# Contents

## Preface

Documentation Conventions ................................................. 5
Related Publications .......................................................... 6
Customer Support .............................................................. 6
Information You Should Have ................................................... 7
User Feedback ................................................................. 8
Information Builders Consulting and Training .............................. 8

## 1. Managing Deferred Tickets ............................................. 9

Managing Deferred Workload .................................................. 9
  Understanding Alternate Deferred Servers. ................................. 10
  Configuring Deferred Services ............................................... 10
Deferred Report Expiration Setting .......................................... 11
  Syntax: How to Control Purging of Deferred Output ...................... 12
Managing the Deferred Ticket Cleanup Utility ............................. 12
Deferred Ticket Cleanup Utility Processing ............................... 13
WebFOCUS Repository and User Credentials ............................... 14
WebFOCUS Reporting Server and User Credentials ....................... 14
  Syntax: How to Specify Server Credentials in Site.wfs............... 14
  Reference: Validation of Server Credentials in Silent Mode ........... 15
  Reference: WebFOCUS Reporting Server Processing .................... 15
  Reference: Trusted Reporting Server Connection Restriction ........... 15
Deferred Ticket Cleanup Utility Log File ................................ 15
  Reference: Deferred Ticket Cleanup Utility Log File ................. 16
Running the Managed Reporting Deferred Ticket Cleanup Utility ....... 17
  Reference: Requirements for Running the Deferred Ticket Cleanup Utility 18
Reference: Managed Reporting Deferred Ticket Cleanup Utility File Comments .... 19
Procedure: How to Run the Managed Reporting Deferred Ticket Cleanup Utility ..... 20
Procedure: How to Run the Managed Reporting Deferred Ticket Cleanup Utility in Silent Mode ............................................. 20
Procedure: How to Run the Managed Reporting Deferred Ticket Cleanup Utility in Interactive Mode ......................................... 21
Procedure: How to Run the Managed Reporting Deferred Ticket Cleanup Utility in Help Mode .............................................. 24
Troubleshooting.........................................................................................................................25
  
Reference: Deferred Ticket Cleanup Utility Hangs on IBM i.................................................. 25
Reference: Trace File....................................................................................................................25
Reference: WFROOT Error...........................................................................................................26
Reference: WebFOCUS Reporting Server Connection Failure.............................................. 27
Reference: Silent Mode Failure..................................................................................................29

2. Customizing the Managed Reporting Deferred Status Interface .................................. 31

  Customizing the Deferred Report Status Screen ................................................................. 31
  
Procedure: How to Remove the WebFOCUS and Information Builders Branding Images... 32
Procedure: How to Hide Report Option Buttons in the Deferred Status Interface............ 34

Customer Connections ............................................................................................................ 39
This manual describes how to manage deferred tickets in WebFOCUS 8.

How This Manual Is Organized

This manual includes the following chapters:

<table>
<thead>
<tr>
<th>Chapter/Appendix</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Managing Deferred Tickets</td>
</tr>
<tr>
<td></td>
<td>Provides information to help a user authorized to Manage Private Resources of other users manage deferred workload and the Deferred Ticket Cleanup Utility.</td>
</tr>
<tr>
<td>2</td>
<td>Customizing the Managed Reporting Deferred Status Interface</td>
</tr>
<tr>
<td></td>
<td>Describes how to customize the Managed Reporting Deferred Status Interface to remove the WebFOCUS and Information Builders images and to remove the individual option buttons available for deferred reports.</td>
</tr>
</tbody>
</table>

Documentation Conventions

The following table describes the documentation conventions that are used in this manual.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>THIS TYPEFACE</td>
<td>Denotes syntax that you must type exactly as shown.</td>
</tr>
<tr>
<td>or</td>
<td></td>
</tr>
<tr>
<td>this typeface</td>
<td>Represents a placeholder (or variable) in syntax for a value that you or the system must supply.</td>
</tr>
<tr>
<td>underscore</td>
<td>Indicates a default setting.</td>
</tr>
<tr>
<td>this typeface</td>
<td>Represents a placeholder (or variable), a cross-reference, or an important term. It may also indicate a button, menu item, or dialog box option that you can click or select.</td>
</tr>
<tr>
<td>Key + Key</td>
<td>Indicates keys that you must press simultaneously.</td>
</tr>
<tr>
<td>Convention</td>
<td>Description</td>
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<tr>
<td>------------</td>
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</tr>
<tr>
<td>{  }</td>
<td>Indicates two or three choices. Type one of them, not the braces.</td>
</tr>
<tr>
<td>[  ]</td>
<td>Indicates a group of optional parameters. None are required, but you may select one of them. Type only the parameter in the brackets, not the brackets.</td>
</tr>
<tr>
<td></td>
<td>Separates mutually exclusive choices in syntax. Type one of them, not the symbol.</td>
</tr>
<tr>
<td>. . . . . .</td>
<td>Indicates that you can enter a parameter multiple times. Type only the parameter, not the ellipsis (...).</td>
</tr>
<tr>
<td>. . . . . .</td>
<td>Indicates that there are (or could be) intervening or additional commands.</td>
</tr>
</tbody>
</table>

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To learn about the full range of available support services, ask your Information Builders representative about InfoResponse Online, or call (800) 969-INFO.

**Information You Should Have**

To help our consultants answer your questions effectively, be prepared to provide the following information when you call:

- Your six-digit site code (xxxx.xx).
- Your WebFOCUS configuration:
  - The front-end software that you are using, including vendor and release.
  - The communications protocol (for example, TCP/IP or HLLAPI), including vendor and release.
  - The software release.
  - Your server version and release. You can find this information using the Version option in the Web Console.
- The stored procedure (preferably with line numbers) or SQL statements being used in server access.
- The Master File and Access File.
- The exact nature of the problem:
  - Are the results or the format incorrect? Are the text or calculations missing or misplaced?
  - Provide the error message and return code, if applicable.
  - Is this related to any other problem?
- Has the procedure or query ever worked in its present form? Has it been changed recently? How often does the problem occur?
- What release of the operating system are you using? Has it, your security system, communications protocol, or front-end software changed?
- Is this problem reproducible? If so, how?
Have you tried to reproduce your problem in the simplest form possible? For example, if you are having problems joining two data sources, have you tried executing a query containing just the code to access the data source?

