

# **WebFOCUS**

## WebFOCUS Release Notes

Version 7 Release 7.03

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# WebFOCUS Release Notes Version 7 Release 7.03

These topics provide current product limitations and known issues for WebFOCUS Version 7 Release 7.03.

## Topics:

- ❑ WebFOCUS
- ❑ Managed Reporting
- ❑ InfoAssist
- ❑ Power Painter
- ❑ Report Assistant
- ❑ Graphs
- ❑ OLAP
- ❑ Business Intelligence Dashboard
- ❑ Open Portal Services
- ❑ Developer Studio
- ❑ Active Technologies
- ❑ ReportCaster
- ❑ Two-Way Email
- ❑ Magnify
- ❑ Web and Application Servers
- ❑ National Language Support (NLS)
- ❑ Maintain
- ❑ Visual Discovery

## WebFOCUS

### **In this section:**

Microsoft Windows 7 and Vista

Microsoft Office Documents

Microsoft Office 2003 SP3

WebFOCUS Installation and Configuration

WebFOCUS Administration Console

FLEX Format

Excel, PDF, and HTML Formats

COM, COMT, TAB, TABT, and DFIX Formats

SET DROPBLNKLINE Issue

Compound Reports

Dragging a TOC Icon in an HTML TOC Report

ACROSS Field Alignment

Compressing PDF Files With SET FILECOMPRESS=ON

Loading Large Master Files in GUI Tools

Eliminating Partial Borders From Data Objects in Reports

Data System Variables

### **Microsoft Windows 7 and Vista**

Microsoft® has removed the File Types tab from the Folder Options dialog box in the Windows 7 and Vista operating systems. This allowed users to manage file types, select programs to open the file type selected, and also perform advanced options, such as Browse in the same window and additional actions.

The net effect is that in Windows 7 and Vista, Office products will open content outside of the browser. To change this behavior, you can no longer simply navigate to the Folder Options dialog box, but you need to change a registry setting. This is documented in the Microsoft Knowledge Base Article ID 927009 at the following Web site:

<http://support.microsoft.com/kb/927009>

## Microsoft Office Documents

When opening Microsoft Office documents, there is the possibility, depending on the Web server or application server security, that the user gets prompted for credentials when attempting to download the Microsoft Office document. Solutions to this are documented in the Microsoft Knowledge Base Article ID 899927 at the following Web site:

<http://support.microsoft.com/kb/899927>

One option is to add the *Content-Disposition: Attachment* header to the response. This can be done with any type of report output with the Save Reports option set using the WebFOCUS Administration Console Configuration - Redirection settings option. Set the Save Reports option to Yes, and this will automatically add this to the Response Header and no additional authentication will take place.

## Microsoft Office 2003 SP3

After you install Microsoft Office 2003 SP3, Microsoft Office is blocking specific file types, including .wk1, from being opened. See the Microsoft Knowledge Base Article ID 938810 at the following Web site:

<http://support.microsoft.com/kb/938810>

## WebFOCUS Installation and Configuration

The following are known issues when installing and configuring WebFOCUS:

- ❑ For Windows only, if you are upgrading to Version 7 Release 7.02 Hotfix 1, note that if you have a license key that allows both Managed Reporting and ReportCaster, but not the Two-Way Email feature, you will need to modify the mrAdminFlags.js file in order to remove the Two Way tab from your environment.

Change the TellmeAdminFlag parameter in the mrAdminFlags.js file to false after the upgrade installation. The mrAdminFlags.js file is located in the following directory:

[/ibi/WebFOCUS77/ibi\\_html/workbench](/ibi/WebFOCUS77/ibi_html/workbench)

- ❑ If you are using JBOSS with WebFOCUS Version 7 Release 7.x, contact Customer Support Services before deploying the ibi\_help.war file.
- ❑ As of Version 7 Release 7.01, when installing WebFOCUS on a clustered Web-tier on Windows and UNIX systems, update the temporary\_directory parameter in the webconfig.xml file, and not the web.xml file.
- ❑ As of Version 7 Release 7, if you are installing ReportCaster with an existing Tomcat installation and you select the option for the WebFOCUS installation to configure Tomcat, the Web applications will be configured but you must manually update the Tomcat classpath to include the JDBC driver for your ReportCaster RDBMS. For more information, see the installation manual for your platform.

## WebFOCUS Administration Console

When using the WebFOCUS Administration Console, when you click *Trace On* to enable NLS tracing, a file is created. Also, NLS traces cannot be deleted using the Traces panel because when the file is deleted, it is recreated under the Traces panel. To delete the traces, navigate to the WebFOCUS77\logs directory and manually delete the file(s).

## FLEX Format

WebFOCUS Active Technologies use Adobe Flash technology. There is a known issue with Adobe Flash Player in 64-bit browsers. To run active reports for Adobe Flash Player (output format FLEX), please use a 32-bit version of your browser. All commonly used browsers are available in a 32-bit version. The 32-bit version of the Internet Explorer® is the default browser on Windows 64-bit systems.

For more information on Adobe Flash Player and to verify the state of support on 64-bit browsers, please check the Adobe Web site:

<http://www.adobe.com>

## Excel, PDF, and HTML Formats

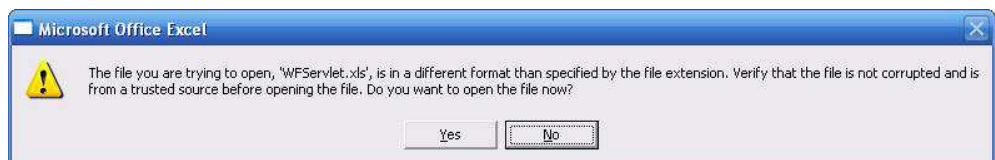
The following are known issues when using Excel, EXL2K, Excel 2000, HTML, and PDF formats:

- ❑ As of Version 7 Release 7.02, the function of the ACROSSLINE parameter has changed. It now works on all column title underlines, not just those generated by an ACROSS sort phrase. A synonym for ACROSSLINE is TITLELINE. If you globally issued SET ACROSSLINE=OFF or SKIP for all reports (for example, by putting it in a profile or in an -INCLUDE procedure), the underlines of titles on some reports that do not include an ACROSS phrase will not have the underlines. There will be no change for reports with grids and borders because the underlines are always removed automatically.
- ❑ Column titles for reports in PDF format have two underlines when the StyleSheet specifies a drill down on the column title.
- ❑ For output formats HTML and EXL2K, if the SUBFOOT for the first BY field is not bordered, the bottom border of the second BY field SUBFOOT will be missing.
- ❑ For requests that include FORMAT EXL2K, FORMAT HTML, or FORMAT PDF with ON <FIELD> SKIP-LINE syntax, the bottom borders are lost.
- ❑ For output format EXL2K, if a two-line SUBFOOT for a BY field has a background color (BACKCOLOR) and is followed by skip-line syntax, three lines have the specified background color.
- ❑ For output format EXL2K FORMULA, the WebFOCUS LAST operator is not supported.

- ❑ For output format PDF with skip-line syntax, the blank line appears, but the bottom SUBFOOT border is missing except for the last SUBFOOT.
- ❑ For output format FORMAT HTML with skip-line syntax, the blank line is missing and the SUBFOOT bottom borders are missing except for the last SUBFOOT.
- ❑ A COLSPAN greater than 1 used for a RECAP column with bordering gives incorrect results for PDF and HTML output formats. Output formats of HTML and DHTML have a minor problem with the bottom of the right vertical border being incomplete.
- ❑ Gradient shading is not supported in PDF format for 3D graphics. Graphics with gradient shading will appear black and white when in a PDF.
- ❑ If you are using Integrated Windows Authentication (IWA), Basic Web server authentication, or both, and you attempt to open a WebFOCUS report that contains a HOLD FORMAT EXL2K statement, you may need to type your user ID and password multiple times before the Excel 2000 output document opens in the Web browser. To resolve this issue, obtain Microsoft Office 2000 Service Release 1/1a (SR-1/SR-1a).
- ❑ In some situations, you may encounter problems while running reports with EXCEL or EXL2K format. As an alternative, check the current level of your Microsoft Office 2000 installation. If you have upgraded or applied any Service Packs, you may need to install the latest Service Pack.

**Note:** All versions of Microsoft Office 2000 may need to be completely uninstalled and reinstalled from a source that includes the upgraded version (for example, Standard or Premium) or the new Service Pack.

- ❑ The output of the formats DIF, Excel, and EXL2K opens a new browser window instead of going into the launch or output blocks. This occurs because the Firefox® browser does not have the application plug-ins to launch Microsoft Excel within the browser.
- ❑ When running an Excel report on a browser machine that has Microsoft Office Excel 2007 installed, the following warning message displays:



This is due to the Microsoft Extension Hardening feature whereby Microsoft Office 2007 detects that the Excel report extension is different from an Excel 2007 file extension (.xlsx) and prompts you to verify that the content of the report is not harmful. Click Yes to open the Excel report in Excel 2007. For more information on the Microsoft Extension Hardening security feature, see <http://support.microsoft.com/kb/948615>.

- ❑ In Excel 2007 output, fields defined with display format Credit Negative (R) (which display as -1234 CR) and have a column title shorter than the length of the data, will incorrectly size the column and may present with Excel overflow characters (#####). This overflow appears when the data is only a decimal number, and when rounded to the correct significant digits for the field in the report the value contains all zeros. The cell value can be displayed by manually resizing or autosizing the column in Excel. A workaround for this in the WebFOCUS report request is to define a column title larger than the expected data value or to use the more significant digits for the format of the field. For example:

F1/D5.2R=-.003; will display as #####.

F1/D5.3R=-.003; will display as .003 CR because the format is set for 3 decimal places.

F1/D5.2R=-.005; will display as .01 CR because it will be rounded to -.01 which has a significant digit within the format of the field.

FLDA/D5.2R=-.003; will display as .01CR because the fieldname is longer, this helps create the larger cell width for the data.

- ❑ Automatic sizing of columns within Excel 2007 is not supported with OVER requests and may cause columns to present smaller or larger than required to fit the actual data. The data values are not affected and can be viewed using Excel's manual column sizing or autosizing features in the open workbook.

When using SET HIDENULLACRS to remove null columns within BY page breaks in an Excel 2007 workbook, automatic sizing of columns may not correctly calculate the width required to present ACROSS COMPUTE columns. The data values are not affected and can be viewed using Excel's manual column sizing or autosizing features in the open workbook.

## **COM, COMT, TAB, TABT, and DFIX Formats**

SET HOLDLIST is not supported with delimited file formats.

## **SET DROPBLNKLINE Issue**

Using the SET DROPBLNKLINE command in a report with OVER and multiple BY fields will cause certain non-blank lines to be erroneously removed and produce unreliable results.

## Compound Reports

Compound reports containing report lines with more characters than can be displayed on the defined page truncate the line at the end of the printed page. In releases prior to Version 7 Release 7.01, these lines were truncated and the reports successfully produced the expected output. In Version 7 Releases 7.01 and 7.02, if the report lines exceeded 512 characters the reports would halt execution, and no output was produced. This has been resolved in Version 7 Release 7.03, and the reports will again produce the expected output with the truncated lines.

## Dragging a TOC Icon in an HTML TOC Report

When an HTML Table of Contents (TOC) is added to a report, an icon is inserted in the upper-left corner of the report page. You can double-click the TOC icon and the TOC will expand to show a new box displaying an icon for each of the associated highest level sort values used in creating the report.

For Firefox, if the user attempts to drag a TOC icon out of the box onto the original window, a new window will pop up displaying the icon. This is not the intended behavior of WebFOCUS.

For Internet Explorer, if the user attempts to drag a TOC icon out of the box, Internet Explorer prevents this from happening.

## ACROSS Field Alignment

ACROSS field alignment is incorrect when specifying multiple fields OVER multiple fields. ACROSS field alignment is correct when specifying a single field OVER a single field.

## Compressing PDF Files With SET FILECOMPRESS=ON

- ❑ The SET FILECOMPRESS=ON command is supported to compress PDF output files in WebFOCUS, but does not work in mainframe environments.
- ❑ The FILECOMPRESS feature for PDF output may cause scaling issues when the reports panel. The output pages may appear blank or contain a very small compressed section of text.

## Loading Large Master Files in GUI Tools

WebFOCUS takes a very long time to load large Master Files in GUI tools including Report Painter and the Join tool. Load time increases if files have many segments. (Synonym Editor does not have this issue and, by default, it loads files with segments collapsed.)

