

VISUAL messagecenter

Reporting System

Installation Guide

VISUAL Message Center Reporting System **3.6**

VISUAL Message Center Reporting System Installation Guide

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Important

When installing REPORTING SYSTEM please follow these instructions carefully. If you have any questions, please contact your Tango/04 Business Partner.

There are two ways to install the product:

- Download Reporting System from our Web site
- Install Reporting System from the product DVD

With either method, all components are installed from your PC.

This manual will show you how to install:

- Reporting System
- Reporting System Reports
- NiceLink Environment

This manual will also explain how to configure:

- An ODBC connection

By default **Reporting System** is installed on your PC in directory:

```
C:\Program Files\Tango04\Reporting System
```

You can change the default location to a different one if you choose.

NiceLink, by default, is installed on your PC in directory:

```
C:\Program Files\Tango04\NICELink
```

You can override the default location if you choose.

Chapter 3

Before You Begin

Reporting System is an easy-to-use application for creating graphical reports based on information stored on various platforms using a standard ODBC connection. For Reporting System to work the following conditions must be met:

- **MDAC** must be installed in the system.

MDAC is a standard Microsoft component for ODBC database access. It is normally installed by default in Windows 98/2000/XP systems. On Windows 95/NT operating systems it might not be installed.

In case you have to install MDAC either run the installation file from the utility section of the Tango/04 Product Installation DVD or download it directly from the Microsoft Web site:

<http://www.microsoft.com/data/default.htm>.

- Install the **ODBC data source drivers** provided with your database engine (for example Client Access, MySQL ODBC, Ms Access ODBC, etc). For a detailed description of databases that are compatible with Reporting System please [see the Supported Databases document](#).

Chapter 4

Installation Steps

From DVD: If you are installing from the DVD, select VISUAL Message Center Reporting System. Follow the prompts to complete the installation. If, for whatever reason, you must install using the Windows Explorer view, please contact your Tango/04 Business Partner for further assistance.

From ZIP: If you are installing from a downloaded zip file, double-click on the zip file icon, and extract the contents following the on-screen instructions. This will decompress the files into a temporary directory and start the install process.

The entire installation process should take between five and ten minutes, depending on the performance of your PC.

4.1 Installing Reporting System

To install Reporting System:

Step 1. Select components

Select the check boxes for the components you wish to install. Select from the following:

- **Reporting System** installs the Reporting System application.
- **Reports:** The report files are installed separately from the Reporting System application. In case of an upgrade this selection will update the existing reports and add any new reports to your installation. If you do not want to change the reports currently installed on your system, de-select this option. This will also speed up the update process.
- **NiceLink Environment:** Reporting System needs NiceLink to communicate with VISUAL Message Center SmartConsole. If it was already installed with another Tango/04 product, this will be indicated here. You do not need to install it again, unless you would like an updated version of NiceLink.

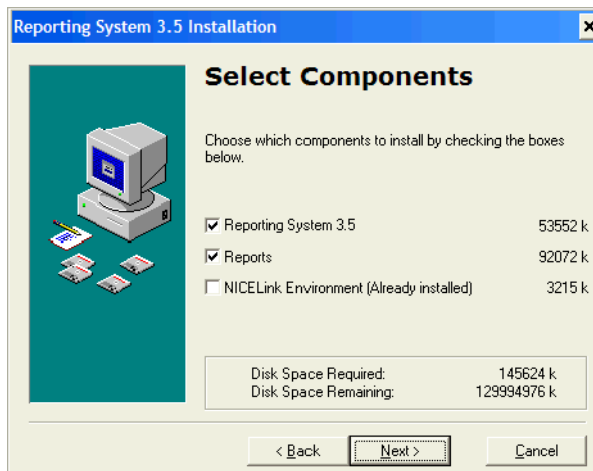


Figure 1 – Select Components

Step 2. Select destination directory

Select the directory where you want to store the Reporting System and the reports. The default directory is:

C:\Program Files\Tango04\Reporting System

You can change it here if you wish.

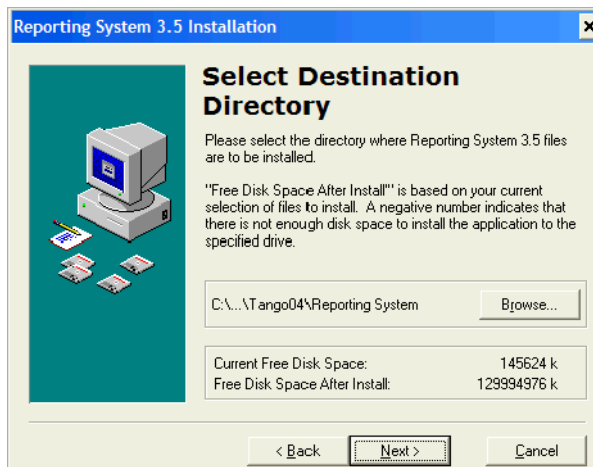


Figure 2 – Select Destination Directory

Step 3. Specify whether you would like to back up your existing product installation. This is relevant when upgrading Reporting System. If this is a new installation select **No** and click **Next** to continue.

