

Unified Reporter

Unified Reporter Release Notes

1.9



Document Revision History

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1.0	2/21/2012	Initial version for UR 1.9.0

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Chapter 1: Requirements

The following sections describe UR-supported environments.

Operating System Requirements

UR supports the following operating systems:

- Production environments
 - Microsoft Windows Server 2003
 - Microsoft Windows Server 2008 R2
 - SUSE Enterprise Server 10 or 11
 - Red Hat Enterprise Linux 5
 - **Important!** Red Hat Enterprise Linux 6 has been conditionally validated with UR 1.8 and 1.9, but is not an officially supported operating system.
 - Solaris 10 (Sparc and x86)

UR Operating Environment

UR 1.9 requires the following applications:

- Nimsoft Monitor (NM) 5.60 and 5.61
- Unified Management Portal (UMP) 2.6.x
- Database server
 - Microsoft SQL Server 2008
 - MySQL 5.1 or 5.5
 - Oracle 11.2

Note: UR 1.9 does not support Service Delivery Portal (SDP). In order to use UR 1.9, upgrade to UMP.

Browsers

UR has been verified with the following browsers (JavaScript must be enabled):

- Microsoft IE versions 8 or 9 (32-bit version)
- Mozilla Firefox 6, 7, or 8
- Chrome 14

FlashPlayer

- Adobe FlashPlayer version 10

Chapter 2: Installation and Upgrade Considerations

The following sections describe important issues to know about when installing or upgrading UR.

Supported Upgrade Path

UR 1.9 supports upgrading from UR 1.8 and UR 1.7.

Important! If you are running a version of UR earlier than 1.7, you must first upgrade to UR 1.7 before upgrading to UR 1.8.

Database Changes to UR Installer for 1.9

Unified Reporter 1.9 has been upgraded to Jaspersoft version 4.5. This results in a key change with the UR 1.9 installer, which will require the user to provide a new, separate database connection for an installation or upgrade.

The UR 1.9 installer will not allow you to use your existing NIS database as the Jasper repository. This keeps the Jaspersoft repository schema separate from other data, allowing future changes to Jaspersoft to be applied seamlessly.

The UR 1.9 installer detects your upgrade scenario. If you're upgrading from UR 1.7 (Jaspersoft 3.5.1), the installer will migrate your existing repository to your new, separate repository. If you're upgrading from UR 1.8 (Jaspersoft 4.2.1), the 1.9 installer will use the existing database connection configured by the UR 1.8 installer.

UR 1.9 Requires LAR File

A new feature in UR 1.9 is the ability to access the JasperSoft interface from an iframe within UMP. This provides users with capabilities not available in previous releases of UR, such as additional print and export options.

Important! To enable the JasperSoft interface within UMP, you must import the LAR file described in this section.

To import the LAR file for UR 1.9, follow these steps:

1. Enter the following location in a browser to download the LAR:
`http://<ump_server>:<port>/listdesigner/jsp/get_lar.jsp?lar=UnifiedReports.lar.`
2. Log in to UMP.
3. Go to **Manage > Control Panel > My Pages.**
4. Select **Private Pages > Export/Import > Import.**
5. Select the LAR you downloaded in step 1.
6. Click **Import.**
7. Return to your private pages and select **Reports > Unified Reports.**

UR Installer Does Not Support Multiple Dollar Sign Characters

The UR 1.9 installer does not support the use of more than one dollar sign character (\$) in a user name, password, or in any field in the installer.

For example, during the UR installation, if you use *pa\$\$word* for database authentication, the installer may continue to the next panel, but database authentication will fail. Without a connection to the database, the UR installation will also fail.

Important! Do not use more than one dollar sign character in any field in the UR installer.

Chapter 3: General Considerations

The following sections describe limitations or important characteristics of UR.

Service Desk and UR Users May Need to Edit wasp

Valid for users of both Nimsoft Service Desk and Unified Reporter

If you install Nimsoft Service Desk and UR 1.8 or 1.9, and *then* install the nsdgtw probe, you must edit a key/value pair in Raw Configure.

