

Seagate Info

Report Viewing Tips

Overview

This document explains the issues involved when viewing reports with bitmap images, using the Seagate Info page-on-demand Info Viewer and standalone Info Analyzer tool. In addition, it has tabular results on report display via different color palette settings on both client and server computers. This document applies to Seagate Info (SI) versions 6 and 7.

Contents

INTRODUCTION	2
BITMAP IMAGES IN REPORTS WHEN VIEWING FROM THE INFO DESKTOP	2
Computer Configuration	2
Encapsulated Page Format (EPF).....	3
TABULAR DISPLAY RESULTS FOR COLOR DEPTH WHEN VIEWING.....	4
Description of the display results	4
Info Viewer (Page-on-Demand Viewing) Results.....	4
Info Analyzer Results.....	5
CONTACTING CRYSTAL DECISIONS FOR TECHNICAL SUPPORT	5

Introduction

Viewing in a Seagate Info deployment consists of the following core components:

- Info Desktop
- Info Report Server
- Info Viewing Server

Specifically, from the Info Desktop component, viewing can be performed using either the page-on-demand Info Viewer or the standalone Info Analyzer tool. Many factors may affect how your report appears in the desired viewer. In addition, there are several steps required to ensure consistency of report output and display across all computers in a Seagate Info deployment.

Bitmap Images in Reports when viewing from the Info Desktop

Computer Configuration

NOTE 1	For best results, set all Info Desktops on client computers and Info Report Servers\Info Viewing Servers to use a color palette greater than 256 colors, and configure the Info Report Servers\Info Viewing Servers with the same type of printer as client computers use. This will ensure documents rendered and formatted on the Info Report Servers\Info Viewing Servers will reproduce as accurately as possible on client computers.
NOTE 2	Seagate Info components running as Windows NT services should be configured to interact with the desktop or log on as a user account. This allows for more accurate printing.
NOTE 3	Most display issues are resolved in Seagate Info version 6.0.2.2 and later.

When using the Info Analyzer and the Info Viewer's page-on-demand viewing, Seagate Info uses a combination of the Info Report Server\Info Viewing Server computer's color depth and the client computer's color depth to produce the output to the screen. When you schedule a report, at this stage, it is important to set the color depth of the Info Report Server\Info Viewing Server computer correctly to produce a successful instance that can be viewed correctly by the client Info Desktops. Any changes that are made to the color depth require that the user reschedule the report object from the Info Desktop.

To set the color depth of your computer:

1. Select Start > Settings > Control Panel > Display.
2. Select the 'Settings' tab, and select the number of colors from the color palette (for example, 65536).

Resolution pixels do not make any differences in these situations. For example, '800 x 600' resolution will give the same result as a '1024 x 768' resolution setting on the Info Report Server\Info Viewing Server and/or Info Desktop computers.

Encapsulated Page Format (EPF)

The following information assumes that you have a good understanding of Encapsulated Page Format (EPF) for page-on-demand viewing.

- It is recommended that all Info Report Servers\Info Viewing Servers and client Info Desktops run color depths greater than 256-color mode.

EPFs are designed for the Info Viewer tool. So, when the bitmaps are placed in an EPF format, they are rendered at 96 dpi (screen resolution) always. Therefore, if the user prints this report from a viewer, the output will not be as sharp as the 300 dpi you get from the Report Designer. The images may look sharper in some cases because of the additional color due to some form of anti-aliasing.

If, for example, your graphic is made up of many non-standard (in a 256-color world) shades of blue, the versions of the components being discussed do not preserve the color palette associated with a graphic when transmitting it into an EPF. Therefore, all those nice shades of blue will be lost. Those shades of blue are doing anti-aliasing. In other words, the colors on the curves of an image are being averaged to make the graphic look like it has more resolution than it does, namely smoother. For example, the letter 'e' that is on a "black on white" background will have the color gray in between the pixels on its curves; otherwise, it would look 'bitty'.

Without the correct color palette, those colors will not come through. The graphic will not look as sharp since the effect of the anti-aliasing will be lost. By using a color mode greater than 256, Windows will no longer use palettes; thus, the color is preserved. Each pixel will use its own color referred to as RGB (Red, Green, Blue).

