



ASG-Report.Web[™] Supplemental Information

Version 3.0

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1922500-30

Overview

This publication contains product information for ASG-Report.Web Enterprise Server Version 3.0.

For complete instructions on the installation and use of ASG-Report.Web (herein called Report.Web), see the *ASG-Report.Web Installation and Administration Guide* on the Report.Web documentation CD. You must have Adobe Acrobat Reader (available on the documentation CD) to view this document.

If you are having trouble installing, starting, or using Report.Web, please read ["Known Problems and Issues" on page 2](#) prior to contacting the ASG Customer Support.

For additional help with Report.Web, refer to the Report.Web online help.

Known Problems and Issues

This section contains a list of known problems or technical issues that may affect your use of Report.Web.

Browser Issues

Netscape Communicator

Users of Netscape Communicator version 4.79 and earlier may experience a problem when hitting the Back button within the Insight Web Interface (IWI) where the cascading style sheet used for IWI pages is displayed at the top of the page. This is a known defect in Netscape browsers, and is fixed in versions 6.0 and later.

Users of Netscape Communicator version 6.23 will experience a problem when opening annotations. A double-click on the icon will not open the annotation. The annotation can be opened only by selecting Open from the context menu.

Microsoft Internet Explorer

Users of Microsoft Internet Explorer version 6.x and earlier will experience a problem with downloading Adobe PDF files from web servers. PDFs are downloaded twice. Users who are accessing the Insight Web Interface and viewing published PDF files may experience poor download performance.

Note: _____

For further information about this issue, see the Microsoft Knowledge Base article at <http://support.microsoft.com/default.aspx?scid=kb;EN-US;q293792>.

To work around this problem, you may increase download speeds by opening the PDF document in a separate window outside of the browser.

To open PDF documents in a separate window

- 1 Launch Adobe Acrobat Reader.
- 2 Select Edit ► Preferences ► Options.
- 3 Uncheck the Display PDF in Browser checkbox.

Report.Web Server Related Issues

Message when Installing Report.Web

During Setup, administrators may receive a message that OLE system files are in use. In most cases, this message appears when the machine has Internet Explorer's Active Desktop installed. When this message occurs, reboot the system to allow the OLE files to be installed, then run Setup again to complete the installation.

Microsoft SQL Server Database Compatibility

Report.Web Version 3.0 has been tested using Microsoft SQL Server Version 7.0 and 2000. SQL Server 6.5 was not tested with this version, but should continue to work if you are upgrading from a previous version of Report.Web.

Oracle Server Database Compatibility

Report.Web Version 3.0 has been tested using Oracle Server 8.1.6 R2 and 9i (9.2.0.1.0). Both Oracle platforms are supported without any updates from Oracle. Previous versions may also work, but have not been tested.

Report.Web had been tested with, and only supports, the Oracle ODBC Driver (SQORA32.DLL) installed with Oracle Server. Report.Web does not currently support the Microsoft ODBC for Oracle driver, or any other third-party Oracle ODBC driver.

Remote Distribution Server Machine must use Microsoft Access Database

Remote machines, which accept distributed reports from a host Report.Web server, must use Microsoft Access as its database. Microsoft SQL Server and Oracle Server are currently not supported on remote Distribution Server machines.

Distribution Server Service Currently not Supported under Windows XP

Report.Web does not currently support the Distribution Server service under Windows XP. If you attempt to start the service, you will receive an error message from Windows XP regarding the file FCSERVICE.EXE. This issue is currently being investigated and a fix will be made available at a later date.

Error Occurs when Stopping or Restarting Burster and Dispatch Services

If you are using Windows XP Pro, you may occasionally receive an error when stopping or restarting both the Burster and Dispatch services by using the Control Panel Services applet. You may ignore the error message and click the Don't Send button. (This error occurs less frequently when the services are stopped using the Report.Web Manager Services window.)

Viewing Newly Added Local Users or Group Accounts in Report.Web Manager

Any Windows user or group accounts which are added locally or to a domain while the Manager is open will not be visible in the Report.Web Manager's User Security Settings dialog. This occurs because Report.Web Manager caches (for performance reasons) the list of Windows users and groups when it is first launched. You will need to relaunch Report.Web Manager in order to see the newly added users or groups in the User Security Settings dialog.

