

# BusinessObjects Enterprise XI Release 2

## Changing the BusinessObjects Enterprise XI Release 2 working folders on Windows

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### Overview

This document describes the steps for changing the BusinessObjects Enterprise XI Release 2 working folders on Windows. This document does not describe changing the Web Application Server's working folders; refer to the vendor specific documentation.

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## Introduction

This white paper describes the steps for changing the BusinessObjects Enterprise XI Release 2 working folders on Windows. These changes could be required for the following reasons:

- Fault tolerance
- Lack of disk space.
- Performance.

If the Enterprise XI Release 2 servers are started with a domain user account, make sure the account has Full Control rights on the new working folders.

## Windows TEMP folder

Enterprise XI Release 2 utilizes the Windows TEMP folder while processing reports. You can change the default TEMP folder as follows:

1. Right-click **My Computer**, click **Properties > Advanced tab > Environment Variables**.
2. Under the **System Variables**, scroll down and select **TEMP**, click **Edit**, change the **variable value** to your preferred location, click **OK**.
3. Repeat the process for the **TMP** variable.
4. Reboot Windows.

**NOTE**

If the Enterprise XI Release 2 services are running under a domain user account, you have to log on to the server as that user and change the User Environment Variables (TEMP and TMP) as well.

## Logging folder

### Changing the logging folder for the servers and the .NET WCA

Enterprise XI Release 2 writes any error, trace or installation logs into the following folder:

```
%INSTALLDIR%\BusinessObjects Enterprise 11.5\Logging\
```

This location could be changed in the Windows Registry as follows:

1. Click **Start**, click **Run**, and type “regedit” to open the registry editor.
2. Navigate to the following key:  

```
HKLM\SOFTWARE\Business Objects\Suite 11.5\Logging
```
3. Double-click **loggingPath** and change the value for to your preferred location, click **OK**.
4. Restart all Enterprise XI Release 2 Servers.

## Changing the logging folder for Java WCA

In order to change the logging folder for Java WCA follow the instructions in knowledge base article [c2014755](#).

## Auditing folder

Auditor provides you with a way to monitor and record key facts about your deployment. Each auditee server writes audit records to a local log file. At regular intervals the Central Management Server (CMS) requests copies of records from the auditee's local log files and writes them into the auditing database.

Depending on the actions being audited, usage of the system and the CMS parameters (-AuditInterval; -AuditBatchSize; -AuditMaxEventsPerFile), the default auditing folder might need to be changed:

```
%INSTALLDIR%\BusinessObjects Enterprise 11.5\Auditing\
```

More information about Auditing could be found in the [BusinessObjects Enterprise XI Release 2 Auditor's Guide](#).

## Changing the audit log file directory in the CMC

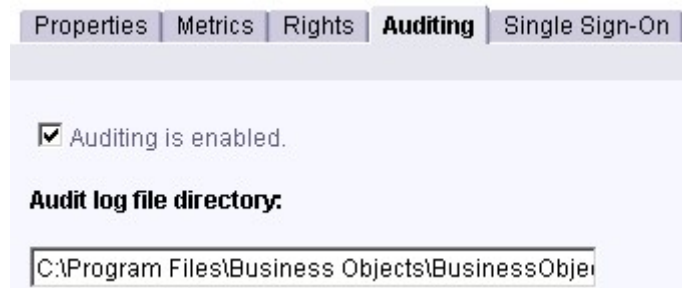
To change the location of the auditing log files do the following:

### CAUTION

Changing auditing using the registry is not recommended especially if auditing has been activated already. It could result in old auditing files being left in the old location and not being cleaned up properly.

1. Log on to the CMC with a user that has the **View objects** and **Edit objects** rights on the appropriate server object(s).
2. Click **Servers**.
3. Click a server you would like to change the auditing folder for.
4. In the **Audit log file directory** textbox type the path of the new logging folder. See Figure 1.

Figure 1



**NOTE**

A server restart is not required, as each server will move all audit log files that have not been written into the auditing database to the new location.

## File Repository Server (FRS)

All Input File Repository Servers must share the same root directory, and all Output File Repository Servers must share the same root directory otherwise there is a risk of having inconsistent instances. Additionally, the input root directory must not be the same as the output root directory. It is recommended that you replicate the root directories using a RAID array or an alternative hardware solution. The default locations are as follows:

- Input FRS = %INSTALLDIR%\BusinessObjects Enterprise 11.5\FileStore\Input\
- Output FRS = %INSTALLDIR%\BusinessObjects Enterprise 11.5\FileStore\Output\

There are three ways of changing the default value for the FRS Root Directory:

- Central Configuration Manager (CCM)
- CMC
- Windows Registry

**NOTES**

- Setting the Root Directory in the CCM command line of the FRS will override the setting in the CMC and Windows Registry.
- If the BusinessObjects Enterprise deployment has already been used, move the content of the old FRS root directory into the new one.

