Tivoli. Netcool/Reporter
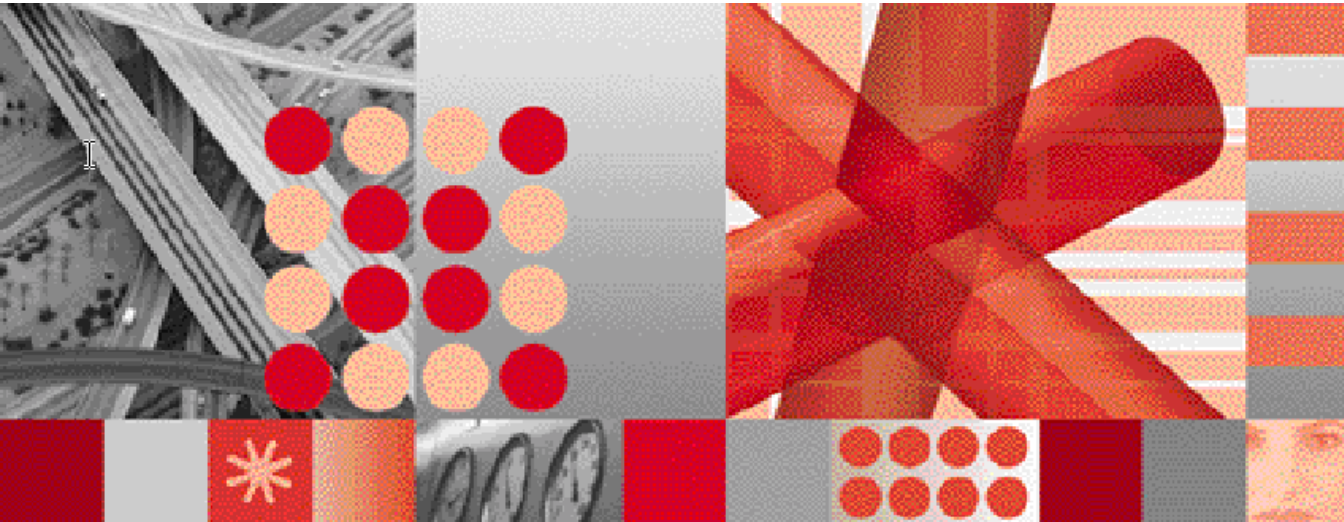
IBM

Fix Pack Version 2.1.0.11

Release Notes

Java™
COMPATIBLE

Note

Before using this information and the product it supports, read the information in Appendix A. "Notices" on page 31.

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Release Notes

Netcool/Reporter 2.1.0.11 is a fix pack that addresses a selected list of issues. This fix pack can be applied on a Netcool/Reporter 2.0 deployment as well as Netcool/Reporter 2.1 with or without any of the previous fix packs. These release notes describe the installation and known issues of this new release.

This document contains the following information:

- "Overview" on page 1
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Overview

Netcool/Reporter 2.1 Fix Pack 2.1.0.11 is an accumulated fix pack for Netcool/Reporter. It addresses a selected list of issues previously found. This fix pack can be applied on Netcool/Reporter 2.0 as well as Netcool/Reporter 2.1 deployments. With this fix pack installed, Netcool/Reporter 2.1 is available on the operating system/database configurations as described in the following table:

Table 1. *Netcool/Reporter 2.1.0.11 Supported operating systems/Databases*

Operating Systems	Database
Solaris 8	Oracle 9.2, Oracle 10g
Solaris 9	Oracle 9.2, Oracle 10g, Sybase 12.5.1/2/3
Solaris 10	Oracle 9.2, Oracle 10g, Sybase 12.5.1/2/3
Windows 2000	Oracle 9.2, Oracle 10g, MS SQL Server 2000, and Sybase 12.5.1/2/3
Windows 2003	Oracle 9.2, Oracle 10g, MS SQL Server 2000, and Sybase 12.5.1/2/3
AIX 5.1/5.2/5.3	Oracle 9.2, Sybase 12.5.1/2/3
HP-UX 11i	Oracle 9.2, Sybase 12.5.1/2/3

Note: The 32-bit version of Oracle is supported on Windows operating systems. The 32-bit and 64-bit versions of Oracle are supported on UNIX operating systems using a 32-bit library (if a 32-bit version is available). The 32-bit of Sybase is supported for the above operating systems.

Internationalization has been certified on the Solaris and Windows operating systems.

Netcool/Reporter 2.1.0.11 comprises components as listed below. During an installation, the components will be applied in this order:

1. Netcool/Reporter 2.0 Upgrade Package
2. Netcool/Reporter 2.1 Service Pack 1 (SP1)
3. Netcool/Reporter 2.1 Service Pack 2 (SP2-I18N)
4. Netcool/Reporter 2.1 Fix Pack 2.1.0.3
5. Netcool/Reporter 2.1 Fix Pack 2.1.0.4
6. Netcool/Reporter 2.1 Fix Pack 2.1.0.5
7. Netcool/Reporter 2.1 Fix Pack 2.1.0.6
8. Netcool/Reporter 2.1 Fix Pack 2.1.0.7
9. Netcool/Reporter 2.1 Fix Pack 2.1.0.8
10. Netcool/Reporter 2.1 Fix Pack 2.1.0.9
11. Netcool/Reporter 2.1 Fix Pack 2.1.0.10
12. Netcool/Reporter 2.1 Fix Pack 2.1.0.11

The primary requirement for applying Netcool/Reporter 2.1.0.11 is a functioning installation of Netcool/Reporter 2.0 or Netcool/Reporter 2.1 (with or without any of previous 2.1 fix packs, like 2.1.0.9).

New and Updated Features in Version 2.1

Netcool/Reporter version 2.1 provides the following new features, compared with version 2.0:

- Lightweight Chart engine.
- Freeform Report Designer with enhanced usability.
- Freeform Report Templates that integrate multiple charts and tables.
- Report Book Designer for displaying and printing multiple Freeform reports.
- JSP Tool which allows the running reports and viewing snapshots via a URL.

Netcool Reporter version 2.1 provides the following enhancements to version 2.0:

- Severity color-mapping for Lightweight Charts.
- Ability to select **unencrypted links** option in the Report Designer.
- Ability to e-mail reports, with unencrypted links, as attachments using the Scheduler.

- Edit Pencil reintroduced to My Folders to open the Report Designer for a selected report.
- Load All Values button for parameterized reports when run outside the Report Designer.
- Freeform Report objects can be refreshed by the Scheduler.
- Ability to set fixed length columns in the Report Designer.
- Display user's full name on main page.
- Ability to unpublish a report from an individual user or group.
- Ability to set default channel properties and list view.
- Run multiple reports in one batch using the Scheduler for UNIX only.
- Additional portlet to delete aged temp files on a 30, 60, 90, or 120 minute interval.

Operating System, Locale and Charset Configurations

This section specifies the required configurations on operating system (OS), locale, and charset for each supported language.

English

Since English is the default language of Netcool/Reporter 2.1, there are no special configuration requirements on locale and charset.

