NavisXtend Report Generator User's Guide

Ascend Communications, Inc.

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About This Guide

The *NavisXtend Report Generator User's Guide* is shipped with both the Report Generator and the Report Generator with Web Agent products. This guide describes how to set up, install, and use both Report Generator products. If you purchased the Report Generator without the Web Agent, skip over the sections in the guide that are related to Web Agent functions.

Because the Report Generator packages include Actuate applications and Actuate documentation, the *NavisXtend Report Generator User's Guide* should be used as the introductory tutorial for the product. Once you have installed Report Generator components and learned the basics of generating, viewing, and managing reports, refer to the Actuate documentation for a full description of the Actuate product.

What You Need to Know

As a reader of this guide, you should be familiar with the Ascend Statistics Server and NavisCore. Since Report Generator components run on Windows 95, Windows NT, and Sun Solaris, this manual also assumes that you have a working knowledge of these platforms.

Audience

This guide is intended for various types of users: network administrators who are responsible for setting up and maintaining the Report Generator, managers who need to generate reports for capacity planning or diagnostic purposes, and end users who need to view reports to review network traffic.

How to Use This Guide

The *NavisXtend Report Generators User's Guide* describes the features supported in the Report Generator, Release 1.1. The manual is organized as follows:

Read	To Learn About
Chapter 1	The Report Generator product.
Chapter 2	Hardware/software requirements and the installation process.
Chapter 3	Installing server components—the Sybase Open Client and the Actuate Report Server—on the Report Server system.
Chapter 4	Installing client components—the Actuate clients and Report Generator executables—on the client system.
Chapter 5	Setting up the Web Agent.
Chapter 6	The basics of generating and viewing reports.
Chapter 7	Customizing the report request.
Chapter 8	Using the Administrator Desktop to manage the Report Generator.
Chapter 9	UNIX command line operations.
Chapter 10	Setting up service levels.
Appendix A	Worksheets for the Report Server and Web Agent installations.
Appendix B	Uninstallation procedures.
Appendix C	Sample reports and the fields in each report.
Appendix D	Defining Customer names in NavisCore.
Appendix E	Installing the Live Report Extension (LRX) plug-in.
Appendix F	Troubleshooting.

Before you begin the tasks described in this guide, read the Software Release Notice (SRN) that accompanies the software.

What's New in This Guide

The Report Generator 1.1 includes the following new product features:

New Features	Description	Section
New "Main" and "Custom" report executables	The new Main report executables enable you to generate QoS and trunk utilization reports. The new Custom report executables enable you to customize titles and header information in reports and to group report statistics based on Customer Name/IDs.	Chapter 1
Factory server information	The new procedures show you how to set up multiple factory server processes so that the Report Server can generate multiple reports simultaneously.	Chapter 8
Logo files for HTML reports	The new logo files enable you to customize the logo on HTML reports. The transparent GIF allows you to create HTML reports without any logo.	Chapter 9
A sample scenario for setting up your Report Generator environment	This chapter provides information about setting up various service levels for customers. The sample scenario illustrates a Report Generator environment with Gold, Silver, and Bronze service levels.	Chapter 10
Using the Actuate Live Report Xtensions (LRX) plug-in.	The LRX plug-in allows customers to view standard ROI reports from a browser.	Appendix E
Troubleshooting information	The new appendix provides tips for solving Report Generator problems.	Appendix F

Conventions

This guide uses the following conventions:

Convention	Indicates	Example
<bold italics>	Variable parameters to enter.	*<your IP address>*
Courier Regular	Screen or system output; command names in text.	Please wait...
Bold	User input in body text.	Type **cd install** and...
Courier Bold	User input in a command line.	> **show ospf names**
Menu => Option	A selection from a menu.	NavisCore => Logon
Italics	Book titles, new terms, and emphasized text. Also directories, pathnames, and filenames.	*Network Management Station Installation Guide*
Boxes around text	Notes, warnings, cautions.	See examples below.

Notes provide additional information or helpful suggestions that may apply to the subject text.

Cautions notify the reader to proceed carefully to avoid possible equipment damage or data loss.

Terminology

Product names have changed for some Ascend applications referred to in the *NavisXtend Report Generator User's Guide*. You should be aware that the old and new product names are used interchangeably in the software and in the manual.

The following table lists the old and new product names:

Old Product Name	New Product Name
Report Generator	NavisXtend Report Generator
CascadeView	NavisCore
Bulk Statistics Collector	Statistics Server

Acronyms

The following table lists the acronyms used in this guide:

Acronym	Description
API	Application programming interface
ATM	Asynchronous Transfer Mode
CBR	Constant bit rate
FR	Frame Relay
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
Kbps	Kilobits per second
LRX	Live Report Extension
Mbps	Megabits per second
QoS	Quality of Service
ROI	Report Object Instance
ROX	Report Object Executable
SMDS	Switched Multimegabit Data Service

Related Documents

This section lists the related Ascend and Actuate documentation that may be useful to reference.

Ascend

- *Ascend Networking Services Technology Overview* (Product Code: 80001)

- *Network Management Station Installation Guide* (Product Code: 80014)

- *Network Configuration Guide for B-STDX/STDX* (Product Code: 80017)

- *Network Configuration Guide for CBX 500* (Product Code: 80049)

- *Bulk Statistics Collector for B-STDX/STDX User's Guide* (Product Code: 80032)

- *Bulk Statistics Collector for CBX 500 User's Guide* (Product Code: 80047)

Actuate

Actuate documentation is shipped in PDF format on all NavisXtend Report Generator CD-ROMs. You can locate the Actuate manuals listed below in the Docs directory on the CD-ROM.

- *Actuate Report Server Guide* (rs-guide.pdf)

- *Administering the Report Encyclopedia* (rs-admin.pdf)

- *Using Reports* (using.pdf)

- *Viewing Reports* (viewer.pdf)

- *Actuate Web Agent Guide* (webagent.pdf)

- *Actuate LRX for Microsoft Internet Explorer* (lrx-msie.pdf)

- *Actuate LRX for Netscape Navigator* (lrx-nsc.pdf)

- *Actuate Requester Application Programming Interface Guide* (api-req.pdf)

- *Actuate Report Server Application Programming Interface Guide* (api-rs.pdf)

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- Fill out the Customer Comment Form located at the back of this guide and return it to us.

- E-mail your comments to cspubs@ascend.com.

- FAX your comments to 978-692-1510, attention Technical Publications.

- Open a case in CaseView for documentation.

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To obtain release notes, technical tips, or support, contact the Technical Assistance Center at:

- 1-800-DIAL-WAN or 1-978-952-7299 (U.S. and Canada)

- 0-800-96-2229 (U.K.)

- 1-978-952-7299 (all other areas)

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Overview

The NavisXtend Report Generator extends the functionality of the NavisXtend Statistics Server (Bulk Statistics Collector). The Report Generator enables Statistics Server users to produce tabular and graphical reports for CBX 500, B-STDX 8000/9000, and STDX 6000 switches. The Report Generator retrieves data from the NavisCore and Statistics Server databases and correlates the data from both sources in each report.

Network managers, service providers, and sales personnel use these reports to analyze network traffic, view the performance of the switch, determine peak traffic periods, and assess the general health of the network.

Based on the client/server model, the Report Generator includes a report server to create, store, and manage reports and client applications that allow users to generate and view the reports. The Report Generator supports multiple Actuate clients and, if the Web Agent is purchased, web browsers.

▶
> The Report Generator can be purchased alone or bundled with the Web Agent. Because this manual is shipped with both the Report Generator and the Report Generator with Web Agent, the manual uses the term "Report Generator" generically to refer to both products.

What the Report Generator Includes

The Report Generator consists of third-party products from Actuate and Sybase and the Ascend executables that customize these products for the Ascend Statistics Server.

Actuate Component

The Actuate product includes:

- The Actuate Report Server, which enables the client to generate, view, and manage reports.

- Three Actuate client applications, which provide different levels of functionality for users.
    - The Actuate Viewer allows users to view and print reports.
    - The Actuate End User Desktop includes Viewer functionality, plus the tools to generate and schedule reports.
    - The Actuate Administrator Desktop includes Viewer and End User Desktop functionality, plus the tools to manage accounts and set user privileges.

- The Actuate Web Agent, which enables web browsers to access the Actuate Report Server (Report Generator with Web Agent only).

Sybase Component

The Sybase product includes the Sybase Open Client, which enables the Actuate Report Server to communicate with the Statistics Server and NavisCore Sybase databases.

Ascend Component

Ascend customizes the Actuate and Sybase products with these additional features:

- Procedures for setting up, installing, and managing the Report Generator.

- A customized script to install the Sybase Open Client and the Report Server.

- Executables that retrieve and correlate data from both the Statistics Server and NavisCore databases.

- Packaged report formats designed specifically for the Statistics Server data collected from CBX 500 and B-STDX 8000/9000 switches.

Figure 1-1 illustrates the various products that make up the Report Generator.
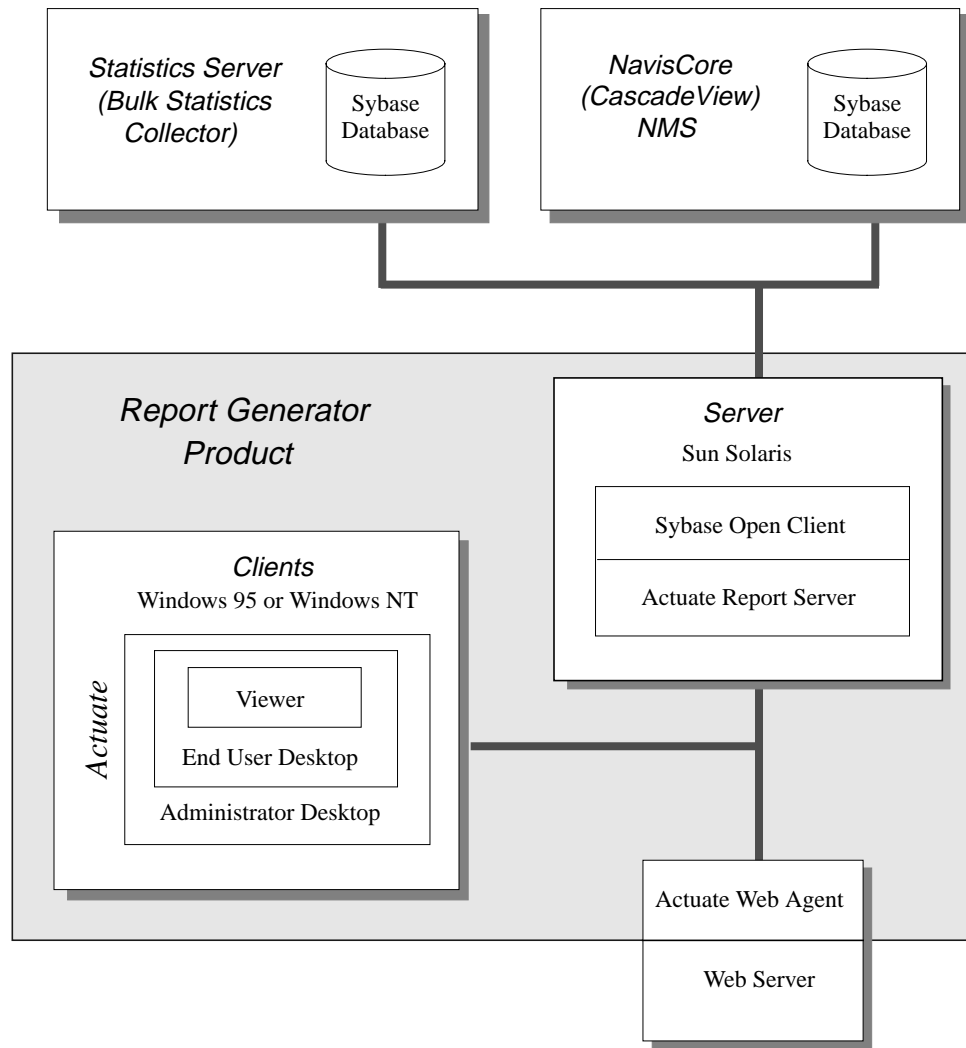
Figure 1-1.   The Report Generator with Web Agent

The Report Generation Process

Report generation consists of two basic processes. Statistics Servers and the NavisCore NMS collect source data from the switch. The Report Generator retrieves this data and generates the report. Notice that the Report Generator never communicates directly with the switch.

Data Collection

This is how report data is collected:

* Statistics Servers collect real-time, statistical data from the switches, then forward the data to the Statistics Sybase database. Multiple Statistics Servers can send data to multiple Sybase databases.

* NavisCore stores configuration data in the NavisCore Sybase database whenever NavisCore users configure or make changes to the switch network.

Report Generation

This is how the report generation process works:

* When you run a Report executable from the Administrator Desktop, End User Desktop, or a browser, the client sends a report request to the Actuate Report Server.

* The Report Server uses the Sybase Open Client API to communicate with the NavisCore and Statistics Server databases.

* After the Report Server retrieves report data from the NavisCore and Statistics Server databases, it filters and correlates the information from both sources.

* The Report Server creates the report, using information from both databases, and saves the report in the specified directory.

* Users can then view and print standard reports via Actuate clients or HTML reports via web browsers.

Figure 1-2 illustrates the report generation process.
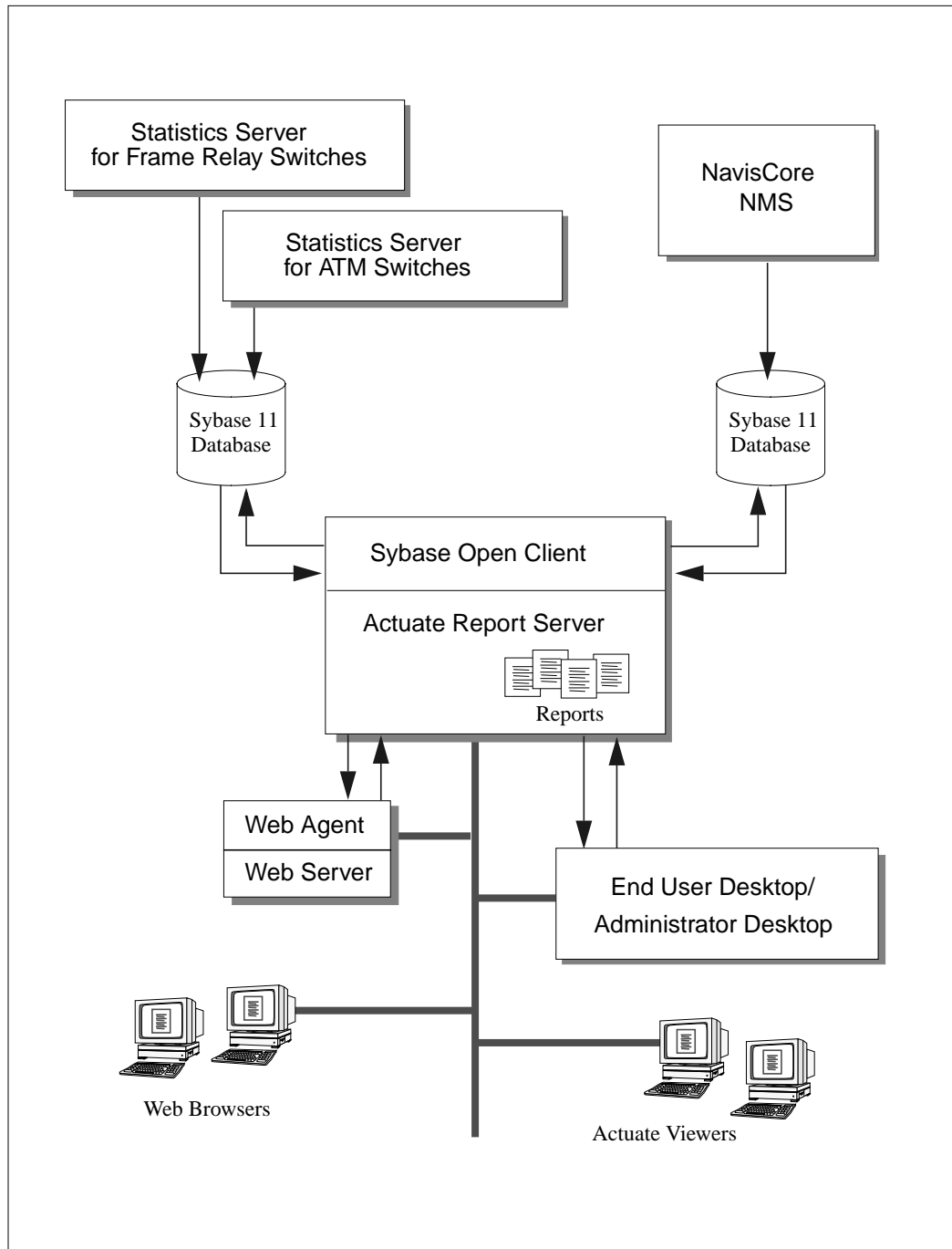
Figure 1-2. The Report Generation Process

About the Actuate Web Agent

The Actuate Web Agent is shipped only with the Report Generator with Web Agent product. The Web Agent enables your local web server to communicate with the Actuate Report Server. Once the Actuate Web Agent is installed on the web server, users can generate and view reports via the web. The Web Agent enables a standard browser to function much like the Actuate End User Desktop.

After you connect to the Report Server with a web browser, you can generate either HTML or ROI report documents. The type of report generated depends on the report executable that you run. HTML executables generate HTML reports. ROI executables generate ROI reports. Although you can generate both types of reports from your browser, you can view only HTML report documents from your browser.

The following diagram illustrates the differences between browsers and Actuate clients.
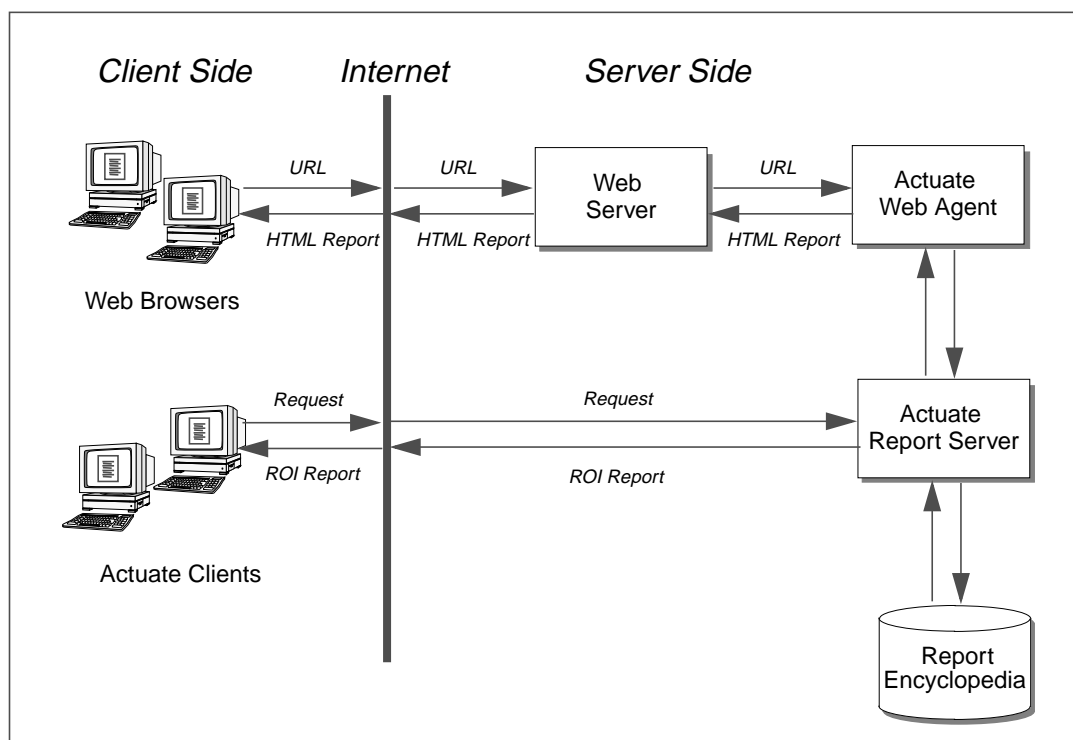
Figure 1-3. Actuate Client and Browser Architecture

Report Generator Web Functionality

This section lists the Report Generator operations that you can and cannot perform via the web. The list assumes that you have the privileges necessary for performing the operation.

Operations That You Can Perform from the Web

- View folders and files in the Report Encyclopedia.
- Generate both ROI and HTML report documents.
- Check the status of report requests.
- View and print HTML report documents.
- Delete report requests from the Completed folder.
- Delete report documents and report executables.

Operations That You Cannot Perform from the Web

- View ROI report documents.
- Create, delete, and manage user accounts.
- Create folders or define permissions on folders.
- Delete folders.

The Actuate Web Agent includes the LRX (Live Report Extension) plug-in. The LRX plug-in allows you to view standard ROI reports via the browser. See Appendix E for information about downloading the LRX.

The Types of Reports You Can Generate

The Report Generator is shipped with report executables designed for Ascend ATM, Frame Relay, and SMDS switches. The preformatted reports contain the specific data required by network operations groups and network subscribers. You can create all reports in either ROI (Report Object Instance) or HTML (Hypertext Markup Language) format.

Figure 1-4 illustrates the types of reports that you can create for the different switches.
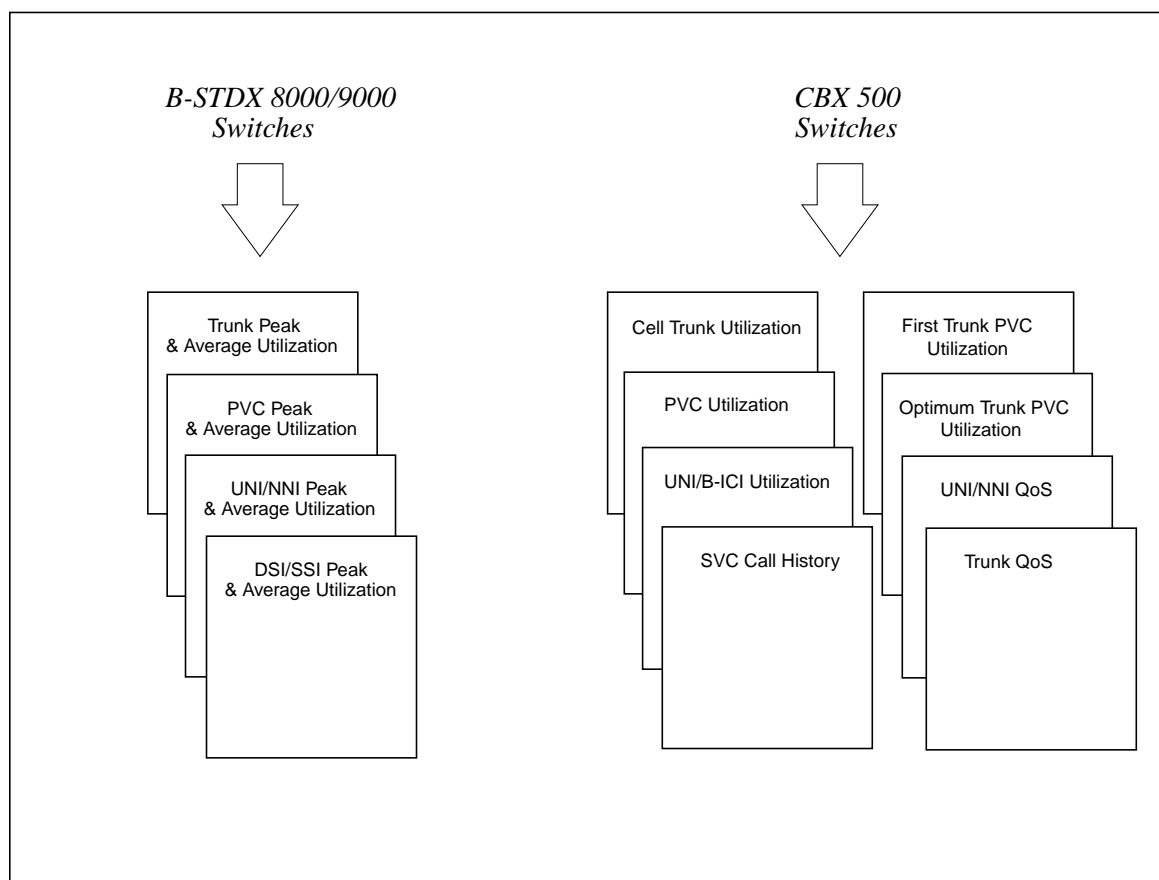
Figure 1-4.   Types of Reports That You Can Generate

Custom and Main Reports

The Report Generator groups reports into two categories: Main reports and Custom reports. There are 22 ROI and 22 HTML reports in the Main folder and 15 ROI and 15 HTML reports in the Custom folder.

Main reports include the basic set of Report Generator executables. These report executables retrieve report data based on the parameters that you specify when you define the report request, but these executables do not allow you to tailor the report for a specific customer. Main reports are designed primarily for service providers who need comprehensive data about the network.

Custom report executables retrieve the same data as the Main reports but allow you to "customize" several report features. These custom reports are designed for the customers of service providers. If you do not want customers to see the comprehensive data that is included in the Main reports, you can use the Custom report to limit report information.

What You Can Customize in Custom Reports

Custom reports allow you to customize the following features:

- Customized titles — You can specify a unique title for the report.

- Customized headers — You can reduce the header information so that customers do *not* see IP addresses or the names of Lports, trunks, and circuits. You can specify that only the customer name and report name appear in the header of the report document.

- Customer-specific data — You can group report statistics based on the network components associated with a customer name. For example, you can generate a report for the Lports belonging to a specific customer or group of customers.

> If you plan on using the custom reports that retrieve data according to customer name, you need to verify that Customer Name parameters are defined in NavisCore. For information about defining customer names, see Appendix D, "Associating a Customer Name with a Circuit or Lport."

Sample Custom Reports

Figure 1-5 illustrates the report generated with the custom report executable called hFRpvcbycust. This Custom report allows you to group circuits by customer name and to specify a unique title and reduced header information.

Notice that the report also contains a customized logo for Ascend Communications. You can customize the logo for all HTML Main and Custom reports.
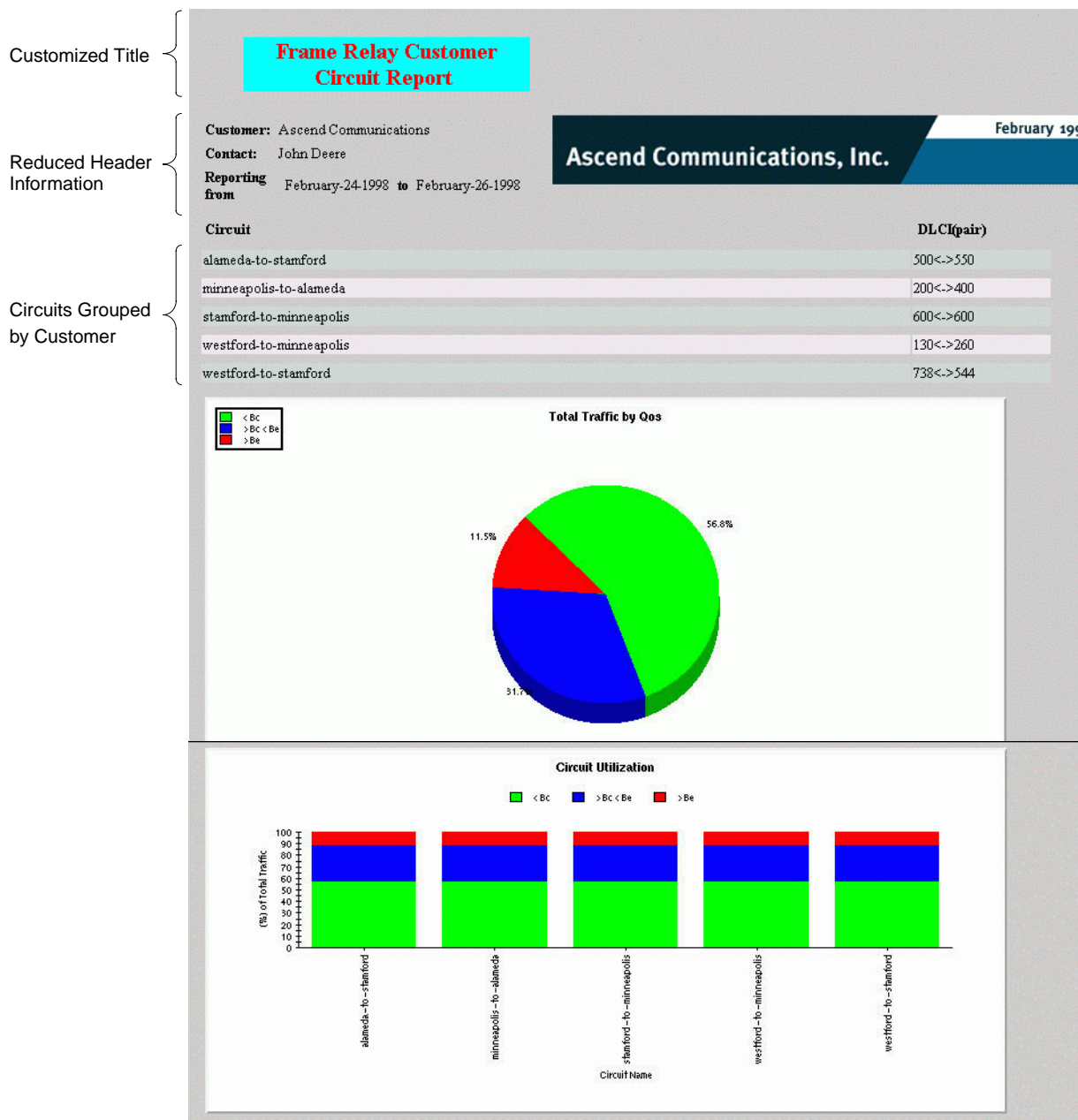
Figure 1-5.   Sample Frame Relay Custom Report (hFRpvcbycust)

Figure 1-6 illustrates the report generated with the custom report executable called hATMpvccustsumm. The report contains the default Ascend logo.

Reduced Header
Information

Customized Title

Circuits Grouped
by Customer
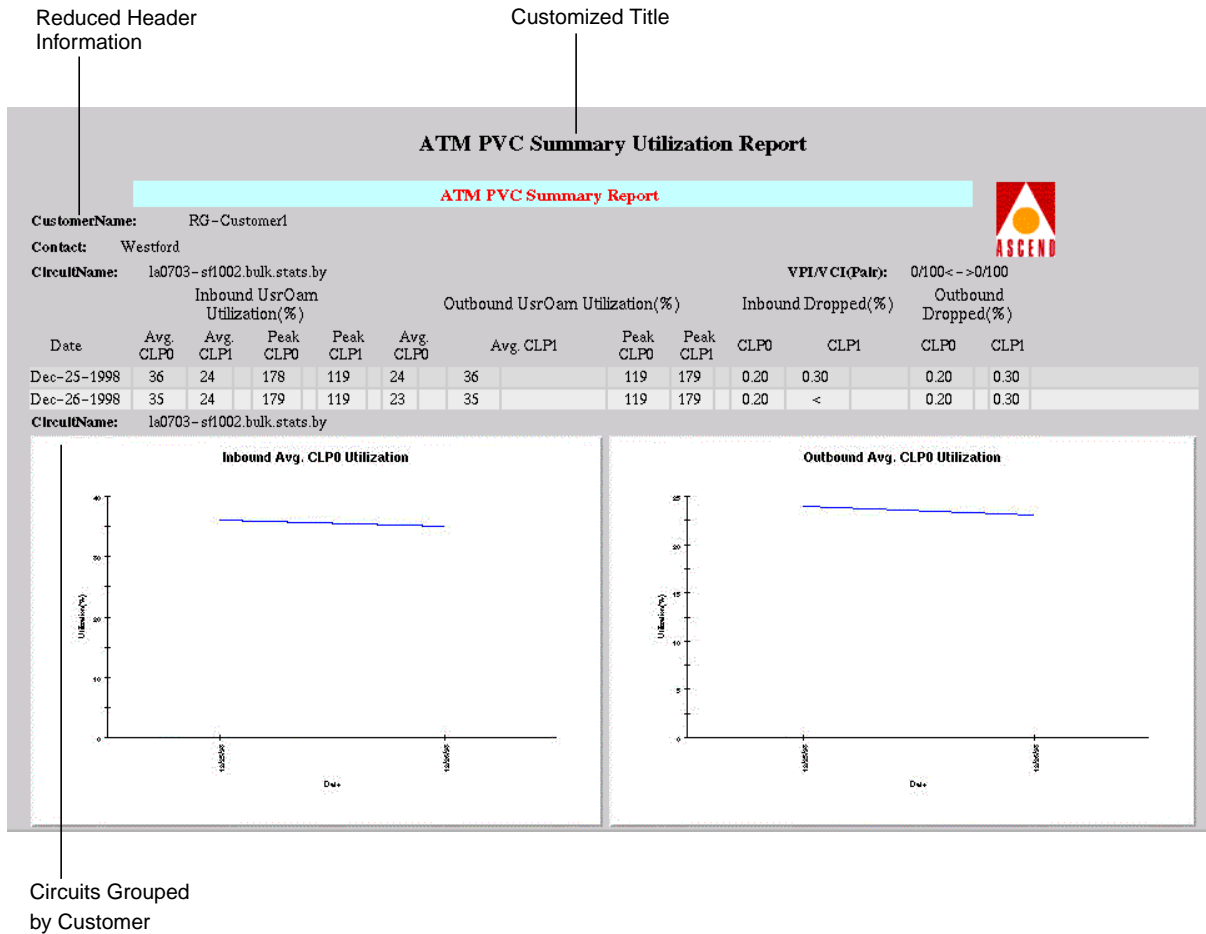
Figure 1-6.   Sample HTML ATM Custom Report (hATMpvccustsumm)

Complete Listing of Main and Custom Reports

The following tables describe the types of reports that you can generate.

Table 1-1.   Frame Relay Reports for B-STDX 8000/9000 Switches

Type of report	Executable (Main folder)	Executable (Custom folder) [a]	Shows graphical and tabular representation of...
Trunk Peak and Average Utilization Report	FRtrkdet FRtrksumm FRtrkexc	—	Trunk utilization over time. Includes the name of the trunk and the names of the switches on which the trunk terminates. Formats: Detailed, Summary, and Exception
PVC Peak and Average Utilization Report	FRpvcdet FRpvcsumm FRpvcbylport	FRpvccustdet * FRpvccustsumm * FRpvcbycust *	Circuit utilization over time. Includes the name of the circuit, plus the names of the switches and Lports on which the circuit terminates. The FRpvcbylport report groups circuits by Lport. The FRpvcbycust report groups circuits by customer. Formats: Detailed or Summary
UNI/NNI Peak and Average Utilization Report	FRlptdet FRlptsumm	FRlptcustdet * FRlptcustsumm *	UNI/NNI utilization over time. Includes the name and type of the Lport. Formats: Detailed and Summary
Zero CIR Circuit Peak and Average Utilization Report	—	FRzerocirdet FRzercirsumm	Utilization of circuits with zero CIR over time. Utilization is based on Lport bandwidth. Formats: Detailed and Summary

[a]   An asterisk indicates that the report is Customer Name-dependent.

Table 1-2.   SMDS Reports for B-STDX 8000/9000 Switches

Type of report	Executable (Main folder)	Executable (Custom folder)	Shows graphical and tabular representation of...
DXI & SSI Peak and Average Utilization Report	SMDSlptdet SMDSlptsumm	—	SMDS DXI and SSI utilization over time. The report includes the name and type of the Lport. Formats: Detailed and Summary

Table 1-3.   ATM Reports for CBX 500 Switches

Type of report	Executable (Main folder)	Executable (Custom folder) [a]	Shows graphical and tabular representation of...
Cell Trunk Utilization Report	ATMtrkdet ATMtrksumm ATMtrkexc	—	Trunk utilization over time. Includes the name of the trunk and the names of the switches on which the trunk terminates. Formats: Detailed, Summary, and Exception
PVC Utilization Report	ATMpvcdet ATMpvcsumm	ATMpvccustdet * ATMpvccustsumm *	Circuit utilization over time. Includes the name of the circuit as well as traffic-shaping parameters. Formats: Detailed and Summary
UNI/B-ICI Utilization Report	ATMlptdet ATMlptsumm	ATMlptcustdet * ATMlptcustsumm *	Utilization of ATM UNI/B-ICI ports over time. Formats: Detailed and Summary
SVC Call History Report	ATMsvc	—	SVC call history on a UNI/B-ICI basis. The SVC Call History report includes the following reports: Point-to-Point (PTP), PTP Failure, Point-to-Multipoint (PTMP), and PTMP Failure reports.
Optimum Trunk	ATMopttrk	ATMopttrkcust *	Utilization of ATM circuit over time, based on the circuit statistics measured at the optimum trunk.
QoS Trunk	ATMlptqostrk	ATMlptcustqostrk *	Utilization of ATM trunk logical port over time, based on the statistics for the logical port broken into the following QoS classes: Constant Bit Rate (CBR), Variable Bit Rate Real Time (VBR-rt), Variable Bit Rate Non Real Time (VBR-nrt), and Unspecified Bit Rate (UBR).
QoS UNI/NNI	ATMlptqosni	ATMlptcustqostrk *	Utilization of the ATM UNI/NNI logical port, based on the statistics for the logical port broken into the following QoS classes: Constant Bit Rate (CBR), Variable Bit Rate Real Time (VBR-rt), Variable Bit Rate Non Real Time (VBR-nrt), and Unspecified Bit Rate (UBR).
First Trunk	ATMfirsttrk	ATMfirsttrkcust *	Utilization of ATM circuit over time, based on circuit statistics measured at the first trunk.

[a] An asterisk indicates that the report is Customer Name-dependent.

About Summary, Exception, and Detailed Reports

Report executables allow you to create three types of reports: summary, exception, and detailed. Each type of report provides unique information about the network. To maximize the effectiveness of the Report Generator, administrators should design a report schedule, using each type of report at the appropriate time.

Here are descriptions of each type of report and some general suggestions for when and how to use the report.

- **Summary reports provide an overall snapshot of network performance.** Administrators should schedule summary reports on a daily basis, perhaps for morning distribution, to see if performance results are normal. If the summary report indicates a problem, the administrator can then generate a detailed report to analyze the problem.

  If necessary, administrators should schedule weekly and monthly summary reports to view the long-term performance of logical ports and virtual circuits. Typically, administrators schedule these reports late at night because the execution may take more time than a daily report.

- **Exception reports identify potential problems.** These reports include the parameter values that exceed thresholds defined in the report request. Exception reports are empty if there are no values that exceed the defined thresholds. If the exception report indicates a problem, the administrator could then generate a detailed report to analyze the problem.

  In general, exception reports should be scheduled on a daily basis. Administrators can also schedule weekly and monthly exception reports to view long-term performance statistics.

  Exception reports are available for ATM and Frame Relay trunks only.

- **Detailed reports provide a detailed view of individual network elements.** The typical detailed report includes 24 hours of data broken down into time intervals. You can specify a report period for a day or greater in the report request. The time interval, however, is determined by the collection interval used by the Statistics Server.

Summary Reports

Summary reports are always in a tabular format and sometimes in a line graph format. Notice that the header information in the report is from the NavisCore Sybase database; the statistical information in the rest of the report is from the Statistics Server database. If the Statistics Server has not collected data during the time period of the report, the Summary report is empty.

Figure 1-7 illustrates an HTML Frame Relay UNI/NNI Summary Utilization Report.
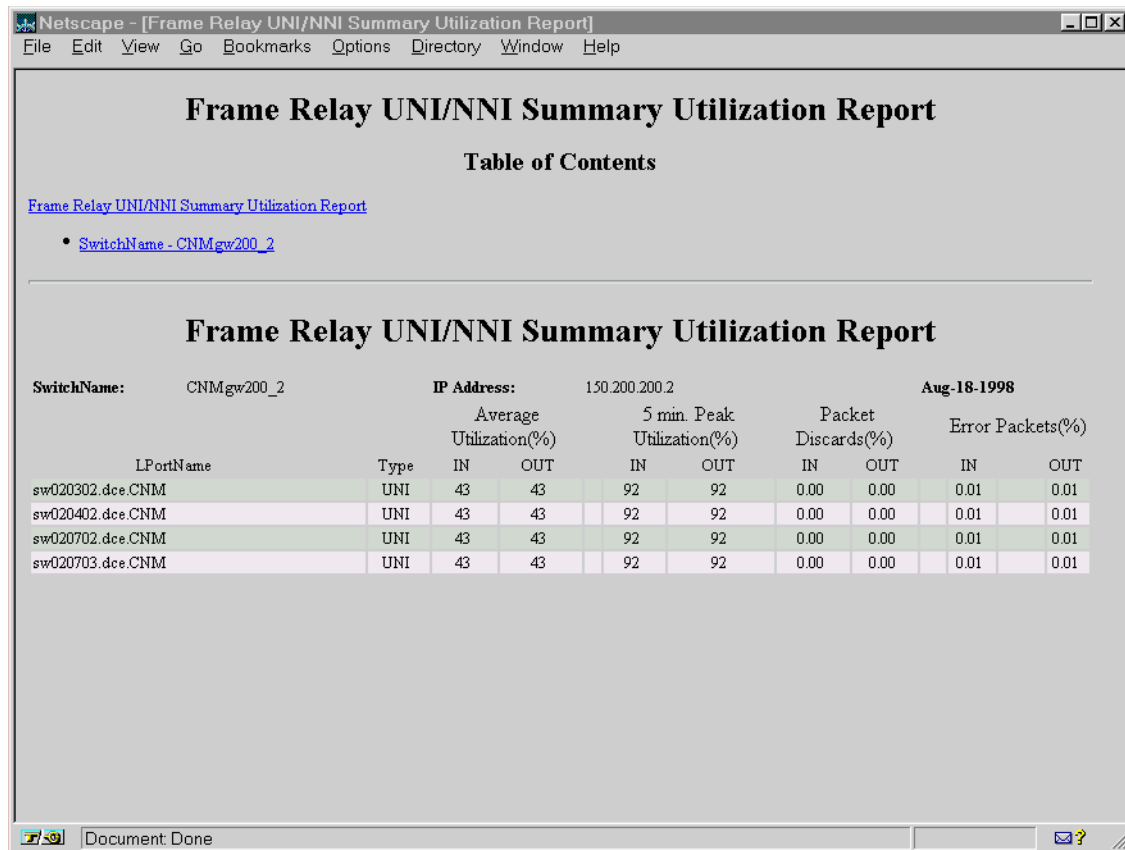
Figure 1-7.   HTML Summary Report in Tabular Format

Exception Reports

Most exception reports appear in both a tabular and bar-graph format. When you view the various sections of these reports, you see the two different formats.

Figure 1-8 illustrates the two sections of an ROI Frame Relay Trunk Utilization Exception Report.
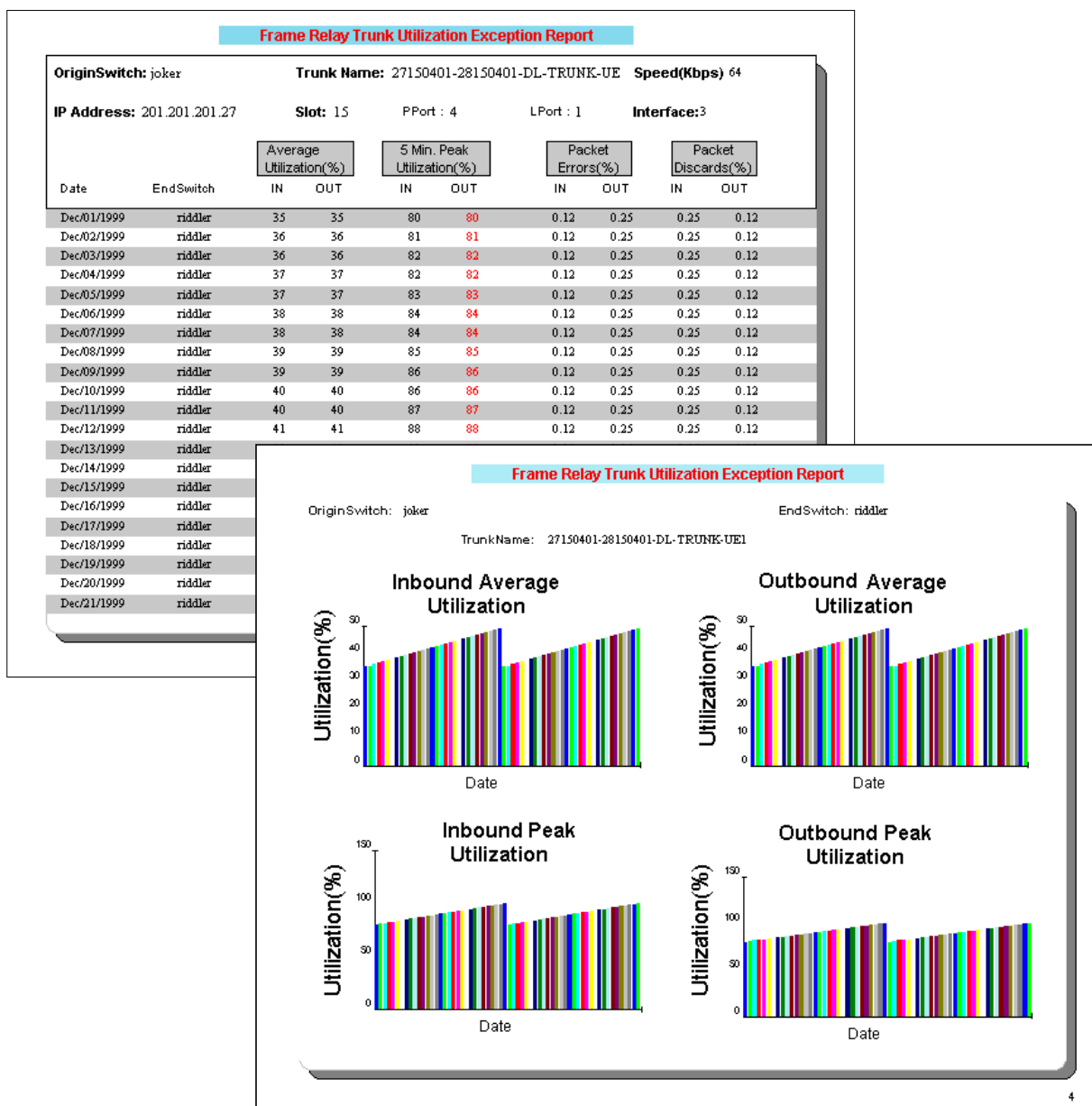
Figure 1-8.   Tabular and Graphical Sections of an ROI Exception Report

Detailed Reports

Most detailed reports appear in both a tabular and line-graph format. When you view the various sections of these reports, you see the two different formats.

