Your PDF Guides

You can read the recommendations in the user guide, the technical guide or the installation guide for BUSINESS OBJECTS ENTERPRISE XI 3.1. You'll find the answers to all your questions on the BUSINESS OBJECTS ENTERPRISE XI 3.1 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual BUSINESS OBJECTS ENTERPRISE XI 3.1
User guide BUSINESS OBJECTS ENTERPRISE XI 3.1
Operating instructions BUSINESS OBJECTS ENTERPRISE XI 3.1
Instructions for use BUSINESS OBJECTS ENTERPRISE XI 3.1
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Procedures are provided for common tasks. Conceptual information and technical details are provided for all advanced topics. For daily maintenance tasks and procedures for working with the CMC, see the BusinessObjects Enterprise Administrator's Guide.

For information about installing BusinessObjects Enterprise, see the BusinessObjects Enterprise Installation Guide. Who should use this help? This help covers deployment and configuration tasks. We recommend consulting this guide if you are: · · · · planning your first deployment configuring your first deployment making significant changes to the architecture of an existing deployment improving your system's performance. This help is intended for system administrators who are responsible for configuring, managing, and maintaining a BusinessObjects Enterprise installation. Familiarity with your operating system and your network environment is beneficial, as is a general understanding of web application server management and scripting technologies. However, to assist all levels of administrative experience, this help aims to provide sufficient background and conceptual information to clarify all administrative tasks and features. About BusinessObjects Enterprise BusinessObjects Enterprise is a flexible, scalable, and reliable solution for delivering powerful, interactive reports to end users via any web application--intranet, extranet, Internet or corporate portal. Whether it is used for distributing weekly sales reports, providing customers with 26 BusinessObjects Enterprise Administrator's Guide Getting Started What's new in BusinessObjects Enterprise XI 3.1? 1 personalized service offerings, or integrating critical information into corporate portals, BusinessObjects Enterprise delivers tangible benefits that extend across and beyond the organization. As an integrated suite for reporting, analysis, and information delivery, BusinessObjects Enterprise provides a solution for increasing end-user productivity and reducing administrative efforts. What's new in BusinessObjects Enterprise XI 3.1? This version of BusinessObjects Enterprise introduces many new features and enhancements. The following table briefly describes these features and where to find more information about them. What's New Documentation resources · About Server Intelligence on page 130 Server management: what's new in this version of BusinessObjects Enterprise on page 131 Server management: Server management is · now handled through the CMC and the Server Intelligence Agent (SIA). Federation: This cross-site replication tool allows you to manage content from a BusinessObjects Enterprise deployment (Origin site) and · replicate it to other BusinessObjects Enterprise deployments (Destination sites).

· · Federation on page 234 Publishing: This version features user interface improvements to the Publishing feature. Also, all report bursting methods are now supported for Web Intelligence document publications. About Publishing on page 920 For more information, see the BusinessObjects Enterprise Publisher's Guide. The latest version of the PDF is available on the Business Objects technical support site. BusinessObjects Enterprise Administrator's Guide 27 1 Getting Started What's new in BusinessObjects Enterprise XI 3.1? What's New Documentation resources · Instance Manager on page 869 Managing instances on page 866 Instance Manager: In this release, the Instance Manager shows more details for listed in· stances. Web Application Container Server (WACS): The WACS is a service that hosts the CMC for users · that are installing BusinessObjects Enterprise on a Windows environment and don't want to deploy the CMC to a Java application server. Windows Active Directory authentication: Multiforest support is integrated into the process of · using the CMC to set up AD authentication with either the Kerberos or NTLM protocols. Server settings: BusinessObjects servers now · support IPv6. · Web Application Container Server (WACS) on page 323 Scheduling AD updates on page 494 Network environment options on page 160 To configure Microsoft ISA 2006 for BusinessObjects Enterprise on page 369 Reverse proxy: Microsoft ISA 2006 is now supported as a reverse proxy server.