Simplified Chinese

The following table describes the configuration requirements for simplified Chinese:

Table 2. *OS, Locale and Charset Settings for Simplified Chinese Environment*

	Simplified Chinese
Reporter Sever side JRE (Solaris)	Original JRE 1.3.1
Oracle server charset	ZHS16GBK
Oracle client charset (NLS_LANG)	SIMPLIFIED CHINESE_CHINA.ZHS16GBK
Server OS locale (Solaris)	zh_CN.GBK
Client locale	Simplified Chinese
Reporter charset option	gb2312

French

The following table describes the configuration requirements for French:

Table 3. *OS, Locale and Charset Settings for French Environment*

	French
Reporter Sever side JRE (Solaris)	Original JRE 1.3.1
Oracle server charset	WE8ISO8859P1
Oracle client charset (NLS_LANG)	FRENCH_FRANCE.WE8MSWIN1252
Server OS locale (Solaris)	FR.ISO8859-1
Client locale	French
Reporter charset option	iso-8859-1

Russian

The following table describes the configuration requirements for Russian:

Table 4. *OS, Locale and Charset Settings for Russian Environment*

	Russian
Reporter Sever side JRE (Solaris)	JRE1.4.2
Oracle server charset	AL32UTF8
Oracle client charset (NLS_LANG)	NLS_LANG=RUSSIAN_CIS.CL8MSWIN1251
Server OS locale (Solaris)	ru_RU.ANSI1251
Client locale	Russian
Reporter charset option	windows-1251

Japanese (shift_jis)

The following table describes the configuration requirements for Japanese (shift_jis):

Table 5. *OS, Locale and Charset Settings for Japanese (shift_jis) Environment*

	Japanese(shift_jis)
Reporter Sever side JRE (Solaris)	JRE1.4.2
Oracle server charset	AL32UTF8
Oracle client charset (NLS_LANG)	JAPANESE_JAPAN.JA16SJIS
Server OS locale (Solaris)	ja_JP.PCK
Client locale	Japanese
Reporter charset option	shift_jis

Traditional Chinese (BIG5)

The following table describes the configuration requirements for Traditional Chinese (BIG5):

Table 6. *OS, Locale and Charset Settings for Traditional Chinese (BIG5) Environment*

	Traditional Chinese (BIG5)
Reporter Sever side JRE (Solaris)	JRE1.3.1
Oracle server charset	ZHT16BIG5
Oracle client charset (NLS_LANG)	TRADITIONAL CHINESE_TAIWAN.ZHT16BIG5
Server OS locale (Solaris)	zh_TW.BIG5
Client locale	Traditional Chinese
Reporter charset option	BIG5

Installation Procedures

This section discusses the procedures of installing Netcool/Reporter 2.1.0.11 on Windows, Solaris 9, Solaris 10, HP-UX, and AIX operating systems.

Note: To avoid impacts to Netcool/Reporter by the DST (Daylight Saving Time) changes issue, it is required that the DST fix/patch for the operating system be applied on each of the supported operating systems before Netcool/Reporter 2.1.0.11 is installed.

Netcool/Reporter 2.1.0.11 Installation on Windows Operating Systems

The Netcool/Reporter 2.1.0.11 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.0 or 2.1 (with or without any of the previous 2.1 fix packs, such as 2.1.0.9) installed before applying Netcool/Reporter 2.1.0.11.

Windows Installation

To install Netcool/Reporter 2.1.0.11:

1. Before running the installer program, you need to do the following:
   - Exit any Netcool/Reporter clients.
   - Shut down the Netcool/Reporter server.
   - Back up your repository system (recommended).
   - Back up your Netcool/Reporter file system (recommended).

2. Ensure the environment variables %INFOHOME% and %ORACLE_HOME% are defined (for Oracle database type only). Sybase-related environment variables must be defined if the database type is Sybase, such as %SYBASE%.

3. The patch is delivered as a zip file, 2.1.0.11-TIV-NCReporter-Win-FP0001.zip. Uncompress the file into a temporary directory (for example, C:\temp).

4. A subdirectory, `2.1.0.11-TIV-NCReporter-Win-FP0001` is created under the temporary directory (for example, `C:\temp\2.1.0.11-TIV-NCReporter-Win-FP0001`). All files and utilities required to install the fix pack are extracted into this subdirectory.

5. Change to the directory `2.1.0.11-TIV-NCReporter-Win-FP0001`, which contains the files to be installed.

6. Launch a DOS prompt window, run `setup.bat` to start the installation, and include the database type and version. The usage is:

```
setup "oracle10g|sybase125|oracle9i|2000mssql|rollback" [ssl]"
```

For example:

```
setup.bat oracle10g
```

or

```
setup.bat sybase125
```

Include the parameter `SSL` on SSL-configured Netcool/Reporter environment.

For example:

```
setup.bat oracle10g SSL
```

or

```
setup.bat sybase125 SSL
```

The fix pack installer backs up existing files into the `INFOHOME\backup\vpatch_2.1.0.11-TIV-NCReporter-Win-FP0001` directory before copying the new files.

7. The installer may request the location of Netcool/Reporter directory if the `%INFOHOME%` environment is not defined.

For example, if Netcool Reporter 2.1 is installed in the `c:\http\htdocs\infospc` directory, then type:

```
c:\http\htdocs\infospc
```

8. The installer prompts you to enter the JRUN location.

9. The installer prompts you to enter the Sybase server IP and Port number if the repository database is Sybase.

10. The installer prompts you to select the language settings option (For Localization installation only. If necessary, refer to *Netcool/Reporter 2.1 SP2 I18N Release Notes* for more information about the internationalization of Netcool/Reporter 2.1).

11. After the fix pack is processed completely, start Netcool/Reporter.

> **Note:** Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter 2.1 components.

Netcool/Reporter 2.1.0.11 Installation on Solaris 9 Operating Systems

The Netcool/Reporter 2.1.0.11 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.0 or 2.1 (with or without any of the previous 2.1 fix packs, such as 2.1.0.9) installed before applying Netcool/Reporter 2.1.0.11.

Solaris Installation

To install Netcool/Reporter 2.1.0.11 on a Solaris 9 (or 8) operating system:

1. Before running the installer program, you need to do the following:
   - Exit any Netcool/Reporter clients.
   - Shut down the Netcool/Reporter server (`stopreporter`).
   - Back up your repository system (recommended).
   - Back up your Netcool/Reporter file system (recommended).

2. Ensure the environment variables `$ORACLE_HOME` and `$LD_LIBRARY_PATH` are defined if the database type is Oracle. Sybase-related environment variables must be defined if the database type is Sybase, such as `$SYBASE`.

3. The package is delivered as a compressed UNIX tar file, 2.1.0.11-TIV-NCReporter-Sol9-FP0001.tar.gz. Extract it into a temporary directory (for example, /opt/tmp) as follows:

   ```
   % cd /opt/tmp

   % gzip -dc 2.1.0.11-TIV-NCReporter-Sol9-FP0001.tar.gz | tar xvf -
   ```

4. A subdirectory, `2.1.0.11-TIV-NCReporter-Sol9-FP0001` is created under the temporary directory (for example, `/opt/tmp/2.1.0.11-TIV-NCReporter-Sol9-FP0001`). All files and utilities required to install the fix pack are extracted into this subdirectory.

5. Change to the directory `2.1.0.11-TIV-NCReporter-Sol9-FP0001`, which contains the files to be installed.

6. The UNIX user who runs this fix pack should be the same user who starts Netcool/Reporter. For example, if the user is the root user, please also patch Netcool/Reporter as the root account. If you are not logged in as the root user, enter the following command to switch user to root:

```
$ su - root
password:#
```

7. Run the `setup.sh` script and include the database type and version. The usage is:

```
setup.sh "{oracle9i|oracle10g|sybase125|rollback} [SSL]"
```

For example:

```
% setup.sh sybase125
```

You might need to change the permission to execute the `setup.sh` script using chmod. For example:

```
% chmod 755 setup.sh
```

Include the parameter `SSL` on SSL-configured Netcool/Reporter environment, for example:

```
% setup.sh sybase125 SSL
```

8. The fix pack installer may request the location of the Netcool/Reporter directory if the `$INFOHOME` environment is not defined. For example, if Netcool/Reporter is installed in the `/opt/netcool/reporter/apache/htdocs/infospc` directory, then when the installer asks for the `INFOHOME` location, type:

```
/opt/netcool/reporter/apache/htdocs/infospc
```

9. The fix pack installer backs up existing files into the `$INFOHOME/backup/vpatch_2.1.0.11-TIV-NCReporter-Sol9-FP0001` directory before copying the new files.