Figure 1-9 illustrates the tabular and graphical sections of an HTML UNI/NNI Detailed Utilization Report.
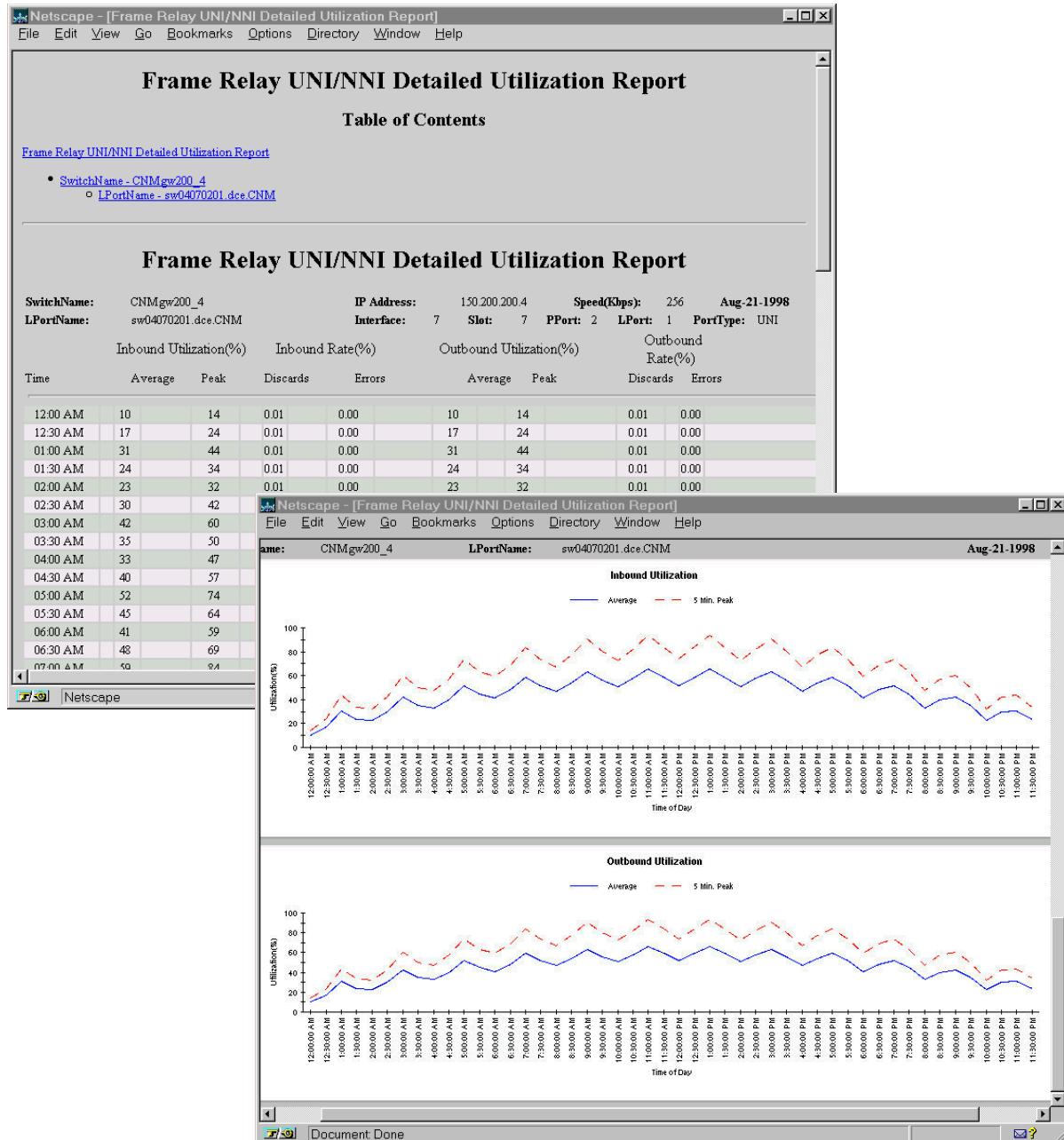
Figure 1-9.   Tabular and Graphical Sections of an HTML Detailed Report

Source Data for Reports

Statistics Servers translate and copy the data received from switches into tables in the Statistics Server Sybase database. The Report Generator retrieves information for reports from the following tables in the Statistics Server database:

Table 1-4.   Tables for B-STDX 8000/9000 Frame Relay Statistics

Table Name	Description
TrunkStat	B-STDX 8000/9000 trunk average and peak statistics
FrCktStat	B-STDX 8000/9000 Frame Relay circuit average and peak statistics
FrLPortStat	B-STDX 8000/9000 Frame Relay UNI and NNI average and peak statistics
SmdsLPortStat	SMDS DXI and SSI average and peak statistics

Table 1-5.   Tables for CBX 500 ATM Statistics

Table Name	Description
ATMCktStat	ATM permanent virtual circuit statistics
ATMTrkStat	ATM cell trunk statistics
ATMSvcStat	ATM logical port (UNI/B-ICI) SVC Call statistics
ATMPrtStat	ATM logical port (UNI/B-ICI) statistics
ATMLPrtNiStat	ATM logical port QoS UNI/NNI statistics
ATMFirstTrkStat	ATM first trunk circuit statistics
ATMLPrtTrkStat	ATM logical port QoS trunk statistics
ATMOptTrkStat	ATM optimum trunk circuit statistics

The Report Generator also retrieves configuration data from the NavisCore database. The Report Generator uses the following tables in the NavisCore database:

Table 1-6.   NavisCore Database Tables

Table Name	Description
NetWideParam	Network-wide object
Switch	Unique switch name
PPort	Relationship between the physical port and the card on which it resides
LPort	Logical port on the switch
DLCI	Data Link Connection Identifier (DLCI) numbers related to the logical port
Trunk	Name of the trunk connecting the two logical ports
CustomerInfo	Customer information
Circuit	Circuit related to the two DLCIs

2

Requirements

This chapter outlines the requirements for setting up and installing Report Generator components.

The specific topics covered in this chapter are:

- Implementation requirements

- Hardware/software requirements

- Disk space requirements

- Installation overview

Implementation Requirements

These are the basic requirements for setting up the Report Generator:

• Statistics Servers must save data to a Sybase 11 database.

• The Statistics Server and the NavisCore databases can be on the same or separate data servers.

• The Sybase Open Client and the Actuate Report Server must reside on the same system.

If you purchased the Report Generator with Web Agent product, these are the requirements for the Web Agent:

• The Actuate Web Agent must reside on the web server system.

• The web server/Web Agent and the Report Server can reside on the same or different systems.

Sample Implementations

You can set up Report Generator components in various ways. If you require only base-level functionality for HTML reports, you can use a two-system configuration plus browsers. If you require a fully distributed Report Generator environment, you need additional systems for a dedicated web server, Actuate clients, and web browsers.

• Figure 2-1 illustrates a minimum configuration. The Actuate Report Server and the Sybase Open Client reside on the same system, as required, along with the web server and Web Agent. The Actuate Administrator Desktop resides on another system.

• Figure 2-2 illustrates a fully distributed configuration. This configuration includes a dedicated web server and additional systems for viewing reports via web browsers, the Actuate End User Desktop, and Actuate Viewers.
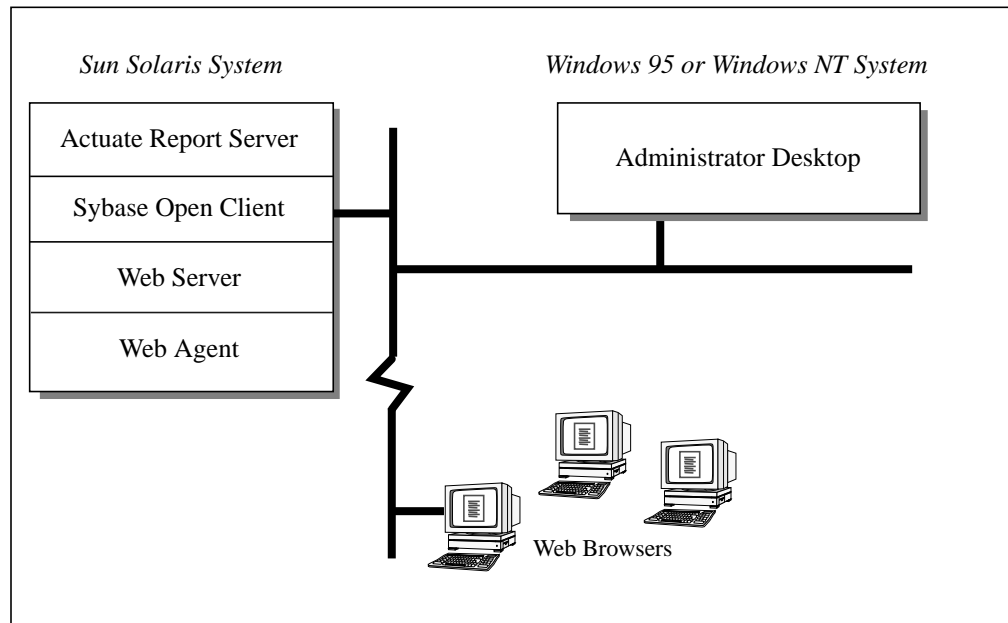
Figure 2-1.   Minimum Configuration for HTML Reports
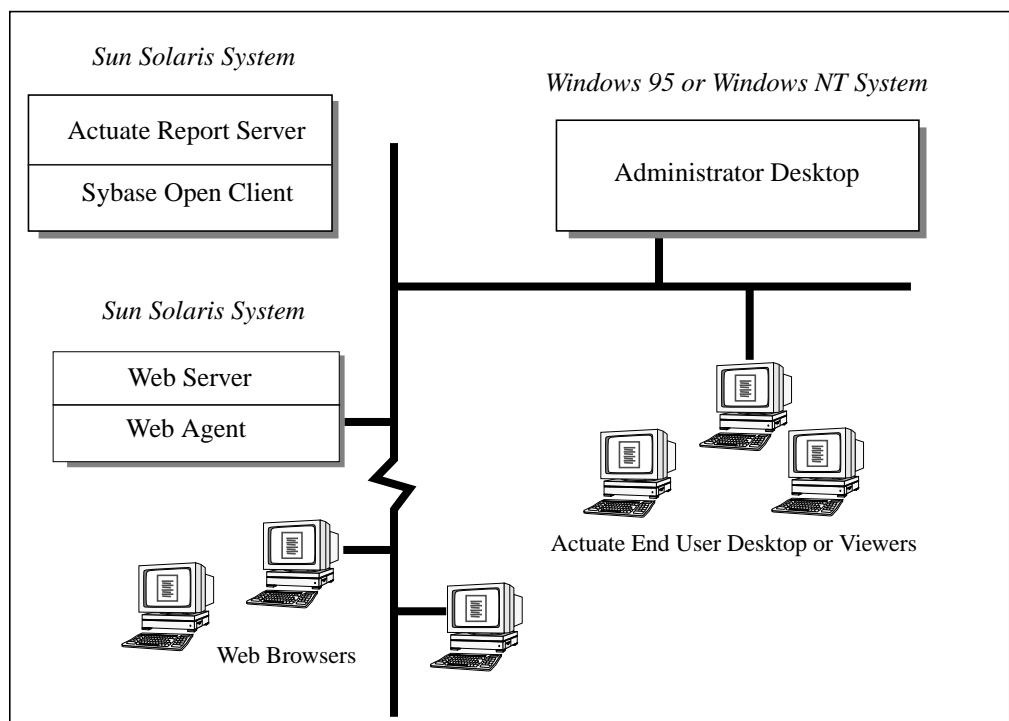
Figure 2-2.   Fully Distributed Configuration for HTML Reports

Hardware Requirements

Table 2-1 and Table 2-2 list the recommended hardware requirements for Report Generator server and client components.

Table 2-1.   Hardware Requirements for Server Components

Component	System	Hard Drive	RAM	CD-ROM
Report Server/ Open Client System	Sparc Ultra Enterprise 2 with 2 CPUs or greater	2.1 GB	128 MB (minimum) 256 MB (recommended)	yes
Actuate Web Agent/Web Server System	Sparc Ultra Enterprise 2	2.1 GB	128 MB	yes

▶ You may use lower-end systems for the Report Server system. However, depending on the number of users and number of reports requested, performance may be affected. For better performance, Actuate recommends that the Report Server system have 256 MB RAM.

Table 2-2.   Hardware Requirements for Client Components

Component	System	Hard Drive	RAM	CD-ROM
Actuate Administrator Desktop System	Windows 95 or Windows NT 4.0	540 MB	16 MB	yes
Actuate End User Desktop or Viewer Systems	Windows 95 or Windows NT 4.0	540 MB	16 MB	yes
Browser Systems	No system requirements			

▶ Windows 95 or Windows NT systems must have a 32-bit TCP/IP stack installed and the appropriate 32-bit drivers. Systems are generally shipped with these components.

Software Requirements

Table 2-3 and Table 2-4 list the software requirements for Report Generator server and client components.

Table 2-3.   Software Requirements for Server Components

Component	Software
Report Server System	Solaris 2.5.1 or 2.6
	Sybase Open Client 10.0.4
	Actuate Report Server 3.2
Web Server System (if you purchased the Report Generator with Web Agent product)	Solaris 2.5.1 or 2.6
	Netscape Enterprise Server 3.0 or later
	Actuate Web Agent 3.2

▶ If you are going to generate HTML reports, your X server should be running on your Report Server system. The Report Server uses X Windows resources to create HTML graphs.

Table 2-4.   Software Requirements for Client Components

Component	Software
Actuate Administrator Desktop System	Windows 95 or Windows NT 4.0 or later
	Administrator Desktop 3.2 or later
	Ascend Report Executables 1.1
Actuate End User Desktop and Viewer Systems	Windows 95 or Windows NT 4.0 or later
	End User Desktop/Viewer 3.2 or later
Browser Systems (if you purchased the Report Generator with Web Agent product)	Standard browsers such as Netscape or Microsoft Internet Explorer

Requirements for Other Components

The Report Generator works with Statistics Servers and NavisCore. Table 2-5 lists the requirements for these components.

Table 2-5.   Requirements for Other Components

Component	Software Version
NavisCore NMS	Version 2.3 or later
NavisCore Sybase SQL Server	Sybase 11.0.2, 11.0.3.2, or 11.0.3.3
Statistics Server (Bulk Statistics Collector) for STDX/B-STDX	Version 2.5 or later
Statistics Server (Bulk Statistics Collector) for CBX-500	Version 1.0 or later
Statistics Sybase SQL Server	Sybase 11.0.2, 11.0.3.2, or 11.0.3.3

Disk Space Requirements

Table 2-6 lists the storage requirements for Report Generator software. Before you install the software, verify that you have available disk space for the applications.

Table 2-6.   Storage Requirements for Report Generator Software

Report Generator Software	Disk Space Requirements for Installation and Storage
Sybase Open Client & Actuate Report Server	100-110 MB
Actuate Administrator Desktop & Report Executables	30 MB
Actuate End User Desktop	11 MB
Actuate Viewer	5 MB
Actuate Web Agent	16 MB

Installation Overview

This section outlines the Report Generator installation process and lists the software that you must install.

About CD-ROM #1 and #2

The Report Generator product includes two CD-ROMs:

- CD-ROM #1 contains the Sybase Open Client, Actuate Report Server, online documentation, and the package-based script that installs all server components.

- CD-ROM #2 contains Report Generator executables, online documentation, and three Actuate Client applications—Administrator Desktop, End User Desktop, and the Viewer. If you purchased the Report Generator with Web Agent, CD-ROM #2 also includes the Actuate Web Agent.

Preinstallation Tasks

If you are planning to install the Report Generator with Web Agent product, install the Netscape Enterprise Web Server before you begin the Report Generator installation.

Installation Sequence

Perform the Report Generator installation in the following sequence:

1. Use CD-ROM #1 to install the Sybase Open Client and the Actuate Report Server on the Report Server system (Chapter 3).

2. Use CD-ROM #2 to install the Actuate Administrator Desktop and Report Generator executables on the primary client system (Chapter 4).

3. From your Administrator Desktop system, set up report directories on the Report Server. Then copy the report executables to the Report Server system (Chapter 4).

4. If necessary, use CD-ROM #2 to install the Actuate End User Desktop or Viewers on additional systems (Chapter 4).

5. If you purchased the Report Generator with Web Agent product, use CD-ROM #2 to install the Actuate Web Agent on the web server system (Chapter 5).

Figure 2-3 illustrates the installation process.
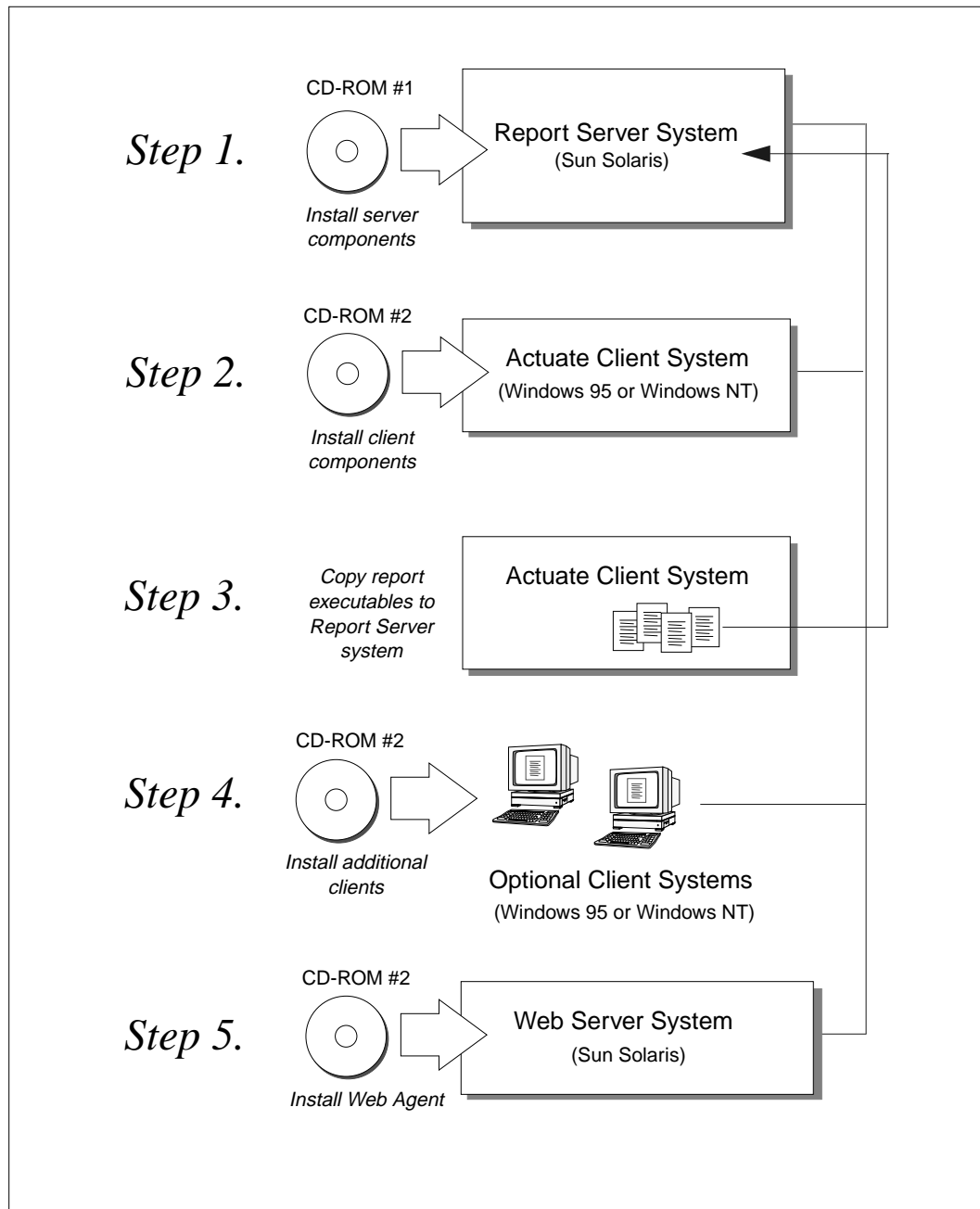
Figure 2-3.   Installation Process Overview

3

Installing Report Server Components

This chapter provides instructions for installing the Sybase Open Client and the Actuate Report Server on the Report Server system. The installation uses the UNIX *pkgadd* command to launch the installation script and manage installation files.

This chapter shows you how to:

- Load the server media from CD-ROM #1.

- Start the installation script with the UNIX *pkgadd* utility.

- Install and configure Sybase Open Client and the Actuate Report Server.

- Verify that the Report Server is running.

This chapter assumes that you have reviewed:

- Report Generator implementation requirements (page 2-2).

- Report Generator installation overview (page 2-8).

> If you are upgrading the Report Server, refer to the upgrade instructions in the Report Generator Software Release Notice.

Before You Begin

This section includes information that you should know before you begin the server installation.

X Server Requirements for HTML Reports

Review this section if you purchased the Report Generator with Web Agent product. Otherwise, continue to the next section.

The Report Server uses the X server to create HTML graphs. The Report Server can generate HTML graphs only if it has access to the X server and the X server is running. The procedures in this section show you how to determine the status of your X server and, if necessary, configure it for the Report Generator environment.

To verify that the X server is running:

1. Log on to the Report Server system.

2. Enter one of the following commands, depending on your windowing system:

   Open Windows:

   ```
   ps -ef | grep xinit
   ```

   If the X server is running, you see an entry similar to the following:

   ```
   root 220 216 13 Nov 12.console 0:00 /usr/openwin/bin/xinit
   ```

   CDE:

   ```
   ps -ef | grep Xsession
   ```

   If the X server is running, you see an entry similar to the following:

   ```
   root 220 216 13 Nov 12.console 0:00 /bin/ksh/usr/dt/
   bn/Xsession
   ```

3. If the X server is not running, start the system's windowing manager. This automatically starts the X server.

▶
> If the X server is *not* on the Report Server system, log on to the X server system as root and enter the following command:
> ```
>     xhost <Report Server system name>
> ```

After installation, the Report Server system will be able to access the X server.

UNIX Software Package Tools

The *pkgadd* command installs Report Server/Open Client components and a UNIX package utility that manages the installation. During installation, the package utility keeps track of the files that are installed and the version number of these files. Once the package utility is installed, you can use UNIX package commands to list or remove Report Server/Open Client files or tp view the version number of these applications.

You should know these commands:

- To install applications from the CD-ROM, enter:

      pkgadd -d <cd-rom pathname>

   For example:

      pkgadd -d /cdrom/cdrom0

- To remove the Report Server/Open Client files after or during installation, enter:

      pkgrm NAVISrpsv

- To view information such as version numbers and installation dates for the Report Server/Open Client and other packaged applications on the system, enter:

      pkginfo -l NAVISrpsv

There are other package commands such as *pkgchk* for the different versions of UNIX. To learn more about these commands, enter **man** *<package command>* to bring up the man pages for that command. The man page lists the other package commands that are available on your system.

Summary of Installation Prompts

Before you begin the Report Server installation, complete the Report Server installation worksheets in Appendix A. The installation script asks for worksheet information when you are installing Sybase Open Client and the Report Server.

During the Sybase Open Client installation, the script prompts you for these parameter values:

- Sybase Open Client installation directory

- Actuate Report Server installation directory

- Hostname of your X server system (generally, the hostname of the Report Server system)

During the Sybase Open Client configuration section, the script prompts you for these parameter values:

- Name of NavisCore or Statistics (Bulk Statistics) data server (by default, CASCADE or CASCBSTAT)

- TCP port number of the data server

If the Statistics and NavisCore databases are installed on the same data server, you enter the name and TCP port number of one data server. If you are using more than one data server, you enter information for all the data servers.

> Appendix A describes how to locate the name and TCP port number of the NavisCore and Statistics data servers.

Loading the Report Server Media

To load the Open Client/Report Server media (CD-ROM #1):

1. Log on to the Report Server system.

2. Enter **su - root** to become root. At the Password prompts, enter the root password.

3. Insert the Report Server media (CD-ROM #1) into the CD-ROM drive.

4. When the LED on the CD-ROM stops blinking, enter the following command to move to your local CD-ROM directory:

   ```
   cd  <cd-rom pathname>
   ```

   For example, if your CD-ROM directory is */cdrom/cdrom0*, you would enter:

   ```
   cd  /cdrom/cdrom0
   ```

5. Enter **ls** to view the files that are on the CD-ROM.

   The system displays the following directories and installation script:

   Docs — Contains Ascend and Actuate documentation in PDF format.

   Logos — Contains logo files for HTML reports.

   NAVISrpsv — Contains the files that *pkgadd* uses to install the Sybase Open Client and the Actuate Report Server.

   Readers — Contains Adobe Acrobat Readers.

   actuate — Contains Actuate Report Server files.

   sybasecd — Contains Sybase Open Client files.

You are now ready to begin the installation.

Installing Sybase Open Client

To install the Sybase Open Client:

1. Verify that you are root. The pound sign (#) prompt indicates that you are root.

2. Enter the following command to begin the installation:

   pkgadd -d /cdrom/cdrom0

   The *pkgadd* menu appears, listing the application(s) that you can install. The menu is similar to the following:

   ```
   The following packages are available:
   1 NAVISrpsv  Ascend Report Generator – Server Components
                 (Sparc) 01.01.00.XX

   Select package(s) you wish to process (or 'all' to process
   all packages). (default: all) [?,??,q]:
   ```

3. Enter the number that indexes NAVISrpsv (in the example above, **1**).

   The installation utility performs verification functions and then prompts:

   ```
   What type of installation do you wish to perform?
   [default=c] :

   u. Upgrade
   c. Complete Installation (Sybase Open Client & Actuate
      Report Server)
   s. Actuate Report Server Only
   e. Exit

   Make your selection.
   ```

4. Enter **c** to perform a complete server installation.

   The script begins displaying the pathname prompts.

5. When you are prompted for the Sybase Open Client installation directory pathname, do one of the following:

  • Press Return to accept the default directory, */opt/rptgen*.

  • Enter another directory pathname.

6. When you are prompted for the Actuate Report Server installation directory pathname, do one of the following:

  • Press Return to accept the default directory, */opt/rptgen*.

  • Enter another directory pathname.

7. When you are prompted for the Valid X Server Name, enter the X server name in this format:

```
<hostname of X server system>:0
```

For example, if the X server is on your local system yodat, you would enter:

```
yodat:0
```

After you answer the prompts, the *pkgadd* utility performs various file management operations and then displays the following message:

```
This package contains scripts which will be executed with
super-user permission during the process of installing this
package.
```

```
Do you want to continue with the installation of <NAVISrpsv>
[y,n,?] y
```

8. Since you are already root, enter **y** to continue.

The *pkgadd* utility executes various preinstallation scripts and then displays the following message:

```
******* OPEN CLIENT INSTALLATION *******
```

▶ If you are running the installation script in a directory other than the CD-ROM directory, an error message appears at this point, instructing you to exit the script and run the installation from the CD-ROM directory.

The installation script lists the files as they are installed.

```
*******     LOADING FILES    *******

x ./bin/bcp, 381797 bytes, 746 tape blocks
x ./bin/defncopy, 334629 bytes, 654 tape blocks
x ./bin/isql, 354015 bytes, 692 tape blocks
x ./charsets/ascii_8/binary.srt, 410 bytes, 1 tape blocks
x ./charsets/ascii_8/charset.loc, 2381 bytes, 5 tape blocks
...
...
...
```

The Sybase Open Client installation takes a few minutes. When the installation is complete, the script displays the following message:

```
******* OPEN CLIENT INSTALLATION COMPLETED *******
```

The script continues automatically to the next task, Sybase Open Client configuration.

Configuring the Sybase Open Client

When the Sybase Open Client installation is complete, a message similar to the following appears:

```
        OPEN CLIENT CONFIGURATION STARTED

The log file for this session is '/opt/rptgen/sybcl/init
/logs/log0612.004'.
```

Then the script displays the Sybinit menu. This menu enables you to provide information about the Statistics (Bulk Statistics Collector) and NavisCore Sybase data servers.

To configure the Sybase Open Client:

1. In the Sybinit menu, enter **4** to select the option, Configure an Open Client/Server product (Figure 3-1).
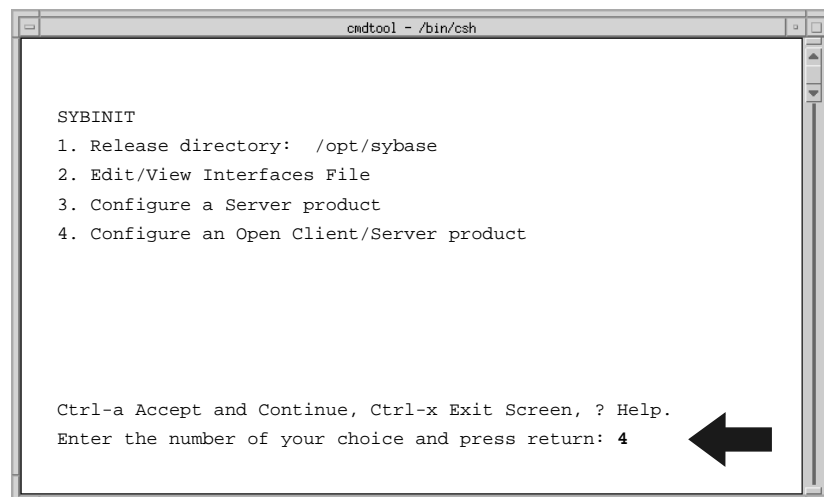
Figure 3-1.   Sybinit Menu

After you enter 4, the Configure Connectivity Products menu appears. Only one item, the Open Client Library, appears in the Product list. (Figure 3-2).

```
┌─────────────────────────────────────────────────────────────────┐
│ ⊟                      cmdtool - /bin/csh                    □ □ │
│ ┌──────────────────────────────────────────────────────────┬──┐ │
│ │                                                          │▲ │ │
│ │   CONFIGURE CONNECTIVITY PRODUCTS                        │  │ │
│ │                                                          │▼ │ │
│ │                                                          │  │ │
│ │   Products:                                              │  │ │
│ │      Product            Date Installed    Date Configured│  │ │
│ │   1. Open Client Library  Jan 24 97 13:13               │  │ │
│ │                                                          │  │ │
│ │                                                          │  │ │
│ │                                                          │  │ │
│ │   Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.│  │ │
│ │   Enter the number of your choice and press return: 1    │  │ │
│ └──────────────────────────────────────────────────────────┴──┘ │
└─────────────────────────────────────────────────────────────────┘
```
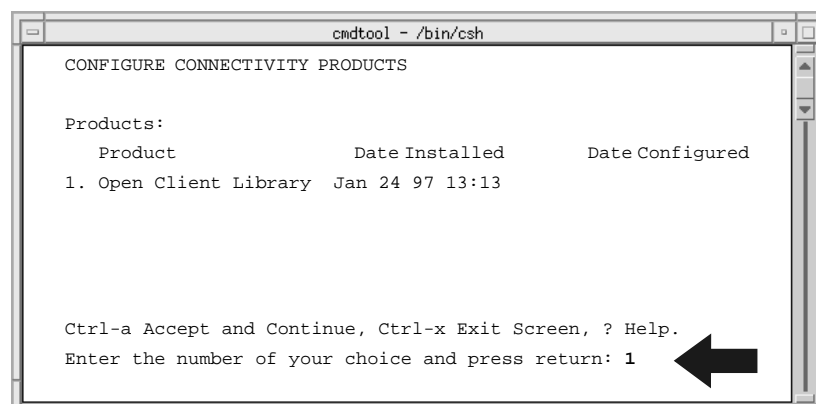
Figure 3-2.   Configure Connectivity Menu

2. In the Configure Connectivity Products menu, enter **1** to select the Open Client Library option.

The installation script initializes the Open Client Library

3. Press **Return** to continue at the two prompts that ask you to do so.

The script displays the Configure Connectivity Products menu again. Notice that the menu now includes the current date and time in the Date Configured list.

```
┌─────────────────────────────────────────────────────────────────┐
│ ⊟                      cmdtool - /bin/csh                    □ □ │
│ ┌──────────────────────────────────────────────────────────┬──┐ │
│ │                                                          │▲ │ │
│ │    CONFIGURE CONNECTIVITY PRODUCTS                       │  │ │
│ │                                                          │▼ │ │
│ │                                                          │  │ │
│ │    Products:                                             │  │ │
│ │       Product            Date Installed    Date Configured│  │ │
│ │    1. Open Client Library  Jan 24 97 13:13   Jan 24 97 13:15│ │
│ │                                                          │  │ │
│ │                                                          │  │ │
│ │                                                          │  │ │
│ │    Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.│ │ │
│ │    Enter the number of your choice and press return: <Control-a>│ │
│ └──────────────────────────────────────────────────────────┴──┘ │
└─────────────────────────────────────────────────────────────────┘
```
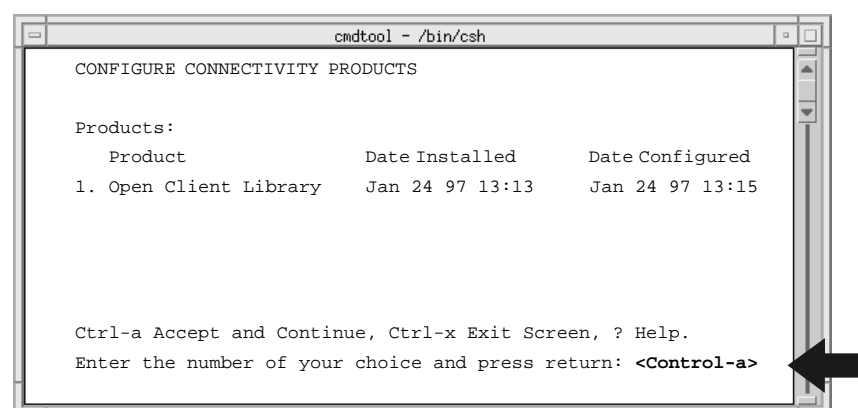
Figure 3-3.   Configure Connectivity Menu with Updated Information

4. Press **Control-a** to accept the value and continue.

After you press Control-a, the script displays the Sybinit menu (Figure 3-4).


```
                        cmdtool - /bin/csh
        SYBINIT
        1. Release directory:   /opt/sybase
        2. Edit/View Interfaces file
        3. Configure a Server product
        4. Configure an Open Client/Server product




        Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.
        Enter the number of your choice and press return: 2
```
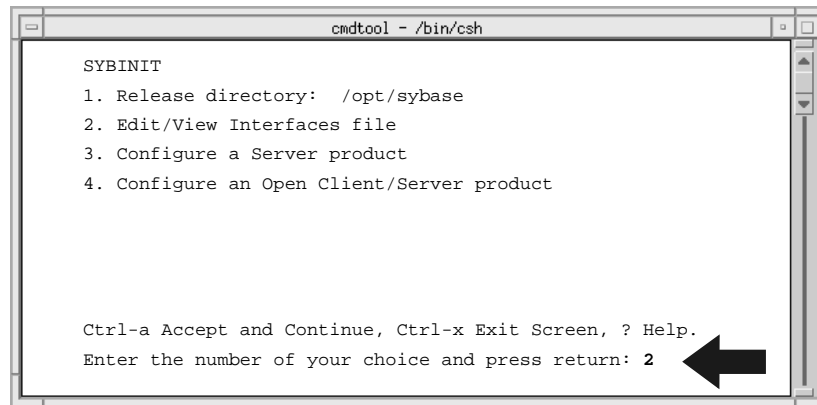
Figure 3-4.   Sybinit Menu

5. In the Sybinit menu, enter **2** to select the option, Edit/View Interfaces file.

The script displays the Interfaces File Top Screen menu.

You are now ready to begin defining data server information for the Sybase Open Client *interfaces* file.

Defining Data Server Parameters for the interfaces File

Sybase Open Client uses the *interfaces* file to determine the names and TCP ports of the Statistics (Bulk Statistics) and NavisCore data servers. The following sections show you how to enter data server information in the *interfaces* file:

• "Defining a Data Server Name" on page 3-12.

• "Defining TCP Service Information for the Data Server" on page 3-14.

If your NavisCore and Statistics databases are located on two data servers or if you have multiple Statistics Servers, be sure to repeat both these sections for each data server.

Defining a Data Server Name

The Interfaces File Top Screen menu allows you to enter and modify information in the Sybase Open Client *interfaces* file. If you enter incorrect information during the installation, you can return to this menu and correct the entry.

To define the NavisCore or Statistics data server name for the *interfaces* file:

1. In the Interfaces Top Screen menu, enter **1** to add a new entry.

    The Create New Interfaces File Entry menu appears (Figure 3-4).

2. In the Create New Interfaces File Entry menu, enter **1**.


```
cmdtool - /bin/csh

   INTERFACES FILE TOP SCREEN

   Interfaces File:


   1.   Add a new entry
   2.   Modify an existing entry
   3.   View an existing entry
   4.   Delete an existing entry




   Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.

   Enter the number of your choice and press return: 1
```

```
cmdtool - /bin/csh

   CREATE NEW INTERFACES FILE ENTRY


   1.   Server name:






   Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.

   Enter the number of your choice and press return: 1
```

Figure 3-5.   Interfaces File Top Screen and Create New Entry Menu

3. When prompted for the name of the server, enter the name of either the Statistics or NavisCore server (for example, CASCADE or CASCBSTAT).

After you enter the name, the script displays the Create New Interfaces menu again. It now includes the new server name.

4. Press **Control-a** to accept the value and continue.

Figure 3-6 illustrates step 3 and step 4.
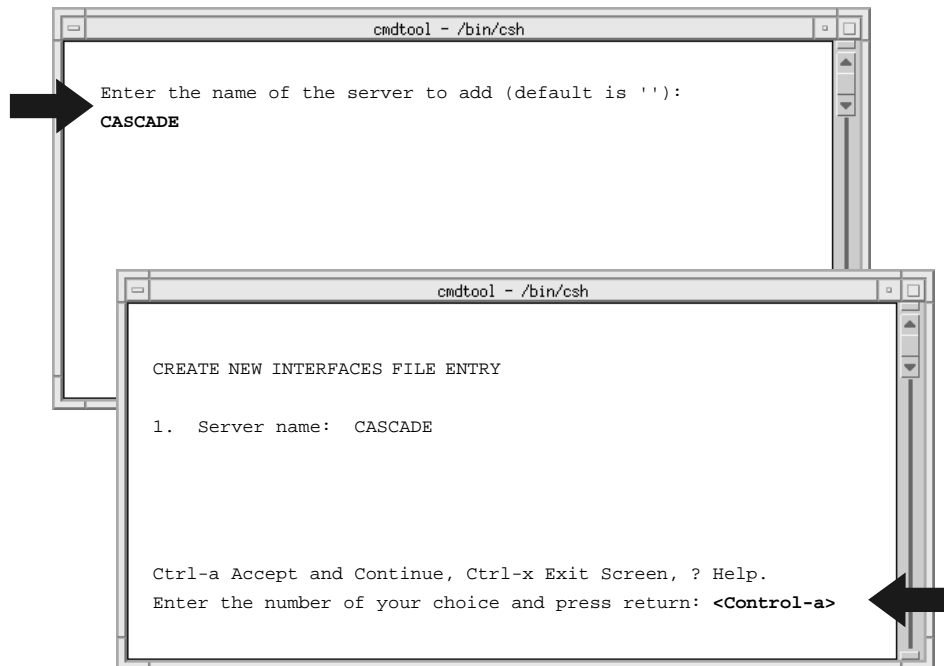
Figure 3-6.   Server Name Prompts

Defining TCP Service Information for the Data Server

After you define the name of the data server, the script displays the Server Interfaces File Entry Screen. This menu enables you to define the TCP port number of the data server listed at the top of the menu (CASCADE, in the illustration below).

```
                           cmdtool - /bin/csh

       SERVER INTERFACES FILE ENTRY SCREEN

       Server name:   CASCADE


       1. Retry Count:   0
       2. Retry Delay:   0
       3. Add a new listener service




       Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.
       Enter the number of your choice and press return: 3
```
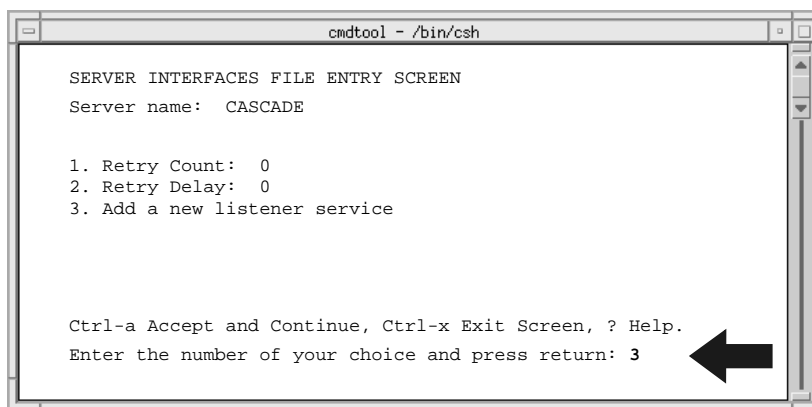
Figure 3-7.   Server Interfaces File Entry Screen

1. In the Server Interfaces File Entry Screen menu, enter **3** to add a new listener service.

The Edit TCP Service menu appears. (Figure 3-8).

▶ Notice that the Edit TCP Service menu in Figure 3-8 lists, by default, the hostname of your local system in the Hostname/Address field. It is important that you change this default entry to the hostname of the NavisCore or Statistics data server system.

2. In the Edit TCP Service menu, enter **1** to define the correct hostname/address of the NavisCore or Statistics data server system.

3. At the prompt, enter the hostname or address of this data server entry.

Figure 3-8 illustrates Steps 2 and 3.


```
                          cmdtool - /bin/csh

    EDIT TCP SERVICE
    1. Hostname/Address: <local hostname> ----------------------------------     ------ Hostname of
    2. Port:                                                                            local system
    3. Name Alias:
    4. Delete this service from the interfaces entry




    Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.
    Enter the number of your choice and press return: 1
```

```
                          cmdtool - /bin/csh

    Enter the hostname/address to use for this entry (default is ''):
    jupiter
```
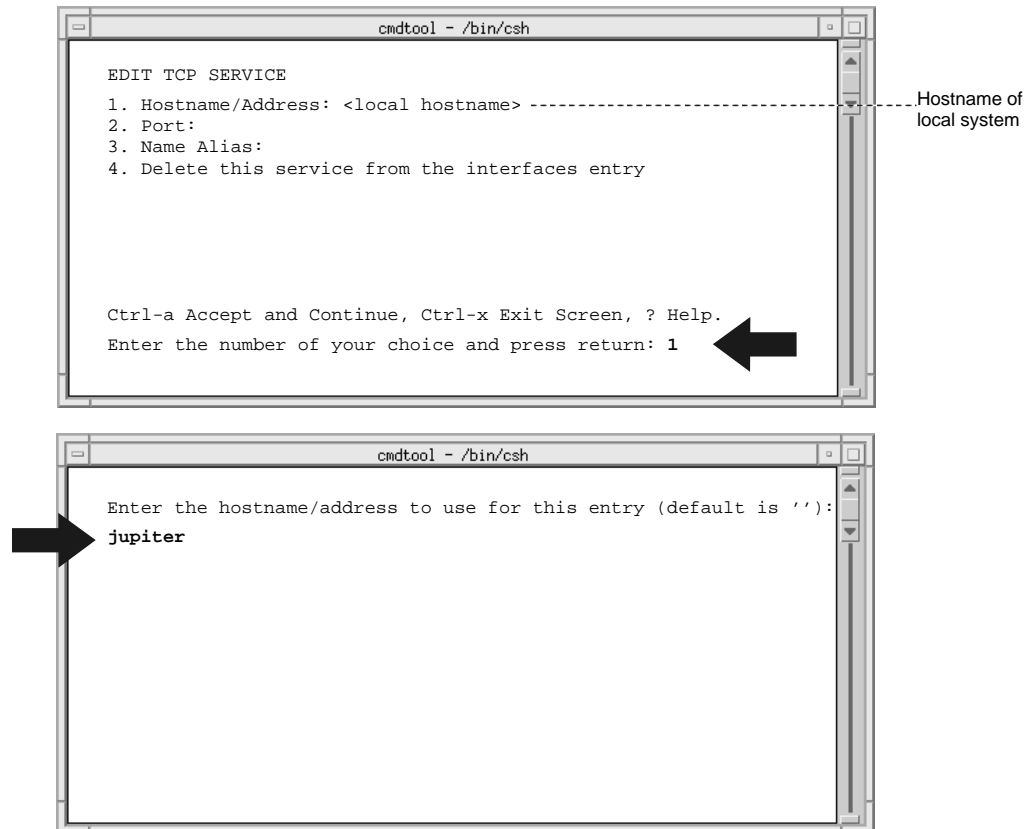
Figure 3-8.   Defining the Hostname of the Data Server

▶ If you receive an error message indicating that the hostname does not exist, check the */etc/hosts* file on your Report Server system to make sure the hostname is listed there. If it is not listed, add the name to the file.

The script displays the Edit TCP Service menu with the correct hostname/address.

4. In the Edit TCP Service menu, enter **2** to define the port number.

5. At the prompt, enter the Sybase TCP port number for this data server.

Figure 3-9 illustrates Steps 4 and 5.


```
                          cmdtool - /bin/csh

   EDIT TCP SERVICE
   1. Hostname/Address: jupiter ----------------------------------    Hostname of
   2. Port:                                                           data server
   3. Name Alias:                                                     system.
   4. Delete this service from the interfaces entry


   Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.
   Enter the number of your choice and press return: 2       ⬅
```

```
                          cmdtool - /bin/csh


      Enter the port number to use for this entry (default is ''):
   ➡  1025
```
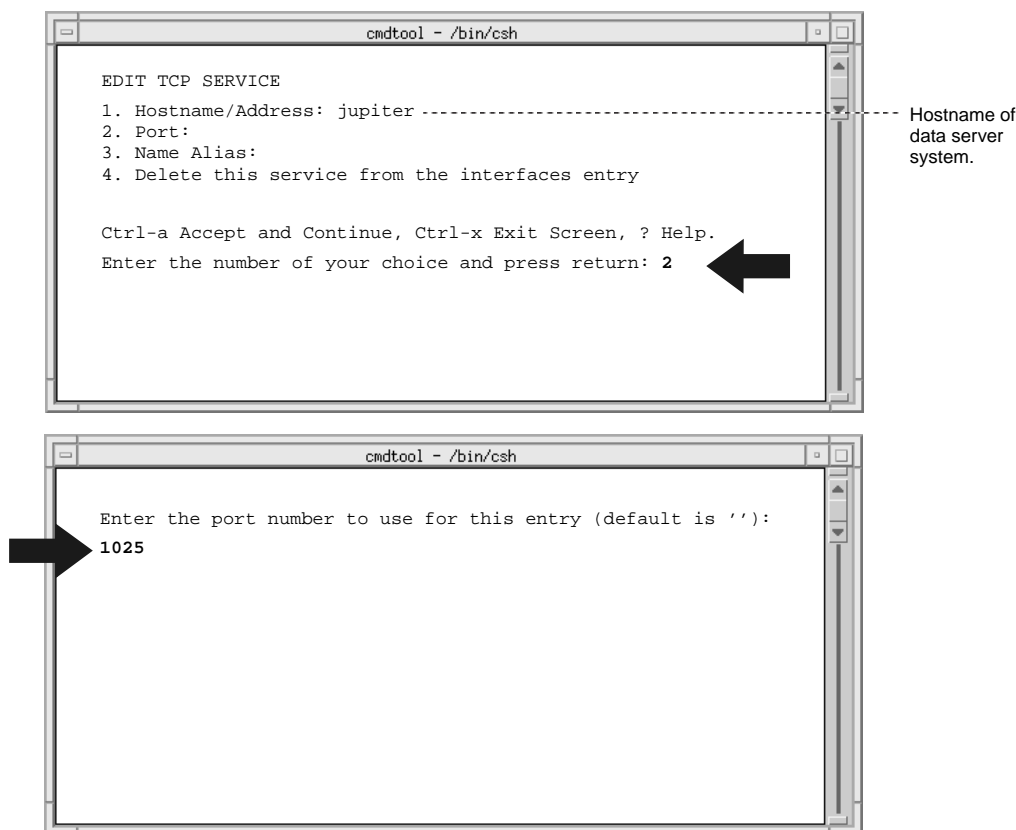
Figure 3-9.   Defining the TCP Port Number of the Data Server

▶ If you have a Sybase data server on your Report Server system, you will receive a message similar to the following: "Port 1025 is registered to Sybase. Either choose a different port address or make sure that this port is available before continuing." Sybase Open Client should use the TCP port number that is assigned to the Sybase data server to which you want to connect. If this port number is correct, press Return to continue and do not change your entry.

The Edit TCP Service menu now lists the hostname and port number of the data server. Since you do *not* need to specify a name alias for the data server, you can now save the values.

6. Press **Control-a** to accept the values.

7. At the confirmation prompt, enter **y**.

Figure 3-10 illustrates the new entry for the *interfaces* file.

```
┌─────────────────────────────────────────────────────────────────────┐
│ ⊟                     cmdtool - /bin/csh                      ▫ │☐│   │
├─────────────────────────────────────────────────────────────────────┤
│        EDIT TCP SERVICE                                         ▲     │
│                                                                ▼     │
│        1. Hostname/Address: jupiter                                  │
│        2. Port: 1025                                                 │
│  - - - 3. Name Alias:                                               │
│        4. Delete this service from the interfaces entry             │
│                                                                     │
│                                                                     │
│                                                                     │
│        Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.      │
│        Enter the number of your choice and press return: <Control-a>│
│                                                                     │
│        Is this information correct? y                               │
│                                                                     │
└─────────────────────────────────────────────────────────────────────┘
```

Do not enter a name alias for the data server system.
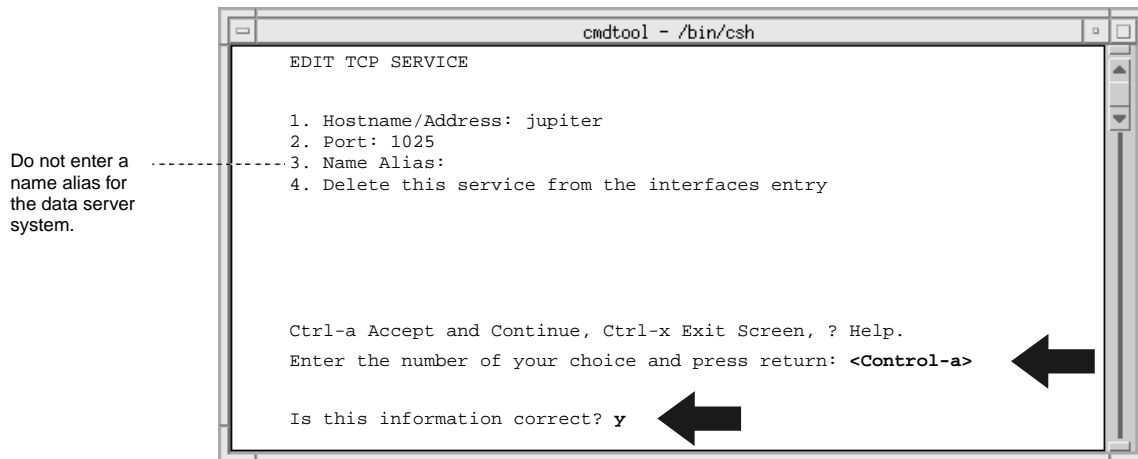
Figure 3-10.   Defining a Name Alias for the Data Server

8. After you confirm the information, the script displays the Server Interfaces File menu again. The complete entry is listed as Option 4 in the menu (Figure 3-11).

```
┌─────────────────────────────────────────────────────────────────────┐
│ ⊟                     cmdtool - /bin/csh                      ▫ │☐│   │
├─────────────────────────────────────────────────────────────────────┤
│   SERVER INTERFACES FILE ENTRY SCREEN                           ▲     │
│   Server name:  CASCADE                                         ▼     │
│   1. Retry Count:   0                                                │
│   2. Retry Delay:   0                                                │
│   3. Add a new listener service                                     │
│   Modify or delete a service                                        │
│   Listener services available:                                      │
│        Protocol Address     Port    Alias                           │
│   4.   tcp      jupiter      1025                                    │
│                                                                     │
│   Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.           │
│   Enter the number of your choice and press return: <Control-a>     │
│                                                                     │
│   Write the changes to the interfaces file now? y                   │
│                                                                     │
└─────────────────────────────────────────────────────────────────────┘
```

Figure 3-11.   Complete Entry for the interfaces File

9. Press **Control-a** to accept the information.

10. When you are prompted to write the changes to the *interfaces* file, enter **y**.

The system writes the information to the *interfaces* file and then displays the
Interfaces File Top Screen.

```
┌─────────────────────────────────────────────────────────────┐
│ ⊟                cmdtool – /bin/csh                      ▫ □ │
├─────────────────────────────────────────────────────────────┤
│                                                           ▲  │
│    INTERFACES FILE TOP SCREEN                             ▼  │
│    Interfaces File:                                          │
│    1.   Add a new entry                                     │
│    2.   Modify an existing entry                            │
│    3.   View an existing entry                              │
│    4.   Delete an existing entry                            │
│                                                             │
│                                                             │
│                                                             │
│                                                             │
│    Ctrl-a Accept and Continue, Ctrl-x Exit Screen, ? Help.  │
│    Enter the number of your choice and press return:        │
│                                                           ▼  │
└─────────────────────────────────────────────────────────────┘
```
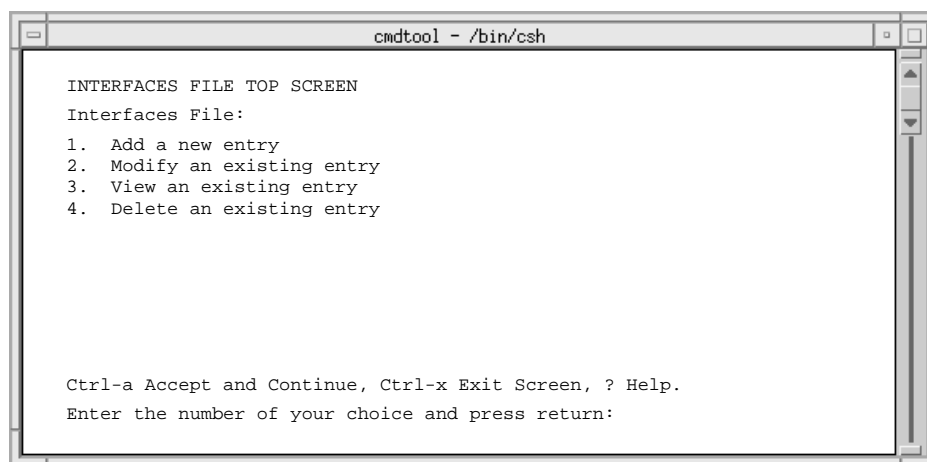
Figure 3-12.   Interfaces File Top Screen

11. Proceed as follows:

- If you need to define a second data server, enter 1 to add a new entry to the
  interfaces file. Repeat the steps in "Defining Data Server Parameters for the
  interfaces File" on page 3-11 and "Defining TCP Service Information for the
  Data Server" on page 3-14.

