
HP Reporter Software

For the Windows Operating System

Release Notes

Software version: 3.80 / December 2007

This document provides an overview of the changes made to HP Reporter Software for the 3.80 release. It contains important information not included in the manuals or in online help.

[In This Version](#)

[Documentation Updates](#)

[Installation Notes](#)

[Enhancements and Fixes](#)

[Known Problems, Limitations, and Workarounds](#)

[Documentation Errata](#)

[Local Language Support](#)

[Integration with Other HP Software Solutions](#)

[Support](#)

[Legal Notices](#)

In This Version

This release of Reporter has the following features:

- NT authentication for SQL server database connectivity.
- Enhanced remote integrations with HP Operations Manager for Windows 8.0.
- Removed existing limitations in reporting from multiple HP Operations Manager for Unix servers.
- Support for Oracle on Linux.
- Support for SQL Server 2005 - 64 bit (Remote database only).
- Out of the box virtualization and ARM transaction reports.
- Auto grouping of servers based on virtualization technology and Windows OS versions
- Configurable trace files size.

Changes to Installation and New Requirements

- SQL Server Express 2005 SP2 is the default Reporter database.
- The users can choose NT or Mixed mode (Windows and SQL Authentication) for the default database during installation.
- On demand graphs feature is not available with this version of Reporter; instead, HP Performance Manager 8.00 can be used.

Changes to Database Support

- This version of Reporter does not support Database on MSDE 2000.
- SQL Express 2005 SP2 is the default database.
- Support of Oracle10g R2 on Linux (RHEL 9).
- Support for SQL Server 2005 - 64 bit (Remote database only).

Changes to Reporting

- Support for Crystal Report 11.
- Reports are available as e-mail attachments (For more information, see Reporter Concept Guide)
- New Service Report Package (SRP) files are added for ARM transaction and virtualization reports.
- Replod_OVPerformance.SRP file is modified to create groups based on Windows Operating System versions.

Summary of Changes

New Report Package	Description	Replace Package
replod_OVVirtualization.srp	Install the Virtualization package to get CONFIGURATION and PERFORMANCE reports based on CPU and MEMORY metric on Virtualized Systems.	None
replod_arm.srp	Install the ARM Reporting package to get Application Response Measurement reports.	None

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, go to the following web site:

http://ovweb.external.hp.com/lpe/doc_serv/

1. From the Products list, select the product name.
2. From the Versions list, select the version number.
3. From the OS list, select the OS type.
4. From the document list, select the document title.
5. From the product manual title, select the manual.
6. To view the document, select **Open** or **Download**.

NOTE: To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:

<http://www.adobe.com/>

Installation Notes

This section of the Release Notes explains changes specific to this version and things you should know before upgrading. Read about the installer handling services during installation before installing Reporter. The contents of this section are as follows:

- Announcements
- Handling Services During Installation
- Software and Hardware Requirements
- Installing, Upgrading and Uninstalling
- Starting Reporter

Announcements

Reporter's primary function is to generate reports as Web pages using data gathered from HP Performance Agent for UNIX or Windows, (formerly known as MeasureWare Agent) HP Operations agent, version 7 and 8 (performance sub component called CODA) or HP Operations for UNIX databases (event and service data). Reporter includes a high degree of automation and flexibility due to its many features, including:

- Immediate, automatic results upon installation - Routine, automatic update of data gathered from HP Performance Agent and HP Operations agent, version 7 and 8, manual configuration of new sources is not required. Application reporting is offered by Smart Plug-Ins (SPIs) for Oracle, Informix, Sybase, SAP R/3, Microsoft Exchange, and others. A wide variety of reports are available to help users understand and manage their computing resources. Reports are generated as Web pages, so that staff members through out an organization can easily access those using any Web browser.
- Easy operation - Reporter runs as a background service, automatically gathering and updating data, which it uses to refresh the Web reports each night.
- Easily customizable - Although Reporter runs out-of-the-box, users can perform tasks through drag-and-drop actions in the main window. You can modify the reports or create your own by purchasing the cost-effective report-formatting application Crystal Reports 11.0 Professional(TM) from Business Objects.
- Heterogeneous - Reporter runs on the Windows 2000, Windows 2003 or Windows XP operating system and can gather data from Performance Agent and Operations agent, version 7 and 8, which run on various platforms. It can also gather event and service data from the HP Operations Manager for UNIX management server database, which stores data gathered from a wide variety of systems.
- Service levels for Reporter transactions available - Application Response Measurement (ARM) instrumentation is included in the Reporter software. If Performance Agent is running on the Reporter system, you can produce reports that show response times and other key transaction metrics for primary Reporter functions such as Discover, Gather, and Report Engine).

