



# Infor Enterprise Server Connector for Infor Reporting Administration Guide

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# About this guide

This guide describes the Infor Enterprise Server Connector for Infor Reporting. This connector enables the Report Server to process and render reports that are sent from Infor LN.

## Intended audience

This document is intended for administrators and explains the installation and configuration of the Infor Enterprise Server Connector for Infor Reporting, at the Infor LN node.

## Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in "Contacting Infor".

- *Infor Enterprise Server Administration Guide (U8854 US).*
- *Infor LN Specific Installation Guide - Updates (U9497 US).*
- *Infor Enterprise Server Connector for Infor Reporting - Development Guide (U9751 US).*
- *Infor Reporting Installation Guide for the Platform.*
- *Infor Reporting Administration Guide.*

## Contacting Infor

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If we update this document after the product release, we will post the new version on this website. We recommend that you check this website periodically for updated documentation.

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This chapter provides a short introduction to the integration of LN and Infor Reporting.

Infor Reporting provides a complete, server-based platform for adopting solutions to design and deliver reports and forms that are required to manage the day to day operations of an organization from a departmental perspective.

The integration is built to use the power of Infor Reporting in an LN environment. The LN session reports can be redesigned as an Infor Reporting report design, which provides a modern layout with all types of features such as images, indicators, and graphs. For an administrator, these tasks apply:

- **Installation**  
Install the ES Reporting Connector in the Infor Reporting environment. This connector makes the output of the LN sessions available as data sources for the Infor Reporting report design. The installation is described in "Installing the Infor ES Connector for Infor Reporting" on page 9.
- **Configuration**  
Define the report server(s) in the LN environment. You can send the output of the session reports to a report server through an LN device. For details, see "Configuration on the LN Server" on page 15.
- **Distribution**  
Distribute the Infor Reporting designs from the LN dictionary to the report server(s). For details, see "Distribute Report Designs" on page 23.





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# Installing the Infor ES Connector for Infor Reporting

## 2

How to install the Infor ES Connector for Infor Reporting is explained here.

## Prerequisites

These requirements must be met:

- Windows Server 2008 R2
  - The installation user must be a member of the Administrators group on the machine.
- SQL Server 2008 R2
  - Only SQL Server Authentication is supported.
  - If the database exists, login must have read/write permissions to the database.
  - If the database does not exist, login must have database creation permissions.
- IIS 7 must be enabled on the Gateway server prior to installation.
- .NET Framework v4.0
- 8 GB Disk space
- 2 GB RAM minimum
- Do not set the JAVA\_HOME environment variable on Content Manager or Application Tier servers.
- If you want to use direct printing you must connect a printer which supports direct printing of PDF files. This means that the printer must be able to handle a byte stream with PDF data which will be sent from LN.
- Install the Infor Reporting Platform. For installing Infor Reporting see the *Infor Reporting Installation Guide for the Platform*.

## Installation process

The installer installs:

- A custom functions DLL, `EEConn4IR.dll`, in the bin folder of the Infor Reporting installation.
- A web application called `InforErpEnterpriseConnector.war` in the selected installation location `C:\Infor\ir\InforErpEnterpriseConnector\web`.

To start the installer:

- 1 Download the Infor ES Connector for Infor Reporting installer.
- 2 Unzip the file and run the `install.bat` file as Administrator in the folder in which you unzipped the archive.
- 3 The Infor Reporting Installation wizard starts and the Welcome page is displayed.

The installer shows a "table of contents" on the left hand side shows the completed steps. You can navigate through the page with the "Next" and "Previous" buttons. When using the "Typical" installation set, some pages are skipped automatically. When Infor Reporting was installed in its default location, there is no need to change anything in the installer.

- 4 Click **Next** until you reach the installation dialog.
- 5 Click **Install** to start the installation.
- 6 Click **Next** when the installation has completed
- 7 Click **Finish** to close the installer.
- 8 In IFS go to **Manage > Master Data**.
- 9 Double click **Security Role**.
- 10 Click **New** to create these Roles:

Node Name	Description
IR-LNAdministrator	Infor Reporting LN Administrator (or some other explaining text)
IR-LNAdvancedBusinessAuthor	Infor Reporting LN Advanced Business Author (or some other explaining text)
IR-LNConsumer	Infor Reporting LN Consumer(or some other explaining text)
IR-LNProfessionalAuthor	Infor Reporting LN Professional Author(or some other explaining text)

- 11 Click **Save** for each newly created role.
- 12 Go to **Manage > Users**  
Add one or more of the Security roles to the users that you want to connect to these roles.  
Do not forget to save the changes.

