



ATTIX⁵
BACKUP PROFESSIONAL

ENTERPRISE REPORTS

USER MANUAL v5.x

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1. Introduction

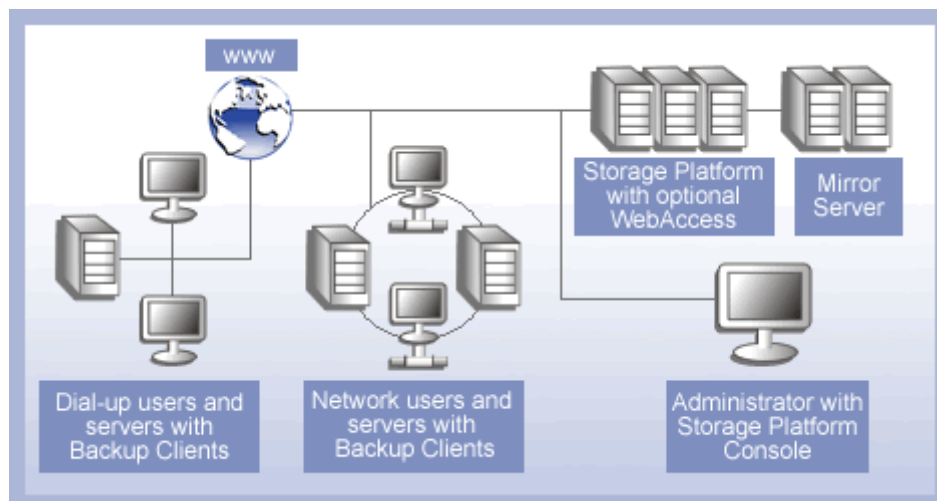
The Attix5 Backup Professional Storage Platform consists of the NameServer and one or more FileServers which may run on the same or separate physical servers. The NameServer handles user authentication and group management, and the FileServer is the file storage system. In order to run, the NameServer and FileServers need signed certificates and a valid product key, obtainable from the Attix5 LicenceServer, which is an online service administering all Storage Platform installations.

The Storage Platform Console is used to manage these servers as well as the Backup Groups and Backup Accounts. It also provides remote management capabilities to configure the Server Edition Backup Clients and a number of other management functions.

An additional component, the ReportServer is also available and must be installed to enable Enterprise Reports in the Storage Platform Console. The ReportServer collects information from the NameServer on predefined intervals and populates it into an ODBC enabled database, from where it can be queried using the Enterprise Reports section in the Console.

OVERVIEW

Backup Professional consists of 3 major components, apart from the online LicenceServer:



- **Storage Platform**
 - NameServer – User authentication database
 - FileServer – File storage system
 - WebAccess – Optional component to support secure browser access for remote users
 - ReportServer – Optional component to populate data into a database
- **Storage Platform Console**
 - Centralised Management – Controls servers, licences and manages Backup Groups and Backup Accounts
 - Progress Monitoring, Server Edition Remote Management, User Access Management
 - Deployment Module – Pre-deployment customisation tool for the Backup Clients
- **Client Software**
 - Backup Client – End user application with two versions available, Server Edition and Desktop and Laptop Edition

REPORTSERVER SYSTEM REQUIREMENTS

Operating System

- Microsoft Windows Server 2003
- Microsoft XP Service Pack 2
- Microsoft Windows 2000 (SP3)

Processor & Memory

- Processor and Memory requirements depend on the database installed as well as the size and activity of the Storage Platform that the ReportServer will monitor. Please follow the recommendations specified by the database vendor, as it is the database that will run the actual queries when using Enterprise Reports.

Disk Space

- 20MB free hard drive space is required for the ReportServer. A very busy Storage Platform may require a large amount of free space for the database. Please follow the recommendations specified by the database vendor for database disk space requirements.

Other

- 800 x 600 Resolution, more than 256 colours
- MS .Net Framework 2.0 (if installing the Console)

System Requirements Note: due to the fact that many conditions may affect the exact requirements, there may be some cases when these guidelines will have to be altered or exceeded for successful operation.