- If you do *not* need to define another data server, continue to the next section
  and exit from the Sybase Open Client section of the script.

Exiting from the Open Client Section of the Script

To exit from the Open Client installation section of the script:

1. At the Interfaces File Top Screen, press **Control-x**.

The Sybinit menu appears.

2. At the Sybinit menu, press **Control-x**.

A message, similar to the following, appears:

```
Exiting.
The log file for this session is
'/opt/rptgen/sybcl/init/logs/log0627.001'.

******* OPEN CLIENT CONFIGURATION COMPLETED *******
```

You have now completed the Sybase Open Client section of the installation. The script
continues automatically to the Actuate Report Server installation.

Installing the Actuate Report Server

When you exit from the Open Client section of the installation script, the script displays the following message:

```
******* REPORT SERVER INSTALLATION STARTED *******

Do you wish to continue? <y/n> [default=y] :
```

To install the Actuate Report Server:

1. Press Return to continue.

The script displays the following message:

```
*******     LOADING FILES     *******
```

The script installs Report Server files but does not display them to your screen. The script also creates an installation log *reportsrv.out* in the *<installation directory>/rptgen/actuate/DATA* directory.

> At this point, the script tests to see if the X server is running. If your X server is not running, the script prompts you to start the X server by starting the system's windowing manager. For more information about X server requirements, see .

When all Report Server files are installed, the script displays a message similar to the following:

```
***** ACTUATE REPORT SERVER INSTALLATION COMPLETED *****


Installation of <NAVISrpsv> was successful.

The following packages are available:
1  NAVISrpsv   Ascend Report Generator -- Server Components
(Sparc) 01.01.00.XX

Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]: q
```

2. Enter **q** to exit from the *pkgadd* installation utility.

3. Enter the following commands to eject the CD-ROM:

```
cd /

eject
```

(You cannot eject the CD-ROM if you remain in the CD-ROM directory.)

You have now installed all Report Server components. The Report Server should be up and running. Continue to the next section to verify the installation.

Verifying the Report Server Installation

To make sure that you have installed and configured the Report Server correctly, you should perform the following verification tasks:

- Review the *interfaces* file to see if you have defined the necessary data servers.

- Check to see if Report Generator logo files and program files are installed.

- Verify that the Report Server is running.

Reviewing the interfaces File

After you complete the Report Server installation, you should review the *interfaces* file to see if you have defined the NavisCore and Statistics data servers correctly. The Report Server retrieves report data from these servers. If you forget to define one of the data servers, report generation will fail.

To review the *interfaces* file used by the Report Server:

1. Navigate to the directory which contains the *interfaces* file. If you used the default Report Generator installation directory, you would enter:

```
cd /opt/rptgen/sybcl
```
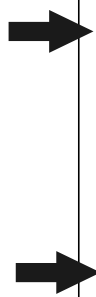
2. Enter the following command to view the *interfaces* file:

```
cat interfaces
```

3. Locate the comment section for each data server entry. The comment section contains lines that start with double pound signs (##).

The whole entry includes a comment section and a code section. The comment section displays the name of the data server and the TCP port number in a readable format. The code section displays the TCP port number in a hexadecimal string.

Figure 3-13 illustrates a sample *interfaces* file. Notice that the file has two data server entries: one for the NavisCore data server, the other for the Statistics data server.

```
## CASCADE on jupiter
##       Services:
##               query   tcp     (1025)
##               master  tcp     (1025)
CASCADE
        query tli tcp /dev/tcp \x000204019894517a0000000000000000
        master tli tcp /dev/tcp \x000204019894517a0000000000000000
## CASCBSTAT on elm
##       Services:
##               query   tcp     (1025)
##               master  tcp     (1025)

CASCBSTAT
        query tli tcp /dev/tcp \x000204019894517900000000000000000
        master tli tcp /dev/tcp \x000204019894517900000000000000000
```

Figure 3-13.   Sample interfaces File with Two Data Server Entries

4. Make sure you have entries for the NavisCore and Statistics data servers in the *interfaces* file.

- If both the NavisCore and Statistics databases are on the same data server, the *interfaces* file should include one entry.

- If the NavisCore and Statistics databases are two different data servers, the *interfaces* file should include two entries.

- If you are using multiple Statistics data servers, the *interfaces* file should include an entry for each Statistics data server.

Checking Logo Files

To verify that Report Generator logo files are installed:

1. Use the following commands to navigate to the */var/tmp* directory and list the files in the directory:

   ```
   cd /var/tmp
   ls | grep gif
   ```

2. You should see the following logo files in the list of files:

   ```
   Ascend.gif        Blank.gif            Logo.gif
   ```

Continue to the next section to verify the installation of Report Generator program files.

Checking Report Generator Directories

To verify that Report Generator program files are installed:

1. Use the following commands to navigate to the default Report Generator installation directory and list the files in the directory:

   ```
   cd /opt/rtpgen
   ls
   ```

2. You should see the following directories:

   ```
   actuate        sybcl
   ```

The *actuate* directory contains Report Server files. The *sybcl* directory contains Open Client files.

Continue to the next section to make sure Report Server processes are running.

Verifying That the Report Server Is Running

To verify that Report Server processes are running:

1. Enter the following command on the Report Server system to display server processes:

    ps -aef | grep srvr

    The system displays server processes that are running on the system. These processes should include Report Server processes and perhaps processes related to other applications.

    Figure 3-14 illustrates the Report Server processes that you should see.

```
%ps -aef | grep srvr

root   2195   2179  80  Mar 01 ? 0:12 /opt/rptgen/actuate/AcServer/bin/reqsrvr      ⬅
root   2179      1   9  Mar 01 ? 0:00 /opt/rptgen/actuate/AcServer/bin/reqsrvr.sh
root   2198   2181  80  Mar 01 ? 0:02 /opt/rptgen/actuate/AcServer/bin/adminsrvr    ⬅
root   2181      1   8  Mar 01 ? 0:00 /bin/sh /opt/rptgen/actuate/AcServer/bin/adminsrvr.sh
root   2199   2180  80  Mar 01 ? 0:09 /opt/rptgen/actuate/AcServer/bin/pobsrvr       ⬅
root   2180      1  11  Mar 01 ? 0:00 /bin/sh /opt/rptgen/actuate/AcServer/bin/pobsrvr.sh
```

Figure 3-14.   Report Server Processes

2. Locate these three Report Server processes:

    adminsrvr — Administrator server process

    reqsrvr — Request server process

    pobsrvr — Persistent object server process

    The Report Server is up and running if you see these three processes. Report Server processes ending with the suffix **.sh** are startup processes.

You have now completed the installation of the Report Generator server component. Continue to the next chapter to install the client component of the Report Generator.

4

Installing Actuate Clients

This chapter provides instructions for installing and setting up Actuate clients. This chapter shows you how to:

*   Use CD-ROM #2 to install the Administrator Desktop and report executables on the primary client system.

*   Create report folders on the Report Server and copy report executables from the Administrator Desktop to the Report Server.

*   Define the Administrator's account.

*   Install the Actuate End User Desktop or Viewer on additional systems, if desired.

This chapter assumes that you have:

*   Reviewed the Report Generator implementation requirements (Chapter 2).

*   Installed Report Server components on the Report Server system (Chapter 3).

Before You Begin

This section includes information that you should know before you install Actuate clients.

How to Deploy Actuate Clients on Your Network

Before you begin installation procedures, decide which system should be the Administrator Desktop system (the primary client system). You must install the Administrator Desktop client before you install the other clients because it enables you to set up Report executables on the server and define user accounts.

As you can see in Figure 4-1, each Actuate client application provides different levels of functionality for users. Notice that the Viewer is a subset of the End User Desktop; the End User Desktop, in turn, is a subset of the Administrator Desktop.

You can perform these operations...   *With this client.*

Manage user accounts, folders, security, and the Report Server

Generate and schedule reports — *Administrator Desktop*

End User Desktop

Find, view, and print reports — *Viewer*
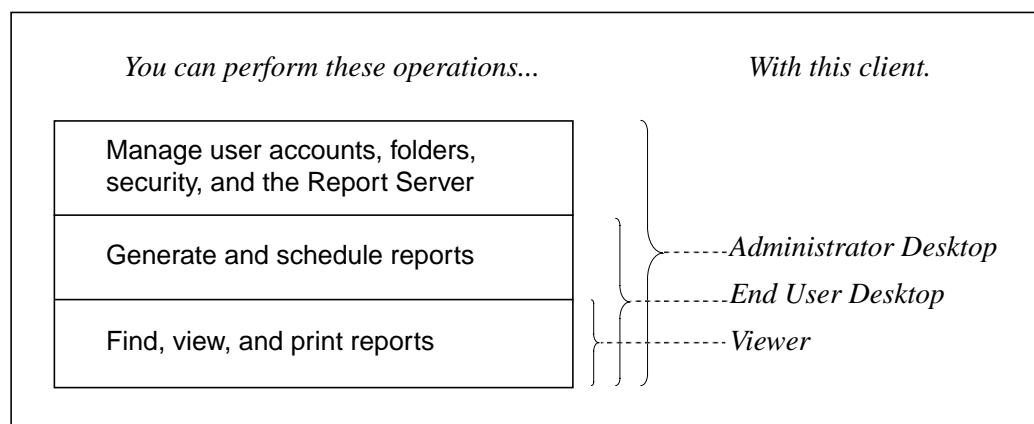
Figure 4-1.   Functionality Provided by the Different Actuate Clients

Here are some general guidelines for setting up client applications on your network:

• Install the Administrator Desktop on the primary client system. Perform this task first; then configure the Report Server from the Administrator Desktop.

• Once the Administrator Desktop is installed and the Report Server is configured, install the End User Desktop.

• Then, if desired, install Viewers on additional client systems.

Verifying Client-Server Connectivity

If your client system is configured to access a domain name server, you should not have any connectivity problems. Nevertheless, before you install the Actuate client, verify that the client system can communicate with the Report Server system.

To verify that the client can communicate with the server:

1. Log on to the Actuate client system.

2. Choose the Start button and select Programs => MS-DOS Prompt.

3. Enter the following command at the MS-DOS prompt:

   ```
   ping <hostname of Report Server system>
   ```

   For example, if you installed the Report Server on a system named **wisdom**, you would enter:

   ```
   ping wisdom
   ```

   ▶ Do not enter the IP address of the Report Server system when you use the *ping* command. The client system identifies the server by name rather than IP address. Even if the *ping* command confirms the IP address, the client may not be able to connect to the Report Server.

4. Check the output of the *ping* command.

   • Your system is configured correctly if you see output similar to this:

     ```
     Pinging wisdom [172.148.13.28] with 32 bytes of data:

     Reply from 172.148.13.28: bytes 32 time=2ms TTL=63
     Reply from 172.148.13.28: bytes 32 time=2ms TTL=63
     Reply from 172.148.13.28: bytes 32 time=2ms TTL=63
     ```

   • Your system is *not* configured correctly if you see output similar to this:

     ```
     Bad IP address wisdom:
     ```

5. At the MS-DOS prompt, enter **exit** to close the MS-DOS window.

6. Continue as follows:

   • If your system is configured correctly, skip ahead to the section, "Installing Actuate Clients" on page 4-5.

   • If your system is not configured correctly, continue to the next section to define the server hostname in the *hosts* file.

Defining the Server Hostname in the hosts File

If your client system is not configured to access a domain name server, the name of the Report Server must be registered in the system *hosts* file. The *hosts* file maps domain names to IP addresses. When the Actuate client attempts to connect to the Report Server, it refers to this file for the IP address of the Report Server.

To enter the hostname in the *hosts* file:

1. Use the Find command to locate the *hosts* file. If you cannot locate the *hosts* file, locate the *hosts.sam* file. (The system provides the *hosts.sam* file as a sample *hosts* file.) Generally these files reside in the *C:\WINDOWS* directory.

2. If the *hosts* file exists, make a backup copy before you edit the file.

3. Open the *hosts* or *hosts.sam* file with a text editor such as Notepad.

4. At the bottom of the file, enter the IP address and hostname of the Report Server system in this format:

   ```
   172.148.18.23      wisdom
   ```

5. If you edited the *hosts* file, use the Save command to save the file. If you edited the *hosts.sam* file, use the Save As command to save the file as *hosts*.

6. Close the file and reboot your system.

   The client system should now be able to communicate with the Report Server system.

Installing Actuate Clients

After you have verified that the client system can connect to the Report Server system, you can install the Administrator Desktop. Use the procedures in this section to install the all Actuate clients. Install the Administrator Desktop first and then install the other Actuate clients in any order.

To install the Actuate client:

1. Insert CD-ROM #2 in the CD-ROM drive of the client system.

2. Double-click the CD-ROM drive icon.

   The CD-ROM window appears (Figure 4-2).
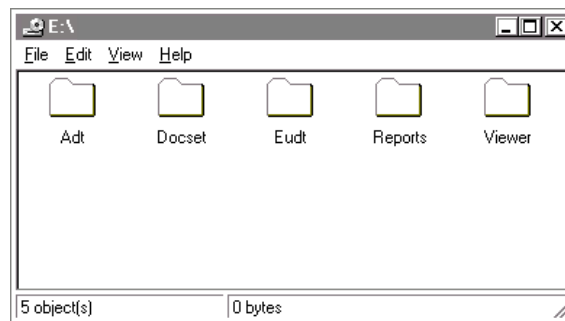
Figure 4-2.   Report Generator Folders on CD-ROM #2

This window contains the following folders:

- Three Actuate client folders:

    – Adt (Administrator Desktop)

    – Eudt (End User Desktop)

    – Viewer (Viewer)

- The Reports folder, which includes Report Generator executables.

- The Docset folder, which includes Ascend documentation in PDF format.

- If you purchased the Web Agent, the Web Agent folder. Notice that you install Web Agent files on the Web Server system, not the Actuate client system. For procedures, see Chapter 5, "Installing the Web Agent."

3. Double-click the folder containing the application that you want to install (either Adt, Eudt, or Viewer). Be sure to install the Administrator Desktop client before the other clients.

The client application window appears.

4. Double-click the *Setup.exe* file to install the client application (Figure 4-3).
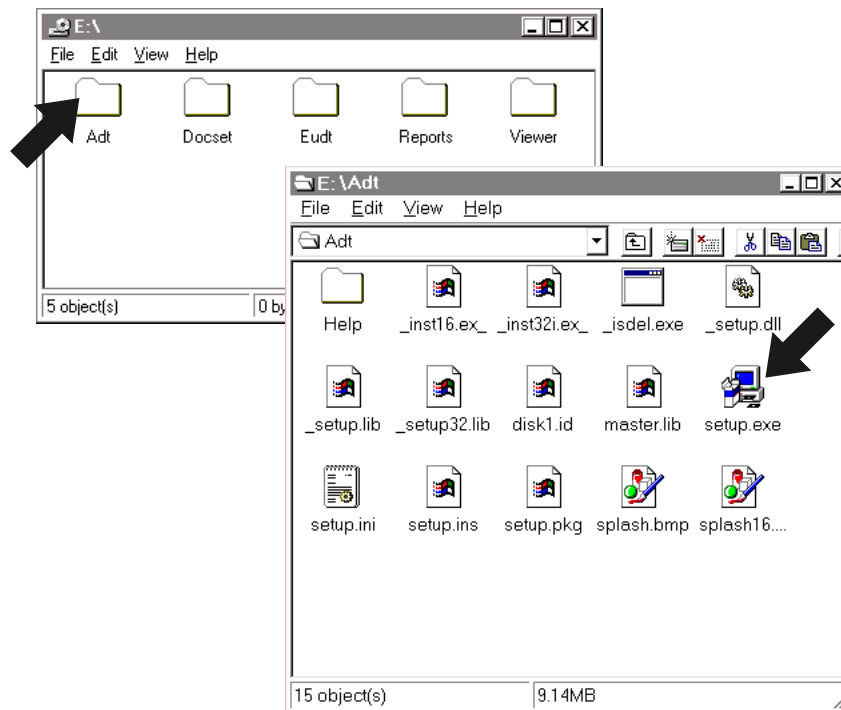
Figure 4-3.   Installing the Administrator Desktop (Windows 95)

Setup.exe starts the InstallShield Wizard, which guides you through the installation. The first dialog box to appear is the Welcome dialog box.

5. After you read the information in the Welcome dialog box, choose Next to continue.

The Target Directory dialog box appears (Figure 4-4). This dialog box includes a default installation directory, *C:\Actuate\<client name>*.
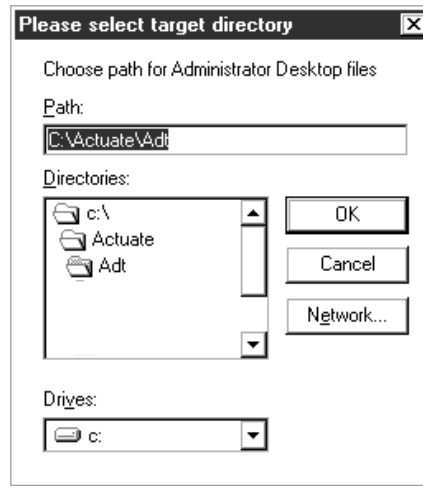
Figure 4-4. Target Directory Dialog Box

6. Specify the target installation directory by either typing the path in the Path field or selecting a directory in the Drives/Directories fields.

7. When you have specified the correct installation directory, choose OK.

The program installs the Actuate client on your system.

When the installation is complete, the program closes the Installation dialog box and leaves an Actuate window open on your desktop (Figure 4-5).
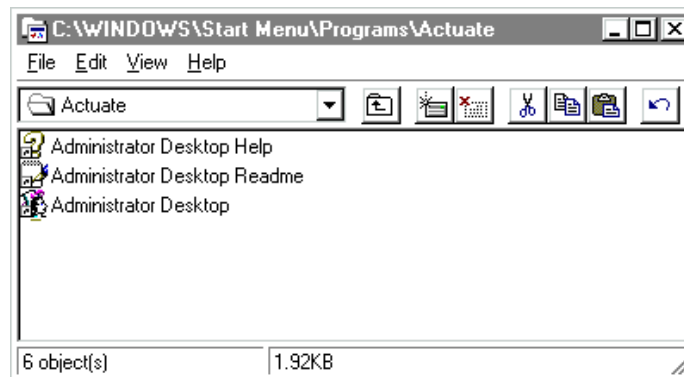
Figure 4-5.   The Actuate Window

8. Check the Actuate window to see what folders you can open from the Windows Start Menu.

You should see three folders: Desktop Help, Desktop Readme, and the folder for the Actuate client that you installed. Figure 4-5 illustrates an Administrator Desktop installation.

9. Reboot your system to activate the Actuate client's online Help.

Proceed to the next section to install Report executables on the Administrator Desktop system.

Installing Report Executables

Report executables generate and format statistics reports. You must install these report executables on the Administrator Desktop system so they are configured correctly for the Actuate client. You cannot install them directly on the Report Server. After you install the report executables on the Administrator system, you copy the executables that you want to use to the Report Server system.

To install report executables on the Administrator Desktop system:

1. Return to the top-level CD-ROM directory.

2. Double-click the *Reports* folder.

The Reports window appears (Figure 4-6). The *Reports* folder includes a *Setup.exe* installation script and other files.

3. Double-click the *Setup.exe* file in the Reports window to begin the installation.
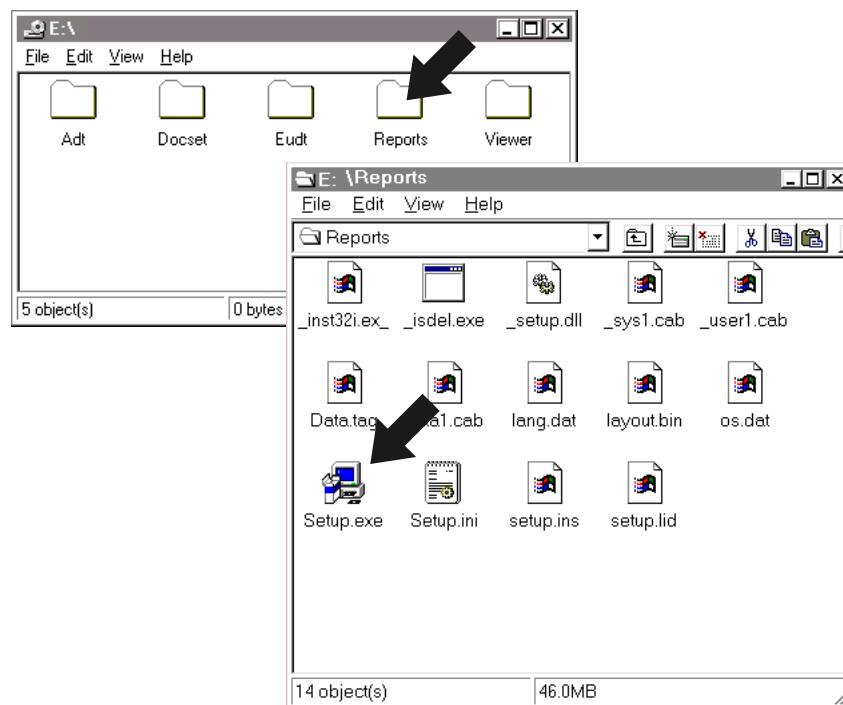
Figure 4-6.   Installing Report Executables

Setup.exe starts the InstallShield Wizard, which guides you through the installation. The first dialog box to appear is the Welcome dialog box.

4. After you read the information in the Welcome dialog box, choose Next to continue.

The Report Generator Software License dialog box appears.

5. After you read the Software License Agreement, choose Yes to continue.

The User Information dialog box appears (Figure 4-7).

Figure 4-7.   User Information Dialog Box

6. Provide the following information in the User Information dialog box:

Name — Enter your user name if the system does not enter it.

Company — Enter your company name if the system does not enter it.

Serial — Enter the part number located on the cover of the CD-ROM.

7. When you are finished, choose Next to continue.

The Choose Destination Location dialog box appears (Figure 4-8). By default, the target installation directory is *C:\Report Generator Reports*.

8. In the Choose Destination Location dialog box, specify the destination (installation) folder and choose Next.

After the program copies the report executables to the directory that you specified, the Setup Complete dialog box appears (Figure 4-8).
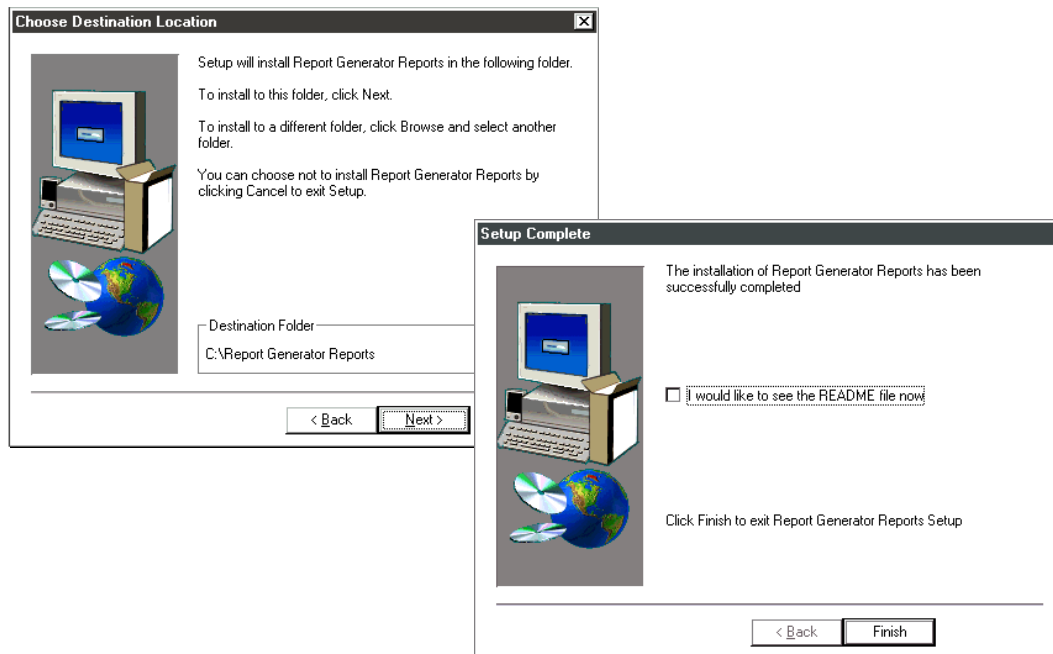
Figure 4-8.   Choose Destination Location and Setup Complete Dialog Boxes

9. If you want to view the *README* file, check the appropriate box in the Setup Complete dialog box.

10. Choose Finish to complete the installation.

The program completes the setup and closes the installation dialog box. If you checked the README file box, the *README* file is open for you to review.

All the Report Generator executables are now installed in the target installation directory.

11. Double-click the Reports installation folder (by default, *C:\Report Generator Reports*) to view the files that you installed on your client system.
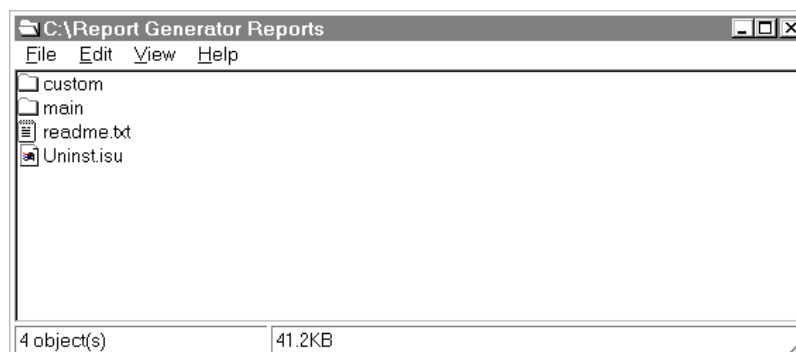
Figure 4-9.   Report Generator Reports Folder

The Reports Generator Reports window contains the following folders and files:

custom — Contains the *roi* and *html* folders for Custom reports

main — Contains the *roi* and *html* folders for Main reports

readme.txt — A text file describing report executables.

Uninst.isu — The uninstallation program.

12. Open the *main* folder. Then open the *roi* and *html* folders to view the list of main report executables in those folders (Figure 4-10).
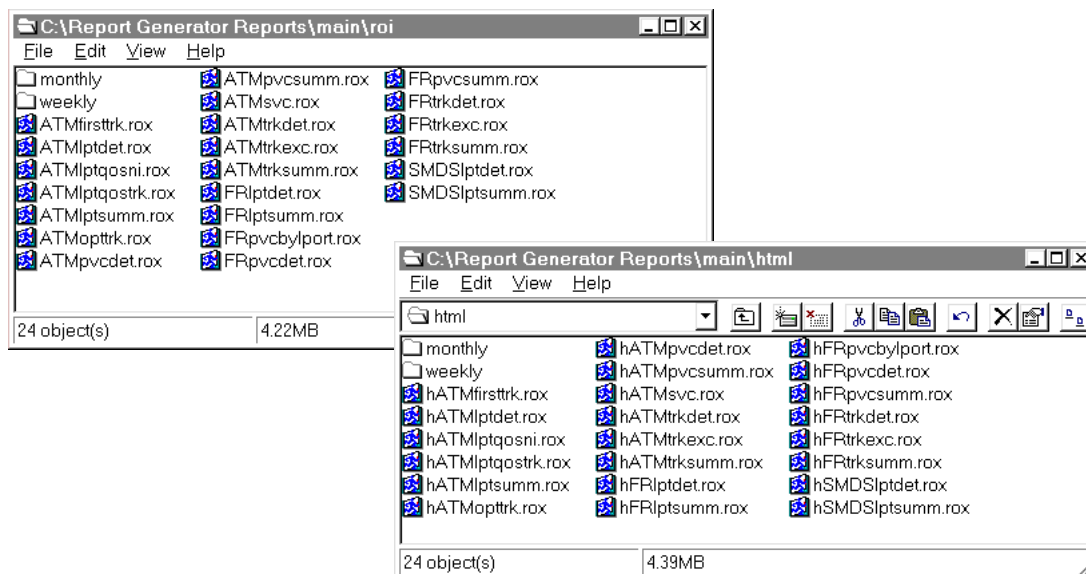
Figure 4-10.   Main ROI and HTML Report Executables

13. Open the *custom* folder. Then open the *roi* and *html* folders to view the list of custom report executables in those folders (Figure 4-11).
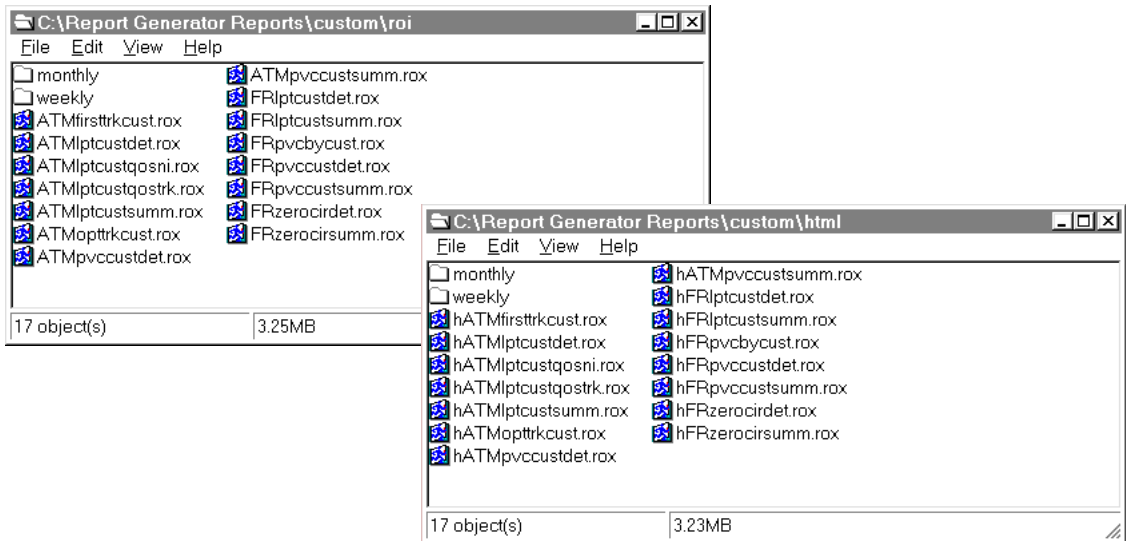
Figure 4-11.   Custom ROI and HTML Report Executables

When you view the report executable directories, notice these details:

- All report executables have a .rox suffix indicating that they are report object executables.

- HTML executables have an "h" prefix. ROI executables do not have an any prefix.

- Custom executables include the letters "cust" in the name. (FR zero CIR circuit executables are the exception to this rule.)

- Both *roi* and *html* folders contain *monthly* and *weekly* folders, which provide the same set of report executables as the *roi* or *html* folder. The only difference is that the report executables in the *monthly* and *weekly* folders are preconfigured for a monthly or weekly time period, respectively.

Continue to the next section to learn about naming conventions for report executables.

Naming Conventions for Report Generator Files

While you have the Report Generator Reports folder open, take some time to understand how the names of report files are constructed.

Names of Main Executables

Notice in Figure 4-12 that main report executables consist of three basic parts, plus a file-type suffix. Each part of the file name provides information about the report.

- Part 1, in uppercase letters, indicates the service that is supported, either ATM, Frame Relay (FR), or SMDS.

- Part 2 indicates the switch component (lpt = LPort, pvc = PVC, svc = SVC, trk = trunk, zerocir = zero CIR circuit, firsttrk = first trunk, opttrk = optimum trunk, lptqosni = LPort QoS UNI/NNI, lptqostrk = LPort QoS trunk, pvcbylport = PVC grouped by LPort).

- Part 3 indicates the report type (summ = summary, det = detailed, exc = exception). Some reports do not have a Part 3.

- The file-type suffix indicates the type of file (.rox = report object executable, .roi = report object instance, .rov = report object parameter value, .row = report object for the web).
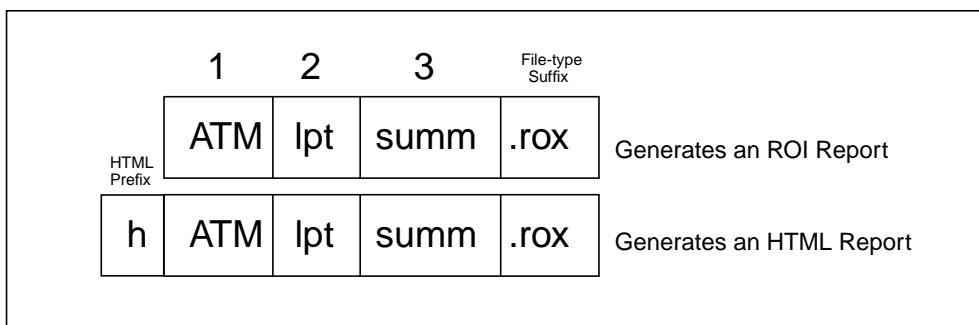
Figure 4-12.   The Three Basic Parts of a Main Report Executable Name

In Figure 4-12, Parts 1 and 2 show you that the report executable is designed for an ATM LPort. Parts 3 and 4 show you that the file is a report executable that generates a summary report. The executable with the HTML prefix generates the HTML version of the report.

Names of Custom Executables

Notice that most custom report executables consist of four basic parts (Figure 4-13).

- Part 1, Part 2, Part 4, and the file-type suffix are the same as main executables.

- Part 3 includes the "cust" string (cust = custom, bycus = grouped by customer). The report executables for FR circuits with zero CIR do not include the "cust" string.
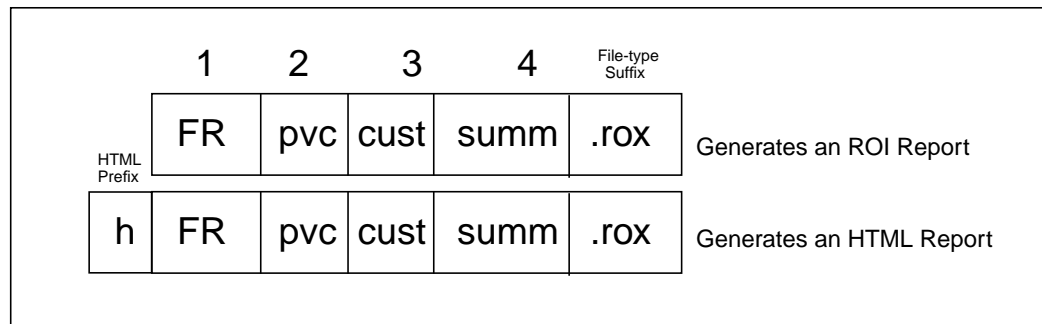
Figure 4-13.   The Four Basic Parts of a Custom Report Executable Name

In Figure 4-13, Parts 1 and 2 show you that the report executable is designed for a Frame Relay PVC. Parts 3 and 4 show you that the file is a custom report executable that generates a summary report. The executable with the HTML prefix generates the HTML version of the report.

> Report executables in the monthly and weekly folders have the letters "_mth" or "_wk" in the filename.

Setting Up the Report Server

After you install the Administrator Desktop and the report executables on the Administrator Desktop system, you need to set up the Report Server. The Administrator Desktop is the only client application that allows you to do this.

In the next sections, you perform these operations from the Administrator Desktop:

- Connect to the Report Server.

- Create folders on the Report Server for the report executables.

- Copy report executables from the Administrator Desktop to the appropriate folders on the Report Server.

- Define a user account for the Administrator.

Connecting to the Report Server

To connect to the Report Server:

1. Open the Administrator Desktop by choosing the Start button and selecting Programs => Actuate => Administrator Desktop.

   The Administrator Desktop appears.

2. Select the Administrator button or the Administrator option in the File menu. (If you cannot identify a button, hold the cursor under the button until the label is displayed.)

   The Report Encyclopedia Login dialog box appears (Figure 4-14).
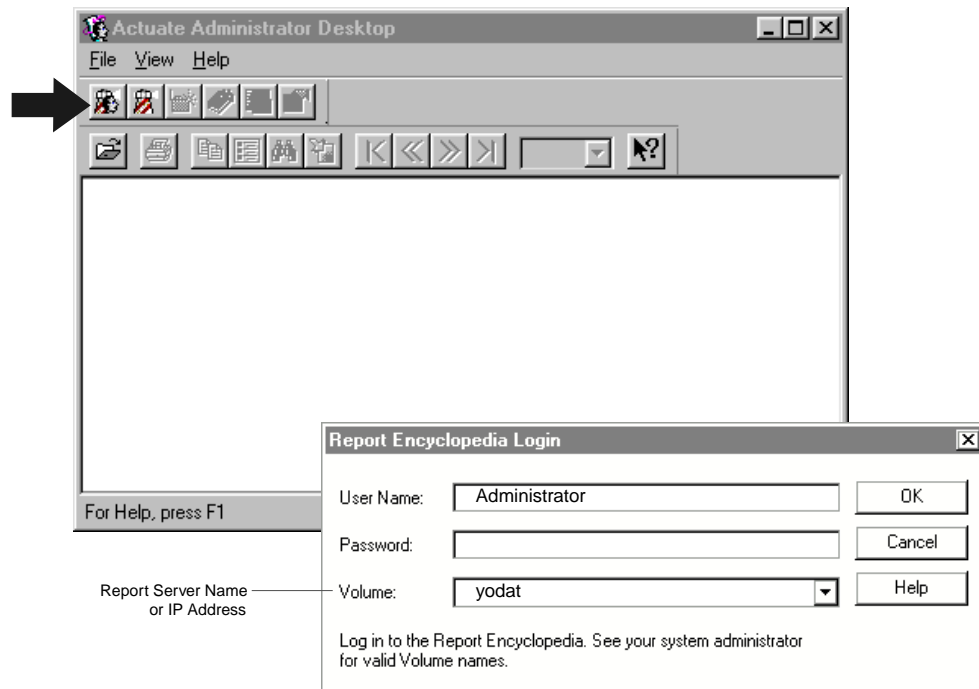
Figure 4-14.   Administrator Desktop and Report Encyclopedia Login

3. Complete the fields in the Report Encyclopedia Login dialog box as follows:

User Name — Enter **Administrator** since you have not yet defined any users.

Password — Do *not* enter any password at this time.

Volume — Enter the hostname or IP address of the Report Server system.

4. Choose OK to accept the entries.

The Administrator Desktop connects to the Report Server and displays the Report Encyclopedia (Figure 4-15).
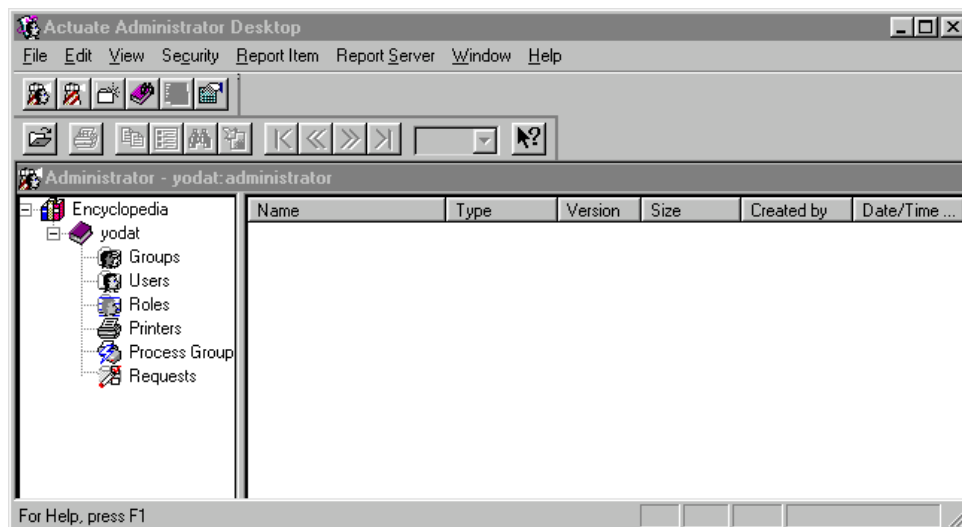
Figure 4-15.   The Report Encyclopedia on the Report Server System

The Report Encyclopedia contains six basic folders that enable the administrator to manage Report Server operations. The six basic folders function like utilities. When you double-click one of these folders, a window appears in which you can view or configure information about that Report Server process.

These are the basic Report Encyclopedia folders and the information they provide:

Groups — Notification groups and the users in the group.

Users — User accounts.

Roles — Roles that can be assigned to users.

Printers — Available printers.

Process Group — Report Server processes.

Requests — Three sub folders (Active, Completed, and Scheduled) show you the status of all report requests.

Creating Folders for Report Executables

After you connect to the Report Server, you need to create a folder for the Report executables.

▶ At this point in the installation, you should create one folder called *Reports* to which you can copy reports. Chapter 10 describes a deployment scenario which includes the *Reports* folder. If you set up the *Reports* folder now, it will be ready for you to use in Chapter 10.

To create the folder for report executables:

1. In the Administrator Desktop, open the destination folder. (When you first create folders, this is the top-level folder named after your Report Server.)

2. Select File => New Encyclopedia Item => Folder (Figure 4-16).

A new folder icon appears in the left panel.

3. Type the new folder name next to the icon.

The new folder is now listed in the Administrator Desktop window.
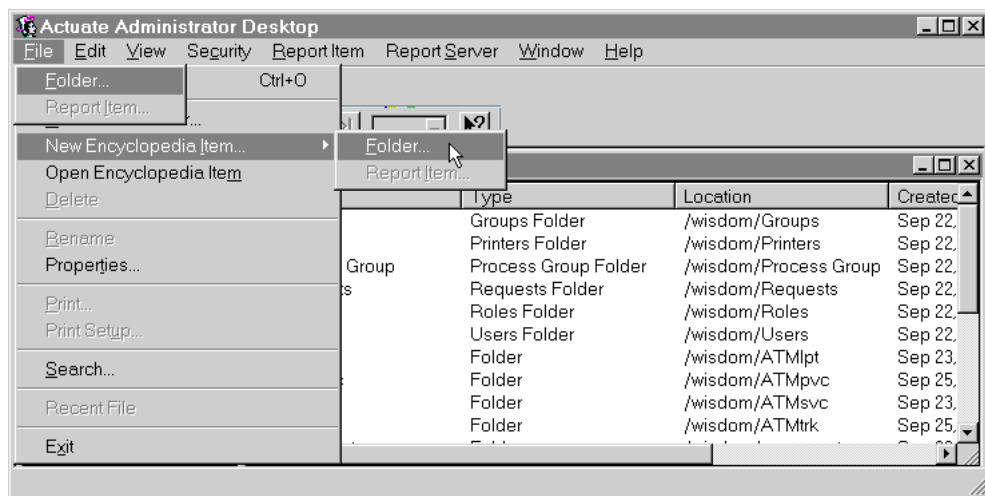
Figure 4-16.   Creating a New Folder

Copying Report Executables to the Report Server

You are now ready to copy the Report executables from the Administrator Desktop system to the new folders on the Report Server.

To copy executables to the Report Server:

1. In the Report Encyclopedia, open the destination folder for the reports. (ATM is the destination folder in Figure 4-17.)

2. In Windows Explorer, open the Reports directory (by default, *C:\Report Generator Reports*).

3. Arrange both windows so you can see the report executables in Windows Explorer and the destination folder in the Report Encyclopedia.

4. Drag the report executables to the appropriate destination folder. If you want to copy multiple reports at a time, hold down the Control key when you select the entries.

   The cursor becomes an arrow with a file icon beneath it, indicating that you can now copy the file.

5. Repeat Steps 1 through 4 to copy the necessary report executables to the appropriate folders.

   Figure 4-17 illustrates the copy operation.
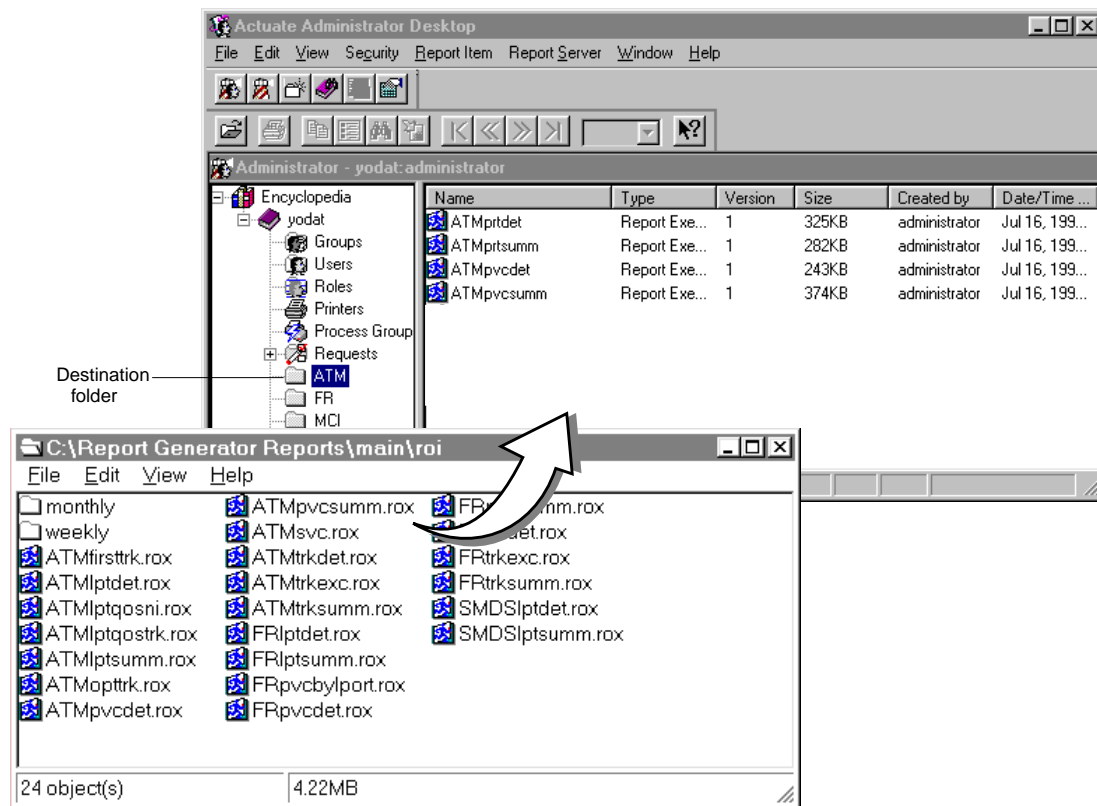
Figure 4-17.   Copying Report Executables to a Report Server Folder

The report executables are now on the server. You can move them to other folders or make multiple copies for multiple folders. If a report executable is accidentally deleted from the server, you can always copy a new executable from the Administrator Desktop system.

You are now ready to define the properties of the Administrator account. Proceed to the next section.

Defining the Properties of the Administrator Account

During the initial Administrator Desktop installation, the user installing the application can access the Report Server by entering the name **Administrator** without a password. This is necessary during the installation process. After setting up the Report Generator, however, you should define a password for the Administrator account to prevent unauthorized access to the Report Server.

> The Administrator Desktop provides the Administrator account by default. Although you cannot delete or rename this user account, you can define the password and other properties of the account to secure the server.

