Capacity Reporter 6.0.1 Release Notes

Part No. 816-4731-11

This document provides late-breaking information not included in the documentation for the Capacity Reporter 6.0.1 software and the File Reporter 2.0.2 software. See the documentation provided with these applications for additional installation and use information.

Contents

Capacity Reporter

- [Installation and Configuration Issues](#)
- [Known Issues](#)

File Reporter

- [Installation and Configuration Issues](#)
- [Known Issues](#)

[*** Special Global Reporter Update ***](#)

Capacity Reporter
Installation and Configuration Issues

The following are known installation and configuration issues relating to this release of Capacity Reporter:

Additional Capacity Reporter Software Prerequisites

- The SQL Server must be set to SQL 7 compatibility or higher. Database upgrades fail if compatibility is set to 6.5 or lower.

  To check the compatibility setting, run **sp_dbcmptlevel** against the SQL server. Any returned value < 70 is unacceptable.
- You must enable JavaScript on the browser you use to view the Capacity Reporter software.

Prerequisite Check Does Not Fail on Incorrect Windows NT 4.0 Service Packs
The prerequisite check fails to display an error message when it encounters a Windows NT 4.0 Service Pack lower than SP5, which is the required Service Pack for an installation of Capacity Reporter software.

Upgrade from Capacity Reporter V6.0.0 to V6.0.1 Fails on Veritas Cluster Server V2.0 Clusters
Upgrading from Capacity Reporter V6.0.0 to V6.0.1 software on Veritas Cluster Server V2.0 clusters fails, unless the following additional steps are performed after upgrading both the server and agent software:

1. Run a Computer scan of the group in which the cluster member nodes reside. In the Computer Report for each node, the disks are counted twice, and one of the disks is grayed out.
2. Click on one of the grayed-out disks, and click on the link to remove it. Then select all of the grayed-out disks on that server and remove them. Repeat this step for all member nodes.
3. Run a maintenance scan or a Default Computer Group scan (which also runs a maintenance scan). All of the disks in the report are grayed out (and still counted twice).
4. Run another Computer scan on the group in which the cluster nodes reside. In the report, the disks are still counted twice, but only half of them are grayed out.
5. Run one more Default Computer Group scan or maintenance scan. In the report, disks are counted only once, and none are grayed out.

Version 6.0.1 UNIX Agent Upgrade on Veritas Clusters

If you upgrade from a 6.0.0 UNIX agent to the version 6.0.1 UNIX agent on a Veritas cluster, subsequent scans cause the cluster alias and virtual servers to appear grayed out. To fix this, rerun the /opt/SUNWsrmag/6.0.0/install/registerca script.
NOTE: You may lose some history as a result of rerunning this script.

Windows NT file MSINET.OCX may be required for installation of NAS or NetWare devices

The Windows NT file MSINET.OCX is provided on the product CD at \capacity\i386\MSINET.OCX. If you receive an error message informing you this file is missing, copy it from the product CD into your \WINNT\System32 directory.

Capacity Reporter Database and SQL Maintenance

Upgrade to SQL 7.0 SP2 for SQL maintenance tasks to work properly. If you do not want to upgrade, use SQL Enterprise Manager to remove the CkCat qualifier from the SQLMAINT command. Contact Customer Support for more information on editing the SQL maintenance task.

Ksh (Korn Shell) is Required When Installing a Capacity Reporter Agent on a Linux Machine

As a prerequisite, a Linux machine must have ksh installed on it before a successful Capacity Reporter Agent installation on that machine can occur. The latest **pdksh rpm** can be downloaded from the Red Hat web site.

Solaris Agent Upgrade Causes Disks to be Rediscovered

If you upgrade from a version 5.0.5 (or earlier) Solaris agent to the version 6.0.1 Solaris agent, subsequent scans "rediscover" existing disk drives. The original disk drives are reported as missing and will be removed by automatic, scheduled maintenance routines.

Solaris Agent Upgrade Installation Directory

When you upgrade a Solaris agent from version 6.0.0 to version 6.0.1, the installation directory remains 6.0.0.

The clusteralias.cfg File Not Always Created When Installing Solaris Agent on Veritas Cluster Member Nodes

When installing Solaris agents on Veritas Cluster member nodes, the clusteralias.cfg file is not always created. If this happens, copy clusteralias.cfg file from a member node that has the file to the member nodes that do not. If no member nodes have the /etc/SUNWsrmag/6.0.0/clusteralias.cfg file, unregister and then re-register the cluster alias from the member node with the lowest LLT number, using the registerca.sh install script (located by default in /opt/SUNWsrmag/6.0.0/install).

