



Enterprise Reporter 3.06 Release Notes

Release Date: 8.12.03

Introduction

This document contains release notes for the 3.06 Release of the Enterprise Reporter platform. It describes improved features that have been added or changed since the 3.0 release. It also provides information on bug fixes and an upgrade procedure from the ER 3.0. New & improved features are also provided for the ER Client.

Upgrade Procedure

What to expect

In order to perform the upgrade, a member of our technical support team will be required to connect to your Enterprise Reporter 3.0 once an upgrade request form (<http://www.8e6technologies.com/products/erupgrade.html>) is returned. This individual will then perform the 3.06 upgrade. At the completion of the upgrade process, an email will be sent to the email address provided to alert you that the upgrade has been completed.

Connectivity Information

During this upgrade, 8e6 support engineers will need to connect to your Enterprise Reporter. This connection is an encrypted SSH (TCP) connection, which originates from a protected server residing at the IP address 209.11.160.50. This is the connection that is typically used by our support staff to access your Enterprise Reporter 3.0.

In order to expedite the upgrade process we ask that you please provide the connectivity information. This information will NOT be disclosed to anyone outside of the 8e6 organization, and will not be used for any means other than to make the connections needed to upgrade your ER3.0. It is also important that you ensure that your firewall rules allow a TCP connection on port 22 for the SSH protocol from the host 209.11.160.50 to the IP address of your ER3.0. In the event that you are using NAT in your firewall, you will also be required to establish a one-to-one NAT that translates the inbound connection to the ER3.0 from a public IP address outside your firewall to the private IP used inside.

In the event that you cannot provide this method of connectivity, please provide a document with your proposed connection method. One of our engineers will contact you to discuss or schedule a time for the upgrade.

Client/Server Compatibility Information

The latest version of the Enterprise Reporter server is 3.06. This version requires the “M” version of the ER 3.0 client. For maximum results, 8e6 recommends using version 1352M—the latest “M” version of the client—with version 3.06 of the ER 3.0 server.

If you are using ER server versions 1.01 through 1.03, you should use the “L” version of the ER client. If you are using ER server versions 1.04 through 1.05, you should use the “M” version of the ER client.

<i>ER3 Server Software version</i>	<i>ER3 Client version</i>
1.01	L
1.02	L
1.03	L
1.04	Mxxxx
1.05	Mxxxx
3.06 Minor Release	Mxxxx

To verify the version of the server you are using, go to Server > Server Status. The Product Version displays at the top of the Server Status screen.

User Names

If you are utilizing the IP.ID feature, the largest upgrade difference that will be seen is an increase in the number of usernames acquired by the Enterprise Reporter 3.0. Since there will be a change to the methodology used to look up usernames, it is important that a decision is made as to how the usernames will be used once the upgrade commences.

At the time of the upgrade, a change will be made to the username system such that it starts over. There will be no change to user names logged prior to the upgrade, but the number of usernames acquired will drop briefly for a period of a few hours. The number of usernames acquired should then rise to levels slightly above those seen prior to the upgrade.

What's Improved/Changed

Table Management

- Improved management of *ipnamelookup* to user translation tables for increased performance.

Database Backup - dbBackup

- Added process to prevent dbBackup from attempting to backup un-processed data resulting in a more efficient backup process.

Summary Report - dbSummary

- dbSummary now performs hourly in addition to daily providing more readily available data resulting in faster reports.

Summary Report Process - dbSummary

- Improved management of dbSummary process to prevent conflicts between multiple processes.

Log File Importation - dbControl

- Daemon that manages importing of raw log files has been adjusted for improved performance.
- Previous method had dbControl launching dbSummary hourly, waiting for completion until proceeding. dbControl now launches dbSummary as a background process so that additional log importing can take place.

Time Processes - Crontab

- The process that launches other processes on a timed basis has been readjusted for more efficient operation.

IP to Username Translation - dbIdentify

- Timing has been adjusted for the process that translates IPs to usernames for more accurate results.

Temporary Worktables - dbExpiration

- The type of temporary worktables has been changed for improved performance.

Server Security

- Passwords have been modified for increased security.
- Improved labeling/naming of backend configuration files.

Corrected Fixes/Bugs

User Identification - dbActive

- The Process that identifies active users on the network for the purpose of user identification was overloading and failing in large network environments. This issue has been corrected.

Database Expiration - dbExpire

- The process of managing the expiration of data within the database was improperly expiring data on NAS units of greater than 4TB. This issue has been corrected.

Log File Importation - dbControl

- Daemon that manages importing of raw log files intermittently attempted to process non-log files. This issue has been corrected.

Database Backup - dbBackup

- Support tables in the backup and restore process were not properly being created. This issue has been corrected.
- Indexes were not restoring properly after a restore cycle resulting in slow operation. This issue has been corrected.
- Incorrectly handling backup files for tables of over 2GB. This issue has been corrected.

Log File Size Limitation - dblogloader

- The process that imports raw logs had an issue of the log files growing too rapidly exceeding the OS file size limitation. This issue has been corrected.

