

Symantec Enterprise Vault™ Technical Note

Troubleshooting Enterprise Vault
Reporting

9.0 and 10.0

Symantec Enterprise Vault: Troubleshooting Enterprise Vault Reporting

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About this document

This chapter includes the following topics:

- [About this technical note](#)
- [About troubleshooting Enterprise Vault Reporting](#)

About this technical note

This technical note describes how to troubleshoot problems with the Enterprise Vault Reporting feature that is supplied with Enterprise Vault 9.0 or Enterprise Vault 10.0.

To troubleshoot other versions of Enterprise Vault Reporting, see the appropriate issue of this technical note.

For information on troubleshooting FSA Reporting, see the following technical note on the Symantec Support website:

<http://www.symantec.com/docs/TECH51475>.

About troubleshooting Enterprise Vault Reporting

See the appropriate section of this technical note for help with the following:

- | | |
|--|---|
| Problems with setting up Microsoft SQL Server Reporting Services or assigning the Content Manager role to the Vault Service account. | See “About Setting up SQL Server Reporting Services” on page 11. |
| Problems when deploying Enterprise Vault Reporting's reports. | See “About troubleshooting configuration and report deployment” on page 13. |
| Problems with accessing reports that were deployed successfully. | See “About troubleshooting accessing the reports” on page 27. |

Problems with the content of some reports, or with exporting the reports to different formats. See “[About troubleshooting using and exporting the reports](#)” on page 35.

Note: From Enterprise Vault 10.0.3, you can limit the Vault Service account’s SQL privileges to increase database security. The Enterprise Vault databases contain a set of roles that enable you to assign to the Vault Service account only those SQL privileges that are required to run Enterprise Vault. However, if you limit the SQL privileges of the Vault Service account for normal daily operations, you may need to grant additional SQL privileges to the account for other tasks that require higher privileges.

For more information on using the SQL Server roles, see the following article on the Symantec Support website: <http://www.symantec.com/docs/HOWTO80670>.

Setting up SQL Server Reporting Services

This chapter includes the following topics:

- [About Setting up SQL Server Reporting Services](#)
- [Help with setting up SQL Server 2005 Reporting Services](#)
- [Help with setting up SQL Server 2008 Reporting Services](#)
- [Help with setting up SQL Server 2012 Reporting Services](#)

About Setting up SQL Server Reporting Services

You must install Enterprise Vault Reporting on a computer on which Microsoft SQL Server Reporting Services is installed.

For details of the supported versions of SQL Server and SQL Server Reporting Services, see the Enterprise Vault *Compatibility Charts* on the Symantec Support website at <http://www.symantec.com/docs/TECH38537>.

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 following:

- See “[Help with setting up SQL Server 2005 Reporting Services](#)” on page 12.
- See “[Help with setting up SQL Server 2008 Reporting Services](#)” on page 12.
- See “[Help with setting up SQL Server 2012 Reporting Services](#)” on page 12.

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 Microsoft articles may be of assistance:

- Installing and configuring SQL Server 2005 Reporting Services:
[http://msdn.microsoft.com/en-us/library/ms143736\(sql.90\).aspx](http://msdn.microsoft.com/en-us/library/ms143736(sql.90).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 Microsoft articles may be of assistance:

- Installing and configuring SQL Server 2008 Reporting Services:
[http://msdn.microsoft.com/en-us/library/ms143736\(sql.100\).aspx](http://msdn.microsoft.com/en-us/library/ms143736(sql.100).aspx)
- About Report Manager:
[http://msdn.microsoft.com/en-us/library/ms157147\(sql.100\).aspx](http://msdn.microsoft.com/en-us/library/ms157147(sql.100).aspx)
- Assigning the Content Manager role to the Vault Service account:
[http://msdn.microsoft.com/en-us/library/aa337471\(sql.100\).aspx](http://msdn.microsoft.com/en-us/library/aa337471(sql.100).aspx)

Help with setting up SQL Server 2012 Reporting Services

If you have problems with the setting up of Microsoft SQL Server 2012 Reporting Services, consult your Microsoft documentation.

