

# CA Nimsoft® Unified Reporter™

## Release Notes

7.0



## Document Revision History

<b>Document Version</b>	<b>Date</b>	<b>Changes</b>
1.2	Sept 2013	Minor revisions for UR 7.0
1.1	April 2013	Revisions to Known Issues section.
1.0	April 2013	Initial version for UR 6.5.

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# Chapter 1: New and Changed Functionality

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This section summarizes the new and changed functionality in Unified Reporter (UR) 7.0.

## Usability

- JasperReports Server Pro 5.2.0 upgrade
- UR ad hoc reports now support time-series data.

This section contains the following topics:

[Folder Structure](#) (see page 7)

## Folder Structure

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 from a version of UR prior to v6.5, the OOB reports are automatically placed under Public > Nimsoft Monitor, and removed from the former location in the directory structure.



# Chapter 2: Requirements

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To improve accuracy and provide the most current information possible, system requirements are now provided at [support.nimsoft.com](http://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](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](http://support.nimsoft.com/Files/Announcement/current_end_of_sales_announcement.pdf).

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# Chapter 3: Considerations

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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 11)

[General Use Considerations](#) (see page 12)

## Installation Considerations

UR v7.0 is designed to install on UMP v7.0, and cannot be installed on prior UMP versions.

Refer to the *UR Installation Guide*, available at [docs.nimsoft.com](https://docs.nimsoft.com), for details 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.

## Upgrade Considerations

This section describes characteristics, if any, 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](#).

## Back up Your Databases

Before you upgrade, it is recommended that you back up the NIS database and the UR repository database. Backing up these databases ensures that your monitoring data, and any Unified Reports you have created can be restored.

**Note:** The default NIS database name is *NimsoftSLM*. The default UR repository database name is *jasperserver* in UR 1.9, and *unifiedreporter* in versions of UR 6.5 and later.

## 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

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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
- Cannot create a custom field based on fields with null values
- 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:

[UR Displays Error Filling Report Exception](#) (see page 14)

[Custom URL Frame Does Not Refresh](#) (see page 14)

[Uninstall Does Not Remove Unified Reporter](#) (see page 15)

[Queries of Large RN\\_QOS\\_DATA\\_nnn Tables](#) (see page 16)

## UR Displays Error Filling Report Exception

### Symptom:

In UR, I see the following error message:

**com.jaspersoft.jasperserver.api.JSEException: Error filling report**

### Solution:

This error message may occur if:

- You do not have Nimsoft Service Desk (NSD) installed, and run an NSD report.
- NSD is installed, but the wasp probe is not configured correctly.

If you have NSD installed, use the following steps to edit the wasp in Raw Configure.

Follow these steps:

1. Open Infrastructure Manager, and locate the wasp probe under the **Service** node.
2. Open the wasp probe in Raw Configure.
3. Expand the **webapps/jasperserver-pro** section, 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.

## 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\_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\_QOS\_DATA\_nnn tables in MySQL have only a single compound index on the table\_id and samptime columns.