

# Symantec Enterprise Vault™ Technical Note

Troubleshooting Enterprise Vault Reporting

2007 and 8.0

# Symantec Enterprise Vault™ Technical Note: Troubleshooting Enterprise Vault Reporting

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# About this document

This technical note describes how to troubleshoot problems with the Enterprise Vault Reporting feature in an Enterprise Vault 2007 or Enterprise Vault 8.0 environment.

To troubleshoot problems with the Enterprise Vault Reporting feature in an Enterprise Vault 9.0 environment, see the Enterprise Vault 9.0 edition of this technical note.

For troubleshooting information on FSA Reporting, see the TechNote on that topic at <http://entsupport.symantec.com/docs/288460>.

## What's in this document

This document contains the following chapters:

- “[Setting up SQL Server Reporting Services](#)” on page 5. Refer to this chapter if you have problems with setting up Microsoft SQL Server Reporting Services or assigning the Content Manager role to the Vault Service account.
- “[Troubleshooting configuration and report deployment](#)” on page 8. Refer to this chapter if you had problems when deploying the reports.
- “[Troubleshooting accessing the reports](#)” on page 21. Refer to this chapter if the reports deployed successfully but you cannot access them.
- “[Troubleshooting using and exporting reports](#)” on page 33. Refer to this chapter if you are having problems with the content of some reports, or with exporting the reports to different formats.

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# Setting up SQL Server Reporting Services

This chapter contains the following sections:

- [“Setting up SQL Server Reporting Services”](#) on page 5
- [“Help with setting up SQL Server 2005 Reporting Services”](#) on page 5
- [“Help with setting up SQL Server 2008 Reporting Services”](#) on page 6

## Setting up SQL Server Reporting Services

Enterprise Vault Reporting must be installed on the computer on which you install Microsoft SQL Server Reporting Services. See your Enterprise Vault documentation and the Enterprise Vault *Compatibility Charts* for details of the supported versions of SQL Server and SQL Server Reporting Services.

As part of preparing for the installation of Enterprise Vault Reporting, you must assign the SQL Server Reporting Services Content Manager role to the Vault Service account.

If you have problems with setting up SQL Server Reporting Services or assigning the Content Manager role, refer to the Microsoft documentation links in the appropriate section that follows.

## Help with setting up SQL Server 2005 Reporting Services

If you have problems with the setting up of Microsoft SQL Server 2005 Reporting Services, the following links to Microsoft’s SQL Server documentation may help.

- Installing and configuring SQL Server 2005 Reporting Services:  
[http://msdn.microsoft.com/en-us/library/aa545658\(CS.70\).aspx](http://msdn.microsoft.com/en-us/library/aa545658(CS.70).aspx)
- About Report Manager:  
[http://msdn.microsoft.com/en-us/library/ms157147\(SQL.90\).aspx](http://msdn.microsoft.com/en-us/library/ms157147(SQL.90).aspx)
- Assigning the Content Manager role to the Vault Service account:  
[http://msdn.microsoft.com/en-us/library/aa337471\(SQL.90\).aspx](http://msdn.microsoft.com/en-us/library/aa337471(SQL.90).aspx)

## Help with setting up SQL Server 2008 Reporting Services

If you have problems with the setting up of Microsoft SQL Server 2008 Reporting Services, the following links to Microsoft's SQL Server documentation may help.

- Installing and configuring SQL Server 2005 Reporting Services:  
<http://msdn.microsoft.com/en-us/library/ms143736.aspx>
- About Report Manager:  
<http://msdn.microsoft.com/en-us/library/ms157147.aspx>
- Assigning the Content Manager role to the Vault Service account:  
<http://msdn.microsoft.com/en-us/library/aa337471.aspx>

# Troubleshooting configuration and report deployment

This chapter contains the following sections:

- [“Troubleshooting configuration and report deployment”](#) on page 8.
- [“Using DTrace with Microsoft SQL Server 2008 Reporting Services”](#) on page 8.
- [“Identifying the problem”](#) on page 8.
  - [‘Reporting has been configured on this machine. However, there were a few warnings and/or errors...’](#) message
  - [‘Authentication failed for reporting user’](#) error message
  - [‘The specified SQL Server does not exist’](#) error message
  - [‘Ensure that you can browse to the Report Manager...’](#) error message
  - [‘EnterpriseVaultDirectory database does not exist...’](#) error message
  - [‘Failed to connect to the specified SQL Server with the credentials you provided’](#) error message
  - [‘Reports failed to deploy successfully’](#) error message
  - [Error code 1 and log file error ‘System.Net.WebException: Page cannot be found’](#)
  - [Log file error ‘Assembly security permission grant set’](#)
  - [‘Report deployment failed’](#) error
  - [‘Couldn’t disable MyReports’](#) error
- [“Configuring Reporting and deploying the reports”](#) on page 19.

# Troubleshooting configuration and report deployment

This chapter describes how to troubleshoot the configuration of Enterprise Vault Reporting and the deployment of its reports.

Follow the information in this chapter if, during configuration of the Enterprise Vault Reporting feature, or during a subsequent redeployment of the Enterprise Vault reports, an error dialog indicates that the configuration or deployment of reports has failed.

## Using DTrace with Microsoft SQL Server 2008 Reporting Services

If you use Microsoft SQL Server 2008 Reporting Services, do not attempt to run the Enterprise Vault debug utility DTrace on the Reporting Services Report Manager process, **Reporting ServicesService.exe**. Report Manager does not render the reports correctly if you enable DTrace on it.

You can use the Microsoft utility DebugView in place of DTrace in this instance. You can obtain DebugView from the following location:

<http://technet.microsoft.com/en-us/sysinternals/bb896647.aspx>

## Identifying the problem

- 1 Note down any message that is displayed by the configuration process.
- 2 Examine the Reporting deployment log file **EVDeployReports.Log** for any error indications. The log file is in the **EVReports** subfolder of the Enterprise Vault installation folder.

