- Dashboard content resizes slightly once on mouse over. This occurs for different analytics.

- The Discussion pane occasionally disappears from dashboards, even when users have the right to use Discussions
- Discussions and the Encyclopedia on specific dashboard objects do not work when a dashboard menu has security applied.
- When you view a dashboard from InfoView, the encyclopedia pane displays correctly. However, the content of the dashboard is not displayed correctly when you navigate to a menu inside the dashboard or when you click on the title of the dashboard
- A error is returned the first time you create a Traffic Light analytic. This applies to all three types of traffic lights.
- The **Application Builder** tab allows users, who do *not* have rights to see all the menu items on an dashboard, to reorder the menu item positions. The end result may be undesirable, because the menu items may appear in an unexpected order to users who can see the entire menu.
- You cannot view Web Intelligence documents from the Inbox for dashboards.

Performance Manager

- If a new user is added to a user group in the CMC (Central Management Console), the corresponding **Strategy Builder** role in Performance Manager is *not* updated.

For example, there is an **Everyone** user group defined in the CMC and a corresponding **Everyone** role in the Strategy Builder. A new user User1 is added to the Everyone user group through the CMC. This new user is not automatically added to the Everyone role in the Strategy Builder. Thus, when User1 logs on to performance management he/she cannot see all the goals that are published to the Everyone role.

Work around: either manually add the new user defined in the CMC to the appropriate role in Strategy Builder or perform refresh membership for the role in Strategy Builder (if this option is available), and then deactivate and reactivate the corresponding strategy.

- Strategy Builder is *not* supported on multiple web servers deployment.
Work around: if you deploy Strategy Builder on multiple web servers you must restart all your web servers each time you make any changes in Strategy Builder, each time you publish a goal or metrics, and after each metric refresh.
- Strategy Builder returns an error when you edit recommended actions. This disables the goal and does not allow the goal to be enabled.

Process Tracker

- Links from Process Tracker dashboards to documents do *not* work when the process is on a dashboard.
- Links to Web Intelligence reports do *not* work correctly.

Samples

Not all samples provided have metrics for them defined in the performance management repository. Consequently, you can view some of the samples but you cannot refresh or preview them.

Predictive Analysis

When editing a binning in Predictive Analysis, the text boxes may overlap when a graph is displayed.

Set Analyzer

- Set Analyzer is available in English only
- Set Architect does not support Unicode, nchar/nvarchar data type, or the use of accent letters.

SQL Server

- You must install the SQL server on the Set Analyzer server in order to connect to the database correctly. You cannot connect by only using Microsoft ODBC driver.

DB2

- Business Objects supports up to the 7.2 client version of DB2. If you connect to a DB2 8.x server, the Set Analyzer server has to use version 7.2 or earlier.

International known issues

This section of the release notes provides information about known issues for languages other than English. Workarounds are provided whenever possible.

- [All supported languages](#)

- European languages
- Chinese, Japanese, and Korean

All supported languages

Browser locale

- If you set up to use your browser's locale in InfoView >Reference, the date format wouldn't display correctly with the browser's locale.
- In InfoView, if you set the General Preference option 'My current locale is' to 'User browser locale', the date format and currency of an analytic in SVG mode displays incorrectly.

For example, if your browser language is French and your date format in performance management is using a French date format in SVG mode, the French date format would appear regardless of the analytic's original date format.

Workaround: In InfoView > Preference > General Preferences set 'My current locale is ' to your server's language.

The performance management modules are in English only

- The following are available only in English:
 - Strategy Builder
 - the aggregation part of a Metric name in the metric list
 - the default Sliced goal
 - in SPC (Statistical Process Control), all Process Control analytics
 - in Predictive Analysis, the Predictive analytics
 - in Set Analysis, the Visual Data Counts on the Set Analytics page

European languages

Localized versions of the Everyone user group in Strategy Builder

- The Everyone user group in the CMS does not recognize the localized name for the Everyone group in Strategy Builder. For example, the localized name in the French version of Strategy Builder is **Tout le Monde**. (The same issue exists in Spanish and German.)

Work around: in Strategy Builder, create a Role based on the localized name used for the Everyone group and publish to this group.

French only

- Process Control analytics appears in English.
- Predictive Analytics appears in English.
- On the **Set Analytics** page, the Visual Data Counts appear in English.
- You cannot view values correctly in SVG format analytics if the values are formatted with a French number format.

Spanish only

- When you create control charts, the Finish button does not work.
Work around: In InfoView set your browser locale to English or French if you want to create a control chart. (To change your browser locale, go to **InfoView > Preferences > General**)

Italian only

- The default repository database points to Oracle.
Work around: Select SQL Server as the Database Engine and specify the Target Database as AFDEMO (with the user name and password specified during installation), then restart all servers. The system will then point to the Demo database.

Chinese, Japanese, and Korean

Generating sets

- You cannot generate sets in double-byte languages using the new ODBC driver.
Work around: Install Microsoft Data Access Components (MDAC) 2.8 and then upgrade your SQL server driver.