Do you have a trace file?

How is the problem affecting your business? Is it halting development or production? Do you just have questions about functionality or documentation?

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In an effort to produce effective documentation, the Technical Content Management staff welcomes your opinions regarding this document. You can contact us through our website, http://documentation.informationbuilders.com/connections.asp.

Thank you, in advance, for your comments.

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Managing Deferred Tickets

The topics in this chapter contain information to help a user authorized to Manage Private Resources of other users manage deferred workload and the Deferred Ticket Cleanup Utility.

In this chapter:

- Managing Deferred Workload
- Managing the Deferred Ticket Cleanup Utility

Managing Deferred Workload

Because you can connect from a single WebFOCUS Client installation to multiple WebFOCUS Reporting Servers, a single user can have deferred tickets for output residing on multiple servers. These servers can be on different platforms and may require different user IDs. Users have access to all deferred output, regardless of location, and are prompted for credentials automatically as needed.

There are administrator settings for managing deferred workload. Each server can have an alternate deferred server to separate interactive and deferred processing. You can limit the number of server agents allocated to handling deferred requests and the number of deferred requests a given user can process at one time.

Deferred request properties are available from the Reporting Server Web Console. To access them, select Workspace from the Web Console main menu, right-click *DFM_DEFAULT* in the Data Services folder, and select Properties. For more information, see the Server Administration manual.
Understanding Alternate Deferred Servers

You can configure an alternate deferred server for one or more of your interactive servers. This type of configuration causes deferred requests to run against a specific server. For example, if you are building a report in a domain that has a server set to HPUXPROD, if you do not change this setting, the report runs against HPUXPROD when run interactively or deferred. If you configure an alternative deferred HPPRODDF server for the HPUXPROD server, deferred requests are run against the HPPRODDF server because of the relationship configured in the WebFOCUS Administration Console Reporting Servers Deferred Server Mapping settings, as shown in the following image.

![Deferred Server Mappings](image)

Configuring alternate deferred servers is one way to manage deferred workload. Typically, the alternate deferred server is given fewer processing resources because users are not waiting interactively for the request to finish. This allows the interactive servers to have relatively more processing resources.

If you do not have access to the WebFOCUS Administration Console, contact your WebFOCUS Administrator or see the *WebFOCUS Security and Administration* manual.

Configuring Deferred Services

You can also manage the resources allocated to processing deferred requests without configuring additional servers. In the Reporting Server Web Console, you can use the DFM_DEFAULT properties in the *Data Services* folder to configure workload settings for the DEFAULT data server. Each data server has a DFM service for which you can configure workload settings for deferred requests, independent of interactive requests.
For example, the default max_connections_per_user value of -1 does not impose a limit on the number of deferred requests a user can submit. You can change the max_connections_per_user value to 1 for the DFM_DEFAULT Data Service while allowing users to submit unlimited concurrent interactive requests, as shown in the following image.

If you do not have access to the WebFOCUS Server Web Console, contact your WebFOCUS Server Administrator or see the Server Administration manual.

**Deferred Report Expiration Setting**

The WebFOCUS Reporting Server has an output expiration setting that controls when deferred output is purged from the WebFOCUS Reporting Server. This setting is configured using the Reporting Server configuration file (Windows and UNIX) and the deferred receipt listener node block (on z/OS).
**Syntax:** How to Control Purging of Deferred Output

\[
\text{dfm\_maxage} = \{0 \mid n\}
\]

where:

0

Indicates no expiration is configured.

\[
n
\]

Indicates \(n\) days until expiration. 30 is the default.

No setting means that the default of 30 days will be in effect.

The number of days until expiration are displayed in the Managed Reporting Deferred Status Interface next to each report. On the last day, the Today value is displayed.

**Note:** Cleanup of deferred output stored on the WebFOCUS Reporting Server is facilitated by the Deferred Management listener, which checks every time it wakes up. The sleep interval for the listener is defined by the dfm\_int\_max parameter which defaults to 30 seconds if not specified. For more information about this and related parameters, see Deferred Management Properties in the Listeners and Special Services chapter of the Server Administration manual or the Web Console online help.

If a deferred report is not saved or deleted prior to its expiration, the output is automatically deleted from the WebFOCUS Reporting Server dfm\_dir directory and the deferred report is moved to the Unknown category in the Deferred Report Status Interface. From the Unknown category, the user can only delete the unknown report. For more information about cleaning up unknown deferred tickets, see Managing the Deferred Ticket Cleanup Utility on page 12.

**Managing the Deferred Ticket Cleanup Utility**

The Managed Reporting Deferred Ticket Cleanup Utility (mrdtcleanup) enables users permitted to Manage Private Resources to clean up (delete) deferred tickets of Managed Reporting users that do not have corresponding report output on the WebFOCUS Reporting Server to which the deferred request was submitted. Running this utility deletes the deferred tickets for deferred report output deleted by the WebFOCUS Reporting Server as specified by the dfm\_maxage deferred management parameter. The dfm\_maxage parameter defines the maximum number of days that deferred reports are kept on the WebFOCUS Reporting Server after they are created.

Additionally, deferred requests submitted to WebFOCUS Reporting Servers that are not defined in the WebFOCUS Client configuration file (odin.cfg) are also deleted. Before running this utility, it is important to confirm that there have not been any WebFOCUS Reporting Server nodes temporarily removed from the WebFOCUS Client odin.cfg file.
The Deferred Ticket Cleanup Utility (mrdtcleanup) is located in the /ibi/WebFOCUS81/utilities/mr directory. On Windows, there is a mrdtcleanup.bat file and on UNIX-based platforms there is a mrdtcleanup script file. You can run the Deferred Ticket Cleanup Utility in interactive mode, silent mode, or help mode. Silent mode is useful for overnight batch processing. For information on running the utility in all modes, see Running the Managed Reporting Deferred Ticket Cleanup Utility on page 17.

