**9th JUne’22 CA Service Management Office Hours - Chat/Q&A Transcript**

**Ques**: It appears Jasperserver is shared among different CA/Broadcom Products. Why is the documentation for Clarity PPM noticeably better than Service Management? When I Google issues, I am usually directed to issues related to Clarity PPM?

**Ans**: Clarity uses a highly customized version of jasper. Hence it might have more pages in documentation, which may be one of reason you might see google index shows more jasper pages from clarity.If you search within the Service Management section of Broadcom document, it should only point to Service Management and not clarity.

**Ques**: Why is this installation procedure different from the existing documented procedure? The documenation also implies 7.2 is still supported. <https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/ca-service-management/17-3/installing/installing-ca-service-management-17-3/installing-common-components-ca-eem-cabi-jasperreports-ca-process-automation/cabi-jasperreports-server-for-ca-service-management/Install-and-Integrate-JasperReports-Server-r7-2-with-CA-Service-Management-17-3-0-10.html>

**Ans**: JRS7.2 was supported until recently upto RU12 or 13. JRS7.2 was supported until recently upto RU12 or 13. We still have customers on 7.2 and this doc page would guide them to integrate 7.2 with SDM R10 and above. However, we would not be able to fix any issues reported on JRS 7.2 as Tibco have announced EOS for Jasper 7.2

**Ques**: We use jasperserver as a stand alone app, and not integrated with insights or anything else. Is that the best way to do this? Are we missing out on any functionality other than SSO?

**Ans**: Yes. It can be used standalone. If you use standalone jasper, other than sso/user import... you will not miss anything.

**Ques**: Instead of upgrading to 7.2/7/2 then to 7.9, can we build a new instance and import the content

**Ans**: Yes, you may create a fresh JRS 7.9 instance and import the content. You would still need to perform an integration step using the installer after importing the content.

**Ques**: Is it possible to login with Windows authentication?

**Ans**: You can configure JasperSoft for LDAP integration. Currently windows authentication i.e. direct windows based sso not possible.

**Ques**: I think if you install the Insights app, you will have to SSO to Jasperserver and avoid the login prompt altogether?

**Ans**: Yes. That is correct.

**Ques**: When trying to install the JasperReports Server installer, there is an error generated during the installation steps:

'Error executing initdb.exe –U postgres –E UTF8-D'

but my organization doesn't allow using non-local user.

How can I fix the error?

**Ans**: Might be able to resolve by installing PostGres first manually and then run the install. if you still have issues with the install, please open a Support Case for further assistance

**Ques**: Is there a way to import items from one environment to another without overwriting the sdm\_ds?

**Ans**: Yes - you must use server attributes to do this