**Note:** If you are running Enterprise Vault 2007 with Service Pack 3 (SP3) or later installed, then you can ignore any of the following entries in **EVDeployReports.Log** if they are present, as they do not indicate a problem:

```
Failed to open registry key - SOFTWARE\Microsoft\Microsoft SQL
Server\Reporting Services\Version
.
.
An error is encountered when resolving
hostNameSystem.Net.Sockets.SocketException: No such host is
known
    at System.Net.Dns.GetAddrInfo(String name)
    at System.Net.Dns.InternalGetHostByName(String hostName,
Boolean includeIPv6)
```

```

        at System.Net.Dns.GetHostEntry(String hostNameOrAddress)
        at Symantec.EnterpriseVault.Reporting.UIHelper.
FullyQualifiedDomainName(String domainName)
Unable to find Fully Qualified Domain Name for : domain_name
.
.
Entered ReportDeployForm::DeployReportsCallback
Entered Configuration::Configuration()
Invalid command line arguments are passed
Leaving ReportDeployForm::DeployReportsCallback

```

- 3 Follow the appropriate instructions below to resolve the problem.

## ‘Reporting has been configured on this machine. However, there were a few warnings and/or errors...’ message

**Enterprise Vault version:** Enterprise Vault 8.0 with SP1 or later installed.

**Symptoms:** The Reporting Configuration utility displays the following message: Reporting has been configured on this machine. However, there were a few warnings and/or errors, as a result of which some reports may not work. For details, see the log file EVDeployReports.Log in the EVReports subfolder of the Enterprise Vault installation folder.

**Cause:** The configuration was successful, but Enterprise Vault noted one or more of the following conditions:

- Enterprise Vault auditing is not configured.
- FSA Reporting is not configured.

To determine the cause of the message, examine **EVDeployReports.Log**.

**Resolution:** Some of Enterprise Vault Reporting’s reports require Enterprise Vault auditing as a prerequisite. Other reports require FSA Reporting as a prerequisite. Read the following sections and configure one or both of these features, if you require them.

### About Enterprise Vault auditing

The two Enterprise Vault Reporting Operation reports **Archived Items Access** and **Archived Items Access Trends** require auditing to be configured for the Enterprise Vault server. If you do not intend to run either of these reports, you do not need to configure auditing.

You must enable auditing to create the auditing database, and then configure the auditing level for the required auditing categories in the properties of the Enterprise Vault server.

For more information on enabling and configuring auditing for Enterprise Vault, see the *Administrator's Guide*.

## About FSA Reporting

Enterprise Vault Reporting's Data Analysis reports require FSA Reporting to be configured. The Data Analysis reports do not show data for a file server or a volume until FSA Reporting has performed a successful scan on that file server or volume.

If you do not want to run the Data Analysis reports, you do not need to configure FSA Reporting.

For information on configuring FSA Reporting and running a scan, see the *Administrator's Guide*. (From Enterprise Vault 8.0 SP2, see the *Reporting* guide.)

## 'Authentication failed for reporting user' error message

**Enterprise Vault version:** Any version.

**Symptoms:** The Reporting Configuration utility displays a "Validation Error" or "Error in Prerequisites" dialog with the message:

```
Authentication failed for reporting user
```

**Cause:** There is a problem with the Reporting user account credentials you entered.

**Resolution:** To resolve this problem:

- 1 Ensure you are supplying the correct user name and password for the Reporting user account.
- 2 Ensure you can ping the domain specified in the credentials.
- 3 Rerun the Reporting Configuration utility with the "Configure Reporting and deploy or upgrade reports" option. When specifying the domain, try providing a fully qualified domain name (FQDN).  
See "[Configuring Reporting and deploying the reports](#)" on page 19.

## 'The specified SQL Server does not exist' error message

**Enterprise Vault version:** Enterprise Vault 8.0 with SP1 or later installed.

**Symptoms:** The Reporting Configuration utility displays the following error message:

```
The Specified SQLServer does not exist.
```

**Cause:** This message appears if you enter an invalid SQL Server name.

**Resolution:** Rerun the Reporting Configuration utility with the “Configure Reporting and deploy or upgrade reports” option. Enter the correct name for the SQL Server.

See “[Configuring Reporting and deploying the reports](#)” on page 19.

## ‘Ensure that you can browse to the Report Manager...’ error message

**Enterprise Vault version:** Enterprise Vault 8.0 with SP1 or later installed.

**Symptoms:** The Reporting Configuration utility displays the following error message:

Ensure that you can browse to the Report Manager Web application and view its Home page successfully. The URL has the format `http://host_name/webapp_name/`, for example `http://myserver.mydomain.com/Reports/`. When you have displayed the Report Manager Home page, click ‘OK’ below to continue.

**Cause:** This message appears if the Configuration utility is unable to access the Microsoft Reporting Services Report Manager Web application.

**Resolution:** Make sure that the Microsoft SQL Server Reporting Services are configured and running.

Then follow the error dialog instructions to browse to the Report Manager Web application’s home page. When you have successfully accessed the Web application home page, click “OK” on the error dialog to continue the configuration.

If the same error dialog reappears when you click “OK”, refresh the Report Manager home page and then click “OK” on the dialog again. On a slow Report Server you may need to repeat these actions a number of times until the error dialog no longer appears and the reports deploy successfully.

## ‘EnterpriseVaultDirectory database does not exist...’ error message

**Enterprise Vault version:** Enterprise Vault 8.0 with SP1 or later installed.

**Symptoms:** The Reporting Configuration utility displays the following error message:

`‘EnterpriseVaultDirectory’ database does not exist on the specified SQL server.`

**Cause:** This message appears if the Configuration utility fails to detect the Enterprise Vault Directory database on the specified SQL Server.

**Resolution:** Rerun the Reporting Configuration utility with the “Configure Reporting and deploy or upgrade reports” option. Enter the name for the SQL Server that contains the Enterprise Vault Directory database.

See “[Configuring Reporting and deploying the reports](#)” on page 19.

## ‘Failed to connect to the specified SQL Server with the credentials you provided’ error message

**Enterprise Vault version:** Enterprise Vault 8.0 with SP1 or later installed.

**Symptoms:** The Reporting Configuration utility displays the following error message:

Failed to connect to the specified SQL Server with the credentials you provided.

**Cause:** This message appears if the utility is unable to connect to the SQL Server with the credentials of the account that you are logged in with.

**Resolution:** Make sure that the Vault Service account that you are using can connect from the Reporting Services computer to the SQL Server that you specified. Then rerun the Reporting Configuration utility with the “Configure Reporting and deploy or upgrade reports” option.

See “[Configuring Reporting and deploying the reports](#)” on page 19.