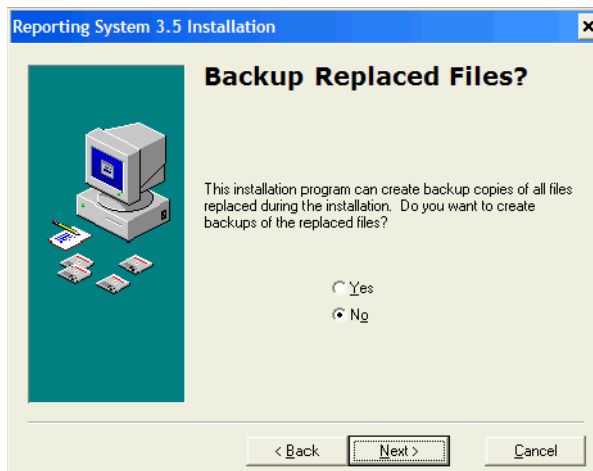


Figure 3 – Backup replaced files?

Step 4. You are now ready to install VISUAL Message Center Reporting System.
Click **Next** to begin the installation.

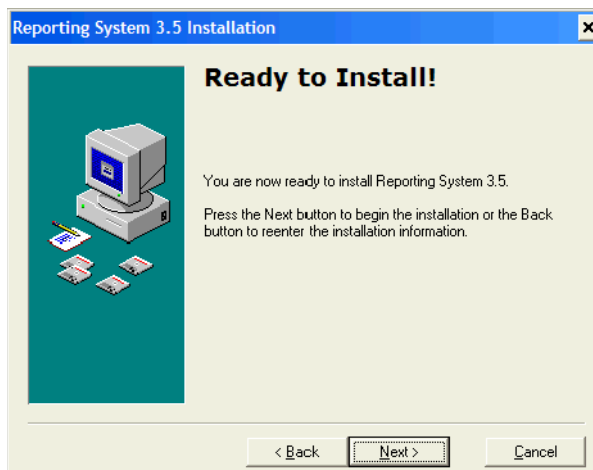


Figure 4 – Ready to install

Step 5. Installation complete

Once the installation has successfully completed, you will see the following window:



Figure 5 – Installation completed

Click **Finish** to close the window and exit the installation process.

4.2 Configuring the ODBC

Once you have installed Reporting System you must configure an ODBC Data Source for your database engine before you can launch reports on your PC.

The following sections contain descriptions on how to install a:

- DB2 for iSeries DSN
- mySQL ODBC DSN
- PostgreSQL DSN

4.2.1 Configuring a DB2 for iSeries DSN

This section explains how to install the Client Access driver. If you are using an alternative database engine please check the instructions for the specific drivers, as they may be different to those described here.

To install the Client Access driver:

Step 1. Run the ODBC Administrator

Open the **Windows Control Panel** and double-click **Administrative Tools**. Open the **Data Sources (ODBC)** configuration. The following window appears:

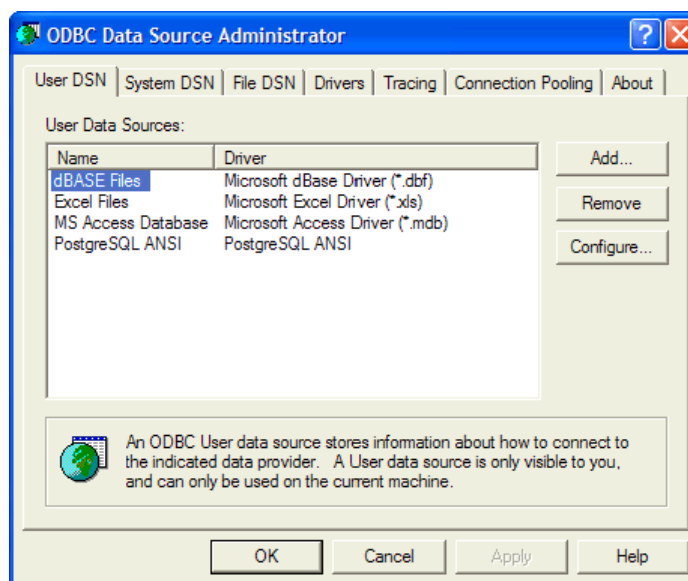


Figure 6 – ODBC Data Source Administrator

Step 2. Add a New ODBC Data Source

Select the **System DSN** tab, and then click **Add...** in the upper-right corner to add a new ODBC data source. The following window appears with the ODBC drivers installed on your PC.

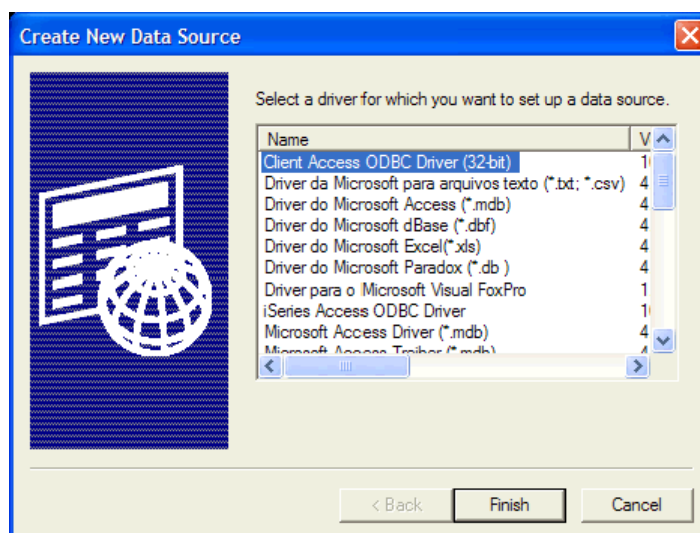


Figure 7 – Select a Driver

In this example, we are installing the **Client Access ODBC driver**. Select the appropriate *driver* for your iSeries or Windows server. If you do not have this or do not know what it is, cancel the installation and contact your administrator. Otherwise, select the appropriate driver and click **Finish**.