Troubleshooting configuration and report deployment

This chapter includes the following topics:

- [About troubleshooting configuration and report deployment](#)
- [About using DTrace with Microsoft SQL Server Reporting Services](#)
- [Identifying the problem](#)
- [Configuring Reporting and deploying the reports](#)

About troubleshooting configuration and report deployment

Follow the information in this chapter if the Reporting Configuration utility indicates that there was a problem during either of the following:

- The configuration of the Enterprise Vault Reporting feature
- A subsequent re-deployment of the Enterprise Vault reports

About using DTrace with Microsoft SQL Server Reporting Services

If you use SQL Server 2008 Reporting Services or SQL Server 2012 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>

This issue does not affect SQL Server 2005 Reporting Services.

Identifying the problem

To identify the problem

- 1 Note down any message that is displayed during the configuration.
- 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.
- 3 Follow the appropriate instructions below to resolve the problem.

“Reporting Configuration Utility is unable to copy file...” message

Symptoms: The Reporting Configuration utility displays a message similar to the following:

```
Reporting Configuration Utility is unable to copy file
"source_file_path"
To "destination_file_path"
Please copy file manually after configuration ends.
```

Cause: Enterprise Vault was unable to copy a file such as `EVRT.dll` to the required location during the configuration. The problem is usually because the file is locked.

Resolution: When the configuration has finished, copy the indicated file to the specified destination location.

If you cannot copy the file because it is still locked, use the MMC **Services** snap-in to restart the following service, and then try again:

- For SQL Server 2005 restart the **IIS Admin service**.
- For SQL Server 2008, restart the **SQL Server Reporting Services** (*instance_name*) service, where *instance_name* is the SQL Server instance.

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

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 one of the following as a prerequisite:

- Enterprise Vault auditing. See [“About Enterprise Vault auditing”](#) on page 15.
- FSA Reporting. See [“About FSA Reporting”](#) on page 15.

About Enterprise Vault auditing

The following Enterprise Vault Reporting Operation reports require auditing to be configured on the Enterprise Vault server:

- Archived Items Access
- Archived Items Access Trends

If you intend to run either of these reports, you must 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 how to enable and configure auditing for Enterprise Vault, see the *Administrator’s Guide*.

About FSA Reporting

If you intend to run Enterprise Vault Reporting’s Data Analysis reports you must configure FSA Reporting.

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 *Reporting* guide.

“Authentication failed for reporting user” error message

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 25.

“The specified SQL Server does not exist” error message

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 25.

“Ensure that you can browse to the Report Manager...” error message

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

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 25.

“Failed to connect to the specified SQL Server with the credentials you provided” error message

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 25.

“Failed to deploy reports on the report server” error message

Symptoms: The Reporting Configuration utility displays an error message similar to the following:

```
Failed to deploy reports on the report server. Please refer to the
EVDeployreports.log file and to the 'Troubleshooting
Enterprise Vault Reporting' TechNote 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 if you have configured FSA Reporting, 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.

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 message that the reports failed to deploy successfully.

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*.

- An FSA Reporting database is required for all the Data Analysis reports. If the FSA Reporting database is absent, entries similar to the following appear 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 `EVDeployReports.Log` indicates another problem, work through the rest of the steps below. You can ignore some of the entries in the log.

See “[Identifying the problem](#)” on page 14.

- 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 the following table, the EVReportingRole role has been granted SELECT access permission for the specified views.

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_ReportSettings
	view_Root
	view_Site
	view_Storage_VaultStoreEntry
	view_Trustee
EnterpriseVaultMonitoring	JrnMailBoxParametersView
	MailboxParameterConfigView

Database	View
	view_DominoJrnMailBoxParameters
	view_MailboxMonitoringHistory
	view_ServiceMonitoringHistory
	view_TaskMonitoringHistory
Vault Store database(s)	view_Collection
	view_ListVaults
	view_SaveSet
	view_Saveset_Archive_Vault
	view_Saveset_Property
	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 to access the reports. If you continue to have problems you may have to troubleshoot.
 See [“About troubleshooting accessing the reports”](#) on page 27.
 See [“About troubleshooting using and exporting the reports”](#) on page 35.

Error code 1 and log file error “System Net.Web Exception: 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 `EVDployReports.Log`:

```
System Net.Web Exception: The request failed with HTTP status 404:
Page cannot be found
```

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

Resolution:

- 1 On the Report Server computer, 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 websites 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. This file is present in the parent folder of the `bin` folder where the reports are to be installed. Typically this path is as follows:

`SQL_Server_install_path\SQL_reporting_install_folder\ Reporting Services\ReportServer`

For example:

`C:\Program Files\Microsoft SQL Server\MSSQL.2\Reporting Services\ReportServer`

- 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 25.

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 25.

“Couldn’t disable MyReports” error

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

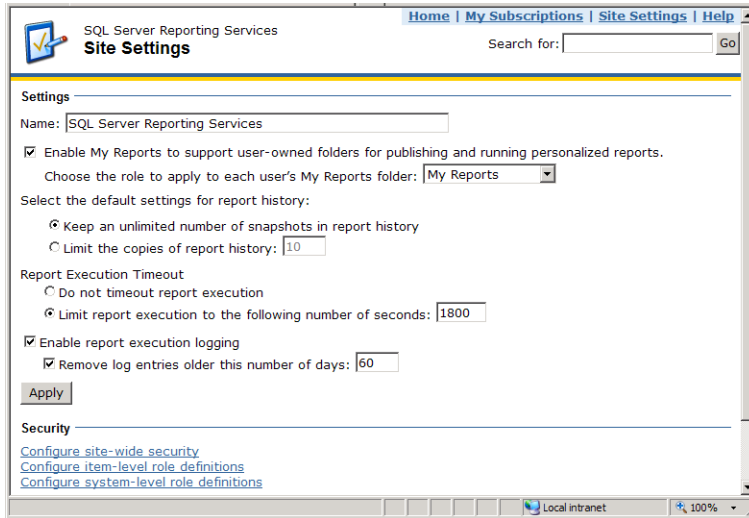
```
Couldn't disable MyReports. Please disable My Reports in  
SiteSettings of Report Manager and Click OK. Please see help for  
details.
```

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
```

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

Figure 3-1 Report Manager Site Settings page



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 on the **Site Settings** page temporarily while you deploy the reports, as follows:

- 1 In Internet Explorer, 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 **Enable My Reports**, 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 25.
- 5 Restore the **Enable My Reports** setting on the Report Manager’s Site Settings page and click **Apply** to save the change.

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.
 - 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 includes the following topics:

- [About troubleshooting accessing the reports](#)
- [Unable to view the reports](#)
- [Report Server Web page does not show the Enterprise Vault folder](#)
- [Role assignments and changes fail to get implemented](#)
- [Error message “An error has occurred during report processing” with SQL Server 2008 Reporting Services](#)
- [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](#)