## ‘Reports failed to deploy successfully’ error message

**Enterprise Vault version:** Enterprise Vault 2007 with Service Pack 3 (SP3) or later installed.

**Symptoms:** The Reporting Configuration utility displays the following error message:

The reports failed to deploy successfully: see EVdeployreports.log in the EVReports subfolder of the EV installation folder for more details.

---

**Note:** If you get this message, run the Enterprise Vault reports that you intend to use. If the reports contain data, then you can ignore the message.

Remember that the Data Analysis reports do not show data for a file server or a volume until FSA Reporting has performed a successful scan on that file server or volume. For information on configuring FSA Reporting and running a scan, see the *Administrator’s Guide*. (From Enterprise Vault 8.0 SP2, see the *Reporting guide*.)

---

**Cause:** One of the following problems may have occurred during the report deployment:

- A SQLException occurred when the Reporting Configuration utility attempted to do any of the following:
  - Add the Reporting user account to the Enterprise Vault databases.
  - Create the role ‘EVReportingRole’ on the auditing database.
  - Grant ‘SELECT’ access permissions to the EVReportingRole.

- The Reporting Configuration utility was unable to set access for the Reporting user on the Report Server's `bin` folder.

**Resolution:** If you run all the Enterprise Vault reports you intend to use and they contain data, you can ignore the 'Reports failed to deploy successfully' message. If any of the reports do not contain data, work through the following steps:

- 1 A likely reason for the 'Reports failed to deploy successfully' message is the absence of an auditing database or an FSA Reporting database. These databases are required for some of Enterprise Vault Reporting's reports:
  - The auditing database is required for two of the Operation reports, 'Archived Items Access' and 'Archived Items Access Trends'. If the auditing database is absent, you will see entries similar to the following in **EVDeployReports.Log**:

```
EnterpriseVaultAuditDb is not configured
```

```
Database: EnterpriseVaultAudit, SQL Server: MyServer  
Error connecting
```

---

**Note:** If you do not want to use the archived items access reports, you can ignore these log entries.

---

If you want to use the 'Archived Items Access' and 'Archived Items Access Trends' reports, you must enable Enterprise Vault auditing. For information on enabling Enterprise Vault auditing, see the *Administrator's Guide*.

- The FSA Reporting database is required for all the Data Analysis reports. If the FSA Reporting database is absent, you will see entries similar to the following in **EVDeployReports.Log**:

```
EnterpriseVaultFSAReportingDb is not configured
```

```
Database: EnterpriseVaultFSAReporting, SQL Server: MyServer  
Error connecting
```

---

**Note:** If you do not want to use the Data Analysis reports, you can ignore these log entries.

---

If you want to use the Data Analysis reports, you must configure FSA Reporting.

For information on configuring FSA Reporting, see the *Administrator's Guide*. (From Enterprise Vault 8.0 SP2, see the *Reporting* guide.)

If **EVDeployReports.Log** indicates another problem, work through the rest of the steps below. For a list of entries in the log that you can ignore, see "[Identifying the problem](#)" on page 8.

- 2 Ensure that a SQL Server login for the Reporting user account is present on the SQL servers used for the Enterprise Vault Directory database, all Vault store databases, and the Enterprise Vault Monitoring database.
- 3 Ensure that the “EVReportingRole” role has been assigned to the Reporting user SQL Server login on all Enterprise Vault databases.
- 4 Ensure that, for each database listed in [Table 3-1](#), the “EVReportingRole” role has been granted “SELECT” access permission for the specified views.

**Table 3-1** Enterprise Vault database views required by Reporting

Database	View
EnterpriseVaultAudit	EVAuditView
EnterpriseVaultDirectory	ArchiveView
	ComputerServiceTypeView
	VaultEntryView
	view_ComputerEntry
	view_ComputerTask
	view_DominoMailboxArchivingStatus
	view_ExchangeMailboxArchivingStatus
	view_ExchangeMailbox_Server
	view_ExchangeServerEntry
	view_MonitoringSettings
	view_NotesJournal_Server_Domain
	view_NotesMailServerEntry
	view_NotesMailServer_Domain
	view_NotesMailboxArchivingStatus
	view_PartitionEntry
	view_PolicyTargetGroup_PolicyEntry
	view_Root
	view_Site
	view_Storage_VaultStoreEntry
	view_Trustee

**Table 3-1** Enterprise Vault database views required by Reporting

Database	View
EnterpriseVaultMonitoring	JrnMailBoxParametersView
	MailboxParameterConfigView
	view_DominoJrnMailBoxParameters
	view_MailboxMonitoringHistory
	view_ServiceMonitoringHistory
	view_TaskMonitoringHistory
Vault Store database(s)	view_Collection
	view_ListVaults
	view_SaveSet
	view_Saveset_Archive_Vault
	view_Saveset_Properties
	view_VaultStoreSummary

- 5 Ensure that the Reporting user has been granted “log on locally” rights on the Reporting Services Report Server computer.
- 6 Ensure the Reporting user has “full control” access rights on the folder `<Reporting_Services_install_folder>/ReportServer/bin`.
- 7 Try accessing the reports. If you continue to have problems, see [“Troubleshooting accessing the reports”](#) on page 21, and [“Troubleshooting using and exporting reports”](#) on page 33.

## Error code 1 and log file error ‘System.Net.WebException: Page cannot be found’

**Symptoms:** The Reporting Configuration utility displays an error message with error code 1 and the message:

Error: Report Deployment Failed. Miscellaneous error.

In addition, the following error message appears in **EVDeployReports.Log**:

System.Net.WebException: The request failed with HTTP status 404: Page cannot be found

**Cause:** Enterprise Vault could not access the Report Server in order to deploy the reports, due to firewall or trusted site settings.

