



ibi™ WebFOCUS®

Deferred Report Administration

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Managing Deferred Tickets

The topics in this chapter contain information to help a user manage:

- Deferred Reporting configuration settings
- Deferred workload
- Deferred Ticket Cleanup Utility
- Private resources of other users

Deferred Reporting Configuration Settings

Deferred Reporting configuration settings determine how deferred reports are processed. The configuration settings enable you to specify whether to:

- Prompt for a custom Deferred Report description.
- Notify you that the Deferred Report request has been submitted.
- Prompt you to confirm your decision to delete a Deferred Report.

The Deferred Reporting configuration settings are automatically available from the Administration Console on a full or updated installation of ibi™ WebFOCUS®. For details on how to install and configure WebFOCUS®, see the WebFOCUS *Installation and Configuration* guide for your platform.

The following configuration setting enables you to configure whether users will be prompted to type customized Deferred Report descriptions, which will uniquely identify reports that are submitted to run deferred multiple times (that is, more than once).

Prompt for Custom Deferred Report Description. When this checkbox is selected, the default setting, users are prompted to optionally customize the description for the Deferred Report, which defaults to the title of the report being run deferred. This occurs whenever the description has not been submitted with the run-Deferred Report request. When this checkbox is clear, the title of the report being submitted to run deferred is assigned to the Deferred Report description automatically, and no prompt appears.

Additionally, these next configuration settings allow you to specify whether to display the Deferred Report-submitted notification and the deleted report confirmation. The default is to display these notifications. You should fully evaluate how these configuration settings apply to your application workflow and usability prior to clearing the checkboxes, in which case the notifications will not display.

Display Deferred Request Submitted Notification. When this checkbox is selected, the default setting, the Deferred Report Submit Notification displays when the report has been successfully submitted to run deferred. If the report is not successfully submitted to run deferred, a message displays with information as to why it was not successfully submitted. You can click the Deferred Report Status link to open the report directly from this notification. When this checkbox is clear, the Deferred Report Submit Notification dialog does not open.

Display Deferred Ticket Delete Confirmation. When this checkbox is selected, the default setting, a message prompts the user to confirm the deletion of a Deferred Report. When this checkbox is clear, the user is not prompted to confirm the deletion. Making a large number of deletions is faster than suppressing the confirmation message.

For more information on Deferred Reporting configuration settings and the Administration Console, see the *ibi™ WebFOCUS® Security and Administration* guide.

Managing Deferred Workload

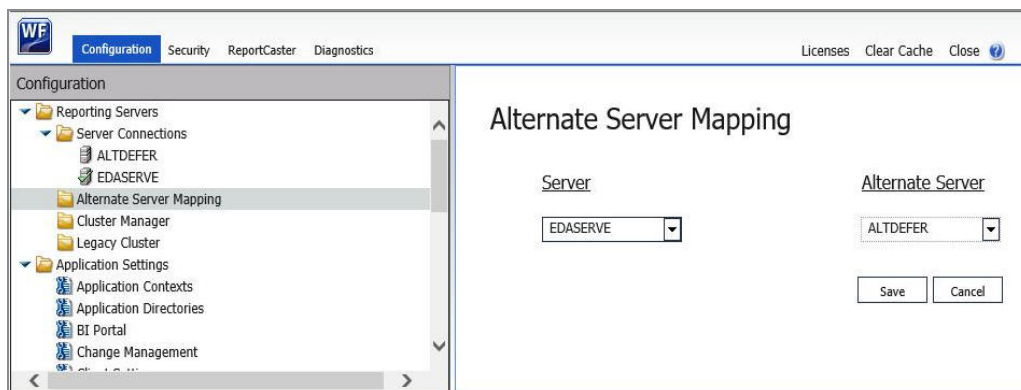
Because you can connect from a single ibi™ WebFOCUS® Client installation to multiple ibi™ WebFOCUS® Reporting Servers, a single user can have deferred tickets for output residing on multiple servers. These servers can be on different platforms and may require different user IDs. Users have access to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

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

Deferred request properties are available from the WebFOCUS® Reporting Server browser interface. To access the properties, select the **Workspace** tab, right-click **DFM_DEFAULT** in the Data Services folder, and select **Properties**. For more information, see the *ibi™ WebFOCUS® Reporting Server Administration* guide.