## **Eliminating Partial Borders From Data Objects in Reports**

Enabling borders on the DATA objects (TYPE=DATA) within a report may result in missing right borders or partial bottom borders. A workaround for this issue is to enable borders at the report level (TYPE=REPORT) and then turn off borders for the individual elements (headings, footing, subheadings, subfootings) as required.

## **Data System Variables**

As of Version 7 Release 7.02, in a Master File DEFINE, the concatenation of a date system variable (&YMD, &YYMD, and so on) with alpha variables causes the following message:

(FOC279) NUMERIC ARGUMENTS IN PLACE WHERE ALPHA ARE CALLED FOR



## Managed Reporting

### **In this section:**

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Change Password Not Functional From Logon Page in IE 7

Managed Reporting Logon and Logoff Pages

Publish Utility

Saving Publish Files

Managed Reporting Applet

HTML-based Reporting Tool Back Button

–DEFAULT Commands in the Reporting Object Other Component

### **Save Parameter Reports**

Save parameter reports, saved to a different domain than the My Report created from a Reporting Object, will fail to run successfully when the My Report and the Reporting Object the My Report was created from are located in a different domain than the Save Parameter report. To ensure that you are able to run your Save Parameter reports created from My Reports, save the Save Parameter report to the same domain as the My Report you are creating it for.

### **Editing With the Text Editor**

Editing a Master File or .ftm file with the Text Editor in the Data Servers folder in the Managed Reporting Applet environment truncates the file. It is recommended that you edit these files using Developer Studio or you can edit them directly with an editor available to you, such as Notepad or Textpad.

This issue is resolved in the Developer Studio Data Servers environment. However, the behavior still appears when editing files using the Managed Reporting Applet.

## MR Administrator Tool

When using the MR Administrator tool to create a custom role, an HTTP message specifies that the role name already exists.

## Managed Reporting Security

As of Version 7 Release 7, the new Managed Reporting roles (MR Security Object Management, MR Group Authorization Manager, and No Privileges) are not fully implemented for Active Directory (AD) authorization. When Managed Reporting security is configured for Active Directory External Authorization, an HTTP 500 error occurs when an MR Administrator selects one of the new 77 Managed Reporting roles. All other Managed Reporting roles are functional with Managed Reporting security configured for Active Directory authorization.

## Special Characters Not Supported in a URL for HTML Reports

The following special characters are not supported in the URL for HTML reports:

- ❑ <
- ❑ >
- ❑ /

## ReportCaster Alerts

The following are known issues when using the Alert Wizard in WebFOCUS Managed Reporting:

- ❑ When using the MR Applet Alert Wizard to create an alert test using the text editor, the Java console contains the following error:  

```
"IBIResfile: String named: 'EditorFrameWidth' is missing from the resource file"
```

This error does not have any impact on the user being able to use the text editor to create or edit the alert test.
- ❑ When editing the Alert Wizard with the Text Editor, the title bar of the Text Editor displays as Procedure Viewer Alert Test and Procedure Viewer Alert Event. In addition, the save dialog box displays WebFOCUS Developer Studio in the title bar.

## Managed Reporting Migration

The following are known issues with Managed Reporting migration:

- ❑ My Reports that are not based on Reporting Objects and contain -INCLUDE statements incorrectly have the internal flag `roname=value` added to the MRFLAG string for the My Report entry in the Managed Reporting user .htm file within the Managed Reporting repository. Due to this flag being added, the My Report will not run from the MR Applet User Interface. The My Report will run from the BI Dashboard interface.

This problem can be corrected by manually editing the .htm file of the user in the MR Repository and removing the `roname=value` reference from within the MRFLAG= value.

The following is an example of a Custom Report with `roname=value` to delete:

```
<!--IBIMR_FOLDER-->
<P><A HREF='#.olapcustomreports' MRFLAG='none'>Custom Reports</A>
<LI><A HREF='admin/cars.fex' MRFLAG='myreport,rassist,roname=mrv/
carmilea.fex'>Cars</A>
<!--/IBIMR_FOLDER-->
```

- ❑ As of Version 7 Release 7.02, National Language characters in the `worp_users` directory names get corrupted during the Unicode Migration Load process if the native language of the target operating system is different from native language of the operating system being migrated. This may cause files to appear missing after the migration load step. A workaround for this issue is to archive the `worp_users` directory using an archive utility that supports Unicode and then unarchive it in the new WebFOCUS environment.

## Change Password Not Functional From Logon Page in IE 7

As of Version 7 Release 7, when using an IE Version 7 or 8 browser, if you click *Change Password* from the `MR_login.jsp` or `MRlogon.htm` page, the page becomes blank and does not display the desired change password page. This issue is specific to IE 7 and IE 8 and does not occur with Firefox browsers.

A alternative is to click *Tools* in the IE 7 or IE 8 browser main menu, select *Internet Options* from the drop-down menu, click the *Languages* button at the bottom of the General tab, select the desired language, and click *OK*. This refreshes the page and displays the desired change password page.

## Managed Reporting Logon and Logoff Pages

When logging on to Managed Reporting using the `mrlogon.htm` (Managed Reporting Logon) page, the initial page of the Managed Reporting Applet opens in a smaller frame than it should. When you log out, the logoff page opens with corrupted frames. If you attempt to log on from the logoff page, an IE error message is displayed. It is recommended that you log on to Managed Reporting from the `mr_login.jsp` page, as shown in the following URL:

```
http://hostname[:port]/wf_context_root/login/mr/mr_login.jsp
```

where:

```
hostname[:port]
```

Is the host name and optional port number (specified only if you are not using the default port number) where the WebFOCUS Web application is deployed.

```
wf_context_root
```

Is the site-customized context root for the WebFOCUS Web application deployed on your Application Server. The default value is `ibi_apps`.

## Publish Utility

A Managed Reporting Publish form published outside of the MR Repository that runs against a secure WebFOCUS Reporting server displays a message that includes the following:

```
The following error has occurred while processing this form: (WFC 32033)
Error occurred, rc=32033
Please contact your administrator for assistance.
```

After clicking *OK* in the message dialog box, the publish form displays without dynamic list values. This issue occurs whether or not you provide valid reporting server credentials.

## Saving Publish Files

The contents of a Managed Reporting Publish file that is a Standard Report cannot be saved to a new HTML file in the Data Servers area.

## Managed Reporting Applet

The following are known issues related to the MR Applet:

- ❑ In Java 1.6.0\_10+, when using the MR Applet Text Editor *EDIT/FIND* option to locate a string, the find does not highlight what is being searched for.

Java 1.6.0\_10 added a feature that allows it to offload some of the rendering of graphics to DirectX through a pipeline. This pipeline has shown problematic with a number of video card drivers, most significantly affecting those cards made by ATI.

For the video card drivers that are impacted, this problem causes a number of rendering and display issues and can trigger a spike in CPU usage.

**Solution:** Upgrade your video card driver to a version that is not impacted by this problem or disable Java usage of DirectX.

To get the latest version of your video card driver, visit your video card or computer manufacturer Web site.

To disable Java use of DirectX for rendering, do the following:

**1.** Navigate to your Java Control Panel. This can be done by clicking:

*Start Menu, Control Panel, and then selecting Java.*

or

*Start Menu, Settings, Control Panel, and then selecting Java.*

**2.** Click the *Java* tab and click *View*.

**3.** Double-click on the *runtime settings* box for each version of Java you have installed that is above release 1.6.0\_10 and insert the following text:

```
-Dsun.java2d.d3d=false
```

**4.** Click *Ok*, then *Apply*, followed by *Ok* to close the dialogue.

**5.** Close and reopen any open Web browsers.

For more details on this setting, see the Java release notes at:

<http://www.oracle.com/technetwork/java/javase/6u10-142936.html>

Or the following thread:

<http://stackoverflow.com/questions/848481/problem-with-painting-in-java-swing-app-in-java-1-6>

When using the Internet Explorer browser configured to use Sun JVM version 1.5.0\_11 and the Managed Reporting Applet User Interface, the following errors are seen in the Sun Java Console. No impact to the functionality of the Managed Reporting Applet User Interface has been identified.

```
java.lang.NullPointerException: peer
  at sun.awt.windows.WCanvasPeer.create(Native Method)
  at sun.awt.windows.WComponentPeer.<init>(Unknown Source)
  at sun.awt.windows.WCanvasPeer.<init>(Unknown Source)
  at sun.awt.windows.WPanelPeer.<init>(Unknown Source)
  at sun.awt.windows.WToolkit.createPanel(Unknown Source)
  at java.awt.Panel.addNotify(Unknown Source)
  at ibi.mra.IBIMRADmin1.init(IBIMRADmin1.java:8072)
  at sun.applet.AppletPanel.run(Unknown Source)
  at java.lang.Thread.run(Unknown Source)
```

This issue is listed in Sun Microsystems JDK 1.5.0\_11 Release Notes under bug ID 6178323 at:

[http://bugs.sun.com/bugdatabase/view\\_bug.do?bug\\_id=6178323](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6178323)

The bug report information specifies this is a permanent change. WebFOCUS programming will review this issue and work to handle the error appropriately.

- ❑ When using the IE Browser with Sun JVM 1.5, the MR Applet may sporadically close when closing a reporting tool (Report Assistant, Graph Assistant, Reporting Object tool). This problem does not occur with an IE browser configured to use Sun JVM 1.4 or Sun JVM 1.6. Information Builders has not been able to identify the cause of this problem due to its sporadic nature. When the MR Applet unexpectedly closes, the Sun JVM creates a dump file on the user desktop with the following file name: `hs_err_####.log` (where `####` is a series of numbers). If you experience this problem, please report it to Information Builders Customer Support Services with the Sun JVM dump file and reproduction information.

## HTML-based Reporting Tool Back Button

When the browser Back button is selected while viewing a report that was run from an HTML-based reporting tool, the message *Processing WebFOCUS Request* appears, but the report is not successfully rerun. Close the browser window and run the report or graph request again. The HTML-based reporting tools affected include Report Assistant, Graph Assistant, Power Painter, and Advanced Graph Assistant.

## –DEFAULT Commands in the Reporting Object Other Component

In Managed Reporting, if you run a My Report that is a Saved Parameter report and the parameter value applied is not the parameter value you saved, contact your Managed Reporting Administrator or Developer. Confirm that the saved parameter report is based on a Reporting Object that specifies default values for the parameter using the –DEFAULT command in the Reporting Object Other component. The –DEFAULT command should not be issued in the Reporting Object Other component for parameters that can be saved by the Saved Parameters feature because the –DEFAULT in the Reporting Object Other component is issued after, and overrides, the –DEFAULT in the Saved Parameter report.

## InfoAssist

### In this section:

Accessibility  
 Firefox Browser Issues  
 Charts  
 Interactive Design View  
 Cube Measures  
 Hyperlink (Drill-Down)  
 Filters  
 Joins  
 Conditional Styling (Traffic Lights)  
 Spanish Translation  
 Field Tab  
 Format Tab  
 Layout Tab

The following topics provide information about documentation enhancements and known issues with InfoAssist.

## Accessibility

The following are known accessibility issues when using InfoAssist:

- ❑ In the Filter dialog box, the Fetch Values From Disk File option in the Values drop-down menu opens a dialog box that does not work correctly when using the Tab key.

- ❑ In the Filter dialog box, the up and down arrows do not function correctly when scanning the list of values. The alternative is to type the desired values into the edit box.
- ❑ Key tips do not work correctly when using the numeric keypad. The alternative is to use the number keys located above the letters near the top of the keyboard.

## Firefox Browser Issues

The following are known issues when using the Firefox browser with InfoAssist:

- ❑ For chart queries, if you select options from the Features or Labels menus in the Format tab, the options do not appear in the chart and the Firefox browser freezes upon saving. It is recommended to not use Firefox if you plan on selecting options from the Features or Labels menus for chart queries.
- ❑ When using Personal InfoAssist, the Close and Exit buttons do not work by default. The Firefox default settings must be changed to make these buttons work. To enable this functionality, edit the following file, search for `dom.allow_scripts_to_close_windows`, and set the value to true.

```
<drive>:\Program Files\Mozilla Firefox\greprefs\all.js
```

**Note:** In Firefox 3, the close button works, but the Exit button does not work. After multiple closes, the close button stops working.

- ❑ PDF output does not display correctly when the output target is set to Single Tab (the default) or New Tab. The alternative is to select an output target of Single Window or New Window.