### Changing the Root Directory value in the CCM

1. Open the CCM.
2. Stop the appropriate FRS and click the **Properties** button.
3. Type “-RootDir <RootDirFolder>” at the end of the **Command** text box:

```
"<ServerName>\C$\Program Files\Business Objects\BusinessObjects Enterprise 11.5\win32_x86\outputfileservice.exe" -service -name <FileServerInstance> -ns <CMSClusterName> -restart -RootDir "D:\BOFRS\Output"
```

4. Restart the FRS.

### Changing the Root Directory value in the CMC

1. Log on to the CMC with a user that has the **View objects** and **Edit objects** rights on the appropriate server object(s).
2. Click **Servers** and click the Input or Output FRS and change the **Root Directory** on the **Properties** tab. See Figure 2.

Figure 2

The screenshot shows a dialog box with four tabs: 'Properties', 'Metrics', 'Active Files', and 'Rights'. The 'Properties' tab is active. It contains two input fields: 'Root Directory' with the text 'C:\Program Files\Business Objects\BusinessObjects Enterprise 11' and 'Maximum Idle Time' with the value '10' followed by the text 'minutes'. At the bottom right, there are three buttons: 'Apply', 'Update', and 'Reset'.

3. Restart the server when prompted.

## Changing the Root Directory value in the Windows Registry

1. Click **Start**, click **Run**, and type “regedit” to open the registry editor.
2. Navigate to the following key:

```
HKLM\SOFTWARE\Business Objects\Suite 11.5\File
Server\Instances\<<FileServerInstance>
```

3. Change the value for **RootDirectory** and click **OK**.
4. Restart the FRS in the CCM.

## Job Server

By default, Job Server(s) use the following temporary directory while scheduling reports:

```
%INSTALLDIR%\BusinessObjects Enterprise
11.5\Data\procSched\<<JobServerInstance>
```

There are three ways to change the Job Server temporary directory:

- Central Configuration Manager (CCM) - If not present, the following folder structure will be created under <JobServerInstance> folder:

```
... \procShed\<<JobServerInstance>
```

- CMC
- Windows Registry

<b>NOTES</b>	<ul style="list-style-type: none"> <li>• Setting the temporary folder in the CCM command line of the Job Server will override the setting in the CMC and Windows Registry.</li> <li>• For the CMC and the registry the &lt;JobServerInstance&gt; folder is the absolute path and no subfolders are created.</li> </ul>
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## Changing the Temporary directory value in the CCM

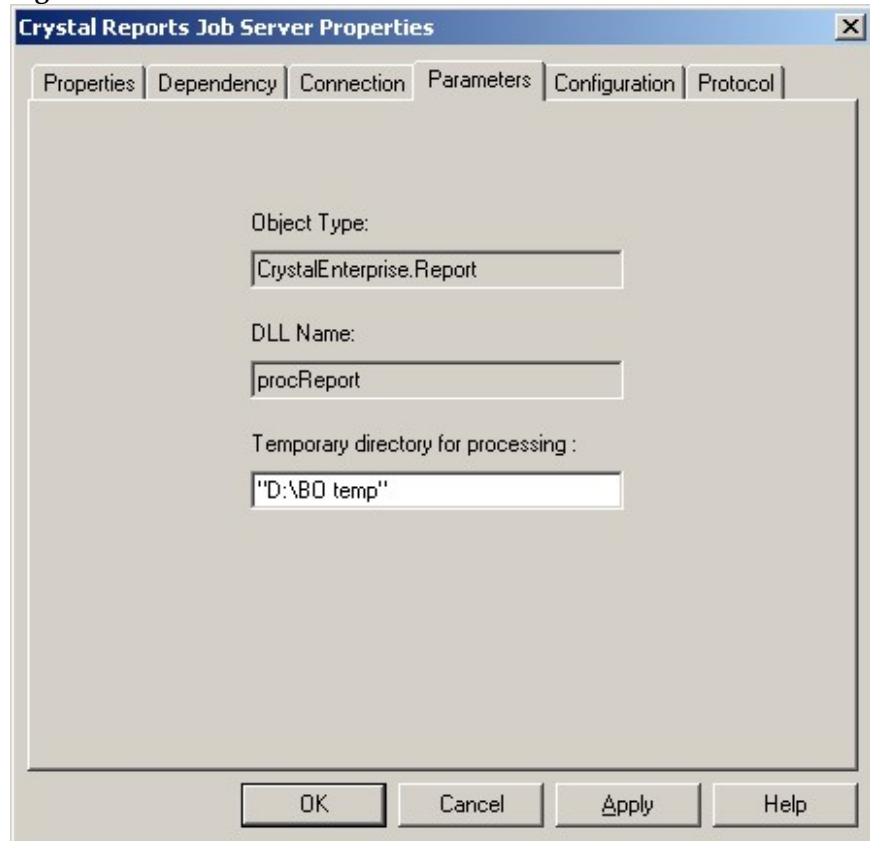
1. Open the CCM.
2. Stop the appropriate FRS and click the **Properties** button.
3. Type “-RootDir <TempDirFolder>” at the end of the **Command** text box:

```
"\<ServerName>\C$\Program Files\Business  
Objects\BusinessObjects Enterprise  
11.5\win32_x86\JobServer.exe" -service -name  
<JobServerInstance> -ns <CMSClusterName> -objectType  
CrystalEnterprise.Report -lib procReport -restart -  
jsTypeDescription "Crystal Reports Job Server" -dir "D:\BO  
temp"
```

