



Infor Enterprise Server Connector for Infor Reporting Administration Guide

Release 10.7.x

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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 Support Portal, as described in "Contacting Infor".

- *Infor Enterprise Server - Administration Guide.*
- *Infor LN - Installation Guide*
- *Infor LN - Specific Installation Guide - Updates.*
- *Infor Enterprise Server Connector for Infor Reporting Development Guide.*
- *Infor Reporting Installation Guide for the Platform (ADFS)*
- *Infor Reporting Administration Guide.*
- *Infor Enterprise Server Connector for Web Services - Administration and User Guide*
- *Infor Enterprise Server Installation Guide*
- Infor Reporting Platform Patch 10.5.0.05 (see Infor Support Portal KB 1919256).

Contacting Infor

If you have questions about Infor products, go to Infor Concierge at <https://concierge.infor.com/> and create a support incident.

The latest documentation is available from docs.infor.com or from the Infor Support Portal. To access documentation on the Infor Support Portal, select **Search > Browse Documentation**. We recommend that you check this portal periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1: Introduction

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. These reports and forms 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. This report design provides a modern layout with all types of features such as images, indicators, and graphs.

For an administrator, these tasks apply:

- Configure IFS.
- Configure C4WS.
- Create the data share.
- Configure Infor Reporting platform.
- Configure the LN server.
- Distribute Report Designs

Chapter 2: Prerequisites

There are some prerequisites that you must meet before you can integrate LN and Infor Reporting.

These products must be available:

- The Infor Reporting Platform (IR) version 10.5.
- Infor Federation Services (IFS) version 10.3.2 or later. Installed as one of the prerequisites of IR Platform.
- Infor ES Connector for Web Services (C4WS), version 10.6.0.0064 or later.
- Infor LN, Tools version ES 10.5.2 or later.

To use direct printing you must connect a printer that supports direct printing of PDF files. The printer must be enabled to handle a byte stream with PDF data that is sent from You can install each of the products on their own separate server, or combine some products to use the same server.LN.

Chapter 3: Configuring IFS

IFS is installed as prerequisite of the Infor Reporting Platform installation.

To add the LN-specific roles:

- 1 Open IFS in a browser, `https://<IFS server name:<port>/IFS/`
- 2 Select **Manage > Master Data**.
- 3 Double-click **Security Role**
- 4 Click **New** and create the roles that are shown in this table:

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.

- 5 Click **Save** for each newly created role.
- 6 Select **Manage > Users**.
- 7 Add one or more of the Security roles to the users that must connect to these roles.
- 8 Save the changes.

Chapter 4: Configuring C4WS

Install the Infor ES Connector for Web Services on any server.

This connector creates the output of the LN sessions available as data sources for the Infor Reporting report design.

It is not required to change the configuration of C4WS after installation. Adding "ERP Servers" for C4WS usage as "Connector for IR" is not required.

If you are also using C4WS for its original function such as SOAP access to BDEs, you can use the same C4WS server. Sometimes, depending on the amount of usage, you can use separate servers as "IR Connector" and "traditional use".

Chapter 5: Creating the Data Share

A network share must be available for holding temporary data for report images and report data.

You can create the network share on the C4WS server or on another server. Both the C4WS server and the IR server must have read/write access to that share. Later the location of this share is configured in LN through the **Report Servers (ttrpi1500m000)** session.

Example:

The C4WS server is called "c4wsserver01".

The IR server is called "irserver01".

The servers are part of the domain "mydomain".

The permissions on the network share must include read/write permissions for these accounts:

- mydomain\c4wsserver01\$
- mydomain\irserver01\$

Machine accounts always have a '\$' at the end of their name.

Chapter 6: Configuring Infor Reporting Platform

Install the "Infor Reporting Patch for LN" on the IR server.

See Infor Support Portal KB 1919256 for the patch and instructions.

After completing the installation instructions, the "Infor Reporting File Sync Service" is ready to synchronize. The contents of the "platform\deployment" folder within the IR installation is synchronized with this share: \\machine\share\deployment, where \\machine\share is the UNC path of the data share that is created earlier. You can verify the path in this file:

```
<IR_installation_folder>\setup\file sync service\config\File Sync Service.  
properties
```

Correct the path in the file if necessary.