Username Lookup - dbnbtlookup

- The process that performs lookups of IPs for user name identification was utilizing the output file prior to the completion of the lookup process, resulting in unidentified user traffic. This issue has been corrected.

System Management

- Some log files were being rotated incorrectly. This issue has been corrected.

ER Client

Whats's New

#1092 - Login to an ER 3.0 Client box with no data (New)

- Issue has been corrected by providing an alert stating: "The database is empty, please wait until it's populated with the data then retry the ER Client." ER Client exits and closes.

#1219: "IP Only" exclusion from reports

- The 'IP Only' information will no longer show up on the report if you uncheck the 'Include Unidentified IPs' option in the Save Custom Reports window.

Corrected Fixes/Bugs

#1100: Macro Error when viewing User/Category/Site

- Macro Error when viewing User/Category/Site. Also receiving a macro error message when trying to view a report by selecting 'Month to Date', selecting only one user and advancing to User/Category/Site and selecting View. This Macro Error is no longer displayed and the problem is resolved.

#1198: Macro Error is displayed and no report is generated

- A Macro Error is displayed and no report is generated from Category Groups when you select 'Daily' and select the past 2-3 days, Save the report as Microsoft Excel Output using 'Record' option and run the report manually. This issue has been corrected.

#1245 & #1278: Email text gets cut off after 255 characters

Problem:

- When sending an email with the ER client the user has the ability to add a message to the body of the email. This text is cutting cut off after 255 characters. The text box will let you enter the full length, but only part of it is actually sent.

Resolution

- This feature has been corrected with the following parameters:

Manual Reports can be run multiple times with ability to edit the report multiple times --> Limitations = 42000 Char. Max.

Automated Reports can be run multiple times with ability to edit the report multiple times --> Limitations = 2200 Characters Maximum

Requires installation of MS Service Pack 3.

#1254: Macro Error with Cancel Print Job

A Macro Error is generated when we attempt to cancel a report that is running. This issue has been corrected.

#1264: #Error appears in when running automated report

Problem:

- The report that is generated via Email contains only the line of entry with “#Error” for every column in the report.
- No sum/total is calculated and listed on the report generated.
- Received "#Error" instead of actual values for each column in the report with double and triple break.
- When you generate a report, the 'IP Count' column on the report does not have accurate Totals for this column.
- When you generate a report, the 'Category Count' total value is displayed on the same line as the IP address information, therefore, it is very hard to distinguish the total for this column or the IP address info.

Resolutions:

- The report generated now contains the same valid entries as viewed prior to setting up the Scheduled Event/Task.
- The Total/sum is calculated properly and is listed on the report.
- “#Error" does not appear for values in any column of the report.
- The report is generated correctly.
- The report shows accurate values for the 'IP Count' column and other columns also have correct values.
- The total for the 'IP Count' column is correct.
- The 'Category Count' Column has correct information and the total is not printed over the IP address line and it is in a separate line.
- All the other columns have correct totals.

#1268: "No Data Returned" on drilled down Page Count

Problem:

- A newly added User Group does not show up when you select 'User Group'. If you only have one 'User Group' or a series of 'User Groups' that only contain 'user names' and not IP's within the 'User Groups', then when 'User Groups' is selected from the Client's main menu, a popup is received stating 'No Data Returned'.

Resolutions:

- The User Groups are now showing up properly regardless of whether there are only 'user names' for the user group or if User Group contains both user names and IP's.
- There are now Objects and Pages showing up for a Specific Search.
- You can have only Objects and not Pages as well. This is a correct behavior.

#1279: "Macro Error" when selecting User Groups/IPs/Sites/Category/Users)

- Macro Error is received when you attempt to view data for UserGroups/IPs/Sites/Category/Users. This Macro Error is no longer displayed and the problem is resolved.

#1301: 'Page Count' and 'Object Count' do not show accurate values

Problem:

- 'Page Count' and 'Object Count' do not show accurate values when checked against the backend. When you select the 'User Groups' page after you've added a new User Group, with a few new Users added to that group, the 'Page Count' and 'Object Count' displays the number of pages and objects. But if you drill down on the 'Page Count' and 'Object Count', the number of pages or objects do not match what the Page Count and Object Count display.

Resolutions:

- 'Page Count' and 'Object Count' values now match the number of pages and objects generated from the drill down.
- The User Groups are now showing up properly regardless of if there are only 'user names' for the user group or if User Group contains both user names and IP's.

SendObject

Problem:

- The current release allows for scheduled e-mail reports to be sent via e-mail. When you use the SendObject method in Microsoft Access the SendObject method silently fails. In other words, the message is not sent, and you do not receive any error message or any notification that the message was not sent. The cause of this error is because there are too many characters in the message. This behavior has been documented with messages that contain between 70 and 2268 characters. Note: This number may be higher or lower on each computer.

Resolutions:

- 1) Reduce the message length.
- 2) Install Microsoft Office 2000 Service Release 1/1a (SR-1/SR-1a).
- 3) Install Microsoft Office 2000 Service Pack 3 (SP-3).

More information to this issue can be found at the following link:

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