- 13 Check if the web application of the ES Reporting Connector is working.

- 14 Open a browser and specify this URL:

<http://localhost:8314/InforErpEnterpriseConnector/services/connector?wsdl>

To access this page from another system than the server itself, you must substitute `<localhost>` by the correct server name.

A page containing the WSDL document for the ConnectorService must open. If the page does not open, it is possible that the installer failed to start the Tomcat service on port 8314.

**15** To start the Tomcat service:

Click **Start > All Programs > Infor > IR > apache-tomcat-7.0.30 > Start Service**.

Try the page again.

You can now proceed with "Configuration on the LN Server" on page 15.

## Update process

You cannot update from version 10.2.1 to 10.3.0. You must export important data first.

To export your data:

- 1** In Infor Reporting go to **Launch > Infor Reporting Administration > Configuration > Content Administration**
- 2** Click **New Export** to export your data.
- 3** Uninstall version 10.2.1 and install version 10.3.0, see *Infor Reporting Installation Guide for the Platform (ADFS)* .
- 4** Import your data again.  
Go to **Launch > Infor Reporting Administration > Configuration > Content Administration**
- 5** Click **New Import** to import your data.  
After the import you can run the update process.

You can install an update in these ways:

- Download the latest version of a complete installation set and run the installer.
- Install some components `InforErpEnterpriseConnector.war` and/or custom functions DLL `EEConn4IR.dll` and/or configuration files `*.xml`.

If you have downloaded a complete installation set you can start the installer and run the set to update an existing environment.

If you downloaded some new components unzip the contents in the `InstallableUnits\Report Connector` folder and start the installer to update the existing environment.

To update an existing installation:

- 1** Start the Infor ES Connector for Infor Reporting installer. Run the `install.bat` file as Administrator in the folder in which you unzipped the new files.
- 2** Reinstall all components with the default settings of the installer. To prevent reinstallation of the Tomcat select the **Custom** installation set.
- 3** Clear the **Apache Tomcat 7.0 (Build: 30)** checkbox. In that case only the Infor ES Connector for Infor Reporting will be updated.

**Note:** if you did not use the installer to update the web application and you unpacked the war-file manually, you must edit the `WEB-INF/web.xml` file within the application. Read the instructions in the `WEB-INF/web.xml` file.

The default location value of the `reportServerLocation` parameter is:

`C:\Program Files\Infor\Infor Reporting\platform`

In the file `<reportServerLocation>\webcontent\Default.aspx` change:

`Response.Redirect("index.html")` by `Response.Redirect("cgi-bin/cognos.cgi" + Request.Url.Query)`.

## Additional instructions for multi-server installation

When Infor Reporting is installed on multiple servers, install the Infor ES Connector for Infor Reporting, version 10.3.0.0004 or later, on the system with the Application Tier components. It is not required to install this connector on a machine that only contains the Gateway or the Content Manager components.

## Creating access

The Connector, on the Application Tier system, must have access to the deployment folder, on the Content Manager system.

To create access:

- 1 Go to the Content Manager system.
  - a Locate the deployment folder.  
Default location: `C:\Program Files\Infor\Infor Reporting\platform\deployment`
  - b Share this folder as **deployment**.
  - c Specify read/write permissions to the account that runs the Connector service.  
By default, this is the *system account* of the Application Tier system. Both the share and the folder must have these read/write permissions. For security reasons, remove all other permissions from the share.
- 2 Go to the Application Tier system:
  - a Edit the startup parameters of Infor Reporting in the `cogstartup.xml` file  
Default location: `C:\Program Files\Infor\Infor Reporting\platform\configuration`
  - b Change the value of the `deploymentPath` parameter.  
Default value: `../deployment`. Let it point to the share on the Content Manager system `//contentManager/deployment` where `<contentManager>` is the name of the Content Manager machine. Ensure to use forward slashes (/) and not backslashes (\).