10. The installer prompts you to enter the JRUN location.

11. If you are not using the default port 7777 for Server Admin, and the startdmin script is not installed in the default directory, you will be prompted for the document directory. When this occurs, specify the parent directory in which the `/bin/startdmin` script is located. For example, if your startdmin script is installed in `/opt/netcool/reporter/bin`, specify `/opt/netcool/reporter`.

12. The installer prompts you to enter Sybase ASE Server IP address (or hostname) and Port number if the repository database is Sybase.

13. The installer prompts you to select the language settings option (For Internationalization support only. If necessary, refer to *Netcool/Reporter 2.1 SP2 I18N Release Notes* for more information about the internationalization of Netcool/Reporter 2.1).

14. After the fix pack is processed completely, start Netcool/Reporter.

Note: Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter 2.1 components.

Netcool/Reporter 2.1.0.11 Installation on Solaris 10 Operating Systems

The Netcool/Reporter 2.1.0.11 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.0 or 2.1 (with or without any of the previous 2.1 fix packs, such as 2.1.0.9) installed before applying Netcool/Reporter 2.1.0.11.

Solaris Installation

To install Netcool/Reporter 2.1.0.11:

1. Before running the installer program, you need to do the following:
   - Exit any Netcool/Reporter clients.
   - Shut down the Netcool/Reporter server (`stopreporter`).
   - Back up your repository system (recommended).
   - Back up your Netcool/Reporter 2.0 file system (recommended).

2. Ensure the environment variables `$ORACLE_HOME` and `$LD_LIBRARY_PATH` are defined if the database type is Oracle. Sybase-related environment variables must be defined if the database type is Sybase, such as `$SYBASE`.

3. The package is delivered as a compressed UNIX tar file, 2.1.0.11-TIV-NCReporter-Sol10-FP0001.tar.gz. Extract it into a temporary directory (for example, /opt/tmp) as follows:

   ```
   % cd /opt/tmp

   % gzip -dc 2.1.0.11-TIV-NCReporter-Sol10-FP0001.tar.gz | tar xvf -
   ```

4. A subdirectory, `2.1.0.11-TIV-NCReporter-Sol10-FP0001` is created under the temporary directory (for example, `/opt/tmp/2.1.0.11-TIV-NCReporter-Sol10-FP0001`). All files and utilities required to install the fix pack are extracted into this subdirectory.

5. Change to the directory `2.1.0.11-TIV-NCReporter-Sol10-FP0001`, which contains the files to be installed.

6. The UNIX user who runs this fix pack should be the same user who starts Netcool/Reporter. For example, if the user is the root user, please also patch Netcool/Reporter as the root account. If you are not logged in as the root user, enter the following command to switch user to root:

```
$ su - root

password:#
```

7. Run the `setup.sh` script and include the database type and version. The usage is:

```
setup.sh "{oracle9i|oracle10g|sybase125|rollback} [SSL]"
```

For example:

```
% setup.sh sybase125
```

You might need to change the permission to execute the `setup.sh` script using chmod. For example:

```
% chmod 755 setup.sh
```

Include the parameter `SSL` on SSL-configured Netcool/Reporter environment, for example:

```
% setup.sh sybase125 SSL
```

8. The fix pack installer may request the location of the Netcool/Reporter directory if the `$INFOHOME` environment is not defined. For example, if Netcool/Reporter 2.0 is installed in the `/opt/netcool/reporter/apache/htdocs/infospc` directory, then when the installer asks for the `INFOHOME` location, type:

```
/opt/netcool/reporter/apache/htdocs/infospc
```

9. The installer backs up existing files into the `$INFOHOME/backup/vpatch_2.1.0.11-TIV-NCReporter-Sol10-FP0001` directory before copying the new files.

10. The installer prompts you to enter the JRUN location.

11. If you are not using the default port 7777 for Server Admin, and the startdmin script is not installed in the default directory, you will be prompted for the document directory. When this occurs, specify the parent directory in which the `/bin/startdmin` script is located. For example, if your startdmin script is installed in `/opt/netcool/reporter/bin`, specify `/opt/netcool/reporter`.

12. The installer prompts you to enter Sybase ASE Server IP address (or hostname) and Port number if the repository database is Sybase.

13. The installer prompts you to select the language settings option (For Internationalization support only. If necessary, refer to *Netcool/Reporter 2.1 SP2 I18N Release Notes* for more information about the internationalization of Netcool/Reporter 2.1).

14. After the fix pack is processed completely, start Netcool/Reporter.

Note: Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter 2.1 components.

Netcool/Reporter 2.1.0.11 Installation on AIX Operating Systems

The Netcool/Reporter 2.1.0.11 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.0 or 2.1 (with or without any of the previous 2.1 fix packs, such as 2.1.0.9) installed before applying Netcool/Reporter 2.1.0.11.

AIX Installation

To install Netcool/Reporter 2.1.0.11:

1. Before running the installer program, you need to do the following:
   – Exit any Netcool/Reporter clients.
   – Shut down the Netcool/Reporter server (`stopreporter`).
   – Back up your repository system (recommended).
   – Back up your Netcool/Reporter 2.0 file system (recommended).

2. You must set some environment variables depending on the type of database you are working with:
   – For Oracle, set `$ORACLE_HOME`.

     In addition, in order to support Oracle 9.2 64 bit via a 32-bit library, you need to add `$ORACLE_HOME/lib32` to the `LIBPATH` environment variable.
   – For Sybase, Sybase-related environment variables must be defined, such as `$SYBASE`.

   You may need to consult your database administrator for information on these environment variables.

3. The package is delivered as a compressed UNIX tar file, 2.1.0.11-TIV-NCReporter-Aix-FP0001.tar.gz. Extract it into a temporary directory (for example, /opt/tmp) as follows:

   ```
   % cd /opt/tmp

   % gzip -dc 2.1.0.11-TIV-NCReporter-Aix-FP0001.tar.gz | tar xvf -
   ```

4. A subdirectory, `2.1.0.11-TIV-NCReporter-Aix-FP0001` is created under the temporary directory (for example, `/opt/tmp/2.1.0.11-TIV-NCReporter-Aix-FP0001`). All files and utilities required to install the fix pack are extracted into this subdirectory.

5. Change to the directory `2.1.0.11-TIV-NCReporter-Aix-FP0001`, which contains the files to be installed.

6. The UNIX user who runs this fix pack should be the same user who starts Netcool/Reporter. For example, if the user is the root user, please also patch Netcool/Reporter as the root account. If you are not logged in as the root user, enter the following command to switch user to root:

   ```
   $ su - root
   password:#
   ```

7. Run the setup.sh script and include the database type and version. The usage is:

   ```
   setup.sh "{oracle9i|sybase125|rollback} [SSL]"
   ```

   For example:

   ```
   % setup.sh sybase125
   ```

   You might need to change the permission to execute the setup.sh script using chmod. For example:

   ```
   % chmod 755 setup.sh
   ```

   Include the parameter SSL on SSL-configured Netcool/Reporter environment, for example:

   ```
   % setup.sh sybase125 SSL
   ```

8. The fix pack installer may request the location of the Netcool/Reporter directory if the $INFOHOME environment variable is not defined. For example, if Netcool/Reporter 2.0 is installed in the /opt/netcool/reporter/apache/htdocs/infospc directory, then when the installer asks for the INFOHOME location, type:

   ```
   /opt/netcool/reporter/apache/htdocs/infospc
   ```

9. The installer backs up existing files into the $INFOHOME/backup/vpatch_2.1.0.11-TIV-NCReporter-Aix-FP0001 directory before copying the new files.