Step 3. Configure the Data Source

A window for configuring the data source appears. This example shows the configuration for the Client Access ODBC driver. The configuration for other drivers or versions may differ. This example uses Client Access Version 8.00.

General tab

Give the data source a name. Select your iSeries system from the list that appears below in the window (Name or IP address). In order for the system to be available it must be configured in IBM Client Access. Now select the **Server** tab.

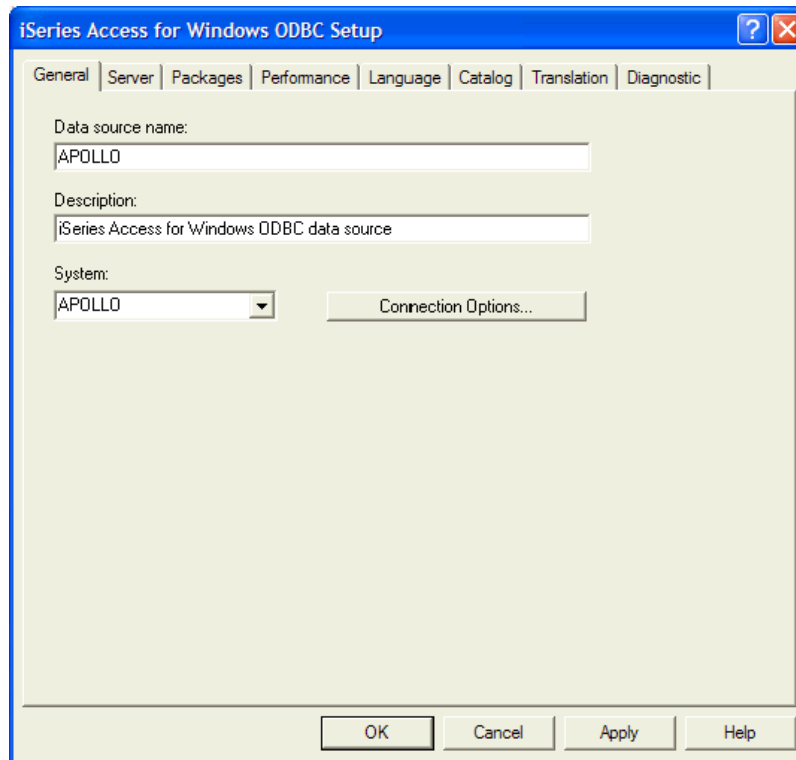


Figure 8 – ODBC Setup - General Tab

Server Tab

- In the Naming Convention drop-down list select *SQL Naming Convention (*SQL)*.
- In the SQL default library field enter QGPL
- In the Library list field enter B_DETECTOR.

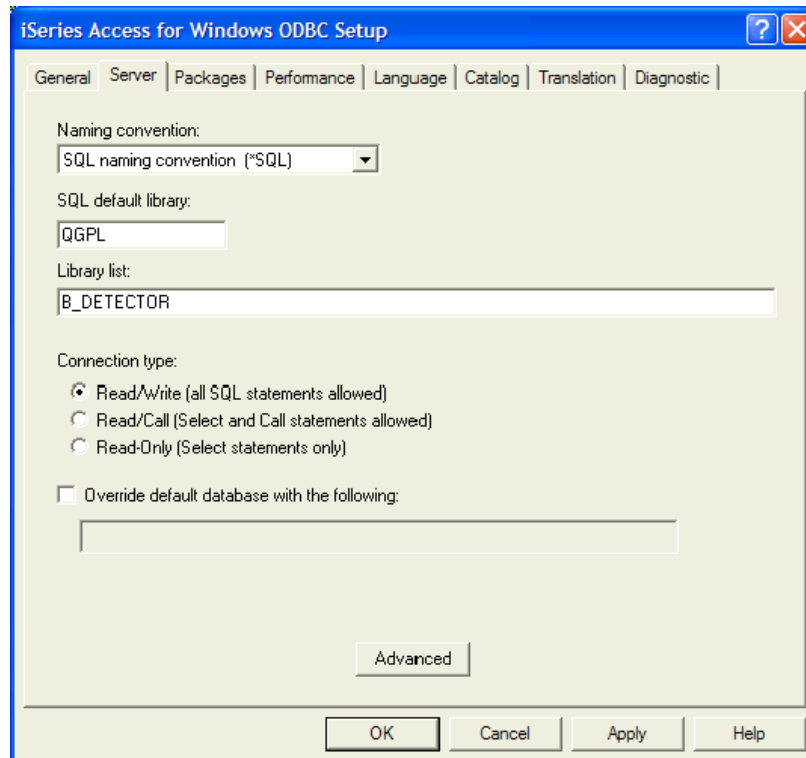


Figure 9 – ODBC Setup - Server tab

Packages Tab

These options do not alter the functioning of Reporting System. When in doubt, leave the default values as they are or contact an administrator.

Performance Tab

Selecting **Enable data compression** is recommended.