## Charts

The following are known issues when creating charts in InfoAssist:

- ❑ Attempting to create or run charts containing very large amounts of data in older Web browsers may result in the error:

```
A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive.
```

**Note:** Later version browsers with faster JavaScript engines do not encounter this issue.

- ❑ As of Version 7 Release 7, a different menu is displayed when you right-click a field from the Query Design pane and when you right-click the field from the active preview pane.
- ❑ If you select *Units* from the Page Setup group in the Layout tab, and change from the default setting of Pixels to Inches or Centimeters, a very small, unreadable character is created.



## Interactive Design View

The following are known issues with the Interactive Design view when using InfoAssist:

- ❑ Underlines and hyperlinks do not always display in Interactive Design view.
- ❑ The bottom of the Column Totals row is not viewable in Interactive Design view.
- ❑ You cannot reposition the LIST field.

## Cube Measures

As of Version 7 Release 7, for SAP, when creating a report with a WHERE statement on a MEASURES field, the Values button for cube measures is disabled.

## Hyperlink (Drill-Down)

When in Interactive Design view, hyperlinks do not appear for all values in the Layout Canvas, but do appear at run time.

## Filters

The following are known filter issues when using InfoAssist:

- ❑ In the Filter dialog box, the Fetch Values From Disk File option in the Values drop-down menu is not supported for spreadsheets saved in Excel 2007 format.
- ❑ When creating multiple filters, part of the selection pop-up dialog box is blocked. Resize the browser window to a larger size.

## Joins

If you drag a Master File list under the toolbar, the list becomes hidden.

## Conditional Styling (Traffic Lights)

The following are known conditional styling (Traffic Lights) issues when using InfoAssist:

- ❑ If you click the X (in the top-right corner) to close the Traffic Light dialog box, additional conditions are created and displayed when the dialog box is reopened. The alternative is to click *Cancel* to exit any unwanted condition.
- ❑ The font size does not display correctly in the Traffic Light dialog box for a report that is saved and reopened.
- ❑ The Fetch Values options in the Values drop-down menu of the Traffic Light dialog box does not support Count and List verb objects. The alternative is to type the Count and List verb object values directly in the Values field.

## Spanish Translation

Buttons in the Stylesheet dialog box are not translated.

## Field Tab

The following are known issues with the Field tab when using InfoAssist:

- ❑ From the Style menu of the Field tab, you cannot change justification on a sort field that has a BY HIGHEST or BY LOWEST property.
- ❑ From the Style menu of the Field tab, the Data Style, Title Style, and Data + Title buttons are enabled for charts but have no functionality. Data style is not enabled but highlighted.

## Format Tab

If you select the *Table of Contents* option in the Navigation menu of the Format tab when PowerPoint format is selected in the Output Types menu, a Table of Contents is not created in the output (functionality is not supported).

## Layout Tab

The following are known issues with the Layout tab when using InfoAssist:

- ❑ An exception error appears if you add non-numeric data to the Cell Padding dialog box.
- ❑ An exception error appears if you add non-numeric data to the Margins dialog box.
- ❑ The Size drop-down list contains an extra value, PowerPoint.

## Power Painter

### **In this section:**

Previous Chart Type Selection Retained

Reporting Objects With Parameters Cannot be Opened

Conditional Styling Property Not Displayed if Properties are Sorted Alphabetically

Changing Themes in Power Painter

Opening Large Files Generates JavaScript Message

Sun ONE Application Server

Drill Downs

Power Painter Reports With GRAPHSEVURL Graphs

Using Oracle 10g Application Server With Power Painter

Using SAP Application Server With Power Painter

### **Previous Chart Type Selection Retained**

As of Version 7 Release 7.02, a new session of Power Painter retains the chart type selection from the previous session. The workaround is to manually select the desired chart type.

### **Reporting Objects With Parameters Cannot be Opened**

Reporting Objects containing a Where component that use a parameter cannot be opened with Power Painter. A warning message is issued when attempting to open such a Reporting Object.

### **Conditional Styling Property Not Displayed if Properties are Sorted Alphabetically**

The Conditional Styling property for fields in reports and graphs is not displayed if properties are sorted alphabetically. Change the sort to *view properties with groupings* to see the Conditional Styling property displayed.

### **Changing Themes in Power Painter**

When creating or editing a Power Painter document, changing the theme of the Power Painter environment may cause the browser to shut down. This is a Microsoft Internet Explorer 6.0 issue introduced with security update 918899, and is available in the most current cumulative security update for Internet Explorer 6.0. The fix for this issue was first included in security update 922760, issued November 2006.

The IE browser shut down problem can occur anytime and is known to occur if you create or edit a report, select to change the theme, select the report in the canvas, and open the query panel.

To verify what security updates (hotfixes) are installed on your XP machine, open the Control Panel, run the Add or Remove Programs tool, select the *Show Updates* option in the top part of the tool, and the hotfixes installed are displayed under the section titled *Windows XP – Software Updates*.

**Note:** In Internet Explorer 7 and 8, this issue does not occur.

## Opening Large Files Generates JavaScript Message

When a large file (with 2000 fields) is opened in Power Painter (or Advanced Graph Assistant), the following JavaScript looping message is generated:

```
A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive. Do you want to abort script?
```

If you select *No*, you can successfully proceed and continue working without experiencing any issues related to this warning message.

## Sun ONE Application Server

Power Painter and Advanced Graph Assistant do not work with Sun ONE Application Server 7, but may work with Sun ONE Application Server 8.2 if you disable the security manager. Although Sun ONE enables the security manager by default, development environments, and authorization and authentication features, work well with the security manager disabled. To disable the security manager in Sun ONE, on the JVM Options page, remove the following option: *-Djava.security.policy*.

## Drill Downs

Not all fields and objects with drill downs display as underlined text. This is a display issue only, and the drill down on the field and/or object still works.

## Power Painter Reports With GRAPHSEVURL Graphs

A Power Painter report containing a graph does not run successfully when WebFOCUS is installed and configured with ISS and the Tomcat plug-in and the graph request utilizes GRAPHSEVURL to create the graph. The problem does not occur when using JSCOM3 instead of GRAPHSEVURL to create the graph. GRAPHSEVURL will successfully create the graph when WebFOCUS is installed and configured with a Tomcat standalone configuration.

## Using Oracle 10g Application Server With Power Painter

When using the Oracle 10g Application Server, Power Painter and Advanced Graph Assistant hang when trying to open the application.

## Using SAP Application Server With Power Painter

Power Painter is not fully functional when accessed from an SAP application server. Graphs can be created successfully, but the following message is returned when creating reports:

`Failed to Retrieve Query Tree`

## Report Assistant

### In this section:

Web Browsers

Report Assistant Options Tab

The following are known issues when using Report Assistant:

- ❑ As of Version 7 Release 7.02, when the Report format is User, the user option for Display Format for both HTML and HTML with GRID show a similar report. This is because GRID is a stylesheet option and not a format.
- ❑ As of Version 7 Release 7, when you edit a My Report with Report Assistant and select Save As after a previous Save, the report is saved to the My Report that was initially edited instead of the Save As report.
- ❑ As of Version 7 Release 7, Report Assistant gives a parsing error if you create a parameter for a numeric field using a single word description. The alternative is to add a space at the end of the description. The following example shows a space after the description *Enter*:
 

```
WHERE (CAR.BODY.SALES GT &SALES.Enter .);
```
- ❑ As of Version 7 Release 7, Report Assistant sets a default StyleSheet for new procedures. This is the same default StyleSheet used by Power Painter. For new procedures, the StyleSheet is set to DEFAULT and the output format is set to HTML without grid. If you select NONE for the StyleSheet, the output format is changed to HTML with grid, which is the default format in earlier releases of WebFOCUS. When you open an existing procedure with Report Assistant, no StyleSheet is added or modified by the tool.
- ❑ If an alphanumeric DEFINE field in a Reporting Object is set to a constant value without enclosing the value within single quotation marks, WebFOCUS does not list the field in the Field List window for Report Assistant and Graph Assistant.

- ❑ When creating a report using Report Assistant, if you select the *OLAP* or *On Demand Paging* options, the Report Title can be added in the Report Options tab, but the value will not be used when the report is displayed.
- ❑ When you create a DEFINE field in Report Assistant, if you want that field to be blank, the blank must be contained in quotation marks.
- ❑ When opening Report Assistant from Managed Reporting, if the last server you accessed was an MVS server, then Report Assistant opens from a domain that maps to a Windows or UNIX server. However, the files from the MVS server are still visible, instead of the files from the Windows or UNIX server. This occurs when you open Report Assistant in the Custom Reports folder under the My Reports tab.

## Web Browsers

The following are known Web browser issues when using Report Assistant:

- ❑ When using a Firefox browser, the Show field list option is not available on the (Report) Headings tab of the Report and Graph Assistant tools. As an alternative, you can type in a field name.
- ❑ When using a Firefox browser, if you select text in a heading or footing from the (Report) Headings tab of the Report and Graph Assistant tools, the text may become unselected. When this occurs, reselect the text.
- ❑ When using a Firefox browser, the cursor does not display in the text area of the (Report) Headings tab in the Report and Graph Assistant tools. The cursor will appear when you begin to enter text.
- ❑ When using a Firefox browser with Report Assistant, if you click the (Report) Headings tab, the bottom border of the heading text box may not be solid. Also, if you select a text color or a background color for your heading, the bottom border of the heading text box may show the color squares from the color palette dialog box. This behavior does not effect functionality.
- ❑ When using a Firefox browser, drag and drop is disabled for Report and Graph Assistant tools.
- ❑ When using a Firefox browser with Dashboard and you drag an image from the desktop to Dashboard, a File Not Found message replaces Dashboard (but does not close the window). To return to Dashboard, click the *Back* button. If you drag an image from the desktop over Report Assistant or Graph Assistant running in a Firefox browser, the HTML tool will close.
- ❑ When you specify field titles in the Field Options tab of Report Assistant, you cannot have leading spaces due to browser limitations.

## Report Assistant Options Tab

The Display Format selection box on the Options tab lists LOTUS as a display format. This format, however, does not create a valid Lotus™ spreadsheet. To work around this limitation, follow these steps:

1. Select the *Excel* display format.
2. When the request is run, WebFOCUS prompts you to save or open the file, select *Save*.
3. Save the file with an *.xls* extension to a valid directory.

Lotus Release 5.0 or higher can open files with an *.xls* extension.

## Graphs

### In this section:

Graph Templates

Advanced Graph Assistant

Web Browser Issues With Advanced Graph Assistant

Graph Assistant

Web Browser Issues With Graph Assistant

## Graph Templates

The following issues are related to graph templates.

- ❑ When creating a graph in Advanced Graph Assistant, the X-axis and Y-axis titles are not updated in the graph preview area for the Speckled, Beveled on Tan, Color to White, and Plum on White templates.
- ❑ When creating a graph in Advanced Graph Assistant, the Color to White, Fade to Grey, Speckled, and Bumps templates are not functional when used with line charts. These templates are designed to represent volume and work best when used with bar or pie charts.
- ❑ When creating a graph in Advanced Graph Assistant, the following templates display smaller sized labels in the graph output: Plum on White, Speckled, Red Accent, Pastels, Greys, Fade to Grey, Cylinder on Grey, Color to White, and Beveled on Tan.
- ❑ When creating a graph in Advanced Graph Assistant and viewing it in the graph preview area, the Plum on White template displays X-axis labels as *group1*, *group2*, and so on, instead of the actual X-axis values. When viewing the graph output, the X-axis labels are displayed correctly.

- ❑ Drill downs are not supported for BOXPLOT charts.
- ❑ Selecting the *Bumps* template produces the desired output at run time, but displays purple colors instead of red bumps in the Preview pane when working in design mode.

### Advanced Graph Assistant

The following are known issues when using Advanced Graph Assistant:

- ❑ As of Version 7 Release 7, when setting the series color transparency to 0 with FORMAT PDF/SVG, the Series color is not transparent. The workaround is to use PDF/GIF format.
- ❑ You are unable to run a graph report in Advanced Graph Assistant with an NLS Master File (name is made of alphabetic characters, not NLS characters). This is a UNICODE specific issue.
- ❑ When changing from the Aggregate measure (SUM) option to the Detail measure (PRINT) option in Advanced Graph Assistant, the user interface does not refresh to reflect the change. However, the tool still generates the correct syntax.
- ❑ When a large file (with 2000 fields) is opened in Advanced Graph Assistant or Power Painter, the following JavaScript looping message is generated:

```
A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive. Do you want to abort script?.
```

If you select *No*, you can successfully continue working without experiencing any issues related to this warning message.