2. Installation

This chapter describes the installation and configuration procedures for all components needed to use Enterprise Reports in more detail. Please ensure that you have installed all the standard Backup Professional (at least v4.4) components before you install and configure Enterprise Reports. The installation process can be divided into four steps:

- Install and configure the database, including the ODBC connection
- Install the Backup Professional ReportServer
- Run the ReportServer SchemaUpdater
- Configure the NameServer and Storage Platform Console.

This document refers to two different databases, MySQL v5.0 and Microsoft SQL Server. MySQL is the default database and the standard report queries are optimised for MySQL. MS SQL report queries are installed in a mssqltemplates directory, but you must manually move the queries to the required directory. Please refer to the Microsoft SQL section for additional information.

Please note that if multiple FileServers are installed, they must all be time-synchronised in order for the ReportServer to function properly. If the servers are set to different times, the reported data will be inconsistent.

MYSQL DATABASE

The MySQL installer can be downloaded from the MySQL AB website: <http://dev.mysql.com/downloads/mysql/5.0.html>. Install MySQL by following the on screen prompts or product documentation. Select and write down a password <your password>. Thereafter you must install the MySQL-Connector-ODBC (<http://dev.mysql.com/downloads/connector/odbc/3.51.html>) as this connector is required by the ReportServer to connect to the database.

Create a database called **a5reports**. Start the **MySQL Command Line Client** (Start >> Programs >> MySQL >> MySQL Server 5.0), supply your password and type '**create database a5reports;**'. MySQL will confirm that the database was created with **Query OK**. Close the Command Line Client.

The next step is to create the ODBC connection. Open **Administrative Tools** in the Control Panel and open **Data Sources (ODBC)**. Click on the **System DSN** tab and click **Add**. Select the **MySQL ODBC 3.51 Driver** and click on **Finish**.

Specify the following credentials:

- Data Source Name: **myodbc**
- User: **root**
- Password: **<your password>**
- Database: **a5reports**

Click **Test** to verify the connection and then **OK** to add the data source. Next you must install the ReportServer.

MICROSOFT SQL SERVER DATABASE

Install MS SQL Server as documented in the SQL user guide/directed in the installation wizard. Open the Enterprise Manager and create a database called **a5reports**.

Next, you must create the ODBC source. Open **Administrative Tools** in the Control Panel and open **Data Sources (ODBC)**. Click on the **System DSN** tab and click **Add**. Select the **SQL Server** and click on **Finish**. Specify the following credentials:

- Name: **myodbc**
- Description: **A5 ReportServer Tables**
- Server: **select your server from the dropdown list**
- Database: **a5reports**

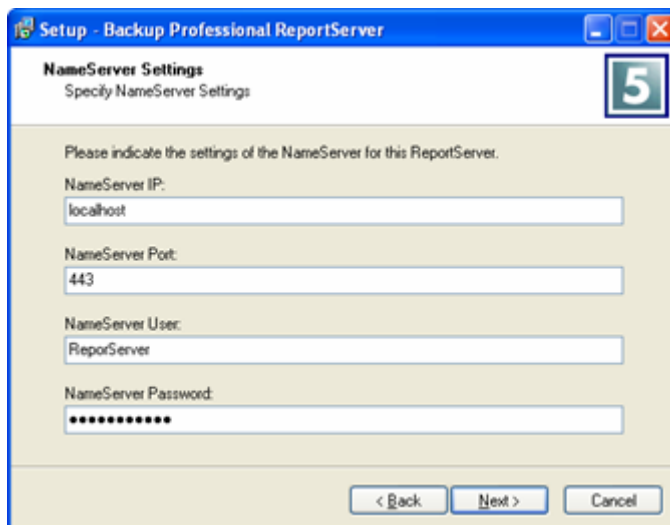
Click **Next** and then select “**With Windows NT Authentication...**” in the next step. Click **Next** to continue. In the next wizard step you must change the default database to the **a5reports** database. Select **a5reports** in the **Change the default database to** dropdown. Note that the database must be created in SQL before you can complete this step. Click **Next** to continue. Nothing needs to be changed in the last step; click **Finish** to save the settings.

