CA Nimsoft® Unified Reporter ™

Release Notes

6.5

Document Revision History

Document Version	Date	Changes
1.0	April 2013	Initial version for UR 6.5.

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Contents

Chapter 1: New and Changed Functionality 7

Folder Structure 7

Chapter 2: Requirements 9

Chapter 3: Considerations 11

Installation Considerations 11
- Oracle Users Must Create a New Tablespace 11
- Service Desk and UR Users May Need to Edit wasp 12

Upgrade Considerations 12
- UR 6.5 Does Not Support Time Series Ad Hoc Reports 12

General Use Considerations 12
- Add Users in NMS 13
- Do Not Save Reports to the Root Directory of Jaspersoft Repository 13

Chapter 4: Known Issues 15

Error Occurs While Scheduling a Report 16
Custom URL Frame Does Not Refresh 16
Uninstall Does Not Remove Unified Reporter 17
Queries of Large RN_QOS_DATA_nnn Tables 18

Chapter 5: Defects Fixed 19

Chapter 1: New and Changed Functionality

This section summarizes the new and changed functionality in Unified Reporter (UR) 6.5.

Usability

- JasperReports Server Pro 5.0.1 upgrade.
- Rebranded to Nimsoft themes.
- Repository view is the default landing page.
- Existing OOB reports updated to provide Options pane, allowing users to select Top # and Time period without using iReport.
- Simplified iReport configuration process.

Security

- Nimsoft Monitor OOB reports consolidated under the directory Public > Nimsoft Monitor. For more information, see the section Folder Structure (see page 7).
- Improved support for multi-tenancy.

This section contains the following topics:

Folder Structure (see page 7)

Folder Structure

In UR 6.5, the Nimsoft Monitor out-of-box (OOB) reports in the repository are consolidated under the folder Public > Nimsoft Monitor. Folders are automatically created for accounts when account contact users log in for the first time.

When you upgrade to UR 6.5, the OOB reports are automatically placed under Public > Nimsoft Monitor, and removed from the former location in the directory structure.

Chapter 2: Requirements

To improve accuracy and provide the most current information possible, system requirements are now provided at support.nimsoft.com. This section provides links to online resources, and additional information that is not at the Support site.

- For a list of supported operating systems, databases, and browsers, see the *Nimsoft Compatibility Matrix* at: http://support.nimsoft.com/downloads/doc/NMSCompatibility_SupportMatrix_current.pdf.
- For information on components that are no longer supported or that have limited support, see the *Nimsoft End of Sales & Support* document at: http://support.nimsoft.com/Files/Announcement/current_-_end_of_sales_announcement.pdf.

Note: You must have a login to access the Support site. You can request one by emailing support@nimsoft.com.

Chapter 3: Considerations

This chapter describes characteristics found in this release that affect the installation, upgrade, localization, or general behavior of UR.

This section contains the following topics:

Installation Considerations (see page 11)
Upgrade Considerations (see page 12)
General Use Considerations (see page 12)

Installation Considerations

Refer to the *UR Installation Guide*, available at docs.nimsoft.com, for information on installing UR.

Oracle Users Must Create a New Tablespace

Valid for first-time installations

When you install UR for the first time, the installer guides you through setting up a database connection. If Oracle is your database provider, the installer prompts you to enter a username and password for an Oracle tablespace. You *cannot* use the same username and password from the NM installation, or the UR installer will display a warning message, and not allow you to proceed.

To complete the UR installation, you must create a new username and password on the Oracle server, and enter this username and password in the Database Connection panel of the installer.

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, 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.

Upgrade Considerations

This section describes characteristics that affect upgrading to this version of UR.

The supported upgrade path for UR is available in the Nimsoft Compatibility Support Matrix online at: Compatibility Matrix.

UR 6.5 Does Not Support Time Series Ad Hoc Reports

UR 6.5 introduces significant improvements to work flow and charting. However, UR 6.5 does not support ad hoc reports of time-series data.

Important! If you require time-series ad hoc reports, it is recommended that you do not upgrade to UR 6.5.

General Use Considerations

The following sections describe limitations or important characteristics of UR.

Add Users in NMS

Unified Reporter (UR) users must be added in NMS with Infrastructure Manager.

The UR web application (JasperReports Server Pro) provides a way to add users. However, authentication is handled by NMS. If you add a user in UR and then try to log in with that user name, it will not work. Add the user in NMS using Infrastructure Manager, and then log in to UR.

Do Not Save Reports to the Root Directory of Jaspersoft Repository

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

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

Chapter 4: Known Issues

This section summarizes known issues in the product, and provides additional details or workarounds in some cases.

The following are known issues in this release:

Usability

- Multi-byte characters are lost when exported to PDF in Unified Reporter.
- Ad hoc view designer does not respect time portion when filtering a datetime data-type.
- Cannot create a custom field based on fields with null values.
- Scheduling reports with input controls can cause server errors in Internet Explorer 9 or later. See the section Errors Occur While Scheduling a Report (see page 16)
- No warning message is displayed when empty data is entered for a pre-filter with *contains* operation.

Localization

- JPN: Error message is garbled when ad hoc view is saved.
- Notifications of successful import or export are not localized.
- Column headings and list items of longer strings are truncated in some languages.
- Grouped date formats are not localized in crosstab reports when grouped by Month or Quarter.
- The labels *Totals* and *Total* are not localized in charts created in the Ad Hoc View designer.

This section contains the following topics:

Error Occurs While Scheduling a Report (see page 16)
Custom URL Frame Does Not Refresh (see page 16)
Uninstall Does Not Remove Unified Reporter (see page 17)
Queries of Large RN_QOS_DATA_nnn Tables (see page 18)

Error Occurs While Scheduling a Report

Symptom:

When I schedule a Unified Report, I see the following error message:

The event id is required: please set this event's id to a non-blank string identifier.

Solution:

You may see this error message if you are scheduling a Unified Report in UMP using Internet Explorer 9 or later. If this error occurs, switch to a different browser, or access the standalone version of UR at http://<*UMP_server*>/jasperserver-pro.

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 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 UR 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 manually remove UR files:

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 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 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 if 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_nnnn tables (larger than 10,000 rows) and using MySQL, the table_id and sampletime columns should always be included. This is because the RN_MySQL table only has a single compound index on the table_id and sampletime columns.

Chapter 5: Defects Fixed

The following defects were fixed in UR 6.5.

Performance, Stability, Scalability

- Unified Reporter fails to create new reports with a large number of QoS objects.

Usability

- UR installer does not support multiple dollar sign characters.
- Upgrading overwrites existing JasperSoft licenses.
- Unified Reporter may time out when loading reports.
- Column titles are incorrect when grouped by day in crosstab ad hoc reports.
- Unified Reporter 1.9 overwrites license keys.
- Unable to edit user-created Unified Reports.
- Unified Reporter throws error message.
- OOB report displays the wrong metric.

Localization

- Logger description is not localized in Japanese in Log Setting window in UR.
- Labels in chart preview are not localized in Spanish and Portuguese versions of UR.