Handling Services During Installation

This section explains how Reporter installation handles various services during the installation process.

- The Reporter installation stops the Reporter Service, World Wide Web Service, IIS Admin service, and any dependent services, as these services must be stopped to perform updates for files that are locked by these services. If the installer is unable to stop or start any of these services, the installation will display an error message that will prompt you to retry. If these services are not stopped or started, the retry continues to fail and the user has to cancel the installation.
- All of these services must NOT be set to 'disabled' for the installation to continue. If the services for IIS are disabled, the installer performs an error check and warns the end-user.

Software and Hardware Requirements

Before installing Reporter, make sure that your system meets the following minimum requirements:

- Hardware
 - Intel Pentium, 500MHz or faster processor with 512 Mega Bytes (MB) of memory or more is recommended. Installing on a slower system or one with less memory may prove unacceptably slow for most users.

For up to 1000 agents (Reporter contacts agents, gathers data from those and produces reports), excellent performance is achieved with 500 MHz processors with 512-1024 MB of memory. For more information, see the 'scalability' section in the HP Reporter Concepts Guide.
- OS platform and compatibility
 - Windows 2000 Professional - SP4, Windows 2000 Server - SP4, Windows 2000 Advanced Server - SP4, Windows XP - SP2
 - Windows 2003 -Enterprise/Data center Editions SP1 (32 bit).
- Software
 - IIS 6.0 or later Web server.
 - Netscape 6.2 or 7.2 (Netscape 6.0 is not supported) to view the HTML reports
 - IE 6.0 or later.

- Virtual memory should be set to an initial size of 200MB or larger on the system running Reporter. Systems running other applications may require larger virtual memory settings to accommodate Reporter in addition to the other applications.
- Optional Software Integrations
 - HP Performance Agent for Windows or UNIX.
 - HP Operations Manager for Windows version 8 or later or HP Operations agent, version 7 and later.
 - HP Operations Manager for UNIX version 7 or 8 on an HP-UX or Sun Solaris management system.
 - In this release, HP Operations management server is supported using HP-UX or Sun Oracle 9.2.0 or 10gR2. You must have access to the Oracle Client Software - Version 9.2.0 or 10gR2. The client software is available from the Oracle software supplier or Web site at:

<http://www.oracle.com/technology/software/index>

It is recommended to use the same version or a newer version of Oracle Client Software to connect to the Oracle databases.

- The Reporter databases supported with this release are Oracle 9.2.0 or 10gR2 on HP-UX and Sun Solaris. The users must have the CD set for Oracle. Specifically, during installation, users can use the two CDs titled **Oracle Client Software - for Windows** and either **Oracle Server for HP-UX 10.20 or 11.0** or **Oracle Server for Sun SPARC Solaris**.

- Disk space

- 210 MB of disk space for product, data, and system files.
 - More space may be required during product installation, depending on the installation method. One GB is recommended as a starting point for the Reporter database. Initial estimates indicate that the database can store data from 100 systems (7 days total) in less than 6MB of disk space, but this number may vary.
 - For more information on scalability and disk space requirements, see the **Scalability** section in the HP Reporter Concepts Guide.
- Temporary disk space during report generation may range from 50-800MB, depending on the number of systems in your Reporter database.