10. The installer prompts you to enter the JRUN location on a SSL-configured Netcool/Reporter environment.

11. If you are not using the default port 7777 for Server Admin, and the startdmin script is not installed in the default directory, you will be prompted for the document directory. When this occurs, specify the parent directory in which the /bin/startdmin script is located. For example, if your startdmin script is installed in /opt/netcool/reporter/bin, specify /opt/netcool/reporter.

12. The installer prompts you to enter Sybase ASE Server IP address (or hostname) and Port number if the repository database is Sybase.

13. The installer prompts you to select the language settings option (For Internationalization support only. If necessary, refer to *Netcool/Reporter 2.1 SP2 I18N Release Notes* for more information about the internationalization of Netcool/Reporter 2.1).

14. After the fix pack is processed completely, start Netcool/Reporter 2.1.

> **Note:** Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter 2.1 components.

Netcool/Reporter 2.1.0.11 Installation on HP-UX Operating Systems

The Netcool/Reporter 2.1.0.11 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.0 or 2.1 (with or without any of the previous 2.1 fix packs, such as 2.1.0.9) installed before applying Netcool/Reporter 2.1.0.11.

HP-UX Installation

To install Netcool/Reporter 2.1.0.11:

1. Before running the installer program, you need to do the following:
   - Exit any Netcool/Reporter clients.
   - Shut down the Netcool/Reporter server (`stopreporter`).
   - Back up your repository system (recommended).
   - Back up your Netcool/Reporter 2.0 file system (recommended).

2. Set the environment variables related to Oracle database and HP-UX, as listed below:
   - `$ORACLE_HOME`
   - `$SHLIB_PATH`
   - In addition, in order to support Oracle 9.2 64 bit via a 32-bit library, you need to add `$ORACLE_HOME/lib32` to the `SHLIB_PATH` environment variable.

3. The package is delivered as a compressed UNIX tar file, 2.1.0.11-TIV-NCReporter-Hpux-FP0001.tar.gz. Extract it into a temporary directory (for example, /opt/tmp) as follows:

   ```
   % cd /opt/tmp

   % gzip -dc 2.1.0.11-TIV-NCReporter-Hpux-FP0001.tar.gz | tar xvf -
   ```

4. A subdirectory, `2.1.0.11-TIV-NCReporter-Hpux-FP0001` is created under the temporary directory (for example, `/opt/tmp/2.1.0.11-TIV-NCReporter-Hpux-FP0001`). All files and utilities required to install the fix pack are extracted into this subdirectory.

5. Change to the directory `2.1.0.11-TIV-NCReporter-Hpux-FP0001`, which contains the files to be installed.

6. The UNIX user who runs this fix pack should be the same user who starts Netcool/Reporter. For example, if the user is the root user, please also patch Netcool/Reporter as the root account. If you are not logged in as the root user, enter the following command to switch user to root:

   ```
   $ su - root
   password:#
   ```

7. Run the `setup.sh` script and include the Oracle database version. The usage is:

   ```
   setup.sh "{oracle9i|sybase125|rollback} [SSL]"
   ```

   For example:

   ```
   % setup.sh oracle9i
   ```

   You might need to change the permission to execute the `setup.sh` script using chmod. For example:

   ```
   % chmod 755 setup.sh
   ```

   Include the parameter SSL on SSL-configured Netcool/Reporter environment, for example:

   ```
   % setup.sh oracle9i SSL
   ```

8. The fix pack installer may request the location of the Netcool/Reporter directory if the `$INFOHOME` environment variable is not defined. For example, if Netcool/Reporter 2.0 is installed in the `/opt/netcool/reporter/apache/htdocs/infospc` directory, then when the installer asks for the `INFOHOME` location, type:

   ```
   /opt/netcool/reporter/apache/htdocs/infospc
   ```

9. The installer backs up existing files into the `$INFOHOME/backup/vpatch_2.1.0.11-TIV-NCReporter-Hpux-FP0001` directory before copying the new files.

10. The installer prompts you to enter the JRUN location on a SSL-configured Netcool/Reporter environment.

11. If you are not using the default port 7777 for Server Admin, and the startdmin script is not installed in the default directory, you will be prompted for the document directory. When this occurs, specify the parent directory in which the `/bin/startdmin` script is located. For example, if your startdmin script is installed in `/opt/netcool/reporter/bin`, specify `/opt/netcool/reporter`.

12. The installer prompt you to select the language settings option (For Internationalization support only. If necessary, refer to *Netcool/Reporter 2.1 SP2 I18N Release Notes* for more information about the internationalization of Netcool/Reporter 2.1).

13. After this installation process is completed, start Netcool/Reporter 2.1.

Note: Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter 2.1 components. In addition, increase the kernel parameter value for `max_thread_proc`.

General Points to Note

- I18N is supported in this fix pack with limitations. Please contact IBM Support for details.

- Server Admin can use default port no. 7777 or any other available ports.

- The solution to the `runreport.jsp` and `viewsnapshot.jsp` tools exception issues has been included in this release.

- For Solaris install, the jikesw compiler has been replaced with newer version jikesw 1.15 for JRUN to fix the jsp scripts compilation issues.

- The Netcool/Reporter server side JRE has been upgraded to the latest DST patched 1.4.2 release for each of the supported operating systems.

- To avoid any impact by the DST (Daylight Saving Time) changes issue, it is required that the operating system's DST fix/patch be applied on each of the supported server operating systems and all clients. It is also required that the client side JRE plug-in be upgraded to the latest DST patched 1.4.2 release.

- Three letter timezone changes have no impact on any of Reporter's functions. The JRE which Reporter uses has the sole responsibility for the timezone manipulation and time generation.

- For the Crosstab report, the limitation for the combined total number of horizontal and vertical axes is seven columns.

- The `AUDIT_LEVEL` parameter in `spacesql.cfg` file is used to audit information regarding user logins to Netcool/Reporter. The audit information will be written into audit files under:

  `infospc/server/Infolog/Log_datastamp.log`

  To make this parameter work at logging, you must ensure that:

  – This AUDIT_LEVEL parameter is set to 1;

- The debug levels are set to DEBUG for two of the parameters in `debuglog.xml` - `rs` and `root`. This configuration file can be found under:

```
infospc/configs/debuglog.xml
```

The following examples indicate the type of information passed by setting this parameter:

```
OPNAME=LOGINUSER, User=scott, LOGINTIME=13-Sep-2006 18:08:41
```

For example, the following shows login to Netcool/Reporter by the user scott.

```
DEBUG p.sqlc -ANFOSQL>OPID=1,OPNAME=LOGINUSER,
USER=scott,LOGINTIME=13-Sep-2006 18:08:41
```

```
Login to Netcool/Reporter by the user scott and the exact time.
```

- Excel output of the Lightweight Chart is disabled in this release.

- The Firefox browser does not show CSV report preview results properly. All report data will be squeezed into the first column. This problem is caused by Firefox, not a product defect of Reporter. To work around it, you can save the report preview result onto your local machine as a CSV file, and then open that file using Excel. You will see the data is properly displayed in columns.