Online documentation library A completely new interface to the full documentation set now has guides for all Business Objects products. The new online documentation library has the most up-to-date version of the Business Objects product documentation, posted upon publication and updated regularly. You can browse the library contents, run full-text searches, read guides on line, and download PDFs. http://support.businessobjects.com/documentation/product_guides/default.asp 28 BusinessObjects Enterprise Administrator's Guide Getting Started Where should I start? 1 Where should I start? Depending on your situation, you may want to focus on specific sections of this help, and there may be other resources available for you. For each of the following situations, there is a list of suggested tasks and reading topics. · · · · · Planning or performing your first deployment on page 29 Configuring your deployment on page 30 Changing your deployment's architecture on page 30 Improving your system's performance on page 31 Working with objects in the CMC on page 31 Planning or performing your first deployment If you are planning or performing your first deployment of BusinessObjects Enterprise, it is recommended that you perform the following tasks and read the corresponding sections: · · To get familiar with the components, read Architecture overview on page 36. To assess your needs and design a deployment architecture that works best for you, read the BusinessObjects Enterprise Deployment Planning Guide.

Understanding communication between BusinessObjects Enterprise components on page 296 Security overview on page 432 If you plan to use third-party authentication, read Configuring Third-Party Authentication on page 455 For advice about assessing your anticipated performance needs, see Improving performance on page 384. For more information about installing BusinessObjects Enterprise, see the BusinessObjects Enterprise Installation Guide. After you install, read Server management overview on page 122. · · · · · · BusinessObjects Enterprise Administrator's Guide 29 1 Getting Started Where should I start? Configuring your deployment If you have just completed your installation of BusinessObjects Enterprise and need to perform initial configuration tasks, such as firewall configuration and user management, it is recommended that you read the following sections: · · · · · · Server management overview on page 122 Understanding communication between BusinessObjects Enterprise components on page 296 Security overview on page 432 If you plan to use third-party authentication, read Configuring Third-Party Authentication on page 455 For advice about assessing and improving your system's performance, see Improving performance on page 384.

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If you want to monitor your existing system, read Managing Auditing on page 571 and Auditing Reports on page 607. Changing your deployment's architecture Are you expecting a significant increase in server traffic? Do you need to accommodate a sudden influx of users? Do you need to incorporate new kinds of content from new sources? Or do you need to update a deployment that didn't adequately anticipate the volume of objects being processed on a daily basis? If you need to revise your deployment to account for significant changes in how you use the system, it is recommended that you read the following sections: · · · For advice about assessing and improving your system's performance, see Improving performance on page 384. If you are installing new server components, see Server management overview on page 122. If you are importing or configuring new users, see Account management overview on page 740. 30 BusinessObjects Enterprise Administrator's Guide Getting Started Where should I start? 1 · For information about installing new components, you can find more information in the BusinessObjects Enterprise Installation Guide. Improving your system's performance If you want to assess your deployment's efficiency and fine-tune it in order to maximize resources, it is recommended that you read the following sections: · · · For advice about assessing and improving your system's performance, see Improving performance on page 384.