Database Scanning: Reporting on a Mirrored Sybase Disk Device
The Capacity Reporter software does not report on Sybase device status or on device mirror status.

Database Scanning: Reboot Proxy Machine after Installing Oracle PC Client
If you install the Oracle PC client on the proxy machine, you must reboot the proxy machine before scanning. Failure to do so may result in database scans hanging.

Database Scanning: Edit the CLASSPATH Environment Variable for Viewing Charts and Graphs (Sybase only)
If a typical Sybase PC Client installation has been performed on the same machine from which you are browsing to Capacity Reporter for Database Servers, the charts and graphs do not display properly. This problem is caused by an older version of the graphing package embedded in certain Sybase PC Client components. The recommended solution is to browse to Capacity Reporter for Database Servers from a machine that does not have Sybase PC Client installed. However, if this is not possible and you want to view charts and graphs, you must edit the CLASSPATH environment variable, as follows:

1. **For Windows NT 4.0**

    a. From the Start menu, go to **Control Panel** > **System.**

    b. Select the **Environment** tab.

    c. Select CLASSPATH under System Variables.

    d. Remove or change all the paths to the 3pclass.zip file to prevent detecting the 3pclass.zip file, thereby preventing the old classes from being loaded.

    Note: Any Sybase PC Client tools that depend on the 3pclass.zip file may fail because the 3pclass.zip file will no longer be detected in the CLASSPATH variable. To fix this problem replace the original 3pclass.zip settings in the CLASSPATH.

    e. Append the absolute path, including the filename, of the netcharts.jar file to the CLASSPATH variable. The netcharts.jar file is typically found under the \Inetpub\wwwroot\StorageResourceManager\Chart directory.

    Example:
    `CLASSPATH=C:\Inetpub\wwwroot\StorageResourceManager\Chart\netcharts.jar`

2. **For Windows 2000**

    a. From the Start menu, go to **Control Panel** > **System.**

    b. Select the **Advanced** tab.

    c. Click on the **Environment Variables...** button.

    d. Select **CLASSPATH** .

    e. Click on the **Edit...** button.

    f. Remove or change all the paths to the 3pclass.zip file to prevent detecting the 3pclass.zip file, thereby preventing the old classes from being loaded.
    Note: Any Sybase PC Client tools that depend on the 3pclass.zip file may fail because the

3pclass.zip file will no longer be detected in the CLASSPATH variable. To fix this problem replace the original 3pclass.zip settings in the CLASSPATH.

g. Append the absolute path, including the filename, of the netcharts.jar file to the CLASSPATH variable. The netcharts.jar file is typically found under the \Inetpub\wwwroot\StorageResourceManager\Chart directory.

Example:
`CLASSPATH=C:\Inetpub\wwwroot\StorageResourceManager\Chart\netchartschart.jar`

3. Clear the Internet Explorer cache.

a. From the Internet Explorer Tools menu, select **Internet Options...**

b. On the **General** tab, under **Temporary Internet files** , click on the **Delete Files...** button.

[Back to Contents](#)

Capacity Reporter
Known Issues

The following are known issues relating to this release of Capacity Reporter:

How to Get Adobe Acrobat Reader
The documentation on the CD-ROM is in PDF format. If you do not have Adobe Acrobat Reader, go to www.adobe.com to obtain a free copy.

Hitachi Data Systems HiCommand Server reports Storage Capacity Differently than Capacity Reporter Software
The HiCommand Server calculates storage space as follows:

1 KB = 1000 bytes
1 MB = 1000 KB
1 GB = 1000 MB
And so on…

The Capacity Reporter software defines 1 KB as 1024 bytes, 1 MB as 1024 KB, and so on. Because of this difference, you will see discrepancies between storage capacity reported by the HiCommand Server and Capacity Reporter software for a given 9900 Series RAID Array. The actual physical storage capacity of the device does not change.

The Sun StorEdge T3 Array Console Reports Storage Capacity Differently than Capacity Reporter Software
The Sun StorEdge T3 Array console calculates storage space as follows:

1 KB = 1000 bytes
1 MB = 1000 KB

1 GB = 1000 MB
And so on…

The Capacity Reporter software defines 1 KB as 1024 bytes, 1 MB as 1024 KB, and so on. Because of this difference, you will see discrepancies between storage capacity reported by the T3 console and Capacity Reporter software for a given T3 Array. The actual physical storage capacity of the device does not change.