To define the Administrator account:

1. In the Report Encyclopedia, select the *Users* folder.

    The Administrator User Name is listed in the right panel.

2. Click the right mouse button on the Administrator icon to view the Context menu.

3. In the Context menu, select Properties.

    The Properties dialog box for the Administrator account appears (Figure 4-18).

4. Complete the General page of the Properties dialog box as follows:

    User Name — Accept the default name **Administrator**.

    New Password/Confirm Password — Enter the administrator's password.

    EMail Address — Enter the administrator's e-mail address.

    Notification Preference — Click on the appropriate box(es) in this field. (The Report Server can notify the Administrator about events by including a notice in the Completed Requests folder or by e-mail.)

5. Accept the defaults on the Privilege Template, Priority, and Roles pages.

6. Choose Apply to apply the information, then OK to close the dialog box.

    You have now defined the Administrator account.

Figure 4-18 illustrates the steps in this section.
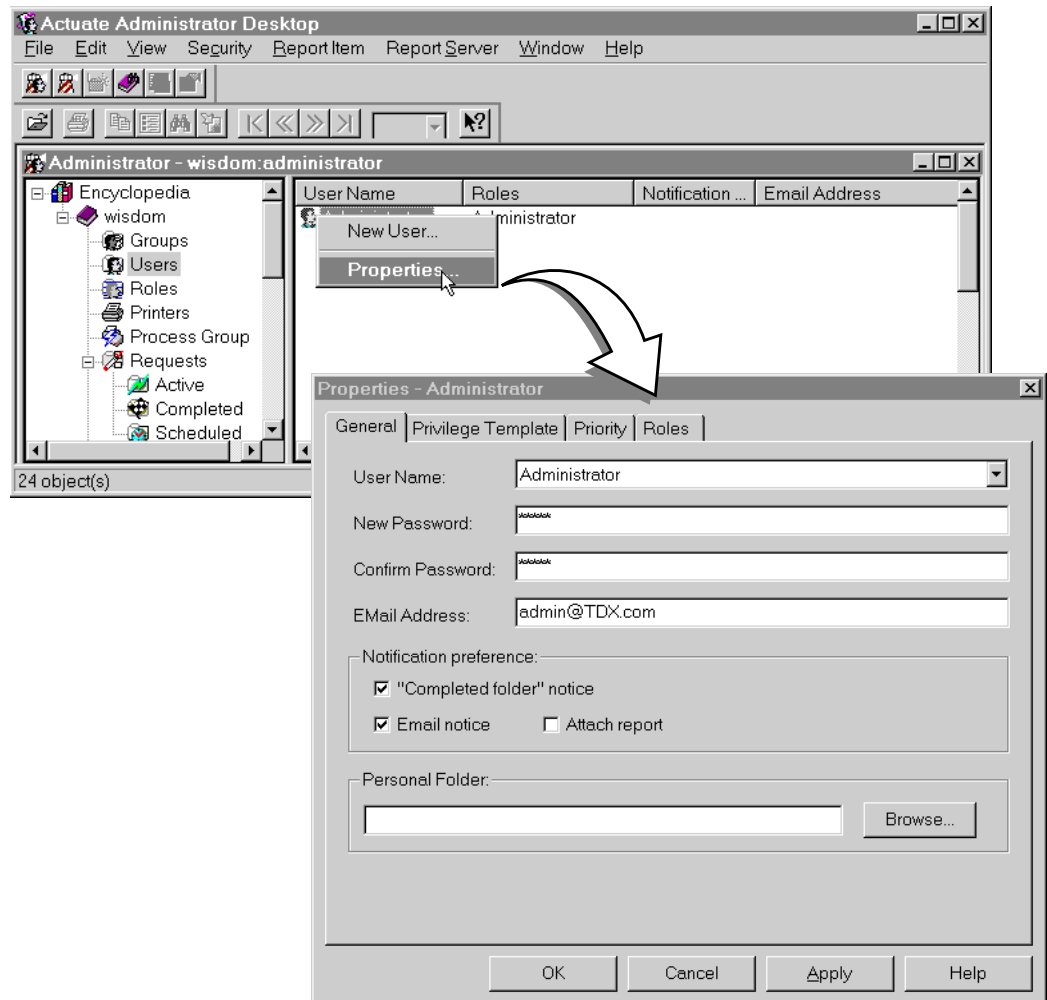
Figure 4-18.   Defining the Administrator Account

The Report Generator is now completely installed. If you want to install the End User Desktop or Viewers on additional systems, just follow the instructions in the section, "Installing Actuate Clients" on page 4-5.

5

Installing the Web Agent

The Actuate Web Agent is shipped only with the Report Generator with Web Agent product. If you have not purchased the Report Generator with Web Agent product, skip this chapter.

This chapter describes how to use CD-ROM #2 to install the Actuate Web Agent on an existing web server. The installation procedures assume that:

- The web server is installed and configured.

- Browsers are installed on client systems.

Only web administrators should perform the Actuate Web Agent installation. The instructions in this chapter assume that the user understands UNIX, web management, and the setup of the local web server.

▶
> This chapter does not provide instructions for installing the Netscape web server or browsers.

Before You Begin

Before beginning the Web Agent installation, you should complete the following preinstallation tasks:

• Review the installation worksheets.

• Configure the web server system for CGI.

Reviewing the Installation Worksheet

Fill out the Web Agent Installation Worksheet in Appendix A. You have to enter information from the worksheet during the installation.

You need to know the following information to shut down the Netscape Administration Server:

• URL of the Netscape Administration Server

• User name and password for the Netscape web server administrator

You need to enter the following parameter values during the Actuate Web Agent installation:

• Root password for the Netscape web server system

• Pathname of the Netscape web server directory

• Pathname of the Netscape web server instance directory

• Pathname of the CGI directory

• Web Agent document directory

• Pathname of the Web Agent installation directory

• Port number for the CGI script, *nph-actuate.cgi*

At this release, the Report Generator supports only the Netscape FastTrack or Enterprise Server on a Solaris system, 2.5.1 or later.

Configuring the Web Server System for CGI

To configure the Netscape web server to run CGI programs:

1. Make sure that the CGI File Type is activated and that the CGI directory exists and is specified in the web server. Refer to Netscape's documentation for instructions.

2. Follow these steps to verify that you can run a CGI program:

   a. Create a CGI test file in the CGI directory on your web server. The file should include these lines:

   ```
   #!/bin/sh
   echo "Content-type:text/html\n\n"
   echo "<html>Hello, World</html>"
   ```

   b. Enter the following command to give the Web Server read/execute privileges for this test file:

   chmod a+rx <*CGI test file*>

   c. Open a Netscape browser on a client system. Enter the following URL in the Address/Location field of your browser.

   http://<*hostname of web server*>/cgi-bin/<*CGI test file*>

   If you see the text "Hello, World" in your browser, you know that the web server supports CGI.

> ▶ If you use a proxy server to communicate with the web server, specify the web server hostname in the Proxy Exceptions list of your browser. Refer to your browser's documentation for instructions.

Installing the Web Agent

To install the Web Agent on the web server system:

1. Log on to the Netscape web server system and open the Netscape browser.

2. Enter the URL of the Netscape Administration Server in the Location field of the browser and press Return.

3. Log in to the Netscape Administration Server and stop the Netscape Web Server.

4. Insert CD-ROM #2 in the CD-ROM drive.

5. To move to the CD-ROM directory, enter:

   cd *<CD-ROM pathname>*/Webagent/solaris

6. To start the installation script, enter:

   wa_srvrinst.sh

7. Answer the installation prompts as they appear. Press Return to accept the appropriate default values.

   The script prompts you for the following parameter values:

   Prompt 1 — Pathname of Netscape Web Server installation directory
   (default: */usr/netscape/suitespot*)

   Prompt 2 — Netscape Web Server instance directory
   (default: */usr/netscape/suitespot/ httpd-<hostname of web server system>*)

   Prompt 3 — Pathname of CGI script directory
   (default: */usr/netscape/suitespot/cgi-bin*)

   Prompt 4 — Pathname of Web Agent document directory
   (default: */usr/netscape/suitespot/docs*)

   Prompt 5 — Pathname of Web Agent installation directory
   (default: */usr/netscape/suitespot/plugins*)

   Prompt 6 — Port number of CGI script *nph-actuate.cgi*
   (default: 5050) The *nph-actuate.cgi* script enables your browser to communicate with the Web Agent.

After you answer all the prompts, the installation script displays a message similar to the following:

```
The WebAgent installation script will use the following
settings:

Netscape Install Directory = /usr/netscape/suitespot
Netscape Instance Directory = /usr/netscape/suitespot
/httpd-yodat
CGI Script Directory = /usr/netscape/suitespot/cgi-bin
DOCS Directory = /usr/netscape/suitespot/docs
Destination directory = /usr/netscape/suitespot/plugins
Port Number = 5050

Are the above settings acceptable?
(Please type 'y' for yes,  'n' for no, 'q' to quit)
```

8. Enter **y** to accept the entries or **n** to revise entries.

If you enter **y**, the script performs the installation. When the operation is complete, the script displays the message:

```
          WebAgent Installation Complete

Please be sure to load the obj.conf modifications made by
this script by stopping the Netscape Web Server and pressing
the APPLY button on the admin server startup page.
```

9. Perform the following steps to upload the modifications:

a. Log in to the Netscape Administration Server and select the web server that is associated with the Web Agent.

A warning message appears indicating that configuration files have been modified.

b. Click OK to close the message box.

c. Click the Apply button in the title bar of the Server Preferences page.

The Apply Change page appears.

d. Click the Load Configuration Files button to upload the modifications to the Netscape Web Server.

A message box indicates that the configuration files have been loaded.

e. Click OK to close the message box.

f. Click the Admin button to return to the top-level Server Administration page.

g. Turn on the web server that is associated with the Web Agent.

You are now ready to test the Web Agent installation. Continue to the next section.

Testing the Web Agent Installation

To test the Web Agent installation:

1. Restart the Netscape Web Server.

2. Open your browser and enter the URL for the Report Server in this format:

   http://<*web server system hostname*>/acweb/<*Report Server system hostname*>

   For example, if the name of your web server is *Intranet* and the hostname of your Report Server system is *wisdom*, you would enter:

   http://Intranet/acweb/wisdom

   (The *acweb* string tells the web server that the Web Agent handles this URL.)

   The Report Server Authentication dialog box appears.

3. Type your username and password in the Authentication dialog box and choose OK.

   If the Web Agent is installed correctly, the Browser displays the Report Encyclopedia.

> If the Web Server informs you that configuration files need to be updated, select Apply and Load Configuration Files from the Netscape Administration Server control panel.

6

Generating and Viewing Reports

This chapter provides an introduction to basic Report Generator operations. The chapter describes how to generate and view reports with the Administrator Desktop, End User Desktop, or a web browser. When you complete the tasks in this chapter, continue to Chapter 7 to learn how to customize the report request.

The chapter shows you how to:

- Connect to the Report Server.

- Generate a basic report request using default values.

- Verify the status of the report request.

- View the report document.

- Access online help.

For a full description of Actuate client functionality, refer to the Actuate guide, *Using Reports*.

Connecting to the Report Server

The first task you must perform is to connect to the Report Server. Procedures differ depending on whether you are using the Actuate client or a web browser. Choose the appropriate procedure in the following sections.

Actuate Client Procedures

To connect to the Report Server with an Actuate client:

1. Open the Actuate client application by choosing the Start button and selecting Programs => Actuate => *<Actuate Client>*.

   The client application window appears.

2. Select the Navigator button or choose the Navigator option from the File menu. (To identify a button, hold the cursor under the button until the label is displayed.)

   After you click the Navigator button, the Report Encyclopedia Login dialog box appears (Figure 6-1).
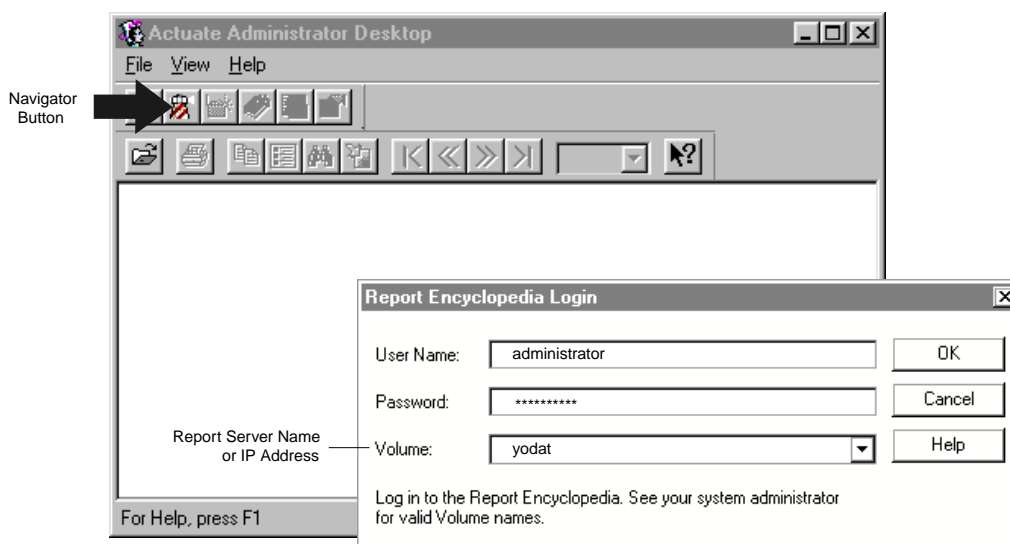
Figure 6-1.   Report Encyclopedia Login Dialog Box

3. Enter the username and password that the Report Generator administrator assigned to you.

4. In the Volume field, enter the name or IP address of the Report Server system.

5. Choose OK.

   The Report Encyclopedia appears (Figure 6-3).

Web Browser Procedures

To connect to the Report Server with a web browser:

1. Open your browser.

2. In the Location field, type the URL for the Report Server in this format:
   http://*\<web server system hostname\>*/acweb/*\<Report Server system hostname\>*.
   Then press Return.

   A Username/Password Required dialog box appears (Figure 6-2).
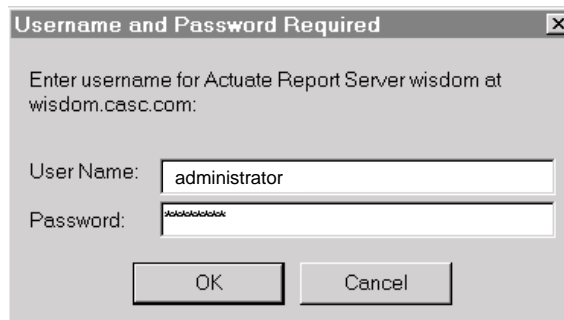
Figure 6-2.   Username/Password Dialog Box

3. Enter the username and password that the Report Generator administrator
   assigned to you.

4. Press OK.

   The Report Encyclopedia appears (Figure 6-4).

The Report Encyclopedia

After you connect to the Report Server, the first window that you see is the Report Encyclopedia. The appearance of the window and the information in the window differ slightly for each client.

All Actuate clients and browsers include the following folders:

- The folders that the administrator or other users created. These folders may contain executables and/or report documents.

- The Requests folder(s), which show you the status of report requests.
  - Actuate clients have a single Requests folder, which includes the Active, Completed, and Scheduled folders.
  - Web browsers display the Active and Scheduled folders at the top level and the Completed folder in the Channels folder.

Figure 6-3 illustrates the Report Encyclopedia for the Administrator Desktop. Compare it to Figure 6-4, which illustrates the same Report Encyclopedia as displayed by a Netscape web browser.
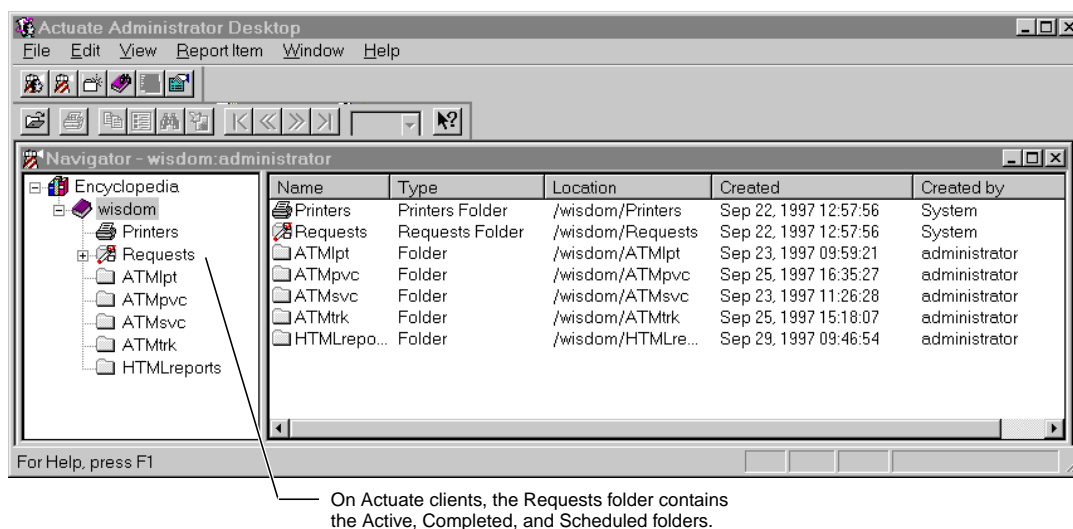
Figure 6-3.   Report Encyclopedia for the Administrator Desktop
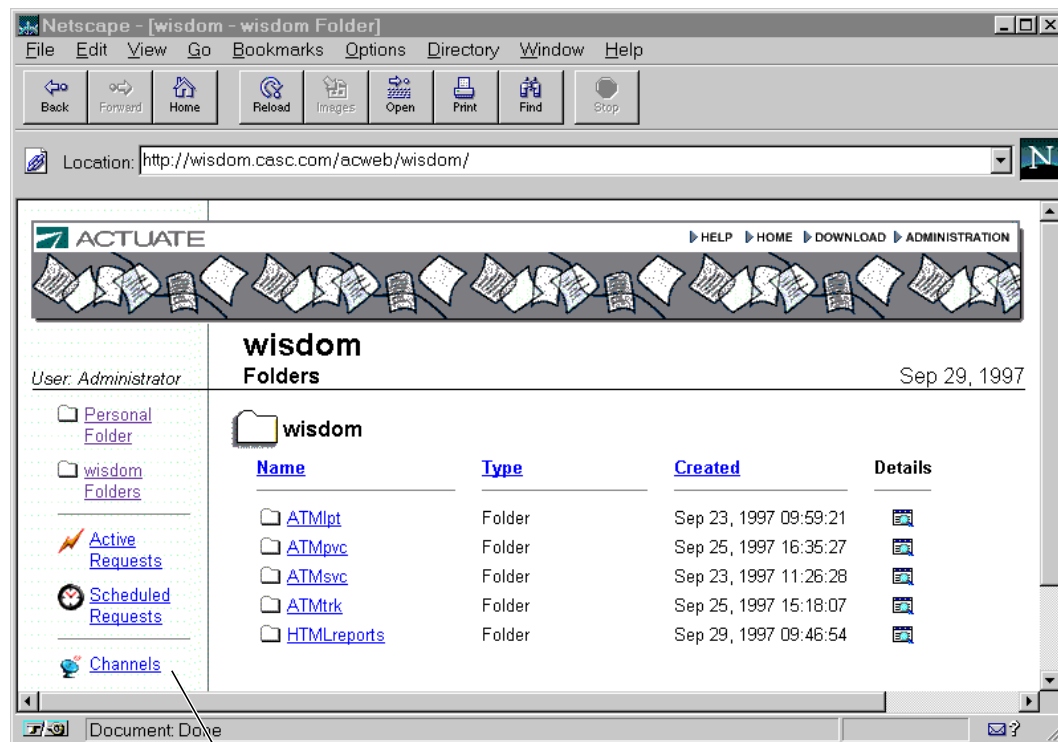
On web browsers, the Channels folder contains
the Completed Request folder.

Figure 6-4.   Report Encyclopedia for the Web Browser

When you access the Report Server via a web browser, you see two unique folders—
Channels and Personal.

• The Channels page, by default, contains the Report Server's Completed folder,
which displays completed report requests. The Channels page also allows you to
subscribe to a channel so that the Report Server sends a notification to the channel
when a specific report document has been completed.

• The Personal folder is the directory to which your channel requests are sent.

For information about channels, see "Defining Channels (Browsers Only)" in
Chapter 7.

Generating a Basic Report Request

To generate a basic report request with the Administrator Desktop, End User Desktop, or a web browser:

1. Open the folder that contains the ROI or HTML report executable. (You can run both HTML and ROI executables from your client or browser.)

2. Double-click the report executable.

    (On Actuate clients, you can also click the right mouse button on the report executable to display the context menu and choose New Request.)

    The Requester dialog box appears.

3. Enter the desired parameter values in the Parameter page of the Requester dialog box. See Table 6-1, Table 6-2, Table 6-3, and Table 6-4 for descriptions of each parameter.

    Follow these guidelines when you enter parameters:

    *   All required parameters have default values, which appear in a gray font. If you do not specify another value, the report executable uses the default value.

    *   Click the ⊞ headings to view the parameters listed under the heading.

    *   To restrict the scope of the Report Server query, define the optional Ⓐ Ad Hoc parameters. Multiple entries must be separated by commas.

    *   To generate a report for the current date, use the default placeholder value (01/01/1980) for the Start Date and End Date. If you accept the default for the Start Date, be sure to accept the default for the End Date and vice versa. Start dates begin at 12:00 AM on the specified date. End Dates end at 11:59 PM on the specified date.

    *   If the names of trunks, circuits, switches, or Lports include special characters (%, -, <, >, !), use the backslash escape character (\) before each special character. For example, to specify an Lport named A-B-C, enter A\-B\-C for the Requester LportName parameter value.

4. Choose OK to submit the report request.

    The client submits the request to the Report Server.

    Figure 6-5 illustrates the Parameter page of the Requester dialog box on the Actuate client.

Requester - /custom/roi/FRlptcustsumm.rox

| Parameters | Values | Schedule | Distribution | Notification | Print |

☐ Report Start Date (mm/dd/yy)	01/01/1980
☐ Bulkstats db Parameters	
☐ Bulkstats db password	********
☐ Bulkstats db servername	CASCBSTAT
☐ Bulkstats db username	sa
☐ Bulkstats db name	cascstat
☐ CascadeView db Parameters	
☐ CascadeView db password	********
☐ CascadeView db servername	CASCADE
☐ CascadeView db username	sa
☐ CascadeView db name	cascview
A CustomerName	
☐ CustomerReport	Yes
☐ Report End Date (mm/dd/yy)	01/01/1980
A Use this CustomerID ?	

Ad Hoc Parameter

Ad Hoc Parameter

OK   Cancel   Help

Default Date Placeholder (01/01/1980)

| A | Ad Hoc parameters are optional parameters that restrict the scope of the query. |

The value 01/01/1980 is just a placeholder, not an actual date. If you are using a non-weekly or monthly executable, the default placeholder 01/01/1980 converts to the current date when you run the report.

Figure 6-5.   Parameter Page of the Requester

> ▶ If you want to generate a monthly or weekly report, select a weekly or monthly report executable and use the default placeholder value (01/01/1980) for both the Start Date and End Date parameters. The Report Server automatically generates a report for the period covering the 7 or 30 days prior to the current date. If you insert other dates in the Start Date and End Date fields, the report executable will use those dates even if the time period is not a week or a month.

Report Request Parameters

The following tables include report parameters that you may see in the Requester dialog box. Parameters differ with each type of report request.

Table 6-1.   Required Parameters for All Reports

Parameters	Description
Bulkstats db Parameters	
Bulkstats db Password	Password for Bulkstats data server (default=superbase).
Bulkstats db ServerName	Bulkstats data server name (default=CASCBSTAT).
Bulkstats db UserName	Bulkstats database user name (default=sa).
Bulkstats db Name	Bulkstats database name (default=cascstat).
CascadeView db Parameters	
CascadeView db Password	Password for NavisCore db server (default=superbase).
CascadeView db ServerName	NavisCore database server name (default=CASCADE).
CascadeView db UserName	NavisCore database user name (default=sa).
CascadeView db Name	NavisCore database name (default=cascview).
Start & End Date Parameters	
Report Start Date (mm/dd/yy)	Start date of the report period (default placeholder=01/01/1980). Start dates always begin at 12 AM on the specified date. If you accept the default Start date 01/01/1980, the Report Server starts the report data at the date that is appropriate to your report executable. For example, daily reports begin at 12 AM of the current date. Weekly and monthly reports begin 7 or 30 days prior to the current date.
Report End Date (mm/dd/yy)	End date of the report period (default placeholder=01/01/1980). End dates always end at 11:59 PM on the specified date. If you accept the default End Date 01/01/1980, the Report Server ends report data at 11:59 PM on the current date.

Table 6-1.   Required Parameters for All Reports (Continued)

Parameters	Description
Report Heading Parameters (required for Custom reports)	
CustomerReport	Flag to replace the default report header with the customer header (default=Yes) (valid entries=Yes, No). The customer header includes only customer name, contact, and LPort/circuit information.
ReportTitle	The title for the report (default=generic title).
Output Parameters	
Bundle Rox in Roi	Bundle executable with the report (default=false).
Output File Name	Name of output file (default= *<executable name>*.roi) You can enter an absolute pathname such as *Customers/England/ATMlptdet.roi* as long as the folder already exists.

Table 6-2.   Ad Hoc (Optional) Report Parameters

Ad Hoc Parameters	Description
Ⓐ Use this Customer ID	Restrict the report items to customer ID(s). Specify the customer ID(s) defined in NavisCore. Because NavisCore associates the customer ID with the customer name, enter only one customer parameter (either CustomerID or CustomerName) to restrict report items.
Ⓐ CustomerName	Restrict the report items to customer name. Specify the customer name(s) defined in NavisCore. Because NavisCore associates the customer ID with the customer name, enter only one customer parameter (either CustomerID or CustomerName) to restrict report items.
Ⓐ Restrict to Circuit	Restrict the report data to the specified circuit(s).
Ⓐ Restrict to LPortName	Restrict the report data to the specified LPort(s).
Ⓐ Restrict to Switch	Restrict the report data to the specified switch(es).
Ⓐ Restrict to Origin Switch	Restrict the report data to the specified switch. The origin switch has the lower address of the two endpoints of the trunk or circuit.
Ⓐ Restrict to Trunk	Restrict the report data to the specified trunk(s).

▶ If you specify more than one value for an Ad Hoc parameter, separate each entry with a comma.

Table 6-3.   Threshold Parameters for Exception Reports

Threshold Parameters	Description
Inbound Peak Error(%) Threshold	Inbound peak error threshold value which, if exceeded, would be considered an exception (default=9.9).
Inbound Peak(%) Threshold	Inbound peak utilization value which, if exceeded, would be considered an exception (default=50).
Inbound Peak Discard(%) Threshold	Inbound peak discard value which, if exceeded, would be considered an exception (default=9.9).
Outbound Peak(%) Threshold	Outbound peak utilization threshold which, if exceeded, would be considered an exception (default=50).

Table 6-4.   QoS Parameters for QoS Reports

QoS Parameters	Description
QosType_CBR	Include QoS data for Constant Bit Rate (default=Yes) (valid entries=Yes, No).
QosType_NRT	Include QoS data for Variable Bit Rate/Non Realtime (default=Yes) (valid entries=Yes, No).
QosType_RT	Include QoS data for Variable Bit Rate/Real Time (default=Yes) (valid entries=Yes, No).
QosType_UBR	Include QoS data for Unspecified Bit Rate (default=Yes) (valid entries=Yes, No).

Verifying the Status of the Report Request

Report requests are processed much like a print request. The Report Server, like a printer, can generate only one report at a time. If the Report Server receives multiple requests, it assigns each request a place in the queue based on the time and priority level of the request. The Report Server executes each request sequentially according to the queue.

After you generate a report request, you need to check both the Active and Completed Requests folders to verify the status of the request. The Active Requests folder lists the requests that are in the queue. The Completed Requests folder lists the requests that have been executed.

To check the status of a report request:

1. Select the Active folder.

(If the Active folder is not visible on the Actuate client, click the Requests folder so you can select the Active folder.)

The right panel of the window displays the requests that are still in the Report Server queue (Figure 6-6).
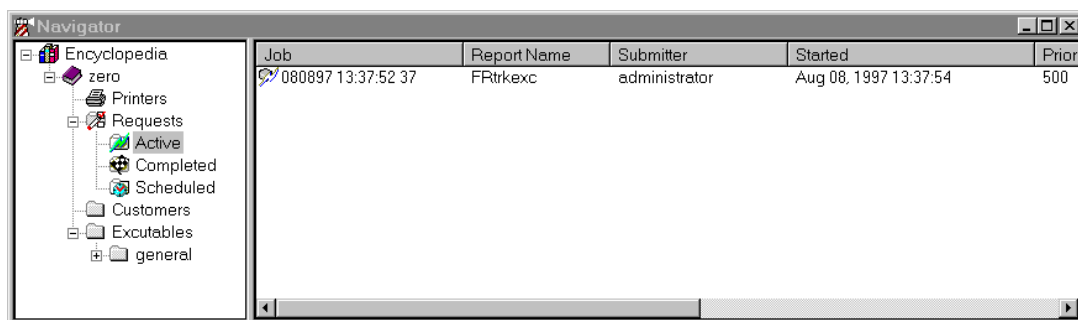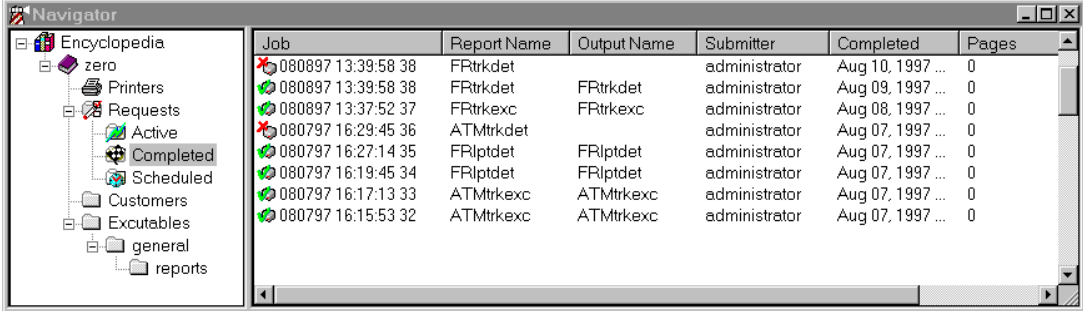
Figure 6-6.   Active Requests Folder

2. If the Active folder is empty, select the Completed folder to see if the Report Server has already executed the request.

   (If you are using a web browser, remember that the Channels folder contains the Completed folder.)

   The right panel of the window displays a list of completed requests (Figure 6-7).

Figure 6-7.   Completed Requests Folder

Notice the icon in front of each completed report request.

   • A green check mark indicates that the report document was created successfully.

   • A red X indicates that the Report Server could not create the report document. As a result, the Output Name field is empty.

3. Check the Status information for the report request.

   • On Actuate clients, right-click the Requests icon to bring up the Context menu and choose Properties. Then click on either the Status or General page.

   • On web browsers, click the Details icon next to the completed report request.

Figure 6-8 and Figure 6-9 illustrate the Actuate client's Status pages for a successful and unsuccessful report request.
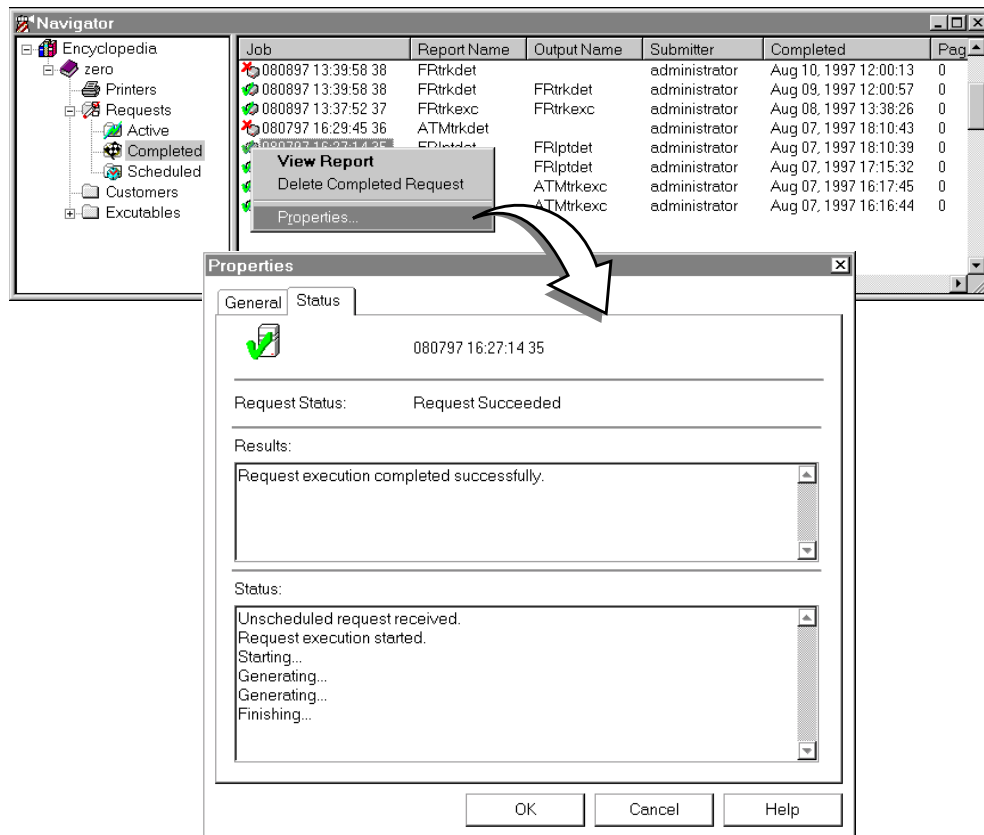
Figure 6-8.   Status Page for a Successful Report Request
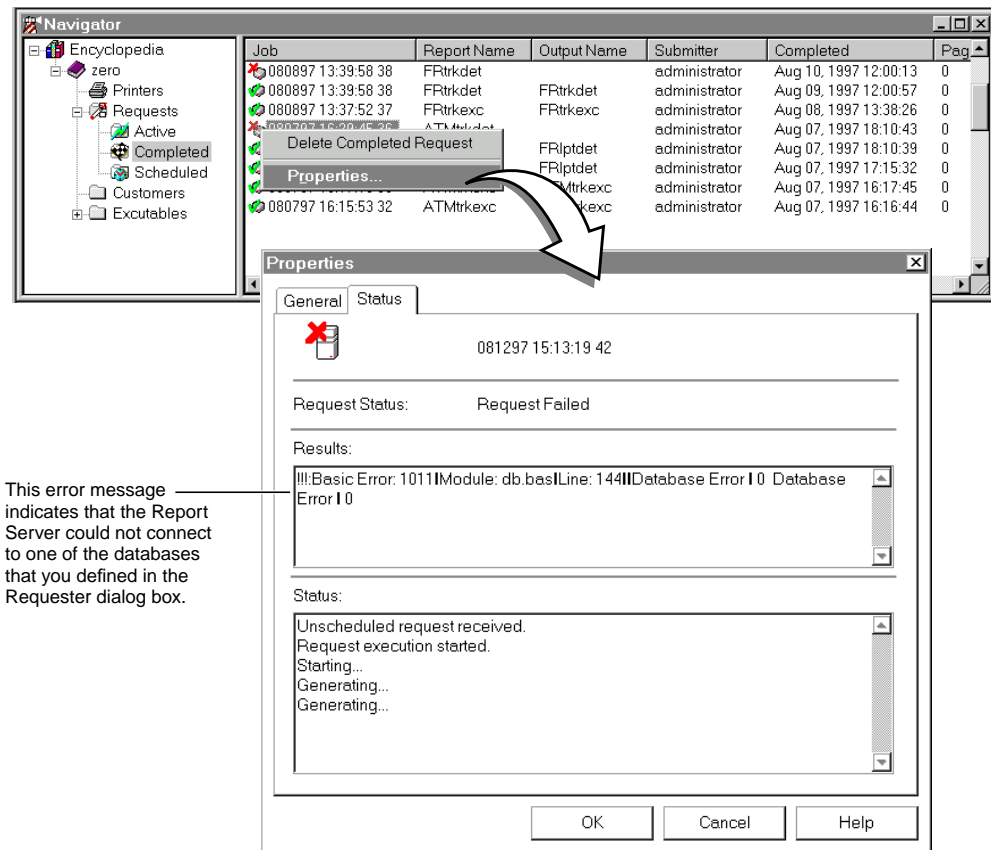
Figure 6-9. Status Page for a Failed Report Request

The Status page shows you the operations that were completed and provides error messages if the report could not be generated.

On web browsers, the Status and General pages are combined.

4. View general information about the report request.

- On the Actuate client, select the General tab to bring up the General page.

- On web browsers, scroll past the Status page.

Figure 6-10 illustrates the General page for an Actuate client.

Report Executable Information
(Values generated by Report
Server)

Report Document Information
(Output parameter values can be
configured by users.
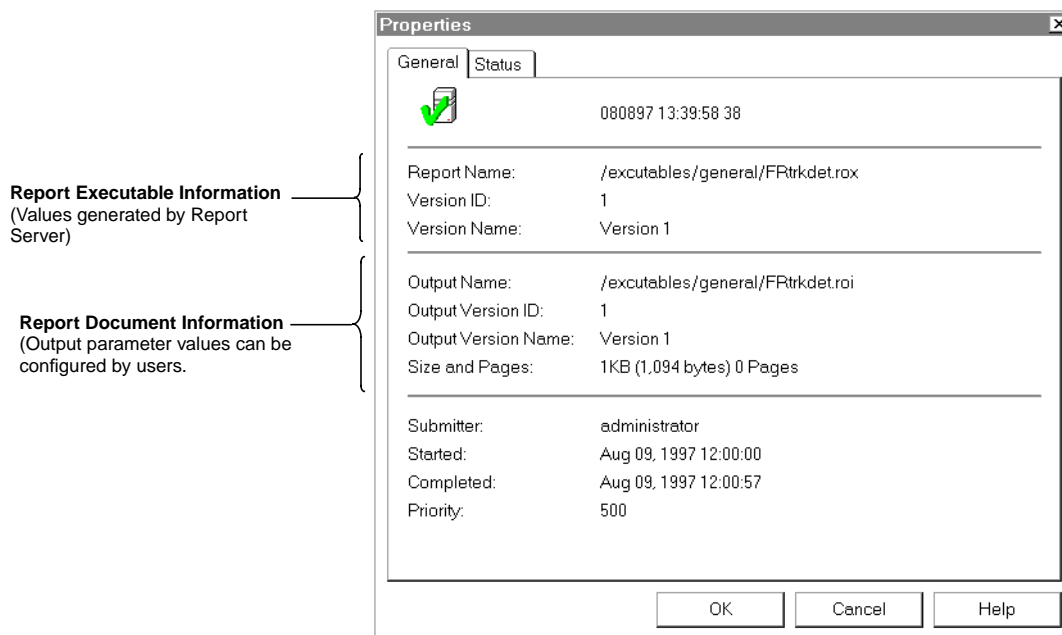
Figure 6-10.   Sample General Page for a Report Request

5. After you review Status and General information, return to the Report Encyclopedia.

- On Actuate clients, choose OK to close the Properties dialog box.

- On web browsers, click the Back button to return to the Report Encyclopedia.

You are now ready to view the report. Continue to the next section.

Opening the Report Document

If the Completed folder lists the report request as successfully completed, you can view the report document with the appropriate viewer. Actuate clients can display standard ROI reports; browsers can display HTML reports.

To view a report document:

1. Open the directory containing the report document.

Figure 6-11 illustrates a directory that contains report executables and report documents. You can distinguish between files by referring to the Type field.

Name	Type	Ver...	Size	Created ...	Date/Time Created	Modified...
ATMtrkexc						
Version 1	Report Document	1	1KB	administr...	Aug 07, 1997 16:16:10	administr...
Version 2	Report Document	2	1KB	administr...	Aug 07, 1997 16:17:16	administr...
ATMtrkexc	Report Executable	1	311KB	administr...	Aug 07, 1997 16:13:12	administr...
FRlptdet						
Version 1	Report Document	1	1KB	administr...	Aug 07, 1997 16:19:49	administr...
Version 2	Report Document	2	1KB	administr...	Aug 07, 1997 17:15:34	administr...
FRlptdet	Report Executable	1	297KB	administr...	Aug 07, 1997 16:19:06	administr...

Figure 6-11.   Report Executables and Report Documents

2. Open the report document in one of the following ways:

- To open the most recent version of the report document:

  – For Actuate clients, double-click the icon of the report document or right-click the icon to bring up the Context menu and select View Report.

  – For web browsers, click the underlined report name.

- To open a specific version of the report document:

  – For Actuate clients, double-click the version number listed under the document name or right-click the version number to bring up the Context menu and select View Report.

  – For web browsers, click the underlined version number.

The report document appears.

Viewing the Report Document on an Actuate Client

Figure 6-12 illustrates a sample report document viewed from an Actuate client. You can use the scrollbars and toolbar buttons to move through the whole report document.

Use these toolbar buttons to view the different pages of the report document.

Use the vertical scrollbar to move to the top or bottom of a single page. Be aware that the scrollbar does not scroll to the end of the document.
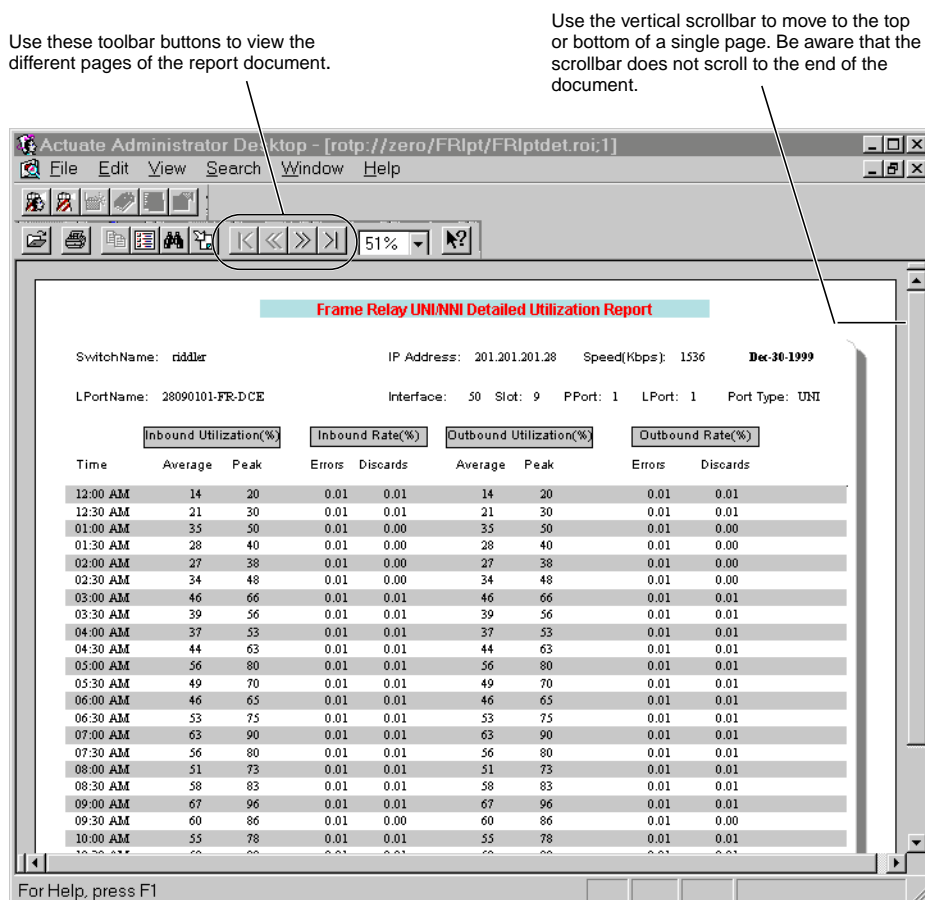
Figure 6-12.   Sample ROI Report Document

Actuate Client Toolbar Buttons
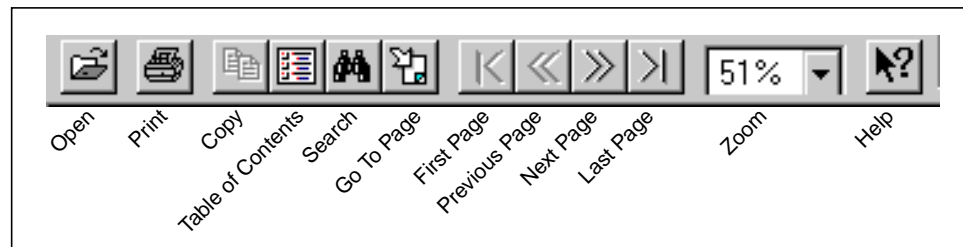
The second row of toolbar buttons on the Actuate client provides various options for viewing the report document. If you do not know the function of a particular button, hold the cursor under the button until the yellow label appears.

Table 6-5 lists the operations that you can perform with the toolbar buttons.

Table 6-5.   Actuate Client Toolbar Buttons

Button	Use this button to...
Open	Open another report document.
Print	Print the report document that is currently open.
Copy	Copy a report. This button is disabled (it appears grayed-out) when you are viewing report documents because you cannot copy an open report.
Table of Contents	View the Table of Contents for the report and move quickly to sections of the report.
Search	Search for report data.
Go To Page	Go to the page that you specify.
First Page	Go to the first page of the report document.
Previous Page	Go to the previous page.
Next Page	Go to the next page.
Last Page	Go to the last page of the report document.
Zoom	Scale the document from 25% to 200%.
Help	View a description of a specific field in the report.

Viewing a Report Document on a Web Browser

Figure 6-13 illustrates a sample report document viewed from a web browser. You can use the vertical scrollbar to move through the whole report document or click on a Table of Contents entry to move to a specific section of the report.
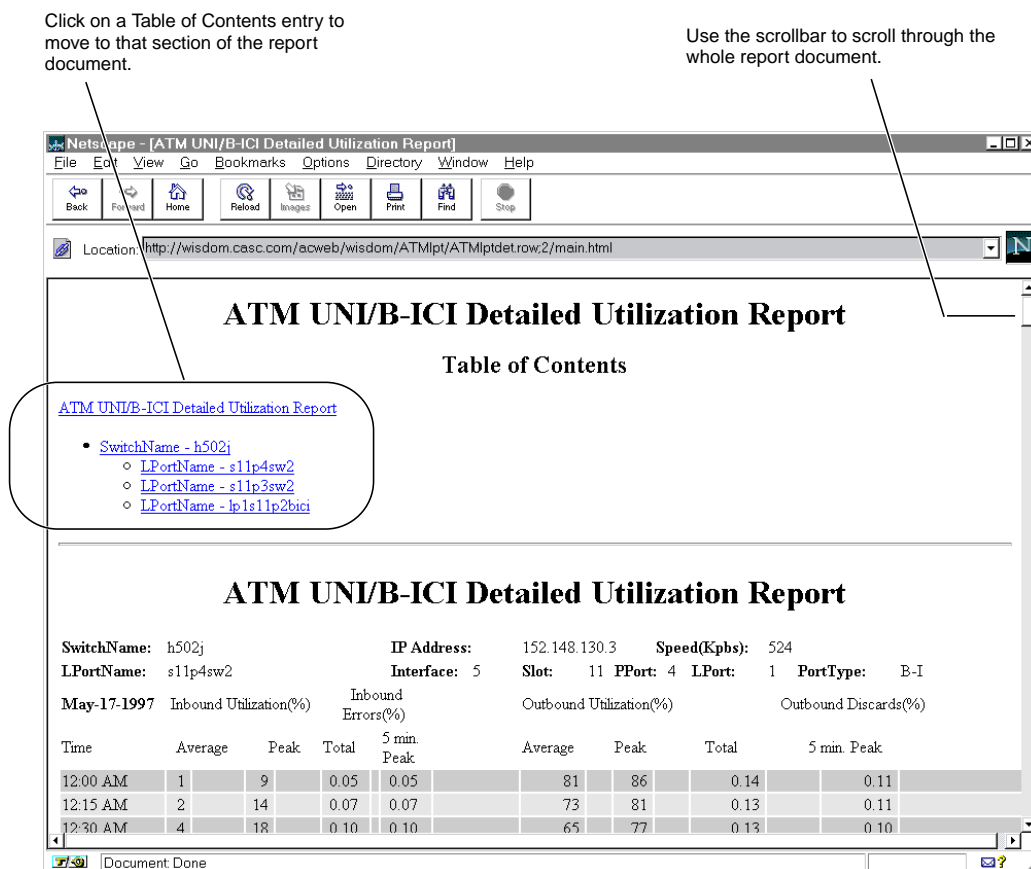
Figure 6-13.   Sample HTML Report Document

Browser Toolbar Buttons
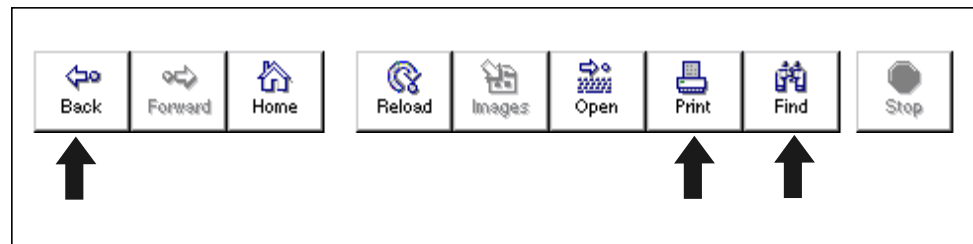
Standard browsers such as Netscape provide three toolbar buttons—Back, Print, and Find—for viewing a report document.

