Oracle's Hyperion® Shared Services™ - System® 9

Release 9.3.1 – April 2009 Update

Readme File

[Skip Navigation Links]

Purpose

This document includes important, late-breaking information about this release of Shared Services. Review this information thoroughly before installing Shared Services.

Top of Document

New Features

Artifact Life Cycle Management Support for Path and Name-Based Exports

The Artifact Life Cycle Management utility supports folder path and artifact name-based exports.

Hyperion License Compliance

Hyperion no longer ships or requires Hyperion® License Server™ (or standalone license files) for use with Hyperion products.

To ensure compliance with your license agreement, Hyperion recommends that you implement an auditing process. In addition, during product configuration with Hyperion Configuration Utility, you activate only the features you purchased. After you configure each product, you must open the `registry.properties` file—in *`HYPERION_HOME`*`/common/config` on the server on which you ran Hyperion Configuration Utility—to review and edit the product options. You must complete this step to ensure you comply with your license agreement and to activate features you are licensed to use. For more information, see "Hyperion License Compliance" in *Hyperion Installation Start Here*.

Support for User and Group Move Across OUs in User Directories

Native Directory (OpenLDAP) maintains a link to provisioned users and groups defined in external user directories. When the following actions take place in LDAP-based user directories, these links are broken, creating stale data in Native Directory and causing loss of access to Hyperion applications.

- Users and groups are moved across OUs.
- Multiple users or groups are assigned identical common name (CN).
- CN of provisioned users or groups are modified.

Shared Services resolves this issue with a user directory attribute that uniquely identifies users and groups without reference to the location of their accounts. This identity contains an attribute that can locate the user and group uniquely in the directory; it does not contain location information. Implementation of this identity has resulted in changes to the External Authentication Configuration Console screens used to configure LDAP-based user directories including MSAD.

Support for inter-OU moves can be implemented while you configure external user directories. For more information, see the *Hyperion Security Administration Guide*.

Note: This update affects only MSAD and other LDAP-enabled user directories.

Performance Improvements

This release of Shared Services provides improved performance by implementing the following:

Connection Pooling

Previous releases of Hyperion products created connection threads to external user directories on a need-to-use basis. To improve performance, Shared Services introduces connection pooling where user directory connections use a common connection pool. For instructions to use this feature, see the *Hyperion Security Administration Guide*.

Turning Off Group Support

Shared Services allows you to turn off searches for groups if your organization does not require provisioning using groups from external user directories. Groups from Native Directory (OpenLDAP) can still be provisioned even if search for groups from external user directories is turned off. For instructions to use this feature, see the *Hyperion Security Administration Guide*.

Using Group Filters

While configuring external user directories, you can specify optional group filters. Shared Services uses group filters to retrieve only matching groups from those available within the group URL, which identifies the user directory location where groups are available. If all the groups within the group URL are not used by Hyperion product applications, you can use group filters to retrieve only the provisioned groups. Using group filters improves performance.

The group filter is an LDAP query. For example, the query `(cn=hyp*)` retrieves all groups whose name start with the pattern `Hyp` from within the group URL. For instructions to use this feature, see the *Hyperion Security Administration Guide*.

Common Location for Log Files

Log files belonging to Shared Services are stored in *HYPERION_HOME*`/logs`, allowing administrators to easily locate log files to monitor the applications and troubleshoot issues.

Shared Services log files are created in *HYPERION_HOME*`/logs/SharedServices9`. Similarly, Configuration Utility log files are created in *HYPERION_HOME*`/logs/config` and install log files are created in *HYPERION_HOME*`/logs/install`.

Note: Existing log files are not moved to the new location.

Ability to Change Log Level Without Restart

Administrators can change the log level for Shared Services external authentication and single sign-on activities on-the-fly to capture relevant information to debug Shared Services issues. Previous releases required that the Shared Services application server be restarted to activate changes to the log level. For information on changing the log level, see the *Hyperion Installation and Configuration Troubleshooting Guide*.

Change Native Directory (OpenLDAP) `root` User Password

Shared Services Administrators can change the password of the Native Directory `root` user account, which provides complete control over Native Directory. The default `root` password is hard-coded in a file and is not visible to users. For instructions to use this feature, see the *Hyperion Security Administration Guide*.

Delegated User Management

Delegated user management enables creating a hierarchy of administrator users for Hyperion products focusing on the expertise and access needs of such users. Delegated user management allows the Shared Services Administrator to delegate the responsibility of managing users and groups to other administrators who are granted restricted access to manage users and groups for which they are responsible.

For instructions to use this feature, see the *Hyperion Security Administration Guide*.

Database Authentication Provider

Shared Services supports the use of relational databases as external user directories to support provisioning. User and group information from the system tables of Oracle, SQL Server, and

IBM DB2 relational databases can be used to support provisioning. If group information cannot be derived from the database's system schema, Shared Services does not support the provisioning of groups from that database provider.

For instructions to configure databases as external user directories, see the *Hyperion Security Administration Guide*.

Import/Export Utility Enhancements

Import/Export Utility has been updated to support the export and import of the following entities:

- Delegated lists
- Passwords
- Internal identities of users and groups defined in Native Directory

Import/Export Utility has also been enhanced to generate trace information on transactions, which can be used to identify and correct failed transactions.

For instructions to configure databases as external user directories, see the *Hyperion Security Administration Guide*.

Support for Oracle Internet Directory as External User Directory

Shared Services support Oracle Internet Directory as an external user directory for provisioning.

