

CA Current Capacity Reporter

Installation Guide Version 1.5

June, 2014



This Documentation, which includes embedded help systems and electronically distributed materials, (hereinafter referred to as the "Documentation") is for your informational purposes only and is subject to change or withdrawal by CA at any time.

This Documentation may not be copied, transferred, reproduced, disclosed, modified or duplicated, in whole or in part, without the prior written consent of CA. This Documentation is confidential and proprietary information of CA and may not be disclosed by you or used for any purpose other than as may be permitted in (i) a separate agreement between you and CA governing your use of the CA software to which the Documentation relates; or (ii) a separate confidentiality agreement between you and CA.

Notwithstanding the foregoing, if you are a licensed user of the software product(s) addressed in the Documentation, you may print or otherwise make available a reasonable number of copies of the Documentation for internal use by you and your employees in connection with that software, provided that all CA copyright notices and legends are affixed to each reproduced copy.

The right to print or otherwise make available copies of the Documentation is limited to the period during which the applicable license for such software remains in full force and effect. Should the license terminate for any reason, it is your responsibility to certify in writing to CA that all copies and partial copies of the Documentation have been returned to CA or destroyed.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENTATION "AS IS" WITHOUT WARRANTY OF ANY KIND, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. IN NO EVENT WILL CA BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, FROM THE USE OF THIS DOCUMENTATION, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST INVESTMENT, BUSINESS INTERRUPTION, GOODWILL, OR LOST DATA, EVEN IF CA IS EXPRESSLY ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

The use of any software product referenced in the Documentation is governed by the applicable license agreement and such license agreement is not modified in any way by the terms of this notice.

The manufacturer of this Documentation is CA.

Provided with "Restricted Rights." Use, duplication or disclosure by the United States Government is subject to the restrictions set forth in FAR Sections 12.212, 52.227-14, and 52.227-19(c)(1) - (2) and DFARS Section 252.227-7014(b)(3), as applicable, or their successors.

Copyright © 2014 CA. All rights reserved. All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.

Contact CA Technologies

Contact CA Support

For your convenience, CA Technologies provides one site where you can access the information you need for your Home Office, Small Business, and Enterprise CA Technologies products. At <http://ca.com/support>, you can access the following:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

Provide Feedback

If you have comments or questions about CA Technologies product documentation, you can send a message to techpubs@ca.com.

Contents

- 1.0 Introduction** **5**

- 2.0 System requirements** **6**
 - 2.1 Requirements for the CCR 1.5 update 6
 - 2.2 Requirements for the CCR 1.1 base product 8

- 3.0 How to install CCR** **10**
 - 3.1 How to install the CCR 1.1 base product11
 - 3.2 How to retain customized reports when upgrading17
 - 3.3 How to install the CCR update20
 - 3.4 How to verify a successful installation21

- 4.0 Enabling synchronization between CCC and CCR** **22**
 - 4.1 Configuring the Data Manager application22
 - 4.2 Verifying synchronization between CCR and Data Manager22
 - 4.3 Changing configurations23

- 5.0 How to access the CCR user interface** **24**

- Appendix A: Troubleshooting** **25**
 - "403: Forbidden" error when adding data source25
 - Reports show error message instead of data26
 - Windows Package Manager error27
 - Reports show no data for selected time period27

- Appendix B: How to install the required IIS modules** **29**

1.0 Introduction

The CA[®] Current Capacity Reporter (CCR) is a web-based interface that allows you to view performance data from CA Data Manager (a component of CA Capacity Command Center) in various formats and reports in order to effectively manage your infrastructure, applications, and devices. By combining different types of analytical data for analysis in one location, the CA Current Capacity Reporter offers a unique perspective for executives, engineering, operations, and other groups who want to understand current resource usages and utilizations.

Leveraging pre-built views, CCR provides multiple categories of reports to assist you in daily operations, capacity planning, and application insight. You can easily create additional reports using the pre-built views or by editing the existing reports. Key pre-built views are described in this document. Additional views can be created through CA professional service engagement.