- c Save the `cogstartup.xml` file.



To send the output of the session reports to a report server through an Infor LN device, you must complete the configuration steps that are provided in this chapter.

## Add the Report Server

To enable communication with the Report Server the Report Servers (ttrpi1500m000) session requires information.

Specify this information:

- 1 Use the classic tools or Web UI on your LN system to start the Report Servers (ttrpi1500m000) session.

The session will be partially filled.

- 2 Specify these fields with information:

- **Report Server:** The name and description of the Report Server.
- **Report Server Type:** Infor Reporting.
- **The Report Folder:** The folder in which the reports must be stored. The default string for the folder is:

```
/content/folder[@name='i10r']/folder[@name='infor.ln']/folder[@name='rep']/folder[@name='$hostname']/folder[@name='$pacc']/folder[@name='$pk']/folder[@name='$mod']
```

With this string, the Report Folder will be automatically filled at runtime with the hostname and package combination of the user. The folder can contain these macros:

- \$hostname
- \$pacc (package combination)
- \$pk (package)
- \$mod (module).

You can also specify your own folder. Click **Set Default** to return to the default string.

- The **Web Services URL**, which is the URL that is used to access the Report Server.  
Replace <hostname> by the machine name of the report server, and <portnumber> by 9300
  - The **Report Viewer URL**, which is the URL that is used to access the report on the Report Server.  
A default string is supplied.  
Replace http by https. Replace <hostName> by the machine name of the Report Server. Replace the <portNumber> by 800 and ensure that /cgi-bin/cognos.cgi is not in the string.
  - The **LN Connector Web Service URL**.  
Replace <hostName> by the machine name of the report server, and <portNumber> by 8314.
  - The **Temporary Directory**. Select a directory that can hold temporary data files, for example:  
C:\IR\tempdata.  
Note that the directory path becomes part of the data source specification. Once the data sources are created, do not change this value.
  - **Claims based authentication**  
Select this field when Infor Reporting 10.3.0 or later is installed, authentication is based on IFS. When a previous version of Infor Reporting is used, authentication is based on active directory, you must clear this field. Specify the user name, password and namespace fields as you did for previous versions.
- 3 Click Test Connection.** A dialog box with `Connection is ok` must display. If an error message occurs, solve the error and try again.
- 4 Save and close the details session.**

## Add a report device

To print the output of the session reports, you must create an Infor LN device. With this device, you can:

- Render reports by using the Infor Reporting.
- Print preview XML files.
- View log files after you have imported or exported Infor reports.

You must create two devices: one for normal report rendering and one for generating data and metadata that are needed for developing new report designs.

For each device that you create to render a report on the Report Server, you must define which server it will use. You can define only one server per device, although multiple devices can use the same server.



## Create a device for normal report rendering

Use the classic tools or Web UI on your Infor LN system.

To create a device:

- 1 Start the Device Data (ttaad3500m000) session.
- 2 Add a device by entering a device name, for example, *INF\_ERS*.
- 3 In the **Device Type** field, select **External Reporting Services**.
- 4 To start the Report Viewer that renders the report, specify this command:
  - `-server <your server as defined in ttrpi1500m000>`
  - Click **Select Report Server** to select the correct server.
  - To specify other arguments in the command, see the online help.
- 5 Save and close the session.

## Create a device for developing new report designs

Before you can create new report designs, a report must be printed to generate data and metadata. This print action will be performed by a Developer on your Infor LN Development system. You must create this device using the classic tools or Web UI on your Infor LN system.

To create this device:

- 1 Start the Device Data (ttaad3500m000) session.
- 2 Add a device by entering a device name, for example, *INF\_ERS\_DESIGN* with for example the description *Generate IR Design*.
- 3 In the **Device Type** field, select **External Reporting Services**.
- 4 In the **Argument** field, specify the commands `-DESIGNER` and `-server <your server as defined in ttrpi1500m000>`.

The output files named `${BSE_TMP}\inf_[your name]_[report name].xml` are created. These XML files are used for the report metadata and runtime data. The files differ from the normal XML files that are used for rendering reports at runtime.