If you want to monitor your existing system, read Managing Auditing on page 571 and Auditing Reports on page 607. For daily maintenance tasks and procedures for working with servers in the CMC, see Server management overview on page 122. Working with objects in the CMC If you are working with objects in the CMC, read the following sections: · · · · · · · To get started with the CMC, see Using the CMC on page 692. For information about setting up users and groups in the CMC, see Account management overview on page 740. To add objects to BusinessObjects Enterprise, see Overview on page 902. To set security on objects, see How rights work in BusinessObjects Enterprise on page 700. For general information about working with objects, see General object management on page 780. To organize objects, see Organizing objects overview on page 890. To schedule objects in BusinessObjects Enterprise, see Scheduling on page 826 BusinessObjects Enterprise Administrator's Guide 31 1 Getting Started BusinessObjects Enterprise guides BusinessObjects Enterprise guides The following table provides a list of BusinessObjects Enterprise guides and their contents. Guide BusinessObjects Enterprise Planning Guide Description Covers the key concepts you should consider before you begin deploying BusinessObjects Enterprise.
This guide includes an overview of the architecture, tips for assessing your existing environment, determining your organization's needs, and preparing for the installation. Leads you through the steps required to run the setup program and complete your installation of BusinessObjects Enterprise. There are UNIX and Windows versions of this guide available. Covers topics related to the deployment of web applications to web application servers with BusinessObjects Enterprise. There are UNIX and Windows versions of this guide available.
Provides content for server and content administration. The server administration topics includes server configuration, managing authentication, configuring firewalls, and measuring system performance. The content administration topics include working with the CMC, configuring rights and access levels, managing users, and working with Business Objects applications and objects. BusinessObjects Enterprise Installation Guide BusinessObjects Enterprise Web Application Deployment Guide BusinessObjects Enterprise Administrator's Guide 32 BusinessObjects Enterprise Administrator's Guide Getting Started BusinessObjects Enterprise guides 1 Guide BusinessObjects Enterprise Publisher's Guide Description Provides an overview of the publishing process, working with publications, publishing Crystal reports, publishing Web Intelligence documents, publishing Desktop Intelligence documents, and publishing security. BusinessObjects 5/6 to XI 3.
1 Details content migration from legacy Migration Guide Business Objects software, such as Classic or Enterprise 5 or 6, to BusinessObjects Enterprise XI 3.1. BusinessObjects Enterprise Upgrade Guide Information for upgrades from BusinessObjects Enterprise XI to BusinessObjects Enterprise XI 3.1. Provides an overview of InfoView and working with Crystal Reports, Web Intelligence, objects, discussions, encyclopedia, and Voyager workspaces. BusinessObjects Enterprise InfoView User's Guide For a complete list of all of our product documentation please visit: http://support.businessobjects.com/documentation/product_guides/default.asp BusinessObjects Enterprise Administrator's Guide 33 1 Getting Started BusinessObjects Enterprise guides 34 BusinessObjects Enterprise Administrator's Guide Architecture 2 2 Architecture Architecture overview Architecture overview This section outlines the overall platform architecture, system, and service components that make up the BusinessObjects Enterprise Business Intelligence (BI) platform. This information will help administrators understand the system essentials, and help to form a plan for the deployment, management, and maintenance of an BusinessObjects Enterprise installation.

Business Intelligence is the process of taking raw data stored in databases, and turning it into useful information in the form of reports that can be used to make business decisions. BI reports can be used internally and externally throughout an organization to make tactical decisions, reduce costs, streamline operations, build better products, increase sales, or deepen customer relationships. BusinessObjects Enterprise includes specialized services including Web Intelligence, Desktop Intelligence, and Crystal Reports components, and a set of Dashboard and Analytics services for metrics management, predictive analysis, and process analysis. These services are available to software created by your own organization through several application programming interfaces (APIs). BusinessObjects Enterprise is designed for high performance across a broad spectrum of user and deployment scenarios. For example, specialized platform services handle either on-demand data access and report generation, or report scheduling based on times and events. You can offload processor intensive scheduling and processing to dedicated servers to improve performance. The architecture is designed to meet the needs of virtually any BI deployment, and is flexible enough to grow from several users with a single tool, to tens of thousands of users with multiple tools and interfaces.

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Developers can access the platform using a set of web services and Java and .NET APIs to integrate BusinessObjects Enterprise into your organization's systems, and to share dynamically updated documents with users on separate networks.

End users can access, create, edit, and interact with reports using specialized tools and applications that include: · Crystal Reports. · Web Intelligence. · Desktop Intelligence. · Voyager. 36 BusinessObjects Enterprise Administrator's Guide Architecture Architecture overview 2 · · Dashboard and Analytics. Dashboard Builder. IT departments can use data and system management tools that include: · Central Management Console. · Central Configuration Manager. · Import Wizard. · Publishing Wizard.