**Note:** On IBM i platforms, the Deferred Ticket Cleanup Utility is only supported in silent mode.

### Deferred Ticket Cleanup Utility Processing

The Deferred Ticket Cleanup Utility processes the information within the WebFOCUS Repository configured for the WebFOCUS Client. All active and inactive deferred tickets of Managed Reporting users within the specified WebFOCUS Repository are processed.

Deferred reports for each Managed Reporting user are processed individually. During processing, deferred tickets in deleted domains are removed because the domain does not exist. The remaining deferred tickets for the user are then processed by making a single connection to each WebFOCUS Reporting Server to which the user has submitted deferred tickets. If the WebFOCUS Reporting Server is not defined in the WebFOCUS Client configuration file (odin.cfg), the deferred tickets submitted to that node are deleted from the WebFOCUS Repository because the WebFOCUS Client cannot make a connection to that server to process the deferred tickets.

When a successful connection is made to the WebFOCUS Reporting Server, it returns status information for each of the deferred tickets submitted to that server. The WebFOCUS Client processes the status information to confirm the existence of deferred report output. Deferred tickets, for which report output does not exist, are deleted from the WebFOCUS Repository.

If the WebFOCUS Reporting Server is defined in the WebFOCUS Client configuration file (odin.cfg), but the WebFOCUS Client cannot establish a connection, the users deferred tickets for that WebFOCUS Reporting Server are not deleted. Deferred tickets are only deleted upon confirmation that deferred report output does not exist.

Each time the Deferred Ticket Cleanup Utility runs, a log file and a backup of the HTML file for each user are created. For information on the log file and backup files that the Deferred Ticket Cleanup utility creates, see Deferred Ticket Cleanup Utility Log File on page 15.
**WebFOCUS Repository and User Credentials**

The Deferred Ticket Cleanup Utility processes the default WebFOCUS Repository in the WebFOCUS Client configuration. The user running the Deferred Ticket Cleanup Utility must be authorized to Manage Private Resources. When running in interactive mode, the utility prompts for Managed Reporting credentials. When running in silent mode, the Managed Reporting credentials must be passed as parameters to the utility. For more information, see *Running the Managed Reporting Deferred Ticket Cleanup Utility* on page 17.

**WebFOCUS Reporting Server and User Credentials**

For one or more WebFOCUS Reporting Servers, user credentials can be optionally specified in the site.wfs file for running in interactive mode and are required in site.wfs for running in silent mode. You can edit the site.wfs settings in the WebFOCUS Administration Console from the Custom Settings panel available near the bottom of the Configuration section. There is an option in the console to encrypt the site.wfs file, which is recommended to secure the user credentials.

**Syntax:**

**How to Specify Server Credentials in Site.wfs**

Edit the site.wfs file using the following syntax:

```xml
<ifdef> IBIMR_dtcleanup
WF_CREDENTIALS= node1:id1:pwd1 | node2:id2:pwd2 | ...
<endif>
```

where:

- **node1**
  Is a WebFOCUS Reporting Server node name (NODE) that must be defined in the WebFOCUS Client odin.cfg configuration file, which is located in the /ibi/WebFOCUS81/client/etc directory. This file is accessible in the WebFOCUS Administration Console from the Remote Services panel under the Reporting Servers menu.
  
  You can use an asterisk (*) for the node name if you want to specify the same user ID and password for all server nodes, which is useful if there are servers in a cluster. You can also use a combination of asterisk (*) and specific node names for some WebFOCUS Reporting Servers.

- **id1**
  Specifies the WebFOCUS Reporting Server user ID for the first server node specified.

- **pwd1**
  Specifies the password for the WebFOCUS Reporting Server user ID.
The Deferred Ticket Cleanup Utility reads the odin.cfg file to obtain the WebFOCUS Reporting Server node connection information. In interactive mode, the user may specify a different WebFOCUS Reporting Server user ID and password and additional WebFOCUS Reporting Server node names and credentials than those specified in the site.wfs file. In silent mode, the WebFOCUS Client automatically attempts to log on to the WebFOCUS Reporting Servers without prompting for credentials.

**Reference: Validation of Server Credentials in Silent Mode**

Validation of WebFOCUS Reporting Server credentials is not performed when a user initially specifies credentials. Validation is not performed because the WebFOCUS Reporting Servers to which the deferred tickets were submitted are not determined until the utility processes Managed Reporting user deferred report information. Additionally, there may be WebFOCUS Reporting Servers running that are not in secure mode, making credentials unnecessary for establishing a connection. Not performing validation when the utility begins processing eliminates the unnecessary overhead of connecting to servers to which no Managed Reporting users have submitted deferred requests.

**Reference: WebFOCUS Reporting Server Processing**

The deferred ticket information for each Managed Reporting user is processed separately. The number of times a connection is made to a WebFOCUS Reporting Server depends on the number of Managed Reporting users that have deferred tickets for that server. Only one connection is made per user for the processing of deferred tickets for each server.

**Reference: Trusted Reporting Server Connection Restriction**

Because the Deferred Ticket Cleanup Utility is a standalone program, you cannot run the utility in an environment that uses a Trusted connection to the Reporting Server. As a standalone program, the Deferred Ticket Cleanup Utility is unable to retrieve credentials to connect to the Reporting Server. If you must cleanup deferred tickets with a Trusted Reporting Server connection, use the Deferred Status Interface.

**Deferred Ticket Cleanup Utility Log File**

Each time the Deferred Ticket Cleanup Utility runs, the WebFOCUS Client creates a log file that contains processing details.
Reference: Deferred Ticket Cleanup Utility Log File

The log file contains processing details, such as timestamp information, at the beginning of each file. All information is included, and the Managed Reporting user credentials are written to the file with the password masked for security reasons. The file name of the log file is in the following format:

mrdtcleanup_date_time.log

where:

date
Is the date the log file was created in Year Month Day (YYYY-MM-DD) format.

time
Is the time the log file was created in Hour Minute Second (HMS) format.