Understanding Alternate Deferred Servers

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



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

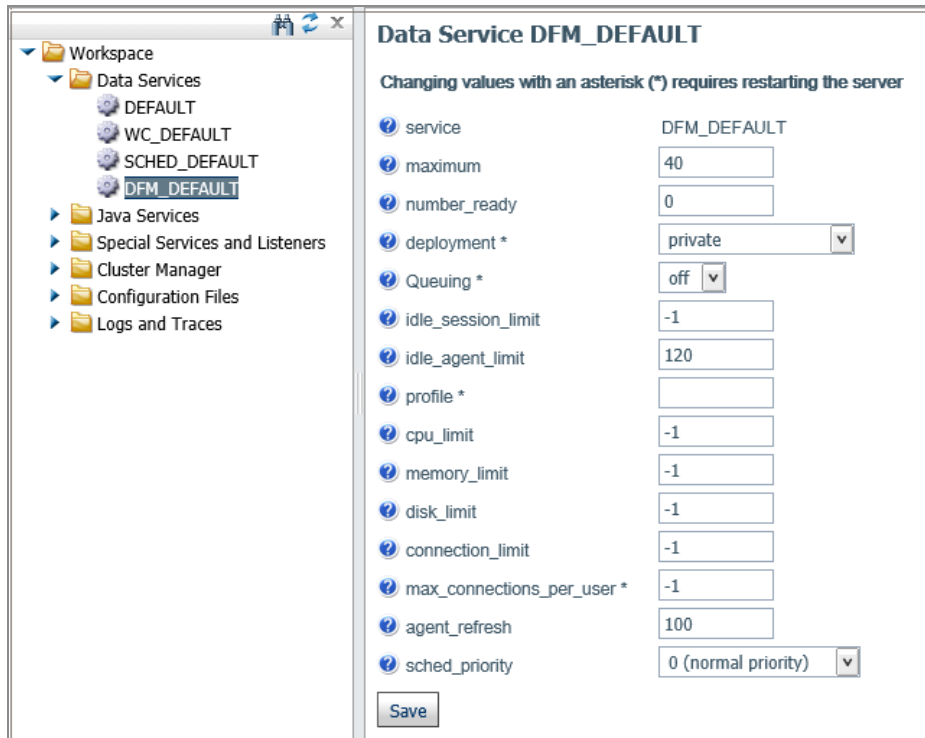
If you do not have access to the Administration Console, contact your WebFOCUS Administrator or see the *ibi™ WebFOCUS® Security and Administration* guide.

Configuring Deferred Services

You can also manage the resources allocated to processing deferred requests without configuring additional servers. In the WebFOCUS Reporting Server browser interface, you can use the DFM_DEFAULT properties in the **Data Services** folder to configure workload settings for the DEFAULT data server. Each data server has a DFM service for which you can configure workload settings for deferred requests, independent of interactive requests.

For example, the default `max_connections_per_user` value of -1 does not impose a limit on the number of deferred requests a user can submit. You can change the `max_connections_per_user` value to 1 for the DFM_DEFAULT Data Service, while allowing users to submit

unlimited concurrent interactive requests. The DFM_DEFAULT settings are shown in the following image.



If you do not have access to the WebFOCUS Reporting Server browser interface, contact your WebFOCUS Reporting Server Administrator or see the *ibi™ WebFOCUS® Reporting Server Administration* guide.

Deferred Report Expiration Setting

The WebFOCUS Reporting Server has an output expiration setting that controls when deferred output is purged from the Reporting Server. This setting is configured using the WebFOCUS Reporting Server configuration file (Windows and UNIX) and the deferred receipt listener node block (on z/OS).

Control Purging of Deferred Output

```
dfm_maxage={0 | n}
```

where:

0

Indicates no expiration is configured.

n

Indicates *n* days until expiration. The default value is 30 days.

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

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

i **Note:** Cleanup of deferred output stored on the WebFOCUS Reporting Server is facilitated by the Deferred Management listener, which checks every time it wakes up. The sleep interval for the listener is defined by the `dfm_int_max` parameter which defaults to 30 seconds if not specified. For more information about this and related parameters, see the *ibi™ WebFOCUS® Reporting Server Administration* guide or the online help.

If a deferred report is not saved or deleted prior to its expiration, the output is automatically deleted from the WebFOCUS Reporting Server `dfm_dir` directory and the deferred report is moved to the Unknown category in the Deferred Report Status Interface. From the Unknown category, the user can only delete the unknown report. For more information about cleaning up unknown deferred tickets, see [Managing the Deferred Ticket Cleanup Utility](#).