For more information about device management, see the *Infor Enterprise Server Administration Guide* (U8854 US).

## Direct printing

To send a report directly to the printer without viewing it on screen, you can use direct printing. You can use direct printing for:

- Batch printing
- During print jobs

For direct printing you must create an Infor device that has additional arguments.

To create a direct printing device:

- 1 Use the classic tools or Web UI on your Infor LN system, to start the Device Data (ttaad3500m000) session.
- 2 Add a device by entering a device name, for example, *IR\_DP*.
- 3 In the **Device Type** field, select **Infor Reporting Services**.
- 4 Specify a different argument, for example:
- 5 `-server jd01 -printer \\srv-nld-fp0\nlbap024`

For more options, see this table:

Device argument	Result	Conditions
-printer	Prints the report to the default printer of the user.	Only possible when there is a UI; not possible when in job mode.
-printer <printer>	Prints the report to the specified printer	Not possible on UNIX in job mode.
-device <windows printer device>	Prints the report to the specified Windows Printer device. This argument uses the Device Queue of the Windows Printer device.	Not possible on UNIX in job mode.
-device <windows -server printer device>	Prints the report to the specified Windows Server Printer Device. This argument uses the Device Queue of the Windows Server Printer device.  In the argument of the Windows Server Printer device, the server and port number to connect to the Infor ES Reporting Service must be specified.	
-server <your server as defined in ttrpi1500m000>	Prints the report to a printer on the specified server.	

For details, see the online help of the Device Data (ttaad3100s000) session.

## View reports in specific formats

By default the reports are shown in the Report Viewer in HTML format. You can also have the reports rendered directly in another format. To do this you have to define a separate device for each format you want.

In the device settings you need the `-format` argument. `-format`, can contain the values:

- CSV
- HTML
- PDF
- spreadsheetML (is xlsx)
- XLWA (is xls)
- XML

Actually you can use each rendering format your report server supports.

When you send the report to a device with the `-format` argument set, the specified format will be passed in the render request. After rendering the report, you will get the question to save or to open the file.

## Store Reports

You can store the rendered reports in a specific folder with the argument `-path`. Within the `-path` argument you can use these placeholders:

- `$date`
- `$time`
- `$datetime`
- `$user`
- `$report`
- `$format`
- `$file`

For example:

```
-path "f:\reports\%user%\%report_%datetime"
```

If the format is Excel, this will result in:

```
f:\reports\johndoe\tdsls440101000_20101129102030.xls
```

**Note:** the `-path` argument always refers to a directory that must be present on the LN server. You cannot specify a directory on the client PC. To access the files from the client PCs, you must connect to the directory by defining it as a network share.

To set a filename for the file to be stored on the file system you must assign a value to the predefined variable `spool.fileout`. If you specify the `$file` placeholder in the `-path` option of the Device argument, the value of `spool.fileout` is used to create the file. Note that `spool.fileout` must contain the full absolute path.

After `spool.close()`, `rprt_close()`, `brp.close()` you can implement your own processing for the file.

## Device Argument Constraints

The table shows the possible combinations of the arguments that can be used in the definition of an Infor Reporting Server device:

<b>-printer -device</b>	<b>-format</b>	<b>-path</b>	<b>Action</b>
✓	✓ PDF	✓	Output is printed on specified printer/device and also stored at the supplied location
✓	✓ not PDF	✓	Not possible
✓	✓ PDF	✗	Output is printed on specified printer/device
✓	✓ not PDF	✗	Not possible
✓	✗	✓	Output is printed on specified printer/device and also stored at the supplied location in PDF format
✓	✗	✗	Output is printed on specified printer/device
✗	✓	✓	Output is stored at the specified location in the specified format. This device can also be used for jobs although no printer is entered.
✗	✓	✗	Direct viewing in the specified format
✗	✗	✓	Output is stored at the specified location in PDF
✗	✗	✗	Default direct viewing

✓ = specified

✗ = not specified

Note that the -server argument has to be specified for all Infor Reporting Server devices.