Click **Test Data Source** to verify the connection. If you receive any errors, go back and fix them before continuing as the ODBC connection must be configured for the ReportServer to function.

REPORTSERVER

Install the Attix5 Backup Professional ReportServer, by running the supplied executable file and follow the on screen prompts. The ReportServer installation process starts with a welcome screen. Read through the information and click **Next**. You must specify the **install location** in the following step. The default location is C:\Program Files\Attix5 Backup Professional ReportServer and you can use the Browse button to select another location. Click **Next** to continue.

Next, you must specify the ReportServer port (default port 5678). This port is used for communications between the Storage Platform Console and the ReportServer. Click **Next**.



In the **NameServer Settings** step, you must specify the NameServer IP address, port (443), NameServer user and password. The default username in the NameServer User field is populated with admin.

Note: You are recommended to create an additional administrative Access User in the Storage Platform Console (User Access Management section) called e.g. ReportServer as you will then be able to track and audit Enterprise Report related connections and activities in the Storage Platform Console. Click **Next**.

Password note: If the incorrect password is supplied and you receive an ‘incorrect username or password’ error in the NameServer Diagnostics window, you must manually update the reportappsettings.xml file located in the ReportServer install folder. Search for the <add key="NSPassword" value="update to correct pwd" /> entry and update the password.

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In the next step, you must specify the ODBC **Connection String**, as configured in the MySQL or MS SQL database section, e.g. **DSN=myodbc**. Click **Next** and read the important NameServer SMTP note. Click **Next** again to view a summary of all specified settings and then **Install** to start the install process. The Backup Professional ReportServer is installed and at the end of the installation process the installer will prompt whether the ReportServer service must be started.

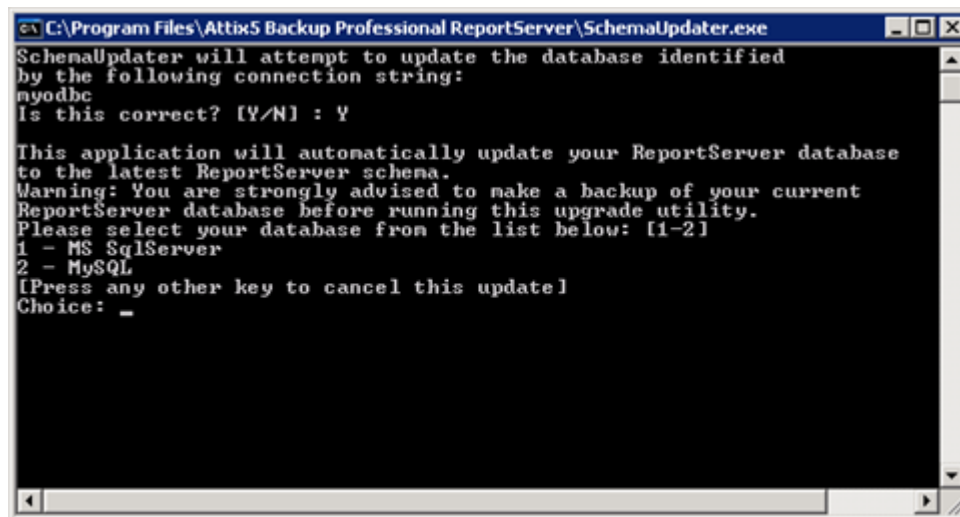
Click **No** and then **Finish** to close the installer. The database tables must be updated with the SchemaUpdater before you should start the service.

MS SQL Server Note: You must manually copy the SQL server report queries to the templates subfolder in the ReportServer install directory. The default report queries are optimised for MySQL.

Open Windows Explorer and browse to the ReportServer install folder (the default location is C:\Attix5 Backup Professional ReportServer\mssqltemplates). Copy all subfolders and paste them into the templates folder (do not delete the existing folders first) and overwrite the current MySQL report queries.