- Printer driver information may be used on the Info Report Server\Info Viewing Server computer to render the display. If there is no printer driver installed on the Info Report Server\Info Viewing Server computer, then only the Display driver is used. Printer drivers installed on client Info Desktops are never taken into account.
- When printing to printer from the Info Viewer, only screen resolution is submitted from the EPF files, namely 96 dpi.
- When printing to printer from the Info Analyzer, graph resolution is higher and regenerated using the Info Report Server\Info Viewing Server printer driver.

Tabular Display Results for Color Depth when viewing

Description of the display results

Status	Description
Blurry	Extremely bad resolution. Fuzzy & dotty image appearance. Color is lost (For example, Navy Blue would show as olive green, light blue shows as lime green, and black shows up as maroon.)
Color is lost	Poor resolution. Colors are lighter (For example, Navy Blue is now medium blue or Black is dark gray).
Good	The image displays exactly how it displays when you preview the image in the report from the Report Designer.

Info Viewer (Page-on-Demand Viewing) Results

SI Version	Info Server color palette setting	Workstations\Client Info Desktop color palette setting				
		16 colors	256 colors	65,536 colors	16,777,216 colors	True Color
6.0.2.1 (with product updates)	256 colors	Blurry	Blurry	Blurry	Blurry	-
	65,536 colors	Color is lost	Color is lost	Good	Good	-
	16,777,216 colors	Color is lost	Color is lost	Good	Good	-
	True Color	-	-	-	-	-
<i>The minimum requirements, for both Info Server and client workstations, for viewing bitmap image reports are 65,536 color resolutions.</i>						
6.0.2.2 (with product updates)	256 colors	Blurry	Blurry	Blurry	Blurry	Blurry
	65,536 colors	Color is lost	Good	Good	Good	Good
	16,777,216 colors	Color is lost	Good	Good	Good	Good
	True Color	Color is lost	Good	Good	Good	Good
<i>The minimum requirement for an Info Server is 65,536 colors and for a client workstation is 256 colors when viewing bitmap image reports.</i>						
7.0.2.0 (with product updates)	256 colors	Color is lost	Good	Good	Good	Good
	65,536 colors	Color is lost	Good	Good	Good	Good
	16,777,216 colors	Color is lost	Good	Good	Good	Good
	True Color	Color is lost	Good	Good	Good	Good
<i>The minimum requirement for an Info Server is 256 colors and for a client workstation is 256 colors when viewing bitmap image reports.</i>						

NOTE	Any reference to 'Info Server' is used to refer to the Info Report Server and Info Viewing Server components.
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Info Analyzer Results

SI Version	Info Server color palette setting	Workstations\Client Info Desktop color palette setting				
		16 colors	256 colors	65,536 colors	16,777,216 colors	True Color
6.0.2.1 (with product updates)	256 colors	Color is lost	Good	Good	Good	-
	65,536 colors	Color is lost	Good	Good	Good	-
	16,777,216 colors	Color is lost	Good	Good	Good	-
	True Color	-	-	-	-	-
<i>The minimum requirements, for both Info Server and client workstations, for viewing bitmap image reports are 256 color resolutions.</i>						
6.0.2.2 (with product updates)	256 colors	Color is lost	Good	Good	Good	Good
	65,536 colors	Color is lost	Good	Good	Good	Good
	16,777,216 colors	Color is lost	Good	Good	Good	Good
	True Color	Color is lost	Good	Good	Good	Good
<i>The minimum requirements, for both Info Server and client workstations, for viewing bitmap image reports are 256 color resolutions.</i>						
7.0.2.0 (with product updates)	256 colors	Color is lost	Good	Good	Good	Good
	65,536 colors	Color is lost	Good	Good	Good	Good
	16,777,216 colors	Color is lost	Good	Good	Good	Good
	True Color	Color is lost	Good	Good	Good	Good
<i>The minimum requirements, for both Info Server and client workstations, for viewing bitmap image reports are 256 color resolutions.</i>						

NOTE

Any reference to 'Info Server' is used to refer to the Info Report Server and Info Viewing Server components.

Contacting Crystal Decisions for Technical Support

We recommend that you refer to the product documentation and that you visit our Technical Support web site for more resources.

Self-serve Support:

<http://support.crystaldecisions.com/>

Email Support:

<http://support.crystaldecisions.com/support/answers.asp>

Telephone Support:

<http://www.crystaldecisions.com/contact/support.asp>