## Advanced file processing

You can use External Reporting for a standard session. When you cannot assign a value to `spool.fileout`, use the **4GL Program** field of the Device specification (ttaa3500m000/ttaa3100s000) session. The specified value in this field is an own customized session. This session will be started as soon as the file is created. Several arguments are passed to this session.

<b>Argument</b>	<b>Description</b>	<b>Domain</b>	<b>Remark</b>
1	Report File	string 256 MB	The file that has been created by External Reporting. It is the result of the substituted -path option of the device or a temporary file if the -path option was not specified.

Argument	Description	Domain	Remark
2	Format	string 20	The file format, for example PDF, EXCEL. It is the format specified with the -format option. When the -format option is not specified, the format will be PDF.
3	Language	string 1	The language in which the report is created.
4	Device	string 14	The original External Reporting device to which the report was sent.
5	Process ID	long	The process id of the original session that produced the report. This process id can be used to retrieve variable values from the print session. Note that you must use the get.var() function. You cannot use the import() function, because the original session is not the parent session of the current session.

An example of the source code:

```
#pragma used dll ottdllbw
function main()
{
    string      report.file(256) mb
    string      report.format(20)
    string      report.language(1)
    string      device(20)
    string      printer(30)
    long        session.id
    long        exitcode
    long        ret

    report.file = argv$(1)
    report.format = argv$(2)
    report.language = argv$(3)
    device = argv$(4)
    session.id = lval(argv$(5))

    |* Use get.var(session.id, "<variable in session>", <your
variable>) to retrieve variables from print session

    on case device
    case "PR1":
        printer = "\\prserver\p001"
        break
    case "PR2":
        printer = "\\prserver\p002"
        break
    default:
        printer = "\\prserver\p003"
        break
    endcase

    if report.language = "h" then
```

```
        printer = printer & "h"
    endif

    on case report.format
        case "PDF":      /* Print PDF file to printer
            ret = server2client(report.file, "${BSE_TMP}/
temp.pdf", false)
            ret = start.application.local(
                sprintf$("C:\Program Files (x86)\Adobe\
Reader 10.0\Reader\AcroRd32.exe /t %s %s",
                    "${BSE_TMP}/temp.pdf", printer),
                    true,
                    exitcode)
            break
        case "EXCEL":   /* Show Excel file
            ret = server2client(report.file, "${BSE_TMP}/
temp.xls", false)
            ret = start.application.local(    "${BSE_TMP}/
temp.xls", false, exitcode)
            break
        default:
            break
    endcase
}
```

## Additional instructions for multi-server configuration

When Infor Reporting is installed on multiple servers, you must specify this information:

- Two different systems are referenced when configuring the Report Server in session ttrpi1500m000. These are:
  - The system that contains the Gateway components.
  - The system that contains the Application Tier components.  
This is the machine where the Connector is installed.
- The **Report Viewer URL** setting must contain the name of the Gateway system.
- The other settings, **Webservices URL** and **Connector Web Service URL** must contain the name of the Application Tier system.
- The **Temporary Directory** is a path on the Application Tier system. This path is automatically created if it does not exist.

To render an Infor LN report on the Report Server, an Infor report design for that report must exist on the Report Server. Infor delivers a number of standard report designs; however you can also develop your own report designs. For more information *Infor Enterprise Server Connector for Infor Reporting Development Guide (U9751 US)*