**Resolution:** To resolve this problem:

- 1 On the Report Server machine, open Internet Explorer, select **Tools > Internet Options**, and select the **Connections** tab.
- 2 Click **LAN Settings** and, in the **Proxy server** area, clear the **Use a Proxy Server for LAN** check box.
- 3 Click **OK** and then click **OK** again to exit the dialogs.
- 4 Again from Internet Explorer select **Tools > Internet Options** and select the **Security** tab.
- 5 Select the **Local intranet** Web content zone. Then, in the Local intranet area, click **Sites** to display the **Local intranet** dialog.
- 6 Click the **Advanced** button and add the URL for the Report Server to the list of Web sites in this zone. The Report Server URL is as follows:  
`http://<host_name>/<report_server_name>/`  
where:
  - `<host_name>` is the fully qualified host name of the computer hosting the Microsoft SQL Server Reporting Services Report Server.
  - `<report_server_name>` is the name of the Report Server.For example:  
`http://myserver.evdomain.com/ReportServer`  
or:  
`http://myserver.evdomain.com/ReportServer$MyInstance`  
where `MyInstance` is the Reporting Services instance name.  
You can obtain this URL from the **RSReportServer.config** file, if you wish. This file is present in the parent folder of the **bin** folder where the reports are to be installed. Typically this is:
  - For SQL Server 2000 Reporting Services:  
`C:\Program Files\Microsoft SQL Server\MSSQL\Reporting Services\ReportServer`
  - For SQL Server 2005 Reporting Services:  
`C:\Program Files\Microsoft SQL Server\MSSQL.2\Reporting Services\ReportServer`  
where `MSSQL.2` is the instance where you intend to deploy the reports.
- 7 Click **Close** or **OK** and then **OK** to close the **Local intranet** dialogs. Then click **OK** to exit the **Internet Options** dialog.
- 8 Rerun the Reporting Configuration utility with the **Configure Reporting and deploy or upgrade reports** option. See “[Configuring Reporting and deploying the reports](#)” on page 19.

## Log file error ‘Assembly security permission grant set’

**Symptoms:** The Reporting Configuration utility displays the error message:

```
Error: Report Deployment Failed
```

and **EVDeployReports.Log** contains the following error message:

```
Assembly AssemblyName security permission grant set is incompatible between app domains
```

**Cause:** This problem is described in detail in the Microsoft Knowledge Base article <http://support.microsoft.com/?kbid=822526&FR=1>.

**Resolution:** To resolve this problem:

- 1 Restart the IIS Admin service.
- 2 Rerun the Reporting Configuration utility with the **Configure Reporting and deploy or upgrade reports** option. See “[Configuring Reporting and deploying the reports](#)” on page 19.

## ‘Report deployment failed’ error

**Enterprise Vault version:** This problem can appear on systems that have not been upgraded to Enterprise Vault 2007 Service Pack 2 (SP2) or later.

**Symptoms:** The Reporting Configuration utility displays a “Deployment Error” dialog with the message:

```
Report deployment failed. Restart IIS and run the Enterprise Vault Reporting Configuration utility again. Please refer to the EVDeployReports.log file and to the 'Troubleshooting Enterprise Vault Reporting' TechNote for more details.
```

In addition, **EVDeployReports.Log** contains an exception beginning as follows:

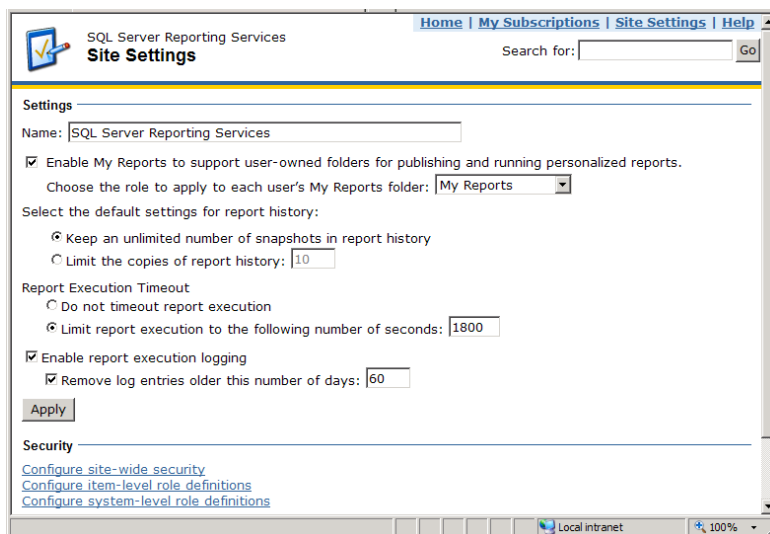
```
Entered RsHelper::ListReportServerItems()
System.Web.Services.Protocols.SoapException: System.Web.Services.Protocols.SoapException: The value for parameter 'Item' is not specified. It is either missing from the function call, or it is set to null. --->
Microsoft.ReportingServices.Diagnostics.Utilities.MissingParameterException: The value for parameter 'Item' is not specified. It is either missing from the function call, or it is set to null.
```

**Cause:** The problem may occur if you have selected the following Microsoft SQL Server Reporting Services setting to create a “My Reports” folder for each user:

```
Enable My Reports to support user-owned folders for publishing and running personalized reports
```

This setting appears on the Reporting Services Report Manager’s Site Settings page:

Figure 3-1 Report Manager Site Settings page



**Resolution:** Clear the ‘Enable My Reports...’ setting on the Site Settings page temporarily while you deploy the reports, as follows:

- 1 In your Web browser, enter the URL for the SQL Server Reporting Services Report Manager Web application. The URL has the following format:  
`http://host_name/reportmgr_Webapp_name/`  
where:
  - *host\_name* is the fully qualified host name of the computer hosting the Microsoft SQL Server Reporting Services Report Manager Web application
  - *reportmgr\_Webapp\_name* is the name of the Microsoft SQL Server Reporting Services Report Manager Web application.For example:  
`http://myserver.evdomain.com/Reports/`
- 2 On the Report Manager Home page, click **Site Settings**.
- 3 On the Site Settings page, clear the ‘Enable My Reports...’ setting, and click **Apply** to save the change.
- 4 Run the Enterprise Vault Reporting Configuration utility to deploy the Enterprise Vault reports.  
See “[Configuring Reporting and deploying the reports](#)” on page 19.
- 5 Restore the ‘Enable My Reports...’ setting on the Report Manager’s Site Settings page and click **Apply** to save the change.

## ‘Couldn’t disable MyReports’ error

**Enterprise Vault version:** This problem can appear on systems with Enterprise Vault 2007 Service Pack 2 (SP2) or later installed, or on Enterprise Vault 8.0.

**Symptoms:** The Reporting Configuration utility displays a dialog with the following message:

```
Couldn't disable MyReports. Please disable My Reports in
SiteSettings of Report Manager and Click OK. Please see help for
details.
```

**Cause:** The problem may occur if you have selected the following Microsoft SQL Server Reporting Services setting to create a “My Reports” folder for each user:

```
Enable My Reports to support user-owned folders for publishing and
running personalized reports
```

Enterprise Vault normally clears the setting temporarily while it deploys the reports. However, if you receive this error, Enterprise Vault has been unable to clear the setting.