- ❑ Advanced Graph Assistant (and Power Painter) will not work on JSR168 compliant portals and the SAP portal which prevents the tool from opening displays an HTTP 404 error.
- ❑ The Advanced Graph Assistant and Power Painter do not work with Sun ONE Application Server 7, but may work with Sun ONE Application Server 8.2 if you disable the security manager. Although Sun ONE enables the security manager by default, development environments, and authorization and authentication features, work well with the security manager disabled. To disable the security manager in Sun ONE, on the JVM Options page, remove the following option: `-Djava.security.policy`.
- ❑ When using the Oracle 10g Application Server, Power Painter and Advanced Graph Assistant hang when trying to open the application.

### Web Browser Issues With Advanced Graph Assistant

When adding an alternate comment for a hyperlink in Advanced Graph Assistant, the name is not reflected in Firefox.



## Graph Assistant

The following are known issues when using Graph Assistant:

- ❑ The Graph Preview panel is not supported in Graph Assistant on LINUX.
- ❑ When creating a graph, which displays values in dollars and cents, the Bubble Help may display a value less than the same field in the data file (from .01 cents to .05 cents less).
- ❑ When the Automatically arrange chart elements check box is turned on, the text rotation feature for titles does not work, in order to preserve a well-fitted graph without any overlappings.

## Web Browser Issues With Graph Assistant

The following are known Web browser issues when using Graph Assistant:

- ❑ When adding an alternate comment for a hyperlink in Graph Assistant, the name is not reflected in Firefox.
- ❑ When using a Firefox browser, the Show field list option is not available on the (Report) Headings tab of the Report and Graph Assistant tools. As an alternative, you can type in a field name.
- ❑ When using a Firefox browser, if you select text in a heading or footing from the (Report) Headings tab of the Report and Graph Assistant tools, the text may become unselected. When this occurs, reselect the text.
- ❑ When using a Firefox browser, the cursor does not display in the text area of the (Report) Headings tab in the Report and Graph Assistant tools. The cursor will appear when you begin to enter text.
- ❑ When using a Firefox browser, if you click the (Report) Headings tab the bottom border of the heading text box may not be solid. Also, if you select a text color or a background color for your heading, the bottom border of the heading text box may show the color squares from the color palette dialog box. This behavior does not affect functionality.

## OLAP

### In this section:

Outputting Fully-Qualified Field Names in OLAP

OLAP Control Panel

The following are known issues when using the Online Analytical Processing (OLAP) feature:

- ❑ When creating an OLAP report from the Standard Reports directory within the MR Applet interface, the Run with OLAP property is removed when you save the report. You need to manually reset the OLAP property by right-clicking the report file, selecting *Properties*, and selecting the *Run with OLAP* check box. Note that if you make any subsequent changes and save the report, the Run with OLAP property is removed again.
- ❑ Due to Internet Explorer browser behavior, closing an OLAP report before it completely loads may cause a WebFOCUS Reporting Server agent to abort.
- ❑ OLAP may stop responding when running Microsoft Internet Explorer 6.0 SP1 on Windows XP. To resolve this issue, you can download a Microsoft Internet Explorer fix from the Microsoft Web site.

For more information about this issue, see Microsoft Knowledge Base Article 818506 at:

<http://support.microsoft.com/default.aspx?kbid=818506>

- ❑ An OLAP internal message appears if a COMPUTE keyword is used after an ACROSS command. For example,

```
TABLE FILE SALES
SUM UNIT_SOLD AND RETURNS
WHERE DATE GE '010' AND DATE LE '1031'
ACROSS DATE
COMPUTE TOT_UNITS/D5=C1 + C3 + C5;
COMPUTE TOT_RETURNS = C2 + C4 + C6;
END
```

- ❑ When saving an OLAP-enabled report that contains a graph in PDF format, the graph is not saved with the PDF report.
- ❑ An OLAP report that has been sorted using BY TOTAL will lose the BY TOTAL sort. As an alternative, use the Auto Sort button on the appropriate numeric column.

- ❑ The JavaScript version of OLAP no longer generates SET CODEBASE. No changes were made to the Stabilized Java Applet version of OLAP.

If you receive the following message when you run an OLAP-enabled report, you will need to remove SET CODEBASE from the procedure to clear the message.

```
(FOC209) THE DATA VALUE EXCEEDS ITS LENGTH SPECIFICATION:
http://{your-ip-address}:80/ibi_html/javaassist
```

The JavaScript version of OLAP will not remove this line if it is preexisting.

- ❑ OLAP is not supported with CGI or ISAPI and IWA security.
- ❑ When showing the OLAP filters on bottom (OLAPPANE BOTTOM), the OLAP selections pane appears below the report and it is not possible to select the values for the filters from the pane, as the list is dropped down and is not entirely visible. Use the OLAP filters on top (OLAPPANE TOP) to prevent this.

## Outputting Fully-Qualified Field Names in OLAP

As of Developer Studio Version 7 Release 7, Business Views with the same name as the original Master File will output in OLAP when fully-qualified field names are turned on. This includes instances where the fully-qualified field name is not the same as the segment name. For all earlier releases of Developer Studio, the fully-qualified field name must be the same as the segment name to output in OLAP.

## OLAP Control Panel

The following are known issues when using the OLAP Control Panel:

- ❑ Saving a report from the OLAP Control Panel to an Excel file, while Stack Measures is enabled, does not stack the measures in the Excel report. This is a limitation when using a HOLD file in Excel format only and does not occur when saving to Excel 2000.
- ❑ On UNIX, if you use the slash (/) character within a TABLE request, it is not parsed correctly by OLAP when the report is run from the OLAP Control Panel.

## Business Intelligence Dashboard

### **In this section:**

Using Dashboard

Stop Requests and Message Lookup

Reporting Objects

Change Management

Web Browsers

Standard Reports Created With Advanced Graph Assistant in MR Applet

Detail Link in Properties Dialog Connects to Reporting Server

Cache Issue in Dashboard Text Editor

## Using Dashboard

The following are known issues when using Dashboard:

- ❑ As of Version 7 Release 7.02, an administrator who logs on to View Builder from a Personal View and reassigns the view will return to the old view upon logging off from View Builder. The administrator will need to log off the view and then log on again to see the newly assigned view.
- ❑ As of Version 7 Release 7.02, a Standard Report originating from a Reporting Object will display as a Reporting Object in a List Block. Right-click to display all Reporting Object menu options. However, it will display as a Standard Report in other block types.
- ❑ In Dashboard, when you try to open a second Text Editor window after making changes to the first Text Editor window, and you either Save or Cancel the first window, it closes both Text Editors completely. You can only have one editor session open at a time.
- ❑ Maximizing an Output block with a URL report yields a script error and does not maximize. However, you are able to maximize a Launch block with a URL report.
- ❑ When you log on to Dashboard (with the extended menu enabled) and create a Standard Report with the Power Painter or Advanced Graph Assistant tool, the tool opens in an abnormally narrow window. If you resize the window, the tool will open correctly for the remainder of the current browser session.
- ❑ When you access items in the Domain Tree, such as running a report or clicking a link, the selected items do not change from the (unselected) Link Color to the Visited Link Color that was set in View Builder.

- ❑ List Block and Folder Block items, such as reports and links, display in the Visited Link Color by default instead of the (unselected) Link Color that was set in View Builder.
- ❑ When a user selects the Maximize option from the Dashboard Personalize block, duplicate reports are shown in that window.

The alternative for not showing duplicate reports in a maximized window is to modify the bid-config.xml file located in the \jbi\WebFOCUS77\worp\conf directory. Change the default value of reloadCurrentLocation from *false* to *true* as shown below:

```
<!-- Flag to override onMaximize behavior -->
<internal-var name="reloadCurrentLocation" value="true"/>
```

However, if any changes have been made to an active report, the maximize option will not reflect those changes in a maximized window.

- ❑ If you are using Report Assistant or Graph Assistant and refresh the Domain Tree, the Report or Graph Assistant window will close.
- ❑ When a user clicks a graph element to drill down, if the graph was created without using Server Side Graphics, the drill-down report may take over the browser session. If this occurs, click the *Back* button on your browser to return to Dashboard.
- ❑ A user can erroneously give more than one domain item the same name when changing the name of a domain item in the Properties window or when saving a report as a My Report.
- ❑ If a toolbox item is updated after the tool has been added to the toolbar on a view, the toolbar on the view is not updated with the new link.

## Stop Requests and Message Lookup

As of Version 7 Release 7, in Dashboard, the Stop Requests and Message Lookup display as configurable links in the View Builder Edit Settings User Links section. Configuration of these links is not functional and does not affect Personal Views.

## Reporting Objects

Dashboard Reporting Objects with the property *Show as Standard Report* or *Show only as a Standard Report* is not correctly displayed in the Standard Reports folder and Reporting Objects folder. The display problem occurs differently, depending on whether you open the Standard Reports folder first or the Reporting Objects folder first.

This problem only occurs for Reporting Objects with the property *Show as Standard Report* or *Show only as Standard Report* that do not also have a Reporting Object in the parent folder (Reporting Object Group folder) with property *Show as Standard Report* or *Show only as Standard Report*. This problem does not occur for Reporting Objects with property *Show as Standard Report* or *Show only as Standard Report* in the parent folder.

## Change Management

When using Dashboard Change Management , when you import views, the order of the views shown in the View Builder Public Views and Group Views pages may not be displayed in the same order as on the source system.

## Web Browsers

The following are known Web browser issues when using Dashboard:

- ❑ The Schedule tool that opens from Dashboard is not resizable in Internet Explorer. It is resizable in a Firefox browser.
- ❑ In Firefox 2, the Reporting Object window opens behind the calling window when creating a new or opening an existing Reporting Object in the Business Intelligence Dashboard.

In Internet Explorer 9.0, a debugger script error displays after clicking the *Edit block* icon or selecting *Personalize*, then *Content* for an output block or an InfoMini Launch report. Click *OK* to proceed, or disable the debugger while using Business Intelligence Dashboard.

## Standard Reports Created With Advanced Graph Assistant in MR Applet

Standard Reports created with the Advanced Graph Assistant tool in the MR Applet will open in Dashboard with Graph Assistant. The incorrect *gassist* MR flag, instead of the correct *AdvGassist* MR flag, is set when the report is created from the MR Applet. Because tools are launched from Dashboard based on the MR Flag, the alternative is to create the report from Dashboard or modify the MR flag in the domain .htm file. For example, edit the .htm file of the domain to change *gassist* to *AdvGassist*, as shown in the following blocks of code.

Change from:

```
<LI><A HREF='app/graph.fex'MRFLAG='gassist,createdon=1219688370428,createdby=Default+Administrator+%28admin%29,lastmodby=Default+Administrator+%28admin%29'>graph</A>
```

to:

```
<LI><A HREF='app/graph.fex'MRFLAG='AdvGassist,createdon=1219688370428,createdby=Default+Administrator+%28admin%29,lastmodby=Default+Administrator+%28admin%29'>graph</A>
```

## Detail Link in Properties Dialog Connects to Reporting Server

When you right-click a Standard Report or Custom Report and select *Properties*, if you click the *Detail* link at the top of the Properties dialog box that opens, a connection is made to the WebFOCUS Reporting Server. If the Reporting Server is secure, an error message is displayed. However, if you log on to the Reporting Server first, you can successfully retrieve report information.

## Cache Issue in Dashboard Text Editor

The active cache feature does not work correctly when run from the Dashboard text editor. The Reporting Server uses the JSESSIONID to determine if a FOCCACHE directory already exists for the session. However, when the request is run from Dashboard, the JSESSIONID is not passed to the Reporting Server and the FOCCACHE directory is not created.

## Open Portal Services

Consider the following when using Open Portal Services:

- ❑ As of Version 7 Release 7.03, an installation with a JSR-168 compliant portal displays an InfoMini report in a new window instead of the Output Portlet when the report is executed from the Portal Tree, Favorites, and Report components.
- ❑ As of Version 7 Release 7.02, filter values are not respected with Run or Run Deferred.
- ❑ In Jetspeed 2.2, maximizing or minimizing WebFOCUS portlets yields a login failed message. The workaround is to maximize the Jetspeed Portal page and then maximize or minimize the portlets.