For instructions to configure Oracle Internet Directory as external user directory, see the *Hyperion Security Administration Guide*.

Top of Document

Installation Updates

The section includes important information about installing this release of Shared Services.

Language Support

This release of Shared Services is an English-only release.

Upgrading

If you upgrade any Hyperion product to Release 9.3.1, you must also upgrade Shared Services to Release 9.3.1.

Supported Upgrade Paths

In addition to the supported upgrade paths listed in the Hyperion Installation Start Here and the Shared Services Installation Guide, Shared Services also supports upgrading from 9.2.0.*x* to 9.3.1. So, the supported upgrade paths are:

- 9.2.0.*x* to 9.3.1
- 9.3.0.*x* to 9.3.1

If you are using a release prior to Shared Services Release 9.2.0.*x*, you must first upgrade to one of the versions noted above, and then upgrade to Shared Services Release 9.3.1. See the Hyperion Shared Services Installation Guide for upgrade procedures.

Top of Document

Known Issues

The following issues are the noteworthy known issues of this release.

- Taskflows are unable to find the email server and, as a result, no email notifications are sent. (7657509)

  Workaround: The JavaMail libraries (`mail.jar` and `activation.jar`) need to be replaced and the Class Path may need to be updated to reflect the location of the JavaMail libraries.

  1. Copy the `activation.jar` and `mail.jar` files to *HYPERION_HOME*`/common/appservers/Tomcat/5.0.28/common/lib`.
  2. Ensure the Shared Services Web application server service specifies the following entries in the Class Path:

     HYPERION_HOME`/common/appservers/Tomcat/5.0.28/common/lib/activation.jar`

     HYPERION_HOME`/common/appservers/Tomcat/5.0.28/common/lib/mail.jar`
  3. Restart Shared Services.

  These links provide additional application server-specific solutions for this issue:

  http://marc.info/?l=james-user&m=100434648513649&w=2

  For WebLogic: http://www.jguru.com/faq/view.jsp?EID=122151

  For Tomcat: http://forum.parallels.com/showthread.php?t=85313

- When deploying to WebLogic 9.2 manually or automatically using the Configuration Utility, you must set the `<enforce-valid-basic-auth-credentials>` tag to `false` in the last line of the `<security-configuration>` section in the WebLogic `config.xml` file (for the users domain, usually in `/bea/user_projects/domains/mydomain/config/config.xml`). This prevents WebLogic from trying to authenticate basic authentication headers.

  Note: The manual deployment documentation in the *Shared Services Installation Guide* refers only to WebLogic 9.1. References to WebLogic 9.1 also apply to WebLogic 9.2 unless otherwise noted.

- Oracle recommends that you use a user-directory-specific unique identity attribute while configuring external user directories. The recommended unique attribute is automatically selected during the configuration process. If you cannot use the recommended attribute, you must use DN as the identity attribute. For more information, see following sections in the *Security Administration Guide*:
  - Using the Unique Identity Attribute to Handle Inter-OU Moves in LDAP-Enabled User Directories

- Configuring Oracle Internet Directory, MSAD, and Other LDAP-Enabled User Directories

- OpenLDAP server sets the maximum number of returned search results to 5000. (6592832)

  To override this limit, perform the following steps:

  1. Using a text editor, open this file:

     HSS_HOME/AppServer/InstalledApps/<*app_server_name*>/<*app_server_version*>/CSS.xml

  2. Add the following XML parameter within the Native Directory definition:

     <maxSize>0</maxSize>

     When you are finished, your Native Directory Definition could be as follows:

     ```
     <native name ="Native Directory" >

        <maxSize>0</maxSize>

     </native>
     ```

  3. Save and close `CSS.xml`.

  4. Restart Shared Services.

- Group-based provisioning is not supported for Financial Management taskflows. (6591028)
- When using the Hyperion Configuration Utility to manually deploy to WebSphere or WebLogic, selecting the Manual deployment option does not do the configuration file updates and related deployment preparations that are necessary to complete manual deployment. A temporary solution is to select Generic as the application server type in the Configuration Utility instead, to place the files necessary for manual deployment in the *HYPERION_HOME*/deployments/generic folder.
- During upgrades, not all Start menu items from previous releases are removed. For example, you might see old entries for **Hyperion System 9 Foundation** and **Hyperion Foundation**. For Shared Services Release 9.3.1, use **Hyperion > Foundation Services**.
- The Artifact Life Cycle Management utility's `utility.sh` is called from inside Reporting and Analysis' defined `LCMUtility.sh` script and always from a pre-specified location. To avoid this, do not run `utility.sh` outside the `bin` folder. (8-510263041)
- The Shared Services user roles for Dimension Editor and Application Creator, and their child roles, are reserved for a future release. (8-600772741)
- Using Hyperion Configuration Utility to re-deploy an existing web application to WebLogic 8.1.*x* does not work properly. A workaround is to first un-deploy the web application using the application server admin console, and then use Hyperion Configuration Utility to deploy the web application fresh.
- When managing Shared Services models and naming applications, you cannot use the forward slash (/), backslash (\), or double quotation (") characters. All other alphanumeric and special characters can be used in application names. (8-514151218)

- If the OpenLDAP database is set up in a master/slave configuration and the master OpenLDAP database goes down, users, groups, and roles can only be searched once. A workaround is to set up Windows clustering for OpenLDAP or perform a master/slave configuration using a load balancer. (8-622914331)

- If the DB2 user ID is less than eight characters, you cannot retrieve roles. DB2 requires the user ID be a minimum of eight characters. (8-621592841)

- For AIX 5.3 operating system, the Import/Export utility does not close after successfully performing an export. You must manually end the process. (8-623064451)

- For WebSphere application server deployments, when upgrading from Release 9.3 or Release 9.2.0.3 to this release, the external authentication configuration file (`CSS.xml`) is not retained. A workaround is to search on your system for `CSS.xml`, copy it to a backup location, and then put it back after the upgrade. (8-621629374)

- There is a patch from BEA for WebLogic 8.1.6 to make it work with Shared Services. Without this patch, basic authentication fails. For more information about downloading and installing this patch, see the *Hyperion Shared Services Installation Guide*.

