Release Notes for Reporter 3.6

What's New in this Version

New Features

- Enhanced report generation for Group and System reports. Repcrys can now generate Group and System reports automatically, if you have a ALL template. For more details, refer to 'Concepts Guide, Chapter-4 -Generated and Custom Report.
- Crystal Reports 10 support. You can now generate reports designed in Crystal 8.5, 9.0 and 10.0. Refer to Crystal 10 limitations and known problems.
- Reporter can now connect to remote HP OpenView Operations for Windows (OVOW) system to get managed node information. Refer to 'How to configure Reporter to Remote OVOW server ' section in Installation and Configuration guide.
- For huge reports, you can set PAGE_BREAK option in Reporter GUI.
- Reporter can be installed on Microsoft Cluster Environment. Refer to the Installation and Special Configuration guide for more information.
- Support for IIS 6.0.
- Support for long host names. System names can be more than 200 characters (up to 1024 characters) but this is not supported on MS Access.

Changes to Installation and New Requirements

- Reporter now requires installation on a system with an IIS 5.0 (or later) Web server. If you access the main Web page through the Web server, the link will be usable from other systems. Start a Web browser and access the following URL:
  http://<myserver.domain>/HPOV_Reports/reports.htm
- The default repository for Reporter has changed from Microsoft SQL Server 2000 Desktop Engine (MSDE) to Microsoft SQL Server 2000 Desktop Engine (MSDE) SP3a.
- A new installation of Reporter will install the MSDE SP3a database unless it detects a 'Reporter?ODBC DSN (Data Source Name) on the Reporter system.
- The installation now installs MDAC 2.7 Service Pack 1a. MDAC 2.7 SP1a has no feature changes from the version of MDAC installed by SQL Server 2000 (MDAC 2.6), but it does include fixes and security enhancements components. For more details, refer to the installing, upgrading, and uninstalling section.

Changes to Database Support

- The default repository for Reporter is now Microsoft Database Engine (MSDE) SP3a. This is a component of the SQL Server 2000 database.
- Microsoft Access continues to be a supported database for this release (Long hostnames are not supported).
- Reporter also gathers data from OV Operations 6 and 7 and 8(OVO UNIX) using an Oracle 8.1.7 or 9.2.0 database

Report Definition Package Changes

- OV Operations for UNIX 8 is newly added.
- Report package IT/Operations 5.3 is obsolete now.

Summary of Changes

New Report Package	Description	Replace Package
OV Operations for UNIX 8	Install the OVO/UNIX 8 package to get the new EVENT and SERVICE reports for systems managed by OVO/UNIX 8. This package does not contain the additional Service State History Reports.	None

Changes to Reporting

Reporter generates GUIDs for systems with host names longer than 200 characters. Hence, there is a report (a_ovounix_systems_8.rpt and g_ovounix_systems_8.rpt) that lists the mapping between GUIDs and the host names.

Miscellaneous Changes

New report templates are added for OVO for UNIX.

Fixes in this Release

To print the fixes, first expand those items by clicking **Show all**. To return to the streamlined view where you click items only as you need them, click **Hide all**.

Show all   Hide all

QXCR1000027171: GatherCODA does not collect data for last 'x' days when 'Retain Days' is not a multiple of seven.

FIX: Gathercoda now collects data even if the total retained number of days is not a multiple of seven.

QXCR1000027180 : Reporter - changing the Database field in the GUI doesn't refresh.

FIX: The Reporter GUI is modified to fix this problem.

QXCR1000026837 : OVR does not differentiate between OVR and OVIS customers.

FIX: In this version, the `repcrys` module does not schedule performance reports to the OVIS customer.

QXCR1000027356 : Reporter 3.5. Running RepCrys changes the WebServerPort value.

   FIX: In this version, the repcrys module does not change the registry key set for Web server port by other OV products.

QXCR1000048890 : SECURITY: Cannot modify default passwords for ReporterLite db logins.

   FIX: The `ovrpwdencrypt.exe` utility provided in this release can be used to change database logins.

QXCR1000026646 : Table Name is truncated to 26 characters for new 'Metric List'.

   FIX: The Reporter GUI is now modified to validate the length of the metric list.

QXCR1000047735 : Trace information about oracle version is wrong.

   FIX: The Reporter trace now shows the correct oracle major version.

QXCR1000027095 : Documentation inadequate about which reports can be assigned to customer.

   FIX: The *Concepts Guide* is updated to provide this information.

QXCR1000027318 : OVR3.5 screen date range is blank after date is set and screen refreshed.

   FIX: The Reporter GUI is now modified to solve this problem.

QXCR1000026997 : MSCS Support for Reporter 3.6.

   FIX: Reporter 3.6 can now can be installed on Microsoft Clustered Server (MSCS) on Windows 2003.

QXCR1000026442 : ER: Reporter - would like customer name to allow 50 characters.

   FIX: Support for adding customer names which include up to 50 characters is provided in this release.

QXCR1000027346 : Reporter does not collect `Avail Memory` and `Avail Swap` for OVPA/Linux.

   FIX: The `Discovery` module is now modified to collect `Avail Memory` and `Avail Swap` metrics from OVPA/Linux systems.

QXCR1000027523 : Duplicate entries for the same system in the OVO/UNIX Group.

   FIX: The `Discover_ITO` and `Reporter GUI` modules are modified to fix this problem.

QXCR1000027061 : OVIS- repmaint accesses wrong tables if customized shifts are used.

   FIX: In this release, the OVIS tables which do not use shift columns are not modified by the `repmaint` module.

QXCR1000044632 : Data Collections need indexes on `DATETIME` & `SYSTEMNAME`.

   FIX: The `gather` and `gathercoda` modules now create a composite index for `system name` and `Datetime`. This speeds up database operation.

QXCR1000205159 : Reporter service startup fails when data base password ends in "p".

   FIX: The Reporter database password encryption and decryption logic have been modified to solve this problem.

QXCR1000086953 : Collection tables shows wrong GMT time.

   FIX: The `Gather` and `Gathercoda` modules are modified to update the GMT value properly.

QXCR1000029046 : "Use datasource as Systemname" option does not work for single system.

   FIX: The `Gather` and `Gathercoda` modules are modified to collect the metrics with the `Use datasource as Systemname` option.

QXCR1000027108 : A function to rename the customer.

FIX: In this release, you can rename an existing customer.

QXCR1000028223 : Changing the Shift in the GUI does not refresh for next report template.

FIX: The Reporter GUI is now modified to solve this problem.

QXCR1000028438 : ER: should have a "select all" in the config. status window dialog.

FIX: In this release, you can access the select and deselect status panes by clicking on the **Select All/Clear All** toggle button.

QXCR1000028437 : ER: Reporter should provide option to set IDLE TIME OUT/Hang timer value.

FIX: You can now modify the HANG_TIMER value using the GUI.

QXCR1000027560 : If the report description has changed the DB name is affected too.

FIX: The Reporter GUI is modified to solve this problem.

QXCR1000046939 : sapassword visible in install log.

FIX: The installation log files now encrypt the database password.

Announcements

HP OpenView Reporter is copyrighted and licensed by Hewlett-Packard Development Company. Please refer to the licensing agreements on the installation media. Reporter's primary function is to generate reports as Web pages from data gathered from the OpenView Performance Agent for UNIX or Windows, (formerly known as MeasureWare Agent) OpenView Operations Agent, version 7 and 8 (performance subcomponent called Coda) or OpenView 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 from OpenView Performance Agents and OpenView Operations Agents, version 7 and 8, manual configuration of new sources is not required. Application reporting offered by Smart Plug-Ins (SPIs) for Oracle, Informix, Sybase, SAP R/3, Microsoft Exchange, and others. Wide variety of reports to help you understand and manage your computing resources. Reports are generated as Web pages, so that staff members throughout your organization can easily access them using a variety of Web browsers.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, you control Reporter operations through simple drag-and-drop actions in the main window. You can modify the reports or create your own by purchasing the inexpensive report-formatting application Crystal Reports 10.0 Professional(TM) from Business Objects. Heterogeneous: Reporter runs on a Windows 2000 , Windows 2003 or Windows XP operating system and can gather data from OpenView Performance Agents and OpenView Operations Agents, version 7 and 8. It can also gather event and service data from an OpenView Operations 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 OV 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 (Discover, Gather, Report Engine, and others).