Import from a Universal Security Group
When importing User or Directory Group members from a Universal Security Group defined in Domain A, where the Universal Security Group contains users defined in Domain A and Domain B, only Users or Directories owned by accounts defined in Domain A will be imported. It is possible that Users defined in Domain A that are not part of the Universal Security Group may be imported inadvertently.

When importing User or Directory Group members from a nested Global Group only those Users or Directories listed in the parent group will be imported. Members of any 'sub groups' will not be imported.

Receiving "The page cannot be displayed" Error Message While Accessing Capacity Reporter Software
While accessing the product when running IIS 5.0 in conjunction with an anti-virus software application, you may receive the "The page cannot be displayed" error message. If you encounter this error, close your browser session, and then shut down and restart the anti-virus software.

Missing Package May Be the Cause of Linux Agent not Returning SCSI Information
If computer scans on a Linux machine fail with errors such as "sh:/sbin/scsi_info: No such file or directory", the scsi_info utility is not installed or available. To fix this problem, download and install the **kernel-pcmcia-cs** package from Red Hat or from your Linux distribution CD.

When Uninstalling a Linux Agent, Some Settings Not Removed
When uninstalling a Linux agent, /etc/xinetd.d/srmagent4 remains, and settings from /etc/services are not removed. You can remove the SRM settings manually from /etc/services and delete /etc/xinetd.d/srmagent4. However, you must perform either both operations or neither. Performing only one of these operations can result in scan failures after reinstalling the agent.

Uninstall of Solaris Agent Running in Daemon Mode Does Not Delete Agent Process
If you uninstall a Solaris agent that is running in daemon mode, the daemon process is not deleted. You must delete the daemon process manually.

File Scanner Ignores Alternate Data Streams
Files on NTFS can have an arbitrary number of independent data streams. The Capacity Reporter file scanner ignores all but the primary data stream, as do most programs. Alternate streams are not well known, but are occasionally used to hide information or to maliciously fill up a disk. By ignoring the alternate streams, Capacity Reporter software ignores files that should be on the large file list and, on Windows 2000, produce per-user usage that differs from the Windows 2000 quota code.

See the Microsoft web site for more information on working with streams.

File System Scans Fail when Host of an NFS Mount Point is Unreachable
By design, root level NFS mount points are ignored. On UNIX machines, file system scans fail if the

host of an NFS mount point below root level is unreachable.

Missing SmartArray Logical Drive
The Capacity Reporter SmartArray plug-in software cannot detect that a logical drive has failed or disappeared until the system containing the SmartArray controller is rebooted.

Grown Defects Reporting on the Solaris Operating System
By default, Grown Defects reporting is disabled. This can reduce scan times and also prevent error messages from accumulating in T3 Array message logs.

To enable grown defects reporting, set the SKIP_DEFECTS option to FALSE in /etc/SUNWsrmag/6.0.0/uagent.cfg. If you enable Grown Defects reporting, error messages appear in T3 Array message logs, because T3 Arrays do not support grown defects reporting.

Adding UNIX directories on the Add Directories page
When adding UNIX directory entries on the Add Directories page, it is possible to create an entry whose path appears to be correct, but whose file system component of the path is incorrect. If this happens, the managed directory will appear to be missing after a scan occurs.

To avoid this problem, take *one* of the following actions:

- When using the Add Directories page to add a UNIX directory, be sure that the file system you select is the file system that actually contains the path you enter.

  Note: The managed directory's path is formed by concatenating the file system with the entered directory. For example, to manage **/export/home/mbh** , if the correct file system selection is **/export** , enter **/home/mbh** as the directory entry.

  Or

- Do not use the Add Directories page to add UNIX directories. Use the Directories Report to change the state of existing UNIX directories from unmanaged to managed.

Importing Capacity Reporter User and Directory Group members from ADS,
In all cases when importing User and Directory Group members from ADS, "NT Style" naming conventions must be used instead of the Active Directory names. For example: SERVERNAME\Administrator is required instead of Administrator@SERVERNAME.DOMAIN .

Uninstall/Reinstall Capacity Reporter Server Will Reset Capacity Reporter Settings
If you uninstall/reinstall a Capacity Reporter Server, settings such as Remote Install Scripts and E-mail Alert text changes will be lost.