· Universe Designer. · Repository Diagnostic Tool. To provide flexibility, reliability, and scalability, the components that make up BusinessObjects Enterprise can be installed on one or many machines. You can even install two BusinessObjects Enterprise deployments simultaneously on the same hardware, although this configuration is recommended only for upgrade or testing purposes. Server processes can be "vertically scaled" (where one computer runs several, or all, server-side processes) to reduce cost, or "horizontally scaled" (where server processes are distributed between two or more networked machines) to improve performance. It is also possible to run duplicate instances of a server process on the same machine, or across several networked machines. Note: While it is possible to deploy a mixture of Windows and Unix platforms at the tier level (such as a Unix web application server with a Windows CMS), it is recommended that you do not mix operating systems for server processes (such as a cluster of two CMS systems where one runs Windows and the other runs Unix). BusinessObjects Enterprise Administrator's Guide 37 2 Architecture Architecture overview Enterprise infrastructure The Enterprise Infrastructure provides the basic messaging mechanism needed for BusinessObjects Enterprise components to communicate with one another. The Enterprise Infrastructure is a series of services that are designed to communicate via CORBA (Common Object Request Broker Architecture), which runs over TCP/IP. Some CORBA applications use a name server.

The name server service is a facility of the underlying CORBA architecture that binds the BusinessObjects Enterprise servers together. The name server provides a directory of the servers registered in the BusinessObjects Enterprise environment and helps establish connections between clients and these servers. The name server service is a part of the Central Management Server (CMS). 38 BusinessObjects Enterprise Administrator's Guide Architecture Architecture overview 2 The Enterprise Infrastructure provides the framework for establishing connections between clients and servers: · · It is the centerpiece of BusinessObjects Enterprise technology, and facilitates communication between servers. A client object can transparently make requests to server objects using the Enterprise Infrastructure. · A server object is a server that participates in serving requests to client objects. · A client object is a client that makes requests to servers on the Enterprise Infrastructure. Note: In the BusinessObjects Enterprise environment, most services act as clients and servers to each other during transactions between the servers. When a BusinessObjects Enterprise server starts, it registers itself with the name server in the CMS. The server provides information about itself, such as its IP address, TCP port, and description of the server, and a list of services it provides, to the name server.

Each individual server polls the CMS every 60 seconds to get an updated list of provided services. BusinessObjects Enterprise web services The web services are server-side components that process requests from client applications and communicate these requests to the appropriate server. They include support for report viewing, and logic to understand and direct web requests to the appropriate BusinessObjects Enterprise server. BusinessObjects Enterprise web services are hosted on the web application server. Web services use the BusinessObjects Enterprise SDK to interface with the rest of the BusinessObjects Enterprise services.

The web application server acts as a gateway between the browser and the rest of the components in BusinessObjects Enterprise. Note: When configuring servers using the Central Management Console, the CMS holds the configuration settings and the CMS communicates with all BusinessObjects Enterprise servers. BusinessObjects Enterprise Administrator's Guide 39 2 Architecture Architecture overview Business Objects web services provide a Java and .NET consumers API accessed by rich clients in the user interaction tier, such as Live Office and Crystal Reports. Web Services consists of software components that can be called remotely using the Simple Object Access Protocol (SOAP).

SOAP is a protocol for exchanging information that is not dependent on a specific platform, object model, or programming language. BusinessObjects Enterprise Web Services provide services in the following areas: · · Session: Authentication and user privilege management. BI platform: Exposes advanced platform features such as scheduling, search, user and group administration, server administration, platform events, and calendars. Report Engine: Displays Web Intelligence and Crystal Reports in HTML, PDF, Excel, and XML format. Query: Builds ad hoc queries based on the Business Objects universe semantic layer. · · BusinessObjects Enterprise management services The management services manage the BusinessObjects Enterprise system. These services maintain all security information, send requests to the appropriate services, manage auditing information, and maintain a record of each and every instance and its location. The management services are provided by: · Central Management Service running on the Central Management Server (CMS) The CMS is responsible for authenticating users and groups, and keeping track of the availability of the other BusinessObjects Enterprise services. It also maintains the BusinessObjects Enterprise system database, which includes information about users, groups, security levels, BusinessObjects Enterprise content, and services. The CMS also maintains a separate audit database of information about user actions and manages the BusinessObjects system database.