Software Requirements

- Windows 2000 Professional with Service Pack 4 or Windows 2000 Server/Advanced Server Service Pack 2 or Window XP Service Pack 1 or Windows 2003 Enterprise/Data center Editions. IIS 5.0 or later Web server A Web browser for viewing the HTML reports or for using On Demand Reports; IE 5.0 or later, or Netscape 6.1, 6.2 or 7.2 (Netscape 6.0 is NOT supported). (Optional) Java 2 Runtime, Plug-in 1.3 for using the Java graphs feature in On Demand Reports. The end-user may be prompted to download this plug-in the first time their browser invokes the Java feature. The plug-in may be pre-installed on the user system. 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) OpenView Performance Agent for Windows or UNIX (MeasureWare Agent) versions. (Optional) OpenView Operations for Windows version 7.5 or OpenView Operations Agent, version 7 and later.
- (Optional) OpenView Operations for UNIX version 6 ,7 or 8 on a HP-UX or Sun Solaris management system.

  At this release, OV Operations management server is supported using HP-UX or Sun Oracle 8.1.7 or 9.2.0. You must have access to the Oracle Client Software - Version 8.1.7 or 9.2.0. The client software is available from the Oracle software supplier or Web site at: http://otn.oracle.com/software/products/oracle8i/software_index.htmSelect Oracle8i Enterprise Edition Release 3 (8.1.7) for Windows 2000/XP, and fill out the qualification form. The frame will update. Now look for the client.

  We recommend using the same version, or a newer version, of "Oracle Client Software" to connect to the Oracle databases. If you are using the Oracle 8.1.7 client software, please use the 8.1.7.2 patch as this fixes an Oracle memory leak problem.

- (Optional) Reporter database supported with this release are Oracle 8.1.7 or 9.2.0 on HP-UX or Sun Solaris. You need to have the CD set for Oracle. Specifically, during installation, you use the two CDs entitled "Oracle Client Software - for Windows " and either "Oracle Server for HP-UX 10.20 or 11.0" or "Oracle Server for Sun SPARC Solaris."

  We recommend using the same version, or a newer version, of "Oracle Client Software" to connect to the Oracle databases. If you are using the Oracle 8.1.7 client software, use the 8.1.7.2 patch because it fixes an Oracle memory leak problem.

Hardware Requirements

- Intel Pentium, 500MHz or faster processor with 256MB of memory or more are recommended. Installing on a slower system or one with less memory may

prove unacceptably slow for most users.
- o For up to 1000 agents, excellent performance is achieved with 500MHz processors with 256-512MB of memory.
- o For larger installations consult the information on scalability in the "Scalability" chapter of the Reporter Concepts Guide.

210 MB of disk space for product, data, and system files.
- o Slightly more space may be required during product installation, depending on the installation method. 1 GB is recommended as a starting point for the Reporter database. Initial estimates indicate that the database can hold data from 100 systems (7 days total) in less than 6MB of disk space, but this number can vary.
- o For in-depth information on scalability and disk space requirements, see the chapter "Scalability" in the 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 Platforms and Databases
Supported Platforms
- • Windows 2000 Professional - SP4 Windows 2000 Server - SP4 Windows 2000 Advanced Server - SP4 Windows XP - SP1
- • Windows 2003 -Enterprise/Data center Editions.

Supported Databases

Reporter Database	Operating System
Access 2000 (No long host name support)	Windows 2000 Pro/Svr/Adv -- SP4
SQL Server 2000	• Windows 2000 Pro/Svr/Adv -- SP4Windows XP Professional -- SP1 • Windows 2003 -Enterprise/Data center Edition
MSDE SP 3a	• Windows 2000 Pro/Svr/Adv --SP4Windows 2003 - Enterprise/Data center Edition • Windows XP Professional -- SP1
Oracle 8.1.7	• HP-UX 11.0 (32 bit)HP-UX 11.0 (64 bit)Solaris 2.7, 8 (32 bit) • Solaris 2.7, 8 (64 bit)
Oracle 9.2.0	• 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

Supported/Unsupported Platforms and Databases in Cluster

Windows Operating Systems	SQL Server 2000 Enterprise Edition	Oracle(All Versions)	MSDE (All Versions)	Access (All Versions)
Windows Server 2003, Enterprise EditionYN N	N			
Windows Server 2003, Datacenter EditionYN N	N			

Platforms and Databases Not Supported
Platform not supported
- • Windows NT Server
- • Windows NT Workstation

Databases not supported

Reporter Database	Operating System
Access 97	All platforms
Access 2000	NT Workstation/Server -- SP 6A XP Professional -- SP1
SQL Server 7	All platforms
SQL Server 2000	NT Workstation/Server -- SP 6A
MSDE	NT Workstation/Server -- SP 6A
Oracle 8.0.6	All platforms
Oracle 8.1.6	All platforms
Oracle 8.1.7	HP-UX 10.20

Handling Services During Installation
This section explains how the Reporter installation handles various services while it is installing.

- • The Reporter installation will stop the Reporter Service, World Wide Web Service, IIS Admin service, and any other service that are dependencies of these services. These services will not be available for the duration of the installation. These services must be stopped to perform updates for files that these services may have locked. Special care should be taken for services that are dependant on these services that the installer may be unaware of. These dependent services will remain stopped until they are either restarted manually or by a system restart. If the installer is unable to stop or start any of these services, then the installation will create an error dialog that will prompt for a retry. If these services are not stopped or started, the retry continues to fail and the user chooses to cancel the installation, then all products installed will be rolled back in an abort state of the installation. On occasion the World Wide Web service may be stuck due to an in-process failure of the inetinfo.exe process. In some cases, sending a kill signal to the inetinfo.exe process can stop this service. (See Known Problem QXCR1000043281).
- • All of these services must not be set to "disabled" for the installation to continue. If the services for IIS are disabled, the installer will perform an error check and warn the end-user.

Installing, Upgrading and Uninstalling
Please refer to Section 1 of the Reporter Installation and Special Configurations Guide for instructions. This section of the Release Notes explains changes specific to this version and things you should know before upgrading. Please also read about how the installer handles services during installation. Contents of this section:

- • New Installation Upgrading Reporter 3.1 to Reporter 3.6 Upgrading Reporter 3.5 to Reporter 3.6

- Install and Uninstall with integrated products

New Installation
- If you are installing Reporter for the first time, the default installation directory is C:\Program Files\HP OpenView. All of the products that are installed later (OVPA, OVIS, OVOW, etc.) will be installed in the same directory.
- Incompatibilities with SQL Server 2000:
  - ○ MSDE and SQL Server 2000 are incompatible and cannot both run on the same system. This is due to dependencies on different versions of Microsoft's MDAC libraries. A new installation of Reporter will install the MSDE 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 a Microsoft SQL Server 2000 Desktop Edition SP3a database.
  - ○ If you wish to use a SQL Server 2000 version for your database, follow the instructions in the Installation and Special Configurations Guide, SQL Server database setup. You must install SQL Server 2000 and configure the Reporter ODBC Data Source Name (DSN) BEFORE you begin the Reporter installation.
- Crystal 10.0 runtime DLLs are installed.
- Installation on OpenView Operations for Windows 7.5 management server or managed node is supported.

Upgrading Reporter 3.1 to Reporter 3.6
You can upgrade Reporter 3.6 over an existing Reporter 3.1 installation. 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 3.6. It will not install MSDE.

Note:If MSDE SP3 was used as Reporter 3.1 database during upgradation to Reporter 3.6, MSDE will be upgraded to MSDE SP3a. MSSQL$OVOPS must not be stopped before the upgrade.