The location of the data share must also be known to the "LN Custom Functions" library. This library is installed by the "Patch for LN". Edit this configuration file:

```
<IR_installation_folder>\platform\configuration\infor_ln_EEConn4IR.config
```

Add a line with the correct UNC path of the data share:

```
DataShare=\\machine\share
```

Check Infor Support Portal KB 1342427 for any updates of the "LN Custom Functions" library. Overwrite infor_ln_EEConn4IR.dll with the latest version found in the KB.

Chapter 7: Configuring the LN Server

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. Complete the configuration steps.

Add the Report Server

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

- 1 Use the classic tools or LN UI on your LN system to start the **Report Servers (ttrpi1500m000)** session.
- 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 Report Folder: The folder in which the reports must be stored. The default string for the folder is:

```
/content/folder[@name='il0r']/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 is 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.

Web Services URL

The URL that is used to access the Report Server.

Replace <hostname> by the machine name of the report server, and <portnumber> by 9300

Report Viewer URL

The URL that is used to access the report on the Report Server. A default string is supplied.

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.

ERP Connector Web Service URL

Replace <hostname> by the machine name of the report server, and <portnumber> by the port as specified during installation of Connector for Web Services.

Temporary Directory

Specify the network share that was created in [Creating the Data Share](#) for example: `\\<hostname>\tempdata`

Replace <hostname> by the machine name of the shared folder.

The directory path becomes part of the data source specification. After the data sources are created, do not change this value.

Claims based authentication

Always select this check box. (Only older versions of Infor Reporting can have this check box cleared).

3 Click Initialize Server.

This creates:

- User roles in Infor Reporting.
- Initial folder structure in Infor Reporting.
- The data source connections.

4 Click Test Connection.

A dialog box with `Connection is ok` must display. If an error message occurs, solve the error and try again.

5 Save and close the details session.

Additional instructions for multi-server configuration

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

- Three different systems are referenced when configuring the Report Server in the **Report Servers (ttrpi1500m000)** session. These are the Infor Reporting system that contains the:
 - Gateway components.
 - Application Tier components.
 - The C4WS system where C4WS is installed.
- The **Report Viewer URL** setting must contain the name of the Gateway system.

- The **Webservices URL** must contain the name of the Application Tier system.
- The **ERP Connector Web Service URL** must contain the name of the system where C4WS is installed.
Note: Always use an "http" URL. Using an "https" URL does not succeed as IR is using the insecure "TLS 1.0" protocol to establish an HTTPS connection. Recent C4WS installations do not allow that.
- The **Temporary Directory** contains a network share where temporary data are written. This is used for conversation between Infor Reporting and the Connector. This share is normally on the C4WS server, but can be on any server. This share must have read and write access for both the C4WS server and the Application Tier server. See [Creating the Data Share](#).

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 LN UI on your Infor LN system.

- 1 Start the **Device Data (ttaad3500m000)** session.
- 2 Add a device by specifying 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>
```
- 5 Click **Select Report Server** to select the correct server.
To specify other arguments in the command, see the online help.
- 6 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 LN UI on your Infor LN system.

- 1 Start the **Device Data (ttaad3500m000)** session.
- 2 Add a device by specifying 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*.

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 LN 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 argument	Result	Conditions
-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()`, `rpvt.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:

<code>-printer</code> <code>-device</code>	<code>-format</code>	<code>-path</code>	Action
✓	✓ 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

-printer -device	-format	-path	Action
✓	✗	✓	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 (ttaad3500m000/ttaad3100s000)** 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.

Argument	Description	Domain	Remark
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.
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.

