



## Advanced Reporting Instructions

### Pre Installation Instructions

Download the following files in to a folder on the system you intend to run reporting from. Do not run any installer files until reading the next section:

[X86 Format](#)

[X64 Format](#)

Download the following DLL which is the same file for both X86 and X64:

[Report DLL](#)

Lastly the .NET framework from Microsoft is also required before any installation begins. If this is not already installed you can download it from the Microsoft website. The current version is 3.5 SP1 and this is also the minimum required version:

[.NET Framework](#)

### Installation Instructions

- 1 - If .NET framework 3.5 SP1 is not already installed please run this installer and restart the system.
- 2 - Extract the Advanced Reporting zip file to a folder. Install the crystal reports run time (CRRRedist2008.msi) which is what the reports runs on top of.
- 3 - Next install the Betasoftware Advanced Reporting Tool (Report Viewer Setup.msi or .exe depending on your requirements) which should install to a default directory of C:\Program Files\Betasoftware\Advanced Reporting. During the installation it will ask to specify a database, username and password – you can enter them now however we recommend leaving these blank at the moment.
- 4 - Once the installation has completed, extract and copy the DLL file downloaded earlier in to C:\Program Files\Betasoftware\Advanced Reporting
- 5 - Still in C:\Program Files\Betasoftware\Advanced Reporting – run the file Betasoftware.ReportViewer.Config.exe. Specify the following: (**Note: when running the config.exe file you need to be logged in under an account with the ability to add users to the SQL instance you will specify, if you do not you will need to create the user manually in SQL or logout and login as a privileged user**)

**Server Name:** SQLSERVERNAME\SQLINSTANCE.

**Login:** any login you want to specify e.g sreporting

**Password:** any password you want to specify e.g password

Click OK and this will create the specified user in the specified database.

6 - Run the reporting tool from start > all programs > Betasoft – advanced reporting > Report Viewer. It will ask you to enter a license key. At this point Betasoft will provide either a trial or full license based on the name of the computer you are running the reports on. The license will not work on any other system.

7 - Once the license is entered the program will require you to quit and run it again. When you have done this advanced reporting should be ready to use.

### **Troubleshooting Notes:**

When the reporting tool is run from another system it may have problems accessing the database. This is normally caused by firewall ports; the following should be open between the devices:

- UDP 137
- TCP 139
- UDP 1434
- 4<sup>th</sup> port described below:

137 and 139 will normally be open if you have file and print sharing turned on. The 4<sup>th</sup> port is for SQL which is configured differently for every installation, but is normally set to 1433. For SQL server versions check the following:

Start > Microsoft SQL Server > Configuration Tools > SQL Configuration Manager > expand Network Configuration and right click for properties of TCP/IP. Click the IP Address tab and scroll down to the section for IPAll. If TCP Dynamic Ports is set remove this and set TCP Port to a port number of your choosing.

If the MSDE is being used which is relevant for many Safecom G2 installations, then there is a different set of steps to follow:

1. Type svrnetcn.exe in a run box or command window
2. Select the correct Safecom SQL instance under general
3. Select TCP/IP
4. Select Properties
5. Change the port number to a number of your choosing
6. Apply the changes

**Note: any changes to the SQL or MSDE port requires a restart of the specific instance you have applied the changes to)**

If you are still having any issues getting the reporting tool to work please send Betasoft the following file:

C:\Program Files\Betasoft\Advanced Reporting\Betasoft.ReportViewer.log

Send an email to Betasoft by emailing [helpdesk@betasoftmail.co.uk](mailto:helpdesk@betasoftmail.co.uk) with a subject line of 'New Call <brief summary of the issue>' and any other details along with the log file.