Do Not Use the Help Window's Refresh Button When Using Internet Explorer 5.5, 5.5 SP1, or 6.0
Clicking **Refresh** while viewing the Help in IE 5.5, IE 5.5 SP1, or IE 6.0 may display a run-time error and a dialog box asking if you want to debug the application. If this dialog box displays, click **No** when asked to debug the application.

This problem does not occur on IE 5.0 or IE 5.5 SP2.

Internet Explorer Required for Remote Installation

To perform remote installations of the Capacity Reporter agent, you must use a supported version of Internet Explorer, with appropriate security patches for that version. Do not use the Netscape browser for remote installations.

Java Virtual Machine (JVM) Must Be Installed to View Charts and Graphs
Any Internet Explorer browser used to view charts and graphs must have the Java Virtual Machine installed.

Java Developer's Kit (JDK) May Interfere with Display of Charts and Graphs
If you open the application from a computer that also has the Java Developer's Kit installed, charts and graphs may not display. To allow charts and graphs to display, disable the Java plug-in on the browser.

Mounted Volumes without Drive Letters not Reported in File System Report
In some cases if a volume has been created but not assigned a drive letter, it may not be reported in the File System Report after a scan. To ensure that volumes are consistently reported they must be given a drive letter upon creation.

Capacity Reporter Cannot Determine Disk Controller Type on Systems Using SBUS Architecture
On Solaris systems using the SBUS architecture, the Capacity Reporter software cannot determine the type of disk controller in use. The application reports the controller for the disk as "unknown".

Capacity Reporter Cannot Always Collect Information about Physical Disks on Solaris 6 or Earlier Operating System
The Capacity Reporter software can have problems collecting information about physical disks, such as make, model, firmware, or rotational speed. In these cases, reports display "unknown" for those items.

Solaris Agent Calculations of Space Used
The Solaris agent uses different methods to calculate space used by file systems and space used by users of file systems. For details on these calculations, see the white paper entitled **Understanding Used Space in Capacity Reporter** (Understanding_Used_Space.htm), located on the product CD-ROM.

Version 6.0.1 NetWare Agent Now Checks Capacity Reporter Setting on Reporting Logical or Physical Size of Files
The NetWare 6.0.1 agent now checks the Capacity Reporter option setting to "report logical size" or "report physical size" and reports space used according to that setting.

Previous versions of the NetWare agent reported logical size only.

For more information, see the white paper entitled **Understanding Used Space in Capacity Reporter** (Understanding_Used_Space.htm), located on the product CD-ROM.

Capacity Reporter Display Name must Match Network Appliance Device Name
When assigning a Capacity Reporter display name to a Network Appliance device, you must assign the Network Appliance device's true network name. Scans fail if the Capacity Reporter display name does not exactly match the Network Appliance device's true network name.

Date-Time User-Defined Attribute

When using the date-time data type for a user-defined attribute, the following settings are valid:

- Date
- Date-time

The following setting is invalid:

- Time

Users Can Modify Default (Factory) Layouts in Custom Reports
Under certain circumstances, users can modify default (factory) table layouts in Custom Reports. Sun recommends that you create your own custom table layouts, rather than modify the default table layouts.

Unlabeled Disks not reported when Veritas Volume Manager is present
When Veritas Volume Manager is installed, Unlabeled Disks may not be reported, and will not be visible through Capacity Reporter. Unlabeled disks will be reported and visible in Capacity Reporter if Veritas Volume Manager is not installed.

Veritas Volume Manager Issues

- Veritas Volume Manager support is limited to only non-public loop disks, such as FC disks directly connected to the host or through hubs, using the *c#t#d#s#* naming format.

- The combination of STMS/MPXIO and Veritas Volume Manager is not supported.

To obtain better support for Veritas Volume Manager, check www.sunsolve.sun.com for the availability of Patch #113880-01. Then download and install that patch.

Veritas Volume Manager and SDS/Solaris Volume Manager RAID Sets May Not Report Properly
Veritas Volume Manager and SDS/Solaris Volume Manager RAID sets may not report properly.

To obtain better support for Veritas Volume Manager, check www.sunsolve.sun.com for the availability of Patch #113880-01. Then download and install that patch.

Section Size on Disk and Section Start on Disk May Not Report Properly When Veritas Volume Manager and SDS/Solaris Volume Manager Are Present
Section Size on Disk and Section Start on Disk may not report properly when Veritas Volume Manager and SDS/Solaris Volume Manager are present.

To obtain better support for Veritas Volume Manager, check www.sunsolve.sun.com for the availability of Patch #113880-01. Then download and install that patch.