Changes to the installer during an upgrade from Reporter 3.1 to 3.6
Installer prompts user to enter SA password, if Reporter DSN is configured with MSDE instance.

Upgrading Reporter 3.5 to Reporter 3.6
You can upgrade Reporter 3.6 over an existing Reporter 3.5 installation. 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 3.6. It will not install MSDE.

Note:If MSDE SP3 was used as Reporter 3.5 database during upgradation to Reporter 3.6, MSDE will be upgraded to MSDE SP3a. MSSQL$OVOPS must not be stopped before the upgrade.

Installing with OV Operations for Windows 7.5

- With a new installation of Reporter and OVO/Windows 7.5 on the management server, you may install in any order.
- When installed and running with OVO/Windows 7.5, you will see some new system groups with very long names in the Reporter User Interface under Discovered Systems. These are groups obtained from OVO/Windows 7.5.

Install and Uninstall with Integrated Products (OV Operations for Windows 7, OV Internet Services, OVPM) on a system
OVIS 5.2 (or later) and OVOW 7.2 1 (or later) versions can co exist with Reporter 3.6.

Caution: Uninstalling Reporter 3.6 from a system that has OVOW 7.1 or OVIS 5.2 can destabilize report generation.

What to Look for During and After Installation

- ***Automatic/Manual Service Startup***: During the installation of Reporter, you are prompted to select between Automatic and Manual startup of Reporter Service. In most cases, you should select Automatic. This selection allows Reporter actions to start immediately after your installation is completed and the system has been rebooted. For more information, see the Concepts Guide.

  If you chose manual startup during installation, Reporter service can be manually started 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. You will also need to set the service to Automatic startup so it will restart when the system is rebooted.

- ***Report Package Selections***: During a new Reporter installation, report configuration packages (for OV Performance Agent for Windows/UNIX) and OV Operations Agents, version 7 and later) are automatically installed. To generate additional reports, you can select other Reporter packages (such as OV Operations for UNIX 6 & 7). For more information, see "Getting Started" in the Reporter Concepts Guide.

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

  Note: If you do not have any OV Performance Agents or OV Operations Agents, version 7 running in your domain, some of your reports may be blank.

- ***View what happens after installation***: You can view the Reporter activities in the main window status pane. For an overview of Reporter, select Reporter Help from the Help menu (or click the Reporter Help toolbar button).
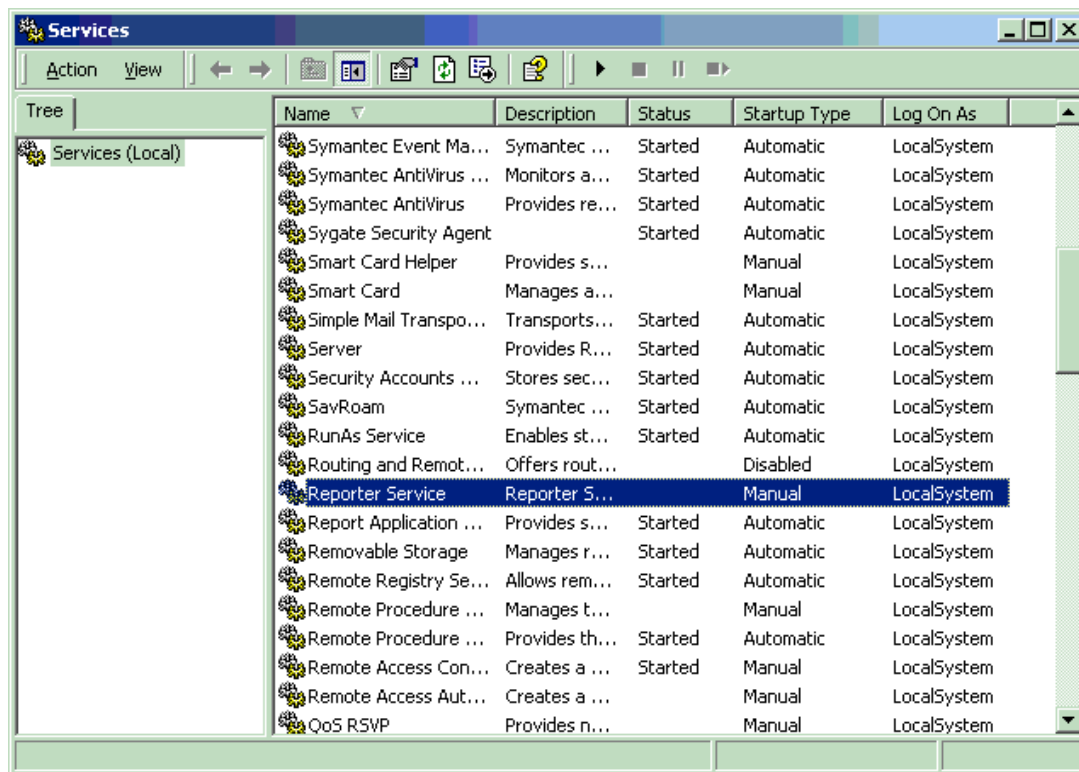
  By selecting Show Reports, the browser window will display Reporter's cover Web page, which has links to all reports just generated. Each day these reports are updated with the most recently collected data. There is also a link to the On Demand Reports Web.

- You can learn more about Reporter by doing the following:
  - ○ Open Online Help by selecting `Reporter Help` from the Help menu in the main window. Online Help offers descriptions of Reporter components and step-by-step instructions on how to accomplish different tasks. Most step-by-step instructions include a `Show Me` button, which you can select to view an animated, narrated demonstration of the task. Open context-sensitive Help by right-clicking any item in the Reporter hierarchy and selecting `Reporter Help` from the shortcut menu. For selected dialog boxes Help is available by clicking the Help button.

    o   Access the Concepts Guide, the Installation and Special Configurations Guide, and the 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. The Installation and Special Configurations Guide provides information on how you can customize Reporter. To print either guide, look for them in Adobe Acrobat format in the Reporter Help directory

How Reporter Starts

After a typical Reporter installation, Reporter starts automatically at system startup. Because Reporter runs as a service, you do not have to be logged on in order for it to function. If necessary, you can start and stop the Reporter service manually by selecting Reporter Service in the Services Control Panel. At any time you can set Reporter to automatic startup by changing the Startup Mode to Automatic.

The HP OpenView Reporter Folder

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

Click **Start** from the Task Bar. Select **Programs**, **HP OpenView**, **Reporter**. You should see the following icons.

Reporter	Opens the Reporter main window.
Reporter WebPage	Displays the reports through your Web browser.
Status	Runs the perfstat program, which displays performance programs running. The ReportSvc (Reporter Service) program should be running, as should the Reporter (Reporter User Interface) if the GUI is open.

Known Problems, Limitations and Workarounds

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

- Migrating from MSDE to Oracle. The current set of instructions for migrating from MS Access to Oracle describes using the Oracle Migration Workbench (OMWB). The OMWB is designed to handle several different source database formats depending upon the "plug-in". At the time of this release, the plug-in for SQL Server (MSDE) failed to work correctly. There is a problem with specifying the tablespace that the indexes should be placed in. Oracle is working on this problem. Therefore, we did not include documentation for using OMWB to transfer from MSDE to Oracle. Please check the Oracle web site for updates to the Migration Workbench.
- Migrating from MS Access to MSDE. For this type of migration, please refer to www.microsoft.com for the instructions and tools.
- *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 left on the system. If Reporter is installed after this, and the user does not first 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 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.

- **QXCR1000043280**: MSDE installation fails if SNMP Services are running. Check the MSDE install log file (\data\HPOVInstall\MSDE_Install.log) for the following error:

  Registering performance counters from sqlctr.ini PerfmonLoad routine returned error code 6

  Workaround: Stop both SNMP Service and SNP TRAP Service, then run the installation again.