40 BusinessObjects Enterprise Administrator's Guide Architecture Architecture overview 2 Note: · · · All servers communicate with the CMS when they start up. The Audit Database is optional in a regular system deployment.

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It allows for extra auditing and tracking of some system information. Event Service running on the Event Server The Event Server manages file-based events. It monitors the directory you specified when setting up a file-based event. When the appropriate file appears in the monitored directory, the Event Server triggers a file-based event. BusinessObjects Enterprise storage services The storage services are responsible for storing objects and object instances. The storage services are: · Input File Repository Service running on the Input File Repository Server The Input File Repository Service manages all of the report and program objects that have been published to the system. It can store the following files: .rpt, .

car, .exe, .bat, .js, .xls, .

doc, .ppt, .rtf, .txt, .pdf, .

wid, .rep, or .unv. · Output File Repository Service running on the Output File Repository Server The Output File Repository Service manages all of the report instances generated by the Crystal Reports Job Service and the program instances generated by the Program Job Service. It also manages instances generated by the Desktop or Web Intelligence Processing Services, and the List of Values (LOV) Job Service. It can store the following files: .rpt, .csv, .xls, .doc, .

rtf, .txt, .pdf, .wid, or .rep. Note: .rpt and .wid files are stored as report documents with saved data. · Crystal Reports Cache Service running on the Crystal Reports Cache Server BusinessObjects Enterprise Administrator's Guide 41 2 Architecture Architecture overview The Crystal Reports Cache Service maintains a folder of cached report EPF files and determines if a request can be fulfilled with a cached report page. If the request cannot be fulfilled with a cached report page, it passes the request to the Crystal Reports Processing Service.

The benefit of caching is that BusinessObjects Enterprise doesn't have to generate .epf files each time a page is viewed. Therefore, report pages that have been cached can be shared among users. · Desktop Intelligence Cache Service running on the Desktop Intelligence Cache Server The Desktop Intelligence Cache Service handles viewing requests for Desktop Intelligence documents and manages the viewable pages created by the Desktop Intelligence Processing Service. BusinessObjects Enterprise processing services The processing services access the data and generate reports.

This is the only tier that interacts directly with the databases that contain report data. Which services become involved with reporting is determined by whether the object is being scheduled or viewed on demand. Viewer choice also plays a role in determining which services and servers are involved in reporting. The processing services are: · Program Job Service running on the Program Job Server The Program Job Service processes program objects, as requested by the CMS, and generates program instances. · Crystal Reports Job Service running on the Crystal Reports Job Server The Crystal Reports Job Service schedules and processes report objects, creating report instances at the request of the Central Management Server (CMS).

Note: Both the Program Job Service and the Crystal Reports Job Service retrieve the document to be run from the Input File Repository Service, run the report or program, and then save the processed file to the Output File Repository Service as an instance. 42 BusinessObjects Enterprise Administrator's Guide Architecture Architecture overview 2 · Web Intelligence Job Service running on the Adaptive Job Server The Web Intelligence Job Service receives scheduled Web Intelligence document requests from the CMS and forwards them to the Web Intelligence server for processing. Note: It is not the Adaptive Job Server itself that processes Web Intelligence documents, but rather the Web Intelligence Job Service hosted by the Adaptive Job Server (AJS). The AJS can be configured to run with or without the Web Intelligence Job Service. · Web Intelligence Processing Service running on the Web Intelligence Processing Server The Web Intelligence Processing Service processes Web Intelligence Document requests. · List of Values (LOV) Job Service running on the LOV Job Server The List of Values Job Service receives scheduling requests from the Business View manager and processes scheduled List of Values objects to populate them with values retrieved from a database. · Desktop Intelligence Job Service running on the Desktop Intelligence Job Server The Desktop Intelligence Job Service processes scheduling requests received from the CMS for Desktop Intelligence documents and generates instances of the Desktop Intelligence document. · Desktop Intelligence Processing Service running on the Desktop Intelligence Processing Server The Desktop Intelligence Processing Service processes viewing requests for Desktop Intelligence documents, generating Desktop Intelligence documents. · Connection Service running on the Connection Server The Connection Service is responsible for the database connectivity to access data. It is invoked when users want to edit and view Desktop or Web Intelligence documents through InfoView.