Data and Trend Chart Information Displays Incorrectly on Forecast of File System Space Used Page
Data and Trend Chart information may display incorrectly on the Forecast of File System Space Used page. This problem can be fixed by downloading and installing Patch #114061-01 from www.sunsolve.sun.com.

Database Scanning: Use a Single Capacity Reporter Proxy Server to Scan Sybase

Databases on the Same Database Server Instance

Do not set up two different Capacity Reporter Proxy Servers to scan Sybase databases on the same database server instance. This may cause a temporary database deadlock situation, which could result in Sybase terminating the connection, thereby causing a scan failure.

Database Scanning: Scan Requests Not Functioning

Database scans may timeout. Subsequent scans should continue to function. If you want to increase the timeout value, contact Sun Support.

Remote Scanning: Scanning Limitations on Windows NT if Disk Administrator Has Not Run

If the disk administrator has not run at least once on a Windows NT computer, the Capacity Reporter proxy agent does not report:

1. Disk capacity and signature
2. Volume mapping

Note that the disk drives will be assigned signatures based on index. When the disk registry does become available, it generates true signatures. The user interface reports the new drives while the signatures based on index appear as lost.

Remote Scanning: Download Failures Function Might Be Unreliable with Earlier Versions of Internet Explorer

The Download Failures function of CSV bulk registration behaves reliably with Netscape and Internet Explorer Version 5.5, Service Pack 2. If you use an earlier version of Internet Explorer, you might see unexpected results, which can include "Page not found" messages or unexpected values written to the *failure.csv* file.

Norton AntiVirus Scanner can Interfere with Capacity Reporter Scanning

The Norton AntiVirus scanner can interfere with Capacity Reporter scanning. To avoid this problem, disable Norton AntiVirus on the Capacity Reporter Server machine.

Event Log will Fill Quickly if Computer Groups are Left Empty and Scanned on Schedule

If a computer group is intended to be left empty, its scan schedule should be set to scan on demand only. This will prevent the application log filling quickly.

LDAP Lookup Does Not Function if Capacity Reporter Server Is Not In Same or Trusted Domain as Exchange Server

In order for the LDAP lookup to work correctly (allowing directory aliasing), the Capacity Reporter Server needs to be in the same, or a trusted domain as the Exchange Server. If it isn't, then other email alert functionality continues to work as expected, making it possibly difficult to troubleshoot the LDAP not working. The Capacity Reporter server can send email by sending it out port 25 (SMTP) and then uses a DNS server to lookup the Exchange Server. The Exchange Server's LDAP directory is configured with access permissions, which will be denied if the Capacity Reporter Server is not in the proper domain.

If the 9900 Series RAID Array Contains an ESCON Card, Some Scan Details May Be Incorrect

Due to limitations of the Hitachi Data Systems HiCommand Server 2.0 API, if the 9900 Series RAID Array being scanned contains an ESCON card, then the mainframe Parity Groups and mainframe LDEVs will list the following discrepancies:

- Mainframe Parity Groups (SRM RAID Storage Pools) will show a Logical RAIDed Size of 0MB and an Unallocated Space of 0MB
- Mainframe LDEVs (SRM RAID Storage Units) will show a Capacity of 0MB

Removing a Failed 9900 Series Device From the RAID Report Does Not Do an Implicit Full Unregister Of The BVO

If you have a failed 9900 Series Device in your RAID Report and you click on the device then Remove it, this will remove the device from the RAID Report in Capacity Reporter but will leave the Link and Launch Button in the HiCommand interface. For more information, see the topic entitled "Unregistering a Managed Object" in the plug-in document **9900 Series RAID Array Plug-In Notes**.

File Details Report and Directory Details Report icons on the Summary Report for File System page for NAS and NetWare devices may not launch correctly

The File and Directory Details Reports may not launch correctly from the Summary Report for File System page, even when the "Collect file details on these file systems" check box was checked.

[Back to Contents](#)

File Reporter
Installation and Configuration Issues

If a Capacity Reporter Agent Has no Admin Shares, Change .csv File Path Names

To synchronize partition information between File Reporter and Capacity Reporter Agents that have no Admin shares, edit the agent's .csv file path names.

To do this, perform the following on the Capacity Reporter Agent computer:

1. Go to **Start** -> **Programs** -> **Microsoft SQL Server 7.0** -> **Enterprise Manager** .
2. Expand **SQL Server Group** -> *<Target Server>* -> **Databases** -> **SRMFC** -> **Tables** .
3. In the right pane, right-click on **Partition** and select **Open Table** -> **Return All Rows** from the menu that displays.
4. For the appropriate computer, edit the path in the corresponding **CSVFileLocation** column. Do this by replacing the share name in the path to the actual share name on the Capacity Reporter Agent.

