CA Nimsoft® Unified Reporter ™

Release Notes

7.1

Document Revision History

Document Version	Date	Changes
1.0	December 2013	Initial version for UR 7.1.

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Chapter 1: New and Changed Functionality

This release of Unified Reporter (UR) adds support for the Korean language.

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 the supported upgrade path, and 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.

This section contains the following topics:

Hardware Requirements (see page 9)

Hardware Requirements

Memory

4 GB minimum of RAM if you install UR, UMP, and supporting probes (wasp, dashboard_engine, and dap) on a dedicated server, which is recommended.

Note: The wasp and dashboard_engine probes are resource intensive. Based on the amount of memory available, configure wasp and dashboard_engine appropriately.

Swap space

For Linux and Solaris, 4 GB of swap space, 6 GB recommended. The Windows OS allocates swap space as needed, so there is no minimum requirement.

CPU

3 GHz processor with two cores or more, x86 32-bit or 64-bit.

Chapter 3: 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
- 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:

Do Not Save Reports to the Root Directory of Jaspersoft Repository (see page 11)
UR Displays Error Filling Report Exception (see page 12)
Custom URL Frame Does Not Refresh (see page 12)
Uninstall Does Not Remove Unified Reporter (see page 13)
Queries of Large RN_QOS_DATA_nnn Tables (see page 14)

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.

UR Displays Error Filling Report Exception

Symptom:

In UR, I see the following error message:

com.jaspersoft.jasperserver.api.JSException: 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_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_QOS_DATA_nnn tables in MySQL have only a single compound index on the table_id and sampletime columns.