

WebFOCUS FAQ's

Q. What is WebFOCUS ?

A. WebFOCUS was developed by Information Builders Incorporated and is a comprehensive and fully integrated enterprise business intelligence system. The WebFOCUS architecture, permeates every level of the organization – executive, analytical, and operational – and makes data available, accessible, and meaningful to every person or application who needs it, when and how they need it.

WebFOCUS Developer Studio, Managed Reporting, Dashboard and ReportCaster are components of the WebFOCUS platform. WebFOCUS uses the Internet to move data between university system databases and your PC. To use the WebFOCUS Reporting System, all you need is a PC running a Windows based browser such as Internet Explorer and authorization to use the WebFOCUS Reporting System.

Q. What is WebFOCUS Developer Studio?

A. Developer Studio provides program developers with a powerful tool using a managed reporting environment to create ad hoc reports and more complex WebFOCUS applications using a Windows web-based GUI environment. Developers are assigned to a domain/group module and are given access to data views and tables assigned to their domain/group for reporting purposes.

Note: A WebFOCUS Developer Studio license is required for each developer.

Q. What is a WebFOCUS Business Intelligence Dashboard?

A. The Dashboard allows users access to run specific reports listed on the user's Dashboard. The WebFOCUS Domain Administrator determines user report access. Reports may be classified as either Public or General. Reports are made available to authorized users via a username and a password.

Q. What is WebFOCUS ReportCaster?

A. ReportCaster is an independent application that provides advanced scheduling and distribution capabilities for WebFOCUS reports and procedures. Basically, it is a job scheduler; reports can be scheduled to run daily, monthly, yearly or as needed, and then distribute the reports to the user via e-mail. WebFOCUS Domain Administrators create and modify schedules; they also create report distribution lists. Domain Administrators must validate reports for distribution.

Q. What is Managed Reporting?

A. Managed Reporting allows end users secure, self-service Web access to the information they need, when they need it? A distinguishing feature of WebFOCUS is that end users can process pre-defined, parameter driven reports with minimal training and proper authorization. For detailed information on the WebFOCUS components, check out the WebFOCUS Links for each component on the WebFOCUS webpage. Detailed information for each component is provided on the WebFOCUS webpage.

Q. What version of WebFOCUS Developer Studio are we using?

A. Version 7.7.02

Q. What are the Hardware Requirements for my PC?

A. WebFOCUS Developer Studio - Version 7.7.02 Requirements

- Pentium 3 or higher at 600 MHz or higher.
- VGA or higher resolution graphics card. Display of 1027x768 is recommended.
- 512 MB of RAM (minimum). More memory may be required for complex requests and while using tools such as InfoAssist and Advanced Graph Assistant.
- 1.2 GB free hard disk space for CD installation. 2.4 GB for downloaded installation.

Q. What are the Software Requirements for my PC?

A. Software Requirements are as follows:

- Windows 7 Enterprise, Professional and Ultimate editions, Windows XP® Professional, Windows Vista® Business and Ultimate editions, Windows 2003 and 2008 Server editions.
- **Installing on 64-bit Versions of Windows**

As of Version 7 Release 6.11, Developer Studio supports installations on Windows 7 64-bit versions running on Intel processors.

Developer Studio is a 32-bit application. It includes a 32-bit Reporting Server and requires 32-bit Java. If a Java and Tomcat 64-bit configuration is detected on your machine, it will be used by Developer Studio. However, if a 32-bit Java SDK is not available, it needs to be installed to allow Developer Studio and the Reporting Server to run.