It is also used by some EPM services. BusinessObjects Enterprise Administrator's Guide 43 2 Architecture Architecture overview Note: The Connection Service libraries are present on the Web Intelligence Processing Server, and Desktop Intelligence Processing Server. These libraries allow services to query the database directly without communicating with the Connection Server service. · Publishing Post Processing Service running on the Adaptive Processing Server This service is responsible for any post processing of a publication job, including PDF merging and publication extension processing. · Web Application Container Service (WACS) The Web Application Container Service (WACS) provides a platform for hosting BusinessObjects Enterprise web applications, such as the Central Management Console (CMC). Web applications such as the CMC are automatically deployed to WACS. WACS does not support deploying Business Objects or external web applications, whether manually or by using the wdeploy tool. The viewing processing services are: · Crystal Reports Processing Service running on the Crystal Reports Processing Server The Crystal Reports Processing Service is responsible for generating Crystal Reports pages for viewing. The Crystal Reports Processing Service retrieves data for the report from the latest instance or directly from a database. After it generates the report, the Processing Service converts the requested data to one or more EPF files.

These files are then sent to the Crystal Reports Cache Service. · Web Intelligence Processing Service running on the Web Intelligence Processing Server The Web Intelligence Processing Service is responsible for generating Web Intelligence documents. The Web Intelligence Processing Service obtains document creation requests from the web application server and then communicates with the Input File Repository Service in order to obtain a copy of the Web Intelligence Document (WID) file and the universe definition.

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When viewing an existing instance of a WID, the Web Intelligence Processing Service communicates with the Output File Repository Service to obtain an existing historical instance of a WID. 44 BusinessObjects Enterprise Administrator's Guide Architecture Architecture overview 2 · Report Application Service running on the Report Application Server Report Application Service resolves Dynamic Recipient Lists at design time and Runtime in Publishing, as well as with LiveOffice.

The RAS also provides the ad hoc reporting capabilities that allow users to create and modify reports over the Web. As with the Crystal Reports Processing Service, the RAS supports Java viewer SDKs. The Report Application Service also includes an SDK for report creation and modification, providing you with tools for building custom report interaction interfaces. · Multi-Dimensional Analysis Service running on the Multi-Dimensional Analysis Server The Multi-Dimensional Analysis Server (MDAS) is a dedicated server intended to interact with OLAP data sources and to support Voyager. The MDAS needs an appropriate OLAP database client configured for the appropriate OLAP data source.

The list of providers is dynamically generated, based on which database drivers are installed on the MDAS. If more than one MDAS exists, the server contacted is selected randomly, so the same drivers should be installed on all servers. Connections to OLAP data sources are defined and managed from the CMC. Entries can include: · Oracle · SAP · Essbase · Microsoft Analysis Services 8.0 (MSAS 2000) · Microsoft Analysis Services 9.0 (MSAS 2005) · Search Service running on the Adaptive Processing Server The Search Service processes search requests and executes the indexing. Your deployment can include multiple Search service, and search requests are actively processed by all available servers. However, only one Search service performs the indexing process. · Client Auditing Proxy Service running on the Adaptive Processing Server The Client Auditing Proxy Service monitors connected Rich Web Intelligence and Rich Desktop Intelligence clients and forwards the information to the auditing server. Rich clients working locally, not BusinessObjects Enterprise Administrator's Guide 45 2 Architecture Architecture overview connected to a repository, are not audited by the Client Auditing Proxy Service.

