

Seagate Info

Top N Frequently Asked Questions (FAQ)

Overview

This document contains a list of frequently asked questions in regard to Seagate Info (SI). In addition, it contains a list of common scenarios/errors that may occur in a Seagate Info deployment and their solutions.

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Frequently Asked Questions (FAQ)

Installation/Configuration/Deployment/Administration

Q: How do I deploy and configure my Seagate Info system?

Seagate Info (SI) is a flexible and powerful product. Version 7.x consists of the following server components:

- Info Automated Process Scheduler (APS)
- Info Report Server
- Info Viewing Server
- Info OLAP Server
- Info Web Access Server
- Info Outlook Server
- Info Storage Server (not available in version 7.5.2.0)
- Seagate Analysis Server
- Open OLAP Gateways
- Seagate ManageExec (for system monitoring, alerting, and reporting)

Version 7.x consists of the following client components:

- Info Desktop for Windows
- Info Desktop for Outlook
- Offline Desktop
- Info Desktop for HTML
- Info Desktop for Java
- Info Report Designer
- Info SQL Designer
- Info Cube Designer
- Seagate Analysis

These components can be installed on a single computer or distributed across several computers in a network. The Info Sentinel component exists on both the server and client computers in Seagate Info.

For detailed architecture, deployment, and configuration information for a Seagate Info system, refer to the following document on the Seagate Info 7.0.2.x CD in the Docs directory: *TechGd.pdf*.

Alternatively, this document is available from the Crystal Decisions web site. This file is named: *SI7_MR1_TechGd.pdf* and is at the following link:

http://support.crystaldecisions.com/communityCS/TechnicalPapers/si7_mr1_techgd.pdf

For Seagate Info 7.5.2.0, this document is named *TechnicalGuide.pdf* in the Docs directory of the CD. This document can also be viewed or downloaded from the Crystal Decisions web site. This file is named: *SI75_TechGd.pdf*, and is at the following link:

http://support.crystaldecisions.com/communityCS/TechnicalPapers/si75_techgd.pdf

Q: How does User Licensing work in Seagate Info 7?

For a discussion on the Seagate Info 7 User Licensing Model, please refer to the following Technical Paper: http://support.crystaldecisions.com/communityCS/TechnicalPapers/si7_licensing.pdf

This document describes the two types of licensing models in Seagate Info 7: Concurrent Access Licensing and Named Users Licensing. It discusses various licensing scenarios that may occur and contains licensing information for existing Seagate Info users. In addition, this document explains what occurs when upgrading licensing specifically from Seagate Info 7.0.2.0 to Seagate Info 7 Free Release.

Q: When attempting to automatically start SI components as Microsoft Windows NT services, an error indicating that the Info Sentinel hung on startup is written to the NT Event log. The actual error is "Service dependent on 'component' failed to start".

For a solution to this error, please see this Knowledge Base document: C2000783. This can be located on the web site as follows: <http://support.crystaldecisions.com/library/kbase/articles/c2000783.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: The Seagate Info Release Notes contain important information that was discovered after the manuals were already completed? Where can I find the Release Notes?

The Release Notes are generally located in the root directory of the Seagate Info CD. For Seagate Info version 7.0.2.0 and 7.0.2.1, the file is named *Release.doc*; for version 7.0.2.2 and 7.5.2.0, the file is named *Release.rtf*.

As an alternative, the Release Notes can be viewed or downloaded from the web site. To find the Seagate Info version 7.0.2.0 Release Notes on our web site, please view or download the file named, *SI7_release7020.pdf*, at the following link:

http://support.crystaldecisions.com/communityCS/TechnicalPapers/si7_release7020.pdf

The Seagate Info version 7.0.2.100 Release Notes, *SI7_release702100.pdf*, can be viewed or downloaded at the following link:

http://support.crystaldecisions.com/communityCS/TechnicalPapers/si7_release702100.pdf

The Seagate Info version 7.0.2.2 Release Notes on our web site, please view or download the file named, *SI7_release702200.pdf*, at the following link:

http://support.crystaldecisions.com/communityCS/TechnicalPapers/si7_release702200.pdf

To find the Seagate Info version 7.5.2.0 Release Notes on our web site, please view or download the file named, *SI75_release7520.pdf*, at the following link:

http://support.crystaldecisions.com/communityCS/TechnicalPapers/si75_release7520.pdf

Scheduling

Q: A report scheduled to email fails with the error message: "Cannot log-on to mail system using ID <profile name>!" How do I resolve this error message?