Q. What browsers are supported for WebFOCUS 7.7.02?

A. The following browsers are supported with WebFOCUS 7.7.02.

- Microsoft Internet Explorer®. Internet Explorer components are required for Developer Studio.
- Internet Explorer version 8.0 is certified as of Version 7 Release 6.10.
- Microsoft Internet Explorer versions 6.0 SP2, 6.0 SP3, and 7.0 are certified with Developer Studio 7.6.x releases.
- Simple HTML WebFOCUS reports can be viewed on any browser.
- Firefox Browser: WebFOCUS applications, WebFOCUS Administration Console, Managed Reporting Administration Interface, Business Intelligence Dashboard, Advanced Graph Assistant, InfoAssist, Power Painter, OLAP, ReportCaster user interfaces, and other end-user features are supported with Firefox browser. All types of reports can be executed, there are known issues with Table of Contents reports and drill-downs in Excel 2000 reports. Compound DHTML format reports require Internet Explorer.
- Mac Users: Support for Microsoft Internet Explorer for Mac has been [discontinued](#). Firefox browser is supported on the Macintosh operating system. You may use Apple Safari Web browser as previously outlined in the Apple Safari section. Apple Safari has the identical functionality as Mozilla Firefox.
- Adobe Reader X is certified with Release 7.7.03 and supported with earlier 7.7.x releases. Adobe Acrobat Reader Version 9 is certified with Release 7.7.02 and earlier releases and supported with Release 7.7.x.

Q. Is WebFOCUS supported on Windows Vista?

A. Yes. Releases 7.6.2 and higher are certified to work with Windows Vista.

Q. What Java version is recommended for WebFOCUS Developer Studio 7.7.02 ?

A. JVM Release 1.6.0_23 is certified for Developer Studio 7.7.02.

- ***Certified*** - means the specified release(s) of Java have been tested within the specified WebFOCUS Release QA (Quality Assurance) certification process.

Higher versions of Java may cause certain WebFOCUS features to fail.

Follow the WebFOCUS Developer Studio Software Version requirements for optimum performance.

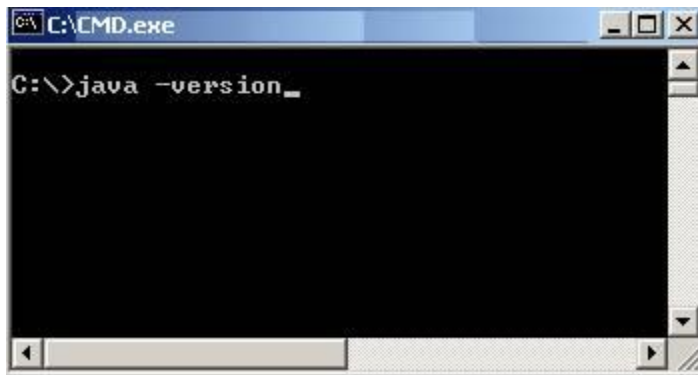
Q. How do you determine what version of Java you are using?

A. Enter the following commands:

- On a Windows platform: From the START menu, choose RUN
- Enter the word CMD in the command line to get the DOS prompt.



- At the DOS prompt, type in lowercase: **java -version**



- This command displays the JAVA release running on the machine.
- If the message, "JAVA IS NOT A VALID COMMAND" appears, then Java is not installed on the machine.

Q. What are the New Features in Developer Studio 7.7.02 ?

A. A Comprehensive Listing of New Features in Developer Studio 7.7.02 can be found at:

http://documentation.informationbuilders.com/masterindex/html/html_wf_7703/77snf/77snf.pdf

High-lighted Features include:

- InfoAssist
- Report Library
- Excel 2007 Format

Q. What is InfoAssist ?

A. InfoAssist is a tool for Ad Hoc Reporting for End Users

- WebFOCUS InfoAssist allows users to create simple queries, highly complex reports, charts, and dashboards from multiple enterprise information sources.
- Publish reports and share them with other users.
- Convert reports to charts or charts to reports or analyze multiple reports and charts.
- Once the reports have been developed, users can easily access, review, and analyze critical information, whenever they need it, regardless of their level of technical savvy.
- Report Sample with various charts.



Check out the Information Builders InfoAssist User Manual; it can be viewed online at the following link:.

<http://documentation.informationbuilders.com/masterindex/docdetail.asp?docid=2632>

Q. What is a Report Library ?

A. The Report Library provides users with a safe, central location to store reports. Users may access only the report content in the library that the user has permission to view. ReportCaster reports can be stored in the Library and viewed via the Dashboard. Instead of running a **report** in Dashboard, a recent version of a report can be retrieved from the Library.

Key features include:

- **Versioning:** The ability to save multiple versions of the same documents.
- **Expiration:** The ability to set an expiration date for content or limit versions to a specified number.
- **Categorization:** The ability to logically organize documents by categories and domains.
- **Security:** The ability to define which users are authorized to view content in the library and control access to its content by utilizing user ID authentication.
- **E-mail notification:** The ability to send an e-mail to users to inform them when a new file is added to the library and provide them with a URL link to the information.

