SAP Knowledge Base Article

SAP   **1753357 - XI 3.1 - DeskI, WebI and CS servers in "failed" status**

Version 1   **Validity:** 14.08.2012 - active   **Language** English

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Symptom

- Desktop Intelligence Processing Server (DeskI) crashes 5 times in a row and goes in "Failed" status. Log files stop after the following lines:

```
2012/08/14 10:01:44.295|==| | | 6692|1720| ||||||||||||||||(.\ServerManager.cpp:840) ServerManager_impl::getConfigurationManager() after l
2012/08/14 10:01:44.295|==| | | 6692|1720| ||||||||||||||||(.\ProcServerFactory.cpp:624) Configuring the SSO Session Manager
```

- Web Intelligence Report Server (WebI) goes in "Failed" status and does not provide any traces, even after enabling them
- Connection Server (CS) goes in "Failed" status
- Desktop Intelligence Client Tool does not start and fails with the following error

```
"The program can't start because MSVCR71.dll is missing from your computer. Try reinstalling the program to fix this problem."
```

- Getting the full command-line of WIReportServer.exe (WebI) or fcproc.exe (DeskI) from an SIA trace and starting them from command-line, the same error a
the one quoted for Desktop Intelligence Client Tool can be found (MSVCR71.dll missing).

Environment

- Business Objects XI 3.1
- Windows 2008r2

Reproducing the Issue

Uninstall .NET Framework 1.1 or move the msvcr71.dll library from

- C:\Windows\System32 on Windows 32 bits (Win32)
- C:\Windows\SysWOW64 on Windows 64 bits (Win64)

Cause

Desktop Intelligence Report Server, Web Intelligence Report Server and the Connection Server, as Desktop Intelligence Client Tool, require .NET Framework 1.1
and the C++ redistributable library quoted in the error message available in the "Symptom" section to run properly.

Resolution

1. Install .NET framework 1.1 on the Windows 2008 R2 server if it's not already installed (check if msvcr71.dll is available under
   C:\Windows\Microsoft.NET\Framework\v1.1.4322)
2. Copy the msvcr71.dll from .NET framework folder into the Windows system folder (from C:\Windows\Microsoft.NET\Framework\v1.1.4322 to
   C:\Windows\SysWOW64 on Win64 or C:\Windows\System32 on Win32)

Header Data

Released On	15.08.2012 15:19:08
Release Status	Released to Customer
Component	BI-BIP-DEP SBOP Web Application Deployment, Wdeploy
Priority	Normal
Category	Problem
Operating System	WIN 2008 R2

Product

Product   Product Version

SAP BusinessObjects Business Intelligence platform | SAP BusinessObjects Enterprise XI 3.1