



BI4.2 Administration and Maintenance

Agenda

- Introduction
 - Out of the box system administration tools in 3.x, 4.1 and 4.2
- 5 Must have tools for BOBJ Admins
 - Everyday admin activities need these tools to easy Admin job
- Upgrade to 4.2 with minimal downtime
 - Minimize downtime of BOBJ servers for the upgrades
- New BI 4.2 Admin features
 - Recycle bin
 - Administrator's Cockpit
 - Message Broadcasting
 - CMS DB Universe
- Analyse installs with SQLite
- Recommendations & Conclusion



Introduction: Administration tools and their relevance

3.1

- Auditing
- Tracing
- Query Builder

4.1

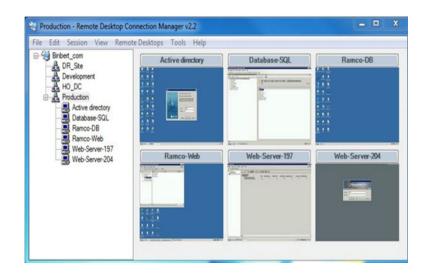
- Monitoring
- E2E Tracing
- System
 Configuration
 Wizard
- Kill user sessions! Yea!

4.2

- 4.1 Features
- Administrator Cockpit
- Recycle bin
- User
 Notification
- CMS DB

Most of the features referred in this deck are related to 4.1 & 4.2 (SP2 +)

Your 5 new best friends

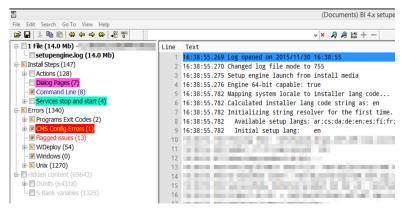


Remote Desktop Connection Manager

With RDP manager BOBJ admins can login and maintain multiple environments. Connect to all servers all to a specific set of servers.

Saves times and allow me to switch with ease!

https://www.microsoft.com/en-in/download/details.aspx?id=44989



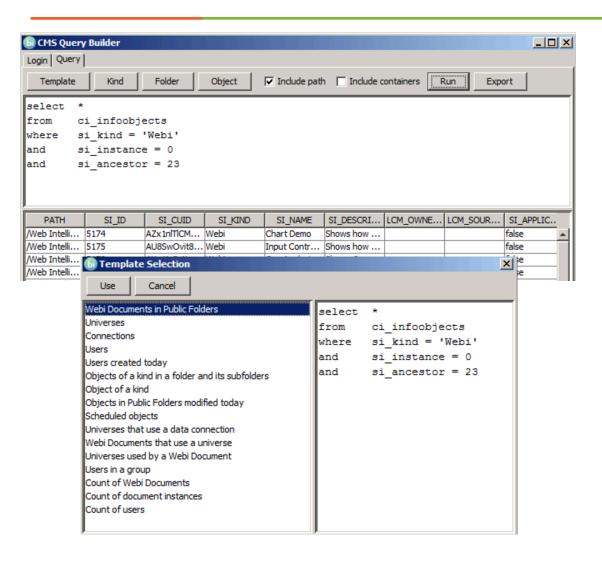
Flexible Log Reader

Flexi log reader has enhanced search capabilities and allows users to Tag their searched. This tool by far is one of the best freeware tools available that can be used to analyze BusinessObjects errors.

https://wiki.scn.sap.com/wiki/display/BOBJ/Flexible+Log+Reader



Your 5 new best friends



CMS Query Builder

This tool allows you to take the output from query builder to Excel! By default Query Builder allows the output in HTML format only. Bringing the data into excel is powerful for analysis and communication with the stakeholders.

http://biclever.com/software/cmsquery-builder/



Your 5 new best friends

Fiddler

Fiddler is an HTTP debugging tool and captures network traces. BOBJ Admins can use it for trouble shooting and finding root cause of the http errors (404,500..). To trace BI service, Web service calls from Dashboards. To capture dashboard sessions, variable data and other Dashboard.