- Supported Databases

Reporter Database	Operating System
SQL Server 2000	<ul style="list-style-type: none"> ● Windows 2000 Pro/Svr/Adv -- SP4 ● Windows XP Professional -- SP2 ● Windows 2003 SP1 - Enterprise/Data center Edition
SQL Server 2005/Express	<ul style="list-style-type: none"> ● Windows 2000 Pro/Svr/Adv --SP4 ● Windows 2003 SP2 -Enterprise/Data center Edition ● Windows XP Professional -- SP2
Oracle 9.2.0	<ul style="list-style-type: none"> ● HP-UX 11.0 (32 bit)HP-UX 11.0 (64 bit) Solaris 2.7, 8 (32 bit)Solaris 2.7, 8 (64 bit) ● Solaris 9
Oracle 10gR2	<ul style="list-style-type: none"> ● HP-UX 11.11 (64 bit)HP-UX 11.23 (64 bit) Solaris 2.8, 9 (32 bit)Solaris 2.8, 9 (64 bit) ● Solaris 10 ● Linux (RHEL 9)

- Supported/Unsupported Platforms and Databases on Windows Cluster

	SQL Server			
--	------------	--	--	--

Windows Operating Systems	2000/2005 Enterprise Edition	Oracle(All Versions)	MSDE (All Versions)	Access (All Versions)
Windows Server 2003, Enterprise Edition	Y	N	N	N
Windows Server 2003, Datacenter Edition	Y	N	N	N

• Platforms and Databases Not Supported

Reporter Database	Operating System
Access 97	All platforms
Access 2000	All platforms
SQL Server 7	All platforms
SQL Server 2000	NT Workstation/Server -- SP 6A
MSDE	All platforms
Oracle 8.0.6	All platforms
Oracle 8.1.6	All platforms
Oracle 8.1.7	HP-UX 10.20

Installing, Upgrading and Uninstalling

Installation requirements, as well as instructions for installing HP Reporter are documented in the *Installation Guide for Installation and Special Configurations Guide* provided in CHM format. The document file is included on the product's CD media as:

Documentation\Help\reporter\C

After installation the document can be found at:

<INSTALLDIR>Help\reporter\C

New Installation

- If you are installing Reporter for the first time, the default installation directory is C:\Program Files\HP\HP BTO Software. All the products that are installed later (HP Performance Agent, Internet Services, HP Operations Manager for Windows etc.) will be installed in the same directory.
- A new installation of Reporter will install the SQL Server Express 2005 (SP2) database, unless it detects a SQL Server 2000 (client or server) on the Reporter system. If it does not find a configured Reporter ODBC Data Source Name (DSN), it will install Microsoft SQL Server 2005 Express SP2 database.
- If you want to set up SQL Server 2000 or SQL Server 2005 or Oracle 9i/10gR2 version for your database, follow the instructions available in the Installation and Special Configurations Guide. You must install the remote database and configure the Reporter ODBC Data Source Name (DSN), before you begin installation.
- Crystal 11.0 runtime DLLs will be installed.
- Installation on HP Operations Manager for Windows 8.0 management server or managed node is supported.
- Installation on HP Operations Manager for Windows 7.5 is not supported.
- HP foundation components will be installed to support secure communication.

Upgrading Reporter 3.60 to Reporter 3.80

You can upgrade to Reporter 3.80 from Reporter 3.6. The installer checks for an existing Reporter DSN (ODBC Data Source Name) or Reporter data repository of any database type. If it finds one, it will upgrade the Reporter product files and will update your existing database to upgrade tables and fields necessary for 3.80. While upgrading, the MSDE Database instance will be upgraded to SQL Express 2005.

Changes to the installer during an upgrade from Reporter 3.60 to 3.80

Installer prompts user to enter **SA** password, if Reporter DSN is configured with the MSDE instance.

Upgrading Reporter 3.70 to Reporter 3.80

You can upgrade to Reporter 3.80 from Reporter 3.70. The installer will check for an existing Reporter DSN (ODBC Data Source Name) or Reporter data repository of any database type. If it finds one, it will upgrade the Reporter product files and will update your existing database to upgrade tables and fields necessary for 3.80. While upgrading, the MSDE Database instance will be upgraded to SQL Express 2005.