About Current Capacity Reporter

CA Current Capacity Reporter (CCR) is a repurposed version of the CA NetQoS Performance Center solution. It provides direct integration to the CA Data Manager central repository for current state reporting purposes. Current Capacity Reporter is only supported when connected to a Data Manager instance and is not intended to be used in conjunction with any of the other NetQoS data sources. Integration of Current Capacity Reporter and Data Manager has been established via ODBC web service. Any questions regarding connectivity can be addressed in the *NetQoS Performance Center Integration Guide*.

About this book

This guide is intended for application owners, system administrators, and other users who need to install Current Capacity Reporter.

Additional information about the use, configuration, and administration of the CCR application is contained in the NetQoS Performance Center documentation set available on the CA support web site (www.support.ca.com).

2.0 System requirements

You must set up the required hardware and software before you can successfully install and run Capacity Command Center (CCR). The following sections describe the system requirements:

2.1 Requirements for the CCR 1.5 update

You must meet the following requirements to install and use CCR:

Installation requirements

To install CCR 1.5, you must have installed one of the previous versions of CCR:

- CCR 1.4
- CCR 1.3
- CCR 1.2
- CCR 1.1.x
- CCR 1.1

CCR 1.5 is an update to the CCR 1.1 base product. This update is cumulative and includes the enhancements delivered in all updates issued after the initial CCR 1.1 product release.

If you have not already installed a previous version, installation instructions for the CCR 1.1 base product are located in [3.1 How to install the CCR 1.1 base product](#).

If you want to retain customized reports created in a previous version, be sure to read the instructions in [3.2 How to retain customized reports when upgrading](#) before starting the installation.

Database requirements

To successfully run all the new and updated reports, CCR 1.5 requires access to a CA CCC 2.5 (or later) database. CCR can run some reports when connected to a CCC version 2.0 or later database.

Permissions

The Tablespace Usage Summary report requires read permissions for the following tables:

- sys.dba_free_space
- sys.dba_data_files

Reporting requirements

To obtain the metrics for the all new and updated VMware reports, you must have the CA Solution Kit for VMware 3.3 or later. CCR can run some reports when using the CA Solution Kit for VMware 3.1.

2.2 Requirements for the CCR 1.1 base product

The following prerequisites are required to install CCR 1.1:

2.2.1 Hardware requirements

CCR has the following system requirements for the physical server or virtual machine on which you install the software.

Keep in mind that these are the minimum requirements. Your requirements may vary.

- 2 cores
- 8 GB RAM
- 20 GB for the operating system
- 40 GB of free disk space for application data

2.2.2 Server software requirements

Ensure the following software is installed.

Operating system

CCR requires Windows Server 2008 R2 (64-bit) or Windows Server 2003 (32-bit).

.NET Framework

CCR requires .NET (3.5) Framework (installed via IIS through W2008R264 OS install).

32-bit ODBC driver

CCR requires the 32-bit version of the ODBC driver (even on 64-bit systems).

Note: You can install and configure the ODBC driver after you install Current Capacity Reporter (see [3.1.2 How to install the ODBC driver and create a DSN connection.](#))

2.2.3 Access to CA Data Manager

CCR requires access to a CA Data Manager database (a component of CA Capacity Command Center). Data Manager does not need to be installed on the same server with CCR.

2.2.4 Client software requirements

CCR requires the following on the client machine:

- Microsoft Excel[®] 2007 (with SP2 or SP3) or 2010
- Adobe Flash Player 10.0 or later
- Adobe Reader[®] 9 or later

2.2.5 Supported browsers

CCR supports the following browsers to access the CCC and Data Manager application user interfaces:

- Microsoft Internet Explorer[®] 8 or 9
- Firefox[®] 24 ESR

2.2.6 IIS module requirements

Ensure the following IIS modules are enabled:

- ASP.NET module
- .NET Extensibility module
- ASP
- CGI
- IIS Compatibility mode (6.0)

