


**BusinessObjects XI 3.1 and Crystal
Reports 2008 Service Pack 3
FixPack 3.4 Known Issues and
Limitations**



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About these Known Issues and Limitations

This FixPack is cumulative and can be installed on top of Service Pack 3 or previously released 3.x FixPacks. This FixPack includes all the XI 3.1 FixPacks up to FP 2.9. If this FixPack is applied to one machine or product, it must be applied to all machines and products in your deployment. A separate FixPack is available for each BusinessObjects product that has a standalone installation. For a full list of FixPacks, see the BusinessObjects XI 3.1 FixPack 3.1 and above Installation and Deployment Guide.

This FixPack is also intended for SAP BusinessObjects Edge Business Intelligence (BI) 3.1 and can be installed on top of releases starting with SAP BusinessObjects Edge Business Intelligence (BI) 3.1 Service Pack 3 onwards.

Intended for anyone involved in installing, configuring, administering or supporting users of BusinessObjects XI 3.1 or Crystal Reports 2008 FixPacks, these release notes contain important information about known issues and limitations in this software.

Please read the entire document before installing your Business Objects software. The issues in this document are divided into sections by FixPack number. Issues reported in a FixPack apply to all subsequent FixPacks unless otherwise stated. Within each FixPack section, issues are sorted in ascending order by ADAPT tracking number.

This document is just one in a set of documents bundled with this release.

For information on	See
Software issues that have been fixed with this release	FixPack Fixed Issues document available here: http://service.sap.com/patches (for all products but Crystal Reports). On the Downloads page, click on the Info link to access the file. http://www.sdn.sap.com/irj/sdn/businessobjects-downloads (for Crystal Reports)
Supported hardware and software for use with this release Note: Before deploying this or any other Business Objects software offering, check this document for the latest information on third-party support	Supported Platforms document available here: http://service.sap.com/bosap-support (for all products but Crystal Reports) or http://www.sdn.sap.com/irj/sdn/businessobjects-articles (for Crystal Reports)
Product Documentation	To display, print and download documents and manuals in PDF format, see the "Product Guides" section of http://service.sap.com/bosap-support

Known Issues and Limitations for BusinessObjects XI 3.1 and Crystal Reports 2008 Service Pack 3 FixPack 3.1

ADAPT01353330

Update your 'appletVer' attribute present in web.config of AnalyticalReporting App

If you are already using Web Java Report Panel from past releases, after applying the latest patch, update your 'appletVer' attribute present in web.config of AnalyticalReporting App present in \$BOE_INSTALL\Business Objects Enterprise 12.0\WebContent\InfoViewApp\AnalyticalReporting\web.config.

Value for appletVer attribute is your build version value available at \$BOE_INSTALL\Business Objects Enterprise 12.0\BuildVersion.txt.

ADAPT01361426

Ensuring parent and child tables display

To set a database location for the child table of a table that uses the structure "Order" and "Order/Details", do the following:

- 1) Add the string value DisplayChildrenTables under the registry key [HKEY_CURRENT_USER\Software\Business Objects\Suite 12.0\Crystal Reports\DatabaseOptions].
- 2) Set the value to Yes.
- 3) Manually update parent and child tables one at a time.

Limitations:

- The child table will still fail to appear in the Database Expert.
- Selecting the data connection and clicking Update will not work to update all tables at once. Tables must be manually updated one by one.

ADAPT01456916

Error message during the installation of XI3.1 FixPack 3.1 for PeopleSoft integration kit on UNIX operating systems

When you install XI3.1 FixPack 3.1 for PeopleSoft integration kit, there will be an error showing on the completed screen indicating "cannot find custom action entry: PatchPartnerCAFUnInstall". Ignore this error as it will not have any functional impact. This issue is planned to be fixed in FixPack 3.2.