Installing with HP Operations Manager for Windows 8.00

- With a new installation of Reporter and HP Operations Manager for Windows 8.00 on the management server, you may install in any order.
- When installed and run with HP Operations for Windows 8.00, some new system groups with long names in the Reporter User Interface under Discovered Systems appear. These are groups obtained from HP Operation Manager for Windows.

Install and Uninstall with Integrated Products (HP OpenView Internet Services and HP Performance Manager) on a system

OVIS 6.00 or later, Performance Manager 8.00, HP Operation agent 7 (or later), Performance Agent 4.60 (or later) and HP Operation Manager for windows 8.00 versions can co exist with Reporter 3.80.

What to look for During and After Installation?

- **Automatic/Manual Service Startup:** During the installation of Reporter, the users are prompted to select between Automatic and Manual startup of Reporter Service. It is recommended that you select Automatic. This selection allows Reporter actions to start immediately after installation and restarting of the system. For more information, see the Reporter Concepts Guide.

If you chose manual startup during installation, Reporter service can be manually started by using the Start/Stop Reporter Service toolbar button in Reporter's main window, or alternatively, you can open the Microsoft Windows Control Panel, select Services, and choose Reporter Service. If you have the Automatic startup enabled, Reporter service starts when the system is restarted.

- **Report Package Selections:** During the new installation, report configuration packages (for HP Performance Agent for Windows/UNIX) and HP Operations agents, version 7.00 and later) are automatically installed. To generate additional reports, you can select other Reporter packages (such as HP Operations Manager for UNIX 7 and 8). For more information, see the 'Getting Started' in the HP Reporter Concepts Guide.

Reporter can automatically locate systems running HP Performance Agent for Windows and HP Operations agents, version 7 and 8, and produce your the first reports unattended. Reporter must be configured to discover systems running HP Performance Agents and HP Operations agents 7 and 8 on UNIX systems.

Note: If you do not have HP Performance Agent or HP Operations agents version 7 or 8 running in your domain, some of your reports may be blank.