· Publishing Service running on the Adaptive Processing Server The Publishing Service coordinates the publication of an object by communicating with other services to process the publication. Server Intelligence Server Intelligence is a component of the Central Management Console (CMC) that simplifies administrative procedures previously carried out by the Central Configuration Manager (CCM), such as the management of CMC server processes. This includes the addition and removal of server processes, server process configuration, and the automatic restart or shutdown of servers that encounter unexpected conditions. Server Intelligence also archives server process information in the CMS database so you can easily restore default server settings, or create redundant instances of server processes with the same settings. Note: The CCM is a tool that allows you to configure and manage the Server Intelligence Agent. The Server Intelligence Agent is the component that allows you to manage all servers through the CMC. You can also use the CCM to create and manage nodes in your deployment. Life-Cycle Management (LCM) BusinessObjects Enterprise contains new Life-Cycle Management modules that gives you control over your life cycles of system objects. Life-Cycle Management refers to the set of processes involved in managing information related to a product life cycle, from the stage of concept through delivery. It establishes procedures for governing the entire product life cycle, which includes phases such as development, production, testing, and so on.

The BI resources that are present in the development repository must be transferred to the testing repository for testing deployment. These phases can occur at the same site or at different geographical locations. The time 46 BusinessObjects Enterprise Administrator's Guide Architecture Clients 2 required to transfer the resources from one repository to another repository must be minimal, to obtain a high-quality and competitive product. These resources also have dependencies that have to be moved from one repository to another. The dependencies of resources add more complexity to the problem, because these resources have to move along with the dependents.

For more information, see the BusinessObjects Enterprise Life-Cycle Manager User's Guide for XI 3.1. Life-Cycle Manager BusinessObjects LifeCycle Manager (LCM) is a web-based tool that enables you to move BI resources from one system to another system, without affecting the dependencies of these resources. It also enables you to manage different versions of BI resources, manage dependencies of BI resources, and roll back a promoted resource to restore the destination system to its previous state. The LCM tool is a plug-in for the BusinessObjects Enterprise application.

You can promote a BI resource from one system to another system only if the same version of the BusinessObjects Enterprise application is installed on both the source and destination systems. Clients Two different types of applications are available: web browser clients, and rich desktop application clients installed on a Microsoft Windows operating system. Browser-based web applications This category is made up of light-weight, web browser-based client front-ends that run on all supported operating system platforms. A web application server receives client requests and interfaces with the BusinessObjects Enterprise intelligence and processing tiers to return data to the users' web browsers. This approach allows you to provide business intelligence (BI) access to large groups of users, without the challenges of deploying desktop software products. Communication is conducted over HTTP and can be secured with SSL by enabling HTTPS encryption on the web application server. Examples of this type of application include the InfoView, Web Intelligence, Central Management Console (CMC), and report viewers. BusinessObjects Enterprise Administrator's Guide 47 2 Architecture Clients Desktop applications The second category is made up of locally installed, rich-client applications installed on a supported Microsoft Windows operating system. This approach allows you to offload BI processing from BusinessObjects Enterprise onto individual client computers. Most desktop applications directly access your organization's data through drivers installed on the desktop, and communicate with your BusinessObjects Enterprise deployment through CORBA or encrypted CORBA SSL.

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Examples of this type of application include Crystal Reports, Desktop Intelligence, and Live Office clients. Note: Although Live Office is a desktop application, it communicates with BusinessObjects Enterprise web services over HTTP. You can configure BusinessObjects Enterprise so that Microsoft Office documents containing Live Office components dynamically update, even when sent to recipients outside your organization's secured network. Browser-based web application clients Browser-based web application clients reside on a web application server, and run in a web browser. Web applications are automatically deployed by the setup program when you install BusinessObjects Enterprise. Java web applications can also be reconfigured or deployed after the initial installation using the bundled wdeploy command-line tool. The wdeploy tool is designed to speed up and simplify deployment to Java web application severs. Based on the Apache Ant scripting tool, wdeploy allows you to deploy WAR files to a web application server in two ways: 1. Standalone mode. All web application resources are deployed together on a web application server that serves both dynamic and static content.

2. Split mode. The application's dynamic and static resources are separated: static content is deployed to a web server; dynamic content is deployed to a web application server. 48 BusinessObjects Enterprise Administrator's Guide Architecture Clients 2 For more information about wdeploy, see the BusinessObjects Enterprise Web Application Deployment Guide. BusinessObjects Mobile BusinessObjects Mobile allows your organization access to information from any wireless device.

