



# CA Service Management

## Office Hours

Richa Pathak

Shiva Kumar Reddy Ambati

---

June 9, 2022

# Agenda

- 1 **CASM OFFICE HOURS GUIDELINES**
- 2 **SPOTLIGHT SESSION: Jasper Reports Server – Installation & Integration**
- 4 **PRODUCT RELEASE & LIFECYCLE UPDATES**
- 5 **Q & A**
- 6 **WHAT'S NEXT**



# Introduction & Guidelines



# CA Service Management Office Hours!

## When to catch the Event?

- Bi-monthly cadence; **1<sup>st</sup> Thursday of every other month** @ 10am-11am EST (3pm-4pm GMT)
- Event details will be posted on **CASM Community Page**
- Dates for next Office Hour
  - **4<sup>th</sup> Aug 2022**
  - **6<sup>th</sup> Oct 2022**

### CA Service Management Office Hours

When: Aug 5, 2021 from 10:00 AM to 11:00 AM (ET)  
Associated with [CA Service Management](#)

We are excited to bring back the CA Service Management Office Hours!

[➔SHARE THIS EVENT](#)

[Register Now](#)

[DOWNLOAD TO YOUR CALENDAR](#)

## What to expect?

- Chat based session – to ask questions on any topic, post them under the **Q&A** console of Webex
- Every Office Hour will include an **in-depth presentation & discussion** on specific Product related Topic
- Topics for forthcoming Office Hours will be **chosen based on audience feedback**
- Drop in your preferred topics under the **Chat** console
- Office Hours are not for – Ticket reviews, Commercial discussions

# JASPERSOFT INSTALLATION & INTEGRATION

- Planning – Lifecycle Dates & Supportability Matrix
- Installation & Integration
- Upgrade Scenarios
- Common Integration Failure Scenarios
- HA & SSL Enablement
- Resources





# Planning – Lifecycle Dates & Supportability

Things to consider during the installation



# Installation Planning

Checklist of things to consider to plan an installation

- **Lifecycle dates**
  - Plan according to lifecycle dates of versions running in your environment
  - Check EOS dates [here](#)
- **Supportability matrix**
  - For a seamless adoption, comply with the supported versions for SDM, OS, DB etc.
  - Roll-Up's(RUs) consist of certifications & tech-stack upgrades, please check RU release notes before installation & integration. Examples -
    - **Jasper Reports server 7.9 is supported from 17.3 RU 10 and above only.**
    - **Available only in English & Windows Operating system only.**
  - [Supportability Matrix](#)



# Installation & Integration

Things to consider during the installation







# Prerequisites

Things to consider during the installation



# Jasper Reports Server 7.9 Installation Prerequisites

- Install a supported version of the Java Development kit (JDK).
  - Create and set the JAVA\_HOME system environment variable to point to the Java JDK location.
- Locate or install the application server.
  - Apache Tomcat
- Locate or install the PostgreSQL, Oracle, SQL Server.
- Refer the [TIBCO Jaspersoft Platform Support Guide](#) for supported versions.



# Jasper Reports Server 7.9 – Installation

Things to consider during the installation



# Jasper Reports Server 7.9 – Installation

1. Download the Jasper Reports Server 7.9 DVD [here](#).
  - Jasper Reports Server 7.9's binary installer is only available for Tomcat & Postgres SQL. Opt for the WAR file installation.
2. Install the WAR file.
  1. Extract the zip → Copy DB properties → Rename DB properties → Modify DB properties
  2. Installation instructions [here](#).
3. After successful installation, copy the jasper license to the Jasper installed location. The next steps are documented [here](#).
  1. Increase the password field length as instructed [here](#).
  2. In case of an existing Tomcat, for Postgres, Oracle & MSSQL databases, [configure](#) Tomcat as an installed service manually.



# Jasper Reports Server 7.9 – Integration

Things to consider during the installation



## Jasper Reports Server 7.9 – Integration

1. Copy the latest Jar files from CA Service Management's extracted location to where you installed Jasper Reports Server 7.9. Instructions [here](#).
2. Restart Tomcat services
3. Run the common installer's jasper integration step to [configure](#) the Jasper Reports Server's details in CA Service Management.
4. Perform the tasks after successfully installing and integrating JasperReports Server r7.9 with CA Service Management
  1. [Configure](#) Insights from xFlow Interface
  2. [Configure](#) Insights from CA Service Management (Classic) Interface
  3. [Configure](#) the Data Aggregation Date for Aggregated reports.