Known Issues and Limitations for BusinessObjects XI 3.1 and Crystal Reports 2008 Service Pack 3 FixPack 3.2

ADAPT01428734

Custom color highlighting reverts to default colors

For a Date axis bar chart, the first time the Scales in Group (X) Axis option is used to add or remove color highlighting from the chart, the chart reverts to its default colors. However, you can use Scales in Group (X) Axis again to re-apply the color highlighting.

ADAPT01446793

The Disable Automatic Refresh on Open for all documents security right.

In Web Intelligence Application Property, a new application property "Check the Disable Automatic Refresh on Open for all documents security right" is added to the Central Management Console. In addition, a new security right "Disable Automatic Refresh on Open for all documents" is added to Web Intelligence Rights.

This application property and security right enables you to set Web Intelligence to refresh automatically on opening the document without enabling "Refresh on open" in the Document Properties.

To enable Refresh on Open, you need to do the following settings:

1. In the Web Intelligence Application property, select "Check the Disable Automatic Refresh on Open for all documents security right".
2. To refresh the document on opening, deny the Web Intelligence Application right "Disable Automatic Refresh on Open for all documents".

If you do not want to refresh the document on opening, grant the Web Intelligence Application right "Disable Automatic Refresh on Open for all documents".

ADAPT01454003

Zoom feature in browser fails to change text size in Crystal reports

When using the zoom function, only the custom CSS is applied to the report object and none of the style specified in the report was applied.

You can now successfully zoom in a report that uses both the custom style (CSS) and the report style. The custom style overrides the one in the report.

Examples

- 1) If the report object in the report is specified to be Arial, bold, in red color with font size 12 and the custom CSS specified the italic and blue, the result will be Arial, italic, blue, with font size 12. Zoom will still work as expected.
- 2) If the report object in the report is specified to be Arial, bold, in red color with font size 12 and the custom CSS specified the underline and green with font size 10, the result will be Arial, underline, green, with font size 10. Zoom WILL NOT work as the font size is specified in the CSS.

Known Issues and Limitations for BusinessObjects XI 3.1 and Crystal Reports 2008 Service Pack 3 FixPack 3.3

ADAPT01458359

Sybase IQ 15.2 support

With this Fix Pack, Sybase IQ 15.2 is now supported on BOE XI 3.1 via ODBC on Windows OS as an SAP BusinessObjects Semantic Layer connectivity. Support on other OS platforms, which may be brought in a future Service Pack, is not expected on a subsequent Fix Pack.

Only Web Intelligence, Desktop Intelligence, and Universe Designer are supported with this connectivity at this time.

ADAPT0146621

How to correctly enable COM SDK traces

SDKREQ logs (ie COMSDK Logs) will not be included in the server generated logs with the trace level set to 'm' or 'l' or 'xl'. To enable COMSDK traces, trace level has to be set to 's' or 'xs' respectively.

ADAPT01469822

Universe design tool: Parser does not work on BEx query variables that use default values

When you create a universe based on a BEx query which uses a variable with 'default values', and you parse the filter generated for the variable, the error: 'Parse failed: Invalid definition (UNV0023)' displays. Ignore the error. The universe design tool parser does not work on filters generated for BEx query variables with default values. The filter functions correctly in the Web Intelligence query.

ADAPT01478040

Document level query stripping erroneously available

Document level property of Query Stripping will be available always even though it will not have any effect until and unless Query level property is checked.

ADAPT01484831

Improved SMS support

Embedded SMS Action was initially supporting only Number and Description (num & desc). It is now enhanced to support the Body (body).

The sample syntax for the same is given below:

```
"!action://smsto?num='0123456789'&body='<body of your message goes here>'"
```

Known Issues and Limitations for BusinessObjects XI 3.1 and Crystal Reports 2008 Service Pack 3 FixPack 3.4

ADAPT01480098

Microsoft Word 2010 splash screen

When Live Office is installed, the splash screen for Microsoft Word 2010 is continuously displayed when Microsoft Word 2010 is started. To delete the splash screen, either double-click your mouse, press any key, or switch windows on your screen.

