



intellicus

Enterprise Reporting & Business Insights Platform

Overview of iSupport

- ◆ Symptoms
- ◆ Importance of Logs
- ◆ Log levels
- ◆ Portal logs
- ◆ Engine logs
- ◆ Config files
- ◆ Understanding Logs



- ◆ Define Problem
- ◆ Identify Problem Areas
 - ▶ License
 - ▶ Login
 - ▶ Access Rights
 - ▶ Report Run
 - ▶ Database
 - ▶ Repository
 - ▶ Performance
 - ▶ Scheduling



Importance of logs

- ◆ Identify Root Cause
- ◆ Detailed Analysis
- ◆ Event Timeline
- ◆ Information Flow



Log levels

- ❖ FATAL
- ❖ ERROR
- ❖ INFO
- ❖ WARN
- ❖ DEBUG



Portal logs

- ◆ Records Report Client Activities
- ◆ ReportClientLogs.log
- ◆ Provides Client Configuration
- ◆ Downloading Report Server log files



Client Log

Databases Server **Client** Viewer Adhoc Wizard Portal Menu Print Settings License Config Files

Save Cancel

Web Component

Report Server IP	<input type="text" value="127.0.0.1"/>
Report Server Port	<input type="text" value="45450"/>
Report Server Time Out	<input type="text" value="600"/>
HTML Viewer Time Out	<input type="text" value="30"/>
Report Server Chunk Time Out	<input type="text" value="600"/>

Test Connection

Logging

Logging Enabled	<input type="text" value="Yes"/>
Log Level	<input type="text" value="ERROR"/>

Purge Log Download Log



Server Logs

Databases	Server	Client	Viewer	Adhoc Wizard	Portal Menu	Print Settings	License	Config Files
Save Cancel								
Listener IP Address	<input type="text"/>							
Listener Port	<input type="text" value="45450"/>							
Database Connection TimeOut (seconds)	<input type="text" value="900"/>							
Security	Enable <input type="button" value="v"/>							
Audit Log	Enable <input type="button" value="v"/>							
Request Queue Size	<input type="text" value="1000"/>							
Page ChunkSize	<input type="text" value="10"/>							
Log Level	ERROR <input type="button" value="v"/> Log Files							
Output Folder (deprecated)	<input type="text" value="..reports"/>							
XML Data Source Folder	<input type="text" value="..xmldata"/>							
Temporary Folder	<input type="text" value="..temp"/>							
Log Folder	<input type="text" value="..logs"/>							
Exec Threads	<input type="text" value="5"/>							
Service Threads	<input type="text" value="5"/>							
Cancel Threads	<input type="text" value="5"/>							
Font Folder	<input type="text" value="C:/WINDOWS/Fonts"/>							
Left Margin Offset	<input type="text" value="0"/>							



- ◆ Records Report Server Activities
- ◆ Provides vital Information
 - ▶ Engine Configuration
 - ▶ License
- ◆ ReportEngine.log



- ◆ Database
 - ▶ ReportEngine.dat, Encr_ReportEngine.dat
 - ▶ Connections – Repository, Default
- ◆ Report Server
 - ▶ ReportEngine.properties
- ◆ ReportClient - Portal
 - ▶ ReportClient.properties



- ◆ Portal (Menu)
 - ▶ Portal.properties
- ◆ Adhoc
 - ▶ Adhoc.properties
- ◆ HTML Toolbar
 - ▶ HtmlToolBar.properties
 - ▶ Adhoc Power Viewer



- ❖ Log levels
 - ▶ Fatal, Error, Info, Warn, Debug
 - ▶ Appropriate log level for issue witnessed
- ❖ Engine logs
 - ▶ ReportEngine.log
- ❖ Portal logs
 - ▶ ReportClientLogs.log
- ❖ Collecting logs



- ❖ Invalid License
 - ▶ Check License Key, Expiry Date, CPU Count
- ❖ Report Service not running
 - ▶ Access machine directly, Tray icon may not be visible on Remote machine, Check Task Manager
- ❖ Server Not Responding
 - ▶ Verify Report Server timeout



❖ Problem Running Report

- ▶ Check Database Connection, Script
- ▶ Verify Database timeout, Proper parameter selection

❖ Performance issues

- ▶ Verify Thread Counts
- ▶ Verify Database load

❖ Socket error

- ▶ Check Network Connection



View detailed error messages

⚠ Error Description

Error Number	Description
35002	Failed to generate report Details

⚠ Error Details

Number	Description
-1	ORA-00942: table or view does not exist
3	Could not run SQL query
10001	Error in Data Provider
35002	Error in generating report

Click on Error Number for analysis



Portal Properties

Help Style	<input type="text" value="Popup"/>	Calendar Style	<input type="text" value="Inline"/>
Multi-Select Parameter list size	<input type="text" value="8"/>	Email Option	<input type="text" value="Both"/>
DB Meta Data list size	<input type="text" value="1000"/>	Page Size	<input type="text" value="100"/>
Report viewer target	<input type="text" value="Child Frame"/>	Multi-Select Param List All Check	<input type="text" value="Send Values"/>
Allow set session level database connection	<input checked="" type="checkbox"/>	Allow refresh data	<input checked="" type="checkbox"/>
Error Support URL	<input type="text" value="http://support.intellicus."/>		

Menu

Style	<input type="text" value="Slide"/>	Width	<input type="text"/>	Height	<input type="text"/>
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Note - Blank or 0 value of Width and Height indicates default value.

Note - Availability of a feature will depend on license and system privileges granted to the user




- ◆ isupport access <http://support.intellicus.com/isupport/>
- ◆ Contains
 - ▶ FAQs
 - ▶ Videos
 - ▶ Documents
 - ▶ Releases
 - ▶ Submit an issue etc



Submit an issue

Report an issue

Information marked with  will not be displayed publicly. Field(s) marked with * are mandatory.

Product Version	<input type="text" value="Intellicus 5.3 SP5"/>
License Mode	<input type="text" value="All"/>
License Type	<input type="text" value="All"/>
Operating System	<input type="text" value="All"/>
Database	<input type="text" value="All"/>
Web Server	<input type="text" value="All"/>
Browser	<input type="text" value="All"/>
Type	<input type="text" value="Defect"/>
Issue Title* (Can't be more than 255 characters)	<input type="text"/>
Issue Description* (Can't be more than 64k characters)	<input type="text"/>
Steps to Reproduce the problem (Can't be more than 64k characters)	<input type="text"/>



Questions?
Thank You.

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