Table 6-6 lists the operations that you can perform with the buttons.

Table 6-6.   Browser Buttons

Button	Use this button to...
Back	Return to the previous URL.
Print	Print the report document that is currently open.
Find	Search the report document for a specified parameter value.

Because of the nature of HTML, you cannot control the pagination of printed HTML report documents. Printed HTML reports do not have page numbers and sections of the report may be broken across pages. If you need printed reports for publication, generate a standard ROI report and then print the report from an Actuate client.

Searching for Report Items

Both Actuate clients and browsers provide options for searching a report document. Searchable objects include parameter values in the report header and in the report data.

Performing a Search on the Actuate Client

To search for a specific value in an ROI report document:

1. Open the report document and select the parameter value in the report document.

   A gray box appears around the parameter value.

2. Click the Search button or choose Search => Find.

   The Search dialog box appears (Figure 6-14).

3. Choose Add Selection to add the report entry to the Search dialog box. Then choose Search.

   The Search option displays the entries it finds on the Results page.
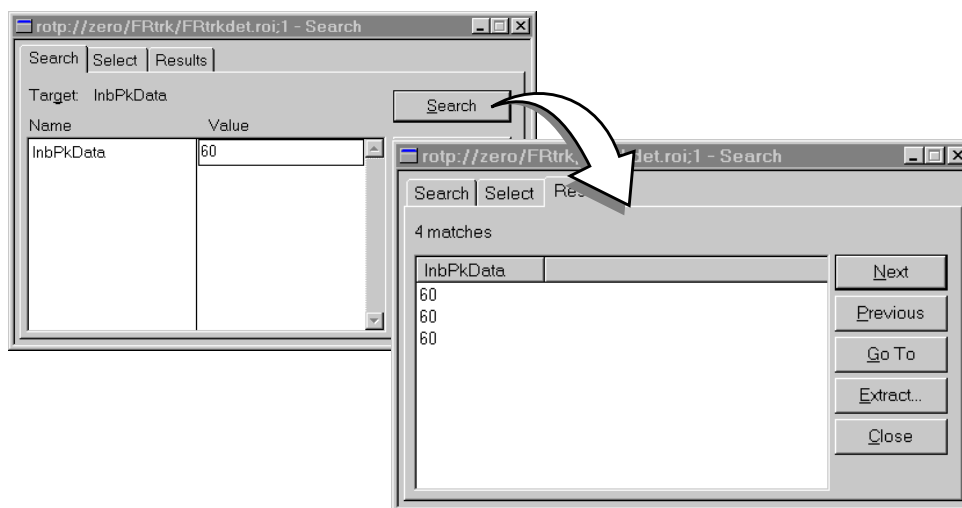
Figure 6-14.   The Search and Result Pages in the Search Dialog Box

4. Double-click each entry on the Results page.

   The report document scrolls to the entry, which appears in a gray box.

> For complete details about the Search option on the Actuate client, refer to Chapter 4 in the Actuate manual, *Using Reports*.

Performing a Search on the Web Browser

To search for a specific value in an HTML report document:

1. Open the report document and click on the Find button.

   The Find dialog box appears.

2. Type the parameter value in the Find What field and, if desired, specify the Direction and the Match Case options (Figure 6-15).
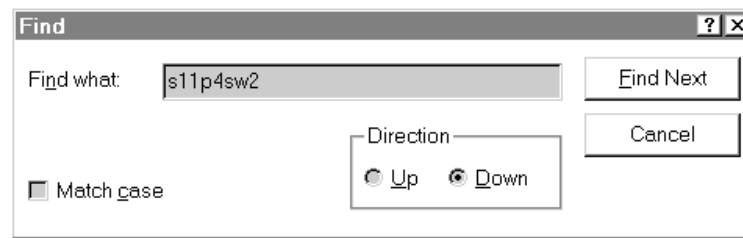
Figure 6-15.   Find Dialog Box on the Browser

3. Click the Find Next button.

   The Find option searches the open report document. The report document scrolls to the location of the next matching entry, which appears in a highlighted box.

4. Continue clicking the Find Next button to view all matching entries.

Accessing Online Help

The Report Generator provides online information to help you learn about the Report Generator product. You can access online information from the following sources:

- Help menus, which are accessible from any Actuate client or browser window.

- A context-sensitive Help button, which you can use when viewing reports from the Actuate client.

- Ascend and Actuate documentation in Adobe Portable Document Format (PDF), which is located on both CD-ROM #1 and CD-ROM #2.

The Help Menu on Actuate Clients and Browsers

The Help menu on Actuate clients and browsers provides information about the tasks that you can perform from that particular client. On a browser, for example, the Contents option includes topics such as "Working with the Actuate Web Agent" and "Sending Directives to the Web Agent." On the Administrator Desktop, the Contents option includes topics such as "Administering the Report Encyclopedia" and "Using Reports."

Figure 6-16 illustrates the Help menu on the Actuate Administrator Desktop.
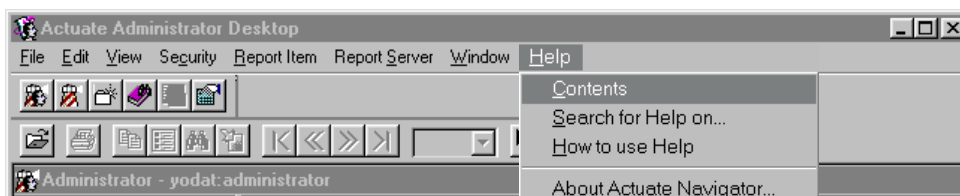
Figure 6-16.   Help Menu Options on the Actuate Client

The Help Button (Actuate Clients Only)

In addition to the Help menu options, Actuate clients also provide a context-sensitive Help button which you can use when viewing reports. If you do not understand a specific field in a report document, use the Help button to display a label describing the field.

To use the Actuate Client Help button:

1. When the report document is open, press the Help button in the toolbar.

The cursor becomes an arrow with a question mark (⬚**?**).

2. Click the Help cursor on a field name that is displayed in bold font.

A message box appears containing a short description of the field (Figure 6-17).

PPort · Number of the physical port on the origin switch.
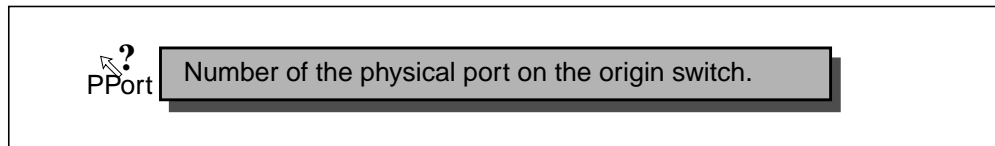
Figure 6-17.   Help Cursor and Context Sensitive Help Message

CD-ROM Documentation

The Actuate document set and the *NavisXtend Report Generator User's Guide* are shipped on both CD-ROM #1 and CD-ROM #2. You can open these documents with the Adobe Acrobat Reader and use the hypertext links in the documents to locate information quickly.

About Empty Report Documents

There are times when a successfully generated report document may be empty. You should understand why this occurs.

When you create a report request, the Report Server retrieves the data from the Statistics Server and NavisCore databases. As long as the Report Server can connect to the databases and the request process works correctly, the report document is generated and the Completed Requests window displays a green check mark in front of the report request.

The Report Server generates an empty report in these situations:

- If the Statistics Server has not collected any data for the time period specified by the Start Date and End Date of the report request.

- If the report is an Exception report and there are no exceptions to include in the report document.

An empty report does not indicate a problem with the Report Server. It simply means that relevant data does not exist in the Statistics Server or NavisCore databases.

7

Customizing the Report Request

In Chapter 6, you learned how to generate the basic report document using the default values provided in the Requester. This chapter shows you how to customize the parameters in the report request for your unique networking environment. Chapter 6 assumes that you have completed the tasks in Chapter 5.

This chapter shows you how to:

- Specify a unique name and location for the report document.

- Schedule the time(s) when the report should be generated.

- Define report notification procedures.

- Save the customized values to a parameter values file for future use.

- Generate a report document from the parameter values file.

Overview

Both browsers and Actuate clients allow you to customize parameter values for the report request. This chapter focuses on Actuate client options because there are a few more options available on the Actuate client. Unless otherwise specified, procedures are the same for both the Actuate client and the browser.

The Requester Window on the Actuate Client

If you are using an Actuate client, you can customize report parameters on various pages of the Requester window. Notice in Figure 7-1 that the Requester contains six tabs. Each tab opens a page where you can define values for the report request.

The Requester on the Actuate client provides these pages:

Parameters — Allows you to define the parameter values for the report document (as described in Chapter 6).

Schedule — Allows you to schedule the time(s) when a report executable should be run.

Distribution — Allows you to specify a name for the report document and the folder to which it should be saved.

Notification — Allows you to choose the users and groups to be notified via e-mail when the report document is completed.

Print — Allows you to print the report document when the report is generated (Actuate clients only).

Values — Allows you to save the customized values in a parameter values (.ROV) file when you submit the report request (Actuate clients only).

Use these tabs to open the pages where you can customize the report request.
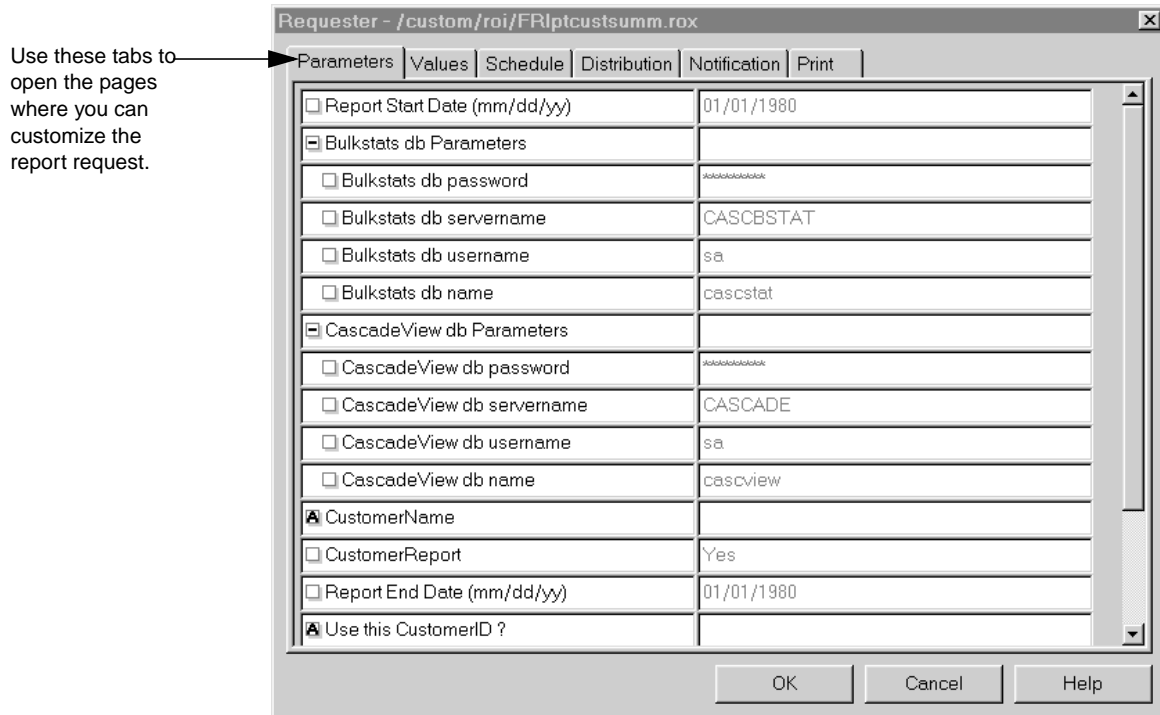
Figure 7-1.   Requester Dialog Box on the Actuate Client

The Requester Page on a Browser

The Requester page on a browser contains most of the options that are provided by the Actuate client's Requester. The browser's Requester, however, looks slightly different because options are grouped by sections on a single page.

When you are using a browser, scroll past the Parameters section of the Requester page to view the Schedule, Priority, Version, and Notification sections. Figure 7-2 illustrates the sections located at the bottom of the Requester page.

The Requester page provides these sections for defining options:

Parameters — Allows you to define the parameter values for the report document (as described in Chapter 6).

Schedule — Allows you to schedule the time(s) when a report executable should be run.

Priority — Allows you to define the priority status for this report request. If the queue contains more than one report request, the Report Server determines the order of the queue by evaluating the priority status and the submission time of each report request.

Version — Allows you to define a unique name and folder for the report document and the type of versioning that should be used. The Version section on the browser is similar to the Distribution page on the Actuate client.

Notification/Notify Channel — Allow you to specify the channel that should be notified when the report document is completed. Channels are unique to browsers. Whenever the Report Server generates a report for a particular channel, the report document icon appears on the channel page of users who have subscribed to this channel. The Channel option takes the place of e-mail notification on the Actuate client.

Scroll past the parameters section to the bottom of the Requester page.

Use these sections to customize the report request.

Figure 7-2.   Requester Page on a Browser

Defining a Unique Name and Location for the Report

The Distribution page on the Actuate client and the Version section on a browser allow you to define the full pathname for the report document and the type of versioning to be used. If you are working on the Actuate client, you can also define the user-privileges that will be associated with the report document.

Before you begin customizing values, you should understand the default naming conventions used by the Report Server. By default, the Report Server:

- Gives the report document the same root name as the executable.

- Stores the report document in the same directory with the executable.

- Gives the report document a version number if a document with the same name already exists.

To define a unique name and location for the report:

1. Complete the Parameters page as described in Chapter 6, but do not submit the report request.

2. Open the Distribution page on the Actuate client or scroll to the Version section of the Requester page on the browser.

3. Enter the desired parameter values as follows:

   a. Specify the full pathname for the report in the Output Name field.

   b. Select the appropriate versioning button and, if desired, specify a unique version name in the Version Name field.

      – If you select the Create New Version button, report documents created from the same report request are saved under the same name but with incrementing version numbers.

      – If you select the Replace Previous Results button, the new report document created from the same report request overwrites the previous document.

   c. If you are working on the Actuate client, click the Privileges button and define the permissions for this report.
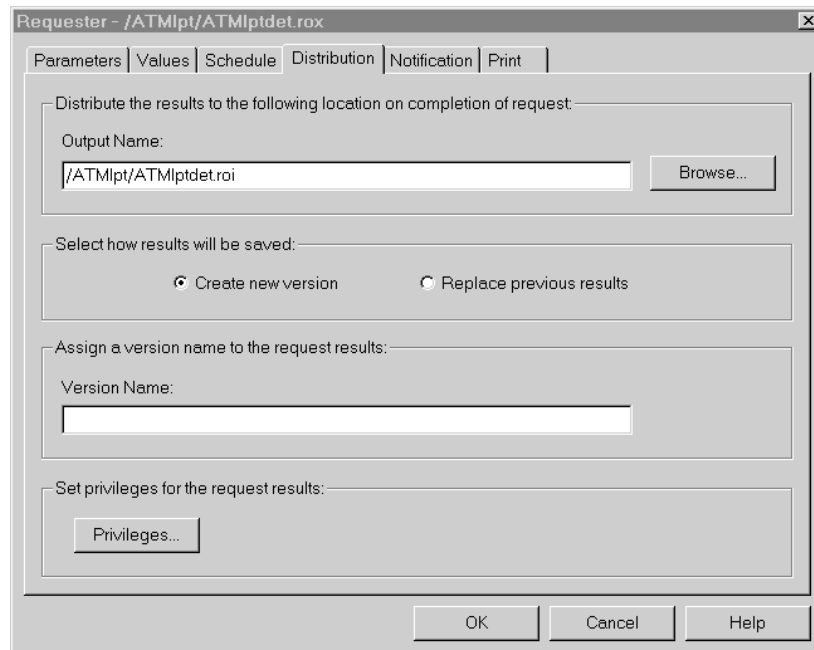
Figure 7-3.   Distribution Page on the Actuate Client

4. Choose one of the following:

- If you do *not* want to customize other values, submit the report request now.

  – On the Actuate client, choose OK.

  – On a browser, click the Submit Request button.

- If you want to continue customizing values, proceed to the next section.

- Actuate clients only — If you want to save the values you have defined for a subsequent report request, skip to the section "Saving Parameter Values (Actuate Clients Only)" on page 7-14

Requesting E-mail Notification (Actuate Clients Only)

By default, the Report Server does not send users e-mail notifications when a report request is completed. You have to check the Completed folder to see if a report document was generated. If you want the Report Server to send an e-mail notification to a user or a group of users, you can request e-mail notification on the Notification page of the Actuate client.

The important point to remember is that the Report Server retrieves a user's e-mail address from the list of properties for that user. You can view these properties by opening a user's Properties page. If the Properties page does not include an e-mail address, the Report Server cannot notify the user even if e-mail notification is requested on the Notification page.

To request e-mail notification:

1. Open the Notification page in the Requester (Figure 7-4).
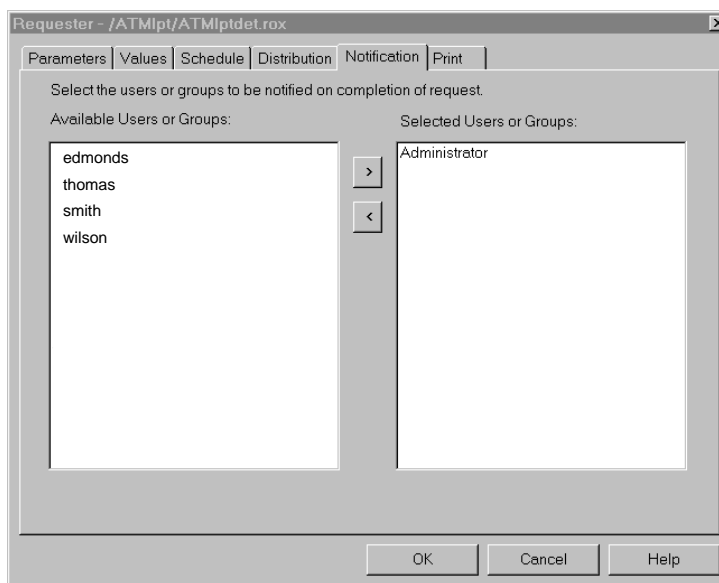
Figure 7-4.   Notification Page on the Actuate Client

2. Select the users in the Available Users or Groups field. Then press the Right arrow to move the entries to the Selected Users or Groups field.

3. Choose one of the following to continue:

- If you do *not* want to customize other values, submit the report request now by choosing OK in the Requester.

- If you want to continue customizing values, proceed to the next section.

- If you want to save the values you have defined for a subsequent report request, skip to the section "Saving Parameter Values (Actuate Clients Only)" on page 7-14.

> If the specified user does not receive e-mail notification when the report is generated, make sure that the user's e-mail address is defined on the user's Property page. See "Managing User Accounts" on page 8-2.

Defining Channels (Browsers Only)

Although, a browser does not provide e-mail notification, it does allow you to register for channel notification. When the Report Server completes a report request, it sends a notification to the channel that is specified on the Requester page. Channel subscribers can check the channel's web page to get a listing of completed reports and, if desired, click the report link and view the report document. If you leave the channel page open, you will see that channel information is updated at regular intervals. For more information, see Chapter 4 in the Actuate guide, *Using the Actuate Web Agent*.

To subscribe to channel notification:

1. In the Channel section of the Requester page, check the channel(s) that you want to subscribe to. If there are no channels displayed, the administrator has not yet created them.

2. Choose one of the following to continue:

- If you do *not* want to customize other values, click the Submit Request button.

- If you want to continue customizing values, proceed to the next section.

Specifying Print Options (Actuate Clients Only)

By default, the Report Server does not print the completed report document. However, if you are using the Actuate client, you can have the Report Server print the report when the document is created.

To specify print options:

1. Open the Print page in the Requester (Figure 7-5).

2. Select the Print the Results button. A checkmark should appear in the button.

   When you select this option, the rest of the page becomes enabled.

3. Press the pulldown button next to the Name field to view the available printers. Select a printer.

   If there are no printers to select, the Report Server administrator has not yet defined them.

4. Define the Print Range.

5. Choose one of the following to continue:

   • If you do *not* want to customize other values, submit the report request now by choosing OK in the Requester.

   • If you want to continue customizing values, proceed to the next section.

   • If you want to save the values you have defined for a subsequent report request, skip to the section "Saving Parameter Values (Actuate Clients Only)" on page 7-14.
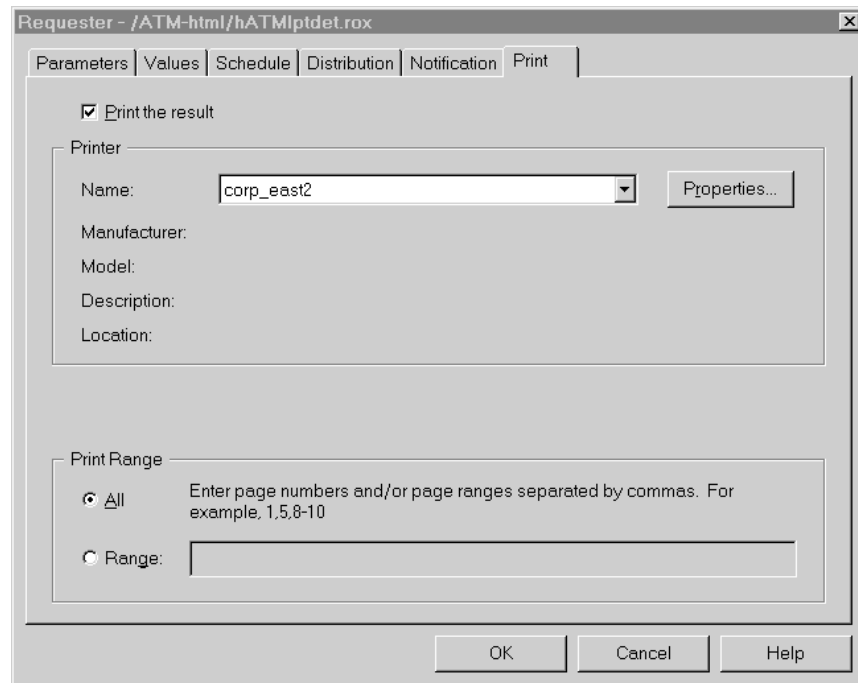
Figure 7-5.   Print Page on the Actuate Client

Scheduling a Report

By default, the Report Server executes reports immediately. However, if you define a schedule on the Schedule page of the Actuate client or the Schedule section of the browser, the Report Server will execute the report at the time and frequency that you specify.

To define a report schedule:

1. Open the Schedule page on the Actuate client or scroll to the Schedule section on the browser.

2. Select the desired frequency setting, either Right Now, Once, Recurring, or Schedule.

   Right Now — Executes the report immediately (the default setting).

   Once — Allows you to specify the date and time to run the executable once.

   Recurring — Allows you to run the report executable at regular intervals for a specified period (for example, on Monday mornings for a month).

   Schedule — Allows you to run the report executable at any specified time or interval.

   Figure 7-6 illustrates the various frequency options on an Actuate client.

3. Define the date, time, and priority of the report.

4. Choose one of the following to continue:

   - If you do *not* want to save these values for a subsequent report request, submit the report request.

     – On the Actuate client, choose OK.

     – On a browser, click the Submit Request button.

   - Actuate client only — If you want to save the values you have defined for a subsequent report request, skip to the section "Saving Parameter Values (Actuate Clients Only)" on page 7-14.

   For detailed instructions, refer to the section "Scheduling the Time or Times to Run the Executable" in the Actuate guide, *Using Reports*.

Figure 7-6.   Scheduler Pages on the Actuate Client

Saving Parameter Values (Actuate Clients Only)

If you need to submit the same report request on a regular basis, you can save the values from the report request to a parameter values file instead of redefining this request every time the report is needed. When you need to submit this report request again, use the parameter values file to submit the report request. You can also have the Scheduler submit the report request with the parameter values file.

The parameter values file is called a Report Object Values (.ROV) file. It contains the parameter values that you specify in the Requester and a dependency link to the executable from which you accessed the Requester. The Report Server creates the parameter values file when you submit the initial report request.

If you want to create a values file for an HTML report executable, create the values file on the Actuate client. Then use either an Actuate client or a browser to generate a report document from the values file.

To save the values defined in the Requester to a parameter values file:

1. Specify report parameters on the various pages of the Requester.

2. When you have defined all the necessary parameter values, select the Values tab to bring up the Values page.

3. Click the button next to the Create a Value Item option. A checkmark should appear in the button (Figure 7-7).
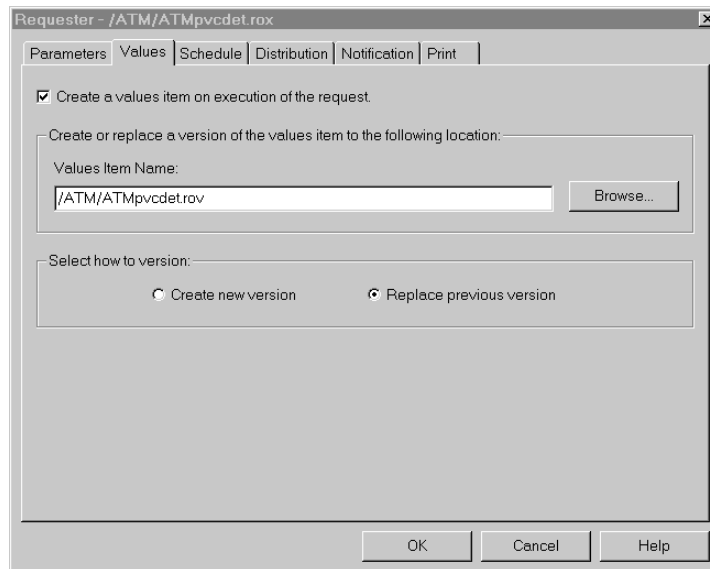
Figure 7-7.   Values Page on the Actuate Client

4. Enter the pathname for the Values file and define the type of versioning you want.

If you do not define the pathname and type of versioning, the Report Server gives the report document the same name as the executable and saves the report document in the same directory with the executable. If a previous version exists, the Report Server gives the report document a version number.

5. Choose OK to submit the report request.

The Report Server generates the report request and saves the parameter values file to the specified directory. You can now use the parameter values file whenever you want to submit this report request.

Continue to the next section to generate a report request with the parameter values file.

Generating a Report from a Parameter Values File

Even though you can only create a parameter values file from the Actuate client, you can use both the Actuate client and the browser to generate a report document from that parameter values file.

To generate a report from a parameter values file:

1. Open the appropriate folder and locate the values file. Refer to the Type field next to the filename to identify the values file.

This parameter values file generates an ROI report.

This parameter values file generates an HTML report.
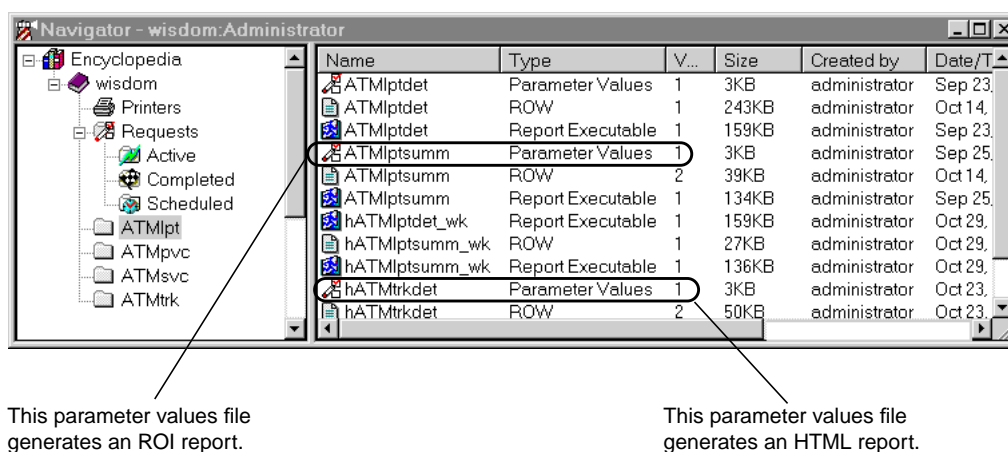
Figure 7-8.   Parameter Values Files on the Actuate Client

These are the file types that you may see listed in the Type field:

Parameter Values — Indicates a parameter values file. If the parameter values file has a unique name, you should check the Properties dialog box to determine the executable that is linked to this values file.

Report Executable — Indicates a report executable. If the executable name has an "h" prefix, the executable generates an HTML report document.

ROW — Indicates a report document that can be viewed by browsers. ROW means "Report Object for the Web." If you view the same document from a web browser, you see "HTML Report" in the Type field.

HTML Report — Indicates a report document that can be viewed only by browsers. If you view the same document from an Actuate client, you see "ROW" in the Type field.

Report Document — Indicates a report document that can be viewed by the Actuate client.

2. Actuate Client Only — Check the Properties of the values file before you submit the report request. (This information is not available via a browser.)

a. Click the right mouse button on the filename to bring up the Context menu.

b. Select Properties in the Context menu to open the Properties dialog box.

c. Open the Dependency Page of the Properties dialog box.

The Dependency Page lists the executable that is linked to the parameters values file.

d. After you review the Dependency page, choose OK to close the Properties dialog box.
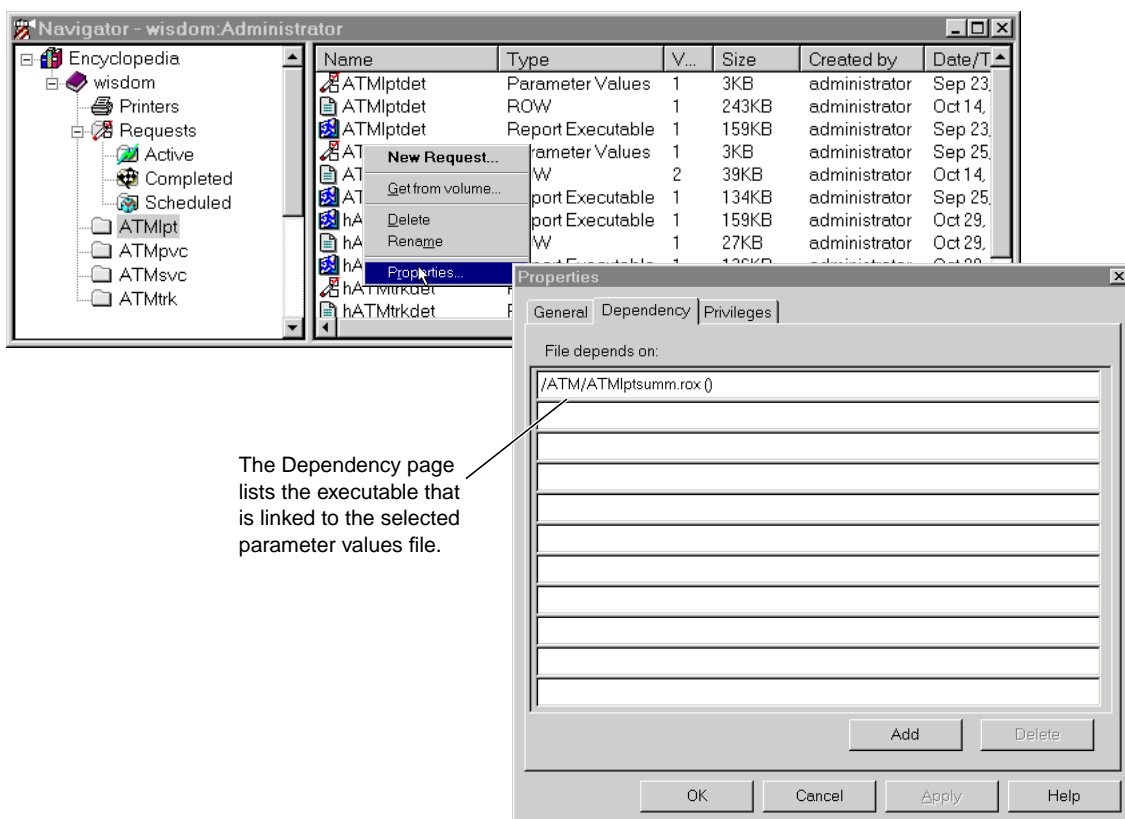
Figure 7-9. Dependency Page on the Actuate Client

3. Submit the report request as follows:

From the Actuate client:

a. Double-click the parameter values filename.

The Requester appears. Each page contains the parameter values that you previously defined.

b. Choose OK in the Requester to send the request to the Report Server.

From a browser:

a. Click the parameter values filename.

The Requester appears. Each section contains the parameter values that you previously defined.

b. Click the Submit Request button to send the request to the Report Server.

The Report Server generates the report using the executable that is linked to the values file and the values defined in the parameter values file.

8

Administrative Tasks

This chapter describes the tasks that the administrator must perform to manage the Report Generator environment. All the tasks in this chapter must be performed from the Administrator Desktop system.

This chapter shows you how to:

- Create new user accounts and edit these accounts

- Manage passwords

- Define the permissions for folders

- Delete files

- Set up two factory servers to manage simultaneous report generation processes

The administrative tasks in this section assume that you have administrator privileges and that you are working on the Administrator Desktop system.

Managing User Accounts

This section shows you how to create and edit user accounts.

Creating New User Accounts

To create a new user account:

1. Open the Administrator Desktop, select the Administrator button to bring up the Login dialog box, and complete the information in the Login dialog box.

The Report Encyclopedia appears.

2. Click the right mouse button on the Users icon to bring up the Context menu.

3. Select New User from the Context menu.

The New User dialog box appears with the General page open (Figure 8-1).
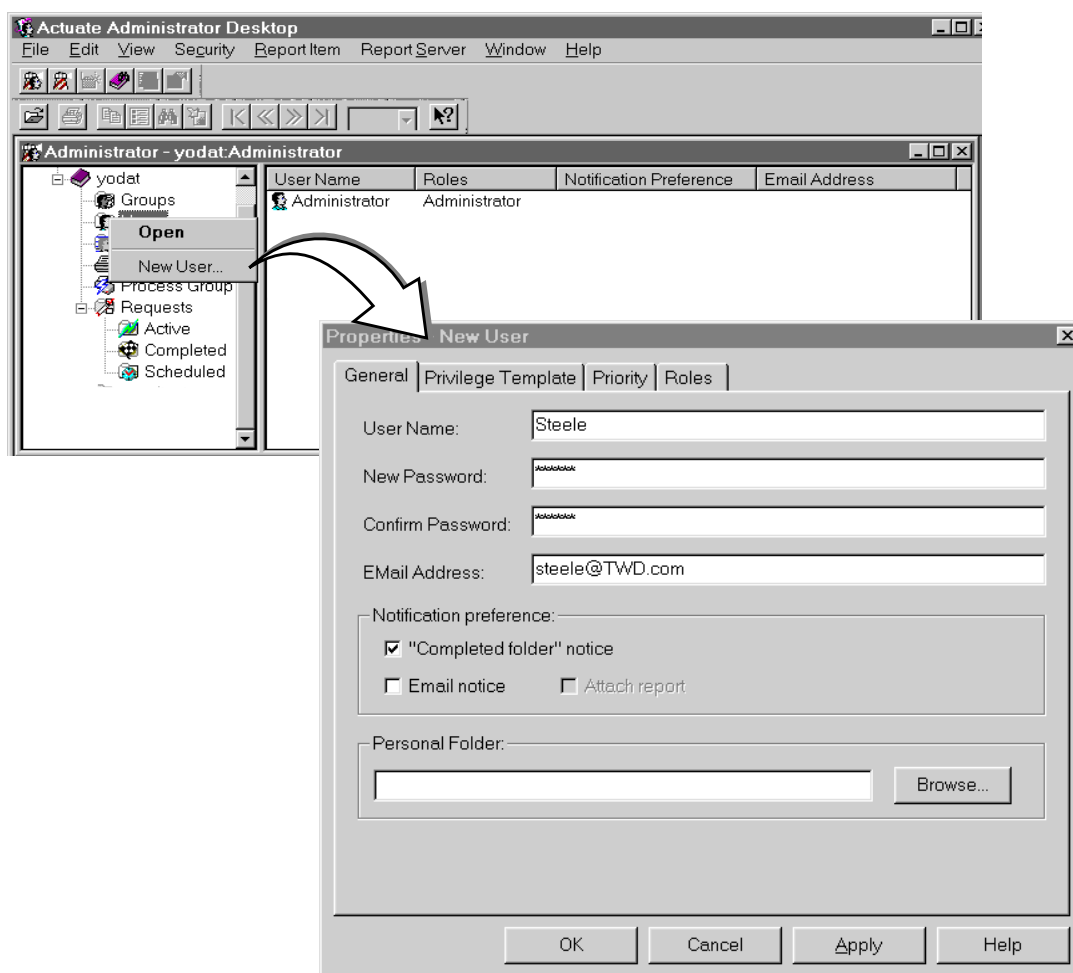
Figure 8-1.   Context Menu and New User Dialog Box

4. Complete the fields in the General page as follows:

User Name — Enter the new user's name.

Password — Enter a password.

▶ Only users with administrator privileges can define and change passwords. If you do not have administrator privileges, you cannot create or change your own password. The administrator must do this for you. See the section, "Managing Passwords" on page 8-6.

EMail Address — Enter the user's email address.

Notification Preference — Click on the appropriate box(es) in this field.

By default, the Report Server inserts an entry in the Completed folder when a report request is completed. However, the Report Server can also send a notification to a user by e-mail if the e-mail address is specified in this dialog box and the e-mail notification is specified in the report request. See "Requesting E-mail Notification (Actuate Clients Only)" on page 7-8 for more information.

5. Click the Roles tab to open the Roles page. Then specify the appropriate role for the user.

6. Click the Priority tab to open the Priority page. Then specify the request priority level (low, medium, or high) for the user.

7. Choose OK to apply the information and close the dialog box.

When you return to the Users folder, notice that it now includes the new user.

Editing User Accounts

To edit an existing user account:

1. Double-click the User folder so that the list of users appears in the right panel of the Report Encyclopedia.

2. Click the right mouse button on the user account that you want to modify.

   The Context menu appears (Figure 8-2).
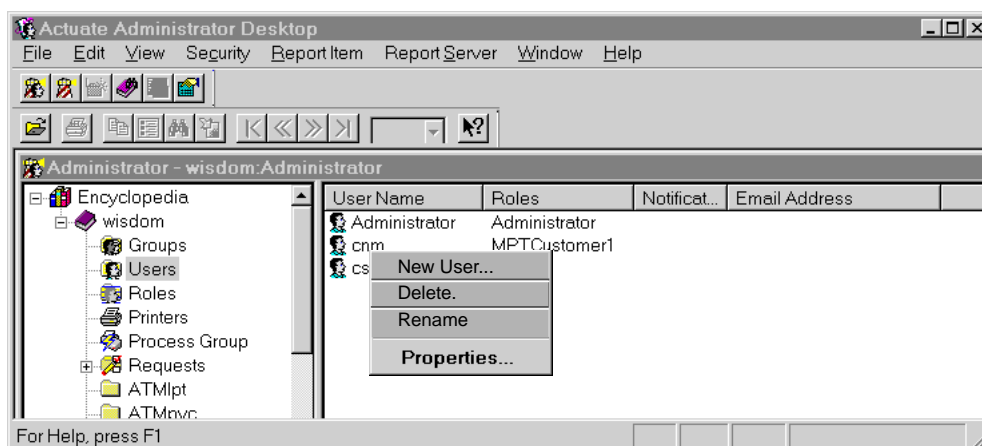
Figure 8-2.   Context Menu

3. To delete this user account, click the Delete option in the Context menu.

   The system prompts you for confirmation. If you confirm the deletion, the Report Server deletes the account.

4. To rename the account, click the Rename option in the Context menu.

   The name appears highlighted in the Report Encyclopedia, where you can edit it.

5. To edit other properties in the user account, click the Properties option in the Context menu.

The Properties dialog box appears (Figure 8-3).
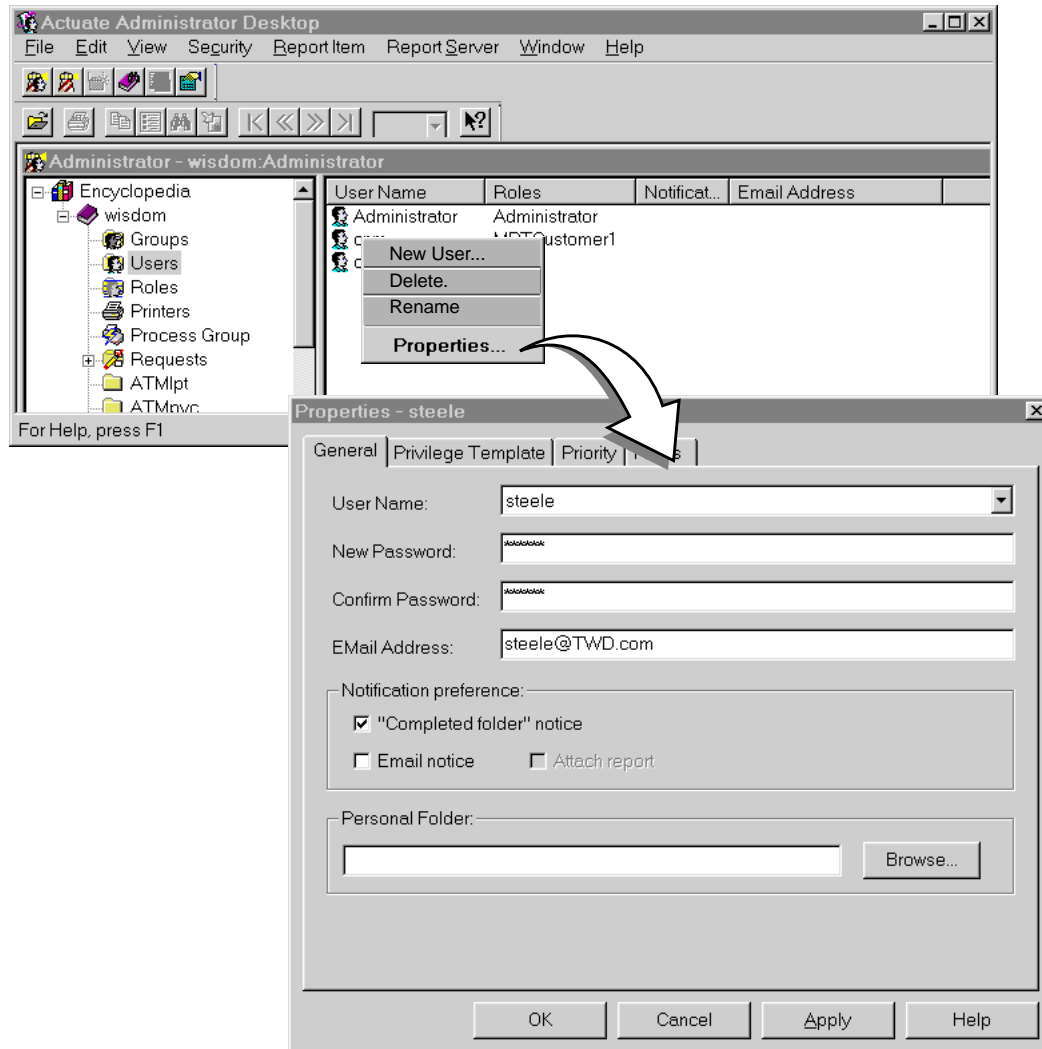
Figure 8-3.   User Context Menu and Properties Dialog Box

6. Edit the pages in the Properties dialog box.

For information about the various pages, refer to the following sections:

- "Managing User Accounts" on page 8-2
- "Managing Passwords" on page 8-6

7. Choose OK to apply the information and close the Properties dialog box.

Managing Passwords

Only users who have administrator privileges can create and change passwords. Initially, the administrator defines a user's password when the account is created. If users want to change passwords after the initial assignment and they do not have administrator privileges, the administrator must change the password for them.

To change a user's password:

1. Double-click the Users folder in the Report Encyclopedia.

The list of users appears in the right panel of the Report Encyclopedia.

2. Right-click the user's name to bring up the Context menu. Select Properties.

The Properties dialog box appears. Notice that the password is not visible. The Password field will be empty even if a password is defined.
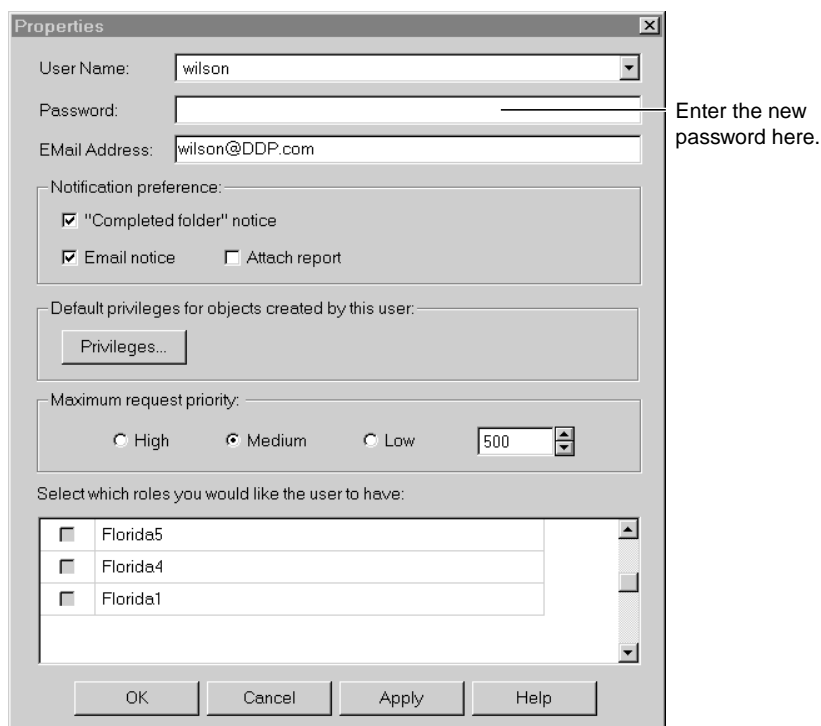
Figure 8-4.   The Properties Dialog Box

3. Enter another password in the Password field.

4. Choose OK to apply the new password and close the dialog box.

   The Administrator Desktop sends the information to the Report Server. The new password takes effect when the user logs in to the Actuate client again.

Updating the Web Agent after Changing Passwords

If you have a Web Agent that also accesses the Report Server, perform these additional steps to flush old password information from the Web Agent connection cache.

1. Open a browser and log on to the Report Server as administrator.

2. Select the Administration option in the top, right menu bar of the Report Encyclopedia.

3. The Web Agent Administration dialog box appears.

4. Click the Close Connections button.

The web browser displays the message, "The following command completed successfully: FlushConnections."

You have now removed password information from the Web Agent. When the user logs in to the Report Server via a browser and enters his new password, the Web Agent makes a new connection to the Report Server and saves the connection to the Web Agent connection cache.

Removing Old Files

Because the Report Server does not automatically delete report requests or report documents, these files may accumulate on the server and take up needed disk space. The administrator should check the Report Encyclopedia regularly and delete old report requests and report documents. This is especially important if you are creating new versions of reports instead of overwriting existing reports.

This section describes how to delete report requests from the completed folder and report documents from report folders.

Deleting Requests from the Completed Folder

To delete report requests from the Completed folder:

1. Open the Completed folder to bring up the list of completed requests. The most recent requests appear at the top of the list.

2. Scroll to the bottom of the list so that you can delete the oldest requests.

3. Press the right mouse button on the request icon to bring up the Context menu.

4. Choose Delete Completed Request from the Context menu (Figure 8-5).
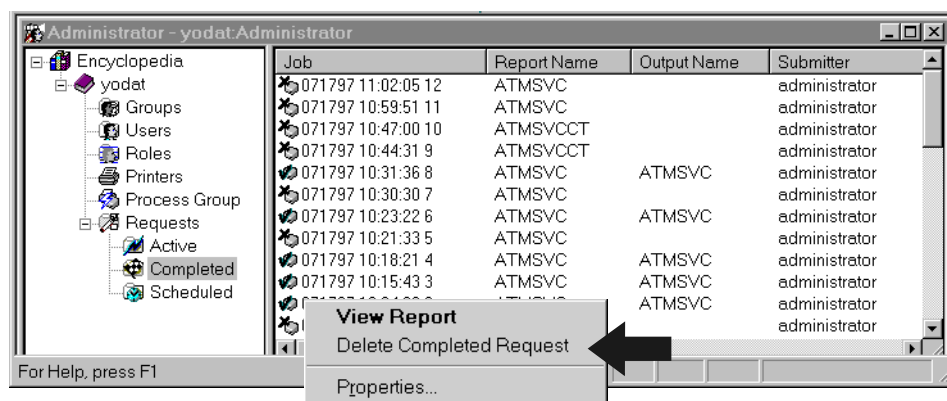
Figure 8-5.   The Delete Completed Request Option in the Context Menu

The system displays a confirmation dialog box.

5. Choose Yes in the confirmation dialog box.

When you delete a request in the Completed folder, you do not delete the report document. You simply delete the entry that was listed when the report server completed the report document.

6. Repeat Steps 3 through 5 for each entry that you want to delete.

Deleting Report Documents

To delete report documents:

1. Open the folder that contains the report documents.

2. Press the right mouse button on the report document that you want to delete.

The Context menu appears.

