SAP Knowledge Base Article

SAP **1448881 - Multiple instances spawned after daylight savings time change**

Version 11   **Validity:** 23.03.2011
- active

Language English

Symptom

- Scheduled reports that are supposed to run once a day, run multiple times
- Duplicate instances are being created
- Instead of one instance failing/succeeding at the intended start time, ~650 instances fail per minute per recurring report

Environment

- BusinessObjects Enterprise XIR2 SP6 FP3 and below
- BusinessObjects Enterprise XI3.1 SP3 through XI3.1 FP3.5

Reproducing the Issue

- A report is scheduled to be run on a daily basis - this is a Recurring schedule.
- Normally the report runs once a day, at a particular time.
- After Daylight Savings Time change, the report runs at the specified time, but continuously fails over and over for 60 minutes creating upwards of 650 failed instances per minute

Cause

- This is a known issue tracked with:
  ADAPT01318487 - valid for XIR2
  ADAPT01467735 - at present targeted for XI3.1 SP4
  ADAPT01530443 - at present targeted for XI3.1 FP3.6

Resolution

1. If DST has <u>not yet</u> occurred for your region, please apply the following XI3.1 LAFix to prevent the issue (will work on all XI3.1 SP3 builds up to FP3.5).

The patch only needs to be applied to the servers where a CMS has been installed and/or running. Only use the patch corresponding to your OS.

- Windows: https://sapmats-us.sap-ag.de/download/download.cgi?id=GFVZIEYEULHQE07M3D1BHOQWMXZ4VT6GZFK1EE1VPRNMTNW0SE
- Solaris: https://sapmats-us.sap-ag.de/download/download.cgi?id=NBB1N320Q7OPA0LAS7TE1PTQ67WFPEA1DGGRMW4ZREJI7VB2BQ
- Linux: https://sapmats-us.sap-ag.de/download/download.cgi?id=5PSOGP3BZSQZWYULXCG1VDELJADMF5561IY9XlPHZHKN4TSD9O
- AIX: https://sapmats-us.sap-ag.de/download/download.cgi?id=AY5JEED6GXV6PT5GBRNVKDO49RKR3SG05EYRIFUZ11UYJ9BA83
- HP-UX: https://sapmats-us.sap-ag.de/download/download.cgi?id=VBS9ZLXEUDTJMHIG6L86N82FKQI7H43L7CAVB7U1NVSM9YIBH5lf
- Itanium: https://sapmats-us.sap-ag.de/download/download.cgi?id=2BMK6Y2QISSHCVL0I19V0TUDWQY7MT72MYCG7X27FIRSDDX6RV

2. If you have already faced the issue (ie. DST has already occurred for your region) you will need to repair the schedules using the workaround below.

- BusinessObjects XIR2:   Install fix pack 6.4 for Business Objects XI R2 and / or use the common workaround listed below
- BusinessObjects XI3.1 SP3 RTM – XI3.1 FP3.5 : Please apply the workaround listed below

LAFix Installation Note

Installation Steps:

Unzip the install package, open a command window and invoke the installer:

"setup.exe SKIP_PATCH_VERSION_CHECK=1"

Important:

This LAFix is applicable to all customers on any Fix Pack level of BOE XI 3.1 SP3 (SP3, FP3.1, FP3.2, FP3.3, FP3.4, FP3.5).

New Behavior:

The BOE XI 3.1 FP3.x line has a defect that causes daily recurrences to be scheduled continuously on the first day after the transition from Standard Time to Daylight Savings Time. This continuous scheduling will start from the time the recurrence becomes eligible to run and lasts for an hour. All instances produced for the recurrence during this hour will fail. The continuous scheduling will consume a large amount of CPU resources and will cause the CMS to become unresponsive. Applying this LAFix prior to the Daylight Savings Time change will prevent the problem from occurring.