Q. What are the advantages of using the Excel 2007 format with Dev Studio?

A. MS Office Excel 2007 is a powerful tool for analyzing, sharing, and managing information to help users make more informed decisions. Excel 2007 delivers a new, results-oriented interface, PivotTable views that are easy to create and use, enhanced formula authoring, rich data visualization, and a much faster way to create professional-looking charts and tables.

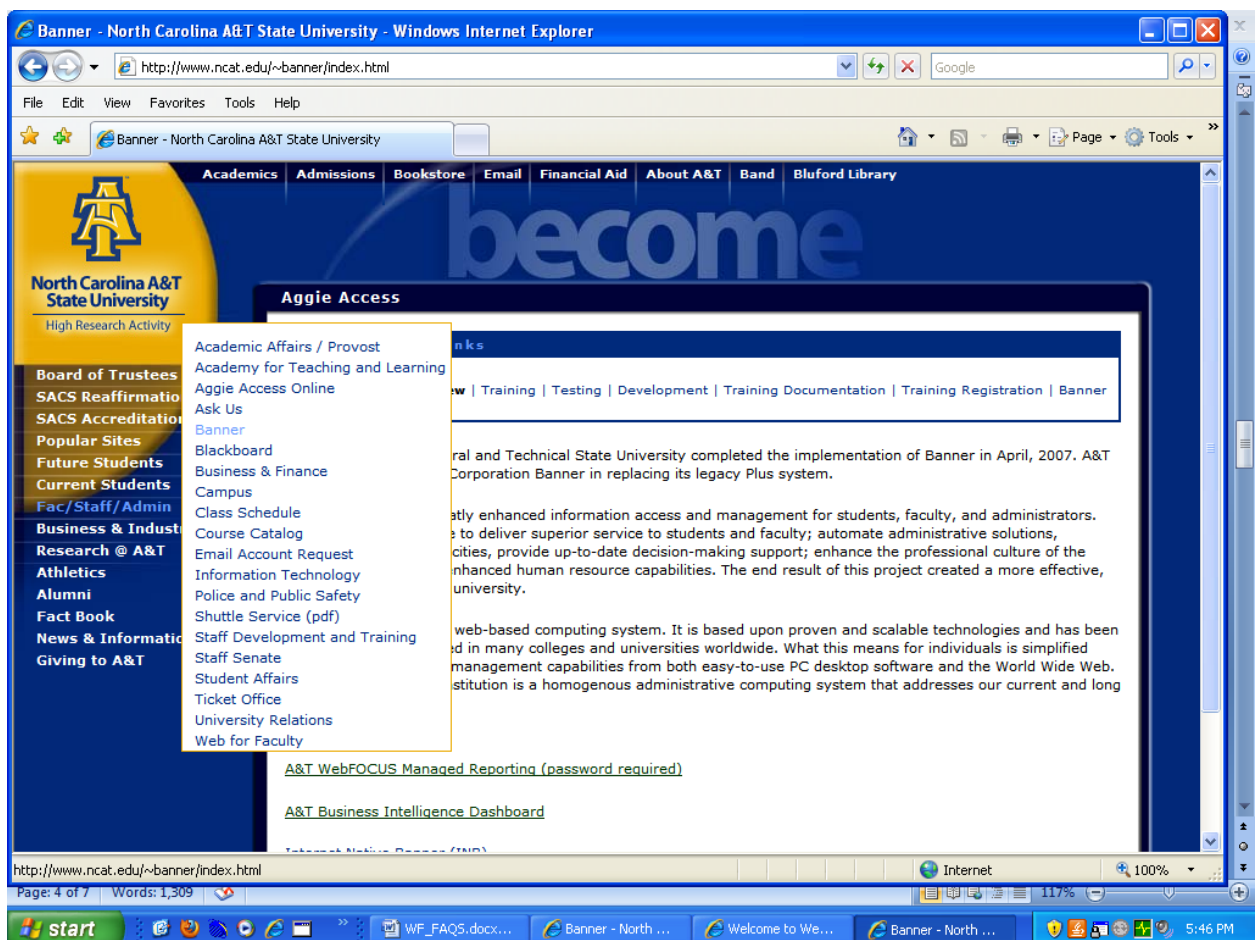
Q. Do you have to install MS Office Excel 2007 software on your local PC to use the MS Office Excel 2007 format features?