**Resolution:** Clear the ‘Enable My Reports...’ setting manually while you deploy the reports. To do this, follow the resolution described for the previous problem. See [“‘Report deployment failed’ error”](#) on page 17.

## Configuring Reporting and deploying the reports

You can configure Enterprise Vault Reporting and deploy its reports using the Enterprise Vault Reporting Configuration utility. If the configuration fails for some reason, you can rectify the error and then re-run the Reporting Configuration utility with the **Configure Reporting and deploy or upgrade reports** option.

### To configure Reporting and deploy reports

- 1 On the Windows Start menu, click **Programs > Enterprise Vault > Enterprise Vault Reports Configuration**.
- 2 On the Reporting Configuration utility dialog:
  - Select **Configure Reporting and deploy or upgrade reports**.
  - Enter the **Domain, User name** and **Password** for the Reporting user account.
  - If you are using Microsoft SQL Server 2005 or 2008 Reporting Services, re-enter the **SQL Reporting Services Instance**.
  - Specify the **Language** in which to deploy the reports.
  - Specify the name of the **Directory database SQL Server**.
- 3 Click **Configure** to deploy the reports.



# Troubleshooting accessing the reports

This chapter contains the following sections:

- [Troubleshooting accessing the reports](#)
- [Unable to view the reports](#)
- [Error message 'An error has occurred during report processing' with SQL Server 2008 Reporting Services](#)
- [Access to reports denied with SQL Server 2000 Reporting Services](#)
- [Access to reports denied for local administrator](#)
- [Vault Service account unable to access reports](#)
- [Unable to access Report Server from a different domain](#)
- [Unable to access Enterprise Vault reports from a different domain](#)
- [Unable to access Report Manager on a 64-bit Windows system due to a permissions issue](#)
- [Problems after upgrading to SQL Server 2005 Reporting Services](#)
- [Changing the Reporting user account details](#)

## Troubleshooting accessing the reports

This chapter describes how to troubleshoot problems with accessing Enterprise Vault Reporting's reports.

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**Note:** This chapter assumes you have successfully deployed Enterprise Vault Reporting's reports.

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## Unable to view the reports

If you are having general problems logging in or getting reports to display successfully, follow this checklist:

- Confirm that the Enterprise Vault Reporting prerequisites have been satisfied:
  - Microsoft SQL Server 2000 Reporting Services with SP2; or Microsoft SQL Server 2005 Reporting Services (SP1 or later recommended). From Enterprise Vault 8.0 SP2, Microsoft SQL Server 2008 Reporting Services (with SP1) is also supported. See the Enterprise Vault *Compatibility Charts* for the latest information on supported versions of SQL Server Reporting Services.
  - Microsoft .NET Framework v 2.0 and .NET Framework v1.1 both installed.
  - IIS registered with ASP.NET 1.1 for SQL Server 2000 Reporting Services SP2; or with ASP.NET 2.0 for SQL Server 2005 Reporting Services.
  - A network connection to the computer or computers hosting the Enterprise Vault databases.
- Verify that IIS is not locked down, and that IIS services are not stopped. Try stopping and restarting IIS.
- Access the SQL Server Reporting Services Report Manager Web application with an account that is assigned to a suitable role:
  - **For Enterprise Vault 2007 and its service packs**, provide the credentials of an account that has been assigned a “Browser” role in Microsoft SQL Server Reporting Services. Refer to your Microsoft Reporting Services documentation for instructions on how to do this.
  - **For Enterprise Vault 8.0 and its service packs**, provide the credentials of an account that has been assigned to an Enterprise Vault administrator role with access to the required reports. See the section “Roles and Enterprise Vault Reporting” in the chapter “Managing Administrator Security” in the *Administrator’s Guide*. (From Enterprise Vault 8.0 SP2, see also the *Reporting* guide.)
- Ensure that a SQL Server login for the Reporting user account you created in the pre-installation steps is present on all the SQL servers used for the Enterprise Vault Directory database, all Vault store databases, and the Monitoring database.
- Ensure that the “EVReportingRole” role has been assigned to the Reporting user SQL Server login on all Enterprise Vault databases.

- Ensure that, for each database listed in [Table 4-1](#), the “EVReportingRole” role has been granted “SELECT” access permission for the specified views.

**Table 4-1** Enterprise Vault database views required by Reporting

Database	View
EnterpriseVaultAudit	EVAuditView
EnterpriseVaultDirectory	ArchiveView
	ComputerServiceTypeView
	VaultEntryView
	view_ComputerEntry
	view_ComputerTask
	view_DominoMailboxArchivingStatus
	view_ExchangeMailboxArchivingStatus
	view_ExchangeMailbox_Server
	view_ExchangeServerEntry
	view_MonitoringSettings
	view_NotesJournal_Server_Domain
	view_NotesMailServerEntry
	view_NotesMailServer_Domain
	view_NotesMailboxArchivingStatus
	view_PartitionEntry
	view_PolicyTargetGroup_PolicyEntry
	view_Root
view_Site	
view_Storage_VaultStoreEntry	
view_Trustee	
EnterpriseVaultMonitoring	JrnMailBoxParametersView
	MailboxParameterConfigView
	view_DominoJrnMailBoxParameters
	view_MailboxMonitoringHistory

**Table 4-1** Enterprise Vault database views required by Reporting

Database	View
	view_ServiceMonitoringHistory
	view_TaskMonitoringHistory
Vault Store database(s)	view_Collection
	view_ListVaults
	view_SaveSet
	view_Saveset_Archive_Vault
	view_Saveset_Properties
	view_VaultStoreSummary

- Check whether the Reporting user account password has expired. Ideally this password should have been set never to expire, as described in the *Installing and Configuring* manual. However, if the account password has expired, you must change the Reporting user account credentials. Follow the instructions in “[Changing the Reporting user account details](#)” on page 29.