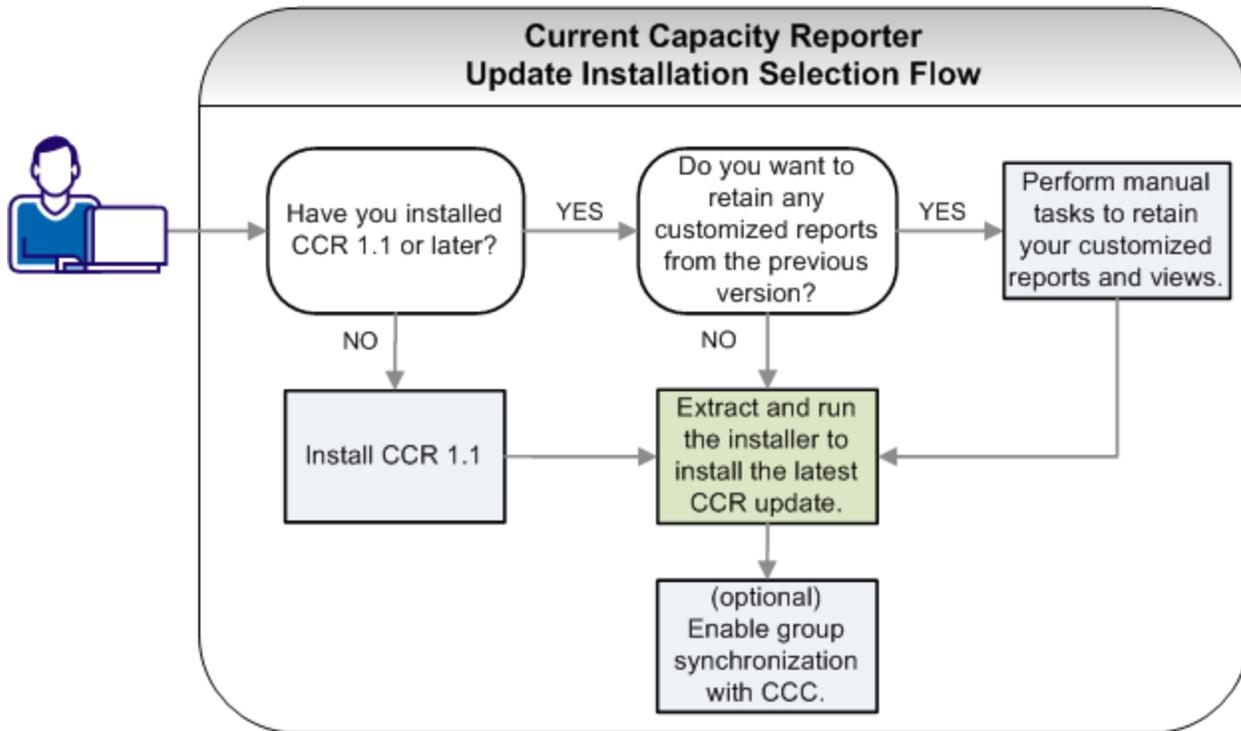
For additional information, see [Appendix B: How to install the required IIS modules](#).

2.2.7 Third-party software notification

CCR contains certain third-party software that CA is licensed to redistribute with its products. A list of third-party software vendors and products for CCR, CCC, and Data Manager can be found in the About box in the Capacity Command Center user interface and in the *Capacity Command Center Third Party Acknowledgments* document.

3.0 How to install CCR

The following chart describes how to install the Current Capacity Reporter 1.5 update.



Task

More Information

Install the CCR 1.1 base product.

[3.1 How to install the CCR 1.1 base product](#)

(optional) If upgrading, perform tasks to retain your customized views and reports.

[3.2 How to retain customized reports when upgrading](#)

Install the latest CCR update.