- **QXCR1000043281**: Uninstall cannot stop IISAdmin service, and hangs.

  Workaround: Use Windows Task Manager to kill the "inetinfo" process. Keep killing it if it keeps starting up, and do so until the Reporter uninstall is completed.

- **QXCR1000042661**: Database Engine.msi internal error 2755 could be encountered during an installation. The reason the installation fails is because the c:\winnt\installer directory does not have read or write access.

  If you manually try to access the directory on the system you will get a permission denied error message. To correct the problem it is necessary to change permissions on the folder so that Administrators and System have full control and Users have read/execute. Further information about this problem can be found in Microsoft Knowledge base article, Q276198.

- **R555008874, ROSmm14340**: When migrating the Reporter MS Access database to SQL Server 7 or 2000, nonstandard Reporter tables are created without a primary key. SQL Server's migration tool does not move indexes. You need to run "NewDB -empty" so that the tables and indexes will be built before the data is loaded.

  Workaround: There are two options to fix tables built by a Smart Plug-In (SPI), DSI feed, or other process:

  1. From the SQL Server's enterprise manager, make the ID column a primary key and give it the identity property. Display the tables, right-click on the table you need to fix, and choose"Design Table."
  2. Click on ID's Identity box, right-click on ID, and select Set Primary Key.

- **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 customer's reports run first will have their reports overwritten with the wrong data. This problem also applies to group names.
- **QXCR1000042378**: Reports have too much vertical space under Crystal 8.5/10 & HTML 4.0. Some reports generated under Crystal 8.5/10.0 have gaps between the sections of the report. No data is lost but nearly a full page of white space may appear in the middle of a report. The blank spaces may correspond to the area where a page break would have taken place if the report had been printed across multiple pages.

  This is an issue with Crystal Reports exporting to HTML 4.0 that we cannot resolve. The Reporter 3.6 version of the RepCrys utility exports only HTML 4.0. These long blank spaces do not show up if the report has been exported under HTML 3.2. Users who develop custom reports under Crystal Reports 10.0 Professional should design their reports with HTML 4.0 in mind.

- **MSDE memory limitation**: You may encounter a situation where the embedded Reporter MSDE database is using too much memory on your system. If you do not have enough memory to start programs or programs are being ended because of memory shortages MSDE may be using too much of your system's memory.

  Workaround: You should first use the Windows Task Manager to check the amount of memory being used by MSDE. If MSDE appears to be taking too much memory you may limit the amount of memory it consumes by using the osql utility. The limitation that you use is dependent on your system's configuration. The example below may be used to change the maximum allowed memory of the MSDE server from infinite to 100 MB. At a Command Prompt enter: `osql -U sa -P "" -S .\OVOPS` At the osql prompt given, execute this sequence of commands. Hit the carriage return key after each command.

```
use master
go
RECONFIGURE WITH OVERRIDE
go
sp_configure 'show advanced options', 1
go
RECONFIGURE
go
sp_configure 'max server memory', 100
go
RECONFIGURE
go
exit
```

  Your system will need to be re-booted for these changes to take effect.

- **QXCR1000041842**: Message in status.Reporter file: "ERROR: System Data Source "Reporter" Not found in ODBC or could not be created". The Reporter MS Access database (rpmtools\data\datafiles\Reporter.mdb) might or might not be created with the installation. The root problem is that the system account does not have permission to access the database.

  Workaround: Correct the permissions to the database directly. Make sure that the permissions include full control (the failure is when trying to set

an attribute) for both the login user (so reporter.exe works) and the system account (so the NT Service reportsvc.exe and spawned programs work). If you cannot perform these steps, then continue on to the following.

Perform the following steps to reconnect a MS Access database for Reporter.

1. Stop the Reporter Service (**Control Panel -->Services -->Reporter Service**) Open **Control Panel > ODBC Data Sources**. Choose the System DSN tab and remove the Reporter entry. Select Add, Microsoft Drivers (*.MDB) and click finish. At the Data Source Name, type in Reporter. You will have several different options, one is to Select the Database. Choose this option. WARNING!! Do not create a new Reporter.MDB. If the default Reporter.MDB that was installed during the installation process is still under the directory \DATA\DATAFILES\REPORTER.MDB. Leave all other settings at the default level. Close the ODBC Admin Tools and Restart the Reporter Service.
2. You should see Reporter establishing a connection with the Reporter.Mdb and Logging in. Everything should start as normal.

- *QXCR1000041639*: In some cases, Gather.exe cannot reconnect to a OV Performance Agent for UNIX system (MeasureWare Agent) during subsequent scheduled Reporter runs. Reporter's Data Gathering by System report displays the "status" column as "Time Out."

    Workaround: Log on to the OV Performance Agent for UNIX system (MeasureWare Agent) and run the command: mwa restart server. Run the Reporter Gather.exe program again. If the Reporter database has been purged or moved, you will get the following error in the Reporter GUI:Could not open Reporter Database Could not find file "(unknown)". Driver's SQLSetConnectAttr failed

    Workaround: Recreate the Reporter database of your choice. Follow the instructions in the Reporter Concepts Guide, Advanced Topics, Recovering a Corrupted Database.

- *ARM DLL deletions*: Aborted installations or uninstalls of OV 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 \rpmtools\newconfig\ directory. This workaround disables the collection of ARM transaction data on the affected system. Upon successful installation of the OV Performance Agent, a working ARM library automatically replaces the stub library. Copy the file \rpmtools\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*:

    Summary: 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.

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

- *QXCR1000157078*:

    Summary: Unable to read reporter.xml **Symptom**: Console is unable to display reports tree and "The xml page can not be displayed" is seen in browser.

    Solution: The xml file may contain the "&" sign from the OVOW groupings. Change the groups and remove the "&" sign from the group name.

- *On-demand reports on cluster environment are non functional*

    Summary: On-demand reports on cluster environment are non functional

    Symptom: The report page is not displayed in the browser.

- *Error in running discover_neutron*

    Summary: Error message on the discover_neutron status pane.

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

    Solution: Remove discover_neutron program from scheduler if you are not integrating with remote OVOW management server.

Known Problems, Limitations, and Workarounds for On Demand Reports

- *No "trace.Analyzer" file when tracing is enabled*

    If no "trace.Analyzer" file is generated even when tracing is enabled:

- It is possible that the On Demand Report program is not being executed. Execute it manually by executing <installation_directory>\HPOV_IOPS\cgi-bin\Analyzer.exe.
- If the previous step succeeded, but there still is no trace.Analyzer file, then perhaps the program is not being executed by the Web browser. Try running a browser and executing the following URL http://<mysystem>/HPOV_IOPS/cgi-bin/Analyzer.exe?-GETNEWFORM: where "mysystem" is the name of the Reporter server system.

If this fails, the Web server may not be running on that system. Check to see that IIS Web server is running (World Wide Web Publishing Service is STARTED).

On Microsoft Windows 2000:

1. Start -> Programs -> Admin Tools -> Internet Services Manager Find your server and open it in the tree. Open the Services window Scroll down and find "IIS Admin Service"
2. Start the service if not running.

- *A graph is drawn and the following error message appears: "The metrics in graph were not found on this data source."* This indicates that the classes and metrics do not match those required in the graph definition.
    o Check the graph definition and the Reporter data source to make sure they are compatible. Make sure that the date range selected for the graph is for data for the previous midnight. By default, Reporter does not gather data since midnight. Make sure the Reporter database is present and the ODBC connection is properly configured. Make sure that Reporter has data in the database. The database must contain a table or view that matches the "CLASS" specified for this graph. That table or view must contain the referenced metrics.
    o Make sure that at least one numeric metric is selected for a line, bar, pie, or area graph.
- *The first On Demand Reports Web page returns the following error message: "Database Open error."*

If you are using a Microsoft SQL Server database, make sure that the database Security is set for "SQL Server Authentication" rather than "Windows Authentication." For more information, refer to the instructions in the Installation and Special Configurations Guide.