Open Source

http://www.telerik.com/fiddler

Notepad++

Is a trusted developers tool in the where files regardless of their extensions can be viewed without losing their native format. Script files such as Web.xml, .properties have to be

https://notepad-plus-plus.org/

Reliable

Updated Frequently



BI 4.2 Upgrade with least downtime

Parallel Installation

- In case of large cluster environments, installations can be done in parallel
- Upgrade CMS Servers first followed by Webapps and Processing servers
- Service level patches and other Addon tools like DS Addon, AO Addon & Explorer can follow the same parallel process

2 Phased Installation – SP3 GUI

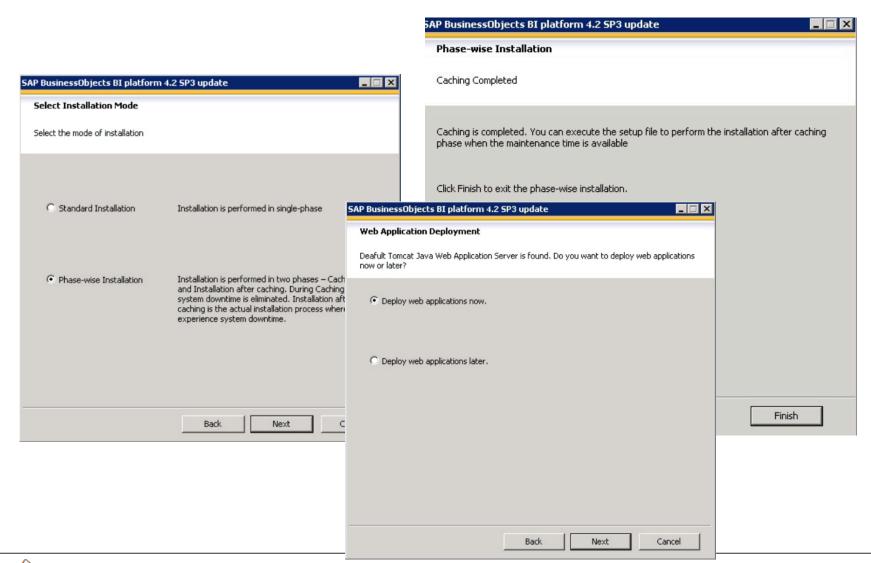
- Now Caching and Installation can be done independently!
- Phase installation allows caching to be completed without downtime. This allows you to manage expectations on the downtime required for installation.
- After the caching is done, run setup.exe to complete installation

3 Web application Deployment

 With BI 4.2 you can now choose to deploy web applications after the installation is completed.



BI 4.2 Upgrade with least downtime

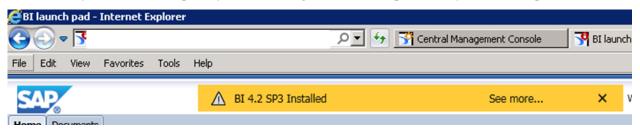




1

Message Broadcast

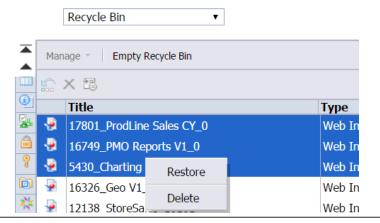
- Broadcast messages to BI Launchpad
- Broadcast to specific user groups about system outages, Report changes and Data loads



Recycle Bin

- Deleted reports now will be moved to Recycle Bin
- Accidental deletes can be recovered

Central Management Console



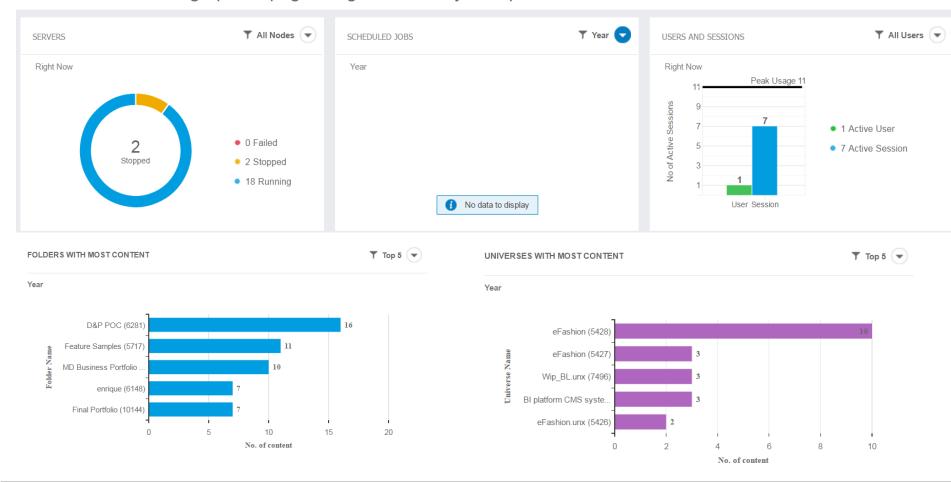
Retains CUID for recovery



3

Administrator's Cockpit

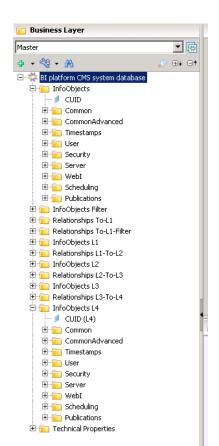
- Getting insight of BOBJ system easy now with BI Cockpit
- Visualize, graphical page will give overall system performance and health