- When upgrading from Shared Services Release 9.3.0.*x* or 9.2.0.3 to Release 9.3.1, if you performed a manual application server deployment (bypassing Hyperion Configuration Utility), the backup script (*HSS_HOME*`/server/scripts/hss_backup.bat`) does not back up the application server configuration. Therefore you must manually edit the backup script with the correct path location of the Shared Services installation. (8-623064580)

- For Oracle 10g application server deployments, an error displays when users restart Oracle application server after configuring NTLM. A workaround is to add the `css-9_3_1.dll` file to the `WINNT` folder and then restart Oracle application server. (8-621196314)

- When upgrading from Shared Services 9.3.0.*x* to Shared Services 9.3.1, two `updateNativeDir` utilities are available in the following locations:

    - *HYPERION_HOME*`/common/utilities/nativedirectoryupdateutility`

    - *HYPERION_HOME*`/common/utilities/SyncOpenLdapUtility`

  For this release, use the utility located in *HYPERION_HOME*`/common/utilities/SyncOpenLdapUtility`. (8-621356351)

- For all application servers, the auto configure feature for user and group URLs with Secure Socket Layer (SSL) for LDAP and MSAD is not working. A workaround is to auto configure using non-SSL for LDAP and MSAD, and then enable or reconfigure with SSL. Otherwise, you must configure manually for SSL. (8-620862705)

- If configuring Shared Services with an NTLM provider, the delegated admin feature will not work if users and groups contain an ampersand symbol (&). (8-619769771)

- For Tomcat application server deployments on AIX, you cannot launch the User Management Console. A workaround is to download and install JRE 1.4.2 SR12 and adjust the Shared Services start scripts to use the new JRE. (6577968)

- BI+ artifact promotion is not supported for releases earlier than Hyperion BI+ Release 9.3. (8-525536278)

- For Oracle 10g deployments, an error displays when an MSAD user logs in and attempts to create a project and then assigns applications to the project. A workaround is to remove `jdom.jar` from the Classpath. (8-600644923)

- When provisioning and deprovisioning users on an Oracle 10g 10.1.3 deployment, users are provisioned and deprovisioned successfully, but the following error message displays on the Provision and Deprovision summary page:

  `OracleJSP: oracle.jsp.parse.JspParseException`

  A workaround is to open the `j2ee/home/config/global-web-application.xml` file and set the value for `req_time_introspection` to `true`. This parameter is one of the `<init-param>` settings under the jsp servlet. For example:

```
<servlet>
      <servlet-name>jsp</servlet-name>
      <servlet-class>oracle.jsp.runtimev2.JspServlet</servlet-class>
      <!-- you can set main_mode to "justrun" to speed up
            JSP dispatching, if you don't need to recompile
            your JSP anymore. You can always switch your
            main_mode. Please see our doc for details -->
      <!—
      <init-param>
            <param-name>main_mode</param-name>
            <param-value>justrun</param-value>
      </init-param>
      -->
      <init-param>
            <param-name>req_time_introspection</param-name>
            <param-value>true</param-value>
      </init-param>
      <load-on-startup>0</load-on-startup>
</servlet>
```

  (8-598672383)

- Shared Services client temporary files are currently being generated to a non-secure location. Because these files can contain sensitive information, you must specify a secure folder to which the temporary files can be generated. Configure `java.io.tmpdir` in the application server to point to a secure folder for the JVM that runs the Shared Services client. (8-606426015, 8-606426210)

- For Oracle 10g (10.1.2.0.2) deployments, the `web.xml.oracle` file is missing in the Oracle `WEB-INF` folder. Before starting the server, you must overwrite the existing Oracle `WEB-INF/web.xml` file with `web.xml.oracle`. (8-617373121)

  You can find `web.xml.oracle` in the `interop.war` file:

  1. Navigate to interop.war at *HSS_HOME*/`AppServer/InstallableApps/common`.
  2. In `interop.war`, locate the `web.xml.oracle` file in the `WEB-INF` folder.
  3. Copy `web.xml.oracle` and paste it to the Oracle `WEB_INF` folder, overwriting the existing `Oracle WEB-INF/web.xml` file. The Oracle `WEB-INF` is located at *ORA_HOME*`/j2ee/`<*instance*>`/applications/SharedServices9/SharedServices9/WEB-INF`.

- For Financial Management, if more than 1000 groups are present within the Group URL set in your external user directory configuration, you may need to use JDK 1.5 instead of JDK 1.4. Using JDK 1.4 may cause Financial Management to ignore some provisioned groups. (6564758)

- Before refreshing the list of available users in Planning to assign roles to users, ensure that the users are available in Essbase. To do this, you must provision users with Essbase Server Access role and then refresh security from Essbase Analytic Services Console. (6566277)

Top of Document

Documentation Updates

Accessing Hyperion Product Documentation

The most recent version of each Hyperion product guide is available for download from the Documentation area of the Oracle Technical Network (OTN) Web site (http://www.oracle.com/technology/index.html).