Follow these steps:

1. Open Infrastructure Manager, and locate the wasp probe under the **Service** node.
2. Press <Shift> and right-click on the wasp probe in the list to the right.
Raw Configure opens.
3. Open the **webapps/jasperserver-pro** folder and locate the nsdgtw key.
4. Edit the value of the nsdgtw key to be the address of the nsdgtw probe as it is displayed in the Infrastructure Manager **Address** column.
5. Restart the wasp probe.

Add Users in Nimsoft Monitor

Users for Unified Reporter must be added in Nimsoft Monitor (NM).

The JasperServer Pro web application (`http://<ump_server>:<port>/jasperserver-pro`) has a feature for adding users. However, authentication is handled by NM. If you add a user in the JasperServer Pro web application and then try to log in to the application with that user name, it will not work. Add the user in NM using Infrastructure Manager and then log in to the JasperServer Pro web application.

Additional OOB Exchange Reports

You can add a set of out-of-the box reports for Exchange Server. The exchange_ur_reports package is available from the Nimsoft probes web archive. The reports display data from the Exchange monitor probes (named exchange_monitor*). You can run the reports from the application/exchange directory of the Unified Reporter portlet.

Note: The additional Exchange Server reports are supported only with Windows and Microsoft SQL Server.

Chapter 4: New and Changed Functionality

This section describes new and changed features and functionality with UR 1.8 and UR 1.9.

UR 1.9 offers the following functionality compared to UR 1.8:

- JasperReports Server Pro 4.5 upgrade
- Access to the Jaspersoft interface from an iframe within UMP
 - See the section [UR 1.9 Requires LAR File](#) (see page 10)

UR 1.8 offers the following functionality compared to UR 1.7:

- JasperReports Server Pro 4.2.1 upgrade
- Support for out-of-the-box Service Desk reports with Oracle
 - Any report under the servicedesk node is now available in UR 1.8
- Support for user-customizable *n*th percentile reports
 - See the section [Nth Percentile Reports](#) (see page 14)
- New default chart-theme for all OOB reports
- Improved localization of the JasperReports web application and reports
- Use of a separate database for the UR 1.8 repository at installation

Nth Percentile Reports

UR 1.8 allows you to customize a time-series graph so that it includes a horizontal line at a specific percentile. The nth percentile line is calculated based on all of the data points in the graph. Data points that are on or above the line are within the nth percentile you specified, while those that are below the line are not within the nth percentile.

Setting a custom nth percentile line is achieved by editing the following two lines in the NimsoftJSONTimeSeries query:

- "percentileLine"=<*true, false*>; the default value is false
- "percentileValue"=<*0-100*>; the default value is 95

To specify an nth percentile line, follow these steps:

1. In iReport, locate the query string beginning:
<queryString language="NimsoftJSONTimeSeries">
<![CDATA[
2. Edit the "percentileLine" as follows:
"percentileLine": true,
3. Edit the "percentileValue" as follows, where *nn* is the percentile you enter:
"percentileValue": nn

Chapter 5: Known Issues

The following sections describe known issues in the product, and workarounds in some cases.

List of Known Issues

This table lists known issues in UR 1.9.

| ID | Description | Salesforce Case |
|--------|--|-----------------|
| DE4813 | UMP permissions are tightly and poorly coupled to UR | 49405 |

This table lists known issues in UR 1.8.

| ID | Description |
|--------|---------------------------------------|
| DE2851 | Can reports be automatically emailed? |

Do Not Save Reports to the Root Directory of Jaspersoft Repository

If you are logged in to JasperServer or iReport as an administrative user, and save a report under the root directory of the Jaspersoft repository, an error may occur if you then edit the report.

Important! Do not save reports to the root directory of the Jaspersoft repository.

Unified Reports May Time Out When Loading

Valid for Solaris Sparc

If you are running Solaris Sparc, the Unified Reports portlet may time out loading reports from Jaspersoft. If this occurs, use the **Advanced** mode. To do so, click the wrench icon in the upper right-hand corner of the portlet > **Preferences** > **Mode** > **Advanced**.