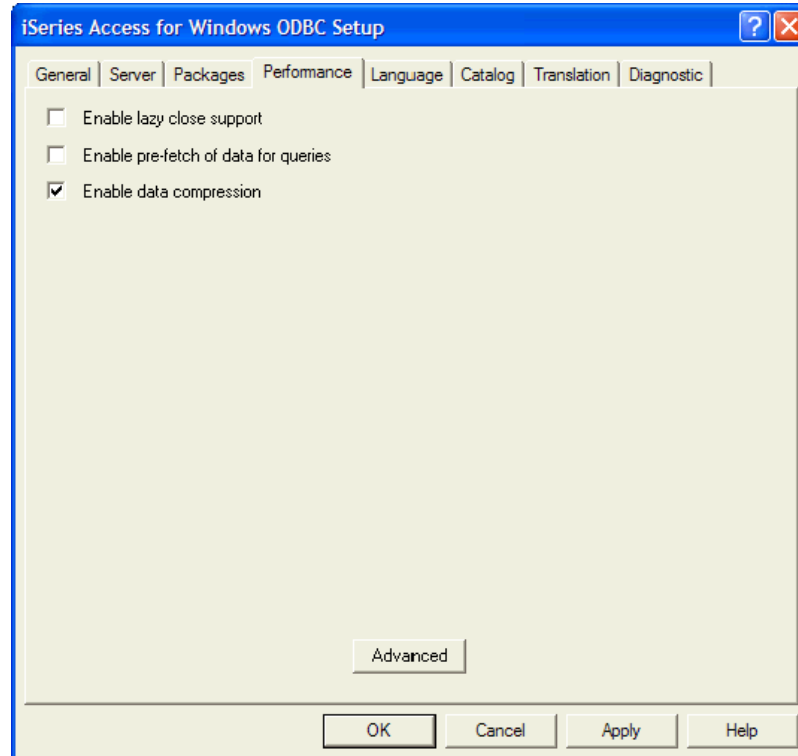


Figure 10 – ODBC Setup - Performance Tab

Language Tab

These options do not affect Reporting System. If in doubt, leave the default values as they are or contact an administrator.

Catalog Tab

In the OS/400 library view drop-down list, you can choose *Library List by Omission* or *All libraries on the system*. It is important to select the **Enable search patterns** check box.

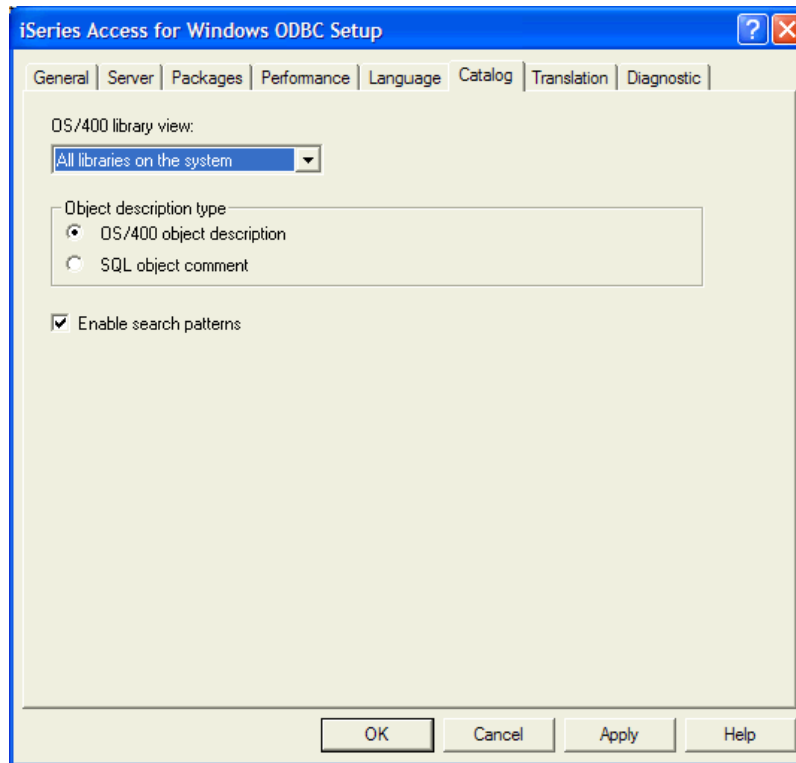


Figure 11 – ODBC Setup - Catalog Tab

Translation Tab

Select the **Convert binary data (CCSID 65535) to text** check box. It is very important to convert binary data to make sure data collection is accurate.

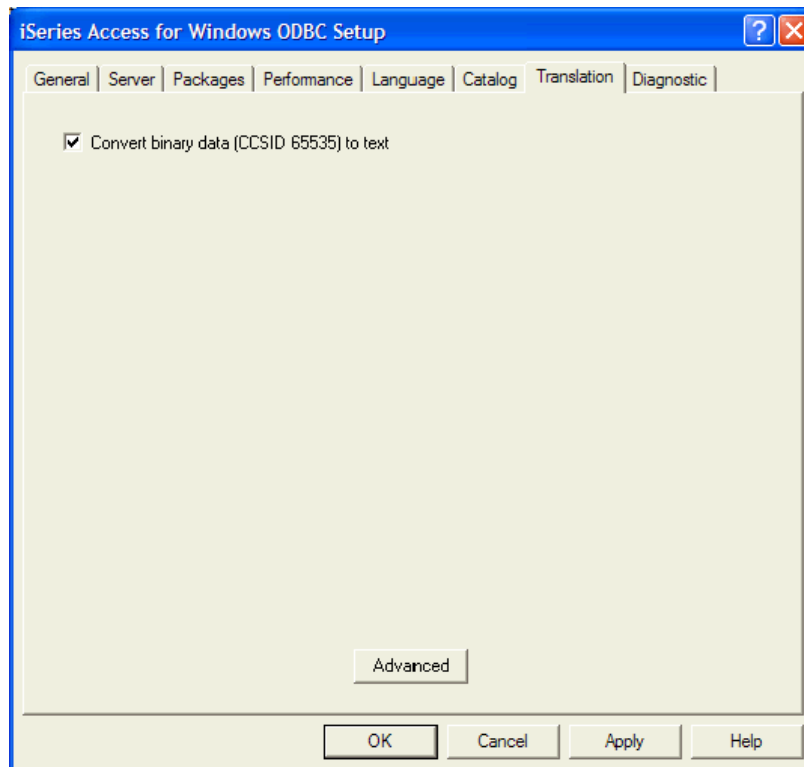


Figure 12 – ODBC Setup - Translation Tab

Diagnostic Tab

This tab does not affect Reporting System. When in doubt, leave the default values as they are or contact an administrator.