Documentation is also available from the Oracle E-Delivery Web site (http://edelivery.oracle.com/EPD/WelcomePage/get_form). Please note that individual product guides are available for download on the Oracle Technical Network (OTN) Web site only.

Updated Documentation on the OTN Web Site

Information on using the utility for cleaning stale data from Native Directory is missing from the *Hyperion Security Administration Guide* that is installed with Shared Services Release 9.3.1. This information is added in the updated *Hyperion Security Administration Guide* posted on Oracle Technology Network (OTN).

Installation of JDK on AIX

The section in the *Hyperion Shared Services Installation Guide for UNIX* about installing JDK on AIX is no longer applicable for this release of Shared Services. The Shared Services installer performs a full installation of the JDK.

Top of Document

Third-Party License Information

Eclipse JDT 5.5 Compiler (JDT)

The Eclipse code and any additions or changes to it are available in source and object code form at http://oss.oracle.com/.

There is no liability on the part of contributors to the Eclipse code.

Contributors to the Eclipse code do not warrant the Eclipse code.

Any provisions of the Oracle license that are different from the Eclipse license are offered solely by Oracle.

Top of Document

Release 9.3.0.1 Readme

Installation Updates

Following are updates to the installation documentation for 9.3.0.1. Also, see "Deploying Hyperion Release 9.3 with Components from Previous Releases" in the *Hyperion Installation Start Here* for more information.

Upgrading Shared Services from Release 9.3.0 to Release 9.3.0.1

If you installed Shared Services Release 9.3.0 and you are installing any Release 9.3.0.1 products, you need to upgrade Shared Services to Release 9.3.0.1 and register the Release 9.3.0.1 products with the upgraded Shared Services.

Follow this process to upgrade Shared Services from Release 9.3.0 to Release 9.3.0.1 and register products:

1. Upgrade Shared Services according to the instructions in the *Hyperion Shared Services Installation Guide*.
2. Use Hyperion Configuration Utility to configure Shared Services.
3. Start Shared Services.
4. Install and configure Release 9.3.0.1 products according to the instructions in the product installation guides (includes re-registration with Shared Services).
5. Start products.

Update Native Directory Update Utility Installed with Shared Services

The Native Directory Update Utility allows you to update external user and group identities in the Shared Services Native Directory (OpenLDAP) for those objects that have moved in the external directory. This utility is now installed with Shared Services in this location:

HYPERION_HOME/common/utilities/nativedirectoryupdateutility/UpdateNativeDir.zip

1. Extract the contents of `UpdateNativeDir.zip` to a local directory.
2. In the `updateNativedir` directory, open the `updateNativeDirReadme.txt` file.
3. Follow the instructions in the readme file to run the utility.

Top of Document

Release 9.3.0 Readme

New Features

Commercially Available APIs

APIs for user/group/role management are now commercially available. The Security SDK includes documentation that describes the APIs and includes sample programs on how to create users/groups and provision users/groups to an application. You can access the Security SDK documentation from the Shared Services Information Map.

User Directory Configuration Improvements

The user interface for configuring external user directories is now part of the User Management Console. In addition, all settings that can be detected by the system are populated automatically to prevent manual entry of the required configuration values. For instructions on configuring user directories, see the User Management Console Online Help.

Hyperion Configuration Utility Improvements

The Configuration Utility contains the following improvements:

- Provides configuration status for each product installed on the computer
- Provides more flexibility in selecting specific configuration tasks across products or within products
- Provides status for each configuration task before proceeding to the next task
- Allows for partial configuration for items that may change, such as registering a new license file
- Enables users configuring Oracle databases to specify table and index tablespaces

Top of Document

Installation Updates

The section includes important information about installing this release of Shared Services. For a complete list of supported platforms and other software requirements, see the *Hyperion Installation Start Here*. For complete installation instructions, see the *Hyperion Shared Services Installation Guide*.

Note: Numbers in parentheses are internal reference numbers.

Upgrade Considerations

The following information updates the documentation on upgrading to this release of Shared Services.

Upgrade Instructions

For instructions to upgrade from a previous release of Shared Services to this release, see the *Hyperion Shared Services Installation Guide*.

Upgrading with Manual Deployment from Shared Services Release 9.0.1

When upgrading from Shared Services Release 9.0.1 to Release 9.3.0 with manual application server deployment, you must run the Hyperion Configuration Utility after manual deployment to reconfigure the database used with Shared Services. Follow these steps after manual deployment:

1. Launch the Configuration Utility.
2. Choose "Relational Storage Configuration" as the task to perform.
3. Specify the current database password and choose to reuse existing data.

   If you choose the option to drop data, all current provisioning data is lost.

Processor Support

Unless specifically stated in the installation documentation, Hyperion products operate on processors that are supported by the operating system. See the *Hyperion Installation Start Here* for information about processor support.

Support for Third-Party Products

Shared Services Release 9.3 is the last release to support BEA WebLogic 8.1.*x*.

Hyperion Installation Changes

The installation and configuration process changed significantly for this release. Installing Shared Services is now required. To successfully install Shared Services you must follow a sequence of steps. The steps are included in the *Hyperion Installation Start Here* and in the *Hyperion Shared Services Installation Guide*.