- *The first On Demand Reports Web page returns the following error message: "CGI Error" or "Incomplete header."*

Error messages such as "The page cannot be found" and "CGI Error The specified CGI application misbehaved by not returning a complete set of HTTP header" can be caused by the inability to run the Analyzer.exe program.

    o Check to see if the file Analyzer.exe is present in the /HPOV_IOPS/cgi-bin directory. If it is not there, reinstall Reporter
    o Determine if the Analyzer.exe program can be run manually. Create a DOS command window (run "cmd"). Change to the directory where the Analyzer.exe program is installed:

    ```
    cd Program Files\HP OpenView\HPOV_IOPS\cgi-bin
    ```

    Ask the Analyzer for its license status:

    ```
    Analyzer.exe -license
    ```

    You should get an indication that the product is properly licensed and available for use. Ask the Analyzer for its configuration information:

    ```
    Analyzer.exe -info
    ```

    You should get a long list of XML describing the configuration

    o If Analyzer.exe can be run manually, try to run it from a Web browser. Run a Web browser. Edit the URL so that it runs Analyzer.exe directly: http:\\localhost\HPOV_IOPS\cgi-bin\Analyzer.exe?-license You should see an error message followed by the license information you saw in step 2.

    ```
    http:\\localhost\HPOV_IOPS\cgi-bin\Analyzer.exe?-info
    ```

    If your browser can display XML directly (IE 5.0 or later, Netscape 6.1, etc.) you should see the XML as seen in step 2. On some browsers, you may have to "view source" to see the actual XML.

    - If Analyzer.exe can be run manually, try to run it from a Web browser. Run a Web browser. Edit the URL so that it runs Analyzer.exe directly: http:\\localhost\HPOV_IOPS\cgi-bin\Analyzer.exe?-license You should see an error message followed by the license information you saw in step 2.

    ```
    http:\\localhost\HPOV_IOPS\cgi-bin\Analyzer.exe?-info
    ```

    If your browser can display XML directly (IE 5.0 or later, Netscape 6.1, etc.) you should see the XML as seen in step 2. On some browsers, you may have to "view source" to see the actual XML.

- *Analyzer runs manually, but does NOT run from a Web browser.* Check the system PATH variable. Examine your system's environment variables. Look a the system environment variable PATH. It should contain the OpenView binary directory (by default, this will be C:\Program Files\HP OpenView\ bin).

Whenever the system PATH variable is changed, the system must be rebooted before system services like IIS can see those changes. If you have not rebooted since installing Reporter or since changing the PATH variable, you should reboot and retest.

Some installations can have problems when the OpenView binary directory occurs in the PATH variable after another directory containing similar library names. If you are still having problems, reordering the directory names so that the OpenView binary directory is the first one in the path. Do not

forget to reboot after changing the path.

- ***On Demand Reports main Web page access results in browser error "UNRESOLVED HOSTNAME."*** This means that the fully Qualified Domain Name (FQDN) is not properly set on the Reporter server.

   If you can view the URL in the browser to see what it was unable to find, examine the first part of the URL. It should show a fully qualified version of your server name (such as myserver.division.company.com). If the URL has only the short version of the server name (myserver or something like www.myserver.com, you should check your server system network identification information. On Windows 2000, right-click **My Computer -->Properties -->Network Identification -->Properties**. Make sure that the server name is correct in the Computer name field (myserver for example). Click **More** and make sure that the Primary DNS suffix is filled in properly (division.company.com for example). On Windows XP, select **Start -->Control Panel -->Network**. Make sure that the server name is correct in the Computer name field (myserver for example). Select the Protocols tab. Highlight TCP/IP Protocol and click Properties. Select the DNS tab and make sure that the server name is properly entered into the Host Name field, and the Domain field contains the rest of the address (division.company.com for example). When you are finished you may have to reboot. Then reinitialize the On Demand Reports Web page. Create a DOS command window (run "cmd").

   Change to the directory where the Analyzer.exe program is installed:

   ```
   cd Program Files\HP OpenView\HPOV_IOPS\cgi-bin
   ```

   ```
   Analyzer.exe –init
   ```

- ***Java graphs are cut off.***

   Sometimes, the bottom of the Java graphs may not be displayed. There may also be a wide gray band to the right of the display. This symptom is caused by improper versions of the Java plug-in being used.

   Workaround: Uninstall all versions of the Java Plug-in (use Add/Remove Programs from the Control Panel). Then manually downloaded the Java plug-in, version 1.3.1_01, from http://java.sun.com/products/plugin.

- ***QXCR1000043645***: When using Netscape from UNIX , and trying to draw Java Graphs, you will get an error if you resize the before the Java applet is done loading. Wait until the graph has loaded, then resize the window.
- ***QXCR1000043629***: Closing a browser window containing a Java graph may cause Netscape to hang with the 1.3.1_02 Java plugin. Netscape users should not use the 1.3.1_02 Java plugin -- any previous version of the 1.3.0 or 1.3.1 plugin can be used instead. The problem can also be avoided by moving the focus out of the applet by clicking on any other window on your desktop and then clicking back in the applet before closing the window.

   Workaround: We recommend uninstalling all versions of the Java Plug-in (use Add/Remove Programs from the Control Panel). Then manually downloaded the Java plug-in, version 1.3.1_01, from http://java.sun.com/products/plugin.

- ***QXCR1000151680***: A Java graph drawn, with multiple systems selected, displays only one of the system names in the graph title. The html graphs display the systems in separate graphs. The Java graphs put all the systems into one graph. The graph template is set up for the behavior of putting systems into separate graphs, thus displays the system name for each different graph in the title. ***QXCR1000042889***: There is a colored symbol on the right side of the graph that can be clicked to hide/show a metric. The symbol and the metric should go away when the symbol is clicked, and come back if that spot is clicked again. Sometimes the symbol becomes visible when it should not.
- ***QXCR1000043595***: If you draw a Java Graph and then change something in the properties (for example, metric color), and then turn Auto Refresh on, the metric color will go back to its original color when the graph refreshes.

   Workaround: Open the graph in the Design tab, make the customizations you want to see and then Save the graph with a new name and redraw it.

- ***QXCR1000043644***: If you open the Property page on a rotated java graph, the rotation will be lost. ***Location of graph output files.*** When On Demand graphs are generated, the HTML and GIF files are written to a directory based on the parameters used to generate the graph. All files will be located in the directory, \data\webpages\VPI_All_Customers\. You may want to periodically clean out old files from the subdirectories under VPI_All_Customers for disk space management.
- ***Database open error.*** Specified driver could not be loaded due to system error 5 (Oracle in OraHome)(err6). This is a problem related to inadequate access to the Oracle driver. Please change access permissions for the Oracle driver file to include read/execute access for everyone. If this resolves the problem, the change it and give specific access to only the Anonymous IIS user(and restart IIS afterwards). If not, try changing the access for the Oracle client folder (ORAHOME).

Known Problems and Workarounds for existing Crystal 8.5 Templates

The templates of Crystal 8.5 (or earlier version), when used with Reporter 3.6, (which uses Crystal 10 binaries) may break the HTML files created by 'Repcrys' module. You may have to change the 8.5 templates based on the issues encountered. Please note that all the out-of-the-box Crystal Reports templates that accompany Reporter 3.6 Full are properly converted and should work fine without any issues.

Note: Crystal 10 has backward compatibility problems with earlier Crystal versions. The modified templates for OVIS, OVOW, and SPI are available at ftp.hp.com/pub/ovreporter. You can download the readmefirst.txt file to check for updates.

The following changes are applicable for users who wish to use their customized Crystal 8.5 templates with Reporter 3.6.

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. But any reports that are edited using Crystal 10 will not work on Reporter 3.5 system.

- ***Problem***: Crystal 10 does not truncate fields based on the field length defined in the report template. So 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.

- *Problem*: 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.

- *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.

- *Problem*: 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).

- *Problem*: 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.

