

2409487 - RAS .NET sdk doesn't support load balance

Version	2	Type	SAP Note
Language	English	Master Language	English
Priority	Correction with medium priority	Category	Program error
Release Status	Released for Customer	Released On	29.12.2016
Component	BI-RA-CR-SDK (SDK related, including Java/.NET etc.)		

Please find the original document at <https://launchpad.support.sap.com/#/notes/2409487>

Symptom

RAS .NET sdk doesn't support load balance

Other Terms

RAS .NET SDK, Managed Report, ReportApplicationServer, Load Balance

Reason and Prerequisites

Environment

- SAP BusinessObjects BI platform .NET Redistributable 4.1 SP9
- SAP BusinessObjects BI platform .NET Redistributable 4.2 SP3

Steps to Reproduce

1. Set multiple(≥ 2) ReportApplicationServer in BusinessObjects BI platform
2. Try to open managed reports from BusinessObjects BI platform via RAS .NET SDK
3. From the Report Application Server's metrics, the number of Open Documents & Open Connections only increased on one of ReportApplicationServer

Cause

This is a program error

Solution

This issue is fixed in the patches listed in the "Support Packages & Patches" section below.

The "Support Packages & Patches" section will be populated with the relevant patch levels once they are released.

For Business Intelligence Platform maintenance schedule and strategy see the Knowledge Base Article 2144559.

Software Components

Software Component	Release
CRYSTAL SERVER CLIENTS	41 - 41

CRYSTAL SERVER CLIENTS	42 - 42
ENTERPRISE	410 - 410
ENTERPRISE	420 - 420
CRYSTAL REPORTS SERVER	2013 - 2013
CRYSTAL REPORTS SERVER	2016 - 2016
ENTERPRISECLIENTTOOLS	410 - 410
ENTERPRISECLIENTTOOLS	420 - 420

Support Package Patches

Software Component Version	Support Package	Patch Level
SBOP BI PLATFORM SERVERS 4.2	SP004	000000
SBOP BI PLATFORM CLIENTS 4.2	SP004	000000
SAP CRYSTAL SERVER 2013	SP010	000000
SBOP BI PLATFORM SERVERS 4.1	SP010	000000
SBOP BI PLATFORM CLIENTS 4.1	SP010	000000

This document refers to

SAP Note/KBA	Title
2144559	Maintenance/Forward Fit Strategy and Schedule for BOE XI3.1 and BI4.x