Managing the Deferred Ticket Cleanup Utility

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

Additionally, deferred requests submitted to Reporting Servers that are not defined in the WebFOCUS Client configuration file (`odin.cfg`) are also deleted. Before running this utility, it

is important to confirm that there have not been any WebFOCUS Reporting Server nodes temporarily removed from the WebFOCUS Client `odin.cfg` file.

The Deferred Ticket Cleanup Utility (`mrdtcleanup`) is located in the `/ibi/WebFOCUS93/utilities/mr` directory. On Windows, there is a `mrdtcleanup.bat` file and on UNIX-based platforms there is a `mrdtcleanup` script file. You can run the Deferred Ticket Cleanup Utility in interactive mode, silent mode, or help mode. Silent mode is useful for overnight batch processing. For information on running the utility in all modes, see [Running the Managed Reporting Deferred Ticket Cleanup Utility](#).

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

Deferred Ticket Cleanup Utility Processing

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

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

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

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

Each time the Deferred Ticket Cleanup Utility runs, a log file and a backup of the HTML file for each user are created. For information on the log file and back-up files that the Deferred Ticket Cleanup utility creates, see [Deferred Ticket Cleanup Utility Log File](#).

WebFOCUS Repository and User Credentials

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

WebFOCUS Reporting Server and User Credentials

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

Specify Server Credentials in Site.wfs

Edit the site.wfs file using the following syntax:

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

where:

node1

Is a WebFOCUS Reporting Server node name (NODE) that must be defined in the WebFOCUS Client `odin.cfg` configuration file, which is located in the `/ibi/WebFOCUS93/client/home/etc` directory. This file is accessible in the Administration Console from the Custom Settings panel.

You can use an asterisk (*) for the node name if you want to specify the same user ID and password for all server nodes, which is useful if there are servers in a cluster. You can also use a combination of asterisk (*) and specific node names for some Reporting Servers.

id1

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

pwd1

Specifies the password for the WebFOCUS Reporting Server user ID.

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

Validation of Server Credentials in Silent Mode

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

WebFOCUS Reporting Server Processing

The deferred ticket information for each Managed Reporting user is processed separately. The number of times a connection is made to a Reporting Server depends on the number

of Managed Reporting users that have deferred tickets for that server. Only one connection is made per user for the processing of deferred tickets for each server.

Trusted WebFOCUS Reporting Server Connection Restriction

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

Deferred Ticket Cleanup Utility Log File

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

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

```
mrdtcleanup_date_time.log
```

where:

date

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

time

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

Log files are created in the \ibi\WebFOCUS93\logs directory.

The following is an example of a log file created in interactive mode.

Sample Log File Created in Interactive Mode

```
09.16.44.256:0:0:=====
09.16.44.271:0:1:  user log opened Thu Aug 31 09:16:44 EDT 2017
09.16.44.271:0:2:=====
09.16.44.287:0:3:createWFLog(WFContext.java:2615):Starting WebFOCUS
log-file for mrdtcleanup
09.16.44.287:0:4:main(MRDTCleanup.java:257):The Utility to delete
Unknown
Deferred Report Tickets has started...
09.16.44.287:0:5:isSilentMode(MRDTCleanup.java:341):as there was no
option
"-s" passed checking if silent mode is set in site.wfs file.
09.16.44.287:0:6:isSilentMode(MRDTCleanup.java:344):Silent mode not set
in
site.wfs
09.16.44.287:0:7:main(MRDTCleanup.java:259):Utility is running in
interactive mode
09.17.54.921:0:8:isAuthenticatedUser
(MRDTCleanup.java:571):Authenticating
User: admin
09.18.26.771:0:9:runInInteractiveMode(MRDTCleanup.java:468):MR user is
authenticated for MR Repository.
09.18.26.789:0:10:isMRAdministratorUser
(MRDTCleanup.java:584):Authorizing
User: admin
09.18.27.313:0:11:runInInteractiveMode(MRDTCleanup.java:485):User is
```

```

authorized for MR Repository.

09.18.27.319:0:12:checkWFCCredentials(MRDTCleanup.java:607):Checking WF
credentials information...

09.18.27.534:0:13:checkWFCCredentials(MRDTCleanup.java:627):No WF
WebFOCUS Reporting Server credentials specified in site.wfs WF
configuration file.

09.18.27.534:0:14:checkWFCCredentials(MRDTCleanup.java:628):The Utility
will prompt for the credentials to be provided by user

09.22.03.961:0:15:runInInteractiveMode(MRDTCleanup.java:520):Finished
running utility in the interactive mode.

09.22.03.971:0:16:main(MRDTCleanup.java:270):MRDTCleanup utility
finished

processing.

09.22.03.971:0:17:=====
09.22.03.973:0:18:   user log closed Thu Aug 31 09:22:03 EDT 2017
09.22.03.973:0:19:=====

```

Running the Managed Reporting Deferred Ticket Cleanup Utility

The Deferred Ticket Cleanup Utility is an operating system-specific command program (`mrdtcleanup`) that calls a Java program named `MRDTCleanup` and is installed in the `/utilities/mr` directory under the WebFOCUS Client installation.