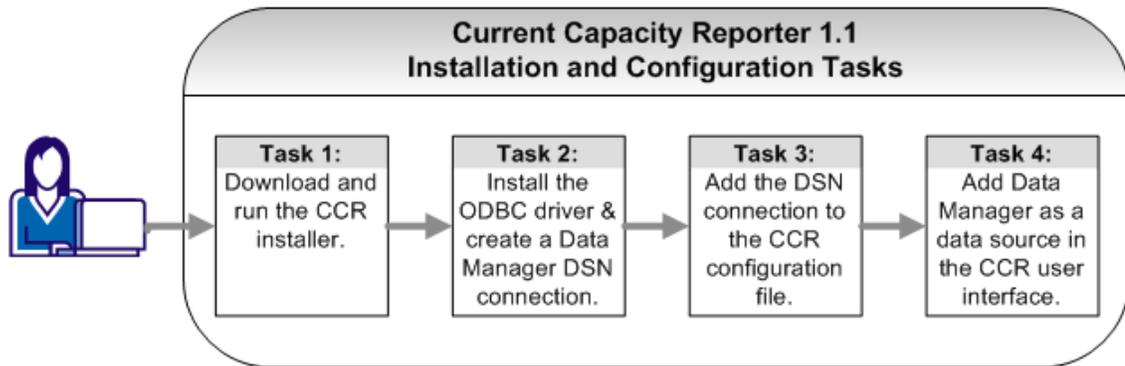
[3.3 How to install the CCR update](#)

(optional) Enable group synchronization with CCC.

[4.0 Enabling synchronization between CCC and CCR](#)

3.1 How to install the CCR 1.1 base product

Perform the following tasks to install and configure Current Capacity Reporter (CCR) 1.1.



| Task | More Information |
|---|---|
| Download and run the CCR installer | 3.1.1 How to download and run the CCR installer |
| Install the ODBC driver and create the DSN connection | 3.1.2 How to install the ODBC driver and create a DSN connection |
| Add the DSN connection to the CCR configuration file | 3.1.3 How to add the DSN connection to the CCR configuration file |
| Add Data Manager as a data source | 3.1.4 How to add Data Manager as a data source |

3.1.1 How to download and run the CCR installer

To install Current Capacity Reporter (CCR) version 1.1, perform the following steps:

1. From the CA Support Center, download and save the CA Current Capacity Reporter 1.1 .zip file to a folder on your application server.

Note: CCR is a component of CA Capacity Command Center and is distributed from the Capacity Command Center page of the CA Support Download Center.

2. Extract the contents of the file.

3. Double-click the **CCRv11.EXE** installation executable and follow the instructions in the installation wizard.

Note: The Welcome dialog for the installer for CCR states that it will install Hyperformix Performance Center on your computer. This is an earlier product name of CCR, and the correct software will be installed.

4. After the installation completes, an icon called **NetQoS Performance Center** is placed on the desktop. Double-click this icon to open Current Capacity Reporter in your default browser. For additional information about accessing the user interface, see [5.0 How to access the CCR user interface](#).

3.1.2 How to install the ODBC driver and create a DSN connection

Current Capacity Reporter requires the 32-bit version of the Oracle ODBC driver to connect to CA Data Manager database. **The 32-bit version is required even on 64-bit systems.**

3.1.2.1 How to install the 32-bit ODBC driver

Perform the following steps to obtain and install the ODBC driver.

1. From the Oracle website, download the following files:
 - Oracle instant client (instantclient-basic-win32-11.2.0.1.0.zip)
 - ODBC instant client (instantclient-odbc-win32-11.2.0.1.0.zip)
2. Each .zip file contains a folder called **instantclient_11_2**.

Extract the contents of both .zip files and merge all files of both instantclient_11_2 folders together into the same folder.

Save the merged folder at the root level of the drive on which the operating system is installed.

For example: **C:\instantclient_11_2**

Note: Do not install from the Windows desktop.