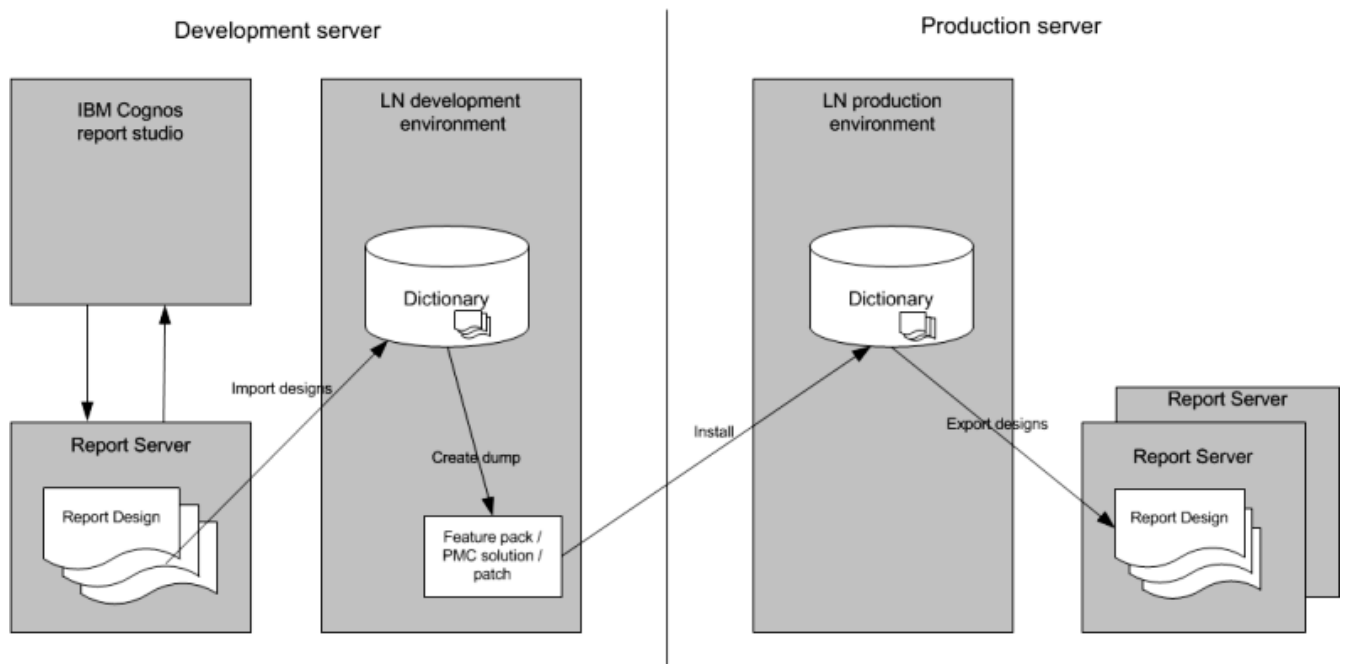
## Standard Infor report designs

The standard Infor report designs in the LN Dictionary are available after installing the Feature Pack or PMC solution. You can find these report designs in the Additional Files (ttadv2570m000) session. The additional files containing the report designs have the extension "IRPACK". To use the report designs you must export them to the Report Server. Use the Export External Report Designs (ttrpi1200m000) session to perform this export. More information about this session is described later.

## Custom developed report designs

Custom developed report designs in a development environment can be distributed to the production environment. The first step in this process is to create "Additional Files" for the report designs. You can use the Import External Report Designs (ttrpi1200m100) session for creating these files. After you run this session, the report designs are placed in the LN dictionary and can be found in the Additional Files (ttadv2570m000) session. The additional files which contain the report designs have an extension "IRPACK". You can either use Product Maintenance and Control (PMC) or Export/Import (IEX) to transport the Additional Files to the production environment. Create the solution or patch in the current environment and install/import the solution in the other environment. In the other environment, use session Export External Report Designs (ttrpi1200m000) to perform the export of the "Additional Files", containing the report designs, to your Report Server.

This diagram shows the distribution process:



More information about the sessions for exporting and importing reporting designs is described later.

### Customization of Infor report designs

We recommend copying the "Additional File" with the report design to your own VRC and package combination. Use the environment where you also develop your other customizations. Start the Export External Report Designs (ttrpi1200m000) session to export the designs to the Report Server. With the Infor Reporting Professional Author you can modify the designs. For more information see the *Infor Enterprise Server Connector for Infor Reporting Development Guide (U9751 US)*

To distribute the customized designs, use the same procedure as described earlier in "Custom developed report designs".

## Import External Report Designs (ttrpi1200m100)

The Infor LN environment contains a dictionary in which report designs are stored. The designs in the dictionary are only used for storage and redistribution purposes, for example, between a development environment and a production environment.

The reports can be imported from the Report Server or from a report design file that is created by the Report Studio.