- **In a Windows environment**, to run in interactive mode, double-click the `mrdtcleanup` bat file, which is located in the `\ibi\WebFOCUS93\utilities\mr` directory. To run in silent mode or obtain help information on the Java program (`MRDTCleanup`), open a command window and navigate to the

\ibi\WebFOCUS93\utilities\mr directory. For parameter values to specify for running in silent mode, or to obtain help information for Java program (MRDTCleanup) arguments, see [Run the Managed Reporting Deferred Ticket Cleanup Utility](#).

- **In a UNIX environment**, to run in interactive mode, run the mrdtcleanup script file, which is located in the /ibi/WebFOCUS93/utilities/mr directory. The UNIX script file supports only the lowercase letters (-l, -s, -h) as the first parameter for each argument. For parameter values to specify for running in silent mode, or for information on Java program (MRDTCleanup) arguments, see [Run the Managed Reporting Deferred Ticket Cleanup Utility](#).
- **In an IBM i environment**, you must run the Deferred Ticket Cleanup Utility in silent mode. For information on silent mode, see [Run the Managed Reporting Deferred Ticket Cleanup Utility in Silent Mode](#).

Requirements for Running the Deferred Ticket Cleanup Utility

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

- The user must be authorized to Manage Private Resources of the users with deferred tickets.
- The application server on which the WebFOCUS Client is installed and configured must be available. The WebFOCUS Client is called by the application server for Managed Reporting security authorization and authentication, deferred reporting, and communication to Reporting Servers.
- When running in silent mode:
 - WebFOCUS Reporting Server node names and credentials must be specified in the WebFOCUS Client configuration file, site.wfs. For information on specifying server and user credentials in site.wfs, see [WebFOCUS Reporting Server and User Credentials](#).
 - The Manage Private Resources user ID and password must be specified as parameters on the call to the mrdtcleanup utility. For information on specifying the Manage Private Resources user ID and password values as parameters, see [Run the Managed Reporting Deferred Ticket Cleanup Utility](#).

Managed Reporting Deferred Ticket Cleanup Utility File Comments

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

Parameters. Contains information on parameters accepted by the utility from the command line.

Purpose. Explains the functional purpose of the utility.

Requirements. Explains information required for running the utility, and user authorization and authentication requirements.

Usage Notes. Contains information about the arguments that the Java program (MRDTCleanup) accepts. You can obtain the help information by specifying '-h' as the first parameter.

Variable Definition. Variables created and used by the utility reside in the following files:

- **utilprodvars.bat (or script file in UNIX).** Located in the WebFOCUS Client /utilities/setenv directory and contains the WebFOCUS Client internal product variable values assigned when you install WebFOCUS, such as the fully qualified path to where the WebFOCUS Client is installed.
- **utiluservars.bat (or script file in UNIX).** Located in the WebFOCUS Client /utilities/setenv directory and contains site-specific variable values, such as the JDBC path, WebFOCUS Repository, and WebFOCUS user credentials.
- **mrdtcleanup.bat (or script file in UNIX).** Located in the WebFOCUS Client /utilities/mr directory and contains the variable that controls the mode in which the utility will run (interactive, silent, help).

Interactive Mode. Command block for running in interactive mode. This is the default mode of execution.

Silent Mode. Command block for running in silent mode.

Help Mode. Command block for running in help mode to get usage information for the Java utility.

Run the Managed Reporting Deferred Ticket Cleanup Utility

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

From the /utilities/mr directory under the WebFOCUS Client installation (for example, /ibi/WebFOCUS93/utilities/mr on UNIX), enter the following on the operating system command line:

```
mrdtcleanup mode userid password
```

where:

mode

Is the mode in which the utility is run. If no value is entered, the default is interactive mode.

-I runs the utility in interactive mode.

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

-s runs the utility in silent mode.

