CASM Office Hours - Q&A Session

Date: 2021-12-2

Q: Configuration description tomcat 9 under JRS 7.9 would be fine?

A: JasperSoft 7.9 Supports Tomcat 8.5.0 - 8.5.43, 8.5.54, 8.5.57, 9.0.1- 9.0.27, 9.0.34, 9.0.37

Q: Jasper Studio 7.9 is not available under broadcom download?

A: JasperStudio 7.9 is not certified and hence, it is not available for download from Broadcom. Jasper Studio 7.5 built reports are compatible with Jasper Reporting Server 7.9. We do not have any immediate plans of certifying the latest version of Jasper Studio.

Q: (Follow up to previous question) It was possible to download JSS 7.5, what has changed?

A: That is because we officially tested and certified JasperStudio 7.5. JasperStudio 7.9 should also work without any issues, but it has not been officially tested/certified.

Q: About AI for Assistive Intelligence: Isn't the behaviour customer specific? How do you plan learning?

A: Yes this would be customer specific and will depend on the volume and quality of data in any implementation. Assistive Intelligence is based on harvesting the data already residing in the system, such as Analysts who worked on similar issues, KDs similar to the issue an analyst is working on. These pieces of information are prompted to a user contextually. Suggested Solutions, Suggested Experts are examples of Assistive Intelligence capabilities.

Q: At this time, jasper version 7.2 has a problem exporting custom and OOTB reports when it has a chart. Was this tested in version 7.9?

A: Reports with charts were successfully imported into JRS 7.9.

Q: Is the integration of Jira <-> SDM based on NIM?

A: Integration is not based on NIM. We are building a webhook that would listen to the changes on either side and communicate.

Q: Will the integration of SDM & catalog also once based on this webhook?

A: We don't plan to change the existing integration framework between SDM & Catalog. It will remain as it is.

Q: Will the webhook be installed locally or a cloud service?

A: Yes, the webook would be installed locally.