3. Run the ODBC installation executable **odbc_install.exe** to install the ODBC driver on your system.

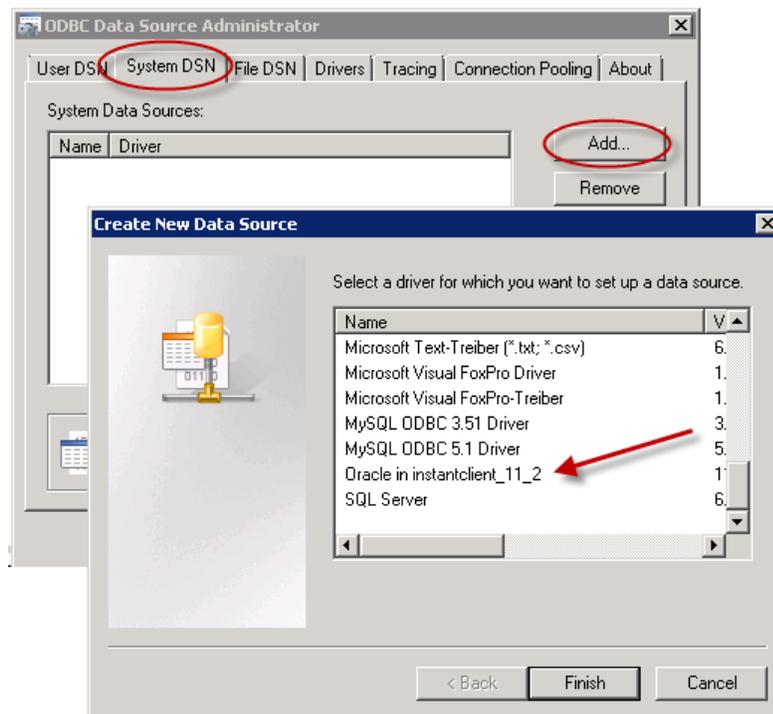
3.1.2.2 How to create a DSN connection

Perform the following steps to add a Data Manager data source and configure the DSN connection:

1. Start the 32-bit ODBC Data Source Administrator, as follows:
 - a. Navigate to the **C:\Windows\sysWOW64** folder.

Important: Be sure to navigate to the ODBC file in the sysWOW64 directory. If you use the control panel or type odbcad32 from the Start menu, you will access the driver version that is located in the c:\windows\system\ folder. This is the 64-bit version of the utility that creates 64-bit DSNs that will not be visible to CCR.

- b. Double click the **odbcad32.exe** file to start the ODBC Data Source Administrator.
2. Click the **System DSN** tab, then click **Add**. Select **Oracle in instantclient_11_2** and click **Finish**.



- On the Oracle ODBC Driver Configuration dialog, complete the following required fields:

- Data Source Name:** Specify a descriptive name for your Data Manager DSN connection specification.

Note: You will reference the DSN information you create here in the Configuration.xml file (see [3.1.3 How to add the DSN connection to the CCR configuration file](#)).

- TNS Service Name:** Specify the DNS connection string for the Data Manager database.

You can obtain the name of the database from your Oracle or System administrator. It is usually specified in the following format:

```
//host:[port][/]service name]
```

for example: //dm.ca.com:1521/orcl

- User ID:** Enter a User ID that is valid for the Data Manager database to which you are connecting.
- Click **Test Connection** to ensure that you have entered the correct credentials for the Data Manager database.
 - Select the **Enable Query Timeout** option.

Selecting this option prevents potential degradation of database performance that can be caused by switching between report views before permitting the views to load completely.
 - Click **OK** to complete the configuration.

3.1.3 How to add the DSN connection to the CCR configuration file

Current Capacity Reporter (CCR) requires a connection to the Data Manager database, and the connection information is stored in the CCR **Configuration.xml** file.

Perform the following steps to add the DSN information to the CCR Configuration.xml file:

1. Locate the CCR **Configuration.xml** file by navigating to the following directory:
`\NETQOS\portal\Integration\DataManager`
2. Using a text editor, open the **Configuration.xml** file and locate the **<OdbcConnectionString>** property (at the bottom of the file).
3. Change the default connection DSN, UID, and PWD to the values you created (see [3.1.2 How to install the ODBC driver and create a DSN connection](#)).

For example:

```
<OdbcConnectionString  
Name="Data Manager";  
    DSN=DM;  
    UID=dmuser;  
    PWD=password;  
</OdbcConnectionString>
```

3.1.4 How to add Data Manager as a data source

After creating the DSN and adding the connection information to the CCR configuration file, you must complete the configuration of the CCR Data Manager Web Service from within the CCR user interface so that CCR can connect to the Data Manager database.