- Step 4.** If you intend to use Reporting System with a T4EVENTLOG table, you will have to create a specific View in your PostgreSQL database.

On DB2 the T4EVENTLOG table is created with the field names in uppercase, whereas Reporting System tries to access the table with only the first letter in uppercase. For example: the table creates the SYSTEM field and Reporting System tries to access the System field.

It is possible to create a view of the table where the field names are displayed as required by Reporting System. As you cannot store a table and a view with the same name in the same library, the view should be created in a different library on the same ASP that contains the table T4EVENTLOG.

The command for creating the view is as follows:

```
CREATE VIEW [TARGETLIBRARY]/T4EVENTLOG (ID, "System",
"Agent", "Version", "EventID", "EventType", "EventCategory",
"SourceName", "ComputerName", "UserName", "Domain",
"Category", "CompleteMsg", "EventLogType",
"TimeGenerated", "TimeWritten", "Variables") AS SELECT *
from [SOURCELIBRARY]/T4EVENTLOG
```

Where [SOURCELIBRARY] must be replaced with the name of the library where T4EVENTLOG is located and [TARGETLIBRARY] must be replaced with the name of the library where the view is going to be placed.

Once the new view is created, Reporting System should use a different DSN ODBC than the SmartConsole, ThinkServer or Windows Server Agent. The default library of this DSN should be [TARGETLIBRARY], while Windows Server Agent, ThinkServer and the SmartConsole should use the default library [SOURCELIBRARY].

4.2.2 Configuring a MySQL ODBC DSN

This section explains how to install the MySQL ODBC driver. If you are using an alternative database engine please check the instructions for the specific drivers, as they may be different to those described here.



Important

Reporting System is NOT compatible with MySQL versions prior to 4.1. For Reporting System to work properly, your MySQL must be version 4.1 or later.

To install the MySQL ODBC driver:

- Step 1.** Run the ODBC Administrator

Open the **Windows Control Panel** and double-click **Administrative Tools**. Open the **Data Sources (ODBC)** configuration. The following window appears:

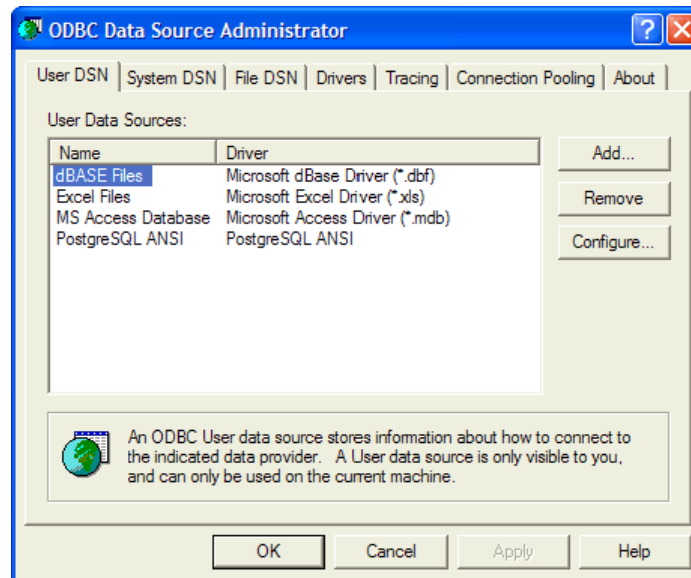


Figure 13 – ODBC Data Source Administrator

Step 2. Add a New ODBC Data Source

Select the **System DSN** tab, and then click **Add...** in the upper-right corner to add a new ODBC data source. The following window appears with the ODBC drivers installed on your PC.

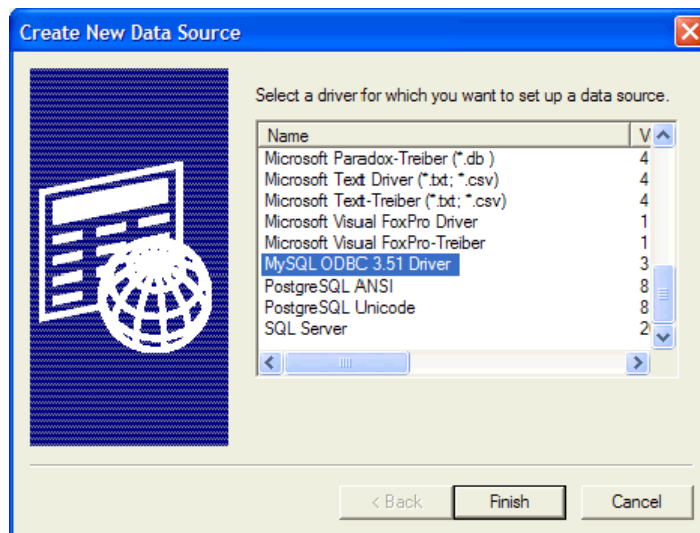


Figure 14 – Create a new data source

Step 3. First create a new MySQL ODBC x.x.x Driver Data Source. This will redirect you to the MySQL ODBC source creation wizard. The first window should look like this:

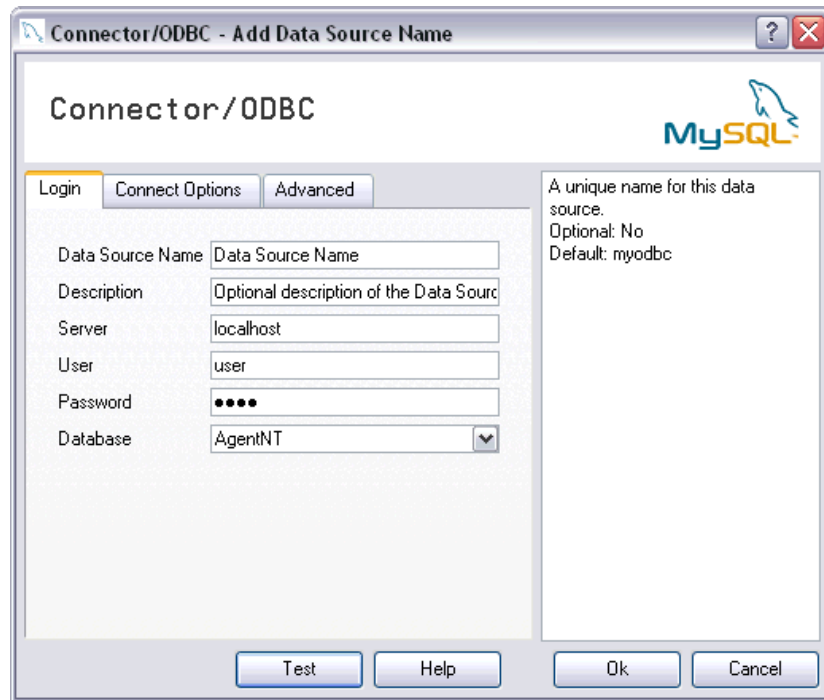


Figure 15 – Add data source login details

This first screen contains the basic information that the connector needs to establish a stable connection. If you are not sure what data source to use, please contact your database administrator.

- Step 4.** For Reporting System to work properly, you must configure a few additional flags. Click the **Advanced** tab and select the **Don't optimize column width** and **Return Matching Rows** options.

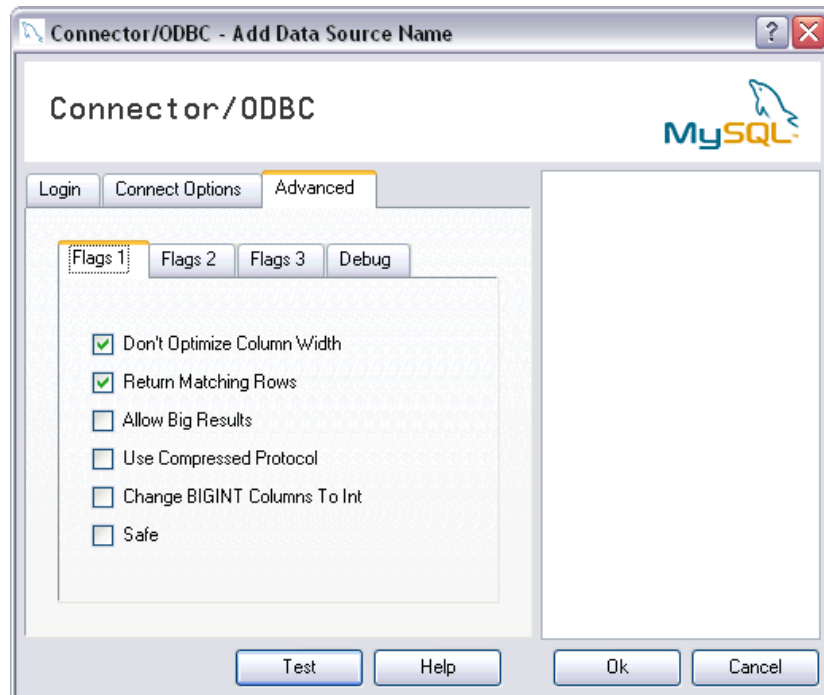


Figure 16 – Add advanced data source details

Once you have completed the configuration as described here you will be able to launch reports for MySQL servers.

4.2.3 Configuring a PostgreSQL DSN

This section explains how to install the PostgreSQL driver. If you are using an alternative database engine please check the instructions for the specific drivers, as they may be different to those described here.

To install the PostgreSQL driver:

Step 1. Run the ODBC Administrator

Open the **Windows Control Panel** and double-click **Administrative Tools**. Open the **Data Sources (ODBC)** configuration. The following window appears:

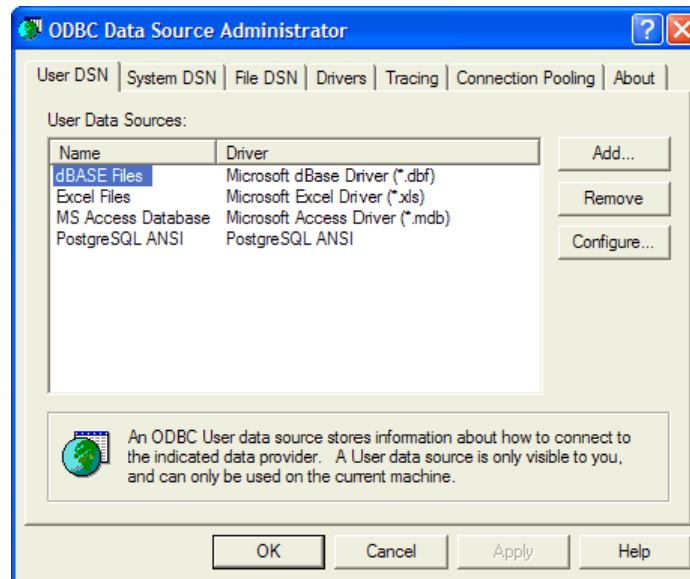
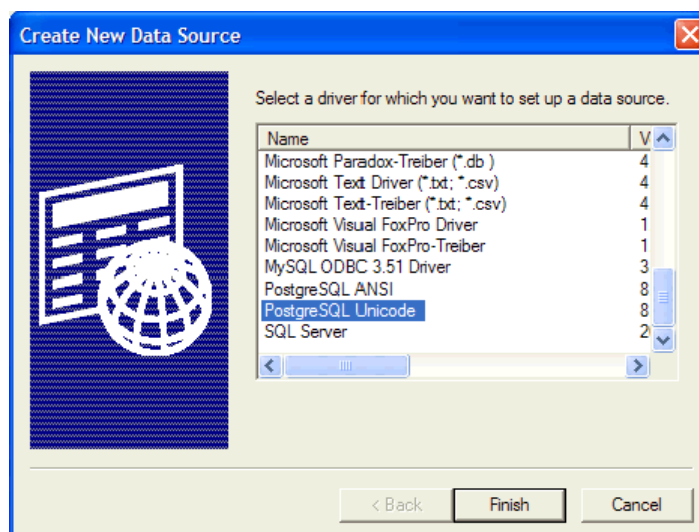


Figure 17 – ODBC Data Source Administrator

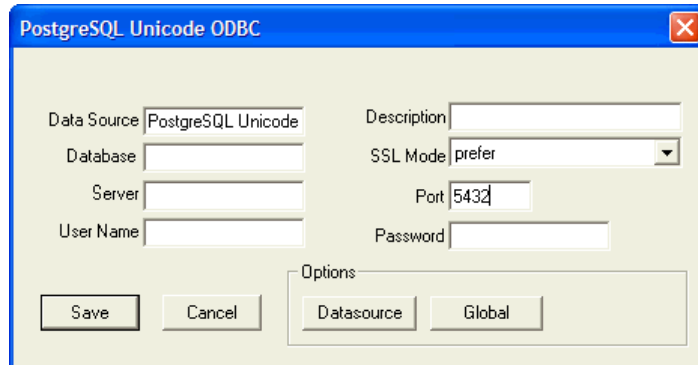
Step 2. Add a New ODBC Data Source

Click the **System DSN** tab, and then click **Add...** in the upper-right corner to add a new ODBC data source. The following window appears with the ODBC drivers installed on your PC.

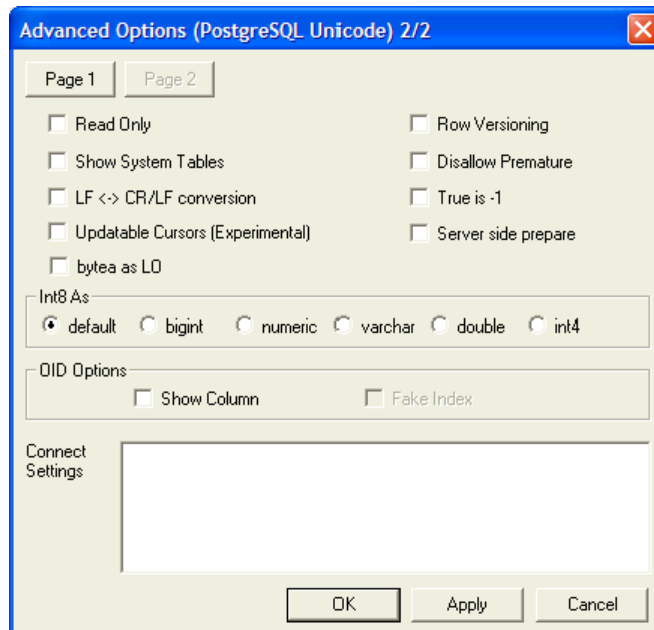


Step 3. Create a default PostgreSQL DSN (ANSI or Unicode).

Step 4. Next, verify that the DSN does not add a special carrier return character to the new line characters. To check this, click the data source button in the first DSN configuration screen:



Click the **Page 2** button and make sure that the **LF <-> CR/LF conversion** check box is NOT selected.



Step 5. When installing ThinkServer or Windows Server Agent they automatically create the view needed to run Reporting System with a T4EVENTLOG table in a PostgreSQL database.

The default location for the view is in the same database that ThinkServer or Windows Server Agent are pointing to.

If you want to run reports from other locations or need to change the view, you can use the following queries depending on which client you use.

You can use pgAdmin III or an ODBC client

The following script is required to generate this view using pgAdmin III:

```

CREATE OR REPLACE VIEW t4View AS

SELECT      t4eventlog.id,          t4eventlog."system",
t4eventlog.agent, t4eventlog.version, t4eventlog.eventid,
t4eventlog.eventtype,          t4eventlog.eventcategory,
t4eventlog.sourcename,        t4eventlog.computername,
t4eventlog.username,          t4eventlog."domain",
t4eventlog.category,          t4eventlog.completemsg,
t4eventlog.eventlogtype,      t4eventlog.timegenerated,
t4eventlog.timewritten,        t4eventlog.variables,
substr(t4eventlog.variables, 1, 250)::character(250) AS
var01,

substr(t4eventlog.variables, 251, 250)::character(250) AS
var02,

substr(t4eventlog.variables, 501, 250)::character(250) AS
var03,

substr(t4eventlog.variables, 751, 250)::character(250) AS
var04,

substr(t4eventlog.variables, 1001, 250)::character(250) AS
var05,

substr(t4eventlog.variables, 1251, 250)::character(250) AS
var06,

substr(t4eventlog.variables, 1501, 250)::character(250) AS
var07,

substr(t4eventlog.variables, 1751, 250)::character(250) AS
var08,

substr(t4eventlog.variables, 2001, 250)::character(250) AS
var09,

substr(t4eventlog.completemsg, 1, 250)::character(250) AS
completemsg250,      substr(t4eventlog.completemsg, 1,
254)::character(254)      AS      completemsg254_1,
substr(t4eventlog.completemsg, 255, 254)::character(254) AS
completemsg254_2,      substr(t4eventlog.completemsg, 509,
254)::character(254)      AS      completemsg254_3,
substr(t4eventlog.completemsg, 763, 254)::character(254) AS
completemsg254_4

FROM [schema].t4eventlog;