## Error message 'An error has occurred during report processing' with SQL Server 2008 Reporting Services

**Affected configurations:** Microsoft SQL Server 2008 Reporting Services.

**Problem:** When SQL Server 2008 Reporting Services Report Manager renders a report it displays the following message:

```
An error has occurred during report processing.  
(rsProcessingAborted)
```

```
The Value expression for the query parameter  
'@SearchResult' contains an error: Index was outside the  
bounds of the array. (rsRuntimeErrorInExpression)
```

**Cause:** This error message appears if there is no data available to display for the report. This is a known issue with Microsoft SQL Server 2008 Reporting Services. The issue is described on the following Microsoft Connect page:

<http://connect.microsoft.com/SQLServer/feedback/ViewFeedback.aspx?FeedbackID=416371>

**Resolution:** Wait until Enterprise Vault Reporting has completed a successful data scan and then re-run the report.

Ensure that Enterprise Vault is gathering data for the report. Note that with Enterprise Vault 8.0 SP2 and later, FSA Reporting does not gather data by default for the duplicate files reports. For more information, see the *Reporting* guide.

## Access to reports denied with SQL Server 2000 Reporting Services

**Affected configurations:** Enterprise Vault 8.0 with Service Pack 1, Microsoft SQL Server 2000 Reporting Services.

**Problem:** You are denied permission to access any reports on a SQL Server running SQL Server 2000 Reporting Services, despite your account being in one of the Enterprise Vault administrator roles.

**Cause:** SQL Server 2000 Reporting Services may under rare circumstances deny access to users who do not belong to the Windows Administrators Group.

**Resolution:** If this problem occurs, make sure that the user account is in the Windows Administrators group.

## Access to reports denied for local administrator

**Affected configurations:** Microsoft SQL Server 2000 Reporting Services.

**Problem:** If you access the reports as follows and attempt to run a report, an error that states that the account does not have access to the reports:

- You log on locally to the Microsoft SQL Server 2000 Reporting Services computer, with the credentials of an account in the local administrators group, other than the Vault Service account.
- You then access the Report Manager Web application by specifying:
  - The fully qualified host name or IP address in the URL for the Report Manager Web application.
  - The credentials of the Vault Service account or an account other than the local administrator account with which you logged on to the computer.

**Cause:** There is a permissions issue.

**Resolution:** To work around this problem, do either of the following:

- Log on to the local computer with the Vault Service account or with an account that is assigned to a role that allows access to the Enterprise Vault

reports. (See “Access the Reporting Web application with an account that is assigned to a suitable role” in “Unable to view the reports” on page 22.) Then specify the same account in Internet Explorer when you access the Report Manager Web application.

- Or use the following method to run Internet Explorer using a suitable account:
  - Click **Start > Programs**.
  - Right-click **Internet Explorer** and from the shortcut menu select **Run As**.
  - Specify the Vault Service account or an account that is assigned to a suitable role.

## Vault Service account unable to access reports

**Affected configurations:** Enterprise Vault 8.0 with Service Pack 1.

**Problem:** Under some circumstances the Vault Service account may receive an “access denied” error when attempting to access the reports. This may occur if you use a fully qualified domain name or an IP address in the URL for the Report Manager Web application.

**Workaround:** To access the reports, use the following URL from the computer on which the reports are deployed:

`http://localhost/Reports/`

## Unable to access Report Server from a different domain

**Affected configurations:** Microsoft SQL Server 2000 Reporting Services.

**Problem:** You cannot access the SQL Server Reporting Services Report Server from a different domain to that in which the Report Server is located.

**Cause:** The registry and the Reporting Services configuration files require the fully qualified domain name of the Report Server.

**Resolution:** To resolve this problem, do as follows:

- 1 Navigate to the following Registry key:  
`HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\80\Reporting Services`
- 2 Change the values of **RSVirtualDir** and **WAVirtualDir** under this key. These entries have the following values:
  - **RSVirtualDir:** `http://<server>/ReportServer`

- **WAVirtualDir:** `http://<server>/Reports`  
 In each case, replace `<server>` with the fully qualified domain name of the server.
- 3 Add a host name entry on your internal DNS server and, if external access is required, on your external DNS server.
- 4 Edit both of the following configuration files on your Report Server:
  - `<SQL_Server_Install_Path>\Reporting Services\ReportServer\RSReportServer.config`
  - `<SQL_Server_Install_Path>\Reporting Services\ReportManager\RSWebApplication.config`
 These files both contain one reference to the ReportServer URL that is referenced **RSVirtualDir** in [step 2](#). In both cases, edit the URL to replace the server name with its fully qualified domain name.
- 5 Restart the **ReportServer** service.

## Unable to access Enterprise Vault reports from a different domain

**Affected configurations:** All configurations.

**Problem:** You cannot browse to the **Symantec EnterpriseVault** folder from the Report Manager Home page when you access the Report Server from a computer in a different domain. Internet Explorer repeatedly prompts you for login credentials, which it does not accept.

**Cause:** There is an issue with Internet Explorer's security settings.

**Resolution:** To resolve this problem, do as follows:

- 1 In Internet Explorer, select **Tools > Internet Options**.
- 2 Click the **Advanced** tab, and under **Security**, uncheck the setting **Check for signatures on downloaded programs**.
- 3 Restart Internet Explorer.

## Unable to access Report Manager on a 64-bit Windows system due to a permissions issue

**Affected configurations:** Report Manager running on a 64-bit Windows system.

**Problem:** After the deployment of Enterprise Vault Reporting's reports, Report Manager fails to open. SQL Server Reporting Services displays an Error page

which states that the permissions granted to your user account are insufficient for performing this operation.

**Cause:** A possible cause is that the **EvAzStore.xml** file is not up-to-date.

**Resolution:** Check the time stamp of the **EvAzStore.xml** file and if necessary, manually register **azroles.dll**, as follows:

- 1 On the computer on which SQL Server Reporting Services is installed, browse to the **ReportServer\bin** folder under **Program Files\Microsoft SQL Server**.
- 2 Find the file **EvAzStore.xml** and examine its “Date Modified” time stamp. If the time stamp indicates a date and time that is before the time that you first attempted to access Report Manager’s home page after deploying the Enterprise Vault reports, then manually register the Microsoft dll file **azroles.dll** as follows:
  - a Open Windows Control Panel, select **Administrative Tools** and then select **Microsoft .NET Framework 2.0 Configuration**.
  - b In the left pane of the .NET Framework 2.0 Configuration utility, expand **My Computer**, right-click **Assembly Cache** and choose **Add**.
  - c Browse to the following folder:  
WINDOWS\Microsoft.NET\AuthMan\1.2
  - d Select the file `microsoft.interop.security.azroles.dll` and click **Open** to add this assembly.
  - e Close the .NET Framework 2.0 Configuration utility.
  - f Open the Services snap-in to the Microsoft Management Console, and restart the IIS Admin Service and the SQL Server Reporting Services.