The File Reporter Service Account Must Have Local Admin Privileges on Monitored Capacity Reporter Agents

To collect detailed file information on a Capacity Reporter Agent, File File Reporter needs access to the agent's administrative shares. To gain access, File Reporter's Service Account must have Local Admin privileges.

Use a 'Regular Identifier' for File Reporter Database

During the install process, when entering the name of the File Reporter database, it is necessary to use a 'regular identifier'. See SQL Server documentation for details on identifiers and naming conventions.

Windows NT Local Language Must be Set to US English

Windows NT local language must be set to US English for .CSV file creation, or file import will fail.

Microsoft SQL Server Performance Tuning Guide
The **Microsoft SQL Server Performance Tuning Guide**, contained on the product CD-ROM (sqlServerPerfTuning.doc) can be used to tune both SQL Server 7.0 and SQL Server 2000. For more information, check the [Microsoft web site](#).

[Back to Contents](#)

File Reporter
Known Issues

Manually Starting a File Collection Starts Scheduled File Collections
If a partition group file collection is started manually, file collections for other partition groups scheduled for the current day will start once the manually scheduled collection is complete. If you run partition group file collections manually, disable the day's other currently scheduled partition group file collections. Once the manual collection is complete, re-enable the scheduled collections.

Read-only .csv Files Not Deleted After Import
If an SRMFileData.csv file on a Capacity Reporter Agent machine's partition is Read-only, it will not be deleted from the File Reporter software's Staged File directory after import into the SRMFC SQL Server database. This will cause the CopyFile in next processing run of the same .csv file to fail. Ensure that SRMFileData.csv files are not Read-only on the Capacity Reporter Agent machine partitions.

Do not Open Multiple Sessions of the File Reporter Console
Opening multiple sessions of the File Reporter Console on the same or on different machines can cause database access problems.

Use Certain Operators and Values When Performing Query Builder Date Queries
On the Query Builder page, the second date Value field for each date type (Creation, Access, or Modified) is only applicable to queries using the **Between** operator. For all other date queries, use only the first date Value field with any of the remaining operators ($=,<,>,<>$).

Enter the Drive Letter with a Colon When Performing Query Builder Partition Queries
On the Query Builder page, when performing a search on a partition name, you must enter the partition's drive letter along with a colon in the Partition Name's Value field. Otherwise the query may fail.

SQL Server Setup Can Cause Query Builder "All File" Report to Display No Data
If the SQL Server has been configured to restrict tempdb file growth and if insufficient space has been allocated for the tempdb file, the Query Builder all file report may display "No records meet your report criteria", even though data was collected. You may also find error #1105 in the application Event Viewer log.

To correct this problem, Sun suggests that you select the tempdb parameter **Unrestricted File Growth**.

The File Size (MB) Field on the Query Builder Page Cannot Accept Multiple Values
On the Query Builder page, the File Size (MB) field cannot support multiple values entered in its Value field.

How Query Builder Interprets File Names that Use Multiple Extensions

Query Builder interprets everything **before the last period** in a file name as the file name. It interprets everything **after the last period** as the file extension.

This interpretation affects query results for UNIX files. For example, when searching for file FOO.tar.z:

- If you search for file extension **.tar.z**, the file name will not be returned by the query.
- If you search for file extension **.z**, the file name will be returned by the query.

If the File Reporter Machine's SQL Server Service is Stopped, Stop and Restart the FCService Service

If the File Reporter machine containing the SRMFC database stops its SQL Service, the File Reporter Service must be stopped and restarted. Otherwise, .csv file collection will not continue.

How to Restart FCService

If the FCService does not start up, use the script **\filerep\Documentation\DB_Best_Practices\DeleteJobQueue.sql**, located on the product CD-ROM, to delete the job queue. Then manually restart the FCService.

NOTE: If you change the default database name, you must edit the script to reflect the changed name.

References to Previous Application Names in Event Log and Registry

Any references to previous names of the File Reporter application, such as File Central or Prospector, actually refer to the File Reporter Software.

Back to Contents

*** Special Global Reporter Update ***

Patch for Quota Used Percentage Errors

If you receive error #80040e57 or #2147749463 while running the Global Reporter software, download and install Patch ID#114062-01 from www.sunsolve.sun.com.

Back to Contents