Log files are created in the drive:\ibi\WebFOCUS\logs directory and can be viewed by clicking the MR Deferred Ticket Cleanup Utility option on the Traces menu under the Diagnostics section of the WebFOCUS Administration Console, as shown in the following image.

![WebFOCUS Console](image)

To view information for a log file, in the right pane of the console, click the link for the log file with the desired date and time. To delete a log file, select the check box next to the log file and click the Delete button at the bottom of the console. You can also use the Select All and Deselect All options, as needed, or click the Refresh option to ensure that the latest information appears in the console.
The following is an example of a log file created in interactive mode.

**Example:** Sample Log File Created in Interactive Mode

```
0:=================================================================
1:   user log opened Mon Mar 18 07:34:52 EDT 2013
2:=================================================================
3:createWFLog(WFContext.java:2393):Starting WebFOCUS log-file for mrdtcleanup
4:main(MRDTCleanup.java:210):The Utility to delete Unknown Deferred Report Tickets has started...
5:isSilentMode(MRDTCleanup.java:294):as there was no option "-s" passed checking if silent mode is set in site.wfs file.
6:isSilentMode(MRDTCleanup.java:297):Silent mode not set in site.wfs
7:main(MRDTCleanup.java:212):Utility is running in interactive mode
8:isAuthenticatedUser(MRDTCleanup.java:524):Authenticating User: admin
9:runInInteractiveMode(MRDTCleanup.java:422):MR user is authenticated for MR Repository.
10:isMRAdministratorUser(MRDTCleanup.java:536):Authorizing User: admin
11:runInInteractiveMode(MRDTCleanup.java:439):User is authorized for MR Repository.
12:checkWFCCredentials(MRDTCleanup.java:559):Checking WF credentials information...
14:checkWFCCredentials(MRDTCleanup.java:580):The Utility will prompt for the credentials to be provided by user
15:runInInteractiveMode(MRDTCleanup.java:476):Finished running utility in the interactive mode.
16:main(MRDTCleanup.java:223):MRDTCleanup utility finished processing.
17:=================================================================
18:   user log closed Mon Mar 18 07:41:49 EDT 2013
19:=================================================================
```

**Running the Managed Reporting Deferred Ticket Cleanup Utility**

The Deferred Ticket Cleanup Utility is an operating system-specific command program (mrdtcleanup) that calls a Java program named MRDTCleanup and is installed in the /utilities/mr directory under the WebFOCUS Client installation.
In a Windows environment, to run in interactive mode, double-click the mrdtcleanup bat file, which is located in the \\ibi\WebFOCUS81\utilities\mr directory. To run in silent mode or obtain help information on the Java program (MRDTCleanup), open a command window and navigate to the \\ibi\WebFOCUS81\utilities\mr directory. For parameter values to specify for running in silent mode, or to obtain help information for Java program (MRDTCleanup) arguments, see How to Run the Managed Reporting Deferred Ticket Cleanup Utility on page 20.

In a UNIX environment, to run in interactive mode, run the mrdtcleanup script file, which is located in the /ibi/WebFOCUS81/utilities/mr directory. The UNIX script file supports only lowercase letters (-l, -s, -h) as the first parameter for each argument. For parameter values to specify for running in silent mode, or for information on Java program (MRDTCleanup) arguments, see How to Run the Managed Reporting Deferred Ticket Cleanup Utility on page 20.

In an IBM i environment, you must run the Deferred Ticket Cleanup Utility in silent mode. For information on silent mode, see How to Run the Managed Reporting Deferred Ticket Cleanup Utility in Silent Mode on page 20.

Reference: Requirements for Running the Deferred Ticket Cleanup Utility

The following are the requirements for running the Deferred Ticket Cleanup Utility:

- The user must be authorized to Manage Private Resources of the users with deferred tickets.

- The application server on which the WebFOCUS Client is installed and configured must be available. The WebFOCUS Client is called by the application server for Managed Reporting security authorization and authentication, deferred reporting, and communication to WebFOCUS Reporting Servers.
When running in silent mode:

- WebFOCUS Reporting Server node names and credentials must be specified in the WebFOCUS Client configuration file, site.wfs. For information on specifying server and user credentials in site.wfs, see WebFOCUS Reporting Server and User Credentials on page 14.

- The Manage Private Resources user ID and password must be specified as parameters on the call to the mrdtcleanup utility. For information on specifying the Manage Private Resources user ID and password values as parameters, see How to Run the Managed Reporting Deferred Ticket Cleanup Utility on page 20.

**Reference:** Managed Reporting Deferred Ticket Cleanup Utility File Comments

The .bat and UNIX script files contain comments with the following sections clearly identified:

- **Parameters.** Contains information on parameters accepted by the utility from the command line.
- **Purpose.** Explains functional purpose of the utility.
- **Requirements.** Explains information required for running the utility, and user authorization and authentication requirements.
- **Usage Notes.** Contains information about arguments that the Java program (MRDTCleanup) accepts. You can obtain the help information by specifying '-h' as the first parameter.
- **Variable Definition.** Variables created and used by the utility reside in the following files:
  - **utilprodvars.bat (or script file in UNIX).** This file is located in the WebFOCUS Client /utilities/setenv directory and contains the WebFOCUS Client internal product variable values assigned when you install WebFOCUS, such as the fully qualified path to where the WebFOCUS Client is installed.
  - **utiluservars.bat (or script file in UNIX).** This file is located in the WebFOCUS Client /utilities/setenv directory and contains site specific variable values, such as the JDBC path, WebFOCUS Repository, and WebFOCUS user credentials.
  - **mrdtcleanup.bat (or script file in UNIX).** This file is located in the WebFOCUS Client /utilities/mr directory and contains the variable that controls the mode in which the utility will run (interactive, silent, help).