-h returns argument information for the Java program (MRDTCleanup).

userid

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

password

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

Run the Managed Reporting Deferred Ticket Cleanup Utility in Silent Mode

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

To run the utility in silent mode, from the /utilities/mr directory under the WebFOCUS Client installation (for example, /ibi/WebFOCUS93/utilities/mr on UNIX), enter the following on the operating system command line:

```
mrdtcleanup -s userid password
```

Informational messages appear, informing you of processing status. Review the log file created by the utility to confirm that processing completed successfully.

Run the Managed Reporting Deferred Ticket Cleanup Utility in Interactive Mode

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

Procedure

1. **On Windows**, from the `\utilities\mr` directory under the WebFOCUS Client installation (`\ibi\WebFOCUS93\utilities\mr`), on the operating system command line enter:

```
mrdtcleanup
```

On UNIX, from the `/utilities/mr` directory under the WebFOCUS Client installation (`/ibi/WebFOCUS93/utilities/mr`), on the operating system command line enter:

```
mrdtcleanup
```

The following messages appear:

```
Managed Reporting utility to delete Unknown Deferred Report tickets
is
being called in Interactive Mode.

The Utility to delete Unknown Deferred Report Tickets has started.
```

- On IBM i**, the interactive mode is not supported. You must run the Deferred Ticket Cleanup utility in silent mode, as described in [Run the Managed Reporting Deferred Ticket Cleanup Utility in Silent Mode](#).
2. The utility prompts you for the WebFOCUS user credentials that are authorized to Manage Private Resources, and the password (with masking on the password). Once entered, the Managed Reporting process validates the credentials and is permitted with the Manage Private Resources privilege. If the Managed Private Resources privilege is not permitted, the following message displays.

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

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

```
Authenticating User: <user ID>
```

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

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

```
Invalid user credentials.
```

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

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

```
Enter valid WebFOCUS user ID authorized to Manage Private Resources  
of the users defined within the WebFOCUS repository:  
<user ID>
```

```
Enter password: *  
Authenticating User: <user ID>
```

```
Provided user is not authorized to manage private resources  
of users within the WebFOCUS repository.
```

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

```
Enter valid WebFOCUS user ID authorized to Manage Private Resources  
of the users defined within the WebFOCUS repository:  
  
<user ID>
```

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

When credentials are validated, the following message displays:

```
Credentials successfully authenticated.
```

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

```
Checking for WF WebFOCUS Reporting Server credentials optionally
```

```
specified  
in WF Client configuration file (site.wfs)...
```

```
Following WF Reporting Servers are configured in odin.cfg:
```

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

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

```
No WF WebFOCUS Reporting Server credentials specified in site.wfs  
WF Client configuration file.  
  
Would you like to provide credentials for WF Servers? (yes/no)  
  
Press Enter to continue with "yes" value:
```

If Reporting Server nodes are defined in site.wfs, the following prompt displays:

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

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

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

```
Enter WF WebFOCUS Reporting Server name: <server name>
```

```
Enter user ID for WF WebFOCUS Reporting Server: <user id>
```

```
Enter password:
```

```
(press Enter for empty password value):*
```

```
Would you like to provide credentials for another WF WebFOCUS  
Reporting Server? (yes/no)
```

```
Press Enter to continue with "yes" value:
```

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

```
The WF WebFOCUS Reporting Server name is not defined in odin.cfg  
WebFOCUS configuration file. Would you like to specify another WF  
WebFOCUS Reporting Server? (yes/no)
```

```
Press Enter to continue with "yes" value:
```

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

```
WF WebFOCUS Reporting Server credentials have been successfully  
validated.
```

```
Starting processing of the WebFOCUS repository...
```

```
Processing WebFOCUS repository <IBI_Repos_DB_URL value>
```

```
Processing the repository for all users
```

```
WebFOCUS Manage Private Resources processing started.
```

```
Retrieving deferred report information and verifying status...
```

```
WebFOCUS Manage Private Resources processing completed.
```

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

```
Exiting Managed Reporting utility to delete Unknown Deferred Report tickets.
```

```
To verify results, please review log file mrdtcleanup_160525_091644.log
```

```
The file is located in the /logs directory under WF Client install.
```

```
Press any key to continue . . .
```

Run the Managed Reporting Deferred Ticket Cleanup Utility in Help Mode

To run the Managed Reporting Deferred Ticket Cleanup Utility in help mode, from the /utilities/mr directory under the WebFOCUS Client installation (for example, /ibi/WebFOCUS93/utilities/mr on UNIX), enter the following on the operating system command line:

```
mrdtcleanup -h
```

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

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

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

```
=====
Managed Reporting utility to delete Unknown Deferred Report tickets
```

is being called with -h argument to request usage information.