Argument	Description	Domain	Remark
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 <code>get.var()</code> function. You cannot use the <code>import()</code> 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
}
```

Chapter 8: Distributing Report Designs

Distribute the Infor Reporting designs from the LN dictionary to the report server(s).

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 several standard report designs. You can also develop your own report designs.

See *Infor Enterprise Server Connector for Infor Reporting Development Guide*

Standard Infor report designs

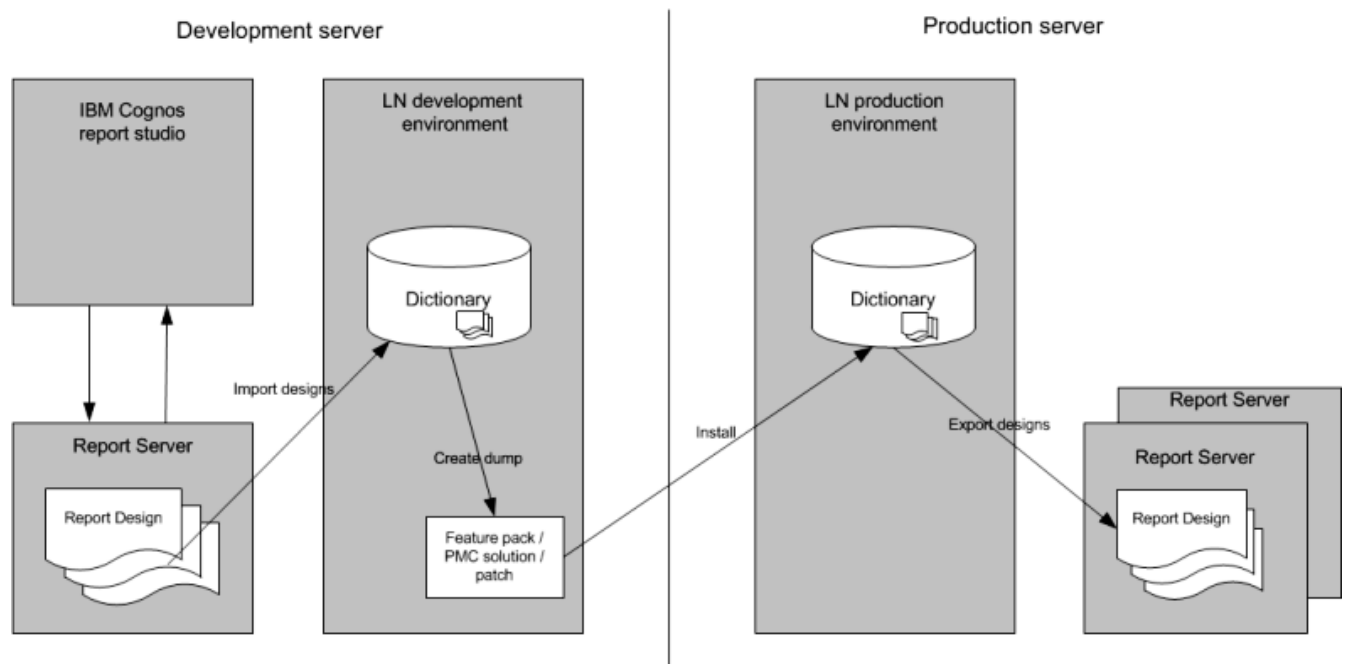
The standard Infor report designs in the LN dictionary are available after installing the Feature Pack or PMC solution. You can find these report designs in the **Additional Files (ttadv2570m000)** session. The additional files containing the report designs have the extension "IRPACK". To use the report 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 to create 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 that you copy the "Additional Files" 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.

See the *Infor Enterprise Server Connector for Infor Reporting Development Guide*

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 LN 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 this information:
 - **Report Server Type:** Infor Reporting
 - **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.
- 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 LN 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 this information:
 - **Report Server Type:** Infor Reporting
 - **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.
- 5 Click **Export** to export the files.

Chapter 9: Troubleshooting

The Troubleshooting information describes how to diagnose and solve logging and configuring issues.

Logging

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

Logging can be done on the Report Server, on the server with the Connector (C4WS) installed and on the Infor LN server.

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

For the Web Application (C4WS) logging is sent to `c4ws.log`.

See *Infor Enterprise Server Connector for Web Services Administration and User Guide* .

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 `infor_ln_EEConn4IR.config` file in the Configuration directory of Infor Reporting. For a default installation you can find the `infor_ln_EEConn4IR.config` file in this 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 LN UI you must change the LN 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 are 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

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.