- **Interactive Mode.** Command block for running in interactive mode. This is the default mode of execution.
- **Silent Mode.** Command block for running in silent mode.
- **Help Mode.** Command block for running in help mode to get usage information for the Java utility.
**Procedure:** How to Run the Managed Reporting Deferred Ticket Cleanup Utility

To run the Managed Reporting Deferred Ticket Cleanup Utility in silent mode or help mode, you must supply appropriate parameters. If no parameters are supplied, the utility runs in interactive mode and you are prompted for each parameter.

From the /utilities/mr directory under the WebFOCUS Client installation (for example, /ibi/WebFOCUS81/utilities/mr on UNIX), enter the following on the operating system command line:

`mrdtcleanup mode userid password`

where:

- **mode**
  - Is the mode in which the utility is run. If no value is entered, the default is interactive mode.
  - `-I` runs the utility in interactive mode.

- **userid**
  - Is the value of the Manage Private Resources user ID, which is required for silent mode.

- **password**
  - Is the password for the Manage Private Resources user ID, which is required for silent mode.

**Note:** If you use this mode, do not include userid/password since you will be prompted for them.

- `-s` runs the utility in silent mode.
- `-h` returns argument information for the Java program (MRDTCleanup).

**Procedure:** How to Run the Managed Reporting Deferred Ticket Cleanup Utility in Silent Mode

When you run the Deferred Ticket Cleanup Utility in silent mode, the Manage Private Resources user ID and password and the WebFOCUS Reporting Server node names and user credentials, must be provided because there is no user interaction while the utility is running.

To run the utility in silent mode, from the /utilities/mr directory under the WebFOCUS Client installation (for example, /ibi/WebFOCUS81/utilities/mr on UNIX), enter the following on the operating system command line:

`mrdtcleanup -s userid password`

Informational messages appear, informing you of processing status. Review the log file created by the utility to confirm that processing completed successfully.
Procedure: How to Run the Managed Reporting Deferred Ticket Cleanup Utility in Interactive Mode

When you run the Deferred Ticket Cleanup utility in interactive mode, it provides prompts and informational messages to help guide you through each step of the process of deleting unknown deferred tickets. To run the utility in interactive mode, perform the following steps.

1. **On Windows,** from the \utilities\mr directory under the WebFOCUS Client installation (\ibi\WebFOCUS81\utilities\mr), on the operating system command line enter:
   
mrdtcleanup

   **On UNIX,** from the /utilities/mr directory under the WebFOCUS Client installation (/ibi/WebFOCUS81/utilities/mr), on the operating system command line enter:
   
mrdtcleanup

   The following messages appear:

   Managed Reporting utility to delete Unknown Deferred Report tickets is being called in Interactive Mode.
   The Utility to delete Unknown Deferred Report Tickets has started.

   **On IBM i,** the interactive mode is not supported. You must run the Deferred Ticket Cleanup utility in silent mode, as described in *How to Run the Managed Reporting Deferred Ticket Cleanup Utility in Silent Mode* on page 20.

2. The utility prompts you for the WebFOCUS user credentials that are authorized to Manage Private Resources, and the password (with masking on the password). Once entered, the Managed Reporting process validates the credentials and is permitted with the Manage Private Resources privilege. If the Managed Private Resources privilege is not permitted, the following message displays.

   Enter valid WebFOCUS user ID authorized to Manage Private Resources of the users defined within the WebFOCUS repository: <value> (must be a non-blank value)

   Enter password:
   (press Enter for empty password value):*
   * (blank value permitted and value entered is masked by * for each character entered)

   Authenticating User: <user ID>

   You must be authorized to Manage Private Resources to run the Managed Reporting Deferred Ticket Cleanup Utility.

   If credentials are not authenticated successfully, the following message displays:

   Invalid user credentials.
Would you like to enter another MR User ID and password? (yes/no)
Enter “no” to skip processing of this repository or press Enter to continue with “yes” value.

If the WebFOCUS user credentials are not permitted to Manage Private Resources, the following message displays and the utility continues to prompt for WebFOCUS user credentials:

Enter valid WebFOCUS user ID authorized to Manage Private Resources of the users defined within the WebFOCUS repository: <user ID>
Enter password: *
Authenticating User: <user ID>
Provided user is not authorized to manage private resources of users within the WebFOCUS repository.

Would you like to enter another WebFOCUS User ID and password? (yes/no)
Enter "no" to skip processing of this repository or press Enter to continue with "yes" value:

Enter valid WebFOCUS user ID authorized to Manage Private Resources of the users defined within the WebFOCUS repository: <user ID>
Enter password: *
(blank value permitted and value entered is masked by * for each character entered)

When credentials are validated, the following message displays:

Credentials successfully authenticated.

3. The WebFOCUS Reporting Server node names are read from the WebFOCUS Client odin.cfg file and verified in the ifdef block of the site.wfs file, which defines the valid WebFOCUS Reporting Servers and user credentials that can be used by this utility. The following prompt displays:

Checking for WF Reporting Server credentials optionally specified in WF Client configuration file (site.wfs)...

Following WF Reporting Server is configured in odin.cfg:

Node name: <server name> Host name: <host name>

If WF Reporting Server nodes are not defined in site.wfs, the following prompt displays:

No WF Reporting Server credentials specified in site.wfs WF Client configuration file.
Would you like to provide credentials for WF Reporting Servers? (yes/no)
Press Enter to continue with "yes" value:
If WF Reporting Server nodes are defined in site.wfs, the following prompt displays:

The following WF Reporting Servers have credentials specified in site.wfs for this utility:
<server1 name>

Would you like to change existing WF Reporting Server credentials or provide credentials for another WF Reporting Server?(yes/no)
Press Enter to continue with "yes" value:

4. If you want to provide additional WebFOCUS Reporting Server node names and user credentials, enter the appropriate information when the following prompts displays:

Enter WF Reporting Server name: <server name>
Enter user ID for WF Reporting Server: <user id>
Enter password:
(press Enter for empty password value):*
Would you like to provide credentials for another WF Reporting Server? (yes/no)
Press Enter to continue with "yes" value:

If WF Reporting Server nodes are not defined in odin.cfg, the following prompt displays:

The WF Reporting Server name is not defined in odin.cfg WebFOCUS configuration file. Would you like to specify another WF Reporting Server? (yes/no)
Press Enter to continue with "yes" value:

5. When you are finished entering and validating WebFOCUS Reporting Server node names and user credentials, the utility begins processing deferred tickets for each WebFOCUS user stored in the WebFOCUS Repository. The following messages display on the screen in both interactive and silent modes.