CMS DB Universe

- Now you can create reports on CMS DB
- · Get reports on your content, Users, Groups and security



User Details from CMC

Last Refresh: 2017/04/07 08:16:58 AM

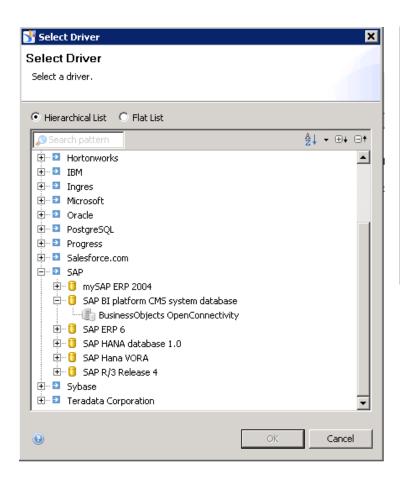
User ID	User Fullname	User Email	User Created On	User Last Logon	Is Named User
rasadmin	rasadmin		Jan 30, 2017 10:29:33 AM	Jan 31, 2017 10:59:31 AM	0
S€ .√			Feb 20, 2017 8:49:45 AM	Feb 20, 2017 9:04:00 AM	(
a · · rana			Feb 21, 2017 7:32:35 AM	Feb 28, 2017 12:28:49 PM	(
TestUser	test user		Feb 21, 2017 8:57:18 AM	Mar 24, 2017 12:11:05 PM	(
Eď 'in	∃d w	Ed :	Feb 21, 2017 8:50:57 AM	Mar 29, 2017 3:12:15 PM	(
As i			Feb 21, 2017 8:52:08 AM	Mar 29, 2017 4:06:20 PM	(
M orge	Ma	M ○	Feb 21, 2017 8:51:30 AM	Mar 31, 2017 4:44:39 PM	(
mich :: : : : : : : : : : : : : : : : : :	Глитаетличные		Feb 21, 2017 9:19:07 AM	Apr 4, 2017 12:13:32 PM	(
ma lapa	ılapa		Feb 21, 2017 9:21:08 AM	Apr 5, 2017 11:54:43 AM	(
Ki "/~"luri			Feb 21, 2017 8:37:47 AM	Apr 6, 2017 10:34:12 PM	(
Administrator			Jan 27, 2017 11:11:55 AM	Apr 7, 2017 8:11:10 AM	(
A I			Feb 21, 2017 9:01:15 AM		(
II " qc, " AAAA			Feb 21, 2017 9:04:06 AM		(
Aar ' ''-poor			Feb 21, 2017 8:59:36 AM		(
Aarn Hatton			Apr 3, 2017 11:21:42 AM		(
Aaron Nr. 1			Feb 21, 2017 8:56:58 AM		(
Aia			Apr 3, 2017 11:25:45 AM		(





CMS DB Universe

New CMS DB driver has been introduced from BI 4.2 SP3+

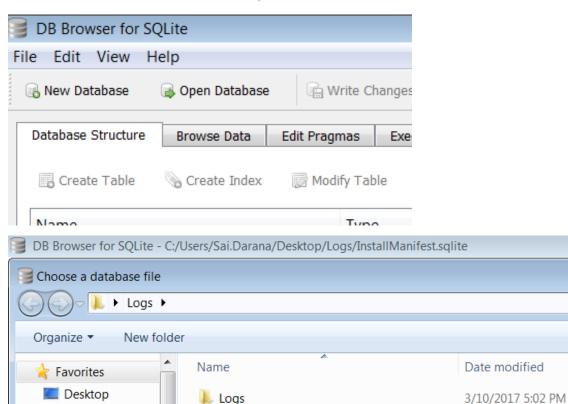


N	H-L		
Name	Value		
BusinessObjects Configuration			
Version	3.3.0.0		
Build	14.2.3.2132		
Network Layer	BO OC		
DBMS Engine	SAP BI platform CMS system database		
Language	en		
Library	C:\Program Files (x86)\SAP BusinessObjects\SAP BusinessOb		
5BO	C:\Program Files (x86)\SAP BusinessObjects\SAP BusinessOb		
R55	C:\Program Files (x86)\SAP BusinessObjects\SAP BusinessOl		
PRM	C:\Program Files (x86)\SAP BusinessObjects\SAP BusinessOb		
Strategies	C:\Program Files (x86)\SAP BusinessObjects\SAP BusinessOb		
Middleware and DBMS Configuration			
Driver name	SAP BI platform CMS system database driver		
Driver version	1.0		
DBMS name	SAP BI platform CMS system database		