REPORTSERVER SCHEMAUPDATER

Next you must run the ReportServer SchemaUpdater to prepare the database tables. You can run SchemaUpdater.exe (found in the ReportServer install directory) from the command prompt, or you can double-click on the file to open it as an application.



```
C:\Program Files\Attix5 Backup Professional ReportServer\SchemaUpdater.exe
SchemaUpdater will attempt to update the database identified
by the following connection string:
myodbc
Is this correct? [Y/N] : Y

This application will automatically update your ReportServer database
to the latest ReportServer schema.
Warning: You are strongly advised to make a backup of your current
ReportServer database before running this upgrade utility.
Please select your database from the list below: [1-2]
1 - MS SqlServer
2 - MySQL
[Press any other key to cancel this update]
Choice: _
```

In the first step, confirm whether the correct database is selected. The correct ODBC DSN must be displayed, e.g. DSN=myodbc as specified during the ODBC configuration. If the correct DSN is displayed, type **Y** and press Enter. If you type **N**, the SchemaUpdater application will close and you must fix the ODBC connection before you can continue.

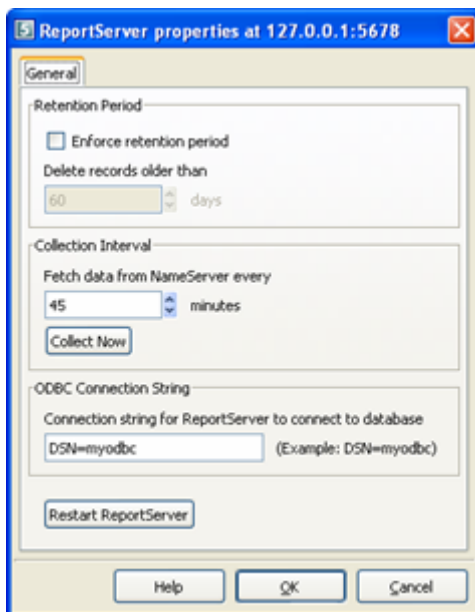
Next you must specify which database you are using, 1. for MS SQL Server and 2. for MySQL. Specify your choice and press **Enter**. The SchemaUpdater will update the database and confirm when the process is completed.

Start the ReportServer service, in the Control Panel **Services** window.

STORAGE PLATFORM CONFIGURATION

The ReportServer must be enabled in your existing NameServer activation, before it will be authorised to collect information from the Storage Platform. Send the current ActivationRequest.txt and Activation.txt files to activate@attix5.com, and request the ReportServer licence. When the Activation.txt file is returned, replace the existing file and restart the NameServer.

The NameServer configuration file must be updated with the ReportServer IP address. Stop the NameServer service and open NSGUI.ini (found in the Storage Platform install location). Search for the ReportServerIP= entry and add the relevant IP address and port number e.g. 192.168.20.147:5678. Save the file and start the NameServer.



Open the Storage Platform Console, click on the Reports pane and select **Enterprise** in the left-hand section. Click on the **Configure** button to view the ReportServer properties.

In the **Retention Period** section you can specify when records in the database must be deleted as the database may grow considerably in large environments. **Note that the retention period is disabled by default.**

You can also specify how often the ReportServer must collect the data from the NameServer in the **Collection Interval** section. Depending on the amount of activity on the NameServer and FileServer(s) you can set the ReportServer to fetch data every minute. If it is a large install you are advised to increase the duration. You can use the **Collect Now** button to manually start the collection process.