## Developer Studio

### **In this section:**

Upload Utility

WebFOCUS Environments Area

Create Synonym

Data Management Console Synonym Editor

Synonym Editor

Metadata

Join Tool

Graphs

Report Painter

HTML Composer

Document Composer

Using Command Password Option to Access Master File With DBA Security

Timeout Issue With Microsoft Windows API

Issues With Microsoft IIS

Run on Reporting Server Option for HTML Page Is Not Supported

PushOK CVS Plug-In Operation Known Issues

## Upload Utility

When using the Upload utility with Microsoft Excel files, the time required to complete the upload depends on the machine configuration (for example, type of processor, amount of memory, and speed). The Upload utility supports Microsoft Excel files up to five megabytes. It is recommended that for up to a five megabyte Microsoft Excel file, you set the max Java memory heap size to two gigabytes on the application server.

## WebFOCUS Environments Area

The following are known issues and/or behaviors in the WebFOCUS Environments area:

- ❑ The contents of a Managed Reporting Publish file that is a Standard Report cannot be saved to a new HTML file in the Data Servers area.



- ❑ You can set global amper variables in the WebFOCUS Environments area, but you cannot save them. If you set a global amper variable in a procedure it will run, but if you create another procedure and run it to call the global amper variable, the following message appears:

```
0 ERROR AT OR NEAR LINE 11 IN PROCEDURE MEMFEX FOCEXEC * (FOC295) A VALUE
IS MISSING FOR: & COUNTRY
```

You can set and save global amper variables in the Projects area.

## Create Synonym

The following are known issues when using the create synonym feature:

- ❑ When you create a new synonym or business view in the Data Servers area of Developer Studio, and the Master Files folder under which you are creating the file is explored, the tools do not send a notification to Developer Studio to refresh the Master File list. If you right-click the right side of the Explorer tree and select *Refresh*, you can see the new Master File.
- ❑ When creating a new synonym through the Create Synonym dialog, the mouse pointer may remain in a busy state after clicking the Next button in one of the Create Synonym steps. However, the product may not actually be busy, and the pointer will change to a normal state if you perform a mouse click or move the mouse outside the area of the dialog where this is an issue.
- ❑ If Basic Authentication is enabled on the Web server and the WebFOCUS Reporting Server is running with security ON, the following message displays while trying to create synonyms from Developer Studio:

```
"Error Code: 401 The requested resource requires user authentication."
```

The following is an available solution:

- ❑ Configure the Web server to use Basic Authentication with Integrated Windows Authentication (IWA). In this case, the developer is prompted to connect to the Reporting Server prior to creating synonyms. Depending on the authenticated user ID supplied, developers can continue and create synonyms, or they will receive the appropriate message if they do not have permissions.

## Data Management Console Synonym Editor

In the DMC, if you open an Access File for a synonym while in the Modeling View of Synonym Editor and you click the *Text View* tab, you get an error that says:

```
Encountered an improper argument
```

## Synonym Editor

When using the Synonym Editor to add dimensions to an existing Master File, some of the dimensions and fields added may not be visible when the file is reopened in the Modeling View of Synonym Editor, or when the file is used in Report Painter. To ensure that these dimensions are visible, open the Master File using the Text Editor and remove the lines at bottom of the file that start with the text *HIERARCHY =*.

## Metadata

The following are known issues associated with metadata:

- ❑ When using one of the Metadata tools, for example, the Create Synonym tool, you may experience an error condition when opening the tool if the timeout interval is reached. The type of error depends on the action being performed with the Metadata tool. To prevent these problems, you can increase the timeout interval value in the `SESSION_EXPIRATION` parameter of the HTTP Listener in the Web Console. After experiencing the problem, to continue using the tool, you must clear the cache (to delete the cookie) and increase the timeout interval.

Note that there are cases where a message may not be displayed, for example, when trying to open a Master File in the Synonym Editor.

- ❑ When you log in to a secured WebFOCUS Reporting Server node (from Developer Studio) using one set of credentials and then you log off and log on to the same Reporting Server node using a different set of credentials, if you access the Metadata tools, the credentials retrieved are the first set of credentials used. As an alternative, you can restart Developer Studio to resolve this issue.
- ❑ The Refresh Synonym option in the Master Files context menu is currently not supported for SAP BW and SAP R/3 synonyms.
- ❑ FML Painter does not support SAP BW metadata with mandatory variables.
- ❑ When adding new WebFOCUS Environments to Developer Studio, or when adding Remote Servers, a message indicates that you should recycle your local Web and app server when attempting to use server-based tools, such as the Synonym Editor, Business View, or Create Synonym. This is done in order to clear information stored in cache of the Developer Studio Reporting Server, and applies even when performing remote development, as these tools are launched from the local Developer Studio Reporting Server.

## Join Tool

While using the Join tool, if you create a Where-based join with a parameter as a part of a Where condition you receive the message:

`FOC295:A VALUE IS MISSING FOR:XXX`

If you attempt to report against this join, a parsing error will occur in the Master File.

## Graphs

The following are known issues when working with graphs in Developer Studio:

- ❑ When using Java 1.6, if you run a graph after launching the WebFOCUS desktop graph editor, a *No HTML Output* message is generated in the output. This is a Sun coding issue that does not occur when using Java 1.5 or earlier versions. You can visit the Sun Web site for more information at:

[http://bugs.sun.com/bugdatabase/view\\_bug.do?bug\\_id=4846680](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=4846680)

- ❑ The Graph Assistant Selection Criteria options differ slightly in WebFOCUS and Developer Studio. WebFOCUS has the following expressions that Developer Studio does not:
  - ❑ IN a list of literals
  - ❑ NOT IN a list of literals
  - ❑ FROM-TO
  - ❑ NOT-FROM-TO

These expressions are not currently supported in graph requests in Developer Studio.

- ❑ Graph requests that contain drill downs do not work for remote reporting and WebFOCUS Environments. If you use any type of drill down in a remote request, you will receive the message:

`Page cannot be displayed.`

- ❑ You must click the *APPLY* button for changes to be saved from the Graph Editor.

## Report Painter

The following are known issues when using Report Painter in Developer Studio:

- ❑ As of Version 7 Release 7.02 Hotfix 1, for the HTML format in Report Painter, there is now a Pagination options section on the Format tab of the Options dialog box containing the Lines per page drop-down menu. By default, the value is not set and no syntax written to the procedure. When the format is switched to HTML from AHTML, FLEX, or APDF, Lines per page will be automatically set to the value from the active format.

- ❑ As of Version 7 Release 7.02, the `\DevStudio77\bin\` folder will no longer contain the `.sty` files copied by the Developer Studio build process.
- ❑ In Report Painter, when viewing conditions from the Data Visualization Conditional Styling dialog box, any existing conditions for the report components are not visible. The Data Visualization Conditional Styling dialog box only shows conditions for the data visualization.

In Report Painter, some fonts may not change appearance after you change the default font style.

## HTML Composer

The following are known issues and enhancements for the HTML Composer:

- ❑ As of Version 7 Release 7.02 Hotfix 1, HTML Composer pages contain the document level property, Ignore filters. A page that is created in Version 7 Release 7 or higher will default to the value `_FOC_NULL`, a page created in an earlier release will default to the value `FOC_NONE`.
- ❑ As of Version 7 Release 7.02 Hotfix 1, HTML Composer pages are supported for access through the iPad®. For more information, see Technical Memo *TM:4700 Accessing an HTML Composer Application on the iPad*.
- ❑ As of Version 7 Release 7, when running a Managed Reporting report that is flagged as *Only Run as a Deferred Report* from the HTML Composer, the Schedule button is not automatically added to the form control when referencing a report or graph with parameters. You may manually add a Schedule button to the form control by adding a push button, image, or hyperlink, and selecting the Schedule Report option as the Action from the Hyperlink properties.
- ❑ As of Version 7 Release 7, when referencing a WebFOCUS Reporting Server procedure from Managed Reporting to populate a control in the HTML Composer, the Properties and Settings dialog box prompts you to enter the Value field and Display fields manually.
- ❑ When using the HTML Composer from the Managed Reporting environment, if you change any of the Managed Reporting properties, such as the server or application settings, you will need to manually modify the HTML source code to reflect these changes.

## Document Composer

The following are known issues with the Document Composer:

- ❑ As of Version 7 Release 7, if you do not enable the *Show layout items only* check box when you import an existing PDF report using the Import Existing Procedure option, a FOCUS error may be generated in the PDF Layout preview. Although the error appears in the PDF Layout preview, the PDF report runs correctly.
- ❑ As of Version 7 Release 7, Page Masters are not supported for Coordinated Compound documents when active report, active Flash, or active PDF is the output format.
- ❑ As of Version 7 Release 7, if using the Save Document As or Save Current Page As options in the Document Composer, the Specify Name dialog box appears if you select an existing procedure name (.fex), asking you if you want to replace the file.

## Using Command Password Option to Access Master File With DBA Security

If you open the Procedure Viewer in the Managed Reporting area of Developer Studio and use the Command Password option to provide the password to access a Master File with DBA security, the setting is not applied. As a result, a user access error occurs if you execute a request in the Procedure Viewer against the Master File with DBA security or if you try to open any of the tools using that Master File. You can add the setting SET PASS=DBA\_PASSWORD at the top of the procedure as an alternative.

## Timeout Issue With Microsoft Windows API

Intermittently, Developer Studio fails to open large files which prevents further report development. If the Master File is large, a timeout may occur while waiting for the reporting server and WFServlet to send a response. The Developer Studio communication layer (WFSCOM) uses a specific code from Microsoft to set timeout values for requests. If the Developer Studio communication layer does not get a response from a Web server within the timeout period, a message is displayed. The timeout value for the request is normally set to infinite, however, the Microsoft Windows API function that sets timeout values for requests is not working properly. For more information, you can visit the Microsoft Support site at:

<http://support.microsoft.com/>

## Issues With Microsoft IIS

There are some cases where IIS truncates certain XML responses and impacts the behavior of Developer Studio. For example, you may not be able to see all available applications and requests will fail. The only known alternative is to try reinstalling IIS or you can try switching to another Web or application server.

## Run on Reporting Server Option for HTML Page Is Not Supported

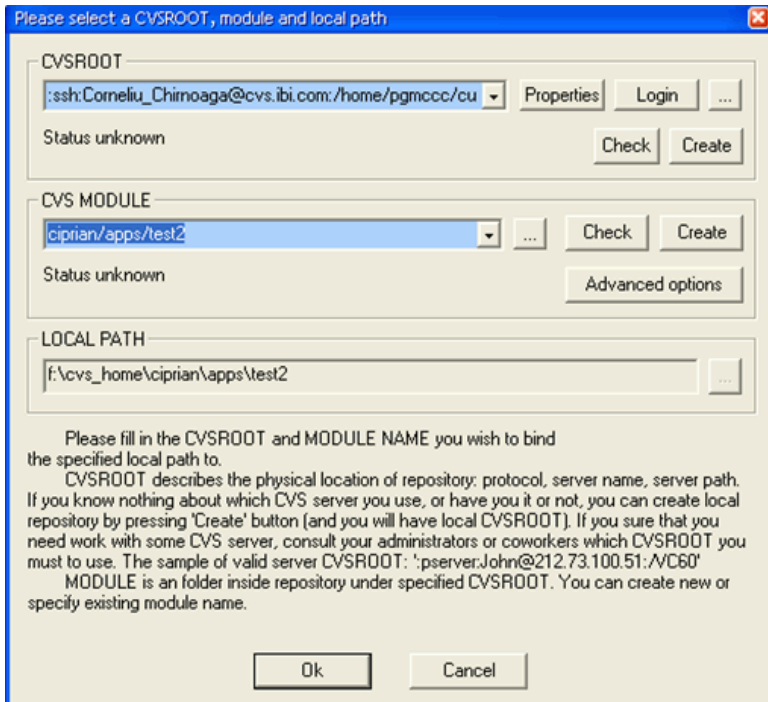
You cannot run an Update Assist application when you right-click an HTML page and choose the *Run on Reporting Server* option. This option will be removed in a future release. However, you can still use the *Run on Reporting Server* option when you run an Update Assist Navigation page.