Application Server Deployments

Application Server Manual Deployments

On UNIX platforms, when manually deploying application servers for Shared Services, you must manually create the `SharedServices9/logs` directory to enable Shared Services to start and function correctly. For example,

`/vol1/Hyperion/SharedServices/9.3/AppServer/InstallableApps/common/`**`SharedServices9/logs/`**`.`

(1-123747677, 1-122876790)

Apache Tomcat

If you are deploying to Apache Tomcat as a Windows service on a supported 64-bit platform, the machine hosting Tomcat must have a 32-bit JDK installation.

IBM WebSphere Application Server Deployments

WebSphere ND Deployment

The install does not automatically deploy Shared Services for WebSphere ND deployments. You must log on to the ND Manager console and follow the steps for manual deployment of the `interop.war` file.

AIX HTTP Transport Port Number

Deploying Shared Services Release 9.*x* for WebSphere application server on AIX can fail if the WebSphere sample applications are installed. In that case you get an error message stating that port 9091 is in use. To resolve this problem, perform the following steps:

1. Start the default server (usually server1).
2. Log into the management console (usually http://localhost:9090/admin).
3. Select the Server node.
4. Click the **Application Server** link.
5. Select the **SharedServices9** server.
6. Click the **Additional Property Web Container** link.
7. Click the **HTTP Transport** link.
8. Click the link * for Port 9091.
9. Change the port number to 9099 or another free port.
10. Click **OK** to apply the change and return to the previous menu.
11. Select the menu item **Save** to save the change you just made.
12. You can now stop server1 and start the SharedServices9 server.

(6-CIS-664)

Shared Services Freezes During Database Configuration

If you are deploying Shared Services on WebSphere and the system appears to freeze while configuring the Shared Services database, follow these steps:

1. Log into the WebSphere Admin Console.
2. Keep this session active.
3. Save the Shared Services database configuration again.

Evaluating the `.hyperion.hostname` UNIX File Before Starting Shared Services

On UNIX systems, Shared Services stores common environment settings in a file called `hyperion.<<short hostname>>*`, which is created in the installing user's home directory. The `.hyperion.<<short hostname>>` file enables a user, whose home directory is shared by multiple computers, for example using NFS, to isolate environment settings per computer. This process ensures uniqueness.

(<<short hostname>> refers to the unqualified host name of the computer where Shared Services is installed; for example, myhostname versus myhostname.mydomain.com). The installing user's current (interactive) shell must evaluate the variable declarations in this file before you start Shared Services.

The evaluation can be accomplished in various ways, depending on the installing user's shell. Here are examples for Bourne compatible shells:

- To cause evaluation of .hyperion.<<short hostname>> manually in the current shell:

  (You must do this each time a Hyperion product is started or stopped.)

  ```
  $ SHORT_HOSTNAME=`hostname | awk -F'.' '{ print $1 }'` && export
  SHORT_HOSTNAME
  $ [ -f ${HOME}/.hyperion.${SHORT_HOSTNAME} ] &&\
  >   exec ${HOME}/.hyperion.${SHORT_HOSTNAME}
  ```

  Or, more simply, but without error handling:

  ```
  $ exec ${HOME}/.hyperion.<<short hostname>>
  ```

- To evaluate {HOME}/.hyperion.<<short hostname>> automatically at login:

  Add one of the previous examples to your login script (for example, .profile, .bashrc, or .login).

See the UNIX manual pages for exec, eval, and source or to your shell.

Note: Previous releases of Shared Services created and used a file called .hyperion. If this file is found during a software upgrade, the file contents are copied to the .hyperion.host file. The original file is saved as .hyperion.old.

Top of Document

Known Issues

Every effort was made to ensure that Shared Services performs without problems. However, these issues remain at release time. Temporary solutions are provided when appropriate. Numbers in parentheses are internal reference numbers.

General Issues

- If you are using Windows Server 2003 Service Pack 1 with Hyperion products, your system may experience an abnormal shutdown. To prevent this, install the update from Microsoft by going to: http://support.microsoft.com/kb/923996/
- Deleting an application while a relational database is down will cause the Analytic Services server to stop responding. (8-527974308)
- If the relational database goes down during a transaction, the JNI will lock and Analytic Services will need to be restarted. (8-532255001)
- If you are experiencing "Session Expired" errors in Microsoft Internet Explorer, follow these steps:

1. Open **Internet Options** (**Start > Settings > Control Panel, Internet Options**).
2. Select the **Privacy** tab.
3. Click **Advanced**.
4. Select **Override automatic cookie handling**.
5. Select **Always allow session cookies**.
6. Click **OK**.
7. Click **OK**.

Installation/Configuration

- If the Hyperion Home location changes from one installation to the next (for instance, it moves from `C:\` to `D:\`), you must manually remove the MySQL service as part of the clean up process to ensure that the next installation will start the MySQL service.
- On HP-UX systems, when using the Hyperion Home Migration Utility to copy Hyperion Home components to a new location, the migration utility sometimes does not remove components from the old location. (1-212067873)
- When using Hyperion Configuration Utility, always perform the Database Configuration and Application Server Deployment tasks together. Executing them one at a time causes problems.
- If running Shared Services and Analytic Services on separate computers, make sure that the Analytic Services computer can communicate with the Shared Services computer using an HTTP protocol. (1-401846181)
- When configuring Shared Services to use a named instance of SQL Server 2005, you cannot use an instance name in the Server field (for example, Server: servername\instancename). Instead, use SQL Server Configuration Manager to explicitly assign a port number to the named instance (removing the default "0" from Dynamic Ports) and then enter the assigned port number in Hyperion Configuration Utility. For example, if the original instance uses port number 1433 and the second instance uses 1533, enter 1533 in the Hyperion Configuration Utility Server field.
- On UNIX platforms, Application Server Deployment or Web Server Configuration tasks may fail if the temporary folder (as defined by the TEMP environment variable) contains `*-build.xml` files created by another user. Ensure that `*-build.xml` files do not exist in the temporary folder before running Hyperion Configuration Utility. (1-246275191)
- When creating a data source on traditional Chinese systems, for server name, use the server name that displays in SQL Server console. (1-405057095)
- If using a DB2 relational database, registering and deleting applications fails. Throws a nullPointerException. (8-531856941)
- On Solaris, deploying Shared Services to WebSphere Express 5.1.1.7 using the Configuration Utility (with automatic deployment) fails. You must deploy to WebSphere Express 5.1.1.7 manually. (1-361083775)
- Due to an InstallShield bug, if you attempt to install Shared Services on the same computer on which PC Anywhere is currently installed, Java Virtual Machine (JVM) does not get installed.