=====

USAGE :

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

ARGUMENT (args) FORMAT:

-(?/h) Get help; if no arguments, help information is displayed

If more args after '-?' or '-h', they are ignored.

-s If present, turns on the silent mode.

The WebFOCUS repository defined in the WF Client configuration

is processed. WebFOCUS Reporting Server credentials MUST be specified in site.wfs as:

```
<ifdef> IBIMR_dtcleanup
```

```
WF_CCREDENTIALS=edanode1:id:pass|edanode2:id:pass|...
```

```
<endif>
```

Credentials information MUST be provided for each WF Server node in odin.cfg that deferred tickets have been submitted to.

-c(wfroot) Fully qualified path to the installation directory

where WebFOCUS Client is located.

This parameter MUST be provided.

```
-cC:\ibi\WebFOCUSXX
```

where 'XX' is the WebFOCUS release number.

-r(id.pwd) This argument is ignored if this utility is run in interactive mode!

```
        Credentials (user ID and password) for WebFOCUS repository
configured

        in WF Client configuration must have Manage Private Resources
privilege

        for all users defined in the WebFOCUS Repository.

        -r.id.password Format to specify WebFOCUS user credentials.
```

```
Press any key to continue...
```

Troubleshooting

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

Deferred Ticket Cleanup Utility Hangs on IBM i

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

WFROOT Error

The WebFOCUS Client installation program installs the following mrtdcleanup utility files under the `\ibi\WebFOCUS93` directory.

- `utilities\mr\mrtdcleanup.bat`
- `utilities\setenv\utilprodvars.bat`
- `utilities\setenv\utiluservars.bat`

The installation program also substitutes the `{winstallroot}` value in the `\ibi\WebFOCUS93\utilities\setenv\utilprodvars.bat` file.

When running the Managed Reporting Deferred Ticket Cleanup Utility, if the value of `WFROOT` is not the valid directory path to the directory where the WebFOCUS Client is installed, then the utility displays error exception information

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

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

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

```
set WROOT=drive:\ibi\webfocus93
```

WebFOCUS Reporting Server Connection Failure

When deferred tickets are processed and the credentials provided are not valid, the WebFOCUS Reporting Server is unavailable, or there are no available agents on the server, no tickets for that server are deleted. The log information states that processing for that server failed because a connection could not be made to the WebFOCUS Reporting Server. The WebFOCUS Administrator can then investigate the processing failure, make adjustments, and run the utility again.

The Deferred Ticket Cleanup Utility receives the standard error codes and exception messages returned to the WebFOCUS Client for failed connections. The WebFOCUS Client file, `/ibi/WebFOCUS93/client/wfc/etc/xxwebfoc_strings.lng` (where `xx` is the language prefix), maps each error code with an explanation.

For example, the following sample log file contains error code 32033, which appeared when attempting to connect to Reporting Server EDASERVE:

```
27:deferredExecution(WFMRActions.java:3011):executing deferredGetStatus  
(  
  
failed for the WF Server EDASERVE  
  
28:deferredExecution(WFMRActions.java:3012):WFErrorException has been  
thrown!
```

```
29:deferredExecution(WFMRActions.java:3013):Exiting deferredExecution()
with the error code 32033

30:deleteUnknownDeferTickets
(WFMRRepository.java:2168):deleteUnknownDefer

Tickets: MR Error has occurred!

31:deleteUnknownDeferTickets(WFMRRepository.java:2169):WFMRError code:
32033

32:deleteUnknownDeferTickets(WFMRRepository.java:2170):WFMRError
message:

Error occurred, rc = 32033

<ERROR 32033>

<ERROR 32034>

<HTML>

<HEAD><Title>WebFOCUS Message: Security Violation
</Title></Head>

<Body>

<H2>

Invalid Credentials

</H2>

</Body>

</HTML>

</ERROR>
```

In the WebFOCUS Client error file, `src/com/ibi/intl/wf_strings/webfoc_strings_en.properties`, search for the error code to view more detailed information about the error.

```
err_32033=WebFOCUS Message: Security violation. Invalid credentials.  
err_32033_1=Security violation.  
err_32033_2=Invalid credentials.
```

Silent Mode Failure

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

- There are no errors in the syntax of the `<ifdef> IBIMR_dtcleanup` block.
- The WebFOCUS Reporting Server node name is the value of the `NODE` variable in the WebFOCUS Client `odin.cfg` file.

Customizing the Managed Reporting Deferred Status Interface

You can customize the Managed Reporting-Deferred Status interface to add the images and remove the individual option buttons available for deferred reports.

