

# **REPORT MANAGER**

## Ticket Summary Report

*Issued: April 11, 2012*

## Ticket Summary Report

This report provides a summary of tickets created and their status along with details for each ticket.

### Requirements

The minimum Report Manager release to run this report is 3.2 GA (3.2.0173).

### N-central Dependencies

*PSA Integration*

### Files Included

This package contains the following:

- The custom report file (Ticket Summary Report.rdl)
- A configuration file (Ticket Summary Report Parameters.xml), which will configure the UI control parameters for the report when uploaded
- A sample of the report (Ticket Summary Report.pdf)
- Report Parts (Ticket Summary Parts.rpz). For more details on Report Parts, refer to the *Creating Custom Reports* section in the **Report Manager** online help.

### Uploading the Files to Report Manager

The RDL and Report Parts files included in this package are ready to be uploaded to Report Manager. Each RDL file also has a corresponding XML file that configures the UI control details.

1. Sign in to the Report Manager Administration Console.
2. Click **Custom Report Management**.
3. Click **Upload Custom Report**.
4. Click **Browse** to navigate to the file you want to upload.

#### To upload a report and configure UI controls using a configuration file

1. Select the RDL file and click **Open**.
2. Select the **Upload a Config File** check box.
3. Click the **Browse** button that appears and navigate to the XML configuration file that corresponds to the RDL file you are uploading.
4. Select the configuration file and click **Open**.
5. Click **Next** to upload the report with the UI controls configured.

### **To upload Report Parts**

1. Select a report part or parts file and click **Open**. A single report part is contained in an RSC file; multiple parts are packaged together in an RPZ zip file.
2. Click **Next** to upload the report parts.
3. Report Manager detects the file extension and prompts you for a description of the report part. When parts are uploaded in a zip file, the description is set automatically and this step will be skipped.
4. If applicable, in the **Report Description** field, type a description for the report part and click **Save**.

*The screen displays a success page and redirects you to the **Custom Report Management** screen.*

### **Modifying the Report in Report Builder**

For further instructions to modify the report in Report Builder, refer to the *Creating Custom Reports* section in the **Report Manager** online help.

Report Parts

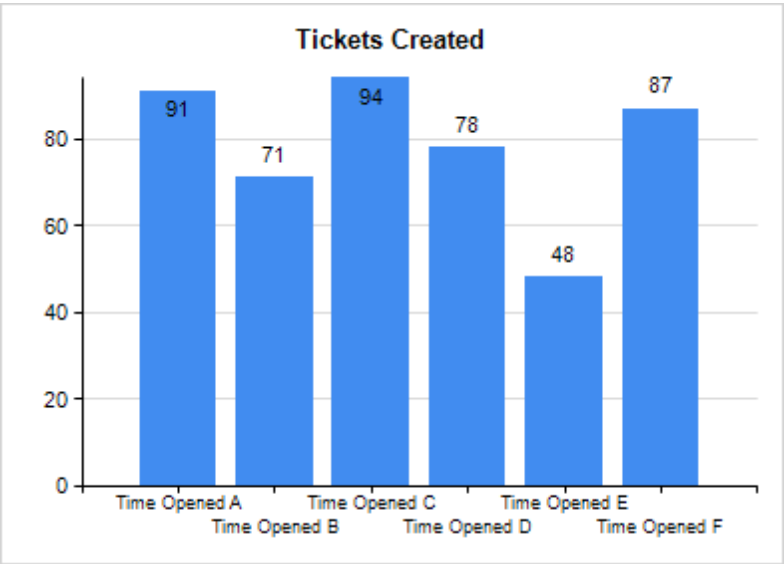
Three new report parts have been included in this package for your use in custom report creation.

Tickets Created

Type of Part: Chart

Name to Search on in Report Part Gallery:

TicketSummary\_Chart\_TicketCreated\_SQL

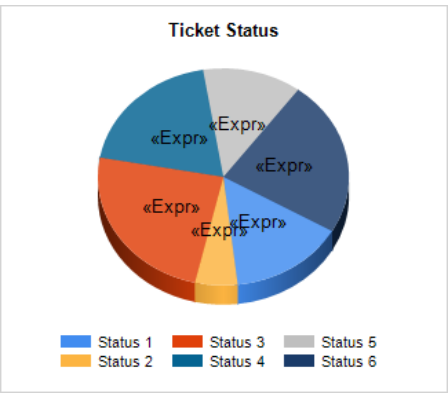


Ticket Status

Type of Part: Chart

Name to Search on in Report Part Gallery:

TicketSummary\_Chart\_TicketStatus\_SQL



## Ticket Details

**Type of Part:** Table

**Name to Search on in Report Part Gallery:**

TicketSummary\_Table\_TicketDetails\_SQL

Time Opened	Ticket Number	Ticket Status	Details
[Time_Opened]	[Ticket_Number]	[Ticket_Status]	[Details]

## Order and Configuration of UI Controls

*Order and Configuration of UI Controls*

Prompt	Parameter Name	Parameter Type	Hints
Start Date	StartDate	Date	Specify a start date for the reporting period. The reporting period starts at 12:00 am on the selected start date, unless a start time is specified for time based SLA breakdowns.
End Date	EndDate	Date	Specify an end date for the reporting period. The reporting period ends at 11:59 pm on the selected end date, unless an End Time is specified for time based SLA breakdowns.
Customer	Customer_ID	Customer List	Select the customer for which you would like to generate the report.

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N-able Technologies is the global leader in remote monitoring and management software for managed service providers and IT departments. N-able's award-winning N-central platform and complementary toolsets, backed by best-in-class business and technical services, are proven to reduce IT support costs, improve network performance and increase productivity through the proactive monitoring, management and optimization of IP-enabled devices and IT infrastructure. N-able is 100% channel-friendly and maintains operations in North America, the U.K., the Netherlands and Australia.

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