  Temporary Solution: Uninstall PC Anywhere before installing Shared Services. The JVM is

installed along with the product. After you complete installing Shared Services, reinstall PC Anywhere.

- Using WebSphere on UNIX platforms, Application Server Deployment or Web Server Configuration tasks may fail if the temporary folder (as defined by the TEMP environment variable) contains `*-build.xml` files created by another user. Ensure that `*-build.xml` files do not exist in the temporary folder before running Hyperion Configuration Utility. In addition, you must delete the following files created by another user from the temporary folder:
    - WEB-INF (folder)
    - `add_vhost_port.jacl`
    - `script.jacl`
    - `wsphere5-build.properties`
    - `wsphere5-build.xml`
- If you deployed Shared Services to Oracle Application Server and you are experiencing Session Expired errors while doing a single sign on to Shared Services, a known server configuration issue exists. By default, Oracle Application Server appends the domain name to the server name during installation; whereas the application URLs may be resolved without the domain name suffixed to the hostname, thus causing the problem.

  If you experience this error, follow these steps to resolve it:

  1. From any Taskflow Management page (for example, Manage Taskflows), right-click in the right frame and note the server name that is displayed in the URL. For example, `http://<servername>/interop/framework/workflow/start?targetFile=manageTaskFlow`

     Where *<servername>* refers to the host name of your server.

  2. Navigate to *OAS_HOME*`/Apache/Apache/conf` and, using a text editor, open the `httpd.conf` file.

  3. Change the value for the key ServerName to the server name you noted in the URL.

  4. Save the file and close it.

  5. You must restart Oracle Application Server for the changes to take effect. To do so, go to the Windows **Services** panel (**Start > Settings > Control Panel > Administrative Tools > Services**) and restart the services beginning with Oracleoracleas<*servicename*>.

  6. If after following these steps and restarting Oracle Application Server you still experience "Session Expired" errors, follow the additional steps in the section below (Fixing "Session Expired" Errors on Microsoft Internet Explorer) to fix this problem.

- To run Shared Services on Tomcat, you must verify that the virtual host name is the Fully Qualified Domain Name (FQDN).

  To do so:

1. Open the `server.xml` file located in the Tomcat deployment directory (for example, *HYPERION_HOME*`/deployments/Tomcat5/SharedServices/conf`).

2. Replace the following text:

```
<!-- Define the default virtual host -->
      <Host name="localhost" debug="0" appBase="webapps"
      unpackWARs="true" autoDeploy="true">
```

   With the following text:

```
<!-- Define the default virtual host -->
      <Host name="test.hyperion.com" debug="0" appBase="webapps"
      unpackWARs="true" autoDeploy="true">
```

Ensure that you use the fully qualified URL when you connect to the product from a Web-based UI, for example:

```
http://test.hyperion.com:9080/myProduct
```

This affects Tomcat application servers only. Do not change the virtual host name for the other supported application servers (WebLogic, WebSphere, and Oracle).

Artifact Life Cycle Management Utility

- When using the Artifact Life Cycle Management Utility, the forward slash character (/) is not valid in a username. (8-527764417)

SAP Configuration

- SAP configuration requires a number of manual steps, as follows (8-523831841):
    1. Verify that JCO files are available in *HYPERION_HOME*`/common/SAP/lib` directory; for example, `C:\Hyperion\common\SAP\lib` (Windows) and `/app/Hyperion/common/SAP/lib` (UNIX).
    2. Rename *HYPERION_HOME*`/common/SAP/lib/javax` to `javax_ori`.
    3. Rename *HYPERION_HOME*`/common/SAP/lib/iaik_jce_export.jar` to `iaik_jce_export.jar_ori`.
    4. Restart the application server.
    5. Log into the User Management Console as Shared Services Administrator.
    6. Navigate to Administration > Configure User Directories.
    7. Select the SAP configuration and click Edit.
    8. In the Password field in the SAP Connection Information screen, reenter the SAP provider password.
    9. Click Save.
    10. Restart the application server that hosts Shared Services.