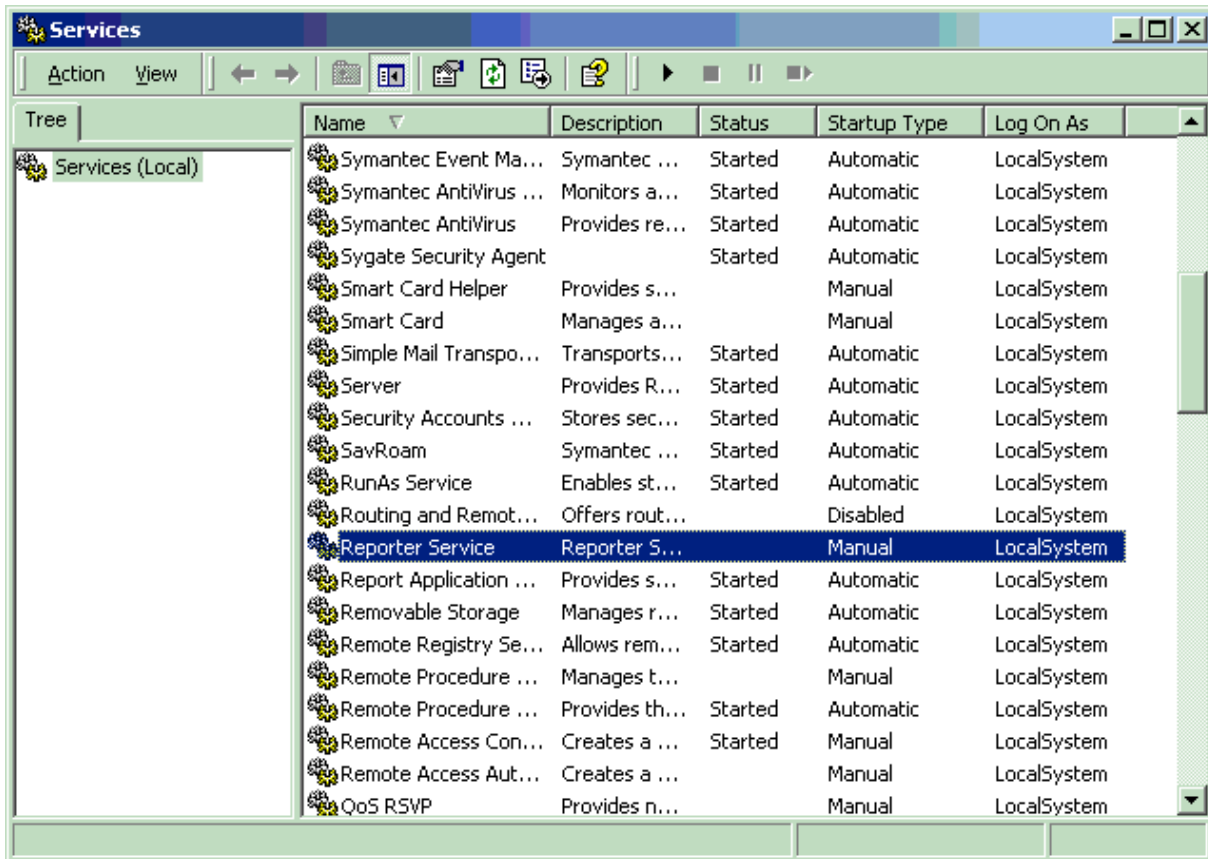
- **Installation Results :** On selecting Show Reports, the browser window displays Reporter cover page, which provides links to all generated reports. These reports are updated on a daily basis with the most recently collected data.
- You can learn more about Reporter by doing the following:
 - Open Online Help by clicking Reporter Help from the Help menu on the main window or open context-sensitive Help by right-clicking any item in the Reporter hierarchy and selecting Reporter Help from the shortcut menu. To

view help for the dialog boxes, click the Help button. Online Help provides description of the Reporter components and step-by-step instructions to accomplish various tasks. Most of these instructions include a Show Me button, using which you can view an animated and narrated demonstration of the respective task

- Access the Concepts Guide, the Installation and Special Configurations Guide, and Release Notes from the Reporter Document Set toolbar button in the Reporter GUI toolbar or from the Help menu. The Reporter Concepts Guide is an online manual that provides information on how Reporter works. See Reporter Installation and Special Configurations Guide for information on customizing Reporter.

Starting Reporter


After a typical Reporter installation, Reporter starts automatically at system startup, if you have the Automatic starting of service enabled. As Reporter runs as a service, the users need not have to be logged on for Reporter to function. If necessary, you can start and stop the Reporter service manually by selecting Reporter Service in the Services Control Panel as shown in the following figure. At any time you can set Reporter to automatic startup by changing the Startup Mode to Automatic.





HP Reporter Folder

Note: You can select a different program folder during installation.

Click **Start** from the Task Bar. Select All Programs-> HP ->HP Reporter. The following icons appear.

Icons	Description
	Opens the Reporter main window.

 <p>Reporter WebPage</p>	<p>Displays the reports as Web pages.</p>
 <p>Status</p>	<p>Runs the perfstat program, which displays the performance programs that are running. The ReportSvc (Reporter Service) program should be running, as the Reporter (Reporter User Interface), if the GUI is open.</p>

Enhancements and Fixes

To display details about each software enhancement or fix, click the reference number link to go to the HP Software Support Online web site. The first time you click a link, you must enter your HP passport information. To set up your passport profile, go to:

<http://www.hp.com/go/hpssoftwaresupport>

Enhancements

QXCR1000025757: Allow discover_ito to ignore nodes based on its monitoring type.

FIX: Discover_ito now ignores nodes with node type 4 (MESSAGE_ALLOWED).

QXCR 1000042318: Add ARM reporting templates to default Reporter set.

FIX: Reporter is packaging ARM related Report templates.

