



RELEASE NOTES

Report Manager

Version 5.0 SP5 HF1 build 5.0.5.86

What's New in Report Manager 5.0 SP5 HF1

This release updates the digital certificate used by Report Manager, and addresses a number of bugs. Please see the Fixed Bugs section for more details.

Upgrade Report Manager

Before upgrading to Report Manager 5.0 SP5 HF1 make sure all [requirements](#) are met .

Before upgrading, make sure to back up your data so that it is consistent with a date range for both your Report Manager server and your SolarWinds N-central Server.

Upgrade Path

You can upgrade to Report Manager 5.0 SP5 HF1 from the following versions of Report Manager:

- 5.0 (5.0.0.165+)

Upgrade Instructions

1. Log in to the Report Manager server.
2. Download and run the .exe file from the SolarWinds MSP Resource Center to install Report Manager 5.0 SP5 HF1.
 - a. Log in to the SolarWinds MSP Resource Center and navigate to the Software Downloads page for Report Manager, and click the Report Manager 5.0 SP5 HF1 executable.
 - i. If you are using Internet Explorer, click **Run**.
 - ii. If you are using Firefox, click **Save** to download the .exe.
 - b. The Report Manager Requirements Checker will verify that all installation requirements are met. If a previous version of Report Manager is detected, the system will perform an upgrade. If an earlier, incompatible version is detected, you will receive an error message. After you click **Continue** in the Requirements Checker, there may be a delay before the first screen of the installer appears.
3. After the upgrade is complete, refresh your browser to see the changes.
4. Provide access to users by following "Accessing Report Manager" in the [online help](#) or by referring to the post-installation steps in the [Installation Guide](#).

Fixed Issues in Report Manager

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DESCRIPTION	BUG
Installing Report Manager Fails Due The Site Overview Report Having The Wrong Header.	NRM-3871
ETL Adapter Does Not Support TLS 1.2.	NRM-3870
Incorrect Integration ID for Autotask ETL In SQL 2014/2017.	NRM-3869
Password for Autotask Can Be Erroneously Double-Encrypted.	NRM-3865
Autotask URL Isn't Updated On Upgrade of Report Manager.	NRM-3864
fact_device_license ETL Can Fail If ODS Compatibility Is Set To Less Than SQL 2012.	NRM-3863
The "Test Connection" Feature For Autotask Doesn't Use Credentials From The Config Database.	NRM-3851
Report Manager Fails To Add A New N-central Data Source Because The Webservices Response Timeout Is Too Short.	NRM-3846
Warehouse Data Retention Policy Isn't Being Applied.	NRM-3845
ETL Fails On IT Backup Exec.	NRM-3841
Ticket transformation Fails To Run, And Reports A "Description: The binary code for the script is not found." Error Message.	NRM-3796
PSA Integration Test For ConnectWise Fails.	NRM-3795

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DESCRIPTION	BUG
Change RM verify session code to accept form post variables.	NRM-3787
Adding a new data source results in an error.	NRM-3784
ConnectWise API shows public and private keys in plain text (Report Manager).	NRM-

DESCRIPTION	BUG
	3772
Devices from other customers show up in customer specific report.	NRM-3768
Email Recipient Error.	NRM-3767
Utilize the Connectwise ClientID variable.	NRM-3751

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DESCRIPTION	BUG
REST calls on TLS 1.2 system fail with "underlying connection closed".	NRM-3777
Report Manager - Inaccurate report.	NRM-3774
Email Recipient Error.	NRM-3767
Devices from other customers shows up in customer specific report.	NRM-3768
Notification Summary Report adjustments to exclude deleted customers.	NRM-3765
Scheduled Service Availability Reports (and possibly others) are running for incorrect date when scheduled.	NRM-3760
Scheduled Reports Failing.	NRM-3759
Disk Usage Trending report takes too long to generate.	NRM-3758
When accessing Report Manager from N-central, access doesn't pass through.	NRM-3756
PSA Test button should connect like ETL and return the true connectability of the service.	NRM-3750
ODS trimming can take excessively long to initialize on systems with big data.	NRM-3747
uspTicketPriority takes more than 30 seconds to return.	NRM-3746
rptServiceAvailability needs to change to ensure a partial day is calculated.	NRM-3742