Note: When you import the required LAR file, as described in [UR 1.9 Requires LAR File](#) (see page 10), the portlet in the Reports – UnifiedReports page is configured to use the **Advanced** mode.

Column Titles Incorrect when Grouped by Day in Crosstab Ad Hoc Reports

Due to a known limitation with Jaspersoft, the column titles of Crosstab ad hoc reports may display the wrong day when grouped by day. When grouped by year, quarter, or month, this feature works correctly.

Custom URL Frame Does Not Refresh

If you create a dashboard and add a custom URL, you have the option of selecting an auto-refresh interval for the custom URL frame. Due to a known limitation with JasperReports, if you select an auto-refresh interval, the frame will attempt to refresh at the interval you specify, but will not successfully refresh. In addition, whether you select an auto-refresh interval, or accept the default **Manual Only** refresh, the custom URL frame will not successfully refresh when you click the refresh button.

Therefore, if you use a custom URL in a dashboard, it is recommended that you:

- Do *not* select an auto-refresh interval
- Avoid clicking the refresh button

If you do click the refresh button, you can reload the dashboard and then the custom URL frame will display correctly again.

Uninstall Does Not Remove Unified Reporter

Symptom:

I ran the Unified Reporter (UR) uninstaller but UR is still installed on my system.

Solution:

This may happen if you enter an invalid password when running the uninstaller. You can verify that UR is still installed by pointing your browser to `http://<ump_server>:<port>/jasperserver-pro`. If the application loads, then UR is still installed. You can also verify that UR is still installed by opening the Unified Reporter portlet in UMP and running a report. If the report runs successfully, UR is installed.

Note: iReport is not uninstalled by the UR uninstaller. On Windows you can uninstall iReport by using the iReport uninstaller, accessed from the Start menu (JasperSoft, iReport-Professional, Uninstall). On Linux or Solaris, remove the directory that contains the iReport files.

To uninstall UR after running the uninstaller unsuccessfully, follow these steps:

1. Open Infrastructure Manager.
2. In the tree view, click on the robot for the hub where UMP and UR are installed.
3. Right-click on the wasp probe in the top right pane and choose Deactivate from the pop-up menu.
4. Remove UR from the wasp probe by following these steps:
 - a. Click the wasp probe to select it.
 - b. Press CTRL and right-click on the wasp probe, then choose Raw Configure from the pop-up menu.
 - c. Expand the webapps node.
 - d. Click the jasperserver-pro folder to select it.
 - e. Click Delete Section.
5. Remove the following files/directories (if they are present) from the robot where UR was deployed:
 - <nimsoft>/probes/service/wasp/tmp
 - <nimsoft>/probes/service/wasp/bin
 - <nimsoft>/probes/service/wasp/tmp_jasper.zip
 - <nimsoft>/probes/service/wasp/webapps/jasperserver-pro
 - <nimsoft>/probes/service/wasp/webapps/jasperserver-pro.war
6. Activate the wasp probe.

Note: This does not delete the database tables created by JasperServer Pro (prefixed with JI) or the stored procedures (prefixed with spn_js). The UR uninstaller also does not delete the database tables.

Queries of Large RN_QOS_DATA_nnn Tables

When executing queries of large RN_QOS_DATA_nnn tables (larger than 10,000 rows) and using MySQL, the table_id and samptime columns should always be included. This is because the RN_MySQL table only has a single compound index on the table_id and samptime columns.

Chapter 6: Defects Fixed

The following defects were fixed in UR 1.9.

| ID | Description | Salesforce Case |
|--------|--|-----------------|
| DE2851 | Can reports be automatically emailed? (documentation) | 00041502 |
| DE4898 | Unified Reporter States "Do not have permission to write to this folder" | 5006000000AXhDQ |

The following defects were fixed in UR 1.8.

| ID | Description |
|--------|---|
| DE6314 | Jasper nested subreport >1 not supported |
| DE7111 | Jasperserver webapp reports "error evaluating expression" DecimalFormat |