For a solution to this error, please review the Knowledge Base document: C2000734. This can be located on the web site as follows: <http://support.crystaldecisions.com/library/kbase/articles/c2000734.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: How should Seagate Info be configured for scheduling a report to a Mail Destination such as: 'MS Mail or MS Exchange (MAPI)' OR 'MS Exchange Public Folder'?

For a summary on scheduling to an email destination, please refer to Knowledge Base document: C2000734. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000734.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: APS Mail Notification allows a specified user to be notified about the success of a scheduled job. How can Seagate Info be configured for APS Mail Notification to properly work?

For a summary on APS Mail Notification configuration, please refer to Knowledge Base document: C2000734. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000734.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: A report scheduled from the Seagate Info Desktop fails with the error: "Unable to open report file. Please make sure the filename is correct. Access to report file denied." How do I resolve this?

For steps on diagnosing and troubleshooting the error, please refer to this summary Knowledge Base document: C2000521. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000521.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: How can reports be scheduled to Lotus Notes Mail?

For a step-by-step procedure for scheduling or exporting to Lotus Notes email, please refer to Knowledge Base article: C2001012. For general information on scheduling to email and configuration, please refer to article: C2000734. These articles can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000734.asp>

<http://support.crystaldecisions.com/library/kbase/articles/c2001012.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: Scheduled reports fail with the error message: "Cannot open SQL Server".

To troubleshoot this error, please refer to the following Technical Paper called: *SI_DB_Connectivity.pdf*. Please view or download the file called, *si_db_connectivity.pdf*, at the following link:

http://support.crystaldecisions.com/communityCS/TechnicalPapers/si_db_connectivity.pdf

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: Scheduling reports based on an INFORMIX database fail to run when the Seagate Info components are configured to run as NT services. When these components are run as a process\application through the Program Group, the reports schedule successfully. How can this be resolved?

To troubleshoot this type of database connection issue when reports scheduled off Informix fail when running as an NT Service, please refer to Knowledge Base article: C2000756. This can be located on the web site as follows: <http://support.crystaldecisions.com/library/kbase/articles/c2000756.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: Scheduling reports based on an ORACLE database fail to run when the Seagate Info components are configured to run as NT services. When these components are run as a process\application through the Program Group, the reports schedule successfully. How can this be resolved?

To troubleshoot this type of database connection issue when reports scheduled off Oracle fail when running as an NT Service, please refer to Knowledge Base article: C2000757. This can be located on the web site as follows: <http://support.crystaldecisions.com/library/kbase/articles/c2000757.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Web Access

Q: How do I configure Seagate Info for use over my company's intranet? In particular, how can the Info WebAccess Server component be configured?

For a guide to setting up and configuring Seagate Info WebAccess, please review Knowledge Base document: C2000659. This can be located on the web site as follows: <http://support.crystaldecisions.com/library/kbase/articles/c2000659.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: I receive an error message when trying to view reports over the web. Specifically, when attempting to view a report from the Info WebAccess desktop, the following error occurs: "Unable to read the cache directory. Please make sure that web access has read access to the cache directory.248". How do I correct this?

For steps on troubleshooting the error "Unable to Read the Cache Directory", please refer to this Knowledge Base document: C2000447. This can be located on the web site as follows: <http://support.crystaldecisions.com/library/kbase/articles/c2000447.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: When attempting to log on to either the 'Info Desktop for HTML' or 'Info Desktop for Java', the following error occurs: "JavaScript Error: Failed to Initialize CI-API.115". How do I resolve this?

For a solution to this error, please see this Knowledge Base document: C2000910. This can be located on the web site as follows: <http://support.crystaldecisions.com/library/kbase/articles/c2000910.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Q: How does the Seagate Info Channel work in Seagate Info 6 and higher? What are the commonly asked questions?

For information about the Info Channel feature in the Web Access Desktop, please refer to Knowledge Base article: C2000704. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000704.asp>

NOTE: This information applies to the following Seagate Info versions: 6, 7, and 7.5.

Q: What is Channel/Push technology and how does it work with Seagate Info 6 and higher? What is Info Web Access Channel?

