Power Reports

Release 15.3.0.1

CONTACT Software

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CHAPTER 1

Introduction

CONTACT PowerReports provides an infrastructure for the simple and fast creation of reports using Microsoft Excel. The fact that you can use all of Excel's functions to create reports means that you can easily integrate graphics and charts in your reports to display information automatically within an attractive layout using the product and project data.

By default, two services are available for generating PowerReports on the server: PowerReports server and PowerReports queue. When configuring these services, a distinction must be made between `synchronous` and `asynchronous` report generation.

1.1 Generating reports on the server

1.1.1 Synchronous

The PowerReport is created on the server and then transferred directly to the relevant workstation and opened. In this case, OfficeLink must not be installed on the workstation computer. The PowerReport can also be created directly in PDF format.

Important: Only the PowerReports server has to be running for this option; the PowerReports queue is not required.

1.1.2 Asynchronous

The PowerReport is created on the server and then sent to the relevant user via e-mail. The generating task is then started in the background so that the user can continue working directly in the system. In this case, OfficeLink must not be installed on the workstation computer. The PowerReport can also be created directly in PDF format.

Important: Both PowerReports services must be running for this option.

Important: The PowerReports queue service must be running on the application server.

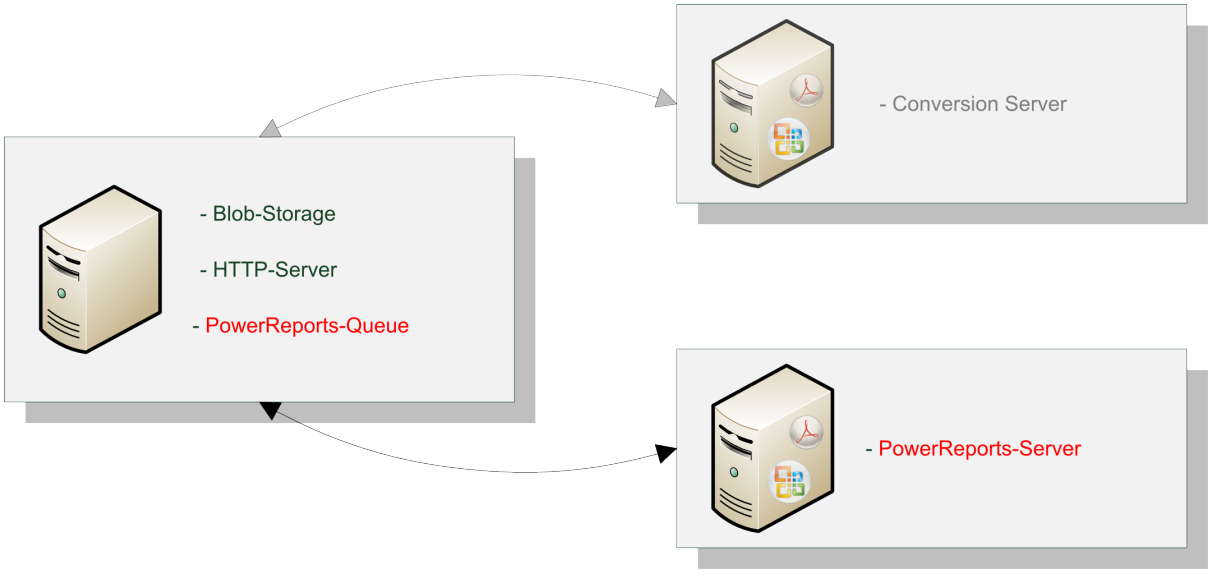

Fig. 1.1: PowerReports services architecture

Note: Detailed information and examples for creating report templates can be found in the OfficeLink user manual.

CHAPTER 2

PowerReports server

2.1 System requirements

- System requirements and availability can be found in the Product Support Matrix in the CONTACT customer portal.
- Installed OfficeLink (enabled for MS Excel).
- The PowerReports server must not be running on the same machine as the DCS server if the DCS server is converting Excel documents.
- Adobe Acrobat Reader must be installed on the workstation computer so that the report display works as an eLink-Panel.

For server-side report generation as PDF (also eLink !) the file *CADDOK_BASE*`/etc/pdfconverter.conf` is evaluated. Depending on the setting in this file, Ghostscript may also need to be installed (see the OfficeLink manual for the DCS plug-in).

2.1.1 Running the Report Server in the Service Daemon as a Windows Service

To start as a Windows service, the service daemon should ideally be started in a shell with a logged in Windows user and tested with a server-side report. If the PowerReports service is already running as a Windows service, the Excel processes are invisible during generation, making it difficult to detect any insufficient settings. After successful generation, the Windows service must be configured so that the service logs in with the previously tested Windows user ('Log On Account'). Experience has shown that the generation of PowerReports with the 'Local System account' set by default for Windows services often does not work without problems, whereby the cause is to be found in MS Windows or MS Excel.

In some cases, and especially in virtualized environments, generation only works if a 'Desktop' folder is located under: `C:\Windows\System32\config\systemprofile` or `C:\Windows\SysWOW64\config\systemprofile` and provided with sufficient permissions for the corresponding Windows user.

2.2 Service configuration

The PowerReports server is configured via the service configuration (see system installation and operating manual under "Dienste->Service-Daemon->Konfiguration" [Services -> Service daemon -> Configuration]) for the `cs.tools.powerreports.powerreports_server.PowerReportServer` service.

Service parameters

port Port number to be used for the PowerReports server. If this parameter is not specified or set to 0, a free port number is selected dynamically.

> **Tip:** We recommend assigning a fixed port number for the PowerReports server as this facilitates the configuration of firewall settings, system monitoring and troubleshooting.

–user The login for the system user under whose account the process is to run.

2.3 Configuration of log outputs

The client name required to activate logging for this service is `REPORT_SERVER`.

Example:

```
CADDOK_DEBUG = "REPORT_SERVER.ANY:log:ts:lev=9"
```

Unlike with the PowerReports queue, it is not possible to activate logging in a separate "conf" file for the PowerReports server. More detailed information on general logging configuration is provided in the system installation and operating manual under "Operation -> Logbook -> Configuration".

CHAPTER 3

PowerReports queue

3.1 Service configuration

Important: The PowerReports queue service must be running on the application server.

The PowerReports queues are configured via the service configuration (see system installation and operating manual under "Services -> Service daemon -> Configuration") for the `cs.tools.powerreports.powerreports_queue.PowerReportQueue` service.

Service parameters

`--timeout` `<time>`
: The value of this option defines the time span without interaction with a client after which the PowerReports queue service is stopped. The default value is `0` seconds, which means that the service is never stopped.

`--user` `<login>`
: The login for the system user under whose account the process is to run.

3.2 Configuration file

The *`CADDOK_BASE`*`/etc` directory contains a `power_reports.conf` file in which you can configure texts for standard e-mail dispatch, among other things.

Moreover, you must set the *REPORT_ELINK_SERVER_URL* variable correctly here if you would like to display PowerReports in the form of eLink.

3.3 Configuration of log outputs

Logging for this service can be activated separately in a `report_queue.conf` file in the *`CADDOK_BASE`*`/etc` directory.

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