DESCRIPTION	BUG
Device Notes Overview Reports is not showing data when logged into RM as Customer Admin.	NRM-3740
RPT_CapacityPlanning_Summary return query is converting Float to Numeric(15,1) which can fail.	NRM-3738
Service availability and system performance sp should not inner join to rules since a device may not necessarily have a rule.	NRM-3737
uspODSDataCheck fails to clean up cim_operatingSystem installdate properly.	NRM-3735
Fact Transform - CIM Patch should handle patchapprovallog better.	NRM-3734
PackageParameter g_ServerName can be updated to have the wrong value.	NRM-3733
Quite a few ETLs have to have a default value for variable for FirstRun set to 0.	NRM-3732
If ReportManager Service fails to retrieve the packageParameters it should log an error and skip the ETL.	NRM-3731
Add button should not be available when navigating the customer tree.	NRM-3730
AdapterID in cim_networkadapter is now coming in larger than bigint.	NRM-3729
Asset Change Report does not show asset only changes properly.	NRM-3726
License Usage and Comparison Report is using the wrong values for the Date Range Header of License Usage Details table.	NRM-3725


Known Issues and Limitations

There are no known issues or limitations for Report Manager 5.0 SP5 HF1.


System requirements

This section describes hardware and software versions required for Report Manager 5.0 SP5 HF1.

System Requirements

ITEM	MINIMUM INSTALLATION REQUIREMENTS
CPU	Quad Core
RAM	8GB SQL dedicated
Hard Disk	200 GB Free Space
 Systems not meeting these requirements will not be able to upgrade.	

Best Practices

 SolarWinds MSP recommends that you periodically review and evenly increase your system specifications, based upon your database administrator's (DBA) recommendations.

- Set up your hardware to include 15K SAS or SDD hard disks, with battery backup and redundancy.
- Install the SQL Server and Databases on separate physical disks from the Operating System.
- Have dedicated physical hardware (not on a virtual machine).
- Have a LAN connection to SolarWinds N-central; data transfers to Report Manager will exceed GBs of data daily.

Supported software

Only English versions of software are supported.

Only 64-bit versions of SQL and the Windows operating system are supported.

SolarWinds N-central server version

- SolarWinds N-central 12.0 and later

Operating system

Microsoft Windows Server

- 2012 Standard Edition
- 2012 R2 Standard Edition
- 2016 Standard Edition


Database system


Microsoft SQL Server

- 2012 Standard or Enterprise Edition
- 2012 Standard or Enterprise Edition with SP1
- 2012 Standard or Enterprise Edition with SP2
- 2014 Standard or Enterprise Edition
- 2016 Standard or Enterprise Edition
- 2017 Standard or Enterprise Edition

Applications


Microsoft IIS

 Do not change the name of your server after installing IIS.

 Do not remove the default website. The default website is needed to successfully install or upgrade Report Manager.

- IIS 8.0 (Windows Server 2012)
- IIS 8.5 (Windows Server 2012 R2)
- IIS 10.0 (Windows Server 2016)

Microsoft .NET Framework 4.5 and later

 If you are using .NET Framework 4.6 and later, you will need to ensure backwards compatibility to lower versions. In Windows Server Manager, you will need to have the .NET Framework 3.5 feature enabled.

Supported browsers and viewers

Browsers

- Microsoft Internet Explorer 11.x
- Mozilla Firefox, versions 25.0 and later
- Google Chrome, versions 27.0 and later

Viewers

- Adobe Acrobat 7.0 (version 7.0.7) and later
- Microsoft Office 2007 and later

Customer Support

Web Page:	http://www.solarwindsmsp.com
Technical Support Self-Service Portal:	https://support.solarwindsmsp.com
Phone:	Toll Free (U.S./CAN): 1-866-302-4689
	International: +800-6225-3000
	Local: (613) 592-6676, select option 2 for support

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SolarWinds MSP is a market driven organization that places importance on customer, partner and alliance feedback. All feedback is welcome at the following email address: n-able-feedback@solarwinds.com.

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