To import the report designs:

- 1 Use the classic tools or Web UI on your Infor LN system to start the Import External Report Designs (ttrpi1200m100) session.
- 2 In the Selection Range section specify this information:



- **Package:** the range of packages for which to import Report Designs stored as additional files.
- **Report:** the range of Infor LN reports for which to import the Report Designs.
- **Version, Release, Customer:** the VRC of the Infor LN reports for which to import the Report Designs.
- In the Options section, you can optionally select the check boxes:
  - **Overwrite:** Selecting this check box indicates whether an Infor report is imported when its corresponding Infor Report Design already exists. If this check box is selected, the Infor Report Design is overwritten. If this check box is cleared, the Infor Report Design is skipped.
  - **Print Import Log:** indicates that the session shows/prints a log of all Infor reports within the range. The log contains information about the import's success or failure and, if necessary, why it failed.

If the **Print Import Log** check box is selected, a Select Device dialog box is displayed. Select the device on which the log will be printed after the import process is completed. The selected device must be an Infor Report Server because the Import Log is an Infor Report. This Infor Report is automatically deployed to the Report Services if the report is not yet available.

**3** In the Import from section, specify a value in one of these fields:

- **Server:** Specify the code of the Report Server from which to extract the Infor Report Designs. The report server description and the folder in which the reports are gathered are shown. The report folder automatically contains the hostname and package combination of the user that you supplied in the Report Servers (ttrpi1500m000) session.
- **Client:** supply the folder on the client PC from which to import the Infor Report Designs.

**4** Click **Import** to import the files to the data dictionary.

To distribute the Infor reports, you can include the report designs in a feature pack or a PMC solution.

## Export External Report Designs (ttrpi1200m000)

After installing a feature pack or a PMC solution, the report designs are placed in the Infor LN Data Dictionary. To customize the reports in the Report Studio, these report designs can be exported to a file. The report designs can also be deployed on the Report Server.

To export the Infor reports:

- 1** Use the classic tools or Web UI on your Infor LN system to start the Export External Report Designs (ttrpi1200m000) session.
- 2** In the Selection Range section specify this information:
  - **Package:** the range of packages for which to export Infor Report Designs stored as additional files.
  - **Report:** the range of Infor LN reports for which to export the Infor Report Designs.
  - **Version, Release, Customer:** the VRC of the Infor LN reports for which to export the Infor Report Designs.

**3** In the Options section specify this information:

- **Multi-level:** select this check box to export Infor Report Designs that are not in the supplied Version, Release, or Customer, but are in an ancestor VRC.
- **VRC Depth:** The depth indicates up to and including which ancestor VRC the session will process for the export.
- **Overwrite:** Select this check box to indicate whether an Infor report is exported when its corresponding Infor Report Design exists at the export destination. If this check box is selected, the Infor Report Design is overwritten. If the check box is cleared, the Infor Report Design is skipped.
- **Print Export Log:** Select this check box to indicate that the session shows/prints a log of all the Infor reports within the range. The log contains information about the export's success or failure and, if necessary, why it failed.

If the **Print Export Log** check box is selected, a Select Device dialog box is displayed. Select the device on which the log will be printed after the export process is completed. The selected device must be an Infor Report Server because the Export Log is an Infor Report. This Infor Report is automatically deployed to the Report Services if the report is not yet available.

**4** In the Export to section, specify a value in one of these fields:

- **Server:** Specify the code of the Report Server to which the Infor Report Designs are exported. The report server description and the folder in which the reports are gathered are shown. The report folder automatically contains the hostname and package combination of the user that you supplied in the Report Servers (ttrpi1500m000) session.
- **Client:** Specify the folder on the client PC to which Infor Report Designs is exported.

**5** Click **Export** to export the files.

## Logging

Several options are available to enable logging for the Infor ES Connector for Infor Reporting solution. Log files will make it easier to find and solve an issue.

Logging can be done on the Report Server and on the Infor LN backend.

## Logging on the Report Server

The report server contains two separate Infor LN-specific components:

- (Java) Web Application
- (C++) DLL for custom functions.