WebFOCUS Reporting Server credentials have been successfully validated.
Starting processing WebFOCUS repository...
Processing of <IBI_Repos_DB_URL value> starting.
Processing the repository for all users
WebFOCUS Manage Private Resources processing started.
Retrieving deferred report information and verifying status...
WebFOCUS Manage Private Resources processing completed.

6. When all deferred tickets for each WebFOCUS user are processed, the following information displays:

Exiting Managed Reporting utility to delete Unknown Deferred Report tickets.
To verify results, please review log file mrdtcleanup_130318_073452.log
The file is located in the /logs directory under WF Client install.
Press any key to continue . . .
Procedure: How to Run the Managed Reporting Deferred Ticket Cleanup Utility in Help Mode

To run the Managed Reporting Deferred Ticket Cleanup Utility in help mode, from the /utilities/mr directory under the WebFOCUS Client installation (for example, /ibi/WebFOCUS81/utilities/mr on UNIX), enter the following on the operating system command line:

mrdtcleanup -h

The screen displays help information for Java program (MRDTCleanup) arguments. If additional arguments are included, they are ignored.

The argument information returned by the Java program (MRDTCleanup) provides information on the requirements and options for running the program. With this information, you can create a site-customized utility file to process your Managed Reporting deferred report tickets to perform tasks, such as processing multiple Managed Reporting repositories in silent mode.

The following help information is displayed when Interactive Mode is called with mrdtcleanup -h in the Managed Reporting Deferred Ticket Cleanup Utility:

================================================================
Managed Reporting utility to delete Unknown Deferred Report tickets is being called with -h argument to request usage information.
================================================================

USAGE :
java MRDTCleanup [-?] [-s] -c(wfroot) [-r[userID.pass]]

ARGUMENT (args) FORMAT:
-?(?/h) Get help; if no arguments, help information is displayed
If more args after '-?' or '-h', they are ignored.
-s If present, turns on the silent mode.
The WebFOCUS repository defined in the WF Client configuration is processed. WebFOCUS Reporting Server credentials MUST be specified in site.wfs as:
<ifdef> IBIMR_dtcleanup
WF_CREDENTIALS=edanode1:id:pass|edanode2:id:pass|...
<endif>
Credentials information MUST be provided for each WF Server node in odin.cfg that deferred tickets have been submitted to.
-c(wfroot) Fully qualified path to the installation directory
where WebFOCUS Client is located.
This parameter MUST be provided.
    -c:\ibi\WebFOCUSXX
where 'XX' is the WebFOCUS release number.
-r(id.pwd) This argument is ignored if this utility is run in interactive mode!
Credentials (user ID and password) for WebFOCUS repository configured in WF Client configuration must have Manage Private Resources privilege for all users defined in the WebFOCUS Repository.
-r.id.password Format to specify WebFOCUS user credentials.

Press any key to continue...
Troubleshooting

The following topics will help you troubleshoot possible error codes, exception messages, and connection failures when running the Deferred Ticket Cleanup Utility.

Reference: Deferred Ticket Cleanup Utility Hangs on IBM i

If the Deferred Ticket Cleanup Utility hangs on IBM i platforms, then be sure that you are running it in silent mode. This utility is only supported in silent mode when running it on an IBM i platform.

Reference: Trace File

A trace file is available in the WebFOCUS Administration Console to view processing details for the Deferred Ticket Cleanup Utility. You must first turn on the WFServlet trace option, which is turned off by default. A trace file is created each time the utility is executed.

The file name of the trace file is in the following form:

00100_mrdtcleanup_WFAPI_date_time.log

where:

date

Is the date the trace file was created in Year Month Day (YY-MM-DD) format.

time

Is the time the trace file was created in Hour Minute Second (HMS) format.
Managing the Deferred Ticket Cleanup Utility

To view the resulting trace files, click the *MR Deferred Ticket Cleanup Utility* option on the Traces menu under the Diagnostics section of the WebFOCUS Administration Console, as shown in the following image.

To view information for a trace file, click the link with the desired date and time and .trace file extension that is listed in the right pane of the console. To delete a trace file, select the check box next to the file and click the *Delete* button. Click the *Refresh* option to ensure that the latest information appears in the console.

**Reference:**  **WFROOT Error**

The WebFOCUS Client installation program installs the following mrdtcleanup utility files under the \ibi\WebFOCUS81 directory.

- utilities\mr\mrdtcleanup.bat
- utilities\setenv\utilprodvars.bat
- utilities\setenv\utiluservars.bat

The installation program also substitutes the {wfinstallroot} value in the \ibi\WebFOCUS81\utilities\setenv\utilprodvars.bat file.
When running the Managed Reporting Deferred Ticket Cleanup Utility, if the value of WFROOT is not the valid directory path to the directory where the WebFOCUS Client is installed, then the utility displays error exception information

```
Exception in thread "main" java.lang.NoClassDefFoundError: ibi/tools/MRDTCleanup
```

which occurs because the `ibi.tools/MRDTCleanup` java class could not be found. There is no log file available for troubleshooting because the log file is only created upon successful initialization of the utility.