Perform the following steps to connect CCR to Data Manager.

1. In the Current Capacity Reporter interface, click the **Admin** tab and select **Data Sources** (located in the **CCR Settings** box).

2. Select **New Data Source** and choose **Data Manager**.

Add Data Source

Source Type: Anomaly Detector
Anomaly Detector
Cisco WAAS Connector
Data Manager
eHealth
Event Manager
Integrated Poller
NetVoyant
ReporterAnalyzer
Spectrum Infrastructure Manager
SuperAgent
Unified Communications Monitor

Data Source:

Host Name:

Protocol:

Port:

Web Console:

Same as above

Display Name:

Enabled

Test Save Save & Add Another Cancel

3. Enter the Data Manager **Host Name** and select **Test** to confirm connectivity.

For example:

Edit Data Source

Source Type: Data Manager

Data Source:

Host Name: 111.222.33.444

Protocol: http https

Port: 80

Display Name: Data Manager@111.222.33.444

Enabled

Test Save Cancel

Note: If the connection fails with a Status 403:Forbidden error, see [Appendix A: Troubleshooting](#).

4. After confirming the connection works, click **Save**.

3.2 How to retain customized reports when upgrading

CCR includes significant changes to the reports and to the installation process that require you to perform some manual tasks if you want to retain your report customizations. Future upgrades will not require as many manual steps.

Note: If you do not have customized reports or you do not wish to retain those reports, you can simply install the CCR 1.5 upgrade (see [3.3 How to install the CCR update](#)).

Which manual tasks you should perform depends on the types of customizations you made, as follows:

3.2.1 *I am the CCR administrator, and I want to retain the report layouts I created*

The CCR installer clears the report layouts created by the CCR core administrator account (usually NQADMIN) to facilitate installation of the new reports and updated **Reports** menu.

To retain the layouts created by the administrator account, perform the following procedure *BEFORE* you run the upgrade install:

1. Stop the **NetQOS MySQL51** service using the Windows Services panel available from the Administrative Tools options in the Windows Control Panel.

You can also stop the service by typing the following command from a command prompt:

```
C:\NETQOS\mysql51\bin\mysqladmin.exe -u root shutdown
```

2. Copy all files in the following directory and save them to a folder that is not within the NETQOS folder:

```
C:\NETQOS\mysql51\data\netqosportal
```

3. Run the CCR installer (see [3.3 How to install the CCR update](#)).
4. After the installation is complete, replace the files in the new C:\NETQOS\mysql51\data\netqosportal folder with the files that you copied and saved.

5. Restart the **NetQOS MySQL51** service using the Windows Services panel available from the Administrative Tools options in the Windows Control Panel.

You can also start the service by typing the following command from a command prompt:

```
C:\NETQOS\mysql51\bin\mysqladmin.exe -u root startup
```

3.2.2 ***I created my own custom report views, and I want to retain them***

Using an earlier version of CCR, you created your own report “views” by writing the SQL and XML code required to make the report function. You can retain these views by performing the following tasks either before or after you perform the upgrade install:

1. Edit the original CCR **configuration.xml** file and copy the SELECT statement for each of your custom reports.

The configuration.xml file is located in:

```
C:\NETQOS\portal\Integration\DataManager
```

Note: If you already upgraded to the latest version, you can retrieve your report SELECT statements from the backup file created by the installer: configuration.xml.pre14.bak.

2. Create a new XML file containing the SELECT statements you copied and save the file with a unique name (for example, my_custom_reports.xml).
3. If you have not already done so, perform the CCR upgrade installation (see [3.3 How to install the CCR update](#)).
4. In the new **configuration.xml** (created during the installation process), add a reference to the XML file that you just created.

For examples, see the ENTITY statements in the configuration.xml file.

5. Verify that the control IDs in the SQL file that contains your view statements do not conflict with the new report control IDs. (Your values should be greater than 1020000.)