3. Choose Delete from the Context menu (Figure 8-6).
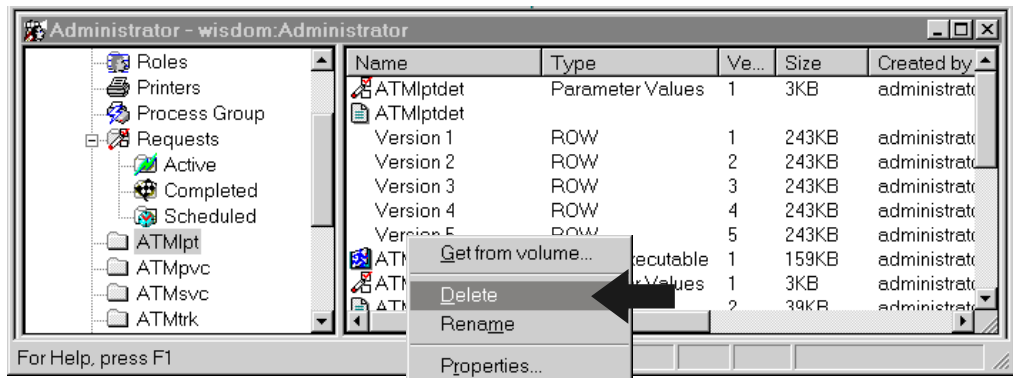
Figure 8-6.   The Delete Option in the Context Menu

The system displays a confirmation dialog box.

4. Choose Yes in the confirmation dialog box.

5. Repeat Steps 1 through 4 for each report document that you want to delete.

Defining File Permissions

There are two basic ways that you maintain the security of the Report Generator environment—by defining the privileges of users and the access permissions on files and folders. This section describes how to assign permissions to Report Encyclopedia folders and files.

To define file permissions:

1. Press the right mouse button on the file or folder.

   The Context menu appears.

2. Choose Properties from the Context menu.

3. In the Properties dialog box, select the Privileges tab to bring up the Privileges page (Figure 8-7).

4. Select the user or group and then specify the appropriate privileges at the bottom of the page.

   Refer to the section, "Assigning Privileges for Report Encyclopedia Folders and Files" in the Actuate guide *Using Reports* for a detailed description of the type of privileges you can grant.

5. Choose OK to save the permissions and close the dialog box.
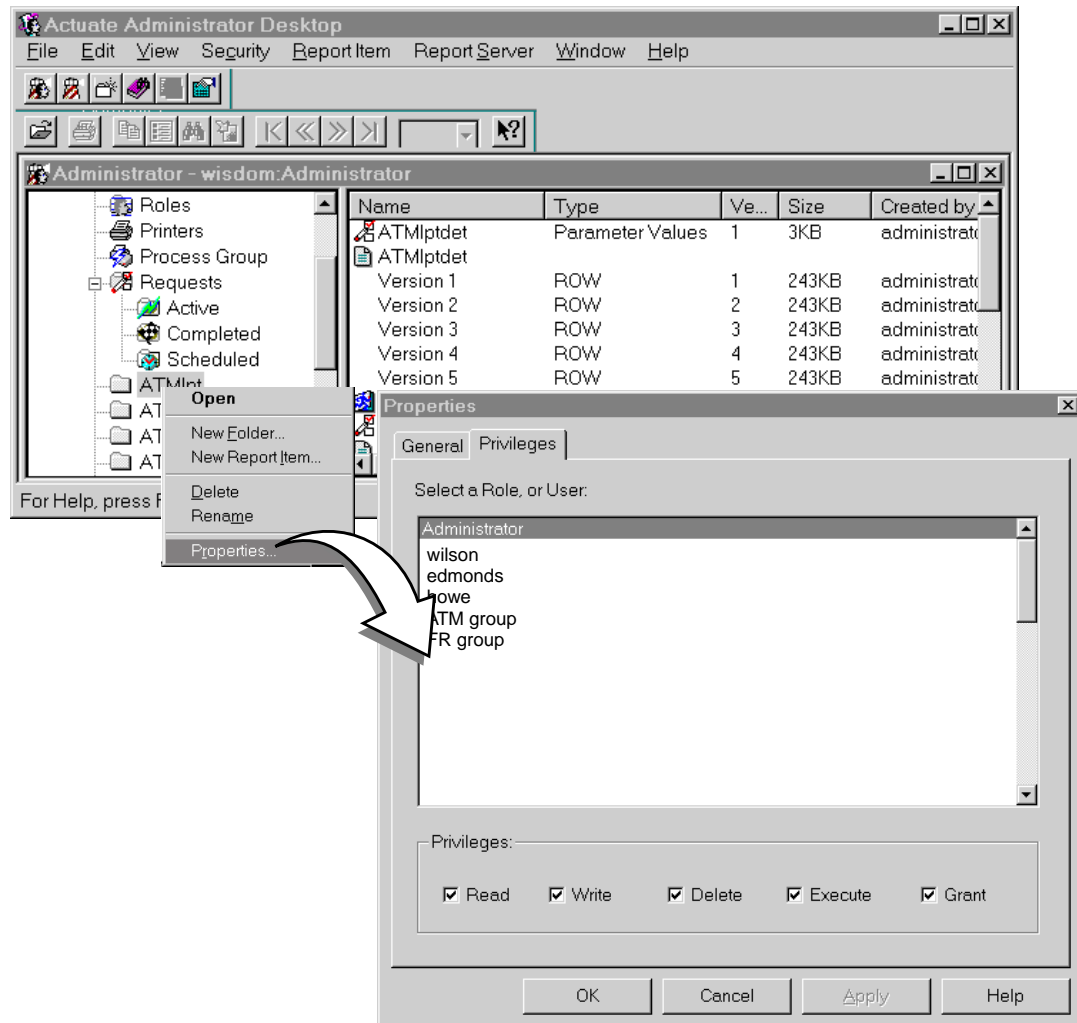
Figure 8-7.   Privileges Page in the Properties Dialog Box

Setting Up Two Factory Processes

By default, the Report Server generates reports sequentially according to the order of report requests in the queue. If you need to generate reports concurrently, you can set up two Factory Process Groups with non-overlapping priority ranges so that the Report Server can execute two reports at the same time. The factory server with the high-priority setting functions as a high-priority server. Users who are granted this priority can send reports to the high-priority server.

The high-priority factory process enables you to generate small reports while the Report Server is generating a large report that may take a long time to complete. If you set up two queues—one for large reports, the other for high-priority, small reports—you can move the small reports through the queue with minimum delays.

This section shows you how to set up two Factory processes. To set up these Factory processes, you must:

• Define the priority for the existing default Factory Server process.

• Create a second Factory Server process.

• Define the second Factory Server process as the high-priority server.

Defining the Priority for the Default Factory Process

To define the priority for the default Factory Server process:

1. In the Report Encyclopedia, select the Process Group icon.

   The right panel lists two default processes: Default Factory and Default Print.

2. Right-click the Default Factory process to bring up the Context menu.

3. Select Properties in the Context menu.

   The Factory Process Group Properties dialog box appears with the Priority page open (Figure 8-8).
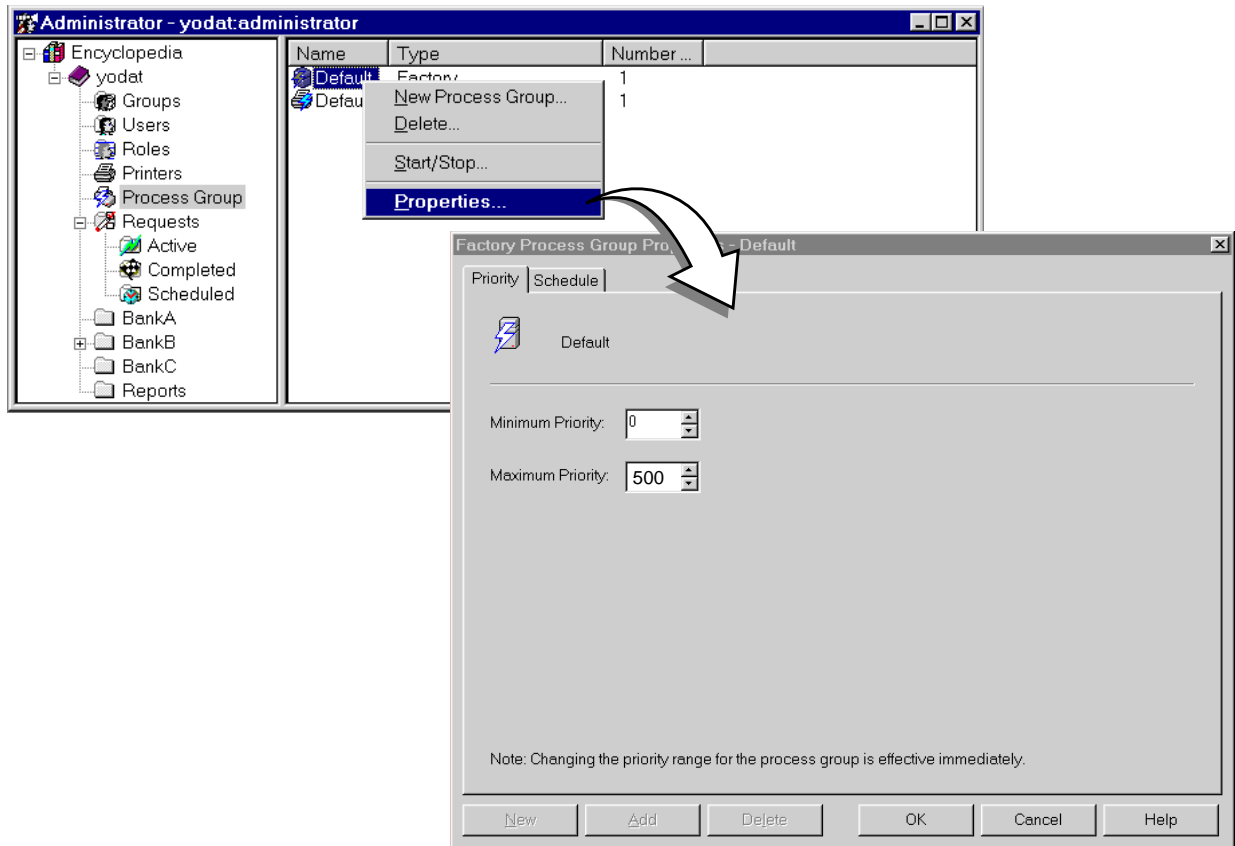
Figure 8-8. Factory Process Group Properties Dialog Box

4. Complete the Priority page for the Default Factory process as follows:

    a. Set the minimum priority to 0.

    b. Set the maximum priority to 500.

    c. Click OK to save the changes and close the Properties dialog box.

You have now defined the priority of the Default Factory process as 0-500. This is a medium priority setting.

Now you can create the second Factory process and assign it a high-priority setting. Users who have high-priority privileges can generate reports with this second Factory process.

Creating a Second Factory Process

To create a second Factory process:

1. In the Report Encyclopedia, right-click the Process Group icon to bring up the Context menu.

2. In the Context menu, select New Process Group.

The New Process Group dialog box appears (Figure 8-9).
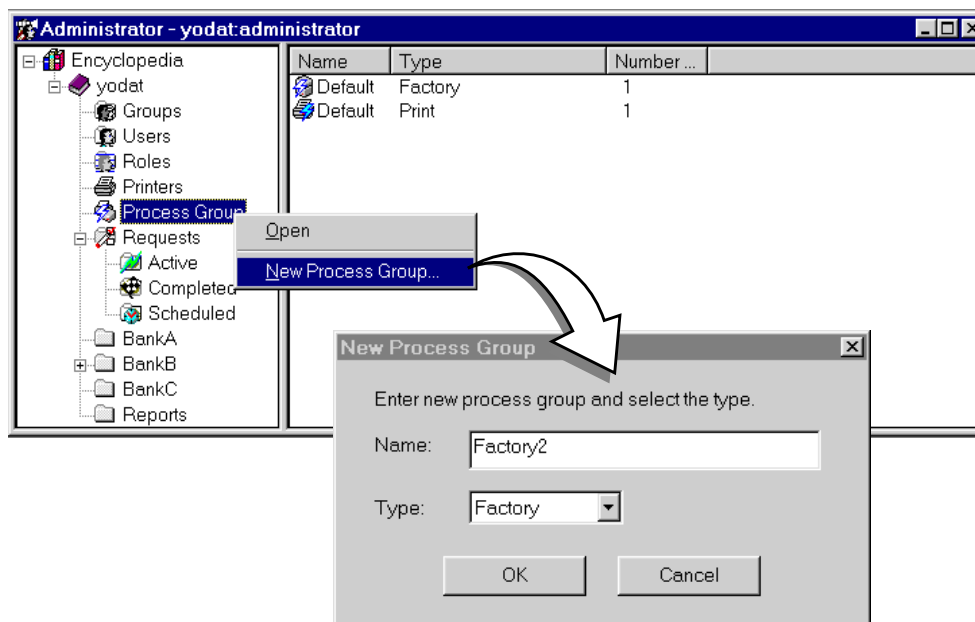
Figure 8-9.   New Process Group Dialog Box

3. Complete the fields in the New Process Group dialog box as follows:

a. Enter a name for the new process group in the Name field.

b. Make sure the Type field specifies Factory.

c. Click OK to save the changes and close the dialog box.

Notice that the new Factory process is now listed in the Process Group folder. Continue to the next section to define the priority for this new Factory process.

Defining the Priority for the Second Factory Process

To define the high-priority setting for the second Factory process:

1. Right-click the second Factory process to bring up the Context menu.

2. Select Properties in the Context menu.

    The Factory Process Group Properties dialog box appears (Figure 8-10).
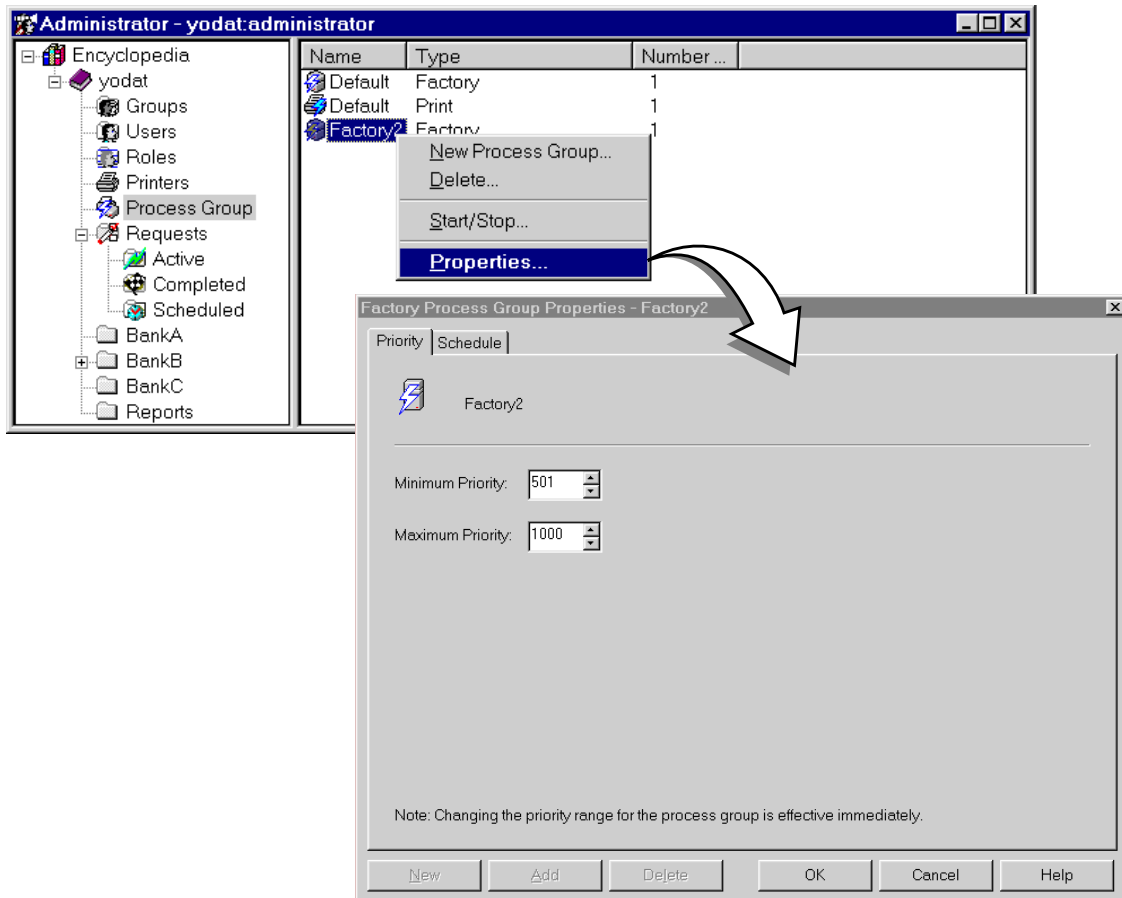
Figure 8-10.   Factory Process Group Properties Dialog Box

3. Complete the fields in the Factory Process Group dialog box as follows:

    a. Set the minimum priority to 501.

    b. Set the maximum priority to 1000.

    c. Click OK to save the changes and close the dialog box.

    You have now set up two factory servers: the default factory server is the medium priority server, the other is the high-priority factory server.

Continue to the next section to assign high-priority privileges to the users who need the high-priority Factory process.

Granting High-priority Privileges to a User

To assign high-priority privilege to a user:

1. Double-click the User folder so that the list of users appears in the right panel of the Report Encyclopedia.

2. Click the right mouse button on the user account that you want to modify.

The Context menu appears (Figure 8-11).
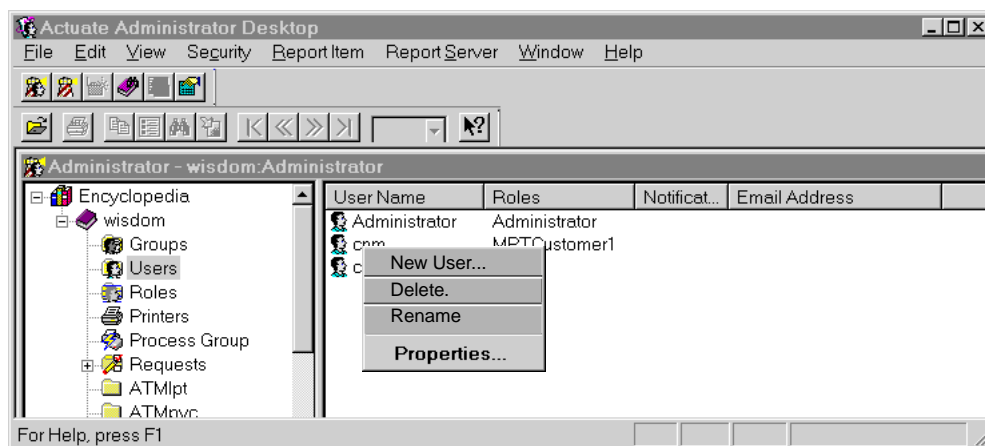
Figure 8-11.   User Context Menu and Properties Dialog Box

3. Click the Properties option in the Context menu.

The Properties dialog box appears.

4. In the Properties dialog box, select the Priority tab to open the Priority page (Figure 8-12).

The Priority page allows you to define the priority for this user's requests.
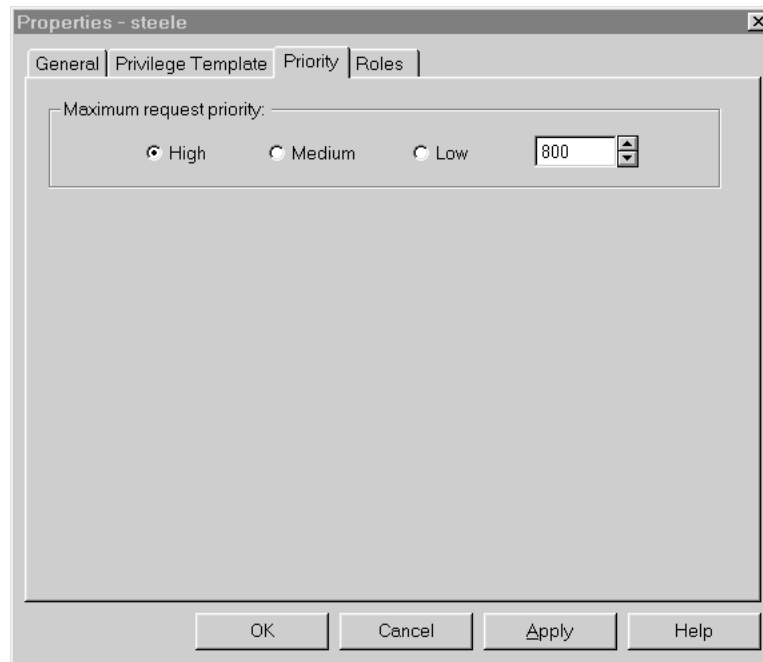
Figure 8-12.   Priority Page in the Properties Dialog Box

5. Select High in the Maximum Request Priority field.

6. Accept the default value in the number field.

7. Choose OK to apply the information and close the Properties dialog box.

Users with high-priority privileges can create high-priority report requests, if desired. The Report Server sends the high priority requests to the high-priority Factory process. Even if the default factory process is generating a long report, users with high priority privileges can generate their reports with the high-priority Factory process.

See Also

When you complete this chapter, be sure to read the Actuate documentation provided with the Report Generator product.

Refer to the *Actuate Report Server Guide* for this information:

- Testing mail notification (Chapter 2)

- Using UNIX commands to clear queues from the Report Server (Chapter 2)

Refer to *Using Reports* for this information:

- Assigning privileges to files and folders (Chapter 2)

- Printing and distributing reports (Chapter 4)

- About your personal channel and channel headlines (Chapter 6)

Refer to *Administering the Report Encyclopedia* for this information:

- Assigning roles to users and managing roles (Chapter 2 and Chapter 5)

- Setting up printers and managing print processes (Chapter 3)

- Creating notification groups (Chapter 5)

- Maintaining a secure environment (Chapter 5)

Refer to *Using the Actuate Web Agent* for this information:

- Administering ReportCast channels (Chapter 4)

- Creating, modifying, and deleting channels (Chapter 4)

- Subscribing to and unsubscribing from ReportCast channels (Chapter 5)

- Accessing and generating reports on the web (Chapter 5)

9

Command Line Operations

This chapter describes the UNIX command line operations that you use to manage the Report Server and create logos for HTML reports.

Report Server command line operations include:

*   Verifying that the Report Server is running

*   Manually starting and stopping the Report Server

*   Backing up and restoring the Report Encyclopedia

*   Reinstalling or upgrading the Report Server

Operations for customizing the logos in HTML reports include:

*   Creating new logos for HTML reports

*   Using the transparent GIF to create HTML reports without logos

Verifying That the Report Server Is Running

To verify that the Report Server is running:

1. Log on to the Report Server system.

2. Enter the following command:

   `ps -ef | grep srvr`

   The system displays all processes that include the letters "srvr." If Report Server processes are running, you should see them listed along with other server processes. Be aware that some processes may not be Actuate Report Server processes.

   Figure 9-1 illustrates all the Actuate Report Server processes that you may see.

```
%ps -aef | grep srvr

root   2195   2179   80   Mar 01 ? 0:12 /opt/rptgen/actuate/AcServer/bin/reqsrvr
root   2179      1    9   Mar 01 ? 0:00 /opt/rptgen/actuate/AcServer/bin/reqsrvr.sh
root   2198   2181   80   Mar 01 ? 0:02 /opt/rptgen/actuate/AcServer/bin/adminsrvr
root   2181      1    8   Mar 01 ? 0:00 /bin/sh /opt/rptgen/actuate/AcServer/bin/adminsrvr.sh
root   2199   2180   80   Mar 01 ? 0:09 /opt/rptgen/actuate/AcServer/bin/pobsrvr
root   2180      1   11   Mar 01 ? 0:00 /bin/sh /opt/rptgen/actuate/AcServer/bin/pobsrvr.sh
root   2199   2180   80   Mar 01 ? 0:09 /opt/rptgen/actuate/AcServer/AcServer/operation/factsrvr
```

Figure 9-1.   Actuate Report Server Processes

3. Make sure that the three Report Server processes, *reqsrvr*, *adminsrvr*, and *pobsrvr*, are running.

   It does not matter if the startup processes that end with the suffix .sh are running. The *factsrvr* process, which manages report generation and printer operations, probably will not be running. This process is started by the *reqsrvr* process.

4. If any one of the processes (*reqsrvr*, *adminsrvr*, or *pobsrvr*) is not running, manually start the Report Server. For instructions, see page 9-4.

About Report Server Processes

Table 9-1 lists all the Actuate Report Server processes and describes each process.

Table 9-1.   Report Server Processes

Server Process	Description
reqsrvr	Request Server — This process routes requests to other processes and manages all client requests.
reqsrvr.sh	Request Server startup process.
pobsrvr	Persistent Object Server — This process controls the mapping of report documents and manages the storage and retrieval of reports to and from the Report Encyclopedia.
pobsrvr.sh	Persistent Object Server startup process.
adminsrvr	Administration Server — This process manages user configuration such as accounts, roles, and privileges. It also validates users.
adminsrvr.sh	Administration Server startup process.
factsrvr	Factory Server — This process creates the TCP connections to data servers and manages report generation.

Manually Starting the Report Server

Under normal circumstances you do not need to manually start the Report Server. Startup scripts automatically start the Report Server at the end of the Report Server installation and, from then on, whenever the system is rebooted. However, if you need to manually start server processes, use the procedures in this section.

To restart the Report Server:

1. Log on to the Report Server system and enter **su - root** to become root. At the password prompts, enter the root password.

2. Move to the directory where the startup script is located. Enter:

    `cd <Report Generator directory>/actuate/AcServer/bin`

    By default, the script is located in */opt/rptgen/actuate/AcServer/bin*.

3. Enter the following command to run the startup script:

    `sh start_srvr.sh`

Shutting Down Report Server Processes

Use these shutdown procedures before you upgrade your Report Server software or any time you need to stop Report Server processes.

To shut down the Report Server:

1. Log on to the Report Server system and enter **su - root** to become root. At the password prompts, enter the root password.

2. Move to the directory where the shutdown script is located. Enter:

    `cd <Report Generator directory>/actuate/AcServer/bin`

    By default, the script is located in */opt/rptgen/actuate/AcServer/bin*.

3. Enter the following command to run the shutdown script:

    `sh shutdown_srvr.sh`

Backing Up the Report Encyclopedia

One of the important tasks for the Report Generator administrator is to back up the Report Encyclopedia on a regular basis. As long as you perform regular backups, report executables and report documents are secure. If the Report Server system fails or the Report Encyclopedia becomes corrupted, you can always replace the Report Encyclopedia with the backup version.

You should back up the Report Encyclopedia when you upgrade the Report Generator.

To back up the Report Encyclopedia:

1. Log on to the Report Server system and move to the *AcServer* directory.

If you installed the Report Server in the default installation directory, you would enter:

```
cd /opt/rptgen/actuate/AcServer
```

2. To stop all Report Server processes that are running, enter:

```
sh <AcServer directory>/bin/shutdown_srvr.sh
```

For example, if you installed the Report Server in the default installation directory, you would enter:

```
sh /opt/rptgen/actuate/AcServer/bin/shutdown_srvr.sh
```

3. To compress Report Server files, enter:

```
tar cvf  rpt.tar  ./object  ./admin  ./request
```

The *tar* command makes a copy of existing files and then compresses the copied files. Notice that the *tar* command does not change the original Report Encyclopedia files.

4. To move the compressed *rpt.tar* file to the backup director, enter:

```
mv rpt.tar <backup directory>
```

You have now backed up the Report Encyclopedia.

Restoring the Report Encyclopedia from Backups

You may need to restore the Report Encyclopedia from backups if the Report Server fails or after you upgrade or reinstall the Report Server.

To restore the Report Encyclopedia from backups:

1. Log on the Report Server system and move to the *AcServer* directory.

    For example, if you installed the Report Server in the default installation directory, you would enter:

    ```
    cd /opt/rptgen/actuate/AcServer
    ```

2. To stop all Report Server processes, enter:

    ```
    sh <AcServer directory>/bin/shutdown_srvr.sh
    ```

    If you installed the Report Server in the default installation directory, you would enter:

    ```
    sh /opt/rptgen/actuate/AcServer/bin/shutdown_srvr.sh
    ```

3. To copy the compressed *rpt.tar* file from the backup directory to your current directory, enter:

    ```
    cp <backup directory>/rpt.tar .
    ```

4. To extract Report Server files, enter:

    ```
    tar xvf  rpt.tar
    ```

    The report executables and report documents in the Report Encyclopedia are now available to Report Generator users.

Customizing Logos for HTML Reports

During the Report Server installation, the script copied the following logo files to the */var/tmp* directory on the Report Server system:

Logo.gif — Initially, this file contains the Ascend logo.

Ascend.gif — This file contains the Ascend logo.

Blank.gif — This file is a transparent GIF.

When you generate an HTML report, the executable pulls in the report logo from the */var/tmp/Logo.gif* file. This logo appears next to the Customer Name and Contact information in the header of the report. When you first create an HTML report, the report contains the Ascend logo. However, if you wish, you can create your own logo for HTML reports or use the transparent GIF to create reports without logos.

Creating a New HTML Report Logo

These are the important points to remember if you create your own logo:

• The logo must be a GIF graphic.

• The full pathname of the new logo file must be */var/tmp/Logo.gif.* (The first letter of the filename is capitalized.)

• The logo should be 1.25 x 1.25 inches in size or smaller. If you create a logo that is larger, header information on the report may appear misaligned.

To create a new the HTML report logo:

1. Use a graphic application to design a 1.25 x 1.25-inch logo.

2. Give the logo file a descriptive name (so you can identify it later) and save it in GIF format.

3. To copy your logo to the */var/tmp* directory on your Report Server system, enter:

   ```
   cp <your_logo_file> /var/tmp
   ```

4. To navigate to the */var/tmp* directory on your Report Server system, enter:

   ```
   cd /var/tmp
   ```

5. To overwrite the *Logo.gif* file with your customized logo file, enter:

   ```
   cp <your_logo_file> Logo.gif
   ```

   You are now ready to generate HTML reports with a customized logo.

Using the Transparent GIF for Reports without Logos

To use the transparent GIF to create reports without logos:

1. Move to the */var/tmp* directory on your Report Server system; enter:

```
cd /var/tmp
```

2. To display the GIF files that are in the directory, enter:

```
ls | grep gif
```

The system displays all files that contain the letters "gif." The output should include the following Report Generator logo files:

```
Ascend.gif          Blank.gif               Logo.gif
```

3. To overwrite the *Logo.gif* file with the transparent GIF, enter:

```
cp Blank.gif Logo.gif
```

When you generate HTML reports, the reports will not contain a logo.

⚠️ Do not delete the */var/tmp/Logo.gif* file. If the Report Generator fails to locate the Logo.gif file, it cannot generate HTML reports.

10

Sample Deployment Scenario

This chapter provides a sample deployment scenario to help you understand how to set up reporting services for Report Generator users. The purpose of this chapter is to show you the various services that you can offer customers and to describe the correct sequence for setting up the services. The procedures in the chapter are only guidelines. You will need to modify them to fit your needs.

The chapter shows you how to set up the Report Encyclopedia for three types of users. In the deployment scenario, the users are called BankA, BankB, and BankC.

- BankA has Gold service, which provides full privileges. With Gold service, BankA users can access the Report Encyclopedia via the web and generate and view reports.

- BankB has Silver service, which provides a limited set of privileges. With Silver service, BankB users can access the Report Encyclopedia via the web and view the report documents generated by the service provider. BankB users cannot generate reports.

- BankC has Bronze service, which provides the minimum privileges. With Bronze service, BankC can receive, via e-mail, the report documents generated by the service provider. BankC users cannot access the Report Encyclopedia to view or generate reports.

About the Sample Deployment

The procedures in this chapter show you how to set up folders for the service provider and three types of user, as illustrated in Figure 10-1.

Notice the following details in Figure 10-1:

• Each type of user has a different level of service, Gold, Silver, or Bronze.

• Report executables (.rox files) reside only in the service provider's folder.

• Users have access to only parameter files (.rov files) and report documents.
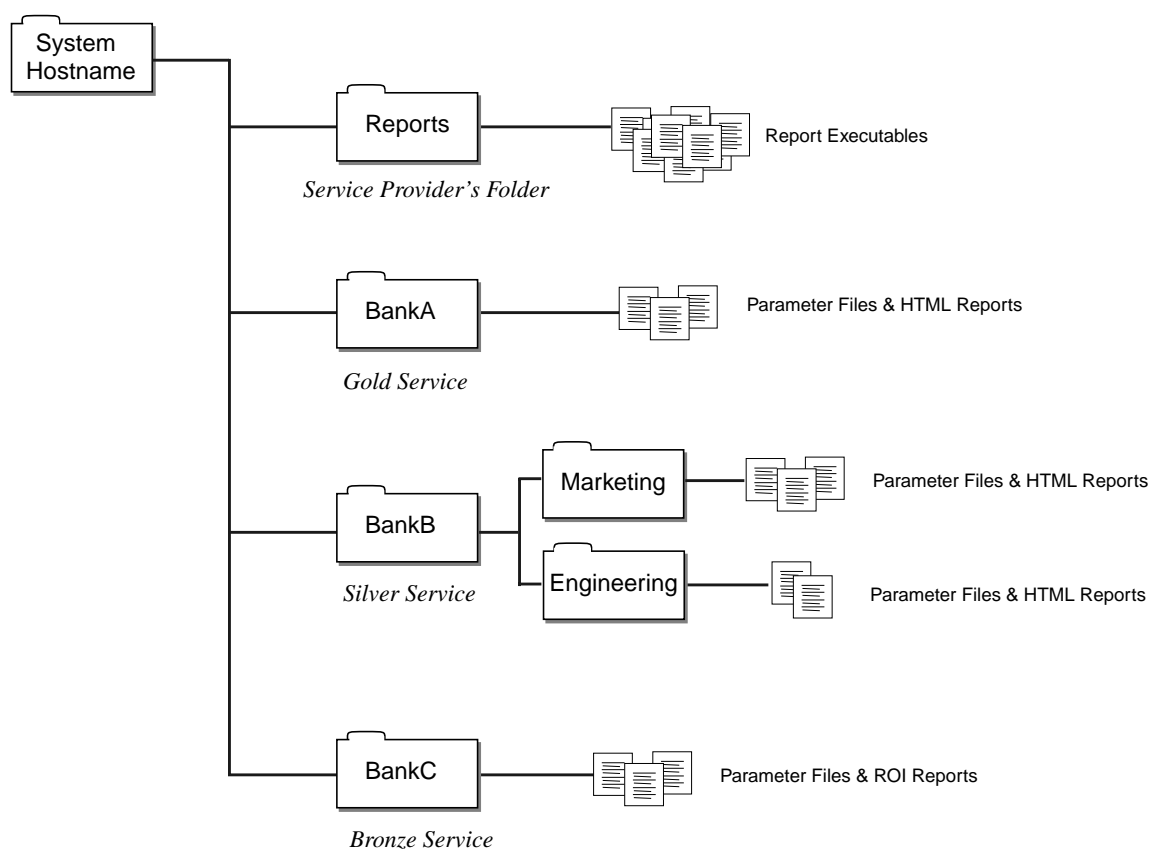
Figure 10-1.   Folders for the Different Types of Report Generator User

Table 10-1 and Table 10-2 list the functions of each folder and the specific access privileges granted to each user.

Table 10-1.   User Permissions for the Deployment Scenario

User	Privileges	Allowed Operations
BankA User (Gold Service)	read/execute	BankA users can: • Access the Report Generator via the web. • View HTML report documents in the BankA folder. • Generate HTML reports with the parameter files in the BankA folder. BankA users *cannot* access any other folders.
BankB User (Silver Service)	read only	BankB users can: • Access the Report Generator via the web. • View HTML report documents in the BankB folder. Service providers can schedule the reports so they are generated automatically. • View HTML report documents in the Marketing and Engineering folders located in the BankB folder. BankB users *cannot* access any other folders.
BankC User (Bronze Service)	receive e-mail only	BankC users can receive ROI reports via e-mail. Service providers can schedule the reports so they are automatically generated and e-mailed to the user. BankC users *cannot* access the Report Generator.

Table 10-2.   Folders Used in the Deployment Scenario

Folders	Description
Reports	The service provider's folder, which holds all report executables. Users cannot see or access this folder.
BankA	The personal (home) folder for BankA users. At login, BankA users see this folder. BankA users have access only to this folder and sub-folders.
BankB	The personal (home) folder for BankB users. At login, BankB users see this folder. BankB users have read access only to this folder and sub-folders.
Marketing	A folder within the BankB folder. BankB users have access to this folder.
Engineering	A folder within the BankB folder. BankB users have access to this folder.
BankC	The folder for BankC's parameter files and ROI report documents. BankC users cannot access this folder or the Report Generator. (Because BankC is receiving report via e-mail, service providers must generate these reports from ROI executables.)

Deployment Goals

The deployment scenario described in this chapter assumes that service providers have the following goals:

- To avoid having multiple copies of the same report executable on the Report Server.

  In this chapter, the service provider maintains one set of report executables in a folder called *Reports*. Parameter values files, which link to the executable, are stored in each user's personal folder. When users generate reports with the parameter values file, the parameter file invokes the executable in the service providers folder. This is an efficient way to manage space on the server.

- To partition the Report Encyclopedia so that users have access only to their personal folders and cannot see other users' folders.

  The procedures in this chapter show you how to set up the permissions on folders so that you, in effect, partition the server.

- To set up various service levels to accommodate different users.

  This chapter shows you how to set up different levels of service, ranging from the full privileges of generating and viewing reports to the minimum privilege of just receiving reports via e-mail.

- To simplify the report generation process by giving users access to parameter values files instead of the report executable.

  Once the service provider creates the parameter values files, the user can just run the report with the default values. Users have fewer opportunities to add incorrect values when they generate reports from parameter values files.

Overview of Setup Procedures

When you set up user folders, you must perform certain operations before you can perform other operations. The sequence of steps is important.

The following checklist shows you the sequence for set up operations. Even if you are not using the same deployment, follow the sequence outlined below when you set up accounts for users.

✔ Log in to the Administrator Desktop as the administrator user (page 10-6).

✔ Set up the service provider's folder (page 10-7). This entails two operations:
 – Creating the service provider's folder.
 – Copying or moving all report executables to the folder.

✔ Create a role for users (page 10-8).

✔ Define the privileges for the user role on executables (page 10-9).

✔ Set up personal folders for users. This entails the following operations:
 – Creating a personal folder for each user (page 10-10).
 – Defining a user profile for each user (page 10-12).
 – Restricting access to personal folders (page 10-14).

✔ Create parameter values files for each user (page 10-16). This entails performing the following operations:
 – Defining basic parameters.
 – Specifying that parameter values are saved as a parameter values file.
 – Specifying the folder where parameter files and reports are saved.
 – Defining the schedule for report generation, if desired.
 – Defining the privileges on parameter files.

✔ Test the deployment to see if users have the correct access privileges.

Logging In to the Administrator Desktop

When you set up folders and accounts, you must log in to the Administrator Desktop as the Administrator user. You cannot set up folders and accounts from the other Actuate client applications or via the web.

To log in to the Administrator Desktop as the Administrator user:

1. Choose the Start button and select Programs => Actuate => Administrator Desktop.

The Administrator Desktop window appears.

2. Select the Administrator button or choose File => Administrator.

The Report Encyclopedia Login dialog box appears.
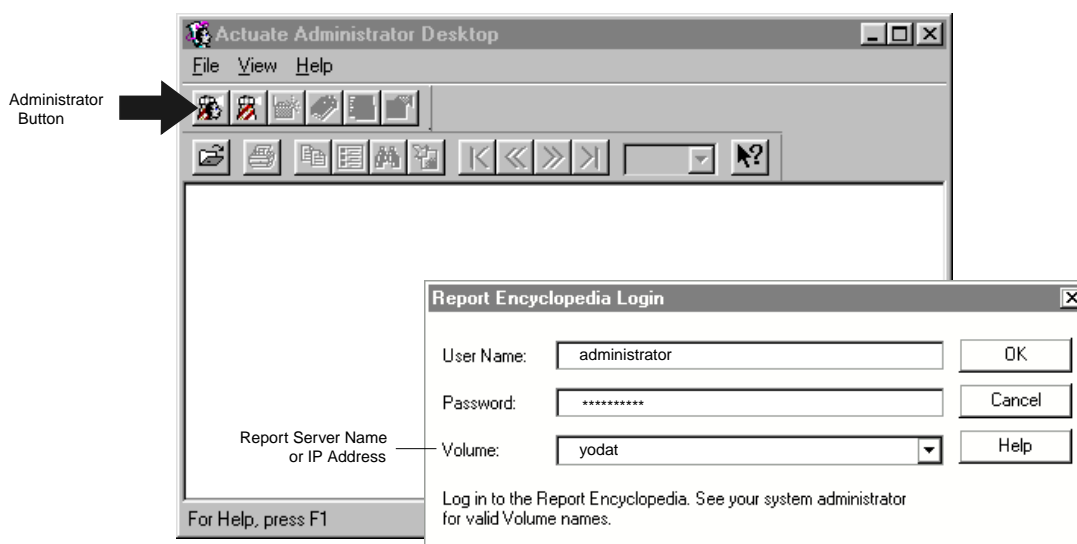
Figure 10-2.   Report Encyclopedia Login Dialog Box

3. Complete the Login dialog box as follows:

UserName — Enter **administrator**.

Password — Enter the password for the administrator.

Volume — Enter the name or IP address of the Report Server system.

4. Choose OK.

The Report Encyclopedia appears.

Setting Up the Service Provider's Folder

This section shows you how to set up the service provider's folder. The service provider's folder is simply a repository for all Report Generator executables. Customers will not be able to access this folder.

To create the service provider's folder:

1. In the Report Encyclopedia, right-click the top-level folder to view the Context menu.

2. Select New Folder in the Context menu (Figure 10-3).
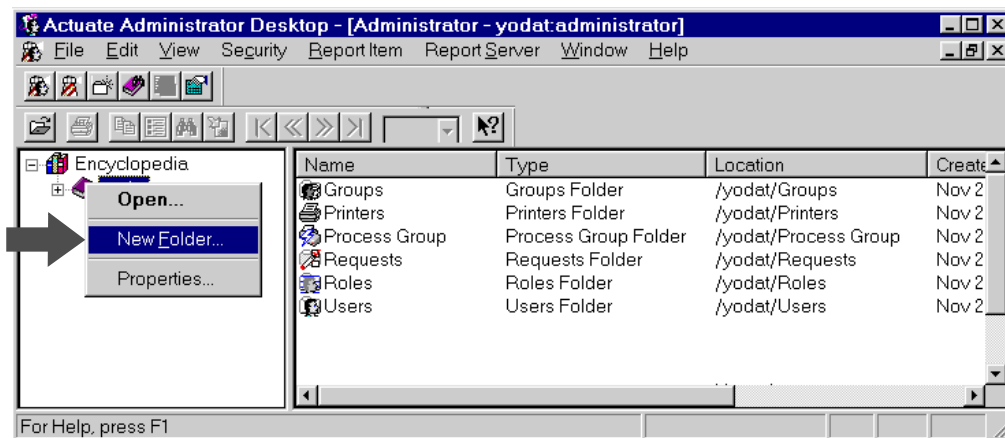
Figure 10-3.   Creating the Service Provider's Folder

A folder icon appears in left panel.

3. Type the name of the folder name next to the icon and press Return. The illustrations in this chapter use the name *Reports*.

4. Copy the desired executables from the *Report Generator Reports* folder in Windows Explorer to the *Reports* folder in the Report Encyclopedia as follows:

   a. Open the destination folder, *Reports*, which you just created.

   b. In Windows Explorer, open the reports directory (by default, *C:\Report Generator Reports*).

   c. Arrange both windows so you can see the report executables in Windows Explorer and the destination folder in the Report Encyclopedia.

   d. Select the desired report executables and then drag them to the *Reports* folder in the Report Encyclopedia. If you want to copy multiple reports at a time, hold down the Control key when you select the entries.

You have now set up the Service Provider's folder and it contains the desired set of report executables.

Creating a User Role

After you set up the service provider's folder, you need to create a role for users. In the illustrated scenario, we create a role called BankUser. All the users (BankA, BankB, and BankC) will be associated with this role.

To create a new role:

1. Right-click the Roles folder to bring up the Context menu.

2. Select New Role.

   The New Role dialog box appears (Figure 10-4).
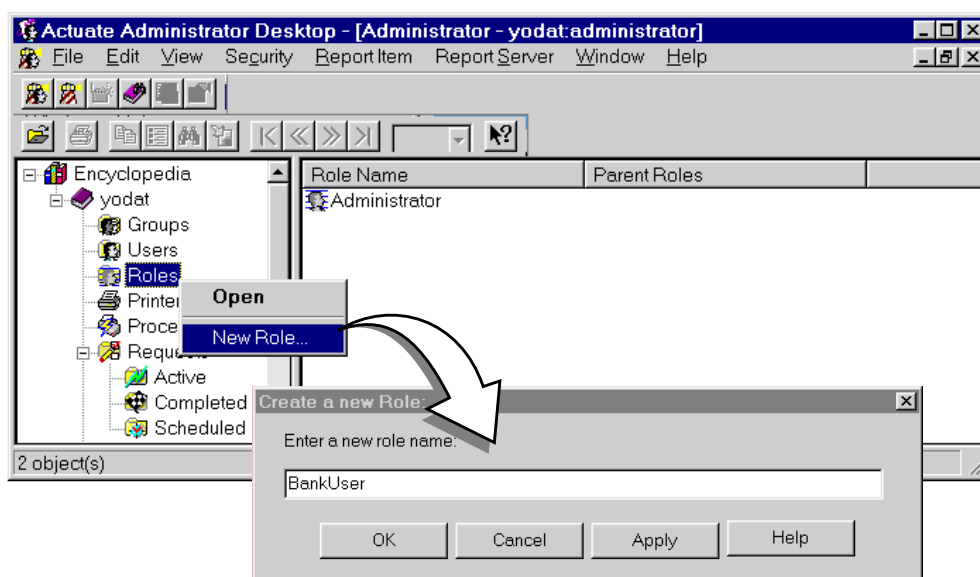
Figure 10-4.   New Role Dialog Box

3. Enter the name of the new role (BankUser in our scenario).

4. Choose OK to save the new role and close the dialog box.

   The new role is now listed in the Roles folder. This role will also appear in the Properties pages for personal folders, user profiles, and executable files.

   Continue to the next section to define the privileges for this role for each report executable. All users who have this role will inherit the privileges associated with the role.

Defining the Privileges for the Role on Executables

Defining the permissions for the role for each report executable is a one time task. Once you specify these permissions, all users with this role (BankUser) will inherit the permissions associated with the role.

To define permissions for a role on executables:

1. Open the Service Provider's executable folder (*Reports,* in the scenario).

2. Determine which executables you are going to need for the customers who will be associated with the role.

3. Perform these steps with each report executable that you are going to use:

    a. Right-click the report executable to bring up the Context menu. Select Properties.

    b. In the Properties dialog box, select the Privileges tab.

    The Privileges page appears. (Figure 10-5).
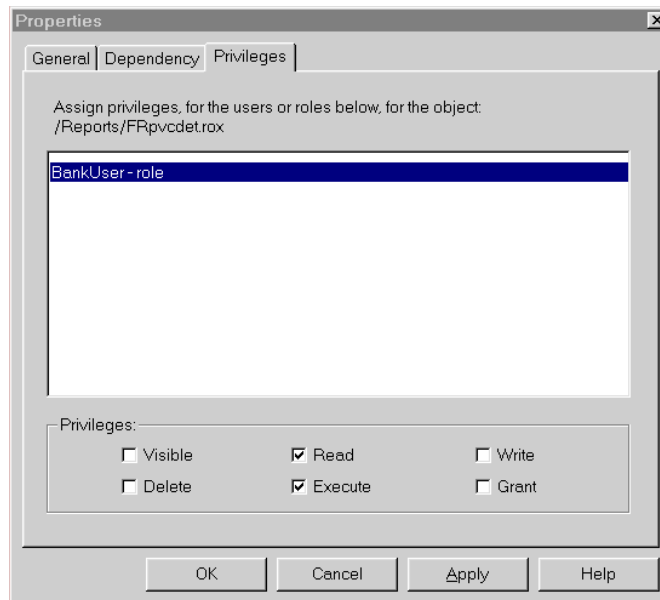
Figure 10-5.   The Privileges Page of the Properties Dialog Box

    c. Complete the Privileges page as follows:

    – Select the **BankUser** role.

    – Make sure the Read and Execute buttons are selected. (Do not select any other privileges.)

    – Click OK to save the settings and close the dialog box.

4. Repeat the procedures in Step 3 for the remaining executables.

Setting Up Personal Folders and User Accounts

This section shows you how to create user accounts and set up secure, personal folders for users. The function of the personal folder is to provide a home directory for the user. This folder will contain the user's parameter values files and report documents.

Setting up these folders requires three basic operations:

• Creating the personal folder.

• Defining a user account and associating it with the personal folder.

• Restricting access to the personal folder.

When you have completed the procedures in this section, users who have Read privileges will have access only to the folders and files in their personal folder.

Creating Personal Folders

To create personal folders for users:

1. Create the necessary user folders at the top-level of the Report Encyclopedia. In our illustrated scenario, there are three folders: *BankA*, *BankB*, and *BankC*.

   (To create personal folders, right-click the top-level folder to view the Context menu. Then select New Folder in the Context menu.)

2. If desired, create sub-directories in the personal folders. In our scenario, we create two folders called *Marketing* and *Engineering* in the *Bank B* folder.

   (To create a folder in a personal folder, right-click the personal folder to view the Context menu. Then select New Folder in the Context menu.)