QXCR1000088705: Support of Oracle Database on Linux.

FIX: You can configure Reporter database to Oracle running on Linux. For more information, see Reporter Installation and Configuration guide.

QXCR1000297392: Reporter -add feature to share database from different Reporter/OVIS server.

FIX: You can share now same database with Reporter and OVIS running on different systems. See concept guide for more information.

QXCR1000026556: Reporter - huge trace log files for trace.gather and trace.discovery.

FIX: You can specify trace file size in the Reporter user interface.

QXCR1000375385: Change default behaviour of discover_neutron for SNMP managed nodes.

FIX: Reporter does not probe SNMP nodes added to HP Operation Manager for Windows.

Fixes

The following items are fixed in the current software release. To display details about each software fix, click the reference number.

QXCR1000315656: Error while showing reports in non default locations.

FIX: You can now configure reports to generate in any user-specified location.

QXCR1000348955: Reports linked to newly created reports in pdf format.

FIX: Reports linked to the newly created reports are in pdf/word/excel format.

QXCR1000352512: OVO/Unix Nodes by Severity Report is showing wrong data.

FIX: OVO/Unix Nodes by Severity Report is fixed to show correct data.

QXCR1000358748: Unable to discover nodes with duplicate short names.

FIX: You can now discover the duplicate system name across networks.

QXCR1000361664: Reprint process not consistent in handling upper/lowercase names.

FIX: Now, reprint handles upper/lowercase names consistently.

QXCR1000415838: OVR 3.7 : GatherCODA.exe fails with error 128 for the systems having long name.

FIX: Gathercoda is modified to handle the system names with more than 36 characters.

QXCR1000392529: RepCrys not generating system reports for customers.

FIX: RepCrys generates system reports for customers.

Known Problems, Limitations, and Workarounds

The following areas of Reporter are either incomplete or known to not function as expected in this release.

- **QXCR1000043560:** When a product containing an embedded reporting component is uninstalled, and the parent product does not remove this reporting component, the Reporter ODBC Data Source Name (DSN) and the database with all the configuration information is retained on the system. If Reporter is installed after this, and if the user does not remove the database and DSN, the new install will use the old database. All the configuration information will be retained and may cause error messages, as the configuration may depend on the files that were not reinstalled by the new version of Reporter.

Workaround: Choose one of the following options:

- Remove the database and DSN before installation.
- Remove the report configuration data from the Reporter database using the Reporter GUI.

- **QXCR1000043489:** During the report generation phase of Reporter, reports for customer created with space in name (FIRST LAST) and underscore in name (FIRST_LAST) go to same directory. Whichever the customer's reports that run first will have their reports overwritten with the wrong data. This problem also applies to group names.
- **ARM DLL deletions:** Aborted installations or uninstallation of Performance Agent on the Reporter system may leave an incomplete version of the Application Response Measurement library. Symptoms that point to such a situation in Reporter would include failure of discovery, gather, and reporting programs (immediate termination, error code 128 in the status file). You can verify this problem by running these programs manually from the MS-DOS prompt. If you get a message indicating errors in finding the library "libarm32.dll" or "libmi.dll," you should perform this workaround:

Workaround: Install the stub (NOP) ARM library from the \<INSTALLDIR>\newconfig\ directory. This workaround disables the collection of ARM transaction data on the affected system. Upon successful installation of Performance Agent, a working ARM library automatically replaces the stub library. Copy the file \<INSTALLDIR>\newconfig\libarmnop.dll to your \windows\system32\ directory. Delete any file in the \windows\system32\ directory called libarm32.dll if present. Rename libarmnop.dll to libarm32.dll.

- **QXCR1000027352:** TopApplications report for Last7Days only shows 6 days. Symptom : "Last7Days" Specifies a range of Date values that includes all dates from seven days ago to today (including today). Default cycle of Reporter collects data till previous midnight. Due to this reason "TopApplications" report shows data for 6 days only.

Workaround: Use -h option for gather.exe/ gatherCoda.exe to collect the data till last hour.

- **QXCR1000157078:** Unable to read reporter.xml.