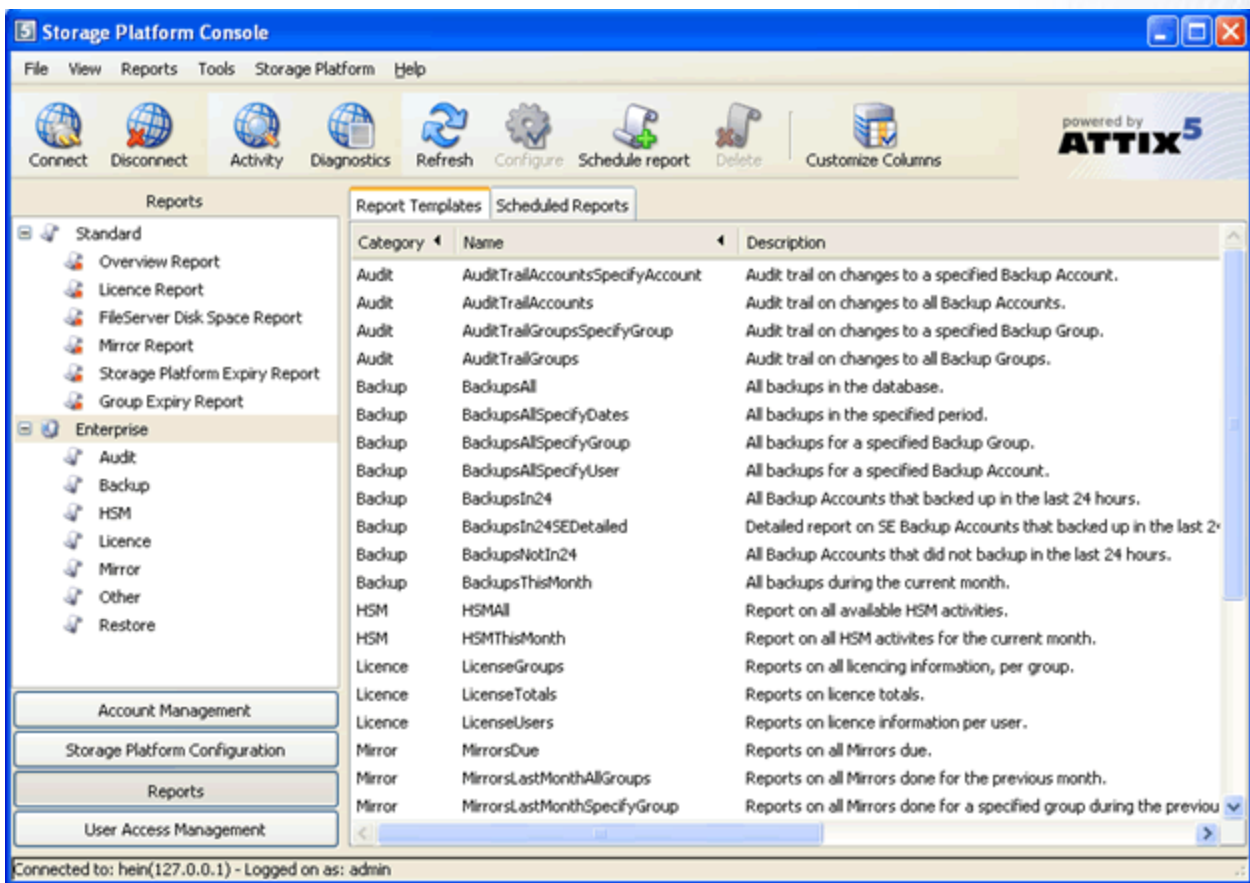
The **ODBC Connection string** is automatically populated with the string specified during the ReportServer installation. If the ODBC connection changed, you must update this connection string.

REPORTSERVER UPGRADE PROCEDURE

To upgrade the ReportServer to the latest version, simply run the A5BP-ReportServer-v-x installer again, and accept the populated settings in the installation steps. Once the installation is complete, run the SchemaUpdater.exe application, found in the ReportServer install path, to update the database schema.

3. Enterprise Reports

An extensive range of report templates are available in the Storage Platform Console Enterprise Reports section. Enterprise Reports enables you to modify the report templates by using third-party software. For more information please refer to the next chapter.