OR

Click the **Parameters** tab, change the **Temporary directory for processing** text box, and click **OK** for the same result.

Figure 3



4. Restart the Job Server.

## Changing the Temporary directory value in the CMC

1. Log on to the CMC with a user that has the **View objects** and **Edit objects** rights on the Job Server object(s).
2. Click **Servers**, click the Job Server and change the **Temp Directory** on the **Properties** tab.

Figure 4

The screenshot shows the 'Properties' tab of a Job Server configuration. The 'Temp Directory' field is highlighted with a red box, containing the path 'C:\Program Files\Business Objects\BusinessObject'. Other fields include 'Object Type: CrystalEnterprise.Report', 'DLL Name: procReport', and 'Maximum Jobs Allowed: 5'. At the bottom right, there are 'Update' and 'Reset' buttons.

3. Restart the server when prompted.

## Changing the Temporary directory value in the Windows Registry

1. Click **Start**, click **Run**, and type "regedit" to open the registry editor.
2. Navigate to the following key:

```
HKLM\SOFTWARE\Business Objects\Suite 11.5\Job
Server\Instances\<JobServerInstance>
```

3. Change the value for **JobTempDirectory** and click **OK**.
4. Restart the Job Server(s) in the CCM.

## Crystal Reports Cache and Page Server

Crystal Reports Cache and Page Servers use the same executable (cacheserver.exe and pageserver.exe are the same binary files). The difference is in the command line parameters, where Cache server uses -**cache** parameter, which enables Crystal Reports Cache Server functionality.

The default cache (Cache) or temporary folder (Page) is:

```
%INSTALLDIR%\BusinessObjects Enterprise 11.5\Data\\
```

There are three ways of changing the cache (Cache) or temporary folder (Page) value for the FRS Root Directory:

- Central Configuration Manager (CCM)
- CMC
- Windows Registry

<b>NOTES</b>	<ul style="list-style-type: none"> <li>• Setting the cache or temporary folder in the CCM command line of the Server will override the setting in the CMC and Windows Registry.</li> <li>• The following folders will be created under the &lt;CacheDir&gt; folder:  <pre>..\&lt;PageServerInstance&gt; ..\cache</pre> </li> </ul>
--------------	--

## Changing the Cache directory value in the CCM

1. Open the CCM.
2. Stop the appropriate Cache Server and click the **Properties** button.
3. Type “-dir <CacheDir>” at the end of the **Command** text box:

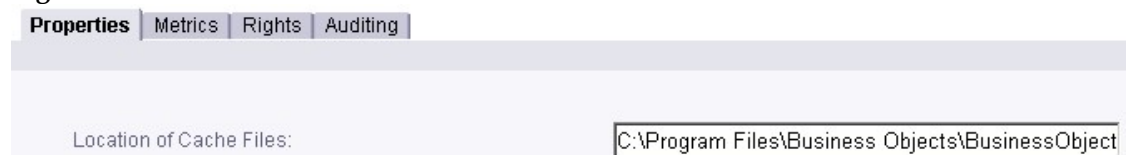
```
"\<ServerName>\C$\Program Files\Business
Objects\BusinessObjects Enterprise
11.5\win32_x86\cacheserver.exe" -service -name <ServerInstance>
-cache -nops -deleteCache -ns <CMSClusterName> -restart -dir
"D:\BO temp"
```

4. Restart the Cache Server.

## Changing the Cache or Temporary directory value in the CMC

1. Log on to the CMC with a user that has the **View objects** and **Edit objects** rights on the Cache and Page Server objects.
2. Click **Servers**, click the Cache or Page Server and click the **Properties** tab.
3. For the Cache server, change the directory in the **Location of Cache Files** text box.