Customizing the Deferred Report Status Screen

The Deferred Status Interface is rendered using code in the WebFOCUS Client template configuration (XML) files, located in the `drive:\ibi\WebFOCUS93\client\wfc\etc\prod` directory.

For customization, copy the appropriate template to the `drive:\ibi\WebFOCUS93\client\wfc\etc\custom` directory and make changes to this file.

Add Images to the Deferred Report Status Screen Top Banner

Create a backup each time you edit a file in the `drive:\ibi\WebFOCUS93\client\wfc\etc\custom` directory.

Procedure

1. Copy the WebFOCUS Client file, `drive:\ibi\WebFOCUS93\client\wfc\etc\prod\blue_table_deferred_pages.xml`, to the `drive:\ibi\WebFOCUS93\client\wfc\etc\custom` directory.
2. Create a backup of the `drive:\ibi\WebFOCUS93\client\wfc\etc\custom\blue_table_deferred_pages.xml` file so that you can easily revert changes, if needed.
3. Edit the `drive:\ibi\WebFOCUS93\client\wfc\etc\custom\blue_table_deferred_pages.xml` file.
4. To add an image to the left side of the top banner, change the line beginning with `<TD` that has `WIDTH='85'`, as shown in the following code. This is the default third line provided.

```
<TD BGCOLOR="#5A5A5A"><IMG ALT="WebFOCUS" SRC="<insertvariable
FOCHTMLURL />/workbnch/cleardot.gif" WIDTH="85" HEIGHT="15"
BORDER="0"></TD>
```

To display your custom image, change the ALT= value to add the reference to your custom image file.

The default option is to reference images located in the WebFOCUS Client ibi_html directory path that is configured as a web-accessible location by the ibi_html context alias configured on the application server where WebFOCUS is configured. If your images are located in a different web-accessible location, remove <insertvariable FOCHTMLURL/> and specify the fully qualified reference to the custom image.

The following example references the WebFOCUS branding image, delogo2.gif, located in the \ibi_html\javaassist\images\logos directory. It is accessible from the web by using the ibi_html alias:

```
<TD BGCOLOR="#0000FF"><IMG ALT="WebFOCUS" SRC="<insertvariable
FOCHTMLURL />/javaassist/images/logos/delogo2.gif"
WIDTH="85" HEIGHT="15" BORDER="0"></TD>
```

5. To add an image to the right side of the top banner, change the next to last <TD line, as shown in the following code.

```
<TD BGCOLOR="#5A5A5A"><IMG ALT="WebFOCUS" SRC="<insertvariable
FOCHTMLURL />" WIDTH="68" Height="25"
BORDER="0"></TD>
```

To display your custom image, change the ALT= value to add the reference to your custom image file.

The default is to reference images located in the WebFOCUS Client ibi_html directory that is configured as a web-accessible location by the ibi_html context alias configured on the application server where WebFOCUS is configured. If your images are located in a different web-accessible location, remove <insertvariable FOCHTMLURL/> and specify the fully qualified reference to the custom image.

The following example references the WebFOCUS branding image, delogo2.gif,

located in the WebFOCUS Client directory `\ibi_html\javaassist\images\logos:`

```
<TD BGCOLOR="#0000FF"><IMG ALT="WebFOCUS" SRC="<insertvariable
FOCHTMLURL />/javaassist/images/logos/deLogo2.gif"
WIDTH="68" Height="25" BORDER="0"></TD>
```

6. Save your changes and close the file.
7. Clear the WebFOCUS Client cache by accessing the Administration Console and selecting the **Clear Cache** option.
8. Access the Deferred Status Interface and confirm that the images are displaying. If the images do not display, view the source of the HTML page to verify the URL references to the image.

Hide Report Option Buttons in the Deferred Status Interface

The display of the option for a deferred report listed in the Deferred Report Status screen is controlled by the following template files located in the WebFOCUS Client `\client\wfc\etc\prod` directory.