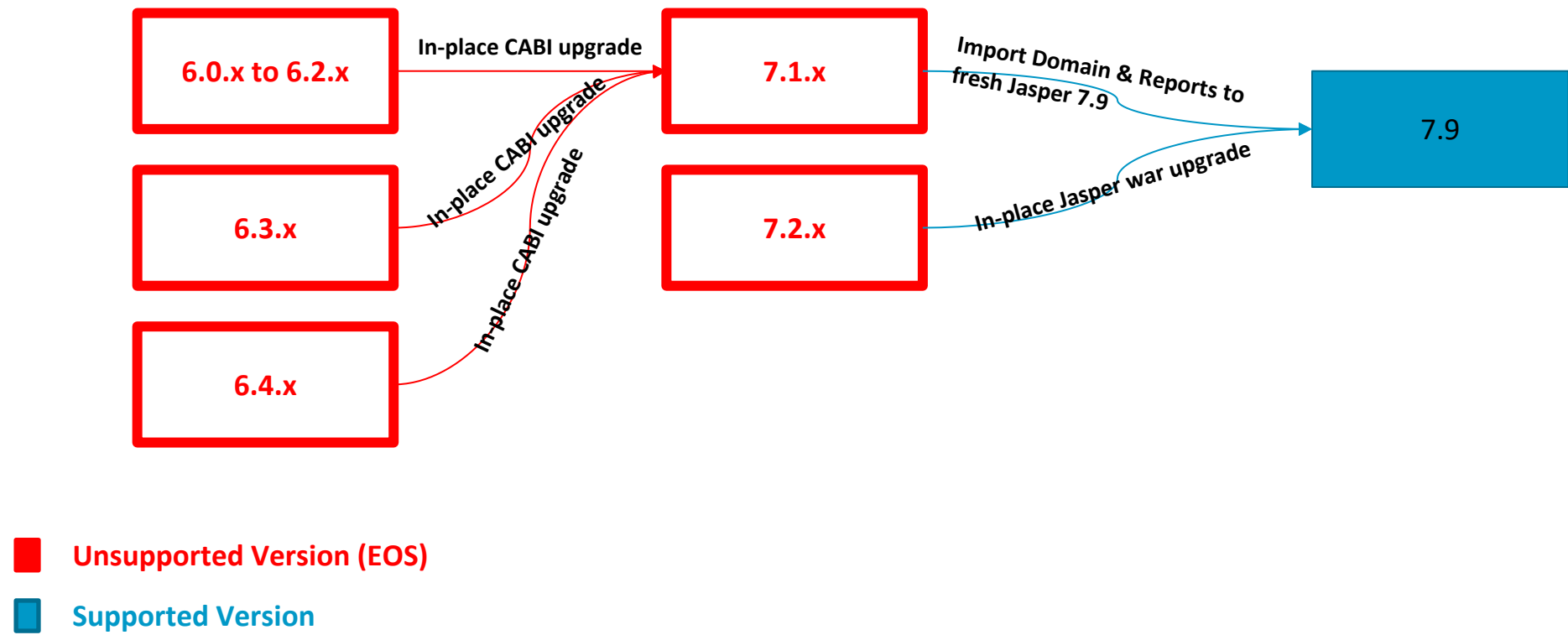


# Upgrade Scenarios



# Paths for upgrading to version 7.9

Your current version determines your upgrade path:





# Jaspersoft 6.4.3 → Jaspersoft 7.9 Upgrade

If you are running JasperReports Server 6.4.x, Upgrade to **7.9** requires an upgrade to 7.1.1 first.

1. Upgrade to the latest version of 7.1.x.
  - a) In-place upgrade from 6.4.3 → 7.1.1 using CABI installer.
2. Upgrade from 7.1.x to version 7.9
  - a) No in-place upgrade from 7.1.1 to 7.9.
  - b) Install a fresh instance of Jasper Reports Server 7.9.
  - c) Export the domains & reports from Jasper Reports Server 7.1.1
  - d) Import into Jasper Reports Server 7.9 using Legacy Key.
  - e) For integration, run the common installer's [integration steps](#).

# Jaspersoft 7.1.1 → Jaspersoft 7.9 Upgrade

If you are running JasperReports Server 7.1.1, Upgrade to **7.9** requires multiple steps.  
Upgrade from 7.1.x to version 7.9

- No in-place upgrade from 7.1.1 to 7.9.
- Install a fresh instance of Jasper Reports Server 7.9.
- Export the domains & reports from Jasper Reports Server 7.1.1
- Import into Jasper Reports Server 7.9 using Legacy Key.
- For integration, run the common installer's [integration steps](#).

# Jaspersoft 7.2 → Jaspersoft 7.9 Upgrade

If you are running JasperReports Server 7.2, Upgrade to **7.9** requires the following steps.

1. In-place upgrade from 7.2 → 7.9 using the installer. Please follow the documentation here. Here are the [instructions](#) to upgrade
  - You can also perform a war file distribution upgrade
2. Run the common installer [integration steps](#).



# Common Integration Failure Scenarios



# Common SDM – Jasper Integration Failure Scenarios

## 1. Jasper Upgrade fails

- **Symptom / Error** – Error while upgrading Jasper
- **Probable Cause** – Jasper Server is not installed in the default installation folder and the folder permissions were set to “Read-Only”
- **Remediation** – Open the Jasper installation folder properties and uncheck the “Read-Only” flag. Save and continue with the upgrade.