SQLite

- Analyze BI Suite installation histories and modifications using SQLite browser. In case of corrupted installations manually update entries and resume the installs.
- Copy InstallManifest.sqlite from <Installdir>\InstallData
- Download SQLite browser on your local



InstallManifest.sqlite



Downloads

👼 Recent Places

Search

Type

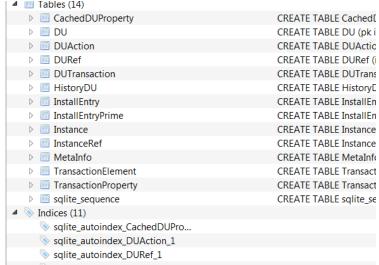
3/28/2017 11:13 A... SQLITE File

File folder

SQLite

 DUTransaction table gives info about the installed products, Date of install, Installed user, Installation status, Install type is repair, modify or uninstall

pk	timestamp	type	productid	installuserid	setuplang	committed
Filter	Filter	Filter	Filter	Filter	Filter	Filter
. 1	1471317583	Install	product.businessobjects64-4.0-core-32,14.2.3.2132	rascloudv1	en	1
2 2	1471322281	Install	product.businessobjectsclient-4.0-core-32,14.2.3.2132	rascloudv1	en	1
3	1473713657	Install	product.crystalreports-4.0-core-32,14.1.5.1501	rascloudv1	en	1
4	1473715622	Uninstall	product.crystalreports-4.0-core-32,14.1.5.1501	rascloudv1	en	1
5	1473716796	Install	product.crystalreports-4.0-core-32,14.2.3.2132	rascloudv1	en	1
6	1489178164	Install	analysis.aad-4.0-core-32,16.4.0.985	rascloudv1	en	1
7	1490710910	Repair	product.businessobjects64-4.0-core-32,14.2.3.2132	rascloudv1	en	1





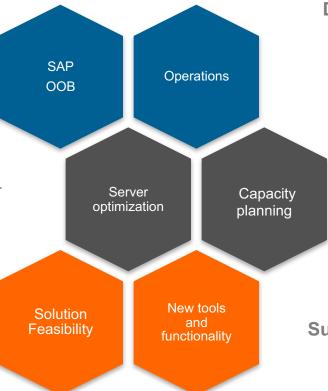
RAS recommends:

Platform Administration

Addition of, deletion of, changes to user and group privileges. Authentication and Authorization role management in the reporting application

Planning and implementing growth and change to the BI server infrastructure. Precise tracking of current and future states. Installation of new server components such as Mobile Server or an additional Intelligence Server node

Tracking of application usage and performance measurement histories. Analysis, diagnosis, and resolution of performance issues



Daily Operations

Proactively monitor services/servers for normal operating thresholds. If thresholds are breached, issues will be logged, analyzed and resolved as per pre-defined SLAs

Analysis, isolation diagnosis and resolution of reported technical platform or configuration issues with application vendor technical support Monitoring unexpected server restarts and trouble shooting

Orphan session cleanups

Servers and VM restarts if required

Acting as L1 & L2 Support for the end users and troubleshooting

In case of product issues opening case with SAP and working closely with SAP Promoting the reports between environments

Support & Maintenance

Monitoring and Maintenance of database applications (CMS, AUDIT, MONITOR etc.)
Provide support outside normal US business hours (7 AM - 6 PM EST) by on-call status for any Severity 1 PROD outage. Coverage hours will be from 1 AM - 7 AM EST (Monday through Friday primarily for EU support)

Provide recommendations around industry best practices and sound development methodologies



Conclusion

SAP provides you a series of tools and resources that you should add to your tool kit as you administer your BusinessObjects environment. Following are some of the resources that I have referred to in this deck:

- Analyzing Log Files GLF viewer and E2E Trace
 -http://scn.sap.com/docs/DOC-47976
- BI System Configuration Wizard
 -http://scn.sap.com/docs/DOC-41681
- ➢ BI Platform Support tool http://wiki.scn.sap.com/wiki/display/BOBJ/SAP+BI+Platform+Support+Tool
- Platform Monitoring <u>http://scn.sap.com/community/bi-platform/blog/2014/01/31/a-complete-guide-to-setup-ca-apm-introscope-9-for-monitoring-sap-bi-platform-41-on-windows</u>
- Flexible Log reader
 https://wiki.scn.sap.com/wiki/display/BOBJ/Flexible+Log+Reader

Contact <u>info@rightanglesol.com</u> for specific resource tips and custom monitoring dashboard tools