Java applet display of ideograms

- In an English-language Internet Explorer, the Java applet does not display Japanese, Traditional Chinese, Simplified Chinese, and Korean ideograms correctly. The reason for this is that the Java Runtime Environment supports the following classes of logical fonts:
 - Serif
 - Sans serif
 - Monospaced
 - Dialog

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International known issues

- DesignInput

and the following font styles:

- plain
- bold
- italic
- bolditalic

These entries have the following format:

```
<virtual font name>.<style>.<index number> = <platform font name>, attributes
```

In the Java 2 platform, the full matrix of virtual font name and style must be complete. For example, you must have serif, serif.bold, serif.italic, and serif.bolditalic.

Work around: you can modify the `font.properties` file. Information on how to do this is provided here.

► **To modify the font.properties file**

1. Locate the file in the `jre/lib` directory of the Java 2 SDK or the `lib` directory of the Java 2 Runtime Environment.
2. Locate and open the appropriate `font.properties.<locale>` file where locale is:
 - ja - Japanese
 - ko - Korean
 - zh - Simplified Chinese
 - zh_TW - Traditional Chinese
3. Add the font mapping as specified in the table shown below:

Add to font.properties under # Component Font Mappings
dialog.3=\uff2d\u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET
dialog.4=\uad74\u2013, HANGEUL_CHARSET
dialog.bold.3=\uff2d\u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET
dialog.bold.4=\uad74\u2013, HANGEUL_CHARSET
dialog.italic.3=\uff2d\u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET
dialog.italic.4=\uad74\u2013, HANGEUL_CHARSET

Add to font.properties under # Component Font Mappings	
dialog.bolditalic.3=\uff2d\u30b4\u30b7\u30c3\u30af,SHIFTJIS_C HARSET	
dialog.bolditalic.4=\uad74\u9bc,HANGEUL_CHARSET	
dialoginput.3=\uff2d\u30b4\u30b7\u30c3\u30af,SHIFTJIS_C HARSET	
dialoginput.4=\uad74\u9bc,HANGEUL_CHARSET	
dialoginput.bold.3=\uff2d\u30b4\u30b7\u30c3\u30af,SHIFTJIS_C HARSET	
dialoginput.bold.4=\uad74\u9bc,HANGEUL_CHARSET	
dialoginput.italic.3=\uff2d\u30b4\u30b7\u30c3\u30af,SHIFTJIS_C HARSET	
dialoginput.italic.4=\uad74\u9bc,HANGEUL_CHARSET	
dialoginput.bolditalic.3=\uff2d\u30b4\u30b7\u30c3\u30af,SHIFTJIS_C HARSET	
dialoginput.bolditalic.4=\uad74\u9bc,HANGEUL_CHARSET	
serif.3=\uff2d\u660e\u671d,SHIFTJIS_CHARSET	
serif.4=\ubc14\u0d5,HANGEUL_CHARSET	
serif.bold.3=\uff2d\u660e\u671d,SHIFTJIS_CHARSET	
serif.bold.4=\ubc14\u0d5,HANGEUL_CHARSET	
serif.italic.3=\uff2d\u660e\u671d,SHIFTJIS_CHARSET	
serif.italic.4=\ubc14\u0d5,HANGEUL_CHARSET	
serif.bolditalic.3=\uff2d\u660e\u671d,SHIFTJIS_CHARSET	
serif.bolditalic.4=\ubc14\u0d5,HANGEUL_CHARSET	

Add to font.properties under # Component Font Mappings	
sansserif.3=\uff2d\uff33 \u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET	
sansserif.4=\uad74\u9bc,HANGEUL_CHARSET	
sansserif.bold.3=\uff2d\uff33 \u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET	
sansserif.bold.4=\uad74\u9bc,HANGEUL_CHARSET	
sansserif.italic.3=\uff2d\uff33 \u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET	
sansserif.italic.4=\uad74\u9bc,HANGEUL_CHARSET	
sansserif.bolditalic.3=\uff2d\uff33 \u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET	
sansserif.bolditalic.4=\uad74\u9bc,HANGEUL_CHARSET	
monospaced.3=\uff2d\uff33 \u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET	
monospaced.4=\uad74\u9bc\uccb4,HANGEUL_CHARSET	
monospaced.bold.3=\uff2d\uff33\u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET	
monospaced.bold.4=\uad74\u9bc\uccb4,HANGEUL_CHARSET	
monospaced.italic.3=\uff2d\uff33 \u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET	
monospaced.italic.4=\uad74\u9bc\uccb4,HANGEUL_CHARSET	
monospaced.bolditalic.3=\uff2d\uff33\u30b4\u30b7\u30c3\u30af,SHIFTJIS_CHARSET	
monospaced.bolditalic.4=\uad74\u9bc\uccb4,HANGEUL_CHARSET	

Chinese only

- When you download an HTML or CSV file in **Set Analysis > Export List**, the list displays bad characters in Simplified and Traditional Chinese.
- You cannot change values in performance management after defining parameter values in Crystal Reports. (This applies to Simplified and Traditional Chinese).