## Problems after upgrading to SQL Server 2005 Reporting Services

**Problem:** After upgrading from SQL Server 2000 Reporting Services to SQL Server 2005 Reporting Services, you see the following message when running a report:

```
An error has occurred during report processing (rsProcessingAborted)
An attempt has been made to use a data extension 'EVDDataExtension'
that is not registered for this report server.
(rsDataExtensionNotFound)
```

**Cause:** The SQL Server 2005 Reporting Services Report Server **web.config** file does not have redirection for the **Microsoft.ReportingServices.Interfaces** dll.

**Resolution:** To resolve this problem, do as follows:

- 1 Open the **ReportServer** folder in the Microsoft SQL Server Reporting Services installation folder.
- 2 Make a backup copy of the **web.config** file.
- 3 Open the **web.config** file for editing using a text editor such as Notepad.
- 4 Add the following subnode within the <runtime> node:

```
<assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
  <dependentAssembly>
    <assemblyIdentity name="Microsoft.ReportingServices.Interfaces"
      publicKeyToken="89845dcd8080cc91"
      culture="neutral" />
    <bindingRedirect oldVersion="8.0.242.0"
      newVersion="9.0.242.0" />
  </dependentAssembly>
</assemblyBinding>
```

- 5 Save the changes to the **web.config** file.

## Changing the Reporting user account details

Enterprise Vault Reporting requires an Active Directory user account to use when accessing the Enterprise Vault databases. If you want Enterprise Vault Reporting to use a different user account, or if the existing account password expires, you can change the credentials of the account in either of the following ways:

- From the Enterprise Vault Reporting Configuration utility.  
 See [“To change the Reporting user account credentials using the Reporting Configuration utility”](#) on page 29.
- By manually updating the account’s credentials in the shared data source on the Reporting Services Report Server, and then assigning the required role and rights to the new account.  
 See [“To change the Reporting user account credentials manually”](#) on page 30.

### To change the Reporting user account credentials using the Reporting Configuration utility

- 1 If you require a new Windows user account, create the replacement account in the Active Directory domain. This account does not require a mailbox, and need not be a member of the Windows Administrators group. When you create the account:

- Select the Password Never Expires option
  - Leave the remaining check boxes clear (User Must Change Password at Logon, Use Cannot Change Password, Account is Disabled).
- 2 On the Windows Start menu, click **Programs > Enterprise Vault > Enterprise Vault Reports Configuration**.
  - 3 On the Reporting Configuration utility dialog:
    - Select **Reconfigure data access settings for Reporting**.
    - Enter the **Domain, User name** and **Password** for the new or modified Reporting user account.
    - If you are using SQL Server 2005 Reporting Services, re-enter the **SQL Reporting Services Instance**.
    - Specify the name of the **Directory database SQL Server**.
    - Click **Reconfigure** to configure the new Reporting user account.

#### To change the Reporting user account credentials manually

- 1 If you require a new Windows user account, create the replacement account in the Active Directory domain. This account does not require a mailbox, and need not be a member of the Windows Administrators group. When you create the account:
  - Select the Password Never Expires option
  - Leave the remaining check boxes clear (User Must Change Password at Logon, Use Cannot Change Password, Account is Disabled).
- 2 Go to the Report Manager Web application, for example  
`http://<host_name>/reports`
- 3 Log in with an account that has a “content manager” role on the Report Server.
- 4 Click the **Symantec Enterprise Vault** link.
- 5 Click **Show Details**.
- 6 Click the **EnterpriseVaultDS** link.
- 7 In **Connect using**, select **Credentials stored securely in the report server**. Then set the new user name and password and click **Apply**.
- 8 Close the Report Manager Web application.
- 9 Assign the **EVReportingRole** role to the new Reporting user on all Enterprise Vault databases, including the Monitoring database, **EnterpriseVaultMonitoring**, and the Auditing database, **EnterpriseVaultAudit**, if it has been configured.

- 10 Grant the “log on locally” right to the new Reporting user on the Reporting Services Report Server machine.
- 11 Ensure the new Reporting user has “full control” access rights on the folder `<Reporting_Services_install_folder>/ReportServer/bin`.



# Troubleshooting using and exporting the reports

This chapter contains the following sections:

- [Troubleshooting using and exporting reports](#)
- [Troubleshooting problems with report content](#)
- [Troubleshooting report export](#)
- [Using Reporting with multiple Reporting Services](#)

## Troubleshooting using and exporting reports

This chapter describes how to troubleshoot problems with the content and export of Enterprise Vault Reporting's reports.

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**Note:** This chapter assumes you have successfully deployed the Enterprise Vault Reporting reports and can access them successfully.

---

## Troubleshooting problems with report content

This section describes how to troubleshoot problems that affect the content of the Enterprise Vault reports.

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**Note:** The problem may be seen in all supported Microsoft Reporting Services configurations, unless a specific configuration is quoted.

---

## Images or data fail to appear

**Problem:** Data and images are omitted from a report when you first run it.

**Cause:** This problem can occur on the first occasion that you run a report, if the Microsoft Reporting Services Report Server's name contains special characters such as a hyphen or underscore.

**Resolution:** To work around this problem, run the report and then click the **Refresh** button on the Report Manager toolbar (located below the parameter value entry boxes). The images and data should display correctly in the refreshed screen.

## Reports omit data related to some vault stores

**Problem:** Reports omit data from some vault stores.

**Cause:** You have not set up the Reporting user account's access roles correctly.

**Resolution:** Ensure that the Reporting user account is assigned the "EVReportingRole" role on the vault store SQL server.

## No information appears in the Data Analysis reports

**Problem:** The Data Analysis Reports contain no data.

**Cause:** These reports require Enterprise Vault FSA Reporting to be configured, and to have completed a successful scan of the file server or volume.

**Resolution:** Configure FSA Reporting from the Enterprise Vault Administration Console and ensure that FSA Reporting has performed a successful scan. For instructions, see the *Administrator's Guide*. (From Enterprise Vault 8.0 SP2, see the *Reporting* guide.)