   Figure 10-2 illustrates the service provider's and the users' personal folders.
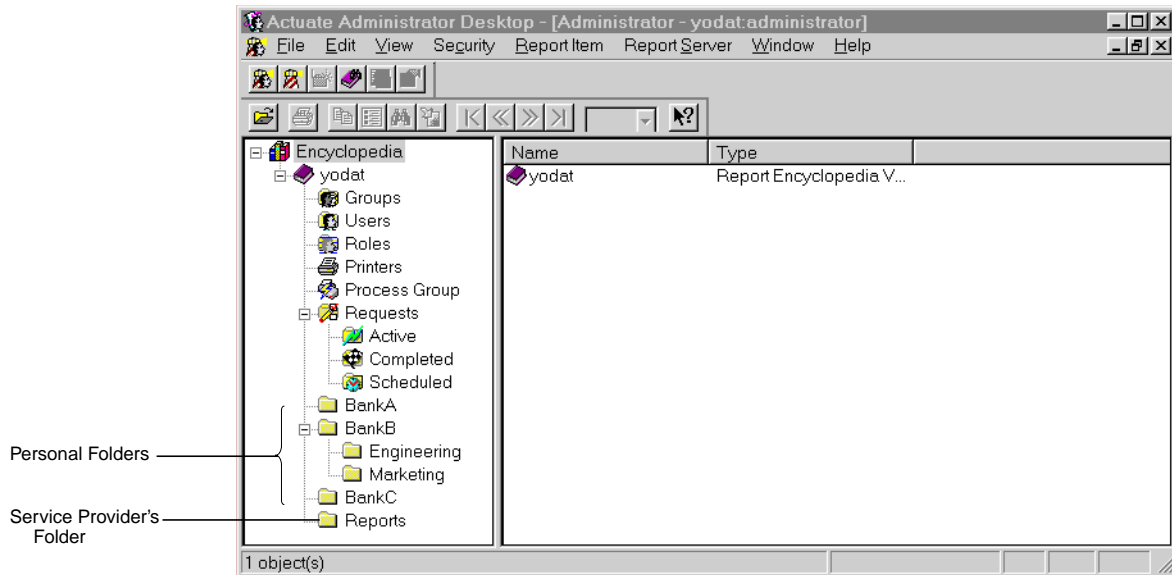
Figure 10-6.   Service Provider and User's Personal Folders

Defining User Accounts

After you create the personal folders for users, you need to define a user account for each user. The user profile allows you to specify the initial, "home" folder that users see when they log in to the Report Encyclopedia.

To create a user profile:

1. Right-click the Users folder to display the Context menu.

2. Select New User from the Context menu.

The New User Dialog box appears (Figure 10-7).
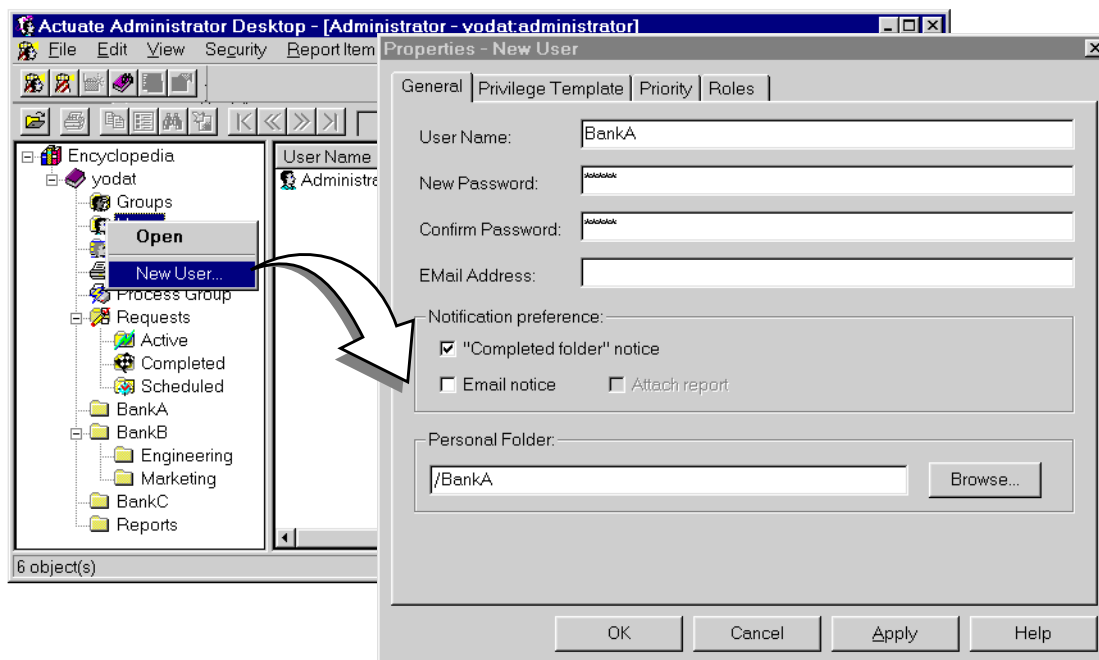
Figure 10-7.   New User Dialog Box

3. Complete the General page of the New User dialog box as follows:

User Name — Enter a name that corresponds to the user's personal folder.

New Password/Confirm Password — Enter the user's password.

EMail Address — If desired, enter the e-mail address of the user.
In our scenario, we specify an e-mail address for BankC.

Notification Preference — Check the Completed Folder box so users will receive notification in the Completed folder that a report request has been processed.
We also check the Email Notice and Attach Report boxes for BankC so BankC will receive reports via e-mail.

Personal Folder — Use the Browse button to select the user's personal folder.
This defines the folder as the user's home directory.

4. Select the Roles tab to open the Roles page.

5. Click the BankUser role. A checkmark should appear next to the BankUser role.

▶ Accept the default settings on the Privilege Template and the Priority pages. The defaults for the Privilege Template are "no" privileges. The default for the Priority page is "medium" priority.

6. When you have finished, choose OK to save the settings and close the New User dialog box.

7. Repeat Steps 1 through 6 for each new user.

When you have defined user profiles for every personal folder, the Users folder contains a list of users with names that are identical to the personal folders (Figure 10-8).
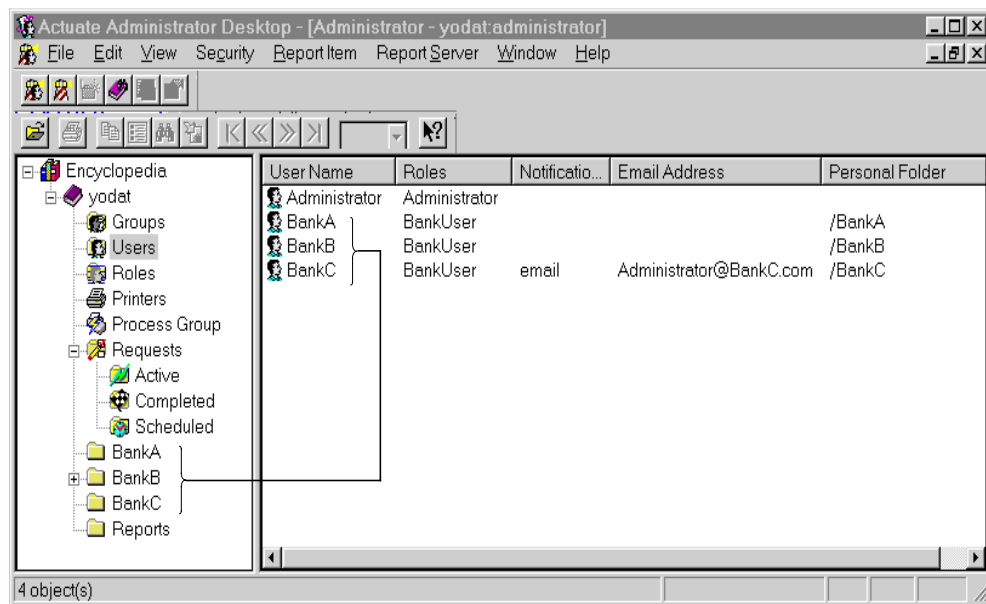
Figure 10-8.   Personal Folders and Their Corresponding User Profiles

You have now completed the following:

• Each user has a home directory.

• BankC will receive reports via e-mail.

Continue to the next section to define access permissions for personal folders.

Restricting Access to Personal Folders

When you complete the procedures in this section, users will have access only to their personal folders. They will not be able to see any other folders in the Report Encyclopedia. The steps in this section, in effect, partition the Report Server.

To restrict access to personal folders:

1. Right-click a personal folder (either BankA, BankB, or BankC) to display the Context menu.

2. Select Properties from the Context menu.

    The Properties dialog box appears (Figure 10-9).

Figure 10-9.   Properties Dialog Box

3. In the Properties dialog box, define the privileges for the owner as follows:

   a. Select the name of the owner of the folder.

   b. In the Privileges field, select the Visible, Read, Execute, and Write boxes. (Checkmarks should appear next to these boxes.) Make sure the Delete and Grant boxes are not checked (Figure 10-10).
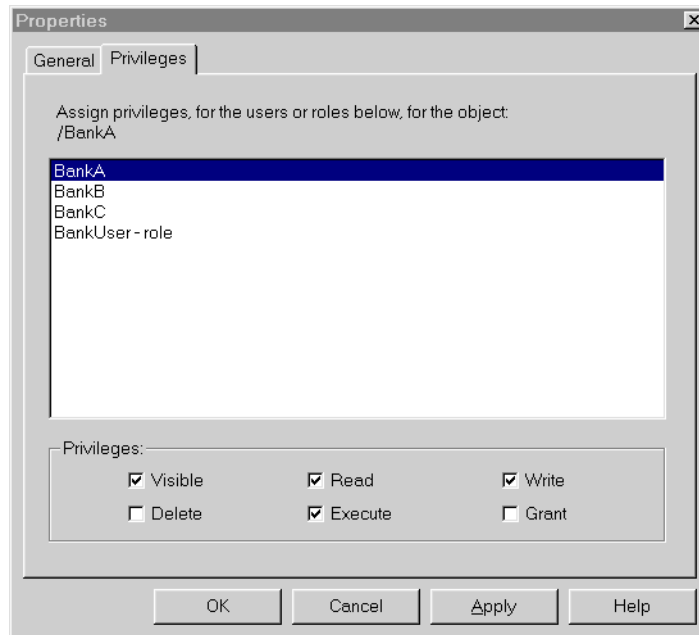
Figure 10-10.   Permissions for the Owner of the Folder

4. In the Properties dialog box, select the names of the other users (non-owners) and make sure the privilege boxes are not checked.

5. Repeat steps 1 through 4 for each personal folder.

You have now defined the ownership of each user file and, in effect, partitioned the Report Encyclopedia. Users will not be able to see or access another user's folder.

Continue to the next section to create the parameter values files for users.

These procedures apply the same permissions to all users' folders, regardless of the service level granted to the individual user. Service level permissions, such as the permission to generate or view reports, are controlled by the permissions on the parameter values files and report documents in the user's folder. You define these permissions on page 10-17.

Creating Parameter Files for Users

This section shows you how to create the parameter files which will reside in each user's folder. Users who have execute privilege to the parameter files will be able to generate reports from these parameter files.

To generate parameter files for users:

1. From the Administrator Desktop, open the Reports folder, which contains the report executables.

2. Double click the appropriate executable to open the Requester.

3. Use the various pages in the Requester to define parameter values. (Refer to Chapter 6 and Chapter 7 for complete procedures.)

   Parameter Page — Define the basic parameters for the report.

   Values Page — Select the option "Create a values item on execution of the request" and then specify that the parameter file should be saved in the user's folder. (The pathname of the parameter values file should include the pathname of the user's folder.)

   Schedule Page — Specify the report generation schedule if desired. The Report Server will generate reports automatically at the specified times.

   Distribution Page — Specify that the report document should be saved to the user's folder. (The pathname of the report document should include the pathname of the user's folder.) Also, click the Privileges button to open the Privileges page.

   Distribution/Privilege Page — Define the privileges for the generated report document as Read and Delete for the user who owns the folder. Do not grant any privileges to other users.

   Notification Page — Specify the user who will be viewing the report. The Report Server will send a notification to the user's Completed folder when the report request is completed.

4. When you are finished defining parameter values, choose OK in the Requester to generate the report.

   The Report Server generates the report and saves the parameter values file and the report document to the user's folder.

> You have to generate the report at least once to create the parameter values file. The Report Generator creates the parameter values file only when the report is generated. Use this operation as a test to see if the server is saving the files to the correct personal folder.

Defining the Privileges for Parameter Files

After you create parameter values files, you need to define the privileges on the file so that only the user can generate a report with this parameter values file.

To define access privileges for parameter files:

1. Right-click the parameter file to display the Context menu.

2. Select Properties from the Context menu.
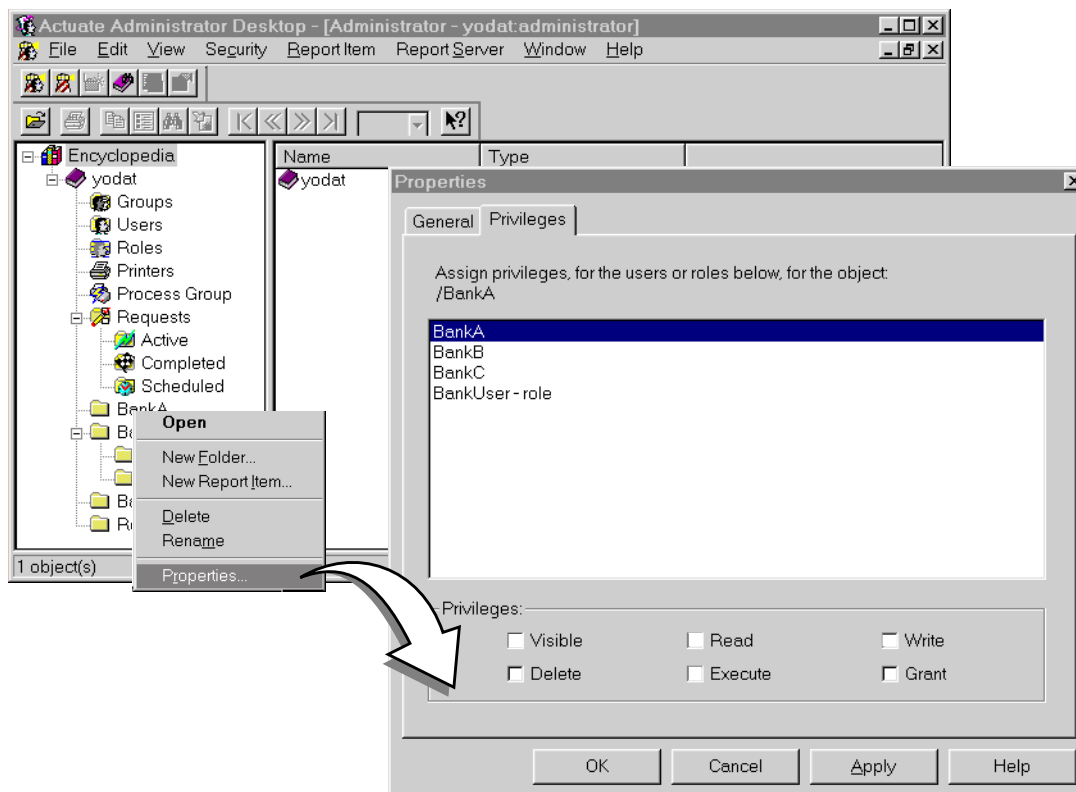
    The Properties dialog box appears.

3. In the Properties dialog box, define the privileges for the owner as follows:

    a. Select the name of the owner of the folder.

    b. In the Privileges field, select the appropriate privileges.

    –   For BankA, select the Read and Execute boxes so BankA can view and execute reports. (Checkmarks should appear next to these boxes.) Make sure the other boxes are not checked, as illustrated in Figure 10-11.
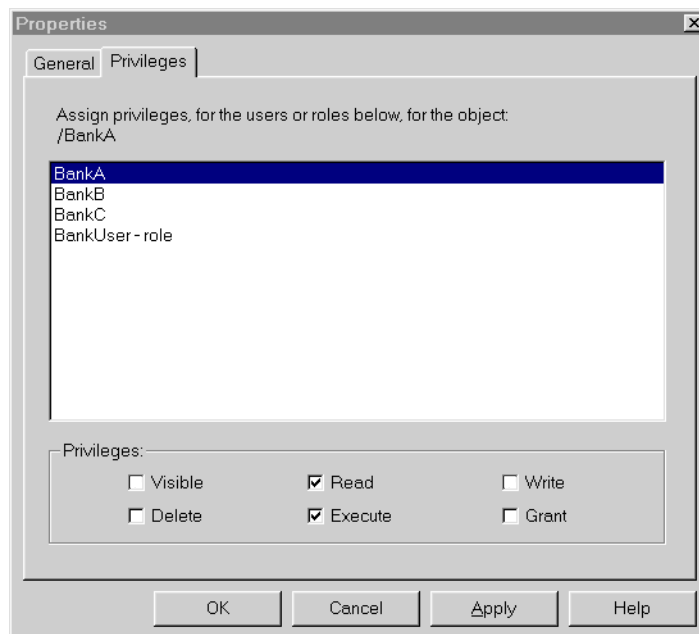
Figure 10-11.   Permissions for the Owner of the Folder

    –   For BankB, select the Read box only so BankB can view, but not generate reports.

    –   For BankC, do not check any privileges so BankC cannot view or generate reports.

4. In the Properties dialog box, select the names of the other users (non-owners) and make sure privilege boxes are not checked. This makes the file invisible to the other users.

5. Repeat these steps for all parameter values files.

You have now set up all the necessary files and folders for your Report Generator users. Continue to the next section to test the deployment.

Testing the Deployment

When you have completed the set up procedures, test the deployment to see if permissions are working correctly.

1. If not already open, open the Desktop Administrator as Administrator so you can correct any problems that you discover.

2. Use a browser to log in to the Report Generator. Enter the name and password of a user.

3. Test the following operations:

    ✓   Make sure that the browser opens to the user's personal folder after the initial login window.

    ✓   Try to navigate up the file hierarchy and see other folders. If you can see other folders, the permissions are not set correctly on the folders.

    ✓   Generate a report with a parameter values file. Make sure the Report Server saves the report document to the user's personal folder. If it doesn't, you need to correct the parameter values file. Double-click the parameter values file to bring up the Requester. Enter the correct pathname for the report document on the Distribution page of the Requester.

    ✓   Try to log in as a user such as BankB who does not have Execute privileges. If this user can generate a report from a parameter values file, the permissions are not set up correctly on the file. Double-click the parameter values file to bring up the Requester. Enter the correct privileges in the Distribution/Privilege page.

    ✓   Run a report for the user who receives reports by e-mail. Check with the user to see if the e-mailed report was received.

A

Installation Worksheets

The worksheets in this appendix list the parameter values that you need to specify when you install the Sybase Open Client, Actuate Report Server, and the Actuate Web Agent. Establish these values before you begin the installation process.

Report Server Installation Worksheet

Complete this form before you install Sybase Open Client and the Report Server on the Report Server system.

Sybase Open Client Installation

1. Sybase Open Client installation directory pathname: _____

   Suggested value: /opt/rptgen

   (Do not use /opt/sybase or the directory where Sybase SQL data server files are located.)

   ▶ The installation script creates a directory called sybcl in the installation directory that you specify. For example, if you specify */opt/rptgen* as the installation directory, the script will install Sybase Open Client files in */opt/rptgen/sybcl*.

2. Report Server installation directory pathname:_____

   Suggested value: /opt/rptgen

   ▶ The installation script creates a directory called actuate in the installation directory that you specify. For example, if you specify */opt/rptgen* as the installation directory, the script will install Sybase Report Server files in */opt/rptgen/actuate*.

3. Hostname of X server system used for the DISPLAY variable: _____

   Format: <hostname of X server system>:0

   (HTML graphing operations need to connect to an X server to use X windows resources. Generally, Solaris systems have the X server installed. If your Report Server system has the X server installed on it, enter the hostname of your Report Server system.)

Sybase Open Client Configuration

If your NavisCore and Statistics databases are on the same data server, enter information for parameters 4 and 5 only. If your NavisCore and Statistics databases are on two different data servers, enter information for parameters 4 through 7.

NavisCore Data Server or Single Data Server Information

4. Name of data server: _____

    Enter the name of NavisCore data server. Default value: CASCADE

5. TCP port number of data server: _____

    Enter the TCP port number for the NavisCore data server. For example, 1025.

> To find the names and TCP port numbers of the NavisCore or Bulk Statistics data server, see the section, "Locating TCP Port Numbers for Data Servers" on page A-4.

Statistics Data Server Information

6. Name of data server: _____

    Enter the name of the Statistics (Bulk Statistics) data server. Default value: CASCBSTAT.

7. TCP port number of data server: _____

    Enter the TCP port number for the Bulk Statistics data server. For example, 1025.

> If you are using multiple Statistics data servers, you have to specify the name and TCP port number for each data server.

Locating TCP Port Numbers for Data Servers

TCP port numbers of Sybase data servers are defined in the *<sybase directory>/interfaces* file on the data server system. If you need to check the value of the TCP port number, open the *interfaces* file and locate the information there.

To view NavisCore or Bulk Statistics data server parameters:

1. Log on to the NavisCore or Bulk Statistics data server system.

2. Enter the following command:

more   *<sybase directory>*/interfaces

3. Press the space bar to move through the file until you locate the Services section of the data server. By default, the NavisCore and Statistics data servers are called CASCADE and CASCBSTAT, respectively.

4. Make a note of the TCP number located in the comment line for *query tcp*. This line begins with a double pound sign (##).

In Figure A-1, the TCP number for the data server CASCADE is 1025. The comment line includes the decimal version of the number; the code includes the hexadecimal version of the number embedded in the numeric string.

```
## CASCADE on cowboys
## Services:
## query   tcp    (1025)          ⬅
## master  tcp    (1025)
## console tcp    (1026)
CASCADE
    query tli tcp /dev/tcp \x000204019894335200000000000000000
    master tli tcp /dev/tcp \x000204019894335200000000000000000
    console tli tcp /dev/tcp \x000204029894335200000000000000000
```

Figure A-1.   TCP Number of the Data Server

Web Agent Installation Worksheet

Determine the following parameter values before you install the Actuate Web Agent on a web server system.

1. URL of the Netscape Administration Server: _____

    Standard form: http://<web server hostname>:<admin server port number>

2. User name of the Netscape Web Server administrator: _____

3. Pathname of Netscape Web Server directory: _____

    Default value: /usr/netscape/suitespot

4. Pathname of the Netscape Web Server instance directory: _____

    Default value: /usr/netscape/suitespot/httpd-<web server name>

5. Pathname of CGI directory:_____

    Default value: /usr/netscape/suitespot/cgi-bin

6. Pathname of Web Agent document directory:_____

    Default value: /usr/netscape/suitespot/docs

7. Pathname of Web Agent installation directory:_____

    Default value: /usr/netscape/suitespot/plugins

8. Port number to be used by the Web Agent to communicate with the CGI script *nph-actuate.cgi*: _____

    Default value: 5050

B

Uninstallation Procedures

This appendix describes how to uninstall the following Report Generator components:

- The Actuate Report Server and the Sybase Open Client on the Report Server system.

- The Actuate Administrator Desktop and the Report Generator executables on the primary client system.

- Actuate End User Desktops and Viewers on additional client systems.

- The Actuate Web Agent on the Web Server system.

You should uninstall components if you need to free up disk space, reconfigure systems, or upgrade the Report Generator.

Overview

If you are uninstalling more than one Report Generator component or performing a Report Generator upgrade, perform the uninstallation procedures in the order shown in Figure B-1. If you want to uninstall one component only, uninstall the single component.

Step 1. Shut down Web Agent process. Uninstall Actuate Web Agent from the Web Server.

Step 2. Uninstall Actuate Administrator Desktop and Report Generator executables from the primary client system.

Step 3. Uninstall Actuate End User Desktop and Viewers from other client systems.

Step 4. Shut down Report Server processes. Uninstall Report Server & Sybase Open Client from the Report Server system.

Figure B-1. Sequence for Uninstalling Components

Uninstalling the Actuate Web Agent

Uninstalling the Web Agent requires two operations:

- Shutting down the Web Agent process

- Deleting the Web Agent directory

Shutting Down the Web Agent Process

To shut down the Web Agent:

1. Open a Netscape browser.

2. Enter the URL of the Netscape Administration Server in the Location field and press Return.

3. Log in to the Netscape Administration Server as Administrator.

4. On the Netscape Administration page, select the web server that is associated with the Report Generator Web Agent.

5. In the Server Administration page, turn off the web server that is associated with the Web Agent.

6. Open an xterm window on the web server system and enter the following command to verify that Web Agent processes are no longer running:

        ps -ef | egrep "webagent|wa_daemon"

You should *not* see the *webagentsrvr*, *wa_daemon*, or *startwebagent.sh* processes. The following output illustrates these processes:

```
root 10506  668  0 14:20:55 ?  0:00 /opt/netscape/suitespot/
plugins/actuate/bin/webagentsrvr

root 5587  5567 0 13:27:02 ?  0:00 /bin/sh
/opt/netscape/suitespot/plugins/actuate/bin/wa_daemon

root  5567  1  0 13:27:02 ?  0:00 /bin/sh /opt/netscape/
suitespot/plugins/actuate/bin/startwebagent.sh
```

▶ If you see the *webagentsrvr*, *wa_daemon*, or *startwebagent.sh* processes running, use the kill -9 *<process ID>* command to stop each process. You may have to use the kill command twice.

Continue to the next section to delete the Web Agent.

Deleting the Web Agent

To delete the Web Agent:

1. On the web server system, enter **su** to become superuser. At the password prompt, enter the superuser password.

2. Use the **cd** command to move to the Netscape Enterprise Server installation directory. By default, this directory is: */usr/ns-home/plugins*

3. Enter **ls** to view the files in this directory.

   You should see the following files in the Netscape Server directory:

   ```
   actuate          java
   ```

4. Enter the following command to delete the Actuate Web Agent directory and all the program files in the directory:

   ```
   rm -rf actuate
   ```

Uninstalling the Administrator Desktop and Report Generator Executables

To uninstall the Actuate Administrator Desktop and the Report Generator executables from the primary client system:

1. Log on to the Administrator Desktop system.

2. Close any Actuate windows or report documents that may be open.

3. Delete the Actuate Administrator Desktop as follows:

    a. Choose the Start button and select Settings => Control Panel.

    b. In the Control Panel, select Add/Remove Programs.

    The Add/Remove Programs dialog box appears.

    c. On the Install/Uninstall page, select Actuate Administrator Desktop.

    d. Choose the Add/Remove button.

    e. In the confirmation dialog box, choose Yes.

    The Windows Add/Remove program uninstalls the Administrator Desktop application.

    Notice that the program does not delete a few files in the Administrator Desktop directory or the Administrator Desktop directory itself.

    f. Delete the Administrator Desktop directory and any files that remain in it.

    For example, if you installed the Administrator Desktop in the default installation directory, you would delete the *Adt* directory and the files remaining in it.

4. Delete the Report Generator executables as follows:

    a. Choose the Start button and select Settings => Control Panel.

    b. In the Control Panel, select Add/Remove Programs.

    The Add/Remove Programs dialog box appears.

    c. On the Install/Uninstall page, select Report Generator Reports.

    d. Choose the Add/Remove button.

    e. In the confirmation dialog box, choose Yes.

    The Windows Add/Remove program uninstalls all Report Generator executables.

You have now uninstalled the Administrator Desktop and Report Generator executables from the system.

Uninstalling the End User Desktop or Viewers

To uninstall the Actuate End User Desktop or the Actuate Viewer from client systems:

1. Log on to the client system.

2. Close any Actuate windows or report documents that may be open.

3. Choose the Start button and select Settings => Control Panel.

4. In the Control Panel, select Add/Remove Programs.

   The Add/Remove Programs dialog box appears.

5. On the Install/Uninstall page, select the Actuate End User Desktop or Actuate Viewer.

6. Choose the Add/Remove button.

7. In the confirmation dialog box, choose Yes.

   The Windows Add/Remove program uninstalls the Actuate client application.

   Notice that the program does not delete a few files in the Actuate client directory or the Actuate client directory itself.

8. Delete the Actuate client directory and any files that remain in it.

   For example, if you installed the Actuate client in the default installation directory, you would delete the *Eudt* or *Viewer* directory and the files remaining in them.

You have now uninstalled the Actuate client application.

Uninstalling Report Server Components

This section describes how to use the *pkgrm* utility to uninstall the Report Server and the Sybase Open Client from the Report Server system.

> ⚠ The uninstallation process deletes the executables and report documents located in the Report Encyclopedia. If you want to save executables or report documents, be sure to back up the Report Encyclopedia before you begin the uninstallation process. For instructions, see "Backing Up the Report Encyclopedia" on page 9-5.

To uninstall Report Server and Open Client files:

1. Log on to the Report Server system. Enter **su - root** to become root. At the password prompts, enter the root password.

2. Follow these steps to shut down all Report Server processes:

   a. Move to the directory that contains the shutdown script, *shutdown_srvr.sh*.

      For example, if you installed the Report Server in the default installation directory, you would enter:

      ```
      cd /opt/rptgen/actuate/AcServer/bin
      ```

   b. Enter the following command to shut down Report Server processes:

      ```
      sh shutdown_srvr.sh
      ```

   The shutdown script stops all Report Server processes that are running.

3. To uninstall the Report Server/Open Client, enter:

   ```
   pkgrm
   ```

   The package utility displays a message similar to the following:

   ```
   The following package is currently installed:
      1 NAVISrpsv  Report Server/Open Client
         (sparc) 01.00.00.XX

   Do you want to remove this package?
   ```

4. Enter **y** to uninstall the Report Server/Open Client.

The package utility displays the message:

```
## Removing installed package instance <NAVISrpsv>

This package contains scripts which will be executed with
super-user permission during the process of removing this
package.

Do you want to continue with the removal of <NAVISrpsv>
[y,n,?, q]
```

5. Enter **y** to continue.

The utility performs various verification functions, executes a pre-removal script, and then displays the following confirmation message:

```
Are you sure you want to UNINSTALL the Report Server/Open
Client [y/n]?
```

6. Enter **y** to continue.

The utility completes the uninstallation and displays this message:

```
Uninstall complete.
Removal of <NAVISrpsv> was successful.
```

You have now uninstalled all Report Server/Open Client files.

C

Sample Reports

This appendix provides samples of the detailed reports that can be created with the Report Generator. The tables that follow the reports include descriptions of each field in the report.

This appendix includes the following sample reports:

- SMDS LPort Utilization Report

- ATM Cell Trunk Utilization Report

- ATM PVC Utilization Report

- ATM SVC Call History Report

- Frame Relay Trunk Utilization Report

- Frame Relay LPort Utilization Report

- Frame Relay PVC Utilization Report

SMDS (B-STDX)

SMDS LPort Utilization Report

SMDS DXI/SSI Detailed Utilization Report

SwitchName: hartford19   IP Address: 201.201.201.19   Speed(Kbps): 128

LPortName: 19050101-SMDS-DXI-DCE-RG   Interface: 2   Slot: 5   PPort: 1   LPort: 1   PortType: DXI

Dec-10-1997   Receive   Transmit

Time	Average Utilization	%IA	%GA	Peak Utilization	Average Utilization	% IA	% GA	Peak Utilization
12:00 AM	5	20	40	7	5	20	40	7
12:30 AM	12	20	40	17	12	20	40	17
01:00 AM	25	20	40	36	25	20	40	36
01:30 AM	18	20	40	26	18	20	40	26
02:00 AM	18	20	40	25	18	20	40	25
02:30 AM	25	20	40	35	25	20	40	35
03:00 AM	37	20	40	53	37	20	40	53
03:30 AM	30	20	40	43	30	20	40	43
04:00 AM	28	20	40	40	28	20	40	40
04:30 AM	35	20	40	50	35	20	40	50
05:00 AM	46	20	40	66	46	20	40	66
05:30 AM	39	20	40	56	39	20	40	56
06:00 AM	36	20	40	52	36	20	40	52
06:30 AM	43	20	40	62	43	20	40	62
07:00 AM	53	20	40	76	53	20	40	76
07:30 AM	46	20	40	66	46	20	40	66
08:00 AM	42	20	40	60	42	20	40	60
08:30 AM	49	20	40	70	49	20	40	70
09:00 AM	58	20	40	83	58	20	40	83
09:30 AM	51	20	40	73	51	20	40	73
10:00 AM	46	20	40	65	46	20	40	65
10:30 AM	53	20	40	75	53	20	40	75
11:00 AM	60	20	40	86	60	20	40	86

1

Figure C-1.   Sample SMDS LPort Utilization Report (SMDSlptdet)

Table C-1.   SMDS DXI/SSI Logical Port Utilization Report Fields

Field	Description
SwitchName	Name of switch on which the logical port is configured.
IP Address	IP address of the switch.
Speed(Kbps)	Interface's configured bandwidth in kilobits per second.
LPortName	Name of the logical port.
Interface	MIB interface number for this logical port.
Slot	Number of the I/O card's physical slot on the switch.
PPort	Number of the physical port on the switch.
LPort	Number of the logical port on the switch.
PortType	The type of SMDS logical port (for example, DXI or SSI).
Average Utilization	Average utilization for the report interval.
%IA	Percentage of frames within the reported interval that are individually addressed.
%GA	Percentage of frames within the reported interval that are group-addressed.
Peak Utilization	Peak utilization in the five-minute sampling period.

ATM (CBX 500)

ATM Cell Trunk Utilization Report

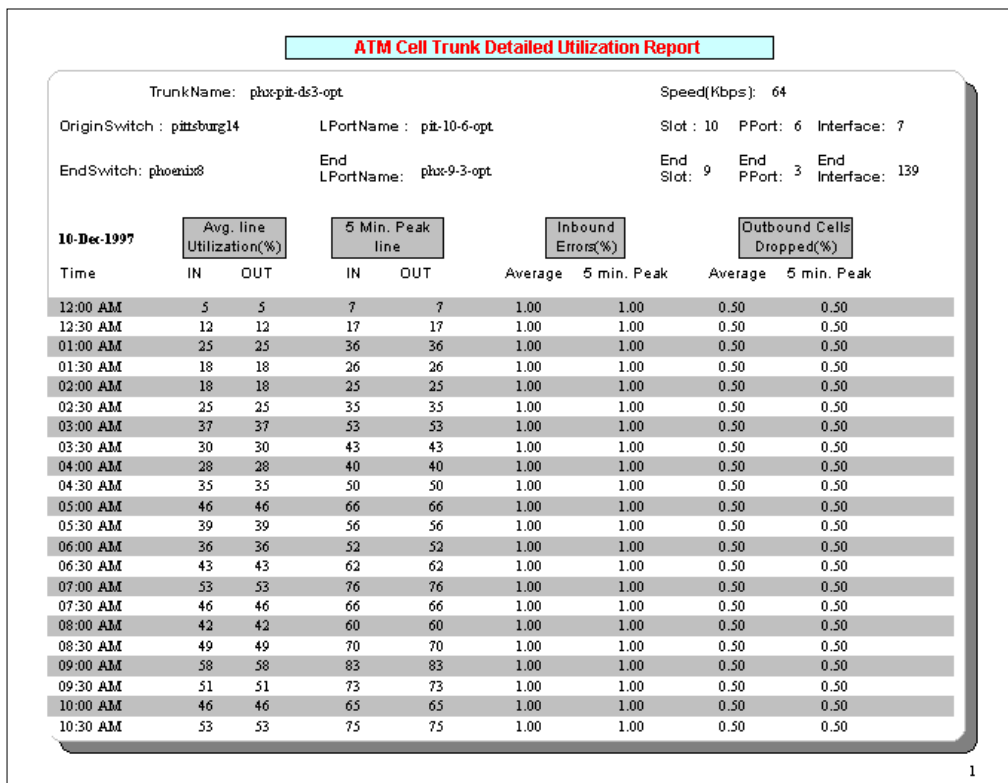**Figure C-2.   Sample ATM Cell Trunk Utilization Report (ATMtrkdet)**

Table C-2.   ATM Cell Trunk Utilization Report Fields

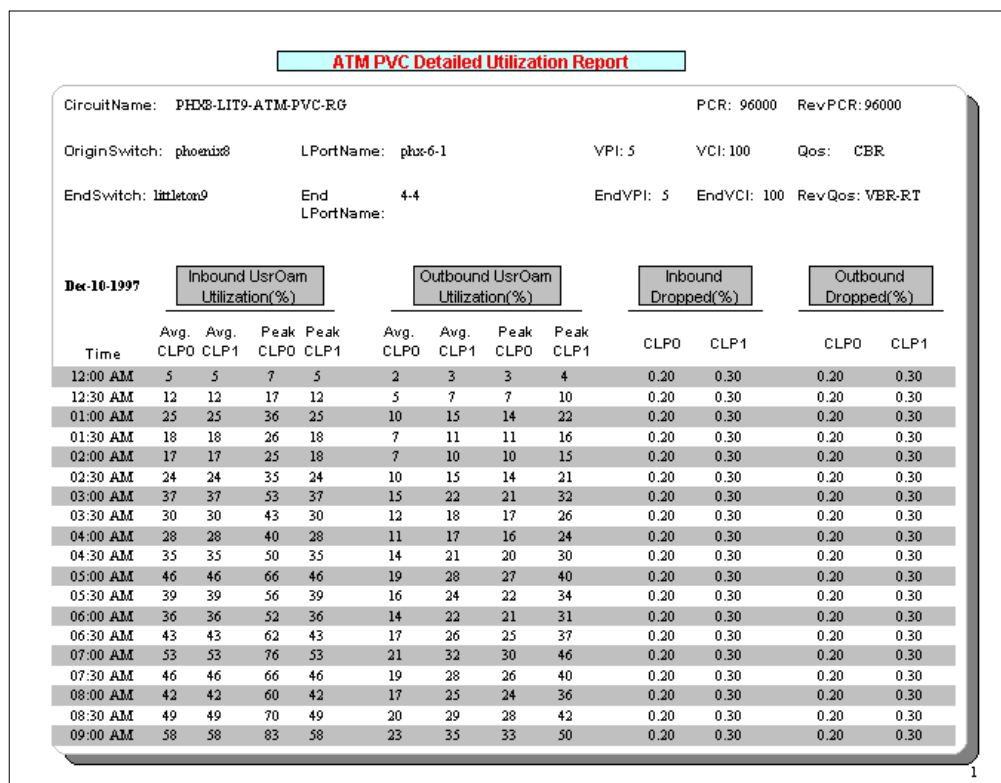| Field	Description
TrunkName	Name of trunk.
Speed(Kbps)	Interface's configured bandwidth in kilobits per second.
OriginSwitch	Name of switch functioning as the origin endpoint of the trunk.
LPortName	Name of the logical port on the origin switch.
Slot	Number of the I/O card's physical slot on the origin switch.
PPort	Number of the physical port on the switch.
Interface	MIB interface number for this logical port.
EndSwitch	Name of the switch functioning as the endpoint of the trunk.
End LPortName	Number of the logical port on the origin switch.
End Slot	Number of the I/O card's physical slot on the origin switch.
End PPort	Number of the physical port on the switch.
End Interface	MIB interface number for this logical port.
Avg. Line Utilization	Average utilization for the report interval.
5 Min. Peak Line	Peak utilization for the five-minute sampling period.
Inbound Errors	Percentage of inbound cells that have errors.
Outbound Cells Dropped	Percentage of outbound cells that were dropped.

ATM PVC Utilization Report

ATM PVC Detailed Utilization Report

CircuitName: PHX8-LIT9-ATM-PVC-RG   PCR: 96000   RevPCR: 96000

OriginSwitch: phoenix8   LPortName: phx-6-1   VPI: 5   VCI: 100   Qos: CBR

EndSwitch: littleton9   End   4-4   EndVPI: 5   EndVCI: 100 RevQos: VBR-RT
LPortName:

Dec-10-1997

Time	Inbound UsrOam Utilization(%)				Outbound UsrOam Utilization(%)				Inbound Dropped(%)		Outbound Dropped(%)	
	Avg. CLP0	Avg. CLP1	Peak CLP0	Peak CLP1	Avg. CLP0	Avg. CLP1	Peak CLP0	Peak CLP1	CLP0	CLP1	CLP0	CLP1
12:00 AM	5	5	7	5	2	3	3	4	0.20	0.30	0.20	0.30
12:30 AM	12	12	17	12	5	7	7	10	0.20	0.30	0.20	0.30
01:00 AM	25	25	36	25	10	15	14	22	0.20	0.30	0.20	0.30
01:30 AM	18	18	26	18	7	11	11	16	0.20	0.30	0.20	0.30
02:00 AM	17	17	25	18	7	10	10	15	0.20	0.30	0.20	0.30
02:30 AM	24	24	35	24	10	15	14	21	0.20	0.30	0.20	0.30
03:00 AM	37	37	53	37	15	22	21	32	0.20	0.30	0.20	0.30
03:30 AM	30	30	43	30	12	18	17	26	0.20	0.30	0.20	0.30
04:00 AM	28	28	40	28	11	17	16	24	0.20	0.30	0.20	0.30
04:30 AM	35	35	50	35	14	21	20	30	0.20	0.30	0.20	0.30
05:00 AM	46	46	66	46	19	28	27	40	0.20	0.30	0.20	0.30
05:30 AM	39	39	56	39	16	24	22	34	0.20	0.30	0.20	0.30
06:00 AM	36	36	52	36	14	22	21	31	0.20	0.30	0.20	0.30
06:30 AM	43	43	62	43	17	26	25	37	0.20	0.30	0.20	0.30
07:00 AM	53	53	76	53	21	32	30	46	0.20	0.30	0.20	0.30
07:30 AM	46	46	66	46	19	28	26	40	0.20	0.30	0.20	0.30
08:00 AM	42	42	60	42	17	25	24	36	0.20	0.30	0.20	0.30
08:30 AM	49	49	70	49	20	29	28	42	0.20	0.30	0.20	0.30
09:00 AM	58	58	83	58	23	35	33	50	0.20	0.30	0.20	0.30

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Figure C-3.   Sample ATM PVC Utilization Report (ATMpvcdet)

Table C-3.   ATM PVC Utilization Report Fields

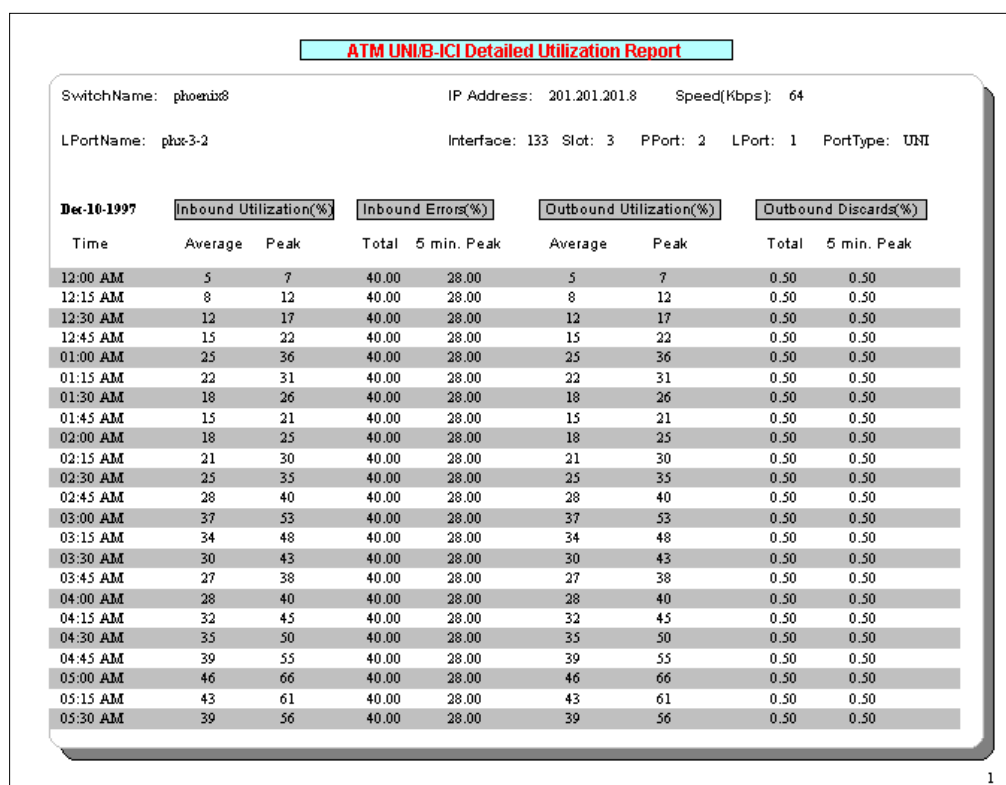| Field	Description
CircuitName	Name of circuit.
PCR	Peak cell rate in the ingress direction of the circuit.
RevPCR	Peak cell rate in the egress direction of the circuit.
OriginSwitch	Name of switch functioning as the origin endpoint of the circuit.
LPortName	Name of the logical port on the origin switch.
VPI	Virtual path identifier that identifies this circuit at the endpoint on the origin switch.
VCI	Virtual circuit identifier that identifies this circuit at the endpoint on the origin switch.
Qos	Quality of Service for the ingress direction of the circuit.
EndSwitch	Name of switch functioning as the other endpoint of the circuit.
End LPortName	Name of the logical port on the end switch.
EndVPI	Virtual path identifier that identifies this circuit at the endpoint on the origin switch.
EndVCI	Virtual circuit identifier that identifies this circuit at the endpoint on the origin switch.
RevQos	Quality of service for the egress direction of the circuit.
Inbound UsrOam Utilization	Utilization of inbound circuit based on the sum of USR and OAM cell rates as a percentage of RevPCR.
Outbound UsrOam Utilization	Utilization of outbound circuit based on the sum of USR and OAM cell rates as a percentage of PCR.
Inbound Dropped	Percentage of inbound cells that were dropped.
Outbound Dropped	Percentage of outbound cells that were dropped.
Avg. CLP0	Average utilization when only CLP=0 cells are considered.
Avg. CLP1	Average utilization when only CLP=1 cells are considered.
Peak CLP0	Peak utilization within five-minute sampling periods when only CLP=0 cells are considered.
Peak CLP1	Peak Utilization within five-minute sampling periods when only CLP=1 cells are considered.
CLP0	Cells with cell loss priority 0 (CLP=0).
CLP1	Cells with cell loss priority 1 (CLP=1).

ATM LPort Utilization Report

ATM UNI/B-ICI Detailed Utilization Report

SwitchName: phoenix8   IP Address: 201.201.201.8   Speed(Kbps): 64

LPortName: phx-3-2   Interface: 133 Slot: 3   PPort: 2   LPort: 1   PortType: UNI

Dec-10-1997	Inbound Utilization(%)		Inbound Errors(%)		Outbound Utilization(%)		Outbound Discards(%)	
Time	Average	Peak	Total	5 min. Peak	Average	Peak	Total	5 min. Peak
12:00 AM	5	7	40.00	28.00	5	7	0.50	0.50
12:15 AM	8	12	40.00	28.00	8	12	0.50	0.50
12:30 AM	12	17	40.00	28.00	12	17	0.50	0.50
12:45 AM	15	22	40.00	28.00	15	22	0.50	0.50
01:00 AM	25	36	40.00	28.00	25	36	0.50	0.50
01:15 AM	22	31	40.00	28.00	22	31	0.50	0.50
01:30 AM	18	26	40.00	28.00	18	26	0.50	0.50
01:45 AM	15	21	40.00	28.00	15	21	0.50	0.50
02:00 AM	18	25	40.00	28.00	18	25	0.50	0.50
02:15 AM	21	30	40.00	28.00	21	30	0.50	0.50
02:30 AM	25	35	40.00	28.00	25	35	0.50	0.50
02:45 AM	28	40	40.00	28.00	28	40	0.50	0.50
03:00 AM	37	53	40.00	28.00	37	53	0.50	0.50
03:15 AM	34	48	40.00	28.00	34	48	0.50	0.50
03:30 AM	30	43	40.00	28.00	30	43	0.50	0.50
03:45 AM	27	38	40.00	28.00	27	38	0.50	0.50
04:00 AM	28	40	40.00	28.00	28	40	0.50	0.50
04:15 AM	32	45	40.00	28.00	32	45	0.50	0.50
04:30 AM	35	50	40.00	28.00	35	50	0.50	0.50
04:45 AM	39	55	40.00	28.00	39	55	0.50	0.50
05:00 AM	46	66	40.00	28.00	46	66	0.50	0.50
05:15 AM	43	61	40.00	28.00	43	61	0.50	0.50
05:30 AM	39	56	40.00	28.00	39	56	0.50	0.50

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Figure C-4.   Sample ATM LPort Utilization Report (ATMlptdet)

Table C-4.   ATM LPort Utilization Report Fields

Field	Description
SwitchName	Name of the switch on which the logical port is configured.
IP Address	IP address of the switch.
Speed(Kbps)	Interface's configured bandwidth in kilobits per second.
LPortName	Name of the logical port.
Interface	MIB interface number for this logical port.
Slot	Number of the I/O card's physical slot on the switch.
PPort	Number of the physical port on the switch.
LPort	Number of the logical port.
PortType	Type of ATM logical port (for example, UNI or B-ICI).
Inbound Utilization	Logical port utilization in the inbound direction. See the formula for calculating Lport utilization on page C-19.
Inbound Errors	Percentage of inbound cells that have errors.
Outbound Utilization	Logical port utilization in the outbound direction. See the formula for calculating Lport utilization on page C-19.
Outbound Discards	Percentage of outbound cells that were discarded.