Components:
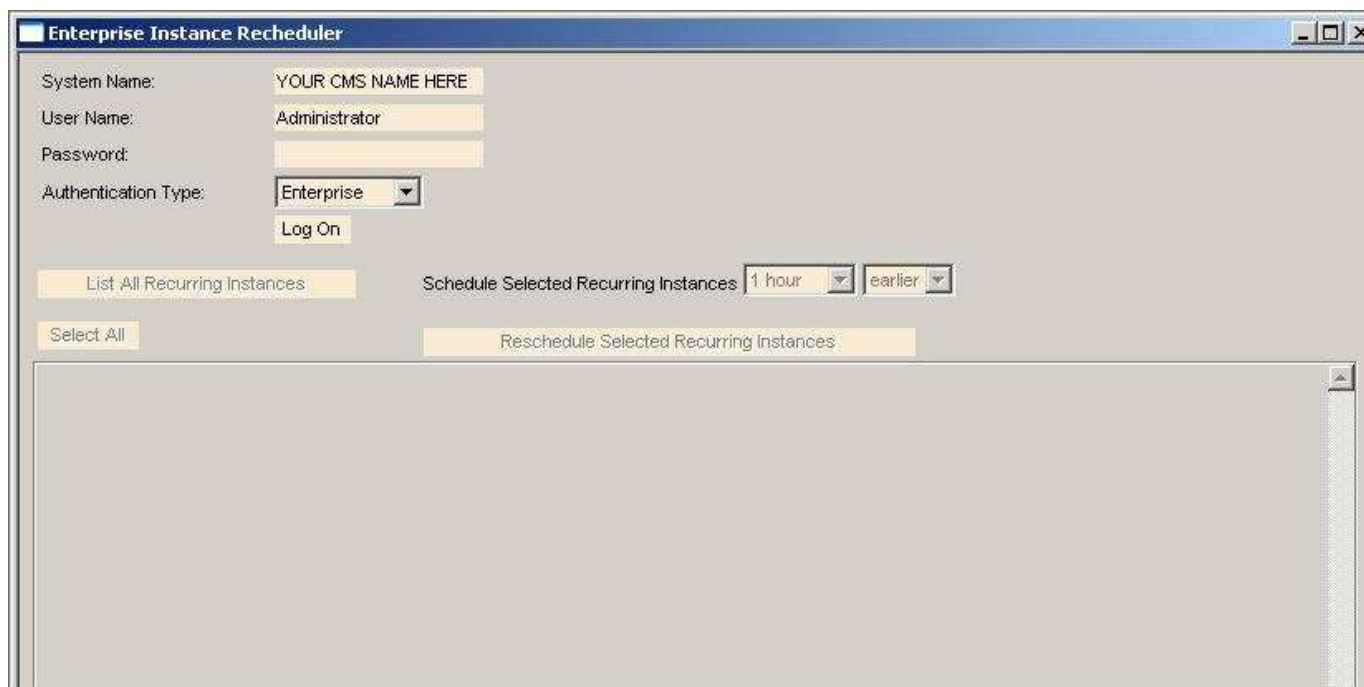
schedulersubsystem.dll

WORKAROUND

The issue is only related to **Daily** recurring schedules, the reschedule script attached to this KB Article allows you to quickly resolve the problem.

What this script will do:

- it will run a query to display all your DAILY Recurring jobs
- you will have the option to choose your jobs and reschedule them by 1 hour
- you will then highlight the same job and change them back by 1 hour
- by modifying the schedule times, you are modifying the schedule itself and this will keep the issue of duplicate instances from occurring.

Exact Steps to Complete:

1. Stop the Job Servers.
2. Double click on the .hta file.
3. Change the System Name to that of your CMS name.
4. Add the Administrator's password.
5. Click **Logon**.
6. Click **List All Recurring Instances**.
7. Select All.
8. Make note of what it says in: **Schedule Selected Recurring Instances**: Should be 1 hr earlier.
9. Click **Reschedule Selected Recurring Instances**.
10. Choose All instances again and change **Schedule Selected Recurring Instances** to 1 hour Later.
11. Click **Reschedule Selected Recurring Instances**.
12. Now start your Job Servers.
13. The issue should not occur again.

Header Data

Released on	23.03.2011 19:13:14
Release status	Released to Customer
Component	BI-BIP-PUB Publishing and scheduling in InfoView/BI launch pad
Other Components	BI-RA Reporting, analysis, and dashboards
Priority	Normal
Category	Problem

Product

Product	Product Version
Crystal Reports Server	CRYSTAL REPORTS SERVER 2008 V1
	CRYSTAL REPORTS SERVER XI R2
SAP BusinessObjects Business Intelligence platform (formerly SBO	BOBJ ENTERPRISE XI 3.1
	BOBJ ENTERPRISE XI R2

File Name	File Size (KB)	Mime Type
EDST Tool v1.3.zip	3730	application/x-zip-compressed