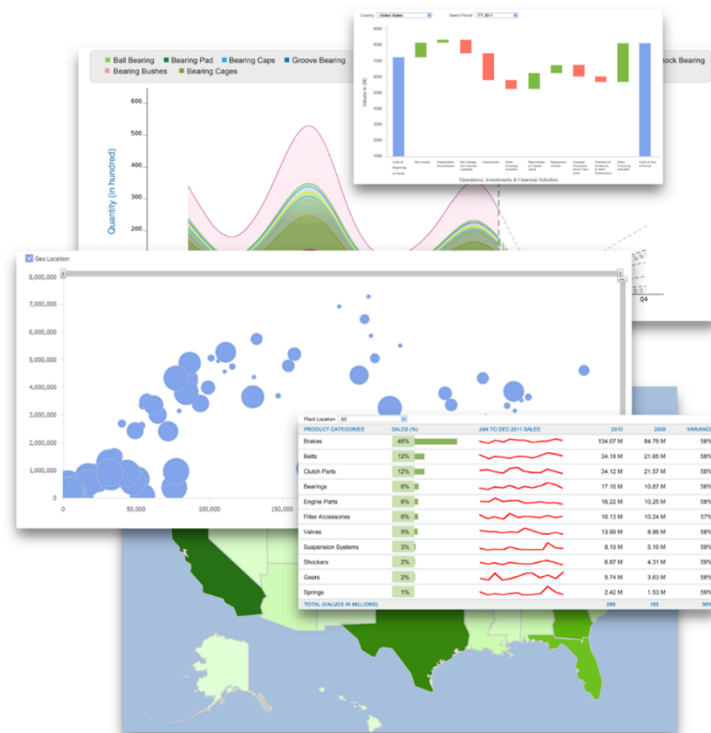


intellicus

Power To Understand Your Business



Intellicus Support

Overview of iSupport

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

Symptoms

- 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	Ad hoc Wizard	Portal Menu	Print Settings	License	Config Files	Mobile Device Policy	DEFA
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Web Component

Report Server IP	<input type="text" value="127.0.0.1"/>	<input type="button" value="Test Connection"/>
Report Server Port	<input type="text" value="45450"/>	
Report Server Time Out (seconds)	<input type="text" value="600"/>	
HTML Viewer Time Out (seconds)	<input type="text" value="30"/>	
Report Server Chunk Time Out (seconds)	<input type="text" value="600"/>	

Logging

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

Server Logs

Databases

Server

Client

Viewer

Ad hoc Wizard

Portal Menu

Print Settings

License

Config Files

Mobile Device Policy

DEFA

Save

Cancel

GENERAL

FOLDERS AND PATHS

NETWORK SETTINGS

CONCURRENCY MANAGEMENT

DATA CACHE

MEMORY MANAGEMENT

COMPLIANCE

FAULT TOLERANCE

RENDERING

SCHEDULER AND MAILS

TIMEOUTS

OTHERS

Security

Enable

Configure whether basic security (authentication and authorization) for accessing report server. We strongly recommend to enable this unless your instance is for public access.

Log Level

ERROR

[Log Files](#)

Configure the level of report server logging. In case of trouble shooting, you may require to set at different level than in normal use. FATAL, ERROR and WARN are the levels recommended for production use. INFO and DEBUG are recommended only during trouble shooting.

Deployment Type

STANDALONE

Configure whether this report server is running standalone or as a part of a cluster. This enables load balancer communications and also avoids multiple execution of scheduled reports in a clustered environment.

Engine logs

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

Configuration

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

Configuration

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

Understanding Logs

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

Common Problems

- 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

Common Problems

- 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

Enhanced Error Reporting

- View detailed error messages

Error Description

Error Number	Description
<u>35002</u>	Failed to generate report Details

Error Details ✕

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

Click on Error Number for analysis

Portal Configuration

Databases Server Client Viewer Ad hoc Wizard Portal Menu Print Settings License Config Files Mobile Device Policy DEFA

Portal Configuration Settings for System

Save Open Delete Cancel Restore Default

Portal Menu

- Portal
 - Dashboards
 - View
 - Preferences
 - Widget Designer
 - Analytics
 - OLAP Viewer
 - Graph Viewer
 - Ad hoc Visualizer
 - Inbox
 - Schedule
 - Jobs
 - Jobs Execution Status
 - Design
 - Ad hoc Report Wizard
 - Web Studio
 - Ad hoc Template Configurat
 - Notify
 - Subscribe
 - View Alerts
 - Repository
 - Manage Folders and Report
 - Report Objects
 - Query
 - Parameter

Portal Properties

Help Style	Popup	Calendar Style	Inline
Multi-Select Parameter list size	8	Email Option	Both
DB Meta Data list size	1000	Page Size	100
Report viewer target	Child Frame	Multi-Select Param List All Check	Send Values
<input checked="" type="checkbox"/> Allow set session level database connection		<input checked="" type="checkbox"/> Allow refresh data	
Error Support URL			
Menu			
Style	Slide	Width	Height
List Menu Style	Float Fisheye		
Note - Blank or 0 value of Width and Height indicates default value.			
Parameter Form			
Run Button Position	Bottom	Run Button Alignment	Right
<input type="checkbox"/> Allow parameter form saving			

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

isupport

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

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"/>

Thank You

www.intellicus.com | sales@intellicus.com

Los Gatos | Atlanta | Indore | NOIDA | Bangalore