ATM SVC Call History Report

ATM Logical Port Point-to-Point SVC Report

LPortName: phx-5-7   SwitchName: phoenix8   Slot: 5

PortType: UNI   IPAddress: 201.201.201.8   PPort: 7

Dec-10-1997	Active Originating		Active Terminating		Originating Attempts		Terminating Attempts	
Time	Min	Max	Min	Max	Total	5 min. Peak	Total	5 min. Peak
12:00 AM	20480	102400	20480	102400	71679	102400	71679	102400
12:30 AM	51200	256000	51200	256000	179200	256000	179200	256000
01:00 AM	111359	556800	111359	556800	389759	556800	389759	556800
01:30 AM	80640	403200	80640	403200	282240	403200	282240	403200
02:00 AM	76800	384000	76800	384000	268800	384000	268800	384000
02:30 AM	107519	537600	107519	537600	376319	537600	376319	537600
03:00 AM	162560	812800	162560	812800	568960	812800	568960	812800
03:30 AM	131840	659200	131840	659200	461440	659200	461440	659200
04:00 AM	122880	614400	122880	614400	430079	614400	430079	614400
04:30 AM	153600	768000	153600	768000	537600	768000	537600	768000
05:00 AM	203520	1017600	203520	1017600	712320	1017600	712320	1017600
05:30 AM	172800	864000	172800	864000	604800	864000	604800	864000
06:00 AM	158720	793599	158720	793599	555519	793599	555519	793599
06:30 AM	189439	947199	189439	947199	663039	947199	663039	947199
07:00 AM	234240	1171200	234240	1171200	819839	1171200	819839	1171200
07:30 AM	203520	1017600	203520	1017600	712319	1017600	712319	1017600
08:00 AM	184320	921600	184320	921600	645120	921600	645120	921600
08:30 AM	215039	1075200	215039	1075200	752639	1075200	752639	1075200
09:00 AM	254720	1273600	254720	1273600	891519	1273600	891519	1273600
09:30 AM	224000	1120000	224000	1120000	784000	1120000	784000	1120000
10:00 AM	199680	998400	199680	998400	698879	998400	698879	998400
10:30 AM	230400	1152000	230400	1152000	806399	1152000	806399	1152000
11:00 AM	264960	1324799	264960	1324799	927359	1324799	927359	1324799
11:30 AM	234239	1171199	234239	1171199	819839	1171199	819839	1171199

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Figure C-5. Sample ATM SVC Call History Report (ATMSVC)

Table C-5. ATM SVC Call History Report Fields

Field	Description
LPortName	Name of the logical port.
SwitchName	Name of switch on which the logical port is configured.
Slot	Number of the I/O card's physical slot on the switch.
PortType	Type of ATM logical port (for example, UNI or B-ICI).
IPAddress	IP address of the switch.
PPort	Number of the physical port on the switch.
Active Originating	Number of simultaneous, active, Point-to-Point SVCs originating on this logical port.
Active Terminating	Number of simultaneous, active, Point-to-Point SVCs terminating on this logical port.
Originating Attempts	Number of SVC connection attempts originating on this port.
Terminating Attempts	Number of SVC connection attempts terminating on this port.
Min	Minimum number.
Max	Maximum number.
5 Min. Peak	Peak value for the five-minute sampling interval.
Total	Total count for the time interval.
Network Rejects	Number of SVC connection attempts originating on this port that were rejected but not by the remote user.
Origin	Originating on this port.
Originating Failures	Number of SVC connections originating on this port that failed after the connection became active.
Terminal	Terminating on this port.
Terminating Failures	Number of SVC connections that terminated on this port and failed after the connection became active.
User Rejects	Number of SVC connection attempts rejected by the user.

Frame Relay (STDX & B-STDX)

Frame Relay Trunk Utilization Report
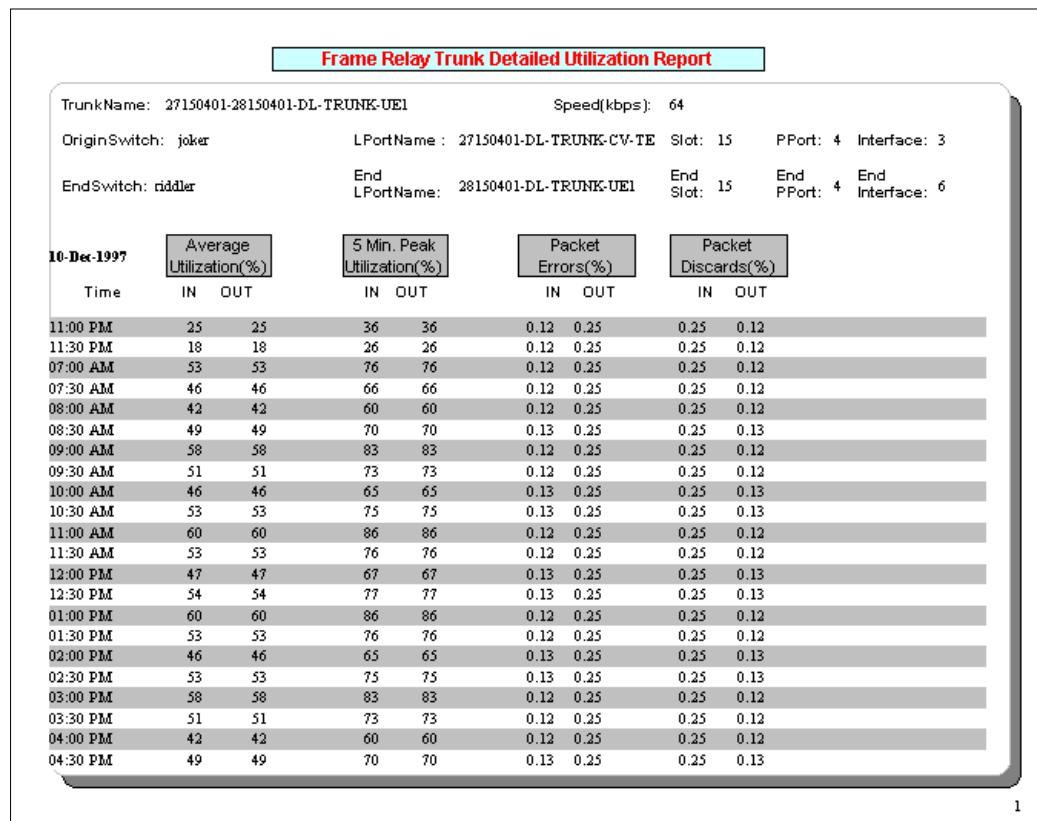
Figure C-6. Sample Frame Relay Trunk Utilization Report (FRtrkdet)

Table C-6.   FR Trunk Utilization Report Fields

Field	Description
TrunkName	Name of trunk.
Speed(Kbps)	Interface's configured bandwidth in kilobits per second.
OriginSwitch	Switch that functions as the origin endpoint of the trunk.
LPortName	Name of the logical port on the origin switch.
Slot	Number of the I/O card's physical slot on the origin switch.
PPort	Number of the physical port on the origin switch.
Interface	MIB interface number for this logical port.
EndSwitch	Switch that functions as the endpoint of the trunk.
End LPortName	Name of the logical port on the end switch.
End Slot	Number of the I/O card's physical slot on the end switch.
End PPort	Number of the physical port on the end switch.
End Interface	MIB interface number for this logical port.
Average Utilization	Average utilization within the reported interval. See the formula for calculating trunk utilization on page C-19.
5 Min. Peak Utilization	Peak utilization for the five-minute sampling period. See the formula for calculating trunk utilization on page C-19.
Packet Errors	Percentage of packets identified as having errors.
Packet Discards	Percentage of packets that were discarded even though no errors were detected.

Frame Relay LPort Utilization Report
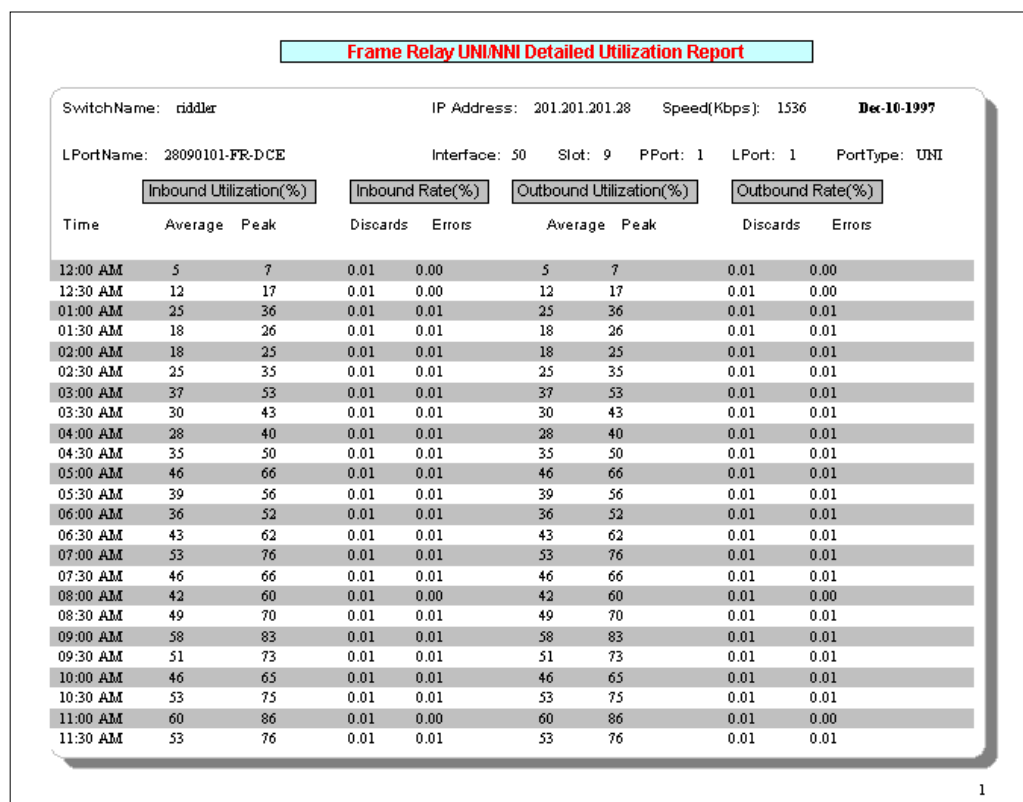
Figure C-7. Sample Frame Relay LPort Utilization Report (FRlptdet)

Table C-7.   FR LPort Utilization Report Fields

Field	Description
SwitchName	Name of switch on which the logical port is configured.
IP Address	IP address of the switch.
Speed(Kbps)	Interface's configured bandwidth in kilobits per second.
LPortName	Name of the logical port.
Interface	MIB interface index for this logical port.
Slot	Number of the I/O card's physical slot on the switch.
PPort	Number of the physical port on the switch.
LPort	Number of the logical port.
PortType	Type of Frame Relay logical port (for example, UNI or NNI).
Inbound Utilization	Logical port utilization in the inbound direction. See the formula for calculating Lport utilization on page C-19.
Inbound Rate	The rate of errors and discards in the inbound direction.
Outbound Utilization	Logical port utilization in the outbound direction. See the formula for calculating Lport utilization on page C-19.
Outbound Rate	The rate of errors and discards in the outbound direction.
Average	Average logical port utilization over the report interval.
Peak	Peak logical port utilization within the five-minute sampling period.
Discards	Percentage of packets that were discarded even though no errors were detected.
Errors	Percentage of packets identified as having errors.

Frame Relay PVC Utilization Report
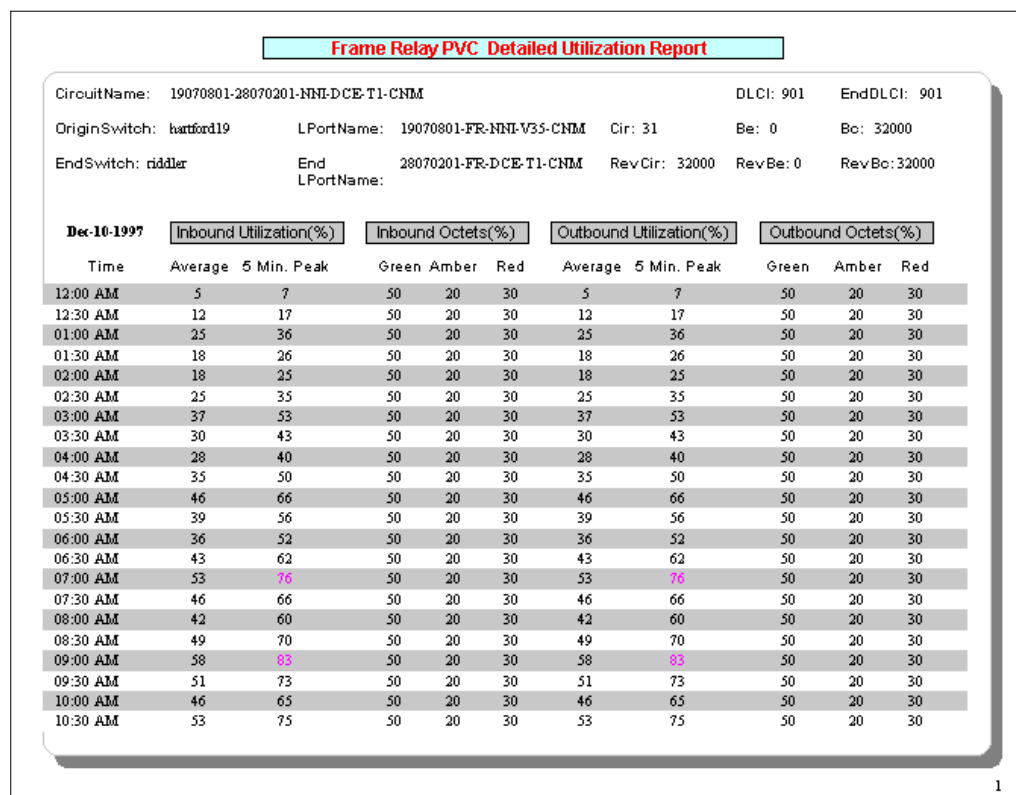
Figure C-8.   Sample Frame Relay PVC Utilization Report (FRpvcdet)

Table C-8.   FR PVC Utilization Report Fields

Field	Description
CircuitName	Name of circuit.
DLCI	Data Link Circuit Identifier for this circuit.
EndDLCI	Data Link Circuit Identifier for this circuit as defined on the EndSwitch.
OriginSwitch	Switch that functions as the origin endpoint of the circuit.
LPortName	Name of logical port on the origin switch.
Cir	Committed information rate. The average number of user data (bits) that the network agrees to transfer over the circuit in one direction, measured over the measurement interval: $T = Bc / Cir$
Be	Excess burst size. The maximum amount of uncommitted data (bits) that the network will attempt to transfer over the circuit during the measurement interval.
Bc	Committed burst size. The maximum amount of data (bits) that the network agrees to transfer over the circuit under normal conditions, during the measurement interval.
EndSwitch	Name of switch at the other endpoint of the circuit.
End LPortName	Name of logical port on the EndSwitch.
RevCir	Committed information rate. The average number of user data (bits) that the network agrees to transfer over the circuit in the reverse direction, measured over the measurement interval: $T = RevBc / RevCir$
RevBe	Excess burst size. The maximum amount of uncommitted data (bits) that the network will attempt to transfer in the reverse direction of the circuit.
RevBc	Committed burst size. The maximum amount of data (bits) that the network agrees to transfer in the reverse direction of the circuit under normal conditions.
Inbound Utilization	Circuit utilization in the ingress direction of the circuit. See the formula for calculating PVC utilization on page C-19.
Inbound Octets(%)	Percentage of octets received.
Outbound Utilization	Circuit utilization in the egress direction of the circuit. See the formula for calculating PVC utilization on page C-19.
Outbound Octets(%)	Percentage of octets transmitted.
Average	Average utilization for the reported interval. See the formula for calculating PVC utilization on page C-19.

Table C-8.   FR PVC Utilization Report Fields (Continued)

Field	Description
5 Min. Peak	Peak utilization for the five-minute sampling period. See the formula for calculating PVC utilization on .
Green	Percentage of octets that were not marked as either ODE (Optional Discard Eligible) or DE (Discard Eligible) within the reported time period.
Amber	Percentage of octets that were marked as DE (Discard Eligible) within the reported time period.
Red	Percentage of octets that were marked as ODE (Optional Discard Eligible) within the reported time period.

Formulas

Utilization Formula for FR Trunk and LPort Reports

$$\text{Utilization} = \frac{\text{Bits Transferred}}{T * \text{Speed}} * 100\%$$

where:

    T = time interval in seconds

    Speed = interface's configured bandwidth in bits per second

Inbound Utilization Formula for FR PVC Reports

$$\text{Inbound Utilization} = \frac{\text{Bits Transferred}}{T * (\text{Cir} + (\text{Be} * (\text{Cir/Bc})))} * 100\%$$

where:

    T = time interval in seconds

Inbound Utilization Formula for ATM Trunk and LPort Reports

$$\text{Inbound Utilization} = \frac{\text{Cells} * 424}{T * \text{Speed}} * 100\%$$

where:

    Cells = number of USER and OAM cells (CLP=0+1)

    424 is the conversion of cells to bits assuming 53 bytes per cell and 8 bits per byte

    T = time interval in seconds

    Speed = interface's configured bandwidth in bits per second

D

Defining Customer Names in NavisCore

Custom report information is organized by the Customer Name associated the circuit or Lport. For custom reports, the Report Generator retrieves statistics that relate to a specific customer and then organizes the information for the report. The Report Generator cannot retrieve data for custom reports if the specified circuits and Lports lack a Customer Name.

You should be aware that the Customer Name parameter may not always be defined in NavisCore because NavisCore does not require network administrators to enter Customer Name and ID information when they configure circuits or Lports. Since the custom report executables only retrieve data for circuits and Lports that are associated with a Customer Name, you may need to define this parameter in NavisCore before you can generate these reports.

This appendix shows you how to define the Customer Name parameter in NavisCore. For more information, see the *Network Configuration Guide for B-STDX/STDX*.

Associating a Customer Name with a Circuit or Lport

To define the Customer Name associated with a circuit or Lport:

1. Open NavisCore and navigate to your network map.

2. From the Administer menu, select Cascade Parameters ⇒ Set All Customers.

   The Set All Customers dialog box appears.

3. Choose Add.

   The Add Customer dialog box appears.

4. Complete the fields in the Add Customer dialog box as follows:

   Name — Enter a unique customer name. NavisCore will prompt you for another name if the name is already in use.

   Customer ID — Enter a unique number. NavisCore will prompt you for another number if the number is already in use.

   Phone# — Enter the phone number.

   Contact — Enter the contact name.

   Comments — Enter any additional comments.

   VPN Name — You do not have to select the Virtual Private Network (VPN). It is not used by the Report Generator.

5. If desired, select the correct VPN from the list at the bottom of the dialog box. (This is an optional parameter.) The correct name should appear in the VPN Name field.

6. Choose OK to save the information and return to the Set All Customers dialog box.

   The new information now appears in the Set All Customers dialog box.

7. Repeat Steps 3 through 6 for each additional customer.

8. When you are finished defining customer names, choose Close to return to the network map.

   Figure D-1 illustrates the steps in this section.
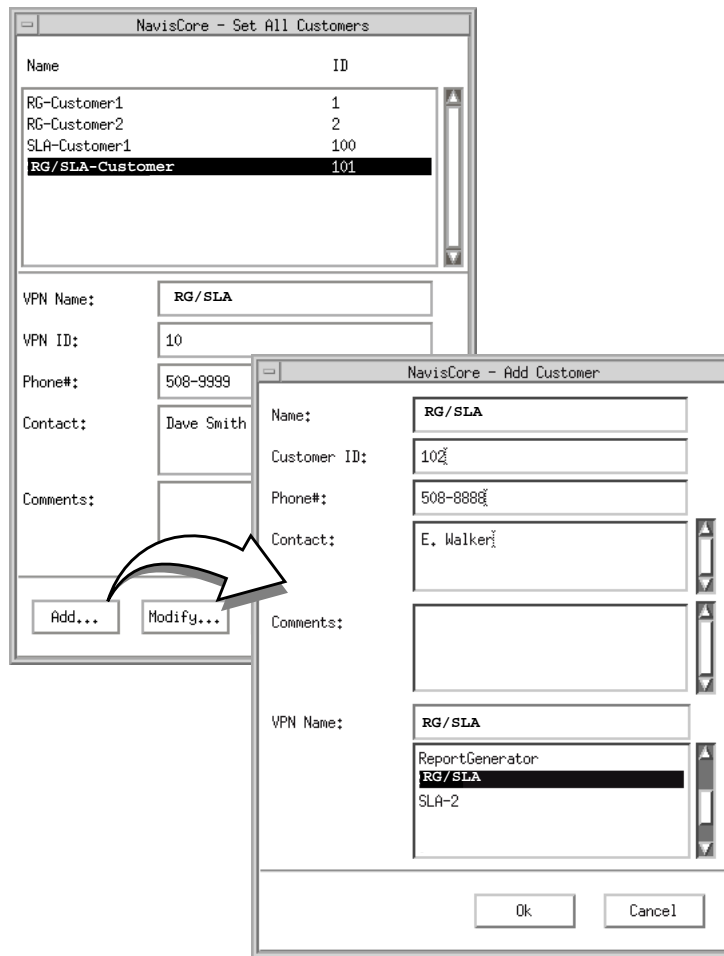
Figure D-1. Set All and Add Customer Dialog Boxes

E

Using the Actuate LRX Plug-in

The Actuate Web Agent product includes the Live Report Extension (LRX) plug-in. This plug-in enables a browser to display standard ROI report documents. If customers need printed reports, you should set up your Report Generator environment for the LRX plug-in. Because you cannot control the pagination of HTML reports, ROI reports provide better printed documents than HTML reports.

▶
> The Actuate LRX plug-in runs on Netscape Navigator and Microsoft Internet Explorer for PCs only. Actuate does not provide an LRX plug-in for other browsers or for UNIX or Macintosh systems.

If customers would like LRX functionality, use the instructions in this appendix to set up the web server and client systems for the LRX plug-in.

This appendix provides instructions for:

- Configuring the web server to support the LRX plug-in.

- Downloading and installing the LRX plug-in on the browser system.

- Viewing ROI documents with a browser.

▶
> Users must re-install the 3.2 Actuate client (Administrator Desktop, End User Desktop, or Viewer) after they download the LRX plug-in.

Setting Up the Web Server for LRX

By default, the web server interprets files with the *.exe* extension as CGI types. Before you can use the LRX plug-in, you must reconfigure the web server so that it recognizes files with the *.exe* extension as downloadable files.

The procedures in this section show you how to use the Netscape Administrator Tool to delete the *.exe* extension from the list of CGI types and then add the *.exe* extension to the list of downloadable file types.

To configure the web server for the LRX plug-in:

1. Log on to the web server as Administrator.

2. From the Server Administration page, select the web server.

   The Server Preferences window appears with the On/Off form open.

3. If the server is on, choose Server Off to shut down the web server.

4. Select the MIME Types link in the Server Preferences menu.

   The Global Mime Type form appears.

5. Delete the *.exe* extension from the list of CGI types as follows:

   a. Scroll to the entry for "magnus-internal/cgi content-type" (Figure E-1).

   b. Click the Edit button next to the entry.

      The Edit Mime Type form appears (Figure E-1).

   c. Delete the *exe* string from the list of extensions. Do not leave any spaces. Only commas should separate entries.

   d. Click Change Mime Type.

      The Save and Apply form appears.

   e. Click the Save link (not the Save and Apply link).

   The web server saves the changes and then displays a message box confirming the operation.
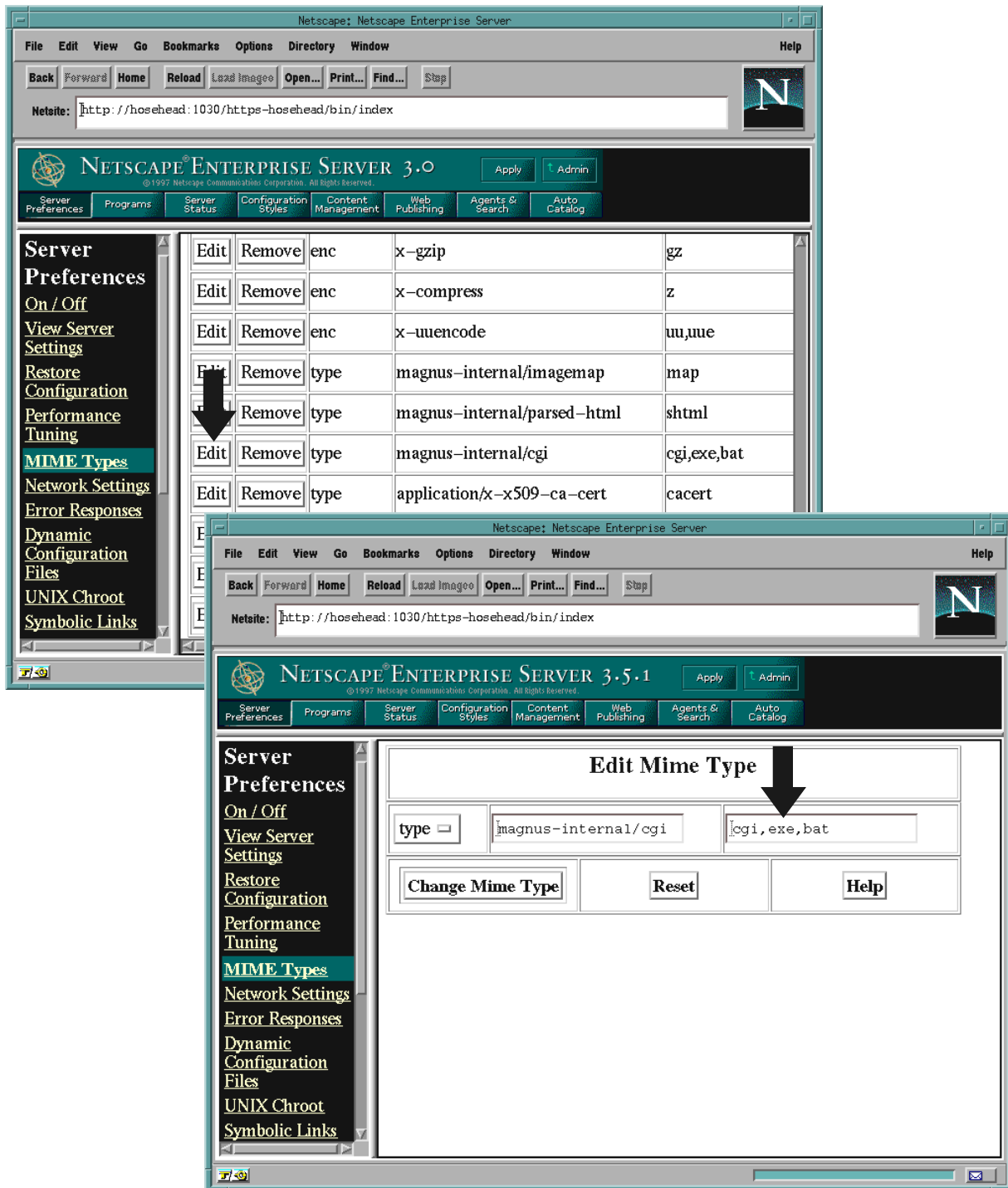
Figure E-1.   Global Mime Type and Edit Mime Type Forms

6. After you delete the *.exe* extension from CGI file types, select the MIME Types link to open the Global Mime Types form again.

7. Define the *.exe* extension as follows:

   a. Scroll to the entry for "application/octet-stream."

   a. Click Edit next to the entry.

   The Edit Mime Type form appears.

   b. Type **exe** in the list of extensions. Do not include any spaces. Commas should separate entries.

   c. Click Change Mime Type.

   The Save and Apply page appears.

   d. Click the Save and Apply link.

   The web server saves the changes and displays a message box confirming the operation. Then it restarts the web server.

8. Select the MIME Types link to open the Global Mime Types form again.

9. Make sure the *.exe* extension is defined as an application/octet-stream content type, as illustrated in Figure E-2.
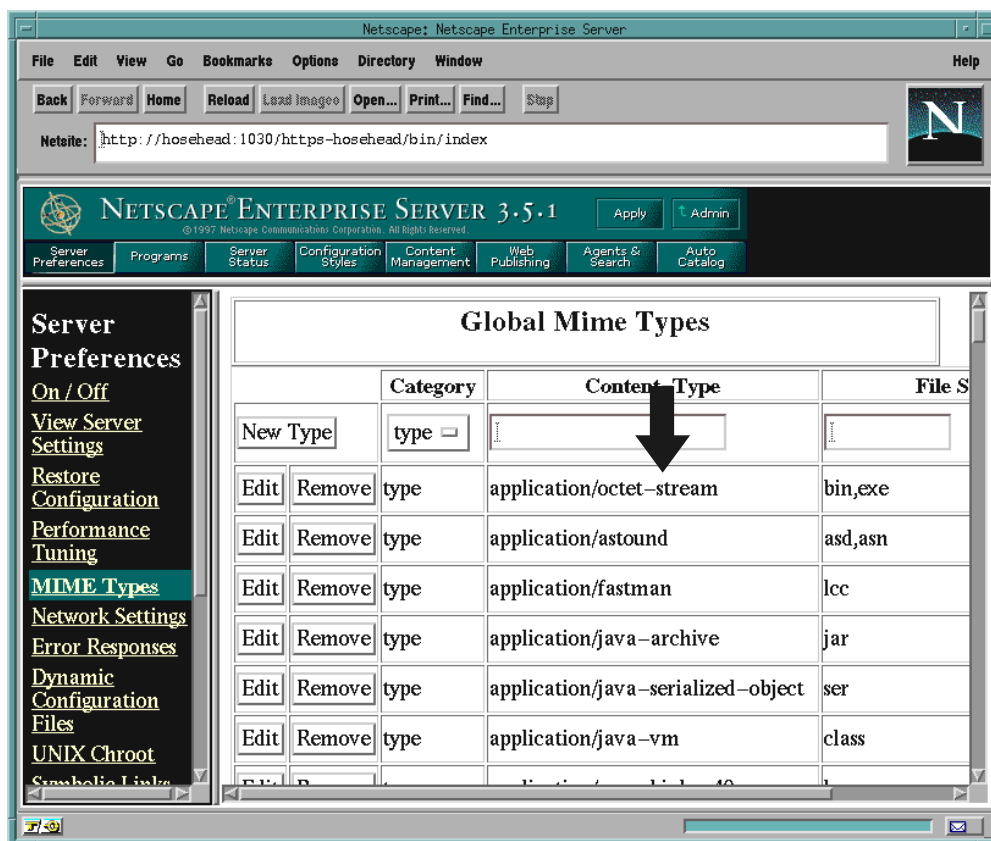
Figure E-2.   Correct .exe Definition for the LRX Plug-in

Downloading and Installing the LRX Plug-in

After you configure the web server for LRX support, users can download the LRX plug-in to their browser systems. The LRX plug-in enables the browser to function like the Actuate Viewer.

To download and install the LRX plug-in:

1. Log on to the Report Encyclopedia via a web browser.

Notice that the Report Encyclopedia has a DOWNLOAD link in the title bar (Figure E-3).
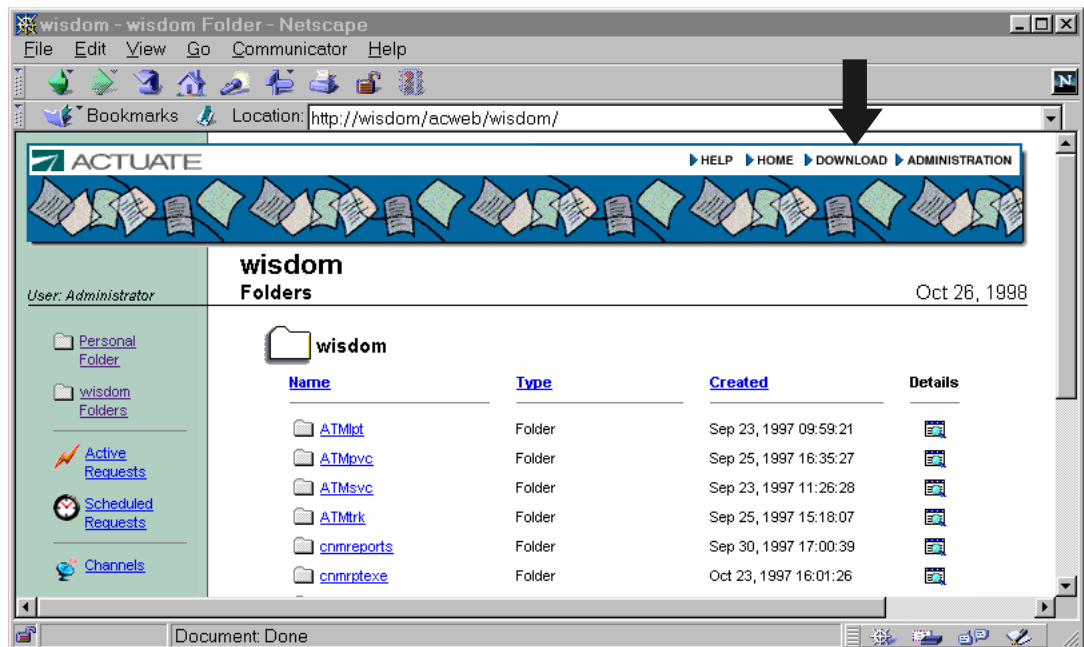
Figure E-3.   Report Encyclopedia Viewed from a Browser

2. Click the DOWNLOAD link.

The LRX Download page appears (Figure E-4).
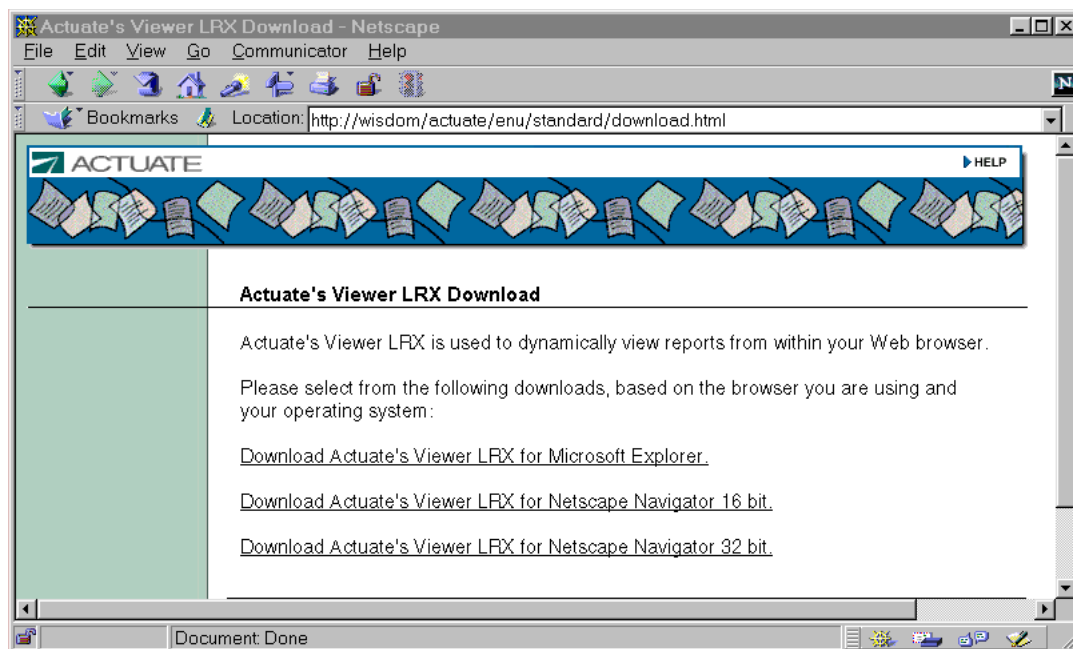
Figure E-4.   LRX Download Page

3. Select the link for the LRX that is compatible with your system.

A message box notifies you that you are downloading a file of type application/octet-stream.

4. Choose Save File in the message box.

A file selection box appears.

5. Specify the temporary directory for the LRX plug-in and choose Save.

The web server downloads the LRX plug-in to the specified directory.

6. Install the LRX plug-in on your browser system as follows:

a. Open the folder which contains the LRX plug-in.

b. Double-click the LRX plug-in. (Filenames differ depending on the type of plug-in. The filename for the Netscape Navigator 32 bit LRX plug-in is *lrxnn.exe*.)

The executable starts the InstallShield Wizard, which guides you through the installation.

c. Answer the installation prompts as they appear.

A message box notifies you when the installation is complete.

7. If you are using a version 3.2 Actuate client (Administrator Desktop, End User Desktop, or Viewer), re-install the Actuate client. See Chapter 4 for procedures.

Viewing ROI Documents with a Browser

Now that you have configured the web server, installed the Actuate LRX plug-in on your client system, and re-installed the Actuate client, you are ready to use the LRX LRX plug-in.

To view ROI documents with your browser:

1. Launch your browser and log in to the Report Encyclopedia.

2. Select the link for the ROI report document. (If you don't know whether the report is an ROI document, click the Details icon next to the report to view the properties for the report.)

The ROI document appears in the browser window (Figure E-5). You now have access to Actuate Viewer functionality.

Use these toolbar buttons to view the different pages of the report document.
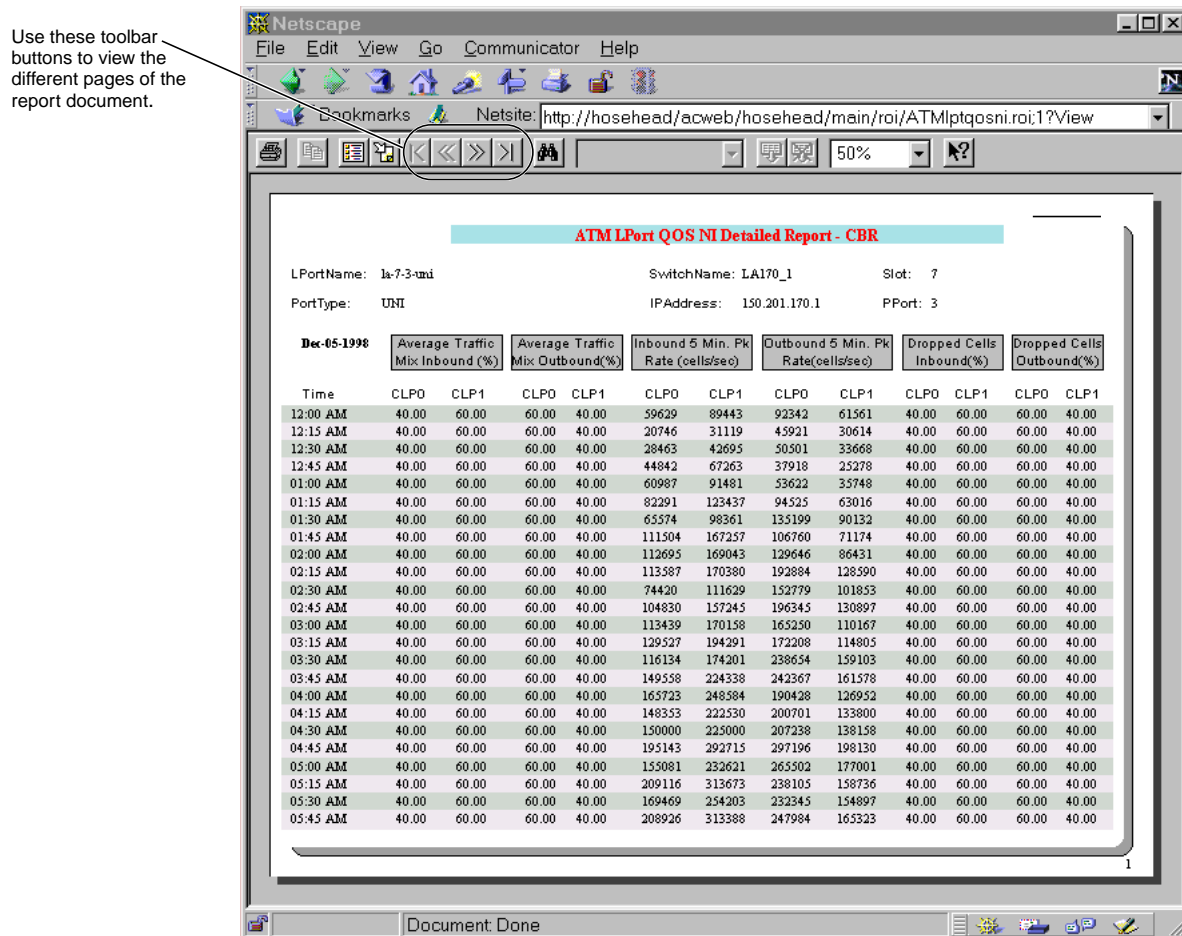
Figure E-5.   Tabular Section of an ROI Report

3. Click the navigation buttons to move through the report.

Figure E-6 illustrates the graphical section of the report.
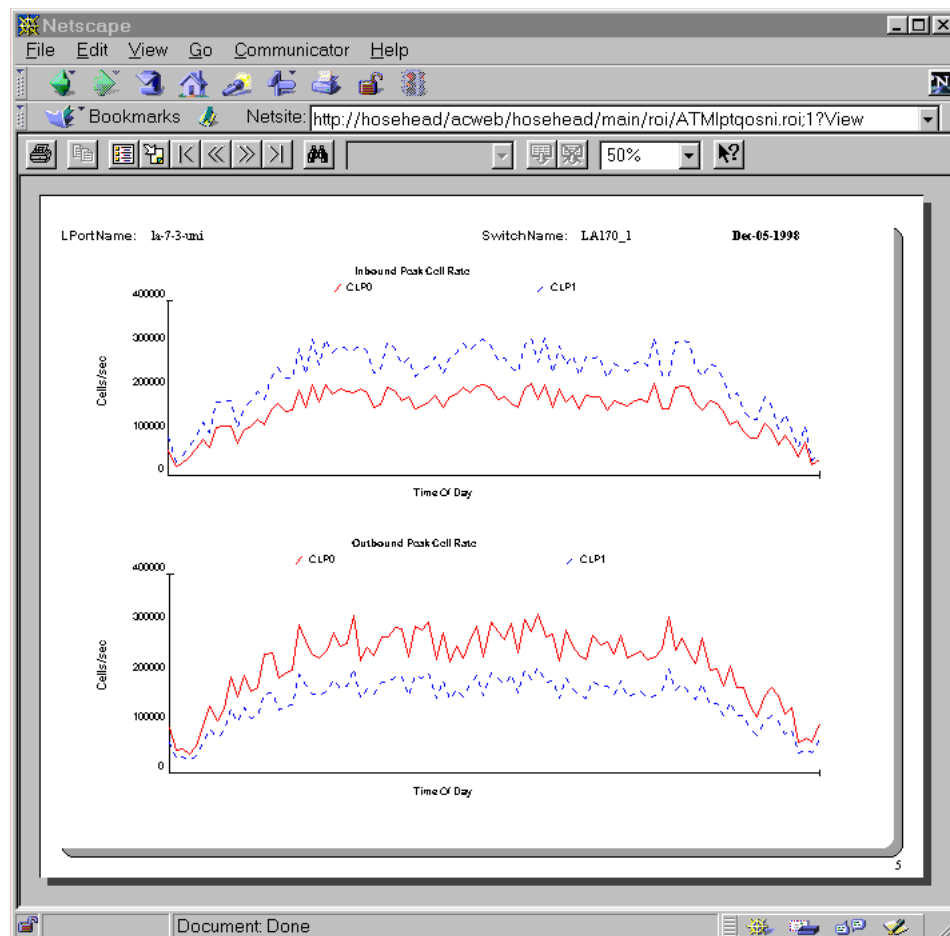
Figure E-6.   Graphical Section of an ROI Report

4. If desired, click the Print button to print the report.

5. To exit from the LRX viewer, select the Back button in the browser or the one of the sites listed under the Go menu.

For more information about viewing options, see Chapter 6.

F

Troubleshooting Problems

This appendix provides suggestions for troubleshooting Report Generator problems.

Problems are grouped as follows:

- Locating version numbers

- Performance issues

- Problems with report generation

- Problems with report documents

- Error messages

Locating the Report Generator Version Number

On Actuate client systems

When you use the Administrator Desktop, End User Desktop, or Viewer, the version number of the Actuate product is located under the Help menu. Note, however, that this is *not* the version number of the Report Generator product. Because the Report Generator product runs on an Actuate product (a third-party application), the version number of the Report Generator is not immediately visible when you use the Actuate client applications.

To locate the version number of the Report Generator on the client (Windows 95/NT) system:

1. Log on to the Administrator Desktop, End User, or Viewer system.

2. From the Start button menu, select Run.

3. In the Run dialog box, enter **regedit** and choose OK.

4. Select HKEY_LOCAL_MACHINE =>SOFTWARE =>Ascend Communications.

5. In the Ascend Communications folder, select Report Generator Reports. You will see the version number on the folder inside the Report Generator Reports folder.

On the Report Server system

To locate the version number of the Report Generator on the Report Server system:

1. Log on to the Report Server system.

2. Enter the following command to display information about the Report Generator package installed on the system:

   ```
   pkginfo -l NAVISrpsv
   ```

   The system lists information about the Report Generator package. This information includes the version number of the Report Generator.

   ```
   PKGINST:  NAVISrpsv
   NAME:  Ascend Report Generator -- Server Components
   CATEGORY:  application
   ARCH:  Sparc
   VERSION:  01.01.00.XX
   VENDOR:  Ascend Communications
   PSTAMP:  transom980909081003
   INSTDATE:  Sep 10 1998 11:47
   STATUS:  completely installed
   ```

Performance Issues

Report Generator performance is dependent on the performance of the Sybase SQL server that contains the Statistics Server database. You may be able to improve the performance of the Report Generator by tuning the Sybase SQL server. Ask your database administrator to check the SQL server's total memory configuration. If memory is set at 40960, the database administrator should reconfigure it to at least 122880.

Problems with Generating Reports

Problem: You cannot generate HTML reports.

- Make sure you have the *Logo.gif* file in the */var/tmp* directory of the Report Server system. The HTML executable will not generate a report without this file.

- If your X server is not on the Report Server system, make sure the Report Server has access to the X server. Log on the X server system and become root. Then enter: **xhost <Report Server system name>**. (It is important that you run the *xhost* command as the root user.)

- Verify that the X server is running. The X server must be running because the Report Server uses X Windows resources to create HTML graphs.

    CDE:

    Log on the X server system and enter:

    ```
    ps -ef | grep Xsession
    ```

    If you do not see the */usr/ksh/usr/dt/bn/Xsession* process listed, start the system's windowing manager. It will automatically start the X server.

    OpenWindows:

    Log on the X server system and enter:

    ```
    ps -ef | grep xinit
    ```

    If you do not see the */usr/openwin/bin/xinit* process listed, start the system's windowing manager. It will automatically start the X server.

▶ You can also start the X server with the *xstart.sh* script which is included in the Report Generator product. To run the script, enter the following commands:
```
cd /opt/rptgen/actuate/AcServer/bin
./xstart.sh
```

Problem: The Parameter page of the Requester is empty.

Check to see if your Actuate client system has more than one Network Interface Card (NIC). The Report Server does not know which IP address to talk to if the client system has more than one NIC.

If you are using more than one NIC, there are two ways to resolve the problem: disconnect the extra NIC from the PC or specify the IP address that the Report Server should use in the Registry Editor.

To specify the IP address that the Report Server should use in the Registry:

1. Log on to the Actuate client system.

2. From the Start button menu, select Run.

3. In the Run dialog box, enter **regedit** and choose OK.

4. Select HKEY_LOCAL_MACHINE =>SOFTWARE =>Actuate=>ReportServer.

   Information about the Report Server appears in the Name/Data section of the window.

5. Select Edit=>New=>String Value to create a new entry in the Name/Data section.

   A new entry called New Value#1 appears in the Name column.

6. Double-click the New Value entry.

   The Edit String dialog box appears.

7. Type AC_IP_ADDRESS_OVERRIDE in the Value Name field.

8. Type the IP address of the NIC that you want the Report Server to use in the Value Data field.

9. Choose OK to close the Edit String dialog box and exit from the Registry Editor.

Problems with Report Documents

Problem: The report lacks a Customer Name or Contact.

Make sure the Customer Name or Contact value is set in the NavisCore Customer ID profile. See Appendix C, "Associating a Customer Name with a Circuit."

Problem: The report is empty.

Check the following:

- Make sure the NavisCore Customer ID profile is complete.

  For custom reports, the Report Generator retrieves statistics that relate to a customer and will not retrieve data for circuits or logical ports that lack a Customer ID/Name. For information about defining customer names in NavisCore, see Appendix C, "Associating a Customer Name with a Circuit."

- Check to see if there is data in the Statistics Server database for the selected dates.

  An empty report does not necessarily indicate a problem with the Report Server. It may simply mean that data does not exist in the Statistics Server or NavisCore databases.

Error Messages

Basic Error: 75

The error appears in this format:

```
Status no.1:
Basic Error: 75
Module: html.bas
Line 144
```

This error indicates that the Report Server could not save the HTML file to the requested destination folder. If you have a problem saving a report to a folder, check the following:

- Make sure you have write permission to the destination folder.

- Make sure you specified the name of the destination folder correctly.
  - From the browser, check the output name at the bottom of the Requester page.
  - From the Actuate client, check the output name on the Distribution page. If you are specifying the full path name, the button for Absolute folder should be selected.

Basic Error: 1011

The status of the report is "Request Failed." The error appears in this format:

```
Status no.1:
Basic Error: 1011
Module: db.bas
Line 144
```

This error indicates that the Report Generator could not connect to the NavisCore or Statistics Server databases.

Check the following:

- Make sure that you entered the correct set of Statistics Server and NavisCore database parameters in the Report Request.

- Read the full status message carefully. A second message may come directly from the SQL server indicating the reasons for the problem.

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