- The Firefox browser has options for saving files (Tools->Option->Download). When you save report preview results onto your machine, you may want to specify a file format so next time you open that same file, you will not be prompted for choosing an application to open it. To do this, you can check the "Ask me where to save every file" option. If you check the "Ask me where to save every file" option instead, you are not prompted for when saving report files; but when you try to open it locally, you will have to choose an application.

- On HP-UX operating systems, there is a limitation that only 15 applets can run simultaneously. Applets may include Report Designer, HTML Customizer, Information Designer and Easy Reporter. You may close applets no longer in use to release more memory for other users.

- The server that hosts the Netcool/Reporter server is required to have a minimal of 512MB physical memory for reports to run faster and more effectively.

- On AIX operating systems, if you change the system time of the Reporter server frequently, a JVM signal error and Java core file might be generated. This is a known issue with IBM JRE1.4.2 bundled with the Reporter server, and it does not affect the Reporter functions. To resolve this issue, create an environment variable JAVA_COMPILER=NONE and then restart the Reporter server.

- The OutOfMemory exception might occur when extremely large reports (35M+) are run through Scheduler. If it occurs, reports might still run but will not be sent to email recipients and the runjob process will not stop. You might also see the infosql process hangs on Solaris. Try the following solutions to avoid it:
  - Increase the JVM memory size of runjob. To do this, edit `$INFOHOME/bin/runjob.sh` or `$INFOHOME\bin\runjob.bat` and locate this line: `$JAVA_HOME/bin/java -ms4m-mx512m`. Change the default 512m to a larger number, for example, 640m.

– In addition, improve the memory size of your Reporter server, if possible. Increased memory size enhances the capability of the Reporter server to handle large workloads. For example, install a 2048 MB memory for your server. Better hardware configuration of the server supports larger report running (installation of other software applications on the same machine could have impacts on the performance). For example, taking a 1024 MB Solaris9 box as an example, it might allow 40M+ reports running smoothly via Scheduler.

Resolved Issues

This section provides tables listing issues fixed in Netcool/Reporter 2.1 since the 2.0 version, including:

Problems Resolved in Netcool/Reporter 2.1.0.11 (Total: 8)

Table 7. *Problems Resolved in Netcool/Reporter 2.1.0.11 (1 of 2)*

No.		Applied Operating System
1.	Cannot correctly display result page in Report Designer if data contains a semicolon.	All supported operating systems
2.	Semicolon is shown as "&semi" using tabular report if the output format is PDF, CSV, or XML.	All supported operating systems
3.	String index out of range: -1 when drilling through a parameterized report that has data with two or more semicolons.	All supported operating systems
4.	When previewing a crosstab from the Report Designer, the second and subsequent semicolons are shown as "&semi".	All supported operating systems

Table 7. *Problems Resolved in Netcool/Reporter 2.1.0.11 (2 of 2)*

No.		Applied Operating System
5.	Semicolons listed in the last column shown as "&semi".	All supported operating systems
6.	Drill-down report presents semicolons as "&semi" when drilling through a column that ends with a semicolon.	All supported operating systems
7.	Cannot display row based xml crosstab when the horizontal axis contains a semicolon.	All supported operating systems
8.	Server admin failed to start when not using the default port 7777.	UNIX

Problems Resolved in Netcool/Reporter 2.1.0.10 (Total: 7)

Table 8. *Problems Resolved in Netcool/Reporter 2.1.0.10*

No.	Issue	Applied Operating System
1.	Save option does not save the existing files into their original location by default.	All supported operating systems
2.	Scheduler cannot work if changing server port 6889.	All supported operating systems
3.	Chart export from Easy Reporter failed to work if using a non-6889 server port.	All supported operating systems
4.	Error occured saving a chart in Report Designer if using a non-6889 server port.	All supported operating systems
5.	Print and Print Preview in Easy Reporter failed to work if using a non-6889 server port.	All supported operating systems
6.	Drill-charts failed to preview in Report Designer if using a non-6889 server port.	All supported operating systems
7.	Reporter fix packs patching failed if Reporter was installed to use a non-6889 server port. Possible cause is patch_util.jar hard coded 6889 port.	All supported operating systems

Problems Resolved in Netcool/Reporter 2.1.0.9 (Total: 3)

Table 9. *Problems Resolved in Netcool/Reporter 2.1.0.9*

No.	Issue	Applied Operating System
1.	Netcool/Reporter User Guide documentation contains ambiguous description regarding folder functionality.	All supported operating systems
2.	The LDAP authentification processes bind to previous login/password and therefore refuse the new login attempts.	All supported operating systems
3.	The exact value of measure does not display 0 for corresponding data.	All supported operating systems

Problems Resolved in Netcool/Reporter 2.1.0.8 (Total: 7)

Table 10. *Problems Resolved in Netcool/Reporter 2.1.0.8*

No.	Issue	Applied Operating System
1.	Scheduled job works fine but process is still running.	All supported operating systems
2.	An error was generated in the PDF file when "Reset" was clicked in runreport.jsp.	All supported operating systems
3.	Crosstab in CSV format is loaded within Netscape browser but not in Excel when unencrypted option is checked.	All supported operating systems
4.	In Freedom Report Designer, add a chart, change the font or font size and then undo; a different chart is displayed.	All supported operating systems
5.	The pane controls in the Publish Folder Content utility window cannot fully display long file names and the vertical scrollbar cannot adjust flexibly.	All supported operating systems
6.	In Report Designer Properties window, it is difficult to select values by dragging the scrollbar of property options.	All supported operating systems
7.	Parameterized crosstab in PDF cannot preview when added in the presentation.	All supported operating systems

Problems Resolved in Netcool/Reporter 2.1.0.7 (Total: 19)

Table 11. *Problems Resolved in Netcool/Reporter 2.1.0.7 (1 of 2)*

No.	Issue	Applied Operating System
1.	Use SaveFilesIntoRepository utility to import LChart files into the destination repository.	All supported operating systems
2.	Use SaveFilesIntoRepository utility to import freeform report into the destination repository.	All supported operating systems
3.	Upgrade JRE versions for the New Zealand DST issue.	All supported operating systems
4.	The maximum length of a password that you can include in the data source has been extended from 14 to 30 characters.	All supported operating systems
5.	Scheduler does not work in dual IP environment.	All supported operating systems
6.	User login authentication made case-sensitive.	All supported operating systems
7.	Failed to run canned reports when reporter_status.summary field contains specific dataset.	All supported operating systems
8.	PDF reporter generates a null pointer exception.	All supported operating systems
9.	Excel link does not work properly in html page.	All supported operating systems
10.	Clicking on the Excel link on a report, the gif image is broken in the PDF output.	All supported operating systems
11.	Data truncated in Excel output because of carriage return characters.	All supported operating systems
12.	4 level-break report breaks the formatting of the PDF report.	All supported operating systems
13.	Freeform report fails if some of the reports embedded contain no data.	All supported operating systems
14.	Netcool/Reporter Admin Guide documentation contains incorrect upgrade instructions.	All supported operating systems
15.	Missing scroll bar in Report Composer and Report Designer.	All supported operating systems
16.	Normal user cannot delete published report from Inbox.	All supported operating systems

Table 11. *Problems Resolved in Netcool/Reporter 2.1.0.7 (2 of 2)*

No.	Issue	Applied Operating System
17.	The 2D chart does not show the chart title inside the applet if any descriptor other than 'none' is selected.	All supported operating systems
18.	Connecting to the search page generates a java exception.	All supported operating systems
19.	Tabular reports with xml as output type with 1 break, 1 level and 1 summary will fail to preview.	All supported operating systems

Problems Resolved in Netcool/Reporter 2.1.0.6 (Total: 21)