- **Delete.***drive:*\ibi\WebFOCUS93\client\wfc\etc\prod\defer_control_href_do_delete.xml
- **View.***drive:*\ibi\WebFOCUS93\client\wfc\etc\prod\defer_control_href_view.xml
- **Save.***drive:*\ibi\WebFOCUS93\client\wfc\etc\prod\defer_control_href_save.xml
- **Run.***drive:*\ibi\WebFOCUS93\client\wfc\etc\prod\defer_control_href_rerun.xml
- **Parameters.***drive:*\ibi\WebFOCUS93\client\wfc\etc\prod\defer_control_href_replay.xml

To hide the report option buttons in the Deferred Status Interface:

Procedure

1. Copy the WebFOCUS Client template file for the deferred report option to control the display from the *drive:*\ibi\WebFOCUS93\client\wfc\etc\prod directory to the *drive:*\ibi\WebFOCUS93\client\wfc\etc\custom directory.
2. Create a backup of the XML template files you are customizing in the *drive:*\ibi\WebFOCUS93\client\wfc\etc\custom directory so you can easily revert changes, as needed.

3. Edit the XML file for the option to not be displayed.
4. Remove the text within the inner brackets [...] of <![CDATA[...]]> .

The following is the change for not displaying the Save option:

```
<?xml version="1.0" encoding="UTF-8"?>
<templates>
  <template name='DEFER_CONTROL_HREF_SAVE'>
    <![CDATA[
  ]]>
  </template>
</templates>
```

5. Save your changes.
6. Sign in to WebFOCUS and clear the WebFOCUS Client cache by accessing the Administration Console, and then selecting the **Clear Cache** option.
7. Confirm the option does not display for the deferred reports in the Deferred Report Status interface. The Deferred Report Status interface can be accessed from the Tools menu within the Menu bar on the top of the Welcome page.

Running a Deferred Request With a URL

The URL Run option supports submitting run deferred requests with or without the custom deferred report description parameter (IBFS_tDesc).

Using a URL to Run a Deferred Request

To run a report deferred, which requires user authentication with WebFOCUS security, use the following syntax:

```
http://host:port/ibi_apps/run/ibfs/WFC_path_to_item/item_name.fex?  
IBFS_action=runDeferred&IBFS_tDesc=Custom_Deferred_Report_Description  
&PARM1=value
```

where:

host:port

Is the server name and port of the local installation of WebFOCUS.

WFC_path_to_item

Is the full path to the report in the repository. For example, WFC/Repository/Domain/Report1.fex. You can obtain the full path to the report from the Properties option.

item_name.fex

Is the name of the report itself.

Custom_Deferred_Report_Description

Specifies the custom description assigned to the deferred report request. The IBFS_tDesc parameter is optional. You are prompted for the deferred report description when IBFS_tDesc is not included on the URL and the report item properties do not have the *Use Title for Deferred Report Description* option selected.

&PARM1=value

Optionally, specify an amper variable and value pairs.

The following examples show how to code an HTML page relative link to run a deferred request:

- Without parameters.
- Passing values for amper variables.
- With the custom deferred report description.
- With the custom deferred report description and passing values for amper variables.

**Note:**

- The following examples each contain a single line of code.

Running a Deferred Request Without Parameters

The following is a relative URL to submit a run deferred request without parameters:

```
<A HREF='/ibi_apps/run/ibfs/WFC_path_to_item/item_name.fex?
IBFS_action=runDeferred'> Run Deferred - Prompts for
Deferred Report Description with Title value of the report. </A>
```

Running a Deferred Request Passing Values for Amper Variables

The following is a relative URL to submit a run deferred request passing values for parameters (amper variables):

```
<A HREF='/ibi_apps/run/ibfs/WFC_path_to_item/item_name.fex?
IBFS_action=runDeferred&PARM1=_FOC_NULL&PARM2=_FOC_NULL'>
Run Deferred - Prompts for Deferred Report Description
with Title value of the report. </A>
```

Running a Custom Deferred Request With the Custom Deferred Report Description

The following is a relative URL to submit a run deferred request with the Custom Deferred Report Description parameter:

```
<A HREF='/ibi_apps/run/ibfs/WFC_path_to_item/item_name.fex?  
IBFS_action=runDeferred&IBFS_tDesc=Custom Deferred Report Description'>  
Custom Deferred Report Description parameter passed. </A>
```

Running a Deferred Request With the Custom Deferred Report Description and Amper Variables

The following is a relative URL to submit a run deferred request with the Custom Deferred Report Description parameter and passing values for parameters (amper variables) referenced in the procedure (FEX).

In the following example, the default value _FOC_NULL is passed for two parameters (PARM1 and PARM2):

```
<A HREF='/ibi_apps/run/ibfs/WFC_path_to_item/item_name.fex?  
IBFS_action=runDeferred&IBFS_tDesc=Custom Deferred Report  
Description&PARM1=_FOC_NULL&PARM2=_FOC_NULL'> Custom  
Deferred Report Description and parameters referenced in report passed.>
```

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