Symptom: Console is unable to display reports tree and the error 'The xml page can not be displayed' is seen in browser.

Solution: The xml file may contain the ' & ' sign from the HP Operation Manager for Windows groupings. Change the groups and remove the "&" sign from the group name.

- Error message on the discover_neutron status pane.

Symptom: Error message is displayed on the discover_neutron status pane.

Solution: Remove the discover_neutron program from scheduler if you are not integrating with HP Operations Manager for Windows management server remotely.

- If you configure Reporter database in Remote MS SQL Server and if the MS SQL Server is configured to use Windows NT integrated authentication mode only, you need to configure the 'Log On' Windows user account for Reporter service. This is because Reporter Service runs under the Local System account by default. The Local System account cannot log on to remote MS SQL Server and when attempted, results in the 'Anonymous Login Failure' error.

Solution: Configure Reporter Service to run under a Windows user account. To do that, go to **Control Panel->Administrative Tools-> Services**. Right-click on Reporter Service and select the **Properties** command. On the Log On page, select 'This Account' and select the Windows user account that you used while installing Reporter.

- **QXCR1000466142:** When you install Reporter 3.80 with the default configuration, it creates the SQL Express Reporter database. The default ODBC connection driver is 'SQL Native Client'. This driver is not recognized by the HP OpenView Internet Services installation.

Workaround: Recreate the Reporter ODBC connection with SQL SERVER driver, before installing HP OpenView Internet Services.

Known Problems and Workarounds for the Existing Crystal 8.5 Templates

The following changes are applicable for users who wish to use their customized Crystal 8.5 templates with Reporter 3.80.

All the reports can be edited with Crystal Reports 8.5 with the following modifications in order to be able to support Crystal 8.5 and Crystal 10 from the same templates. If it is required to support text fields longer than 254 characters (or 127 Japanese characters), the reports must be edited using Crystal 10 as there is no way to do this with Crystal Reports 8.5.

- Crystal 10 does not truncate fields based on the field length defined in the report template. Therefore, in the exported HTML files, if the data in the database is longer than the field length defined in the report template, the data will overlap with the neighboring field.

Solution: Modify the templates to validate all of the fields to make sure the field defined in the report template is at least the same size as the field in the Reporter database. It might not be always possible to have the full length of the database fields displayed, as e.g. object or application fields with 254 characters would not leave any further space in the same line to display further information. If possible, the according field should be configured with the 'Can Grow' option, so that the field automatically extends vertically. If this messes up the report design, it is possible to set the "Can Grow" option with a maximum number of lines =1. In this case, Crystal Reports10 truncates data again, but only for formula fields and with a different mechanism. So plain database field objects must be placed into a formula and it must be checked if the new truncation mechanism does not truncate important information.

Sometimes the problem of overlapping can not be solved only using the "Can Grow" option (for example, if there is a field with a big font size, it can overlap underlying fields despite this option). In this case the problem field can be placed into a separate report section.

- Exported HTML reports will not have space in the LHS (left hand side).

Solution: Modify templates for LHS space manually by setting the margin for the report. Adding an additional 1/4 inch margin should solve the problem.

- The Hyperlink used to display banners is not parsed and hence becomes visible text. The 'less-than' and 'greater-than' symbols are translated to character entities, which prevent the text from being recognized as HTML.

Solution: The solution is to use OLE object linking to get some minimal of linking of banners working with Crystal Reports 8.5 and Crystal Reports 10. Instead of embedding the banner in the report, you have to insert an OLE Link to the banner graphic in the report. This requires to have a fixed location and size in the banner files and customers can only exchange with banners of an equal size. Also, if customers want to include their own banners in the reports, they will need to purchase Crystal Reports 10 and modify the reports to include their banners. As they include the banner, they can size the banner properly inside the report.

- Boolean or single bit flag fields in the database (such as the SYSTEMS table's EXCLUDE column) might not migrate correctly to Crystal Reports 10. The template seems to expect a numeric value in a selection formula that should evaluate to a Boolean.