Table 12. *Problems Resolved in Netcool/Reporter 2.1.0.6 (1 of 2)*

No.	Issue	Applied Operating System
1.	Failed to generate report in Oracle_Events_by_AlertGroup.par.	All supported operating systems
2.	Reporter 2.1 fails to produce PDF reports in large numbers of data.	All supported operating systems
3.	Cancel button does not work in presentation.	All supported operating systems
4.	There is no prompted error message when preview drill-chart report in Report Designer.	All supported operating systems
5.	The limitation that more than 15 applets cannot be opened simultaneously is not documented.	HP-UX
6.	Changing FTP listening port during installation breaks Upload Content.	All supported operating systems
7.	Infosql processes are not being deleted.	All supported operating systems
8.	'*' not allowed as a password character even though not excluded in documentation.	All supported operating systems
9.	Save option does not save the existing files into their original location by default.	All supported operating systems
10.	Time delay in returning crosstab in PDF format with unencrypted option checked.	All supported operating systems
11.	Parameter report with break cannot export current report.	All supported operating systems
12.	Set text alignment as right/fill/center, tab could not work.	All supported operating systems
13.	Open report by user has no privilege to access the data source.	All supported operating systems
14.	Easy Reporter licenses not being fully released.	All supported operating systems

Table 12. *Problems Resolved in Netcool/Reporter 2.1.0.6 (2 of 2)*

No.	Issue	Applied Operating System
15.	Form based report Sybase_Top_Nodes fails.	All supported operating systems
16.	Unable to log back into Reporter after being disconnected.	All supported operating systems
17.	The Sybase canned reports fail to run against Sybase 12.	All supported operating systems

Problems Resolved in Netcool/Reporter 2.1.0.5 (Total: 22)

Table 13. *Problems Resolved in Netcool/Reporter 2.1.0.5 (1 of 2)*

No.	Issue	Applied Operating System
1.	Publish tab was placed above the Unpublish tab in the Unpublish portlet.	All supported operating systems
2.	Element list is not shown nicely in the content filter window using the Firefox browser.	All supported operating systems
3.	Prompt message cannot show after uploading content using the Firefox browser.	All supported operating systems
4.	Uploading an empty file to channel or folder prompts "File(s) Uploaded successfully" in the Firefox environment.	All supported operating systems
5.	Horizontal scrollbar is not displayed when adding a parameter report to the reportbook.	All supported operating systems
6.	Add Excel97 snapshot to reportbook; icon cannot show in reportbook when previewing the reportbook in the Firefox environment.	All supported operating systems
7.	A 0.5cm height blank row is shown on Reporter main page using Firefox.	All supported operating systems
8.	Cannot generate Cube report result when the measure column has null values.	All supported operating systems
9.	Cannot generate SQL report result when there is no alias set for the function sum in SQL statement.	All supported operating systems
10.	Installer does not work with JVM on 64-bit AIX machine.	AIX operating systems
11.	Cannot generate form report if unchecking Show Form/Label Header.	All supported operating systems
12.	Failed to generate chart report result if there are two or more measures.	All supported operating systems
13.	The original JpegEncode did not support AIX.	AIX operating systems

Table 13. *Problems Resolved in Netcool/Reporter 2.1.0.5 (2 of 2)*

No.	Issue	Applied Operating System
14.	Drill-chart report could not run when selecting drill-chart as output format and choosing "no detail" as detail type.	All supported operating systems
15.	Selecting the "percent only" as horizontal axis could not return results.	All supported operating systems
16.	Non-owner can open file but cannot save changes made.	All supported operating systems
17.	Crosstab axes limitation not documented: For the Crosstab report, the limitation for the combined total number of horizontal and vertical axes is seven columns.	All supported operating systems
18.	Reporter not reconnecting to MSSQL database after the database has been restarted while Reporter still running.	All supported operating systems
19.	One page at a time option in HTML Report Display Option section is enabled when unsupported report output type is selected.	All supported operating systems
20.	Particular crosstab generated in PDF format is different from HTML format.	All supported operating systems
21.	Unable to display other types of snapshot after loading an Excel snapshot.	All supported operating systems
22.	Tabular reports with xml as output type with 1 break, 1 level and 1 summary will fail to preview on Windows only.	Windows

Problems Resolved in Netcool/Reporter 2.1.0.4 (Total: 10)

Table 14. *Problems Resolved in Netcool/Reporter 2.1.0.4 (1 of 2)*

No.	Issue	Applied Operating System
1.	When a user enters a string such as " ' or '1' = '1 " into the Reporter Inbox text Search box, the search returns all the files which exist on the server, with permissions to run any reports.	All supported operating systems
2.	Cannot edit email list in Scheduler.	All supported operating systems
3.	XML report not getting generated.	All supported operating systems
4.	Reports will not run outside of the Reporter server via JSP if there is a comma in the selected parameter.	All supported operating systems

Table 14. *Problems Resolved in Netcool/Reporter 2.1.0.4 (2 of 2)*

No.	Issue	Applied Operating System
5.	`Audit_Level=1` parameter in `spacesql.cfg` does not work as documented.	All supported operating systems (See "General Points to Note" on page 15 for description on how to enable the parameter work.)
6.	Advanced search and simple search functionality broken in SP1 and patch `reporter2.1-patch-35556-40851`.	All supported operating systems
7.	Report run outside of Reporter prompts for parameter when the user is not the owner of report.	All supported operating systems
8.	Reporter error: File semi color; does not exist or cannot be read.	All supported operating systems
9.	Reports exported to Excel have a missing column after Chinese patch applied.	All supported operating systems
10.	If a report contains semi colon, then report will fail to run.	All supported operating systems

Problems Resolved in Netcool/Reporter 2.1.0.3 (Total: 36)

Table 15. *Problems Resolved in Netcool/Reporter 2.1.0.3 (1 of 3)*

No.	Issue	Applied Operating System
1.	Error occurs when running the report which contains the post-processing procedure.	Solaris 10 ∕ HP-UX/AIX
2.	The SP3.2 installation fails if the environment variable "LD_LIBRARY_PATH" is not defined in the system.	Solaris
3.	The **Run** button and the **Reset** button are in the wrong place in the canned report "MSSQL_Top_Managers".	Windows
4.	Cannot roll back if the SP3.1 installation fails.	Windows and Solaris
5.	The jre folder will be removed if the installation cannot find the relevant libraries.	Solaris
6.	Enable to configure the email subject of the scheduled jobs to reflect the job name.	Windows and Solaris
7.	Pencil icon allows users without Report Designer rights access to Report Designer.	Windows and Solaris
8.	Failed to generate Freeform report if there is at least one Crosstab, Chart or LChart etc. type of report contains no data.	Windows and Solaris