Upgrade scenarios to get Office 2010 support for Live Office

In Fix Pack 3.4, Live Office provides both a patch installation and a full build to install Microsoft Office 2010 support for Live Office in different upgrade scenarios.

If a Fix Pack of Live Office lower than Fix Pack 3.4 is already installed on your machine, install the Live Office Fix Pack 3.4 patch.

If Live Office is not installed on your machine, install Live Office 3.4 full build.

ADAPT01483232

Performance management analytics in XI 3.1 cannot be displayed in Internet Explorer when running in SSL (HTTPS)

When a user attempts to run performance management analytics (created by SAP BusinessObjects Dashboard Builder or SAP BusinessObjects Performance Manager) in Secure Socket Layer (SSL) environment using Internet Explorer (IE) in some servers, for example Tomcat, the analytics fail to be displayed.

This problem occurs because by default HTTPS response headers use the “no-cache” setting, which is one of the settings that cause Internet Explorer to fail.

To workaround this problem, you need to configure the server to use a setting other than the default settings. For example, in case of Tomcat server, you can configure the PerformanceManagement.xml file located under “Tomcat55\conf\Catalina\localhost”, by adding a certain value to the context.

You can also choose any one of the following suggestions to resolve this issue:

```
1. <Context path="/myapp" docBase="myapp">
  <Valve className="org.apache.catalina.authenticator.FormAuthenticator"
    disableProxyCaching="false" />
</Context>
```

This option works but reduces security, as it does not allow no-cache control headers to be issued.

```
2. <Context path="/myapp" docBase="myapp">
  <Valve className="org.apache.catalina.authenticator.FormAuthenticator"
    securePagesWithPragma="false" />
</Context>
```

This configuration causes a header <Cache-Control: private> to be issued in place of the default <Cache-Control: none> and <Pragma: no-cache> headers.

This suggests shared caches not to cache the response, while still allowing downloads to work in IE.

```
3. <Context path="/myapp" docBase="myapp">
  <Valve className="org.apache.catalina.authenticator.BasicAuthenticator"
    disableProxyCaching="false" />
</Context>
```

ADAPT01490991

Retaining locale settings when exporting a report or universe

When setting "Migration Forced" in a Desktop Intelligence report and in Designer for Universes, the report or the Universes must be saved, closed, and then re-opened prior to exporting to the BusinessObjects Enterprise system in order for the locale settings to be retained.

This is because the locale settings are not displayed until the report or Universe is opened. So they need to be opened to apply the settings and then exported.

ADAPT01491498

List rendering with WebLogic clustered servers

The InfoView Document List or Central Management Console (CMC) listing pages may fail to render correctly on systems that use WebLogic clustered servers, creating a NullPointerException error.

To resolve this issue, update the WEB-INF/web.xml file as follows:

- 1) In a text editor, open the web.xml files in the following WAR files: CmcApp.war, CmcAppActions.war, InfoViewAppActions.war, and PlatformServices.war.
- 2) Uncomment the context-param line that contains the param-name weblogic.session.IDLength.
- 3) Repackage and redeploy the WAR files.

ADAPT01494399

Web Intelligence New SQL parameter PARSE_SELECT_IN_JOIN introduced to correct handling of INNER JOIN SQL after upgrading from XIR2 to XI 3.1

Web Intelligence generates incorrect SQL after upgrading from XIR2 to XI 3.1 - it appears to be repeating the INNER JOIN SQL outside of the INNER JOIN.

To resolve this issue, a new dynamic SQL oparameter has been created: PARSE_SELECT_IN_JOIN

The default value is No. All universes with this parameter absent or with PARSE_SELECT_IN_JOIN = No will keep the same behavior (select statements embedded in join expressions are not parsed during save / save as / export workflows) .

When the dynamic parameter PARSE_SELECT_IN_JOIN = Yes , after having re-exported the universe (select statements emedded in join expressions are parsed during save / save as / export workflows and taken into account during SQL generation) .