Figure 5



4. For Page server, change the directory in the **Location of Temp Files** text box.

Figure 6





5. Restart the server when prompted.

## Changing the Cache directory value in the Windows Registry

1. Click **Start**, click **Run**, and type “regedit” to open the registry editor.
2. Navigate to the following key:

```
HKLM\SOFTWARE\Business Objects\Suite 11.5\Page
Server\Instances\<ServerInstance>
```

3. Change the value for **CacheDirectory** text box and click **OK**.
4. Restart the Cache Server(s) in the CCM.

## Desktop Intelligence Report/ Cache Servers

Here is the location for the default temporary folder for the Desk Intelligence Report Server or the cache folder for Desk Intelligence Cache server:

```
%INSTALLDIR%\BusinessObjects Enterprise
11.5\Data\<DESKIServerInstance>\
```

There are three ways of changing the cache (Cache) or temporary folder (Page) value for the FRS Root Directory:

- Central Configuration Manager (CCM)
- CMC
- Windows Registry

<b>NOTES</b>	<ul style="list-style-type: none"> <li>• Setting the cache or temporary folder in the CCM command line of the Server will override the setting in the CMC and Windows Registry.</li> <li>• The following folders will be created under the &lt;CacheDir&gt; folder:  <pre>..\ &lt;DeskIntelligenceServerInstance&gt; ..\cache</pre> </li> </ul>
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## Changing the Cache directory value in the CCM

1. Open the CCM.
2. Stop the appropriate server and click the **Properties** button.
3. Type “-dir <CacheDir>” at the end of the **Command** text box:

```
"\<ServerName>\C$\Program Files\Business Objects\BusinessObjects
Enterprise 11.5\win32_x86\fccache.exe" -service -name
<DeskIntelligenceServerInstance> -cache -nops -deleteCache -ns
```

```
<CMSClusterName> -lib cacheFC -libTypeDescription "Desktop
Intelligence Cache Server" -restart -dir "D:\BO temp"
```

4. Restart the server.

## Changing the Cache or Temporary directory value in the CMC

1. Log on to the CMC with a user that has the **View objects** and **Edit objects** rights on the Desktop Intelligence Cache and Desktop Intelligence Report Server objects.
2. Click **Servers**, click the Desktop Intelligence Cache or Desktop Intelligence Report Server and click the **Properties** tab.
3. For the Desktop Intelligence Cache server, change the directory in the **Location of Cache Files** text box.

Figure 7

Properties	Metrics	Rights
Object Type:	CrystalEnterprise.FullClient	
DLL Name:	cacheFC	
Location of Cache Files:	C:\Program Files\Business Objects\BusinessObject	

4. For the Desktop Intelligence Report Server, change the directory in the **Location of Temp Files** text box.

Figure 8

Properties	Metrics	Rights	Single Sign-On
Object Type:	CrystalEnterprise.FullClient		
DLL Name:	procFC		
Location of Temp Files:	C:\Program Files\Business Objects\BusinessObject		

5. Restart the server when prompted.

## Changing the Cache directory value in the Windows Registry

1. Click **Start**, click **Run**, and type "regedit" to open the registry editor.
2. Navigate to the following key:

```
HKLM\SOFTWARE\Business Objects\Suite
11.5\RAS21\Instances\<DesktopIntelligenceServerInstance>
```

3. Change the value for the **CacheDirectory** text box and click **OK**.
4. Restart the Desktop Intelligence Cache Server(s) in the CCM.

## Web Intelligence Report Server

The default temporary/ cache folder for WEBI Report Server is:

```
%INSTALLDIR%\BusinessObjects Enterprise
11.5\Data\<servername>\<WebIntelligenceServerInstance>\
```

You can change this value through the Windows Registry.

### Changing the Temp directory value in the Windows Registry

1. Stop the Web Intelligence Report Server(s).
2. Click **Start**, click **Run**, and type "regedit" to open the registry editor.
3. Navigate to the following key:

```
HKLM\SOFTWARE\Business Objects\Suite 11.5\Enterprise\InstallRoot
```

4. Change the value for the **TempFiles** text box.
5. Restart the Web Intelligence Report Server(s)
6. The following folders will be created under the <TempFiles> folder:

```
..\storage
..\<servername>\<WebIntelligenceServerInstance>
```

## Report Application Server

The Report Application Server uses the Windows TEMP folder while processing Crystal Reports. Follow the instructions in the [Windows TEMP folder](#) section earlier in this document.

## Finding more information

For more information and resources, refer to the product documentation and visit the support area of the web site at:

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

► [www.businessobjects.com](http://www.businessobjects.com)

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