A. Yes. MS Office Excel 2007 must be installed on the user's local PC.

Q. May I change my assigned password?

A. Yes. Follow the instructions below to change your assigned password:

- Go to University Home page.
- Click on Fac/Staff/Admin and select Banner.
- Click on the A&T WebFOCUS Managed Reporting link.

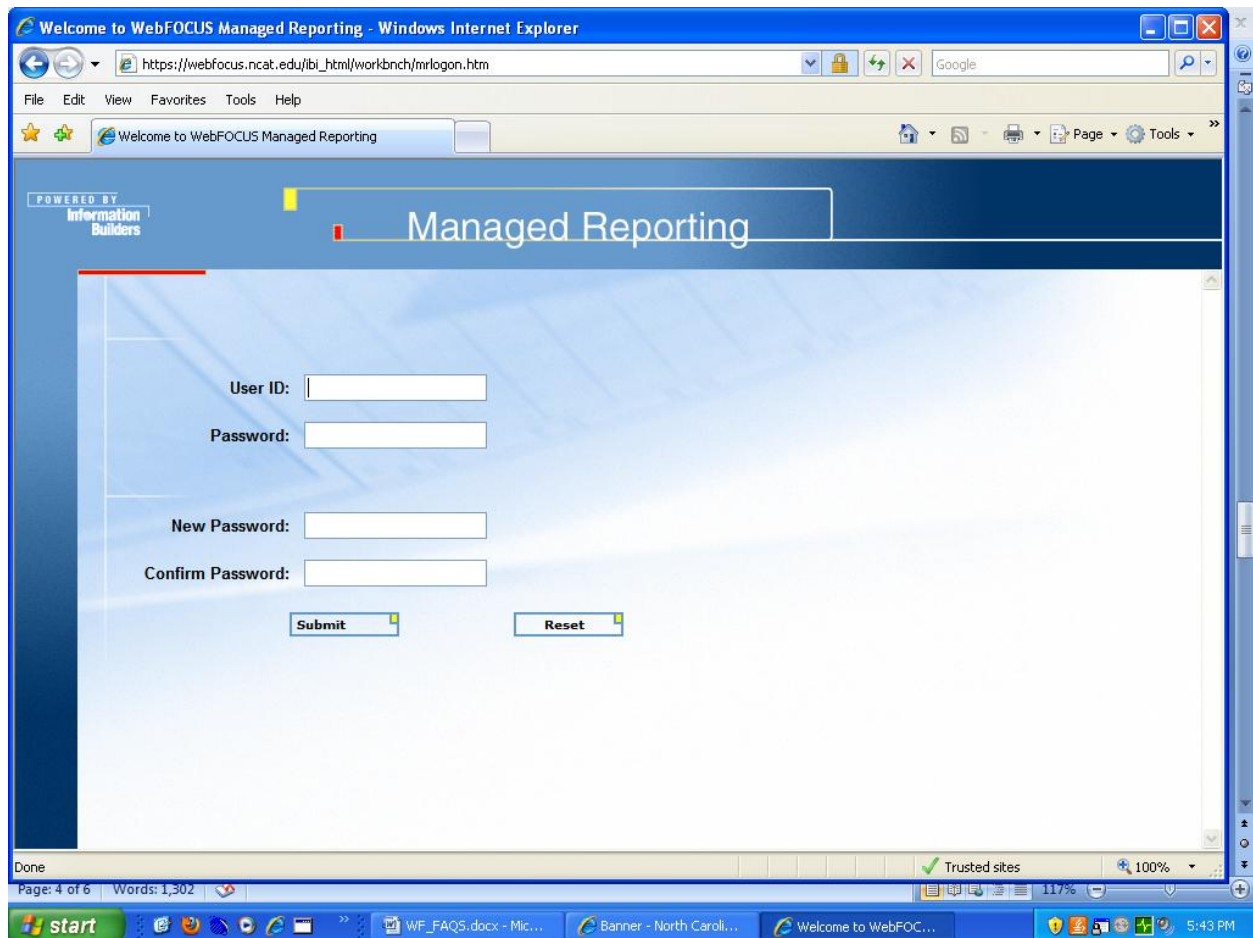


On the Managed Reporting Login Page, Click on the Change Password box.