## Logging of Web Application

Log files are created in the logs directory of Tomcat. For a default installation in:

```
C:\Infor\ir\apache-tomcat-7.0.30\logs\InforErpEnterpriseConnector.log
```

Configuration is done in the `log4j` configuration file. You can find the file within the web application directory:

```
WEB-INF\classes
```

For a default installation:

```
C:\Infor\ir\InforErpEnterpriseConnector\web\WEB-INF\classes\log4j.xml
```

This fragment determines the amount of logging for our Infor code:

```
<!-- ===== -->
<!-- Setup the com.infor.* loggers -->
<!-- ===== -->
<logger name="com.infor">
  <level value="WARN"/>
</logger>
```

The level value can be set to:

- OFF
- FATAL
- ERROR
- WARN
- INFO
- DEBUG
- TRACE
- ALL

The list is sorted from least output to most output, ALL.

Changes to the `log4j.xml` file are effective immediately. A restart is not necessary.

## Logging of Custom Functions DLL

Log files are created in the logs directory of Infor Reporting. For a default installation:

```
C:\Program Files\Infor\Infor Reporting\platform\logs\EEConn4IR_*.log
```

Configuration is done in the `EEConn4IR.config` file in the Configuration directory of Infor Reporting. For a default installation you can find the `EEConn4IR.config` file in the folder:

```
C:\Program Files\Infor\Infor Reporting\platform\configuration
```

This line determines the amount of logging:

```
LogLevel=1
```

Valid values for the log level are the numerical values one through five. (Number one supplies the least amount of output, and number five the most.

Do not add whitespace characters when editing the file.

## Logging on LN server

Logging on the server can be enabled by setting these environment variables.

- `RPI_SERVER_LOGGING`
- `SOAP_TRACE`

`RPI_SERVER_LOGGING` shows the communication between Infor LN and the Report Server on a high level.

For Worktop you must change the `BWC` file to set this variable.

For Web UI you must change the Web UI profile. Click **Configure** to supply the command line with the environment variable.

```
-set RPI_SERVER_LOGGING=1
```

After the change you must restart the running bshell. The messages will be logged in the file `log.rpi`. You can find this file in the `$BSE/log` directory.

`SOAP_TRACE` supplies detailed information about the communication between LN and the Report Server.

The communication between LN and the Infor Reporting web services is done through `SOAP`. To view the `SOAP` communication, add the following to the command path of the `BWC` file being used:

```
-set SOAP_TRACE=1
```

After this change you must restart the running bshell. The messages will be logged in several files. You can find these files in the `$BSE/log` directory. All file names start with `soap`. The last part of the name depends on the session using a `SOAP` request. For example:

- `soap.ttstpsplclose`
- `soap.ttrpims.rs.rp`

## Configuration Errors

Supplying incorrect information during the installation process will result in problems. These paragraphs address some of these problems.

### Wrong password for Administrator account

If you specified invalid credentials for the account that must be added to the Infor Reporting LN Administrator group, the account will not be available as administrator. As a consequence you cannot

access the Infor Reporting Administration pages when you have logged on to the web portal of Infor Reporting using this account.

If there is another account in Infor Reporting with administrative privileges, you can logon with this other account. Go to the Infor Reporting Administration pages. Add the requested account to the Infor Reporting LN Administrator group.

If there are no accounts with administrative privileges or you do not know their password, you can:

- 1 Run the installer again. You have to run this as administrator.
- 2 Select **Custom** installation set.
- 3 On the Select features dialog box, clear the **Apache Tomcat** check box to prevent reinstallation of Tomcat.
- 4 Do not change any of the settings until you reach the Administrator account dialog box. Specifically: do not add the authentication namespace again.
- 5 On the Administrator account dialog box specify:
  - The correct namespace name.
  - A valid user name and password.

If you do not remember the namespace name, go to the login dialog box of the web portal on `http://<hostname>:800/InforReporting`

The namespace is listed above the **User ID** field. Note that the installer cannot validate the username/password combination, ensure to specify correct values.

- 6 Complete the installation wizard.

## Gateway cannot connect to server

When trying to logon to the web portal, you may receive the message `The IBM Cognos gateway is unable to connect to the IBM Cognos BI server. The server may be unavailable or the gateway may not be correctly configured.`

To solve this:

- 1 Start the Infor Reporting Configuration application on the server. You have to run this as administrator.
- 2 Click **Save**.
- 3 Close the application.
- 4 Click **Yes** when asked to restart the service.