About troubleshooting accessing the reports

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

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

Unable to view the reports

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

- If you can access the Report Server Web page, but you cannot see the Symantec Enterprise Vault folder, this may be due to the user account not belonging to the correct SSRS role.
See [“Report Server Web page does not show the Enterprise Vault folder”](#) on page 29.
- Make sure that you access the SQL Server Reporting Services Report Manager Web application with an account that is assigned to a suitable Enterprise Vault administrator role:
 - See *About accessing Enterprise Vault Reporting's reports*, in the *Reporting* guide.
 - See [“Role assignments and changes fail to get implemented”](#) on page 29.
- Confirm that the prerequisites for Enterprise Vault Reporting are satisfied. See the following:
 - The section *Prerequisites for Enterprise Vault Reporting* in the *Reporting* guide.
 - The Enterprise Vault *Compatibility Charts* on the Symantec Support website at <http://www.symantec.com/docs/TECH38537>.
- Make sure that you have a working 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.
- Ensure that a SQL Server login for the Reporting user account you created in the preinstallation 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 the EVReportingRole role has been granted “SELECT” access permission for the specified views for each database.
See [“Failed to deploy reports on the report server” error message](#) on page 18.
- Check whether the Reporting user account password has expired. Ideally this password should have been set never to expire, as described in the *Reporting*

guide. If the account password has expired, you must change the Reporting user account credentials.
See [“Changing the Reporting user account details”](#) on page 32.

Report Server Web page does not show the Enterprise Vault folder

Problem: The Symantec Enterprise Vault folder is not visible on the SQL Server Reporting Services Report Server Web page.

Cause: The user account may not belong to the correct SSRS role.

Resolution: Do as follows:

- 1 Clear your Internet Explorer browser cache.
- 2 Log in again to the SQL Server Reporting Services Report Server.
- 3 Click the **Properties** tab and on the **Security** page make sure that the user account is added to the SQL Server Reporting Services Enterprise Vault Browser role.

Role assignments and changes fail to get implemented

Problem: You make changes to the Enterprise Vault roles-based security from Authorization Manager in the Administration Console, but these changes do not get implemented.

Cause: This problem may be due to caching latency. If you add, remove or change roles from Authorization Manager and then save your changes, there is a latency of about one minute before you can successfully make further changes.

Resolution: After applying changes to roles in Authorization Manager, wait at least one minute for the changes to take effect, before you start Authorization Manager again to make further role assignments or changes.

See the procedures for assigning, modifying, and creating roles under *Roles-based administration* in the *Administrator's Guide*.

Note that you must also enable the synchronization of Enterprise Vault Reporting roles-based security.

See “Enabling the synchronization of Enterprise Vault Reporting roles-based security” in the *Reporting* guide.

Error message “An error has occurred during report processing” with 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 FSA Reporting does not gather data by default for the duplicate files reports. For more information, see the *Reporting* guide.

Unable to access Enterprise Vault reports from a different domain

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: Follow this procedure to check the timestamp of the `EvAzStore.xml` file and if necessary, register `azroles.dll` manually:

- 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 timestamp.
If the timestamp 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, continue with this procedure to register the Microsoft DLL file `azroles.dll` manually.
- 3 Open the Windows **Control Panel**, select **Administrative Tools** and then select **Microsoft .NET Framework 2.0 Configuration**.
- 4 In the left pane of the .NET Framework 2.0 Configuration utility, expand My Computer, right-click **Assembly Cache** and choose **Add**.
- 5 Browse to the following folder: `WINDOWS\Microsoft.NET\AuthMan\1.2`
- 6 Select the file `microsoft.interop.security.azroles.dll` and click **Open** to add this assembly.
- 7 Close the .NET Framework 2.0 Configuration utility.
- 8 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 'EVDataExtension'
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 33.
- 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 33.

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.
 - 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 unselected (**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 computer.
- 11 Ensure that 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 includes the following topics:

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

About troubleshooting using and exporting the reports

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

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.

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. FSA Reporting must also 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 *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 Symantec Support website:

<http://www.symantec.com/docs/TECH50809>

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

Affected configurations: Microsoft SQL Server 2005 Reporting Services.

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)
```

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.  
CsvRenderer.CsvReport,Microsoft.ReportingServices.CsvRendering">  
<Configuration><DeviceInfo><Encoding>ASCII</Encoding></DeviceInfo>  
</Configuration></Extension>
```

Excel format: Date and timestamp 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**.

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 with report export

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.

About using Reporting with multiple Reporting Services

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.