- Please Enter your User ID and your current Password.

- Enter the new password in the New Password box provided.
- Re-enter the new password in the Confirm Password box provided.
- Click on Submit. This will change the old password to the new password.



The screenshot shows a Windows Internet Explorer browser window titled "Welcome to WebFOCUS Managed Reporting". The address bar displays the URL "https://webfocus.ncat.edu/ibi_html/workbnch/mrlogin.htm". The page content includes a header with "POWERED BY Information Builders" and "Managed Reporting". The main form area contains four input fields: "User ID:", "Password:", "New Password:", and "Confirm Password:". Below these fields are two buttons: "Submit" and "Reset". The status bar at the bottom indicates "Done", "Page: 4 of 6", "Words: 1,302", and "Trusted sites". The taskbar at the very bottom shows the Start button and several open applications, including "WF_FAQS.docx - Mic...", "Banner - North Caroli...", and "Welcome to WebFOC...". The system clock shows "5:43 PM".

Remember the new password as it will be required when you login the next time.

Q. What if I forget my Password?

A. Contact the Help Desk (helpdesk@ncat.edu) to open a ticket. The Helpdesk will contact the WebFOCUS Administrator to reset the user's password. The WebFOCUS Administrator will contact the user with the user's new login credentials.

Passwords are not to be shared. Please keep them confidential.

Q. Who do you call if you are having a problem with WebFOCUS?

A. Contact the WebFOCUS Domain Administrator in your area to resolve the issue. If the Domain Administrator is not available, contact the Help Desk at 336 334-7195. The Help Desk will open a case. If the Help Desk cannot resolve the issue, the WebFOCUS Administrator will be notified. The WebFOCUS Administrator will research the issue to find a solution and notify the user.

Q. Sometimes when I'm using MRE my browser locks up. What causes this?

A. The WebFOCUS Managed Reporting Environment is a Java application. Java applications tend to act unpredictable when shut down by clicking the 'X' in the upper right hand corner of the window. Whenever you are finished with an MRE window, make sure you use the buttons provided for ending the application such as "Quit" or "OK."

Q. “There is a problem with this website’s security certificate”. Help.

A. This is a web browser issue and can be resolved by performing the following steps. Use the steps provided for your PC Internet Explorer version. IE6 & IE7

Instructions for Internet Explorer 7 users:

- Click on Continue to this website
- Click Yes (The current Web page is trying to open a site in your trusted sites list. Do you want to allow this?)
- Click on Certificate Error (on the tool bar)
- Click on View Certificate
- Click on Install Certificate
- Click on Next (to automatically select the certificate store)
- Click on Next
- Click on Finish
- Click on Yes
- Click on OK (if the Import was successful)
- Click on the red “ X ” to Close Certificate window
- Click on the red “ X ” to close the Internet connection
- Click on the X to close Developer Studio
- Please re-login to Developer Studio, Managed Reporting (MRE) and run a report. You should not receive the Security Certificate message again. At the bottom right corner of the IE window, you should see the Trusted Sites icon and title. This is confirmation that you have completed the Security Certificate setup successfully.

Instructions for Internet Explorer 6 users:

**** If you receive the following IE6 message: “Security Alert”.**

- Click on View Certificates
- Click on Install Certificate
- Click on Next (to automatically select the certificate store)
- Click on Next again
- Click on Finish
- Click on Yes
- Click on OK (to close Certificate Import Wizard)
- Click on OK (to Close Certificate window)
- Click on Yes (to proceed) to run your report
- You should not receive the Security Certificate message again. At the bottom right corner of the IE window, you should see the Trusted Sites icon and title. This is confirmation that you have completed the Security Certificate setup successfully.

Q. How do I get a copy of the WebFOCUS Developer Studio software?

A. A WebFOCUS Developer Studio License must be purchased from Information Builders Incorporated. Follow the University Purchase Order guidelines in effect when submitting a Purchase Order.