If you encounter this error, edit the `utilprodvars.bat` file on Windows, or the `utilprodvars` script file on UNIX, located in `utilities\setenv` under the WebFOCUS Client installation directory, and manually correct the WFROOT variable setting to be the fully qualified path to the directory where the WebFOCUS Client is installed:

```
set WFROOT=drive:\ibi\webfocus81
```

**Reference:**  **WebFOCUS Reporting Server Connection Failure**

When deferred tickets are processed and the credentials provided are not valid, the WebFOCUS Reporting Server is unavailable, or there are no available agents on the server, no tickets for that server are deleted. The log information states that processing for that server failed because a connection could not be made to the WebFOCUS Reporting Server. The WebFOCUS Administrator can then investigate the processing failure, make adjustments, and run the utility again.
The Deferred Ticket Cleanup Utility receives the standard error codes and exception messages returned to the WebFOCUS Client for failed connections. The WebFOCUS Client file, /ibi/WebFOCUS81/client/wfc/etc/xxwebfoc_strings.lng (where xx is the language prefix), maps each error code with an explanation. For example, the following sample log file contains error code 32033, which appeared when attempting to connect to WebFOCUS Reporting Server EDASERVE:

```plaintext
27: deferredExecution(WFMRActions.java:3011): executing deferredGetStatus() failed for the WF Server EDASERVE
28: deferredExecution(WFMRActions.java:3012): WFErrorException has been thrown!
29: deferredExecution(WFMRActions.java:3013): Exiting deferredExecution()
30: deleteUnknownDeferTickets(WFMRRepository.java:2168): deleteUnknownDeferTickets: MR Error has occurred!
31: deleteUnknownDeferTickets(WFMRRepository.java:2169): WFMRError code: 32033
32: deleteUnknownDeferTickets(WFMRRepository.java:2170): WFMRError message: Error occurred, rc = 32033
<ERROR 32033>
<ERROR 32034>
<HTML>
<HEAD><Title>WebFOCUS Message: Security Violation</Title></Head>
<body>
<h2>Invalid Credentials</h2>
</body>
</HTML>
</ERROR>
```

In the WebFOCUS Client error file, \\ibi\\WebFOCUS81\\client\\wfc\\etc\\ENwebfoc_strings.lng, search for the error code to view more detailed information about the error.

```plaintext
err_32033_1=Security violation.
err_32033_2=Invalid credentials.
```
Reference: Silent Mode Failure

When you run the utility in silent mode and receive an error for WF Reporting Server nodes or user credentials, check that the WebFOCUS Client configuration file, site.wfs, contains WebFOCUS Reporting Server node name and user credentials information. Review the site.wfs file and confirm the following:

- There are no errors in the syntax of the `<ifdef IBIMR_dtcleanup` block.
- The WebFOCUS Reporting Server node name is the value of the NODE variable in the WebFOCUS Client odin.cfg file.
You can customize the Managed Reporting Deferred Status Interface to remove the WebFOCUS and Information Builders images and to remove the individual option buttons available for deferred reports.

The Deferred Status Interface is rendered using code in the \ibi\WebFOCUS81\client\wfc\etc\xxtemplate.xml file, where xx is the two-character language prefix. For example, ENtemplate.xml is the template file for English. There is a version of this file for each WebFOCUS translated language.

The manual customizations must be reapplied each time a WebFOCUS Client service pack or hotfix is applied and the WebFOCUS Client file \ibi\WebFOCUS81\client\wfc\etc\xxtemplate.xml is replaced. The most current version of the xxtemplate.xml file may contain enhancements or fixes, so the manual customizations must be reapplied. Do not use a prior release backup of your customizations, as this may result in unexpected behavior.

Contact Customer Support Services if you would like assistance with applying the customizations provided in this document.

In this chapter:

- Customizing the Deferred Report Status Screen

Customizing the Deferred Report Status Screen

The following WebFOCUS image files display on the Deferred Report Status blue banner:

- WebFOCUS logo, delogo2.gif, on the left.
- Information Builders logo, delogo1.gif, on the right.

These images are located in the \ibi\WebFOCUS81\ibi_html\javaassist\images directory.
In the ENtemplate.xml files, there are templates that define the user interface display. The templates that reference the two images are:

```xml
<template name='DEFER_STATUS_WINDOW_STATUS_7'>
<template name='BLUE_TABLE_DEFERRED_PAGES'>
<template name='ERROR_MR_USER_REQUIRED_SEC1'>
<template name='ERROR_MR_USER_REQUIRED_SEC2'>
```

**Procedure:** How to Remove the WebFOCUS and Information Builders Branding Images

1. Create a backup of the WebFOCUS Client xxtemplate.xml file, where xx is the two-character language prefix.
   
   By default, this file is located in the WebFOCUS Client `\ibi\WebFOCUS81\client\wfc\etc` directory.

   **Note:** The English version of the template file, ENtemplate.xml, is referenced in this procedure.

2. Open the ENtemplate.xml file in a text editor.

3. Change all image occurrences of `/javaassist/images/logos/delogo1.gif` and `/javaassist/images/logos/delogo2.gif` to `/workbnch/cleardot.gif`.

4. Change the ALT= or alt= value, for each change in step 2, to ALT="" or alt="".

5. Change the HEIGHT= value to "1" so you do not see a box display on the page where the cleardot.gif image is displaying.