## PushOK CVS Plug-In Operation Known Issues

The following are known issues when using PushOK CVS as the Source Control product in Developer Studio:

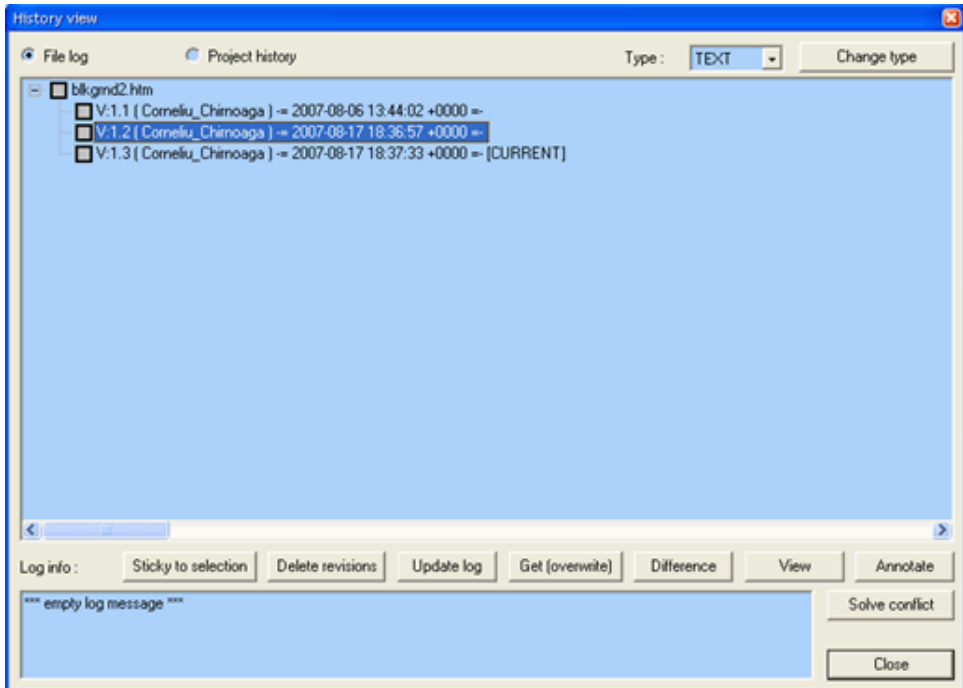
- ❑ When adding a new project (module) to the CVS repository, the module name changes after being created.

When the status of the module shows Status unknown, the module usually does not exist, so it has to first be created. It is suggested to copy the CVS Module string right before creating the module and paste it back if the string has changed before accepting the selected module.



- ❑ You must select an older version of a file from the tree control.

PushOK CVS enables you to retrieve an older version of a file. In order to get an older version, you must select the line for that version in the tree control. Selecting the check box next to the file version will not retrieve the file.



- ❑ The file read-only (R/O) flag is set after certain operations.
  - In some instances the read-only (R/O) file attribute is set, even if the file has to be read-write (R/W) by the virtue of being checked out. This behavior is generated by a fix for some problems encountered with CVS (for example, not being able to get a latest version if the file was modified out of SCC control). It is suggested to open up the Properties dialog box and uncheck the Read-only check box.
- ❑ After a long period of inactivity, PushOK CVS may not return the right file status.
  - This happens only in certain instances. It is suggested to shut down the application and start it again.

## Active Technologies

### **In this section:**

Mobile Web Apps  
Advanced Active Charts for Adobe Flash Player  
Advanced Active Charts for HTML  
Adobe Flash Player and the Browser  
IBM Java 1.6  
Active Technologies for Flash and for PDF  
Accordion Reports

### **Mobile Web Apps**

The following are known issues with Mobile Web Apps:

- ❑ Active Technologies for Mobile Web Apps full-screen Web app view is not available in desktop browsers.
- ❑ The totals in a pivot table may appear misaligned when switching BY and ACROSS columns in the pivot table while in full-screen Web app view on mobile devices.
- ❑ In full-screen Web app view on mobile devices, rollup and pivot tables created from Rollup menu items are missing. You can view them when you switch the view to the original active report view.

### **Advanced Active Charts for Adobe Flash Player**

The following are known issues with Advanced Active Charts for Adobe Flash Player:

- ❑ Advanced Active Charts for Adobe Flash Player are not supported on Android®-based devices.
- ❑ Advanced Active Charts for Adobe Flash Player are not supported in Report Library.

### **Advanced Active Charts for HTML**

The following are known issues with Advanced Active Charts for HTML:

- ❑ Area and Line charts in Advanced Active Charts for HTML are not supported in Internet Explorer 8.
- ❑ Scatter and Bubble charts in Advanced Active Charts for HTML may throw a JavaScript error in Internet Explorer.



## Adobe Flash Player and the Browser

There is a known issue with Adobe Flash Player in 64-bit browsers. To run active reports for Adobe Flash Player (output format FLEX), please use a 32-bit version of your browser. All commonly used browsers are available in a 32-bit version. The 32-bit version of the Internet Explorer is the default browser on Windows 64-bit systems.

For more information on Adobe Flash Player and to verify the state of support on 64-bit browsers, please check the Adobe Web site:

<http://www.adobe.com>

## IBM Java 1.6

The following are known issues when using IBM Java 1.6:

- ❑ IBM Java 1.6 may cause an infinite loop and stack overflow error when a Flex application is compiled. For more information on the causes of this error, see the IBM APAR IZ40900. According to the APAR, the issue is resolved in IBM Java 1.6 SR4. The releases of IBM Java 1.6 later than SR4 may or may not include this fix. For more information, contact IBM.
- ❑ JSCOM may fail to start when using IBM Java 1.6 on the WebFOCUS Reporting Server Version 7 Release 7.02. To resolve this issue, make sure that the following is in the load library path:

`JAVA_HOME/jre/lib/ppc`

For more information, see the WebFOCUS and ReportCaster installation and configuration manual for your platform.

## Active Technologies for Flash and for PDF

z/OS (OS/390) is not supported by Active Technologies for Flash (output format FLEX) or for PDF (output format APDF).

As of Version 7 Release 7.02, iSeries (AS/400) and OpenVMS are fully supported.

## Accordion Reports

Comments for an active report are cleared when used with the active cache feature if you sort output with the Sort Ascending or Sort Descending command.

## ReportCaster

### **In this section:**

Documentation Enhancements

Email Distribution Fix for Service Pack Upgrade to WebFOCUS 7.7.03 on Windows

Dynamic Language Options

EXL2K TEMPLATE

ReportCaster API Javadoc

ReportCaster Applet Interface JVM Issue

Opening Excel Files Using Outlook Web Access Mail Client

Opening Excel and PDF Files Distributed by ReportCaster to Managed Reporting for WebSphere 6.1

Distributing Scheduled Output Using SFTP

Issues When Using Informix

Accessing the Password and Advanced Buttons Using the Keyboard

Web Browser Issues

Help Option in Email Address Search Dialog

Opening ODP Reports in the Library

WIN Itanium and AMD64 Platforms

Secondary Run Interval Ignored When Schedule Updated

## **Documentation Enhancements**

The following are documentation enhancements for ReportCaster:

- ❑ In Version 7 Release 7.03, the ReportCaster documentation was reorganized to align it with how the user accesses the product on the Windows™ platform. The user can access three interfaces on the Windows platform: ReportCaster Administration, ReportCaster Development, and ReportCaster Library Content. These three interfaces are now documented in two manuals. The ReportCaster Administration manual describes the ReportCaster Administration interface, and the ReportCaster Development and Library Content manual describes the ReportCaster Development and ReportCaster Library Content interfaces. Additionally, we moved legacy information into two other manuals, ReportCaster Administration Applet Version and ReportCaster HTML User Interface. This simplified documentation model streamlines the documentation and eliminates duplicate information.
- ❑ The HTML ODP Format is not supported on z/OS.
- ❑ **Ability to Recover RUN NOW Jobs Upon ReportCaster Failure.** Recovery can now be extended to include On Demand schedules. There is a new global configuration setting in ReportCaster. The Save On Demand Schedules for Job Duration setting instructs the Distribution Server to write On Demand schedules to the ReportCaster repository before they are run. When the job is completed, the Distribution Server deletes the On Demand schedule from the ReportCaster repository. If the Distribution Server shuts down before an On Demand schedule completes, this schedule will be resubmitted when the Distribution Server is restarted if the Recovery is On.

## Email Distribution Fix for Service Pack Upgrade to WebFOCUS 7.7.03 on Windows

### How to:

Fix Email Distribution for Service Pack Upgrade to WebFOCUS 7.7.03 on Windows

**Note:** This problem was corrected in the installation packaging on July 1, 2011. If you downloaded WebFOCUS Release 7.7.03 for Windows prior to July 1, 2011, see the following information.

On Windows only, after installing WebFOCUS 7.7.03 as a Service Pack upgrade to an earlier version of WebFOCUS 7.7.x, if the Distribution Server is run as a Windows Service, ReportCaster generates an IO Exception error:

```
Unable to distribute to <email id>
IO Exception while sending message
```

- ❑ This issue only occurs when installing a WebFOCUS 7.7.03 service pack upgrade.
- ❑ This issue does not occur when installing WebFOCUS 7.7.03 as a new installation.
- ❑ This issue does not occur when the Distribution Server is run as a batch file.

The problem occurs because of renamed jar files, which require that the Windows ReportCaster Distribution Server service (and only the service) to be re-installed. The new jar files are activation-1.1.1.jar and mail-1.4.2.jar.

**Procedure: How to Fix Email Distribution for Service Pack Upgrade to WebFOCUS 7.7.03 on Windows**

If you have installed WebFOCUS 7.7.03 as a Service Pack upgrade on Windows, complete the following manual steps to correct the problem.

- 1.** Stop the WebFOCUS ReportCaster Distribution Server Windows service.
- 2.** Locate the correct ReportCaster service.bat file that is available after an upgrade installation and is located in the directory:  
\\ibi\WebFOCUS77\7703\_update\ReportCaster\bin. Verify the JAVA\_HOME setting in the new service.bat file by doing the following:
  - a.** Open service.bat located in \\ibi\WebFOCUS77\7703\_update\ReportCaster\bin with a text editor.
  - b.** Update the line beginning with SET JAVA\_HOME by changing the value of JAVA\_HOME to the value found in service.bat located in \\ibi\WebFOCUS77\ReportCaster\bin.
- 3.** Copy service.bat from \\ibi\WebFOCUS77\7703\_update\ReportCaster\bin to \\ibi\WebFOCUS77\ReportCaster\bin.
- 4.** Verify the name of the existing WebFOCUS ReportCaster Distribution Server service.
  - a.** Open Control Panel, select *Administrative Tools*, and then *Services*.
  - b.** Right-click *WebFOCUS ReportCaster WF77*, and select *Properties*.
  - c.** Service Name: WF77 (WF77 is the service name by default).
- 5.** Reinstall the existing WebFOCUS ReportCaster Distribution Server service.
  - a.** Click *Start, All Programs, Accessories*.
  - b.** Right-click *Command Prompt* and select *Run as administrator*.
  - c.** Navigate to the \\ibi\WebFOCUS77\ReportCaster\bin directory.
  - d.** Enter the command `service.bat remove 'the name of your service'` (for example, `service.bat remove WF77`).
  - e.** Enter the command `service.bat install 'the name of your service'` (for example, `service.bat install WF77`).
- 6.** Update the new WebFOCUS ReportCaster Distribution Server service from Manual to Automatic.

- a. Open Control Panel, select *Administrative Tools*, and then *Services*.
  - b. Right-click *WebFOCUS ReportCaster WF77*, and select *Properties*.
  - c. Change Startup type from Manual to Automatic.
7. Start the WebFOCUS ReportCaster Distribution Server Windows service.

**Note:** Contact Customer Support Services if you have additional questions regarding this issue.

## Dynamic Language Options

As of Version 7 Release 7.02, Dynamic Language settings for ReportCaster are configured in the WebFOCUS Administration Console and no longer configured in the ReportCaster Configuration tool.

## EXL2K TEMPLATE

As of Version 7 Release 7, when EXL2K TEMPLATE is selected as an output format for distribution, the file type should be xls. The Save As value in ReportCaster defaults to xlt.

This issue has been addressed in Version 7 Release 7.02.