## No information appears in reports that use Monitoring data

**Problem:** The following Operation Reports contain no data:

- Domino Server Journal Mailbox Archiving Health
- Domino Server Journal Mailbox Archiving Trends
- Enterprise Vault server 24-hour Health Status
- Enterprise Vault server Seven-day Health Status
- Exchange Server Journal Mailbox Archiving Health
- Exchange Server Journal Mailbox Archiving Trends

**Cause:** These reports rely on information gathered by the Enterprise Vault Monitoring agents. They contain no data if Enterprise Vault server Monitoring is disabled, or if there is a problem with the Monitoring agents.

**Resolution:** Enable Monitoring from Enterprise Vault Operations Manager. For instructions, see the Operations Manager online help or the *Administrator's Guide*.

If server Monitoring is enabled but the reports are still not displaying data, it is possible that there is a problem with the Monitoring agents. Follow the instructions for troubleshooting the Monitoring agents in the following document on the Enterprise Vault Support Web site:

<http://entsupport.symantec.com/docs/287449>.

## No information appears in reports that use auditing data

**Problem:** The following Operation Reports contain no data:

- Archived Items Access
- Archived Items Access Trends

**Cause:** These reports rely on information obtained from the Enterprise Vault auditing database. They contain no data if Enterprise Vault auditing is disabled.

**Resolution:** Enable Enterprise Vault auditing from the Enterprise Vault Administration Console. For instructions, see the *Administrator's Guide*.

## Mailbox Archiving Status report: Error when changing sort option

**Problem:** Changing the sort option on the **Mailbox Archiving Status** report results in the error:

```
This operation is not supported for reports that are
configured to run as report execution snapshots
(rsReportSnapshotEnabled)
```

**Affected configurations:** Microsoft SQL Server 2005 Reporting Services.

**Cause:** You may receive this error if you have configured the report to use the “Render this report from an execution snapshot” option. Microsoft Reporting Services has issues with interactive sorting when executed with this option.

**Resolution:** This issue is fixed in Microsoft SQL Server 2005 SP1.

## Domino Server Journal Mailbox Archiving Health report: Unable to distinguish between Domino journal mailbox locations

**Problem:** If an Enterprise Vault server archives from multiple Domino servers containing Domino journal mailbox locations with the same name, such as **symantec\\***, then when viewing the Domino Server Journal Mailbox Archiving Health report, you cannot identify the Domino server to which a journal mailbox location belongs.

**Cause:** The report does not identify the Domino server to which a journal mailbox location belongs.

**Resolution:** Ensure that you give unique names to the journal mailbox locations on different Domino servers, if the locations are to be archived by a single Enterprise Vault server.

## Troubleshooting report export

This section describes how to troubleshoot problems that may occur when you export reports.

### CSV format: All data appears in a single cell in Excel

**Problem:** Reports exported in CSV format are rendered by default in Unicode, which results in Excel displaying all data in a single cell.

**Resolution:** To resolve this problem:

- 1 Open the following configuration file for editing on the Report Server:

```
<SQL_Server_Install_Path>\Reporting  
Services\ReportServer\RSReportServer.config
```

- 2 Locate the following Extension tag for the CSV renderer:

```
<Extension Name="CSV"> </Extension>
```

- 3 Change this tag so that its content is as follows:

```
<Extension Name="CSV" Type="Microsoft.ReportingServices.Rendering.  
CsvRender.CsvReport, Microsoft.ReportingServices.CsvRendering">  
<Configuration><DeviceInfo><Encoding>ASCII</Encoding></DeviceInfo>  
</Configuration></Extension>
```

### Excel format: Date and time stamp does not appear

**Problem:** In a report exported in Excel format, the date and time details do not appear in Excel's Normal layout (although they are correctly shown in the footer of printed reports).

**Resolution:** To view the date and time from Excel, select the **File > Page Setup > Header/Footer** tab, or select **File > Print Preview**.

### Web Archive format: Images truncated

**Problem:** Images can appear truncated in a report exported in Web Archive (MHTML) format.

**Affected configurations:** Microsoft SQL Server 2000 Reporting Services

**Resolution:** This problem only happens on the first time in a session when you export the report. To work around the problem, export the report again. Alternatively, save the exported file to disk and then open the saved file using Internet Explorer.

## XML file format: “Page cannot be displayed” error

**Problem:** If you export an Asian language operating system report in XML file format and opt to open the file rather than save it, you may receive the error “Page cannot be displayed”.

**Cause:** This problem occurs when the report name contains double-byte character set (DBCS) characters or special characters such as a hyphen. It occurs because Internet Explorer applies URL encoding rules to create a temporary file name, but Report Manager attempts to show the exported XML file name without applying URL encoding.

**Resolution:** To work around this problem, save the file before viewing it. Alternatively, identify the location of the temporary XML file by observing the URL displayed in the Web browser when the “Page cannot be displayed” error is shown. Then go to the temporary file location and open the file in Internet Explorer.

## Known Issues

The following are known issues relating to report export:

### DBCS characters unreadable in PDF format

Double byte character set (DBCS) characters may fail to display correctly in a report that is exported in PDF format.

### Archive quota usage report: Problems when exported in CSV or XML format

The following problems may affect the **Archive quota usage** report:

- When exported in CSV format, the report may display the error: Subreport could not be displayed.
- When exported in XML format, the report may contain information for all users in addition to the selected user.

This issue is related to the Microsoft Reporting Services rendering extensions, which do not render complex reports correctly.

## CSV and XML format Data Analysis reports omit table header information

If you export a Data Analysis report in CSV format or XML format, the report's table column header information may be missing in the exported report.

# Using Reporting with multiple Reporting Services

This note applies to Enterprise Vault 8.0 and later only.

Note the following if you configure Enterprise Vault Reporting on two or more computers with different SQL Server Reporting Services.

If both the Reporting Services are associated with the same Enterprise Vault Directory database, then the permissions associated with Enterprise Vault's administration roles apply to both of the Reporting Services. That is, a user account whose role permits access to some reports in one Reporting Services can also access the same reports in the other Reporting Services. However, a user's actions in one Reporting Services are not reflected in the other. This can result in the following scenario:

- A user account that is assigned the FSA Administrator role accesses the Report Server Web application for Reporting Services A. The user subscribes to a number of FSA reports and creates a database snapshot.
- The same user account later accesses the Report Server Web application for Reporting Services B. The user then checks for subscribed reports and snapshots, but finds no record of the subscriptions or the snapshot that relate to Reporting Services A.

To work around this issue, the user must perform the required actions in both of the Reporting Services.