## 2. Common Installer Integration Failure

- **Symptom / Error** – throws this error: org.xml.sax.SAXParseException: The element type "br" must be terminated by the matching end-tag "</br>".
- **Probable Cause** – Customer site web application firewall was blocking.
- **Remediation** – Disable firewall and retry integration.

# Common SDM – Jasper Integration Failure Scenarios Contd...

## 3. Error during integration - Unable to import the Datasource (sdm\_ds)

- **Symptom / Error** – Unable to import sdm\_ds. The failure is logged in install.log (%temp%\casm\install.log)
- **Probable Cause** – Import fails as the password length from sdm\_ds is bigger than the actual field length on the Jasper DB.
- **Remediation** – Increase the password field length on **jasperserverdb.JiJdbcDatasource** table. Instructions [here](#).

## 4. Data source Test Connection (sdm\_ds) failure

- **Symptom / Error** – On the Jasper UI, testing data-source connection fails.
- **Probable Causes** – Incorrect BOPIntegration.jar
- **Remediation** –
  - Verify SDM host is accessible from the Jasper Server
  - Verify slump port (by default 2100) is accessible (the port is open and not blocked by firewall - **SDM inbound** and **Jasper server outbound**)
  - If everything above fails, copy the **BOPIntegration.jar**, **sd-utils.jar**, **slump.jar** and **domsrvr\_utils.jar** from SDM/NX\_Root/java/lib folder to Jasper Server/lib

# Common SDM – Jasper Integration Failure Scenarios Contd...

## 5. Insights (xFlow/SDM launch point) stopped working after enabling SSL on Jasper Server

- **Symptom / Error** – After Jasper SSL enabled, insights App stopped working.
- **Probable Cause** –
  - xFlow is not SSL enabled.
  - Jasper's self signed certificate is not recognized by SDM JRE.
- **Remediation** –
  - Follow the documentation for [Enabling SSL for Insights Microservice](#).
  - Import the Jasper self-signed certificate to SDM JRE (<NX\_JRE\_INSTALL\_DIR>)

## 6. Some Jasper scheduled reports fail intermittently

- **Symptom / Error** – Error in Jasperserver.log  
Exception occurred in the JDBCPreparedStatement com.ca.sdm.dal.PersistenceException:  
com.ca.sdm.bop.BPMessagingException: com.ca.sdm.bop.BPMessagingException: 10 register\_session\_user failed; cannot find session with id and userid ServiceDesk Closing the jdbc connection
- **Probable Cause** – Jasper unable create report in the file system, probably old report is already opened by another application
- **Remediation** – Follow the documentation to [create sequential file names for scheduled reports](#).

# Enabling **SSL & High Availability**





# Jasper Reports Server 7.9 – High Availability & SSL

## 1. Enabling High Availability for Jasper Reports Server

- Jasper Reports 7.9 Server should have been installed on the environment servers with one as a master node and other as slave nodes.
  - Further details on the [Prerequisites](#)
- To configure high availability for Jasper Reports, follow the instructions [here](#).

## 2. Steps to Configure SSL for Jasper Reports Server

- Enable SSL on Jaspersoft Tomcat Server
- Enable SSL for Insights Microservice
- Add Jasper certificate on Insights Trust Store
- Follow the documentation to enable [SSL for Jasper Reports Server](#)



# Jaspersoft **Resources**



# Jasper Reports Server Resources

| Training Topic                           | Description  | Video                                   | TIBCO Docs   |
|--|--|---|--|
| Ad Hoc Views                             | This video helps you learn how to create and configure Ad Hoc views using the Ad Hoc Editor. | <a href="#">Ad Hoc Views Tutorial</a>   | <a href="#">Adhoc Views</a>                                |
| Reports                                  | This video helps you learn how to create and format reports from existing Ad Hoc views.      | <a href="#">Ad Hoc Reports Tutorial</a> | <a href="#">Reports</a>                                    |
| Dashboards                               | This video helps you learn how to create dashboards and dashlets.                            | <a href="#">Dashboards Tutorial</a>     | <a href="#">Dashboards</a>                                 |
| Scheduling Reports and Dashboard Exports | This video helps you learn how reports can be scheduled.                                     | <a href="#">Scheduling Tutorial</a>     | <a href="#">Scheduling Reports &amp; Dashboard Exports</a> |
| Domains                                  | This video helps you learn how to create domains.  | <a href="#">Domains Tutorial</a>        |  |
| Jasper Reports User Guide                | Introduction to JasperReports Server & its capabilities                                      | NA                                      | <a href="#">User Guide</a>                                 |
| JasperReports Administration Guide       | Overview of JasperReports Server Administration  | NA                                      | <a href="#">Admin Guide</a>                                |

# What's Next

- Back with next CASM Office Hour session on **Thursday, 4<sup>th</sup> August 2022**
- Please visit – **CASM Community -> Events** to view and download the invites
- Post questions, feedback about the session on CASM Community page.



Thank you