SAP

- SAP Unicode is not supported. If Internet Explorer is used to connect to a Unicode SAP system for retrieval of user and role data, then single sign-on between Hyperion applications may be affected. This is due to the larger size of the SAP ticket and Internet Explorer limits on the "Query String". A temporary solution is to use another supported browser, such as Firefox, to avoid the Internet Explorer limit.
- You cannot log into the User Management Console as a Japanese user with the SAP provider. This problem occurs only in a SAP Unicode deployment. (1-233083235)
- You cannot view or edit the properties of a user-defined role when logging in as a user with the Provisioning Manager role. You must log in as an Administrator if you are using SAP as the user directory. (1-307853568)
- You can only delete users/groups/roles one at a time when logged in as a user with the Provisioning Manager and Directory Manager roles. (1-304496198)
- Secure Sockets Layer (SSL) and Secure Network Communications (SNC) are not supported with SAP in this release.
- After configuring a SAP provider for external authentication, follow these steps (8-507705111):
    1. Copy the SAP `.jar` files into *`HYPERION_HOME`*`/common/SAP/lib`.
    2. Run the `explodejar.sh` script to extract the files.
    3. Remove or rename the `javax` folder extracted after the above step.
    4. Remove the `iaik_jce_export.jar` from *`HYPERION_HOME`*`/common/SAP/lib`.

- A list of SAP users and groups cannot be retrieved and cannot be authenticated if the application server is deployed as a Windows service.

  Use the following temporary solution for Tomcat, WebLogic 8.1.4, and WebSphere Application Server 5.1.1.7:

    1. Set `C:\Hyperion\common\SAP\bin` to the system's PATH environment variable.
    2. Copy the dlls from `C:\Hyperion\common\SAP\bin` to `C:\Hyperion\common\CSS\9.2.0\bin` folder.

       This is to overcome the `library.path` not containing the SAP path.
    3. Reboot the system.

       The updated system path setting is reflected for the service only after restart.
    4. Start the service and access the application.

  If deploying the application server as a non-service on Windows, no temporary solution is required. (1-238924916, 8-508657333)

External Authentication/User Provisioning

External Authentication Provider Names

- If users have the same common name, group membership is inconsistent. (8-519214292, 8-536062659)
- When adding or editing an external authentication provider, do not use the dot character (.) in the provider name; for example, ldap.server. The User Management Console will not list the users and groups for a native or external provider if the provider name contains a dot. (1-119380193, 1-244837888)
- When a provider name is "franÃƒÂ§aisÃƒÂ§", users and groups are not displayed in the User Management Console view pane. (1-226070101)

Character Restriction in User/Group Names

The following restrictions apply to user/group names:

- The at sign (@) and the dot character (.) are not supported in the user CN if you are using a global catalog MSAD configuration. This issue does not occur in a simple MSAD configuration. (8-530903759)
- The asterisk character (*) is not supported in any MSAD and LDAP user/group names.
- The pound sign (#) is not supported for MSAD user/group URLs and OU in userDN for external authentication configurations.
- The comma character (,) is supported for MSAD and LDAP user/group URLs and OU in userDN for external authentication configurations although you must escape the comma character with a backslash (\).
- In the userDN for MSAD and LDAP external authentication configurations, the login user (for example, `cn=test\\+user`) with special characters is not supported.
- Certain combinations of special characters are not supported in user/group names for MDAD, LDAP, and the native Shared Services (OpenLDAP) directory. For example:
    - `test/\user1`
    - `test\/user1`
- The following characters are supported: ( ) ` " \ / & + $ ^ = < > ; @

Empty Passwords

- Users with empty passwords are not supported.

Special Character Restriction in Project Names

- The forward slash character (/) is not supported in project names.

MSAD

- Setting the maximum number of results that an MSAD search can return to 1000 (maxSize=1000) still returns more than 10000 MSAD users. (8-530820563)
- If a user's Security Account Manager name (sAMAccountName) changes, the user is automatically de-activated and a new user is created. A utility has been generated that handles this. (8-530594314, 1-156222547, 8-536186003)
- MSAD sp2 and earlier releases of Hyperion applications are known to have connectivity issues over SSL. To resolve such issues, refer to:

http://support.microsoft.com/default.aspx?scid=kb;en-us;Q320711

- When MSAD is configured with a blank group URL, login performance may degrade. A temporary solution is to edit the configuration file for MSAD to provide a group URL. (8-509573541)

LDAP/OpenLDAP

- When LDAP is configured with a blank group URL, login performance may degrade. A temporary solution is to edit the configuration file for LDAP to provide a group URL. (8-509573541)
- If an LDAP provider is configured with an incorrect Group URL, group roles are not assigned to LDAP users who are part of the group when those users log into the User Management Console. (1-226070419)
- After provisioning a large number of users from the OpenLDAP (Native) directory, an exception is returned. This problem occurs because the transaction log becomes very large after provisioning. A temporary solution is to back up the .txn logs and allocate more space on the drive where OpenLDAP resides. (1-436676358)

HRAM

- While configuring the NTLM provider and entering the domain details followed by the HRAM details, the domain details vanish. You must re-enter the domain details for the NTLM provider.Hyperion Remote Authentication Module 9.*x* does not support SSL connection on AIX.**Miscellaneous**
- If one server in a WebLogic server cluster is stopped, you may experience intermittent errors when performing provisioning tasks in User Management Console. For example, Move to and Copy functionality does not work correctly. (1-149158985, 1-149158950)
- Do not delete projects that contain applications. Doing so removes all provisioning settings for all applications. Before deleting a project, assign the applications to another project. This maintains the user/group/role associations for each application within the project.
- The Import/Export utility fails to deprovision a user or group from other roles if the user-defined role that is also provisioned to a user is deleted during import. (1-243987391)

  Similarly, unassigning a user or group from a Native Group fails if one of the native users or groups assigned to it is also deleted during import.