## ReportCaster API Javadoc

As of Version 7 Release 7, the ReportCaster API Javadoc is no longer accessible from the WebFOCUS Online Help. It is accessible using the following URL:

[http://servername:port/webserver\\_alias/javadoc/rcaster/index.html](http://servername:port/webserver_alias/javadoc/rcaster/index.html)

## ReportCaster Applet Interface JVM Issue

The toolbar icons on the ReportCaster Developer and Administrator (applet) interface are incorrectly spaced when the user browser is configured to use Sun Microsystems JVM Versions 1.5\_08 and higher on Windows 2000 and Windows 2000 Server, and with JVM Versions 1.5\_07 and higher on Windows 2003 Server. This is a documented problem in the Sun Microsystems release notes, which are found at:

<http://www.oracle.com/technetwork/java/javase/releasesnotes-142123.html>

Sun Microsystems is tracking a number of related reported problems in this area. The main bug ID number is 6349010. The bug ID number that specifically references JVM 1.5\_08 is 6234686. Although the description information on these problems states that it is for Windows XP, the problem within the ReportCaster applet interface is only occurring on Windows 2000 and 2003. This is not a problem if the user browser is running on Windows XP.

Evaluation has been performed with the Sun Microsystems JVM 1.6 version and this ReportCaster applet toolbar button issue has been confirmed not to occur with Windows XP, 2000, and 2003. This is a cosmetic issue and does not impact ReportCaster functionality.

## Opening Excel Files Using Outlook Web Access Mail Client

There is a known issue opening Excel files distributed by e-mail to an Outlook Web Access mail client due to Outlook attachment blocking. For more information about Outlook Web Access attachment blocking, go to the following URL:

<http://support.microsoft.com/kb/555001>.

The alternative for this issue is to zip the Excel file(s) before distribution. For information on zipping scheduled output, see the *ReportCaster End User's Manual*.

## Opening Excel and PDF Files Distributed by ReportCaster to Managed Reporting for WebSphere 6.1

You cannot open Excel and PDF reports in Internet Explorer if the reports were distributed to Managed Reporting on a WebSphere 6.1 application server configured with Java 1.5.

This problem does not occur:

- With Internet Explorer using the Tomcat application server.
- With the Firefox browser.

## Distributing Scheduled Output Using SFTP

When distributing scheduled output using SFTP, you must specify the fully-qualified domain name.

## Issues When Using Informix

When ReportCaster is configured with Informix, the error `java.net.UnknownHostException` occurs when a schedule is run and the mail server specified is invalid.

## Accessing the Password and Advanced Buttons Using the Keyboard

When creating or editing a task and accessing the Password and Advanced buttons using the keyboard, the Enter key does not select the option. An alternative is to use the space bar to select the *Password* and *Advanced* buttons.

## Web Browser Issues

The following are Web Browser issues when using ReportCaster:

- ❑ When using the Firefox browser to access the ReportCaster API Help from the WebFOCUS Online Help, a *Page not found* error message displays. You must change the URL in the Firefox browser address window from:

`ibi_html/javaassist/intl/EN/help/..\..\..\..\javadoc\rcaster\help\index.html`

to:

`ibi_html/javadoc/rcaster/help/index.html`

- ❑ The ReportCaster Scheduling Wizard that opens from Dashboard is not resizable in Internet Explorer. It is resizable in Firefox.
- ❑ When using the Firefox browser, you are unable to see multiple entries in the Distribution List. The Distribution List Destination column does not scroll to show all characters for values that exceed the display width of the Destination column.

## Help Option in Email Address Search Dialog

The Help option from the Email Address Search dialog does not display online help. The alternative is to use the online help Index and enter *Address Search* in the keyword entry field to locate and view the online help information for Address Search.

## Opening ODP Reports in the Library

Under certain conditions, you may receive a Siteminder authentication prompt when you attempt to open an On Demand Paging (ODP) report in the Report Library by clicking the report in the left pane of the Library interface. (This prompt does not appear when you open the report in a separate window, that is, when you select the report and click the Open icon.)

If you receive the Siteminder authentication prompt, enter the requested information, then the report will open in the right pane of the Library interface.

## WIN Itanium and AMD64 Platforms

ReportCaster cannot be started as a service on WIN Itanium or AMD64.

## Secondary Run Interval Ignored When Schedule Updated

When a schedule is updated, the next run time is recalculated based only on the primary run interval. This means that if a schedule that includes a secondary run interval is updated before the secondary schedule is able to run, then the secondary run interval is ignored and the NEXTRUNTIME is calculated based on the primary interval.

For example, a schedule exists that is set to run daily at 2:00 PM with a secondary run interval of every 10 minutes from 2:00 PM to 3:00 PM. When the schedule runs at 2:00 PM, the NEXTRUNTIME is reset to run at 2:10, which honors the secondary run interval. If this schedule is updated at 2:03 PM, the NEXTRUNTIME is recalculated to be 2:00 PM the next day, rather than 2:10 PM on the current day.

## Two-Way Email

The following are known issues when using Two-Way Email:

- ❑ You can resend a Two-Way Email template. However, no confirmation message is displayed even though the template is successfully sent. A confirmation message is displayed when resending a Two-Way Email template from the subscription update page.
- ❑ When ReportCaster is installed on a Linux machine, users are not receiving Two-Way Email templates.
- ❑ A Two-Way Email template with its title enclosed within quotation marks does not appear in the drop-down list for the job log.
- ❑ If there is a failure with Two-Way Email once the ReportCaster Distribution Server has been successfully started, you should limit the number of connection attempts. If these attempts are unsuccessful, shut down and then restart the ReportCaster Distribution Server.

## Magnify

The following are known issues when using Magnify:

- ❑ Magnify is not supported on the z/OS platform.
- ❑ When indexing, the Magnify Administrator can set the Commit Timer to a very low value (for example, 5 seconds) to see the new search data almost immediately.
- ❑ Category tree values that are longer than 50 characters do not wrap when using Internet Explorer Version 8 or 9.
- ❑ An error message displays in Internet Explorer Version 8 and 9 when creating an active report pie chart with NLS data that contains an apostrophe.
- ❑ When filtering using a keyword that contains a special character, such as dashes, without a space before or after it, the word next to the special character is not highlighted.
- ❑ Magnify requires a minimum of 1GB for memory. A lower memory setting causes Java Heap size and out of memory errors. Additionally, the Lucene index library is not created. If Magnify is configured with the Apache Tomcat application server, the maxPostSize setting in the server.xml file must be set to 0.



- ❑ The `& logger=destroy` API call does not remove locked Magnify trace files (files with a `.lck` extension). To remove the `.lck` files, restart the application server.
- ❑ Collection-level security is disabled when the application server is restarted.
- ❑ Data that contains special characters, such as `%20`, `+`, `=`, and `&` are displayed as a space in the Dynamic Categorization Tree, breadcrumb trail, link text, and as query string values in the links.
- ❑ If a FXV or FXM metatag value contains a new line feed character, the data is truncated at the new line feed.
- ❑ At times, the Magnify search results may display unaligned or in a staggered format. To correct the display of the search results, edit the `install_drive:/ibi/WebFOCUS/config/magnify/included_stylesheet.xslt` file to update the following syntax so that the float attribute is not used:

```
<xsl:if test="MT[@N='HTML_LEFT_OF_SNIPPET']/@V != ''">
<span style="border:0px; float:left;">
```

Update the syntax as follows:

```
<xsl:if test="MT[@N='HTML_LEFT_OF_SNIPPET']/@V != ''">
<span style="border:0px;">
```

After updating the magnify stylesheet, you must restart the application server or add `proxyreload=1` to the search query as follows:

```
http://server_name:port_number/context_root/search?proxyreload=1
```

- ❑ The Luke Lucene™ Index tool should not be used on a Magnify index that is being updated or created, since this may corrupt the records in the index. Instead, create a backup of the Magnify index and use this copy to analyze with the Luke Lucene index tool.

## Web and Application Servers

### In this section:

BEA WebLogic Server 8

The following are known issues when using Web and Application Servers.

### BEA WebLogic Server 8

When WebFOCUS and ReportCaster Web applications are deployed to BEA WebLogic Server 8.1, a warning message may appear in the WebLogic log that WebFOCUS references an old version of the servlet DTD. This is a warning message only and can be ignored.

## National Language Support (NLS)

### In this section:

UNIX

Windows

MVS

All Platforms

Configuring NLS for Baltic, Czech, Greek, Hebrew, Polish, Russian, or Turkish

WebFOCUS and ReportCaster Installation and Configuration

Managed Reporting

Data Server

Synonym Wizard

Report Assistant

Graphs

Business Intelligence Dashboard

Developer Studio

ReportCaster

Two-Way Email

User Interface

### UNIX

On UNIX, iPlanet 6.0 Web Server decodes the EURO currency symbol (€) incorrectly when using the Internet Explorer escape function. As a result, the € symbol appears as a question mark (?) in various areas of the product.

### Windows

On Windows, you may not create a procedure name with the micro sign (μ) character.

### MVS

The following are known NLS issues on MVS:

- ❑ In Chart Titles, Chart Subtitles, and Chart Footnote, the \n created by a carriage return is not respected. Instead, the characters are wrapped on the same line.

- ❑ You cannot create a new Data Server application with NLS characters in its name.
- ❑ When an MVS WebFOCUS Reporting Server is configured for CP 1026 and is processing Turkish data that contains double quotation marks, it fails when comparing the value of HEX FC to 7F. This limitation is a result of the following:
  - ❑ The IBM MVS system uses HEX FC for the value of double quotation marks, and HEX 7F for the 'ü' character for a Turkish code page.
  - ❑ All other EBCDIC code pages except Turkish use HEX 7F for double quotation marks.
  - ❑ All EBCDIC WebFOCUS Reporting Servers expect HEX 7F for double quotation marks when processing data, regardless of the EBCDIC server code page.

As an alternative, you must use an ASCII Hub Server that resides on the Windows or UNIX platform. This server cannot be an EBCDIC Hub Server.
- ❑ When the WebFOCUS Client is configured for the WFServlet on MVS, drilling down on an EXL2K report and passing an NLS parameter value yields a NO OUTPUT message. HTML and PDF outputs work correctly.

## All Platforms

The following are known NLS issues on all platforms:

- ❑ There are problems with the WebFOCUS interfaces and tools listing application directory names and files that contain the BETA character. Information Builders recommends not using the BETA character in WebFOCUS Reporting Server application directory names and Master File names.
- ❑ Some NLS characters cannot be typed into WebFOCUS Reporting Server procedure names using international keyboards. This is a limitation of Sun Java VM.
- ❑ WebFOCUS uses extended Japanese double-byte characters by default. To take advantage of this feature, the end user browser encoding method must be set to use *Shift JIS*.  
If *Auto-Select* is used instead, extended DBCS will not display correctly within WebFOCUS and the parameter NLS\_MS932 must be switched to OFF through the WebFOCUS Administration Console.
- ❑ If your browser is configured to use Sun JVM and you are using a German keyboard, when you attempt to type a Euro symbol using the Right-Alt + e combination, the Euro symbol will not display as expected. This is a limitation due to Sun JVM. To avoid this issue, use Microsoft VM.
- ❑ The following characters cannot be used in a field name or alias name on OS/400, MVS, and USS WebFOCUS Reporting Servers. They appear as a terminator \$ sign (0x5B) in Master Files, Access Files, and StyleSheet files and cause unexpected results.

Server Code Page	Character	Countries
277	Å (Capital A with a ring above)	Denmark/Norway
278	Å (Capital A with a ring above)	Finland/Sweden
285	£ (Pound sign)	United Kingdom
1026	Í (Capital I with a dot above)	Norway

## Configuring NLS for Baltic, Czech, Greek, Hebrew, Polish, Russian, or Turkish

While configuring the WebFOCUS Server for National Language Support using the WebFOCUS Reporting Server Console, you may see incorrect characters if the language configured is Baltic, Czech, Greek, Hebrew, Polish, Russian, or Turkish.

To correct this:

1. Copy `wceng.lng` to `wclang.lng`.

where:

*lang*

Is a 3-character string for the language you select:

- BAL – Baltic
- CZE – Czech
- GRE – Greek
- HEB – Hebrew
- POL – Polish
- RUS – Russian
- TUR – Turkish

2. Edit the following line in the `wclang.lng` file to the charset value for the language you want to use:

1 = Windows-1252

- ❑ If {LANG} is "BAL", set this line to "1 = Windows-1257" or "1 = iso-8859-4".
- ❑ If {LANG} is "CZE", set this line to "1 = Windows-1250" or "1 = iso-8859-2".
- ❑ If {LANG} is "GRE", set this line to "1 = Windows-1253" or "1 = iso-8859-7".
- ❑ If {LANG} is "HEB", set this line to "1 = Windows-1255" or "1 = iso-8859-8".
- ❑ If {LANG} is "POL", set this line to "1 = Windows-1250" or "1 = iso-8859-2".
- ❑ If {LANG} is "RUS", set this line to "1 = Windows-1250" or "1 = iso-8859-2".
- ❑ If {LANG} is "RUS", set this line to "1 = Windows-1251" or "1 = iso-8859-5".