To revert to XIR2 behavior for a query, set the dynamic parameter PARSE_SELECT_IN_JOIN to Yes on the universe, export universe again to the repository.

ADAPT01495115

Web Intelligence reports opened via an openDocument URL produce an error

Symptom:

Web Intelligence reports opened via an openDocument URL produce an error:

A database error occurred. The database error text is: [Datasource Client Type] Data type mismatch in criteria expression. (WIS 10901)

A parameter is passed through the URL that has Index Awareness applied to the object at the Universe level. Refreshing the child report manually does not produce any errors.

Resolution:

The &IsI (note this is a capital letter "I" for Index) parameter must be used in the openDocument URL to pass the Index Value along with the &IsM (or &IsS) parameter to pass the value of the Index Aware object.

Sample:

[http://localhost:8080/OpenDocument/opendoc/openDocument.jsp?sDoc=IndexTest&sType=wid&IsMStore=\[caption\]&IsIStore=\[index\]](http://localhost:8080/OpenDocument/opendoc/openDocument.jsp?sDoc=IndexTest&sType=wid&IsMStore=[caption]&IsIStore=[index]).

Example:

Using eFashion sample Universe passing a value for the "Store name" object which has been modified to be Index Aware as well as the Index Value for the "Store name" object:

<http://localhost:8080/OpenDocument/opendoc/openDocument.jsp?sDoc=IndexTest&sType=wid&IsMStore=e-Fashion New York Magnolia&IsIStore=2>.

ADAPT01496919

Web Intelligence: The footer is truncated when migrated documents are viewed in Page Mode or PDF view

In BusinessObjects Enterprise XIR2, if a cell is placed a little bit out of the left limit of the header or the footer, the left margin will be sized automatically in order to contain the cell.

This was determined to be incorrect behavior and changed in XI 3.1. The margins of a Web Intelligence document will no longer be automatically sized to contain the cell and will cut off or truncate the cell contents in Page Mode or PDF views. This includes Header and Footer content.

ADAPT01496933

Naming dashboards

In SAP BusinessObjects Enterprise XI 3.1, two dashboards cannot share the same name even if they are stored in different folders. If you are importing a dashboard from an XI Release 2 system that shares a name with a dashboard in the current system, you must rename it.

Also, the copy function has been removed from the CMCAApp for corporate dashboards. Hence, you cannot copy a corporate dashboard from one folder to another folder.

ADAPT01503059

Test connection fails for HANA JDBC connection in Universe Designer

The issue occurs because HANA supports Java run time 1.4 and 1.6. The jvm entry used by connection server is jre 1.5. As a workaround, change the value in the registry entry
HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\default\Shared\ConnectionServer
\Configuration\JVM Library
from C:\Program Files\Business Objects\javasdk\jre\bin\client\jvm.dll
to C:\Program Files\Business Objects\javasdk\jre6\bin\client\jvm.dll

ADAPT01509950

XI 3.1 FixPack 3.4 supports Office 2010 and SAP HANA

Starting from XI 3.1 FixPack 3.4 platforms, Office 2010 and SAP HANA are supported, for more details refer to the Supported Platforms document at <http://www.sdn.sap.com/irj/boc/articles>.

For installation of Live Office to get Office 2010 support, see the "BusinessObjects XI 3.1 FixPack 3.1 and above Installation and Deployment Guide" at help.sap.com.

ADAPT01510549

Improvements in Mobile Web Application developed for iPhone and iPad

After adding the connection information of Explorer to MOBIServer's server.properties, the server information is not visible in the iPhone/iPad client.

This can be solved by modifying the existing parameter value "/WEB-INF/sample.properties" to "/WEB-INF/server.properties" in web.xml found in WEB-INF directory of the web application 'MOBIServer'.

ADAPT01519339

Issue with Java 1.6.0_19 or greater in SSL mode

The format of the default table will not be proper when using Java version is 1.6.0_19 or greater in SSL mode.