- In an SAP environment, when there are more than 10,000 users or groups in the group URL and if you have an SAP group assigned, it may take a couple of hours to return. (1-453848751)
- An Administrator can perform the following provisioning tasks on themselves: Provision, Deprovision, Activate, Deactivate (8-530278096)
- You cannot login if you have an external provider with large data configured with a WebSphere 6.0.2 application server. You must increase the JVM heap size to 1024 and then the functionality is accessible. (8-530972013, 8-528371781)
- The updateNativeDir Utility does not work in SSL mode. (8-531693385)
- If the group OU is not correctly set in the URL and if users are part of the group, Analytic Services will stop responding. (8-515483824)

- Secure Socket Layer (SSL) support is available for Import/Export utility, which allows you to export, import, and validate provisioning data. See *Hyperion Security Administration Guide* for detailed information on Import/Export utility. (8-519400201)

  To use SSL-enabled connections with Import/Export utility:

  1. Using a text editor, open the `importexport.properties` file.
  2. Set the value of `importexport.ssl_enabled` property to `true`; for example, `importexport.ssl_enabled=true`. This property is listed in the Import export operations section of the file.
  3. Verify that the value of `importexport.cmsport` property indicates the SSL port where Shared Services is available.
  4. Save and close the `importexport.properties` file.

Managing Models

This section describes information to consider when managing models.

- Hyperion Shared Services is limiting its metadata editing, metadata sharing, and data sharing capabilities for Release 9.3. For products that support BPM Architect (Financial Management, Planning, and Analytic Services), the metadata sharing and data sharing functionality will be supported instead through BPM Architect. For products that do not support BPM Architect, the functionality will remain in Shared Services. The following is a summary of the changes:
  - Metadata editing (adding a child or sibling, and so on) functionality is no longer supported by Shared Services.
  - Metadata sharing functionality is moving to BPM Architect for products that support BPM Architect (Financial Management, Planning, and Analytic Services).
  - Exporting models for versioning is still supported by Shared Services for all products.
  - Sharing data functionality is moving to BPM Architect for Financial Management and Planning.

  Performance Scorecard and Hyperion Business Modeling can source metadata from Planning. Performance Scorecard and Hyperion Business Modeling cannot push metadata to Planning. If a user wishes to push metadata from Hyperion Business Modeling to Planning, they must use a flat file.

- If using Apache Tomcat, the Work directory under the Tomcat directory may get full, thus causing performance to degrade. Should this happen, delete the following directory (and its contents):

  `/Tomcat/5.0.28/Work`

  Note that the Tomcat service needs to be stopped to delete it. The directory is automatically recreated.

- The Tomcat memory settings may be updated to share models such as the accounts dimension. To do so:

    1. Update the `Startup.bat` file in the Tomcat directory and set:
       `JAVA_OPTS=-server -Xms256m -Xmx1024m`
       and start Tomcat server in Console mode.

    2. Update the `StartServices.bat` file in the Tomcat directory and set:
       `CATALINA_OPTS=-server -Xms256m -Xmx512m`

Managing Taskflows

This section describes information to consider when managing taskflows.

- When saving a taskflow with Scheduler information, a "Failure occurred during job recovery" error message displays and the taskflow is not created. The current version of workflow uses Quartz version 1.3 for its Scheduler. Versions 1.5 and earlier of Quartz have a known issue with SQL Server 2005. A workaround is to set up the database with case-insensitive mode. (8-536419401)
- Firefox is not supported when you use Events Services on Windows 2003. The workaround is to use Internet Explorer on Windows 2003, or use Firefox on either Windows 2000 or Windows XP.
- Hyperion highly recommends that the locale used for creating taskflows, running taskflows, and the agents be the same. For the links **View Status** and **My Tasks**, you can be on any locale.
- For managing taskflows, if the alerting (Save or Cancel prompt) is required by the products, follow these guidelines:

  Note: Ignore this issue if taskflow alerting on Netscape is not required.

    1. Create a JSP file (`prodrefInclude.jsp`) and add the following domain name setting code.

```
<%
String serverName = request.getServerName();

String domainName="";
if(serverName.indexOf(".")!=-1){
      domainName =
serverName.substring((serverName.indexOf(".")+1),serverName.length());
}else{
      domainName = serverName;
}

%>

<script language="javascript">
      document.domain = "<%=domainName%>";
</script>
```

    2. Include this JSP file in the other JSP files that reside in the `interop/taskflow` folder.

       Whenever redirect is used, the domain name which is set is lost and it gets the original domain name again. To avoid this, include this JSP file in every Page in the application.

3. To run the product on these servers (for example), change the following code in the JSP files:

   ```
   getServletContext().getInitParameter("HUB_HOSTNAME")
   ```

   To:

   ```
   getServletConfig().getServletContext().getInitParameter("HUB_HOSTNAME")
   ```

In the URL in EAP files or Instance Files, replace localhost with a fully qualified Host name (machine name + domain name).

Top of Document

Tips and Troubleshooting

If you restart Shared Services, you must restart all products.

Top of Document

Documentation Updates

Hyperion Installation Start Here

The *Hyperion Installation Start Here* helps you plan your Hyperion product installation and configuration. This document should be read first and used in conjunction with the procedures for installation, configuration, post-configuration, and manual-deployment provided in the individual installation guides.

The *Installation Start Here* provides information about system requirements, prerequisites, release compatibility, recommended installation sequence, and other information to help you plan your product installation and configuration.

For more information about larger and more complex deployments, see the Hyperion BI+ Performance Guide and the BPM Deployment Guide.

Hyperion Security Administration Guide

The *User Management Guide* has been rewritten to include more conceptual information about the Hyperion security system, including provisioning. It's now called the *Hyperion Security Administration Guide*.

Top of Document