Japanese only

- The Japanese currency symbol cannot be displayed in currency format, however, you can use the Japanese word 'Yen' instead.
- When editing Same Time Joiners and Leavers in Set Analytics, in Japanese, an error is sometimes returned.
- On a Japanese server, when you create an analytic based on a sliced metric and create a navigation/legend option using the variable SLICE_CODE, the data does not display correctly.
- When you create a connection using symbols, such as the Yen or Euro symbol, sets that were previously created do not display.
- The Japanese imperial calendar is *not* in calendar format.
Workaround: Use custom date format to setup the imperial calendar, using 'rr', 'r' or 'g' for the imperial year.
- A user who does not have Administrator rights but who has been assigned rights to the System Setup is unable to create a calendar.
- Some pages display the date in the American format instead of in the Japanese format.
- In Strategy Builder not all recipients of published goals are displayed. and some assigned items are not localized in Japanese.
- For an existing metric, after you change the filter name and the filter condition, and you update the universe and select *Update metrics and control charts definition*, in the ci_probe table, the condition_name, which is the filter condition, is not updated.

Links from Metric Trees

- When you create a metric tree, and set the default view for the metric tree, you cannot create a hyperlink to a document from the tree title and from the tree boxes. If you attempt to do so an error is returned.
Work around: create a hyperlink to a document from either the tree title or from the tree boxes.
- In the New Goal dialog box, the link Select a Metric appears on two lines.

- The subjects may not appear in the list box on the **Individual Profiler** page in performance management **Setup**.

Work around: restart the servers to display the subjects.



Business Objects
Information Resources



appendix

Documentation and information services

Business Objects offers a full documentation set covering its products and their deployment. Additional support and services are also available to help maximize the return on your business intelligence investment. The following sections detail where to get Business Objects documentation and how to use the resources at Business Objects to meet your needs for technical support, education, and consulting.

Documentation

You can find answers to your questions on how to install, configure, deploy, and use Business Objects products from the documentation.

What's in the documentation set?

View or download the *Business Objects Documentation Roadmap*, available with the product documentation at <http://www.businessobjects.com/support/>.

The Documentation Roadmap references all Business Objects guides and lets you see at a glance what information is available, from where, and in what format.

Where is the documentation?

You can access electronic documentation at any time from the product interface, the web, or from your product CD.

Documentation from the products

Online help and guides in Adobe PDF format are available from the product Help menus. Where only online help is provided, the online help file contains the entire contents of the PDF version of the guide.

Documentation on the web

The full electronic documentation set is available to customers on the web from support web site at: <http://www.businessobjects.com/support/>.

Documentation on the product CD

Look in the docs directory of your product CD for versions of guides in Adobe PDF format.

Send us your feedback

Do you have a suggestion on how we can improve our documentation? Is there something you particularly like or have found useful? Drop us a line, and we will do our best to ensure that your suggestion is included in the next release of our documentation: documentation@businessobjects.com.

Note: If your issue concerns a Business Objects product and not the documentation, please contact our Customer Support experts. For information about Customer Support visit: <http://www.businessobjects.com/support/>.

Customer support, consulting and training

A global network of Business Objects technology experts provides customer support, education, and consulting to ensure maximum business intelligence benefit to your business.

How can we support you?

Business Objects offers customer support plans to best suit the size and requirements of your deployment. We operate customer support centers in the following countries:

- USA
- Australia
- Canada
- United Kingdom
- Japan

Online Customer Support

The Business Objects Customer Support web site contains information about Customer Support programs and services. It also has links to a wide range of technical information including knowledgebase articles, downloads, and support forums.

<http://www.businessobjects.com/support/>

Looking for the best deployment solution for your company?

Business Objects consultants can accompany you from the initial analysis stage to the delivery of your deployment project. Expertise is available in relational and multidimensional databases, in connectivities, database design tools, customized embedding technology, and more.

For more information, contact your local sales office, or contact us at:

<http://www.businessobjects.com/services/consulting/>

Looking for training options?

From traditional classroom learning to targeted e-learning seminars, we can offer a training package to suit your learning needs and preferred learning style. Find more information on the Business Objects Education web site:

<http://www.businessobjects.com/services/training>

Useful addresses at a glance

Address	Content
Business Objects product information http://www.businessobjects.com	Information about the full range of Business Objects products.
Product documentation http://www.businessobjects.com/support	Business Objects product documentation, including the Business Objects Documentation Roadmap.
Business Objects Documentation mailbox documentation@businessobjects.com	Send us feedback or questions about documentation.
Online Customer Support http://www.businessobjects.com/support/	Information on Customer Support programs, as well as links to technical articles, downloads, and online forums.
Business Objects Consulting Services http://www.businessobjects.com/services/consulting/	Information on how Business Objects can help maximize your business intelligence investment.
Business Objects Education Services http://www.businessobjects.com/services/training	Information on Business Objects training options and modules.