Report Templates are grouped in sections in the left-hand pane according to functionality. The sections are:

- **Audit** – Various audit trail reports to track user access management changes on group and account level.
- **Backup** – Backup reports include all backups for a specified period/group/account, detailed SE reports and the ability to highlight backups that did not backup in the last 24 hours.
- **HSM** – Reports include the account name, month-end date and the size and amount of files.
- **Licence** – Information on Storage Platform, Backup Groups and Backup Accounts level.
- **Mirror** – Reports include Mirror due, all mirrors done for the previous and current month.
- **Restore** – Provides information about all restores for the current and previous month.
- **Other** – Includes a range of reports from the account and group summaries to capacity, month-ends and success reports.

Displayed columns in the right-hand pane can be modified with the **Customize Columns** toolbar option. Use the **Refresh** toolbar option to refresh the Reports Pane.

ADMIN REPORTS

Two levels of reporting are currently available in Enterprise Reports, Admin and User. Admin reports are typically Storage Platform related reports that you do not necessarily want to provide to your customers and end-users. Audit, HSM and Mirror reports are good examples of such reports. You will notice an underscore (“_”) at the end of these reports in the Report Filename column in the Storage Platform Console, or in the ReportServer templates subdirectory, where these files are located. Each report template has a coinciding xml file that contains the information displayed in the Storage Platform Console. It also includes the entry “**admin=**” – if this entry is set to true, the report will only be displayed to Storage Platform administrators.

MANUAL REPORTS

To manually run a report, open the Enterprise Reports section, right-click on the report template, and select **Run Report Now** or you can double-click on the report.

Reports are provided in PDF format. If a report is displayed with no detail apart from the headers, no data is available for that specific component in the time queried.

SCHEDULED REPORTS

Enterprise Reports can easily be scheduled by running the Report Schedule Wizard. Click on the **Schedule Report** toolbar button to start the Wizard.

The wizard will prompt for the report category and report template to be used, if you did not select a particular report before clicking on the Schedule Report toolbar button. In the third step, provide a name and description for this report and click **Next**. The following (optional) step prompts for any customizable parameters, e.g. group or account name, and thereafter you must specify the delivery schedule. In the last step you must specify the delivery options. Use the **Add** button to specify the email addresses to where the reports must be emailed. Multiple email addresses must be separated with a semicolon.

All scheduled reports are displayed in the **Scheduled Reports** tab in the right-hand section. The schedule of existing reports may be modified by clicking on **Configure** in the toolbar and can be removed by clicking on the **Delete Scheduled Report** option.

4. Customising Reports

Enterprise report templates in the current ReportServer are by default optimized for MySQL queries. MS SQL report templates are also available, but you must manually overwrite the MySQL templates. Please refer to the installation chapter for more information.

Report Templates were created with the Report Manager Designer, and is available at <http://reportman.sourceforge.net>. These templates are located in a Templates subdirectory in the ReportServer install directory. Before modifying any of the reports, please create copies of the templates, to ensure that you can revert back to the originals, if needed. **Note: you must restart the ReportServer service before new Report Templates will be displayed in the Enterprise Reports section and remember to create the coinciding xml file.**

REPORT MANAGER DESIGNER

Download and install Report Manager Designer and open the application. You can either open existing queries to understand the process better or you can start with a clean file.

If using the latter option, you must select **Data access configuration** from the **Report** menu to specify the ODBC connection settings to the database. It may be easier to start with an existing report, to retrieve the connection settings etc.

A very useful tool to assist is an application called MySQLFront as it can display all the MySQL database tables and content, but any preferred data viewer can be used. Using such an application you can create your required query and view the output before trying to customize the actual report layout.

Open an existing report query in the Report Manager Designer application. You will see that the application is separated into two sections. In the left you see a section with two tabs, **Structure** and **Data**, and in the right-hand side the report layout.

Structure provides an overview of the sections available in the report, e.g. the headers, footers and detail areas. The **Data** tab returns the available fields in the table(s) that you specified in the data query. When adding entries to the right-hand pane, its properties will be displayed in the left-hand pane below the Structure and Data tabs.

For further information, please refer to the Report Manager Designer documentation.