3. Restart the server.

## WebFOCUS and ReportCaster Installation and Configuration

The following are known NLS issues related to WebFOCUS and ReportCaster installation and configuration:

- ❑ Support for Baltic code pages requires manual configuration of the WebFOCUS Reporting Server and WebFOCUS Client.
- ❑ The French Canadian WebFOCUS setup program calls an English version of the WebFOCUS Client program. However, this behavior does not affect the files installed.
- ❑ On a simplified Chinese version of Windows, the English ReportCaster Distribution Server installation freezes. As an alternative, select *Regional Options* in the Control Panel. Change your locale to something other than S-Chinese before running the installation.

## Managed Reporting

The following are known NLS issues related to Managed Reporting:

- ❑ As of Version 7 Release 7.02, NLS characters in passwords cause Managed Reporting login failures after migrating to a Unicode configured environment. This is due to the passwords having been encrypted with the application server encoding of the environment being migrated from and then being decrypted with an application server encoding of UTF-8. A workaround is to change passwords without using NLS characters prior to the migration process. For post migration, change the application server encoding from UTF-8 to the original encoding of the migrated environment and change passwords using no NLS characters.

**Note:** Users can login successfully when NLS characters in passwords are created post migration.

- ❑ In Domain Builder, Korean characters that start with 0xA0 become question marks after the browser is refreshed in domain name, report name, folder name, and so on. In order to view these characters correctly, you must use Sun j2re-1\_4\_1\_06 or higher.
- ❑ Managed Reporting uses an encrypting method when saving procedures that contain NLS characters. However, the Import utility does not have a decoding method. As a result, the imported procedure retains the same name as when it was stored.
- ❑ You cannot use the beta NLS character (ß) in Domains and Standard Report names.
- ❑ NLS characters should be avoided when creating a profile and Help file for a Domain. Although there are no errors when using NLS characters, they will be converted to an alphabetical character to create the file name, and no NLS character will appear in Managed Reporting.

## Data Server

When the WebFOCUS Reporting Server is configured for code page 278 (Finnish/Swedish) and you edit and save a Master File using the Data Server component in Managed Reporting on z/OS, the terminator character (\$) appears as an Angstrom character (Å).

## Synonym Wizard

The following are known NLS issues related to synonyms:

- ❑ When using the Create Synonym feature for remote server configuration through the WebFOCUS Reporting Server Console, do not begin a synonym name with a tilde (~) or hyphen (-). Use another character at the beginning of the name.
- ❑ You cannot create a synonym for a file name that contains the beta NLS character (ß).

## Report Assistant

When customers use Japanese DBCS characters in certain input boxes, such as the Field name box in the WebFOCUS Field Creator dialog, the Parameter name box in the Selection Criteria tab, the Condition name box in the WebFOCUS Edit Condition dialog, or the Chart Title/Chart Subtitle/Chart Footnote boxes in the Graph Titles tab, the corresponding OK buttons, Add button, or Style Title/Subtitle/Footnote buttons may not be activated in Report Assistant on Japanese Windows XP platforms. This is due to limitations with JavaScript functions and Windows XP. As an alternative, input name values before expressions, or use the Left and Right arrow keys to move the cursor inside these input boxes.

## Graphs

The following are known NLS issues related to graphs:

- ❑ The Edit Graph option in Graph Assistant may not work when the Developer Studio language does not match the language of the Windows regional settings. There are three alternatives you can use to resolve this issue:

1. Change the Regional Options Location to *United States* and restart the machine.
2. Add or revise IBJAVAPATH in your registry. Notice that language and country now appears in the first string, as shown in the following example.

```
C:\j2sdk1.6.0_06\jre\bin\javaw -Duser.language=en -Duser.country=US
-classpath
C:\j2sdk1.6.0_06\jre\lib\rt.jar;
C:\ibi\DevStudio77\ibi_html\javaassist
```

3. Copy the language folder that corresponds to the regional settings from:

```
\ibi\WebFOCUS77\ibi_html\javaassist\intl
```

to:

```
\ibi\DevStudio77\ibi_html\javaassist\intl
```

- ❑ In Graph Assistant, clicking *Graph Titles* under the Headings tab and then typing a single NLS character with the ALT+O+nnn combination in the Chart Title, Chart Subtitle, or Chart Footnote boxes, causes the buttons for Style Title, Style Subtitle, and Style Footnote to become grayed out. However, you can still click the buttons to apply styling to the charts.
- ❑ When customers use Japanese DBCS characters in certain input boxes, such as the Field name box in the WebFOCUS Field Creator dialog, the Parameter name box in the Selection Criteria tab, the Condition name box in the WebFOCUS Edit Condition Dialog, or the Chart Title/Chart Subtitle/Chart Footnote boxes in the Graph Titles tab, the corresponding OK buttons, Add button, or Style Title/Subtitle/Footnote buttons may not be activated in Graph Assistant on Japanese Windows XP platforms. This is due to limitations with JavaScript functions and Windows XP. As an alternative, input name values before expressions, or use the Left and Right arrow keys to move the cursor inside these input boxes.
- ❑ On a Unicode configuration, ACROSS field names with NLS characters are displayed as squares in SVG graphs. As a workaround, specify the following line at GRAPHSTYLE:
 

```
setDefaultFontName("ArialUnicodeMS");
```
- ❑ When reentering Advanced Graph Assistant in Developer Studio, NLS fields are not displayed in X and Y buckets. Executing or viewing the procedure in an editor produces the correct results.

## Business Intelligence Dashboard

The following are known NLS issues related to Dashboard:

- ❑ Baltic characters do not display correctly in Content Block names. Use non-NLS characters for block names instead.
- ❑ On localized versions of Business Intelligence Dashboard, you may notice truncation in the left side of View Builder or Domain Trees in Public Views. You can correct this by moving the frame separator to view all links.

## Developer Studio

The following are known NLS issues related to Developer Studio:

- ❑ As of Version 7 Release 7, the Developer Studio Managed Reporting context menu has been fixed to not show the *Run* option to MR Administrators when the selected report (FEX) has the *Run only as a Deferred report* property selected. The context menu will continue to display the *Run Deferred* option so that users authorized to run reports can submit the report to be run deferred.
- ❑ The Euro symbol (€) appears as a question mark (?) in the display value of an Execute Tool Wizard parameter.
- ❑ When using OEM data, you can create a procedure and run it from Report Painter but not from the Window component. If you run the procedure from the Window component, you will receive the following message:

FOC003: THE FIELDNAME IS NOT RECOGNIZED

## ReportCaster

The following are known NLS issues related to ReportCaster:

- ❑ Japanese double-byte tilde (~) and dash (-) characters appear as question marks (???) in the Subject, From, and Report Name fields in e-mails received from ReportCaster.
- ❑ The EURO currency symbol (€) appears as a question mark (?) in the following areas of ReportCaster:
  - ❑ Distribution List burst values
  - ❑ Task tab
  - ❑ ReportCaster User Migration



- ❑ If you are using ReportCaster with NLS, the bursted FTP file names created on disk do not match those in the index file. As a result, the distributed report is not viewable. As an alternative, create standard sequence file names with standard characters (such as, FILE01 and FILE02). These file names are referenced to a virtual field that is equal to a sequence number, which you must make the primary BY field of the report.
- ❑ NLS characters appear corrupt on report names when distributing reports to a zip file. However, the report output appears correctly.
- ❑ Symbols do not appear correctly in a log report. As an alternative, set the encoding method of the browser to Unicode.

## Two-Way Email

The EURO currency symbol (€) appears as a question mark (?) in the e-mail message of a Two-Way Email template.

## User Interface

When using the Japanese user interface with browser encoding set to Unicode or EUC, JavaScript error messages may appear. As an alternative, set the browser encoding to Japanese Shift-JIS.

## Maintain

### In this section:

Firefox, Safari, and Opera Browsers  
 Maintain Development Environment  
 Run-Time Issues  
 Maintain FOCUS Feature Limitations

## Firefox, Safari, and Opera Browsers

The following are known issues when using Firefox, Safari®, and Opera® browsers:

- ❑ Not all browsers support all of the options that you can use in Maintain. While VBScript works fine in Internet Explorer, it does not work for non-Microsoft browsers, like Firefox, Safari, and Opera. If you are developing an application that you might run using one of these browsers, use the JavaScript or Maintain code options in the event handler editor to create your events.
- ❑ The ActiveX Read/Write Grid cannot be used with Firefox and other browsers that do not support ActiveX controls. The JS Grid control can be used with these browsers.

- ❑ In Firefox Version 3.6.3 and higher, right-clicking on a record or data area of an Update Assist application displays a browser menu.
- ❑ If you run a Maintain application from applaunch.htm with Firefox, exiting the application will show another copy of the navigation tree in the procedure frame or window. Only use the tree in the left frame of the original browser window to launch additional applications.
- ❑ The Maintain Application Debugger does not work with Firefox.
- ❑ You cannot disable images and other controls using JavaScript when using Firefox.

## Maintain Development Environment

The following are known issues when in the Maintain Development Environment:

- ❑ A stand-alone computed date field bound to an edit box, with the format in lowercase (for example, `stk1.date/mdyy='12/15/2010'`), will not currently display the pop-up calendar at run time. To work around this issue, you will need to change the date format in the Compute to uppercase (for example, MDYY) *and* delete the original edit box control. Replace it with a new edit box which you can then bind to the field with the uppercase format.

- ❑ When copying and pasting controls in Version 7 Release 7.01, it is possible that some of the controls will have duplicate tab order numbers. In order to work around this issue, use the Tab Order dialog box to manually assign the desired tab order.

This issue has been addressed in Version 7 Release 7.02.

- ❑ An event handler for the OnTHLClicked event for the Grid controls can interfere with other event handlers on a Winform. To work around this issue, enclose your event handler in the following JavaScript if statement:

```
if (updn == 0)
```

## Run-Time Issues

The following are known run-time issues in Maintain:

- ❑ Some compiled Maintain procedures may run more slowly in Versions 7.7.0x. As a workaround, use the uncompiled procedures by removing or renaming the .fcm files and invoking your main procedure with the MNTCON EX command.
- ❑ Do not use decimal formats (for example, D20.2, F10.22) in a stack with ibvalidation set to yes. This currently fails at run time with an incorrect validation error stating that the entered value is not a valid integer.

- ❑ If there are JOINS in effect for a data source that is being accessed by Maintain while using SU, you may encounter the following message:

```
(FOC03766) Client/Server mismatch for file: (filename)
```

This is because SU does not use the JOINS. Therefore, it returns a different number of fields than the local user has passed. To prevent this error, you can clear JOINS before issuing the Maintain command or add any additional data source file to the MAINTAIN command. For example, adding MAINTAIN FILE VIDEOTRK AND CAR. In the latter case, Maintain will automatically remove the JOIN from the local side and compare based only on the host file.

## Maintain FOCUS Feature Limitations

The following FOCUS language features are not supported in WebFOCUS Maintain:

- ❑ Restrict=Value option of the DBA security feature.
- ❑ Find option of the Accepts feature (Accepts in the Master File).
- ❑ Use of field name aliases when referencing fields in a Maintain procedure.
- ❑ Text field format (TX) for FOCUS files.
- ❑ Use of Computes in the Master File.
- ❑ Use of Filters in the Master File.
- ❑ SUFFIX=XFOC (xfocus) data update.

This list may not be comprehensive. Contact your Information Builders representative if you have any questions or concerns about support for a particular feature.

## Visual Discovery

### In this section:

Visual Discovery Thin Client

### Visual Discovery Thin Client

When using Internet Explorer or Internet Explorer 9 with the Visual Discovery Thin Client, the following message will be displayed at run time:

```
Sorry your browser doesn't support the features of vcXMLRPC
```

To work around this issue, follow these steps:

1. Locate the VzZeroClient.js file in the Advizor Server installation and make a backup copy.

- 2.** Comment out the last line in the .js file and save the change.
- 3.** Restart IIS and clear the browser cache.