```

Where [SCHEMA] must be replaced with the name of the schema where T4EVENTLOG is located (for example, with public).

The following script is required to generate this view using an ODBC client:

```
CREATE VIEW t4View
(
    id, system, agent, version, eventid,
    eventtype, eventcategory, sourcename,
    computername, username, domain, category,
    completemsg, eventlogtype, timegenerated,
    timewritten, variables, var01, var02,
    var03, var04, var05, var06, var07,
    var08, var09, completemsg250,
    completemsg254_1, completemsg254_2,
    completemsg254_3, completemsg254_4
)
AS SELECT
    id, system, agent, version, eventid, eventtype,
    eventcategory, sourcename, computername, username,
    domain, category, completemsg, eventlogtype,
    timegenerated, timewritten, variables,
    CAST({fn SUBSTRING( variables, 1, 250 )} AS char(250)),
    CAST({fn SUBSTRING(variables, 251, 250 )} AS char(250)),
    CAST({fn SUBSTRING(variables, 501, 250 )} AS char(250)),
    CAST({fn SUBSTRING(variables, 751, 250 )} AS char(250)),
    CAST({fn SUBSTRING(variables, 1001, 250 )} AS char(250)),
    CAST({fn SUBSTRING(variables, 1251, 250 )} AS char(250)),
    CAST({fn SUBSTRING(variables, 1501, 250 )} AS char(250)),
    CAST({fn SUBSTRING(variables, 1751, 250 )} AS char(250)),
    CAST({fn SUBSTRING(variables, 2001, 250 )} AS char(250)),
    CAST({fn SUBSTRING(completemsg, 1, 250 )} AS char(250)),
    CAST({fn SUBSTRING(completemsg, 1, 254 )} AS char(254)),
    CAST({fn SUBSTRING(completemsg, 255, 254 )} AS char(254)),
    CAST({fn SUBSTRING(completemsg, 509, 254 )} AS char(254)),
    CAST({fn SUBSTRING(completemsg, 763, 254 )} AS char(254))
FROM [SCHEMA].t4eventlog
```

Where [SCHEMA] must be replaced with the name of the schema where T4EVENTLOG is located (for example, with public).

4.2.4 Configuring other ODBC drivers

Other ODBC drivers' default configuration is sufficient for use with Reporting System.

Engines whose default configuration is compatible with Reporting System are:

- MS Access
- SQL Server 7.0 / 2000 / 2005

Now that you have completed the installation, you are ready to start discovering the full power of Reporting System. Please note that Reporting System is password protected. See the Reporting System user guide for full details regarding configuration and functionality of Reporting System and customizing your reports.

To quickly learn more about the many functions and tools available to you, we recommend a scheduled walk-through or conference call with your Sales Representative.

We hope that you enjoy working with Reporting System!

5.1 Upgrade Instructions

Before installing a new version of Reporting System you must first remove the existing application.

We strongly recommend saving your Reports configuration as backup before upgrading.

To backup your reports configuration:

Step 1. Copy:

- All the files with the .PAR extension

These files contain your customized reports configurations and by default are stored in directory

- All files with the .OFF extension

These files contain your scheduled reports configuration and are stored by default in the directory C:\Program Files\Tango04\Reporting System\Scheduled Reports

- The File loguser.xml (Reporting System version 3.5 only)

This file contains all the registered users in Reporting System and is stored by default in the directory C:\Program Files\Tango04\Reporting System.

Step 2. Go to the Windows Control Panel and remove Reporting System. Select the custom uninstall option and in the following windows click **Select All**.

Step 3. Install the full new version of Reporting System.

Step 4. Finally copy:

- the backup copies of the .PAR files to the appropriate directory
- the backup copies of the .OFF files to the Scheduled Reports directory

5.2 Uninstall Instructions

You can uninstall the various Reporting System modules from the Windows Control Panel. For a complete uninstall remove the following programs:

- Reporting System
- NiceLink Environment.
- We suggest you use the custom option and select all in the following windows.



Warning

Many Tango04 products use NiceLink. Make sure that no other Tango04 products are using NiceLink before removing it

About Tango/04 Computing Group

Tango/04 Computing Group is one of the leading developers of systems management and automation software. Tango/04 software helps companies maintain the operating health of all their business processes, improve service levels, increase productivity, and reduce costs through intelligent management of their IT infrastructure.

Founded in 1991 in Barcelona, Spain, Tango/04 is an IBM Business Partner and a key member of IBM's Autonomic Computing initiative. Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world.

Alliances



Partnerships

IBM Business Partner

IBM Autonomic Computing Business Partner

IBM PartnerWorld for Developers Advanced Membership

IBM ISV Advantage Agreement

IBM Early code release

IBM Direct Technical Liaison

Microsoft Developer Network

Microsoft Early Code Release

Awards



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