- *Problem*: Every run of Repcys 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 'Repmaint –clean' so that the unwanted '.png' files can be removed. It should be scheduled well after RepCyrs has finished generating reports.

- *Problem*: When Crystal 8.5 templates are exported (using Reporter 3.6) 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 3.6 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.

- *Problem*: 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.

- *Problem*: 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.

- *Problem*: 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.

Out of the Box Reports

Performance Reports   OV Operations UNIX Reports

Performance Reports (OV Performance Agent, OV Operations Agent, version 7)

Category	Report Package	Report Name	Data Sources	Report Type (All, Group, Single System)	Comment
Performance	OVPerformance	01	Top CPU Busy Systems	MeasureWare/Coda	A,G
	OVPerformance	02	Top Disk Busy Systems	MeasureWare/Coda	
	OVPerformance	03	Top File System Utilizing Systems	MeasureWare/Coda	A,G
	OVPerformance	04	Top Network Busy Systems	MeasureWare/Coda	A,G
	OVPerformance	05	Top Memory Busy Systems	MeasureWare/Coda	A,G
	OVPerformance	06	System Resources	MeasureWare/Coda	S
Application	OVApplication	07	Top Applications by CPU Used	MeasureWare	A,G,S
Transactions	OVTransaction	10	Most Active Transactions	MeasureWare	A,G,S
	OVTransaction	11	Systems Performing Each Transaction	MeasureWare	A,G
	OVTransaction	12	Transactions by Each System	MeasureWare	A,G,S
Availability	OVPerformance	20	System Up Time	MeasureWare/Coda	A,G,S
Inventory	OVPerformance	30	Discovered Systems	MeasureWare/Coda	A,G
	OVPerformance	32	Data Classes and Dates of Coverage	MeasureWare/Coda	A,G,S
Administration	OVAdmin	90	Scheduled Reporter Activities	Reporter	A
	OVPerformance	91	Data Gathering From Systems	Reporter	A
	OVAdmin	92	Completed Reporter Activities	Reporter	A
	OVAdmin	93	DLL Versions and Dependencies	Reporter	A

OV/Operations 8.0 for UNIX Event and ServiceReports

Category	#	Report Name		Report Type (All, Group, Single System)
Inventory	31	OVO/Unix 8.0 Systems	OV Operations 7 & 8	A,G
OVO/Unix Summary	9200	OVO/Unix 8.0 MessActive	OV Operations 7 & 8	A
	9201	OVO/Unix 8.0 PeakHours	OV Operations 7 & 8	A
	9202	OVO/Unix 8.0 WorkUsers	OV Operations 7 & 8	A
OVO/Unix Applications	9210	Message Trend by Application	OV Operations 7 & 8	A
	9211	Resolution Time by Application	OV Operations 7 & 8	A
	9212	Top Active Messages by Application	OV Operations 7 & 8	A
OVO/Unix Messages	9220	Active Messages per Severity	OV Operations 7 & 8	A
	9221	Message Load per Operator	OV Operations 7 & 8	A
	9222	Message Trend by Severity	OV Operations 7 & 8	A
	9223	Unassigned Messages	OV Operations 7 & 8	A
	9224	Unassigned Messages by Operator	OV Operations 7 & 8	A
	9225	Messages with activated TT and ITI	OV Operations 7 & 8	A
	9226	Assigned Messages for Service	OV Operations 7 & 8	A
OVO/Unix Message Groups	9230	Messagegroup Assignment per Operator	OV Operations 7 & 8	A
	9231	Message Trend by Messagegroup	OV Operations 7 & 8	A
	9232	Resolution Time by Messagegroup	OV Operations 7 & 8	A
	9233	Top Active Messages by Messagegroup	OV Operations 7 & 8	A
OVO/Unix Nodes	9240	Nodes per Severity	OV Operations 7 & 8	A
	9241	Resolution Time by Node	OV Operations 7 & 8	A
	9242	Top Active Messages by Node	OV Operations 7 & 8	A
	9243	Assigned Nodes per Node Hierarchy	OV Operations 7 & 8	A
OVO/Unix Node Groups	9250	Message Trend by Nodegroup	OV Operations 7 & 8	A
	9251	Node Assignments by Nodegroup	OV Operations 7 & 8	A
	9252	Nodegroup Assignment per Operator	OV Operations 7 & 8	A
	9253	Resolution Time by Nodegroup	OV Operations 7 & 8	A
	9254	Top Active Messages by Nodegroup	OV Operations 7 & 8	A
OVO/Unix Acknowledgments				
	9261	Message Trend by Acknowledgements	OV Operations 7 & 8	A
	9262	Message Handling by Operator	OV Operations 7 & 8	A
	9263	Resolution Time by Severity	OV Operations 7 & 8	A

Category	Number	Report Name	Requires	Flags
	9264	Resolution Time by Operator	OV Operations 7 & 8	A
	9265	Resolution Time Trend		
OVO/Unix Configuration	9270	Inconsistent Server MSI Setting	OV Operations 7 & 8	A
	9271	Unassigned Nodes	OV Operations 7 & 8	A
	9272	Unassigned Responsibilities	OV Operations 7 & 8	A
	9273	Unassigned Templates	OV Operations 7 & 8	A
	9274	Undistributed Templates	OV Operations 7 & 8	A
	9275	Ungrouped Templates	OV Operations 7 & 8	A
	9276	Managed Nodes Control State	OV Operations 7 & 8	A
	9277	Regrouped Message Groups	OV Operations 7 & 8	
	9278	Distributed Templates	OV Operations 7 & 8	
	9279	Templates and Conditions	OV Operations 7 & 8	
OVO/Unix Services	9277	Top Active Messages by Service	OVO 6, OV Navigator	A
	9278	Message Trend by Service	OVO 6, OV Navigator	A
	9279	Service Status All Data	OVO 6, OV Navigator	A
	9280	Service Severity for the Last Full Month	OVO 6, OV Navigator	A
	9280	Service Severity for the Last Full Week	OVO 6, OV Navigator	A
	9280	Service Severity for Yesterday	OVO 6, OV Navigator	A
	9281	Service Status	OV Operations 7 & 8	A
	9282	Message Trend by Top 10 Services	OV Operations 7 & 8	A
	9289	Top 10 Most "Shaky" Services	OV Operations 7 & 8	A
OVO/Unix Summarized	9500	Messages by System and Application	OV Operations 7 & 8	A,G,S
	9501	Messages by Application and Severity	OV Operations 7 & 8	A,G,S
	9502	Operator Acknowledgments	OV Operations 7 & 8	A
OVO/Unix Pending	9260	Pending Messages by Application, font-family: Arial'>Message Group, Node, Node groups, Service and Severity	OV Operations 7 & 8	A

Installed Files

Most Reporter files are installed in directories selected during installation. The default directories are c:\Program Files\hp OpenView\bin\ for executables and non-editable template files, and c:\Program Files\hpOpenView\data for data files and editable templates. The following additional files are installed in the directories indicated if they are not already present, or if their versions are more recent than the ones present.