Table 15. *Problems Resolved in Netcool/Reporter 2.1.0.3 (2 of 3)*

No.	Issue	Applied Operating System
9.	Reports over 2 pages do not run from Inbox with specific dataset. The error is "Failed to generate report result because: Failed to generate report result." Insert this report to Freeform Reporter, failed to preview with error message "Failed to generate report result because: java.lang.NullPointerException".	Windows and Solaris
10.	Use SaveFilesIntoRepository utility to import LChart files into the destination repository. Use SaveFilesIntoRepository utility to import report file description.	Windows and Solaris
11.	Allow to enter Name Prefix when creating a scheduled job for parameterised report.	Windows and Solaris
12.	"netcool" user can see and edit scheduled jobs created by other users.	Windows and Solaris
13.	Scheduler does not allow capital letters as email address.	Windows and Solaris
14.	Result is wrong if "Case Sensitive" is checked in Scheduler - File Search window.	Windows and Solaris
15.	"Run" and "Reset" buttons are in English in Form Based Report page if locale is set to Chinese. (I18N specific problem)	Windows and Solaris
16.	Chinese characters incorrectly displayed as ¡E in X axis label when exporting a chart to PDF format from an applet chart. (I18N Chinese locale specific problem)	Windows and Solaris
17.	"Text missing" in Page Setup window title in Easy Reporter. (I18N Chinese locale specific problem)	Windows and Solaris
18.	Failed to upload content if default ftp listener port is changed during installation. (Unix operating system specific problem)	Windows and Solaris
19.	Select pie as chart type under measure page in Lchart Designer, "vcd906:text missing" is displayed in "content" drop-down list. (I18N specific problem)	Windows and Solaris
20.	Enhancement: to sort the scheduled jobs by modification time or name order.	Windows and Solaris
21.	Incorrect version information displayed in version.html for SP3.	Windows and Solaris
22.	Service pack installer does not rollback to Netcool/Reporter 2.0 status.	Windows and Solaris
23.	There is java error in backup_log file after applying SP3. (Oracle817 specific)	Windows and Solaris

Table 15. *Problems Resolved in Netcool/Reporter 2.1.0.3 (3 of 3)*

No.	Issue	Applied Operating System
24.	Netcool/Reporter User guide and online help require update due to change in sorting of scheduled jobs by modification time or name order.	Windows and Solaris
25.	Drill-chart report could not run when select drill-chart as output format and choose "no detail" as detail type.	Solaris-Sybase12.5
26.	Failed to preview crosstab report if select "percent only" as horizontal axis for measure.	Solaris-Sybase12.5
27.	The "500 Internal Server Error" message appears in browser when launching Netcool/Reporter immediately after the installation.	Solaris
28.	Problems running runreport.jsp tool in Netcool/Reporter 2.1 patched to SP2.	Windows and Solaris
29.	Can't generate Cube report result when column has null value as measure.	AIX 5.x
30.	Cannot generate SQL report result when there is no alias of function sum in sql statement.	AIX 5.x
31.	Installer does not work with 64bit JRE on AIX machine.	AIX 5.x
32.	Cannot generate Form style report if Show Form/Label Header is unchecked.	AIX 5.x
33.	Failed to generate chart report result if there are 2 or more measures.	AIX 5.x
34.	The browser hangs when trying to preview a JPeg Lchart the 2nd time.	AIX 5.x
35.	Drill-chart report could not run when select drill-chart as output format and choose "no detail" as detail type.	Solaris 9/Sybase 12.5
36.	Failed to preview crosstab report if select "percent only" as horizontal axis for measure.	Solaris 9/Sybase 12.5

Problems Resolved in Netcool/Reporter 2.1 SP2 (Total 17)

Table 16. *Problem(s) Resolved in SP2*

No.	Issue
1.	Does not support concurrent user license model.
2.	A message window has never been closed while the presentation (contains a simple report) is launched from Portal.
3.	VRTL tag bug. Failed to run a report owned by another user.
4.	Throw Java exception errors in Java Console when exit from Easy Reporter. (Solaris Specific problem)
5.	There is error message when saving 3D Gif Chart snapshot.
6.	Cannot preview Form, Label, Break Form, Master Detail I and Master Detail II style report if the output format is Excel97.
7.	Pops up error when searching for a file in Scheduler with Case Sensitive ticked.
8.	No warning message when entering wrong associated column name in the parameterized SQL report preview window.
9.	Parameter is not replaced by value in report title for crosstab PDF reports.
10.	Got "500 Internal Server Error" after entering value for parameterized report in Report Book Designer window.
11.	Failed to open Parameterized Combo (from mailbox) which contains more than one report.
12.	Cannot open parameterized chart report in presentation mode from portal.
13.	N-tier crosstab report snapshots cannot be opened from portal.
14.	Core dump file is generated on server machine when report or chart is generated using *Oracle 9i* as datasource.
15.	Some HTML files are missing from zipped N-tier Crosstab report file when it is attached to email.
16.	Netcool/Reporter Service Pack installer rollback option does not rollback new added files.
17.	viewlicense utility does not show the correct number of user license.

Problems Resolved in Netcool/Reporter 2.1 SP1 (Total 31)

Table 17. *Problem(s) Resolved in SP1 (1 of 2)*

No.	Issue
1.	In Publish Folder Content - Set Publish Access Right window, the Help button is in capital letter.
2.	Child window is not loaded completely when maximizing Report Book window using Windows XP client.
3.	Bar chart becomes a scatter chart.
4.	Move one file to another folder, prompt message doesn't indicate the actual result.
5.	Proper prompt message is needed when Report Book generated has no data.
6.	'Clear All' button in Express Content Properties doesn't work well.
7.	On add Report Book Banner window, banner type is html document, but all jsp files appear in the html file list.
8.	Warning message should be prompted at earlier stage when saving an empty Report Book report.
9.	Unable to edit frequency for those jobs are originally scheduled as 'Once Only'.
10.	Help in Scheduler File Search window links to wrong place.
11.	Parameter is not replaced by value in report title for PDF reports.
12.	With SSL configured, Report Book content is missing when running from portal.
13.	Running mssql.drop_repository.sql gets error.
14.	Inconsistent problem happens when publishing and unpublishing report.
15.	Netscape 7.1 browser left justify the alignment of channel list objects in ListView and DetailView.
16.	Cannot edit Group Administrator Privilege when creating a new user.
17.	Preview the Report Book, cannot see the correct result.
18.	Cannot display content from saved Report Book file.
19.	Have to refresh the page after removing content from Report Book window.
20.	Stack chart option is not loaded for canned lchart.
21.	Some Help windows do not have the scrollbar to enable viewing complete information.
22.	Need to change report alert email subject to 'Netcool Reporter'.
23.	Content Filter window cannot be launched.
24.	Page Organizer window cannot be launched.
25.	Set and save job frequency to "Every Month" from Scheduler, it becomes 'Every Week'.

Table 17. *Problem(s) Resolved in SP1 (2 of 2)*

No.	Issue
26.	File extension of Report Book is missing in Publish Folder Content portlet (Specific to Netscape 7 browser).
27.	LChart x-axis properties is not applied for horizontal stack chart.
28.	'Netcool∕Reporter 2.0' shows in the login window title bar.
29.	N-tier crosstab report snapshots cannot be opened from portal.
30.	File Details are missing in the right frame when selecting a report from Report Book Designer.
31.	One servlet class file throws exception in JRUN default-err.log.

Problems Resolved in Netcool/Reporter 2.1 GA (Total: 77)

Netcool/Reporter 2.0 Java 1.4.2 Plug-in Related Patch - List of Bug Fixes (Total: 17)

Table 18. *Netcool/Reporter 2.0 Java 1.4.2 Plug-in related Patch - List of Bug Fixes (Total: 17) - All Relate to NBS: 25882 (1 of 2)*

Component	Issue
Easy Reporter	After closing Easy Reporter windows, *Easy Reporter - Enter Parameter Values* pops up automatically.
Easy Reporter	Some exception in Java Console.
Easy Reporter	Incomplete display for export dialog by using plug-in 1.4.2.
Freeform Report Designer	Report cannot be previewed using HTML mode in Freeform Report Designer.
Freeform Report Designer	In main window, pull-down menu does not work by using plug-in 1.4.2.
Freeform Report Designer	Slow to access the files from folder under inbox.
Report Designer	Report designer-*Enter parameter value* window does not close.
Report Designer	Properties window automatically pops up after exiting Report Designer.
Report Designer	Condition window cannot display all components on normal size.
Report Designer	Condition tab layout is changed by using plug-in 1.4.2.
Report Designer	Customization window is blinking.
Report Designer	It takes a long time to load when switching from tab to tab in chart *Visual Customizer* dialog.