6. Add text-align:center to the <style definition so resizing of the blue banner text is centered correctly.
The following code shows the ALT, image, and style references in the BLUE_TABLE_DEFERRED_PAGES template.

```
<template name='BLUE_TABLE_DEFERRED_PAGES'>
...
<TD BGCOLOR="#0000FF"><IMG ALT="WebFOCUS"
SRC="<insertvariable FOCHTMLURL
>/javaassist/images/logos/delogo2.gif" WIDTH="85" HEIGHT="15"
BORDER="0">
</TD>
...
<TD BGCOLOR="#0000FF"
style="font-family:arial,sans-serif;font-size:10pt;color:yellow;
font-weight:bold"> <insertvariable deferred_screen_caption />
</TD>
...
<TD BGCOLOR="#0000FF"><IMG ALT="Information Builders"
SRC="<insertvariable FOCHTMLURL
>/javaassist/images/logos/delogo1.gif" WIDTH="68" Height="25"
BORDER="0">
</TD>
...</TR>
</template>
```

The following code shows the ALT, image, and style references in the BLUE_TABLE_DEFERRED_PAGES template after manual revisions to change the WebFOCUS and information Builders images to cleardot.gif, set the height to 1, and add the style attribute to center the blue banner text.

```
<template name='BLUE_TABLE_DEFERRED_PAGES'>
...
<TD BGCOLOR="#0000FF"><IMG ALT="" SRC="<insertvariable FOCHTMLURL
>\workbnch/cleardot.gif" WIDTH="85" HEIGHT="1" BORDER="0">
</TD>
...
<TD BGCOLOR="#0000FF" style="font-family:arial,sans-serif;font-size:10pt;text-align:center;color:yellow;font-weight:bold">
<insertvariable deferred_screen_caption />
</TD>
...
<TD BGCOLOR="#0000FF"><IMG ALT="" SRC="<insertvariable FOCHTMLURL
>\workbnch/cleardot.gif" width="68" Height="1" BORDER="0">
</TD>
</TR>
</template>
```
7. Clear WebFOCUS Client cache by accessing the WebFOCUS Administration Console and selecting the *Clear Cache* option.

8. Clear the browser cache.

9. Start the browser, sign in to the BI Portal, and access the Deferred Status Interface to confirm that the screen displays without the WebFOCUS and Information Builders images and that the blue banner text is centered.

**Procedure: How to Hide Report Option Buttons in the Deferred Status Interface**

1. Create a backup of the WebFOCUS Client ENtemplate.xml file, where xx is the two-character language prefix.

   By default, this file is located in the WebFOCUS Client `install_drive:/ibi/client/wfc/etc` directory.

   **Note:** The English version of the template file, ENtemplate.xml, is referenced in this procedure.

2. Open the ENtemplate.xml file in a text editor.

3. To remove the *Save* option, remove the following sections of the ENtemplate.xml file.

   ```xml
   <template name='DEFER_CONTROL_HREF_SAVE_URL'>
   ...
   </template>
   <template name='DEFER_CONTROL_HREF_SAVE'>
   ...
   </template>
   ``

4. To remove the *Parameters* option, which displays when the deferred report has been submitted with parameters, remove the following sections of the ENtemplate.xml file.

   ```xml
   <template name='DEFER_CONTROL_HREF_REPLAY_URL'>
   ...
   </template>
   <template name='DEFER_CONTROL_HREF_REPLAY'>
   ...
   </template>
   ```
5. To remove the *Run* option, which displays when a deferred report has been submitted without parameters, remove the following sections of the ENtemplate.xml file.

```xml
<template name='DEFER_CONTROL_HREF_RERUN_URL'>
...
</template>
<template name='DEFER_CONTROL_HREF_RERUN'>
...
</template>
```

6. To remove the *View* option, remove the following sections of the ENtemplate.xml file.

```xml
<template name='DEFER_CONTROL_HREF_VIEW_URL'>
...
</template>
<template name='DEFER_CONTROL_HREF_VIEW'>
...
</template>
```

**Warning:** It is not recommended to remove the *View* option, because this will prevent users from being able to view their deferred report output.

7. To remove the *Delete* option, remove the following sections of the ENtemplate.xml file.

```xml
<template name='DEFER_CONTROL_HREF_DO_DELETE_URL'>
...
</template>
<template name='DEFER_CONTROL_HREF_DO_DELETE'>
...
</template>
```

**Warning:** It is not recommended to remove the *Delete* option, because this will prevent users from being able to delete their deferred report output. If the *Delete* option is removed, the Reporting Server Deferred Report Expiration option should be set to limit the number of days deferred reports will be stored on the Reporting Servers. At the same time interval, the Managed Reporting Deferred Ticket Cleanup Utility should be run to remove deferred report requests that do not have a corresponding deferred report output on the Reporting Server.

For more information about configuring the Reporting Server Deferred Report Expiration option, see the *Server Administration for UNIX, Windows, OpenVMS, IBM i, and z/OS* manual.

8. Save the ENtemplate.xml file.

9. Restart the WebFOCUS web application.
Deferred Ticket Cleanup Utility (continued)
  troubleshooting server connection failure 25
  troubleshooting silent mode failure 25
  UNIX platform 18
  user credentials 14
  WebFOCUS Administration Console 14
  Windows platform 18
deferred tickets 9, 13
deleting 13
defered workload 9, 10
  administrator settings 9
  managing 9
  managing with alternate deferred servers 10
DFM service 10
DFM_DEFAULT Data Service 11
DFM_DEFAULT properties 10
expiration setting 11
help mode 13
id1 server node user ID 14
interactive mode 13
log file 15
Managed Reporting Administrator 12, 14
Deferred Report Administration 37
Managed Reporting credentials 14
max_connections_per_user value 11
MR Deferred Ticket Cleanup Utility 25
trace files 25
MRDTCleanup 17
mrdtcleanup.bat file 19

N
node1 Reporting Server node name 14

O
odin.cfg 13

P
purging deferred output 12
pwd1 Reporting Server user ID 14

R
Reporting Server configuration file 11

S
server credentials
syntax 14
validating in silent mode 15
silent mode 13
silent mode failure 29
site.wfs file
editing 14
encrypting 14

T
trace files 25
Traces menu 26
troubleshooting 25, 26, 27, 29
  Cleanup Utility hangs on IBM i 25
  Reporting Server connection failure 27
  WebFOCUS Silent Mode failure 29
  WFROOT error 26

U
user credentials 14
utilprodvars.bat file 19
utiluservars.bat file 19

W
WebFOCUS Client 12, 13, 14, 15, 17
WebFOCUS Client configuration file 13
WebFOCUS Client traces 25
  MR Deferred Ticket Cleanup Utility 25
WebFOCUS Reporting Server 11, 12, 13, 14
  expiration setting 11
WFROOT error 26
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