In directory <installation directory>\bin

File Name	Binary Version	ASCII Version	Description
AVAILMETRICS.DLL	1.3.60.10	A.3.60.10	Library used by reporter.exe
CFX2032.DLL	3.0.33.0		Chart FX Library, Software FX, Inc.
CODA_ACCESS.DLL	7.50.1.0	A.07.50.01.0	Library to communicate with OV Operations Agent, version 7
DCE.DLL			Datacomm library Dascom, Inc.
DISCOVERY.EXE	1.3.60.10	A.3.60.10	Reporter Discovery engine for OV Performance Agent
DISCOVER_NEUTRON.EXE	1.3.60.10	A.3.60.10	Discovery engine for OVO/Windows when Reporter installed on OVO/Win server
DISCOVER_ITO.EXE	1.3.60.10	A.3.60.10	Reporter Discovery engine for ITO
DLLVERSIONS.EXE	1.3.60.10	A.3.60.10	Finds and lists dlls and versions that Reporter uses
GATHER.EXE	1.3.60.10	A.3.60.10	OpenView Performance Agent data gatherer
GATHER_ITO.EXE	1.3.60.10	A.3.60.10	ITO (OVO for Unix) data gatherer
GATHERCODA.EXE	1.3.60.10	A.3.60.10	OVO for Windows 7 performance subagent data gatherer
HPMXLICOBJECT.DLL	3.50.20706.2		License Library
HPMXLICOBJECTRES.DLL	3.50.20707.3		License Library
LLBSERVER.EXE	2.5.3.5		
NEWDB.EXE	1.3.60.10	A.3.60.10	Reporter database creator
OVBBCBASE.DLL	2.5.3.5		Datacomm library
OVBBCHTTP.DLL	2.5.3.5		Datacomm library
OVBBCIO.DLL	2.5.3.5		Datacomm library
OVBBCNET.DLL	2.5.3.5		Datacomm library
OVBBCSSL.DLL	2.5.3.5		Datacomm library
OVBBCTHREAD.DLL	2.5.3.5		Datacomm library
OVBBCXML.DLL	2.5.3.5		Datacomm library
OVCONSNOTIFY.DLL	1.2.0.0		OV Operations library
PERFSTAT.EXE	19.0.0.2	S.00.00.02	Shared file that lists performance tools programs, versions, status, etc.
PTHREAD.DLL			datacomm library ? Dascom, Inc.
REPCRYS.EXE	1.3.60.10	A.3.60.10	Reporter report generator
REPLOAD.EXE	1.3.60.10	A.3.60.10	Loads report templates from text file
REPMAINT.EXE	1.3.60.10	A.3.60.10	Reporter database maintenance
REPORTER.EXE	1.3.60.10	A.3.60.10	Reporter user interface
REPORTERRESENU.DLL	1.3.60.10		Reporter resource file (English)

File Name	Binary Version	ASCII Version	Description
REPORTERRESJPN.DLL	1.3.60.10		Reporter resource file (Japanese)
REPIMPORT.EXE	1.3.60.10		
REPORTSVC.EXE	1.3.60.10	A.3.60.10	Reporter service
TRC.DLL	3.0.3.2		Tracing library
TRCMSGS.DLL	3.0.3.2		Tracing library
REPORTSRVCAT.DLL	1.3.60		
XERCES-C_2_4_0.DLL	2.4.0.0	Xerces XML parser library	

In directory <installation directory>\HPOV_IOPS\cgi-bin

File Name	Binary Version	ASCII Version	Description
Analyzer.exe	1.4.4.6	A.04.04.06	Engine for On Demand Reports

In directory C:\Program Files\Microsoft SQL Server\MSSQL$OVOPS\binn

File Name	Binary Version	Description
ADSSECURITY.DLL	1.0.0.1	ADSI SDK Resource Kit library
CMDWRAP.EXE	2000.80.382.0	SQL Login Integration Procedures DLL
COMNEVNT.DLL	2000.80.194.0	Common Event Model DLL
DBGHELP.DLL	6.0.17.0	Windows Image Helper
MSDBI.DLL	6.10.8226.0	Microsoft (R) VC Program Database
ODSOLE70.DLL	2000.80.760.0	OleAut driver DLL containing SQL Server sp_OA extended stored procedures
OPENDS60.DLL	2000.80.194.0	SQL Open Data Services DLL
SEMMAP.DLL	2000.80.760.0	SEMMAP Resource DLL
SEMNT.DLL	2000.80.760.0	Window NT Specific DLL for SQL Enterprise Manager
SQLAGENT.DLL	2000.80.760.0	SQL Server Agent event strings DLL
SQLAGENT.EXE	2000.80.760.0	Microsoft SQL Server Agent
SQLATXSS.DLL	2000.80.760.0	SQLServerAgent Active Scripting subsystem DLL
SQLBOOT.DLL	2000.80.194.0	
SQLCMDSS.DLL	2000.80.760.0	SQLServerAgent Command Execution subsystem DLL
SQLCTR80.DLL	2000.80.534.0	SQL Server Performance Acquisition DLL
SQLIMAGE.DLL	5.0.2031.1	Windows NT Image Helper
SQLMAINT.EXE	2000.80.760.0	SQL Server Database Maintenance Plan Wizard Executor
SQLREPSS.DLL	2000.80.760.0	SQLServer Agent Replication Subsystem Library
SQLRESLD.DLL	2000.80.382.0	SQL Enterprise Manager Reesource DLL Loader
SQLSERVR.EXE	2000.80.760.0	SQL Server Windows NT
SQLSNMP.DLL	2000.80.194.0	MS SQL SNMP Extension DLL
SQLSVC.DLL	2000.80.760.0	Service Layer DLL for SQL Enterprise Workbench
SSMSAD70.DLL	2000.80.194.0	ADSP Net DLL for SQL Server
SSMSLPCN.DLL	2000.80.760.0	Client-Side Local Inter-Process Communication (LPC) Net Library
SSMSRP70.DLL	2000.80.382.0	ListenOn RPC Net Library
SSMSSH70.DLL	2000.80.194.0	ListenOn RPC Net Library
SSMSVI70.DLL	2000.80.194.0	ListenOn VINES Net Library
SSNETLIB.DLL	2000.80.760.0	Winsock Oriented Net DLL for SQL Server
SSNMPN70.DLL	2000.80.534.0	Named Pipes Net DLL for SQL Server
UMS.DLL	2000.80.760.0	SQL User Mode Scheduler DLL
XPLOG70.DLL	2000.80.760.0	SQL Login Integration Procedures DLL
XPQUEUE.DLL	2000.80.760.0	SQL Server Replication Extended Procs for Queued Updating Subscribers
XPREPL.DLL	2000.80.760.0	SQL Server Replication Extended Stored Procedures Library
XPSQLBOT.DLL	2000.80.760.0	
XPSTAR.DLL	2000.80.760.0	Extended Stored Procedure DLL for SQL Enterprise Manager
SQLDATA.DLL	2000.80.760.0	SQL Sorting Data DLL
SQLSORT.DLL	2000.80.760.0	SQL Sorting DLL

In directory C:\Program Files\Microsoft SQL Server\80\Tools\binn

File Name	Binary Version	Description
AXSCPHST.DLL	2000.80.194.0	Active Scripting Host for SQL
BCP.EXE	2000.80.382.0	SQL bulk copy tool
CLDTCSTP.EXE	2000.80.194.0	SQL Server DTC setup wrapper
CNFGSVR.EXE	2000.80.760.0	SQL Server Server Configuration
CNVREM.DLL	2000.80.194.0	RPC wrapper DLL for two machine version upgrades
CNVSVC.EXE	2000.80.194.0	RPC Service for two machine version upgrades
CUSTTASK.DLL	2000.80.760.0	DTS Custom Task implementation file
DCOMSCM.EXE	2000.80.194.0	SQL Server DCOM SCM Object
DTCSETUP.EXE	4.71.1015.0	MS DTC stand-alone setup
DTSFFILE.DLL	2000.80.760.0	DTSFlatFile Rowset Provider DLL
DTSPKG.DLL	2000.80.760.0	DTSPackage Service Provider DLL
DTSPUMP.DLL	2000.80.760.0	DTSDataPump Service Provider DLL
DTSRUN.EXE	2000.80.534.0	DTS Package CommandLine Execution
OSQL.EXE	2000.80.760.0	SQL query tool
PFCLNT80.DLL	2000.80.760.0	SQL Server Profiler DLL
SCM.EXE	2000.80.534.0	SQL Setup SCM