Table 18. *Netcool/Reporter 2.0 Java 1.4.2 Plug-in related Patch - List of Bug Fixes (Total: 17) - All Relate to NBS: 25882 (2 of 2)*

Component	Issue
Report Designer	Cannot show any chart as a gif image.
Report Designer	Cannot show a chart in a combo type.
Report Designer	Chart definition file with the property **show chart as gif image** cannot be opened from portal.
Report Designer	Null value is shown as -2147483647 on a chart preview window.
Report Designer	No summary line displayed in crosstab report when using PDF output.

Netcool/Reporter 2.0 Service Pack 2 - List of Bug Fixes (Total: 26)

Table 19. *Netcool/Reporter 2.0 Service Pack 2 - List of Bug Fixes (Total: 26) (1 of 3)*

Component	Issue
Easy Reporter	Modified display name for a summary function item is not displayed correctly in Easy Reporter.
Easy Reporter	Modified display name for a summary function item is not saved in a report created from Easy Reporter.
Easy Reporter	After exiting Easy Reporter, the license is not released. As a result, you will run out of the concurrent user license.
Easy Reporter	When you re-open a saved report from Easy Reporter, the Expression property of a selected item does not get displayed completely.
Easy Reporter	Display names switch place after saving change for display name of measure objects in Easy Reporter.
Freeform Report Designer	After exiting Freeform Report Designer, the license is not released. As a result, you will run out of the concurrent user license.
Freeform Report Designer	Font, background, and foreground attributes of chart do not work when changing the chart attributes in Freeform Report Designer.
Freeform Report Designer	Cannot change font when editing a new text in Freeform Report Designer.
Freeform Report Designer	When using Pick tool from the Freeform Report Designer, you cannot modify the font of a selected item.
Freeform Report Designer	Clearing text does not work on the page in Freeform Report Designer.

Table 19. *Netcool/Reporter 2.0 Service Pack 2 - List of Bug Fixes (Total: 26) (2 of 3)*

Component	Issue
HTML Customizer	Version number is incorrect in HTML Customizer of Netcool∕Reporter 2.0.
Information Designer	Application hangs when saving a universe with a name longer than 60 characters from Information Designer.
Information Designer	Window does not refresh when deleting a universe in Information Designer.
Information Designer	In Information Designer, deleting a table from Base tables does not remove the table's dependents, such as filters and joins of that table.
Information Designer	Incorrect status of **Import** button when re-entering the *Import Base Tables* in Information Designer.
License	Running the `viewlicense` utility does not tell you how many licenses are available.
License	Using Infomanager to logout a session does not release license correctly.
Report Designer	When running report from portal, parameter values with special characters such as ∕ and \ cannot be added to parameter value list manually.
Report Designer	Function Headings do not work in Report Designer for functions on break level when you use table names containing Reporter and modify Function Headings for both break and report level.
Report Designer	The attributes of DIM color and other elements get lost when customized descriptor is selected for a drilldown chart.
Report Designer	Gets a driver error: `INFO-0796`, when using **Show Chart as a Gif Image** in the *Chart Properties* windows for previewing a chart.
Report Designer	A chart does not correctly display the attributes of an applied 3D descriptor in Report Designer.
Report Designer	JSP tag does not work with semi-colon in parameter value.

Table 19. *Netcool/Reporter 2.0 Service Pack 2 - List of Bug Fixes (Total: 26) (3 of 3)*

Component	Issue
Report Designer	When Netcool/Reporter server system time is changed to be a couple of hours behind, the time stamp of a modified report is not consistent with the Netcool/Reporter server system time.
Scheduler	A report created from Easy Reporter does not get displayed on the list in Scheduler even though you have selected to show the files in All Files Type.
Server Admin	This problem occurs on Window environment. From the Server Admin applet, you can successfully shut down the Netcool/Reporter server via the Server -- Shut down server menu item. However, restarting the Netcool/Reporter server via the Startup Server item does not work.

Issues Resolved After 2.0 (In addition to SP2, 1.4.2 plug-in patch) (Total: 34)

Table 20. *Issues Resolved After 2.0 (In addition to SP2, 1.4.2 plug-in patch) (Total: 34) (1 of 2)*

Component	Description
Report Designer Bugs	The semicolon in data values will generate a incorrect report using chart/crosstab modes.
Report Designer Bugs	You will not be able to add a new value when you try to add in the define parameter dialog, of the *Add Parameter*.
Report Designer Bugs	Table and column are greyed out in Report Designer.
Report Designer Bugs	When there is; inside axis the measure value become 0 when you create a chart.
Report Designer Bugs	Drill chart cannot be previewed when value contains ";".
Report Designer Bugs	Help link is missing in chart preview window.
Report Designer Bugs	Missing scroll bar in open dialog of Report Designer when you view reports, charts, reports in sequence. (Charts<Reports >7).
Report Designer Bugs	Error with some snapshot when run `decryptdrilldownlink` utility.
Report Designer Bugs	The 2D chart does not show the description inside the applet if any descriptor other than none is selected.
Report Designer Bugs	Report property dialog takes more than minute to load.
Report Designer Bugs	Chart does not display when heading including apostrophes is selected as x- axis
Report Designer Bugs	When you enter tics manually or any value > 10 it will not get reflected in the chart output generated.
Report Designer Bugs	Report runner window does not close when you run a presentation from the inbox.

Table 20. *Issues Resolved After 2.0 (In addition to SP2, 1.4.2 plug-in patch) (Total: 34) (2 of 2)*

Component	Description
Report Designer Bugs/Portal	Unable to see reports in open dialog of Report Designer after unpublishing using publish folder content.
Portal Bugs	Create a report and delete it and now create some new reports you will not be able to see them in manage folder content or publish folder content.
Portal Bugs	Pages which belong to default group are hidden which should have been force published.
Portal Bugs	Snapshots published to groups via a channel do not have read permissions.
JSP Bugs	JSP utility to run reports outside of portal.
Portlets Bugs	User is unable to delete a report published to him with write permission.
Search Bugs	When a non existent criteria is searched using advanced search system throws a null pointer exception.
Portlets Bugs	In manage folder content once you delete or modify any content you have no way of going back to manage folder content.
Easy Reporter Bugs	Scroll bar blinks on easy reporters Select folder and item when clicking it.
Easy Reporter Bugs	Is null condition does not work in condition builder of Easy Reporter.
Easy Reporter Bugs	Help does not work in chart mode of Easy Reporter after a report is run.
Easy Reporter Bugs	All icons in the Easy Reporter are grayed out except show query conditions icon in Easy Reporter.
Easy Reporter Bugs	Entering a value and unchecking unit increment in visual customizations will lead to divide by zero error.
Scheduler Bugs	Unable to use the character - in an email address when scheduling a job.
Server Admin Bugs	During installation if you use any server admin port other than default you will not be able to launch server admin.
Server Admin Bugs	Removal of olap counter in server admin.
Search Bugs	A file created on the current date is returned if it is searched using the before or after current date.
Search Bugs	`hh:mm am/pm` part of date is not displayed in the advanced search.
Publish Folder Content Bugs	Data in the my folders is refreshed on change in publish to options in publish folder content.
Upload Content Bugs	Error message is not getting displayed when you upload a file with zero bytes.
Manage Channels Bugs	Channel title displays garbage characters if channel name has Chinese characters.

Appendix A. Notices

This appendix contains the following:

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