Q. How do I install WebFOCUS Developer Studio on my PC?

A. WebFOCUS Developer Studio software is only for Developers.

- WebFOCUS Developer Studio licenses are limited to Developers.
- If additional licenses are required, they must be purchased from IBI.
- The WebFOCUS Administrator provides the Developer with a license number.
- The WebFOCUS Administrator provides the Developer with software requirements and installation documentation.

Q. What is a FILEDEF statement and how is it used?

A. Users who create a HOLD file in one session sometimes find they cannot read those same files at a later time, when used in JOINS. They used FILEDEF to point to the files, but the data still appears incorrect.

As an example, try this:

```
TABLE FILE CAR
```

```
PRINT COUNTRY
```

```
ON TABLE HOLD AS H1
```

```
END
```

The data held was as follows:

```
COUNTRY
```

```
-----
```

```
ENGLAND
```

```
FRANCE
```

```
ITALY
```

```
JAPAN
```

```
W GERMANY
```

If we re-issue the FILEDEF, and issue a JOIN, as you see here:

```
FILEDEF H1 DISK H1.FTM
```

```
JOIN COUNTRY IN H1 TO COUNTRY IN CAR AS J1
```

```
END
```

```
TABLE FILE H1
```

```
PRINT COUNTRY CAR
```

```
END
```

Output Results:

COUNTRY	CAR
-----	---
ENGLAND	JAGUAR
ENGLAND	JENSEN
ENGLAND	TRIUMPH

Where did all the other countries go?

Well, to answer that question, you have to understand a few things, as to how the output file was created, and subsequently read.

When you say HOLD, data is written to disk in internal (BINARY) format by default (this may be changed by setting HOLDDEF to ALPHA). Alphas are human readable, with their length rounded UP to a multiple of 4 bytes, but numerics are stored in their "internal" format (Integer = 4 bytes, Float = 4 bytes, Double = 8 bytes, etc.). Alternatively, you could say HOLD FORMAT ALPHA, in which case ALL the data is transformed into "human-readable" format.

With HOLD FORMAT ALPHA, each record ends in a C/R L/F. Since all values are human-readable, we read each record until we encounter the end-of-record indicator. However, with BINARY data, we can't look for a C/R L/F, as that could also be a data value. So, for BINARY data, we want to read the correct number of bytes for each record. Since we're reading bytes, we don't need the C/R L/F after each record, which is why all the data appears on a single line.

So, how do we indicate to FOCUS to read a number of bytes, rather than until C/R L/F? We use the FILEDEF command. When the FILEDEF has a LRECL (Logical REcord Length) with a RECFM (REcord ForMat of 'F'), we read by number of bytes, not until C/R L/F.

You can see this by issuing a '? FILEDEF' after the HOLD. You'll see a LRECL and RECFM of 'F', when the data is BINARY, and an LRECL of 0 and a RECFM of 'V' for human-readable data (HOLD FORMAT ALPHA).

In the previous example, the FILEDEF did not have a LRECL or RECFM. The default RECFM is 'V', with an LRECL of 0. Thus, we expected the line to end in C/R L/F, and we ignored any undescribed data on the record. That's why only the first country was displayed.

Thus, to issue the "correct" FILEDEF for the data, the LRECL should be 12 (COUNTRY is 10 bytes, rounded up to 12), with a RECFM of F. And, if we re-issue the FILEDEF as:

```
FI H1 DISK H1.FTM (LRECL 12 RECFM F
```

We retrieve all the countries.

Alternatively, we could HOLD the original data FORMAT ALPHA, in which case the FILEDEF without LRECL and RECFM (taking the defaults) would have worked.

If the extract was a single segment (no JOIN involved), FOCUS would normally read the data correctly, because single-segment processing is much simpler, and, when more data exists on a single line than is described, the rest is assumed to be another record. With multi-segment processing, because there are significantly more capabilities (RECTYPE, MAPFIELD, OCCURS, etc.), this assumption is not made.

In release 7.7, a new file attribute, IOTYPE, was added, to indicate how the data should be read. This sets the correct LRECL and RECFM for files on the FILEDEF.

This information came from the April-May WebFOCUS Newsletter from an article by Art Greenhaus, an IBI Technical Support Rep.

If there is a question that you would like to see answered here, please e-mail your question(s) to Chelsey Williams at chelsey@ncat.edu or Patricia Mickel at pmickel@ncat.edu.