For information about the Info Channel feature in the Web Access Desktop, please refer to Knowledge Base article: C2000706. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000706.asp>

NOTE: This information applies to the following Seagate Info versions: 6, 7, and 7.5.

OLAP

Q: An attempt is made to connect to the Info OLAP Server in order to bring up the Info Cube Designer. The "Connect to OLAP Server" login dialog will not allow a user to open the Info Cube Designer to create cubes. How do I resolve this?

For steps on diagnosing and troubleshooting the error, please refer to this Knowledge Base document: C2000840. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000840.asp>

NOTE: This information applies to the following Seagate Info versions: 6, 7, and 7.5.

Q: Launching the Info Cube Designer from the Info Desktop appears to be successful, however no ODBC data sources are listed for the database. How can this be resolved?

Please refer to Knowledge Base document: C2000679. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000679.asp>

NOTE: This information applies to the following Seagate Info versions: 6, 7, and 7.5.

Q: Is there a checklist for log on issues to the Info OLAP Server when using the Info Cube Designer?

Please refer to Knowledge Base article: C2000820. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000820.asp>

NOTE: This information applies to the following Seagate Info versions: 6, 7, and 7.5.

Q: What is required in order to properly configure and use Open OLAP with Seagate Info 7 and thereby allow for viewing of cubes from the Info Desktop?

Please refer to the Seagate Info Technical Guides as referenced earlier in this document. Specifically, information in the technical guide can be found as follows:

- In “Chapter 2 - Component Configuration”, refer to the section: “Open OLAP Servers”.
- In “Chapter 3 - Seagate Info Deployment Planning and FAQ”, refer to the sections: “Info Name Server”, “Open OLAP Gateway”, and to the section: “Open OLAP Name Servers and Gateways” located in the “Deployment FAQ” section.
- In “Chapter 4 - Seagate Info Common Operations”, refer to the sections: “Adding an Open Cube to the Desktop” and “Viewing an Open OLAP Cube”.

NOTE: This information applies to the following Seagate Info version: 7 and 7.5.

Security

Q: How do Seagate Info Views work, in general? Do they connect and interact with the database when designing reports in the Report Designer? Is it possible to work off saved data so that a database client and the ODBC driver do NOT need to be on the computer?

For a summary on how Info Views work, please refer to Knowledge Base document: C2000324. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000324.asp>

NOTE: This information applies to the following Seagate Info versions: 4.5, 5, 6, 7 and 7.5.

Q: Can an Info View be migrated from one Info APS (APS1) to another Info APS (APS2)? If so, how?

Please refer to Knowledge Base article: C2000980. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000980.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Viewers

Q: When attempting to view a report in the Info Viewer, the following error message occurs: "Could not find an Info server to process this request". How can this be resolved?

To diagnose and resolve this error message, please refer to Knowledge Base document: C2000680. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2000680.asp>

NOTE: This information applies to the following Seagate Info versions: 6, 7, and 7.5.

Data Access

Q: Is there any information available on Database Connectivity in Seagate Info?

Please refer to the following Technical Paper named: *SI_DB_Connectivity.pdf*. Please view or download the file named, *SI_DB_Connectivity.pdf*, at the following link:

http://support.crystaldecisions.com/communityCS/TechnicalPapers/si_db_connectivity.pdf

This document explains a summary of issues regarding database connectivity with Seagate Info. In particular, the following scenarios will be discussed: PC database connections, client\server or SQL\ODBC connections, and Seagate Info View connections. Also, reasons for scheduling errors due to database connection issues will be discussed.

Q: How can ODBC layer problems be fixed and then tested to ensure ODBC connectivity is properly working on a 32-bit computer?

Please refer to Knowledge Base article: C2001040. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2001040.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6.

Operating System/Network Issues

Q: Is there any information available regarding using Citrix WinFrame with Seagate Info?

Please refer to Knowledge Base document: C2001377. This can be located on the web site as follows:

<http://support.crystaldecisions.com/library/kbase/articles/c2001377.asp>

NOTE: This information applies to the following Seagate Info versions: 5, 6, 7, and 7.5.

Contacting Crystal Decisions for Technical Support

We recommend that you visit our Technical Support web site for further resources. Please visit Crystal Decisions at the web sites below.

Technical Support web site:

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

Answers By Email Support:

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

Phone Support:

Tel: (604) 669-8379