File Name	Binary Version	Description
SQLRESLD.DLL	2000.80.382.0	SQL Enterprise Manager Reesource DLL Loader
SEMMAP.DLL	2000.80.760.0	SEMMAP Resource DLL
SEMNT.DLL	2000.80.760.0	Window NT Specific DLL for SQL Enterprise Manager
SQDEDEV.DLL	2000.80.760.0	SQL Setup Enumeration APIs
SQLADHLP.EXE	2000.80.760.0	Microsoft SQL Server Active Directory Helper Service
SQLDMO.DLL	2000.80.760.0	Distributed Management Objects OLE DLL for SQL Enterprise Manager
SQLMANGR.EXE	2000.80.760.0	SQL Server Service Manager
SQLREDIS.EXE	5.0.2919.6304	Win32 Cabinet Self-Extractor
SQLRESLD.DLL	2000.80.382.0	SQL Enterprise Manager Resource DLL Loader
SQLSVC.DLL	2000.80.760.0	Service Layer DLL for SQL Enterprise Workbench
SQLVDI.DLL	2000.80.760.0	Virtual Device Interface for BACKUP/RESTORE
SVRNETCN.DLL	2000.80.760.0	SQL Server Network Utility DLL
SVRNETCN.EXE	2000.80.760.0	SQL Server Network Utility EXE
W95SCM.DLL	2000.80.760.0	SQL Server Windows 95 Lite SCM
MSGPROX.DLL	2000.80.382.0	SQL Server Proxy Message Datasource Provider

In directory C:\Program Files\Microsoft SQL Server\80\Tools\binn\Resources

File Name	Binary Version	Description
DISTRIB.EXE	2000.80.194.0	SQL Server Replication Distribution Agent
IMPPROV.DLL	2000.80.382.0	Import OLE DB Provider for SQL Server
MERGETXT.DLL	2000.80.382.0	SQL Server Text Merge Resolver
RDISTCOM.DLL	2000.80.382.0	SQL Server Replication Distribution Library
REPLAGNT.DLL	2000.80.194.0	SQL Server Replication Agent Library
REPLDIST.DLL	2000.80.194.0	SQL Server Replication Distributor Provider
REPLDP.DLL	2000.80.382.0	SQL Server Replication Internal Distributor Provider
REPLDSUI.DLL	2000.80.194.0	SQL Server Directory Service UI Handler
REPLDTS.DLL	2000.80.194.0	SQL Server Replication OLEDB provider Library
REPLERRX.DLL	2000.80.194.0	Microsoft SQL Replication Errors Control 8.0
REPLMERG.EXE	2000.80.382.0	SQL Server Replication Merge Agent
REPLPROV.DLL	2000.80.382.0	SQL Server Replication Merge Provider
REPLPROX.DLL	2000.80.194.0	SQL Server Proxy Merge Replication Provider
REPLREC.DLL	2000.80.382.0	SQL Server Replication Merge Reconciler
REPLSUB.DLL	2000.80.382.0	SQL Server Replication Subscriber Provider
REPLSYNC.DLL	2000.80.194.0	SQL Server Replication Synchronization Manager Handler
RINITCOM.DLL	2000.80.382.0	SQL Server Replication Snapshot Library
SNAPSHOT.EXE	2000.80.382.0	SQL Server Replication Snapshot Agent
SPRESOLV.DLL	2000.80.382.0	SQL Server Replication Stored Procedure Merge Resolver
SQLDISTX.DLL	2000.80.382.0	Microsoft SQL Distribution Control 8.0
SQLINITX.DLL	2000.80.382.0	Microsoft SQL Snapshot Control 8.0
SQLMERGX.DLL	2000.80.382.0	Microsoft SQL Merge Control 8.0
SQLRESLD.DLL	2000.80.382.0	SQL Enterprise Manager Reesource DLL Loader
SSRADD.DLL	2000.80.382.0	SQL Server Additive Conflict Resolver
SSRAVG.DLL	2000.80.382.0	SQL Server Averaging Conflict Resolver
SSRDOWN.DLL	2000.80.382.0	SQL Server Download Only Resolver
SSRMAX.DLL	2000.80.382.0	SQL Server Maximum/Latest Conflict Resolver
SSRMIN.DLL	2000.80.382.0	SQL Server Minimum Conflict Resolver
SSRPUB.DLL	2000.80.382.0	SQL Server Subscriber Always Wins Conflict Resolver
SSRUP.DLL	2000.80.382.0	SQL Server Upload Only Resolver

In directory <windows>\system32

File Name	Binary Version	Description
ADSSECURITY.DLL	1.0.0.1	ADSI SDK Resource Kit library
ASYCFILT.DLL	2.40.4275.1	OLE for Windows library
ATL.DLL	3.0.8449.0	ATL Module for Windows (ANSI)
COMCAT.DLL	5.0.2195.1	Microsoft Component Category Manager Library
CTL3D32.DLL		Microsoft 3D Windows Controls
DBMSLPCN.DLL	2000.80.760.0	Client-Side Local Inter-Process Communication (LPC) Net Library
DBMSSHRN.DLL	2000.80.194.0	ConnectTo RPC Net Library
DBNETLIB.DLL	2000.81.9031.0	Winsock Oriented Net DLL for SQL Clients
DZIP32.DLL	3.0.0.15	Inner Media DynaZIP-32 ZIP
IMPROV.DLL	2000.80.382.0	
INETWH32.DLL	1.10.1.1	Blue Sky Software
LIBARM32.DLL	3.00.00.00	Application Response Measurement Library (stub)
MFC42.DLL	6.0.8665.0	MFCDLL Shared Library - Retail
MSCPXL32.DLL	3.520.9001.0	Microsoft ODBC Code Page Translator
MSSTKPRP.DLL	6.0.81.69	msprop32.ocx
MSVCIRT.DLL	6.0.8637.0	Microsoft C++ Runtime Library
MSVCP60.DLL	6.0.8972.0	Microsoft C++ Runtime Library
MSVCRT.DLL	6.0.8924.0	Microsoft C Runtime Library
MSVCRT20.DLL	2.10.00.00	Microsoft C Runtime Library
MSVCRT40.DLL	4.20.00.6172	Microsoft C Runtime Library Forwarder
ODBC32.DLL	3.520.9030.00	Microsoft ODBC Driver Manager
ODBC32GT.DLL	3.520.9030.00	Microsoft ODBC Driver Generic Thunk

ODBCAD32.EXE	3.520.9030.00	Microsoft ODBC Control Panel Startup
ODBCBCP.DLL	2000.81.9031.14	Microsoft BCP for ODBC
ODBCCP32.CPL	3.520.9030.00	Microsoft ODBC Control Panel Device
ODBCCP32.DLL	3.520.9030.00	Microsoft ODBC Administrator
ODBCCR32.DLL	3.520.9030.00	Microsoft ODBC Cursor Library
ODBCINT.DLL	3.520.7326.00	Microsoft ODBC Localized Resource DLL
ODBCJI32.DLL	4.0.6019.0	Microsoft ODBC Desktop Driver Pack
ODBCJT32.DLL	4.0.6019.0	Microsoft ODBC Desktop Driver 3.5
ODBCTL32.DLL	3.51.1029.00	Microsoft ODBC Helper Function DLL
OLEAUT32.DLL	2.40.4275.1	OLE for Windows library
OLEPRO32.DLL	5.0.4275.1	Microsoft OLE Property Support
PDH.DLL	5.0.2174.1	Performance Data Provider Helper
PSAPI.DLL	5.0.2134.1	Process Status Helper
RACLS.EXE	2.0.31.0	
RHMMPLAY.DLL	2.0.0.0	WinHelp Video Player 32-bit
SKY32V3C.DLL	1.0.0.0	Creative Development Image Library
SQLSRV32.DLL	2000.80.380.0	Microsoft SQL Server ODBC Driver
SQLUNIRL.DLL	2000.80.380.0	String Function .DLL for SQL Enterprise Components
VBAJET32.DLL		Visual Basic for Applications Development Environment - Expression Service Loader
VBAR332.DLL		Visual Basic for Apps Expression Svc

In directory <windows>\system32 (Crystal Reports Version 10.0)

File Name	Binary Version	Description
CRPE32.DLL	10.0.0.533	