Report.Web Manager Icons not Rendered Correctly

The Report.Web Manager interface was designed to be used on machines configured to use greater than 256 colors. If the icons within the Manager seem distorted or incorrectly colored, change the Color Palette setting to 65536 colors (or greater) by using the Control Panel Display applet.

Report.Web Client Related Issues

Insight Windows Client

Java-based Insight Windows Client (IWC) users will receive an application error when opening and viewing reports or report attachments under certain circumstances.

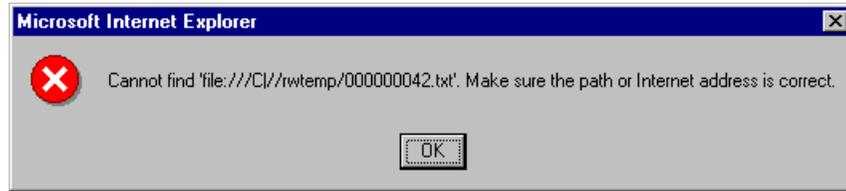
An application error will occur in Insight.exe when attempting to open and view WRF, XRF, and SRF reports by double-clicking on them within a Windows folder or within Windows Explorer. This error only occurs when the IWC is running on Windows NT 4.0 computers. It does not occur with Windows 2000 or Windows XP. To work around the issue, use the IWC File ► Open command to open and view these three report types.

The same application error will occur when attempting to open and view WRF, XRF, and SRF reports via a Courier email hyperlink on NT 4. To work around the issue, select Save instead of Open when Windows asks you what to do after downloading the report from the Insight Server. Once the report is saved to disk, use the IWC File ► Open command to open and view the report.

Courier report attachments are also affected by this issue. Again, first save the report to disk, then use File ► Open to view the reports using the IWC.

Insight Java Client Error Message

Report.Web end-users may receive an error similar to the one below when attempting to view reports while using the Insight Java Client on machines with Internet Explorer 4.x installed.



This error can occur on either Windows NT or Windows 9x machines and is a result of a defect in the Windows Desktop Update component of Internet Explorer 4.x. The workaround for the problem depends on the Windows operating system being used by the end-user.

- Windows NT Workstation or Server users can either upgrade to Internet Explorer 5.0 or later which does not exhibit the problem, or they can uninstall the Windows Desktop Update component from IE using the Add/Remove Programs applet as shown here:



- Windows 9x users do not have the option of uninstalling the Windows Desktop Update component from Internet Explorer and, therefore, must upgrade to IE 5.0.

XRF Report Formats

XRF report formats are only viewable through Internet Explorer 5.0 or later. Netscape browsers are not supported for this report type.

Data Mined DBase Report Types

You must have DBase III Plus or later to open Data Mined DBase report types.

Requirements for Running the Insight Java Clients

Report.Web end-users who will be using the Insight Java Client with Microsoft's Internet Explorer should download and install the latest Microsoft Virtual Machine (Microsoft VM) from Microsoft's web site. The update can be found at <http://www.microsoft.com/java/>. ASG recommends that you install Microsoft VM build 3190 or later.

Note:

The JVM will be automatically downloaded if the user accesses Report.Web through the main Report.Web web page and selects the Insight Java Client.

Likewise, Report.Web end-users that will be using the Insight Java Client with Netscape's Communicator web browser should install Communicator Version 4.06 or later.

PICS Rule File Message when Attempting to View a WRF File

If users receive the message below when attempting to view a Web Report File (WRF), they will need to install or reinstall an Insight client.

Installing Internet Explorer 5.0 or later after installing the Insight client causes this error to occur.



Internet Explorer 5.0 registers WRF files as a component of its Content Advisor and, therefore, intercepts the file before it can be displayed within the Insight viewer. Report.Web resolves this issue by recognizing whether a WRF file represents a Report.Web Web Report file. If not, Report.Web assumes that the WRF file is a PICS Rules File and passes it through to the IE5 Content Advisor (if the Content Advisor is available, otherwise Report.Web reports that the file is not a valid Web Report).

Problem Viewing Excel Reports with Netscape when Norton AntiVirus is Installed

If Netscape users are presented with a File Save As dialog when they attempt to view reports, it may be related to the installation of Norton Antivirus on their machine. To prevent this from occurring, disable the application/x-msexcel MIME type from the list of Norton AntiVirus scanned MIME types on the Norton AntiVirus Netscape Plug-in Setup dialog, as shown here:

Caution! This change increases your vulnerability to computer viruses.