Solution: Bit flags cannot be used with Crystal Reports10 and Oracle. Oracle knows only the numeric data type and accordingly Crystal Reports10's data type checking will cause an error if true/false checks are used. Therefore such fields must be implemented as Integer across all databases and the reports should use "field=0" checking. Using "=0" will work for both Oracle (numeric field) and SQL Server (bit field).

- Crystal Queries are no longer supported with Crystal Reports10.

Solution: The reports have to be changed to work without queries. If this is not possible (example, if a UNION must be used without any other leading table) you might be forced to create views in the database to cover this functionality.

- Every run of RepCrys binary creates a set of files with distinct GUIDs as filename and '.png' as extension in the directories that have the generated HTML files. The user would need only the latest set of '.png' files to view the generated HTML files.

Solution: Schedule 'Repmain -clean' so that the unwanted '.png' files can be removed. It should be scheduled well after RepCrys has finished generating reports.

- When Crystal 8.5 templates are exported (using Reporter 3.60) with 'Page Break' option set, the 'Navigational' links in them will be broken. This is because there is a difference in the name of .html files that get generated when exported using Crystal 8.5 and Crystal 10.

Solution: Reporter 3.60 uses Crystal 10 and on exporting with page break, the html files are named as default.html where n=1,2,3..k. [Whereas, the previous version of Reporter, which uses Crystal 8.5, the generated html files used be named as default.htm and default.htm where n=1,2,3...k] Hence Crystal Reports 10 designer needs to be used to make the appropriate changes to the links in the report template.

- Formulas with the global variables and running total fields cannot be used in charts, maps. or cross-tabs.

Solution: In Crystal 10, this is no longer possible. To solve this problem the report needs to be redesigned to work without the use of global variables in charts.

- Crystal Reports10 aligns but does not correctly align fields with borders.

Solution: Remove the border from the field formatting and place an empty field with border on top of the value field.

- Crystal Report 10 cuts the blank spaces or adds empty sections at the bottom of the report.

Solution: If the last line of the exported report is not completely visible in Internet Explorer, insert a blank text field in the report footer section. Crystal Reports10 will export the blank section at the end of the report according to the height of the inserted text field.

Documentation Errata

None.

Local Language Support

This version of Reporter product and supporting user documentation are available in Japanese. The Japanese editions of the Reporter manuals are available in PDF format at:

http://ovweb.external.hp.com/lpe/doc_serv/

The manuals are:

- HP Reporter Installation and Configuration Guide
- HP Reporter Concepts Guide
- HP Reporter Online Help
- DB Schema
- Release Notes

Integration with Other HP Software Solutions

Reporter integrates with the following HP Software products:

- HP OpenView Internet Services 6.00 or later
- HP Performance Manager 8.00
- HP Operation agent 7 (or later)
- Performance Agent 4.50 (or later)
- HP Operation Manager for Windows 8.00
- HP Operation Manager for UNIX 8
- Network Node Manager 7.5
- SPI DVD 2006 (or later)
- Dashboard 2.1

Support

You can visit the HP Software Support web site at:

<http://www.hp.com/go/hpssoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by being able to do the following:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

NOTE: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to the following URL:

<http://h20229.www2.hp.com/passport-registration.html>

Legal Notices

©Copyright 2007 Hewlett-Packard Development Company, L.P., all rights reserved.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Java™ and all Java based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

Microsoft® is a U.S. registered trademark of Microsoft Corporation.

Windows NT® is a U.S. registered trademark of Microsoft Corporation.

Windows® and MS Windows® are U.S. registered trademarks of Microsoft Corporation.

Netscape™ and Netscape Navigator™ are U.S. trademarks of Netscape Communications Corporation.

Oracle® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

Oracle7™ is a trademark of Oracle Corporation, Redwood City, California.

OSF/Motif® and Open Software Foundation® are trademarks of Open Software Foundation in the U.S. and other countries.

Pentium® is a U.S. registered trademark of Intel Corporation.

UNIX® is a registered trademark of The Open Group.