Management and information workers can stay up-to-date and make decisions with access to the latest information. Sales and field service staff can provide the right customer, product, and work order information, where and when it's needed, helping to shorten sales cycles, and increasing customer satisfaction. Central Management Console (CMC) The Central Management Console (CMC) is a web-based tool to perform regular administrative tasks, including user, content, and server management. It also allows you to publish, organize, and set security levels for all of your BusinessObjects Enterprise content. Because the CMC is a web-based application, you can perform all of these administrative tasks through a web browser on any machine that can connect to the server. All users can log on to the CMC to change their user preference settings. Only members of the Administrators group can change management settings, unless explicitly granted the rights to do so. Dashboard and Analytics Dashboard and Analytics is a suite of products that helps users track and analyze key business metrics via management dashboards, scorecards, and alerting. These products allow goals to be set around metrics and assigned to owners; they also support group decision-making and analysis via integrated collaboration and workflow capabilities. Dashboard and Analytics includes the following products: · Dashboard Builder · Performance Manager · Set Analysis · Predictive Analysis BusinessObjects Enterprise Administrator's Guide 49 2 Architecture Clients · Process Analysis The Dashboard and Analytics repository stores the metrics, goals, sets and calendar definitions, used by Dashboard and Analytics users to create dashboards and analytics. Each time users refresh a metric, the values for the metric refresh are written to the Dashboard and Analytics repository. Note: To use Dashboard and Analytics features, you must purchase a BusinessObjects Enterprise license that includes the use of Dashboard and Analytics as part of its agreement. BusinessObjects Enterprise InfoView InfoView is a web-based interface that end users access to view, schedule, and keep track of published reports. InfoView can access, interact with, and export, any type of business intelligence including reports, analytics, dashboards, scorecards, and strategy maps. InfoView allows users to manage: · BI catalog browsing and searching.

· BI content access (creating, editing, and viewing). · BI content scheduling and publishing. Report viewers BusinessObjects Enterprise includes report viewers that support different platforms and different browsers in the client tier, and which have different report viewing functionality. Report viewers fall into two categories: · Client-side report viewers (Active X viewer, Java viewer) Client-side report viewers are downloaded and installed in the user's browser. When a user requests a report, the application server processes the request, and retrieves the report pages from the BusinessObjects Enterprise framework. The web application server then passes the report pages to the client-side viewer, which processes the report pages and displays them directly in the browser. 50 BusinessObjects Enterprise Administrator's Guide Architecture Clients 2 · Zero-client report viewers (DHTML viewer) Zero-client report viewers reside on the web application server. When a user requests a report, the web application server processes the request, and then retrieves the report pages from the BusinessObjects Enterprise framework. The web application server processes the report and creates DHTML pages that the viewer displays in the user's web browser. All report viewers help process requests for reports, and present report pages that appear in the user's browser.

For more information on the specific functionality or platform support provided by each report viewer, see the BusinessObjects Enterprise InfoView User's Guide or the Crystal Reports Developer's Guide, available at the customer support portal: http://support.businessobjects.com/documentation/product_guides/default.asp. Voyager Voyager is an AJAX-based online analytical processing (OLAP) tool for working with multi-dimensional data, combining information from different systems within a single workspace.

Users access Voyager from within the BusinessObjects Enterprise InfoView portal. Users can create new analysis workspaces, and view and edit workspaces that have been saved to the BusinessObjects Enterprise repository. Voyager is accessed from BusinessObjects InfoView in a web browser, which can be distributed to a large number of users, including those outside of your secure network, on the internet. The Voyager OLAP feature set complements both Crystal Reports (for direct data access to OLAP cubes for production reporting) and Web Intelligence (for ad hoc analytic reporting with universes built on OLAP data sources). Voyager offers a comprehensive range of business and time calculations, and includes features such as time sliders to make the analysis of OLAP data as simple as possible.

Voyager requires a connection to a supported OLAP data source, such as Microsoft Analysis Services, SAP BW, or Oracle Hyperion Essbase.

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