For examples, see the SQL files located in the C:\NETQOS\portal\Integration\DataManager\Sql folder. If you have questions, contact your CA services representative.

6. If your views do not appear in CCR after performing the previous steps, run the SQL file that contains your view statements using MYSQL to re-insert the view back into the CCR instance.

3.3 How to install the CCR update

This section describes how to install CCR 1.5 with all the report views that were distributed since the initial CCR 1.1 release.

The installer replaces all standard reports distributed with the previous versions. It does not remove any new reports you might have created.

Note: If you have customized any of the standard reports and want to retain those changes, you should copy and rename the reports before running the installer.

Perform the following steps to install CCR 1.5 with all views:

1. Download and extract the CCR installation file on the machine on which a previous version of CCR is installed.
2. Navigate to the directory in which you extracted the files and double-click **CCRv15.EXE**.
3. Follow the prompts to complete the installation.
4. If you created customized reports, you can retrieve the SQL statements to restore those views (see [3.2 How to retain customized reports when upgrading](#)).
5. (optional) If you want to access the Data Manager interface from CCR, you must supply the URL in the CCR **Data Manager Interface** report, as follows:
6. In the CCR interface, select **Data Manager Interface** from the **Diagnostics** section of the **Reports** tab.
 - a. Click the arrow icon  located in the upper left corner beside the title of the interface pane.
 - b. In the **URL** field, specify the Data Manager application URL.

For example:

http://localhost:8081/DM

http://111.222.33.444:8081/DM

3.4 How to verify a successful installation

The CCR installer provides a message stating the installation was successful. You can also verify that the product installed correctly, as follows:

Verify the version

1. In the CCR user interface, click **Help** (located in the upper right of the display).
2. From the **Help** menu, select **About**.

The About box lists the CCR version and lists the report packs that have been installed.

Verify the new reports

1. On the **Reports** tab, click **More** (located in the upper right of the Reports panel).
2. Click **Add Reports**.

The new reports are grouped in the following new categories:

- Business Service Reports
- Diagnostic Reports
- APM Reports
- AIX Reports
- Physical Server Reports
- Storage Reports
- VMware Reports

4.0 Enabling synchronization between CCC and CCR

CCR uses group information and other data stored in the CCC (Data Manager) database, and the CCC application uses the CCR user authentication service to authenticate CCC users. To synchronize communication between the applications, you must specify the CCR URL in the Data Manager web application.

Note: Synchronization is designed to connect a specific instance of CCR with a specific instance of the database. Additional steps are required if you later decide to connect your CCR instance to a different instance of the database. For instructions, see [4.3 Changing configurations](#).

4.1 Configuring the Data Manager application

1. In the Data Manager application, click **Configuration Settings** on the main menu.
2. In **Manage Configuration Settings**, select **Global Parameters** from the **Configuration type** menu.
3. Enter the CCR server URL as the value of the **CCR_URL** property.

By default, this property is set to "none".

For example:

```
CCR_URL = http://111.222.33.444
```

4. Save your changes, then stop and restart the CA_CCC Apache Tomcat service.

4.2 Verifying synchronization between CCR and Data Manager

After you have completed the configuration changes and group data is migrated into the database (which triggers the listener), you can check that the process ran successfully by reading the Apache Tomcat log.

Successful synchronization

When the synchronization process works correctly, the following message is displayed in the Tomcat log.

```
***Sent notification to CCR server after data migration.***
```

Unsuccessful synchronization

If an error occurs and synchronization fails, the following message is displayed in the Tomcat log, followed by other messages and stack trace:

```
"Failed to notify CCR server after data migration."
```

4.3 Changing configurations

After establishing synchronization between one instance of the CCC (Data Manager) database and one instance of CCR, you must perform the following steps to change that configuration (for example, connect a different CCR to the same database or connect a different database to the same CCR):

1. In the CCR administration user interface, delete the **CA-Hyperformix** group tree which is located under **All Groups**.
2. In the database, truncate the database table NPC_DM_GROUP_MAPPING_CONFIG.
3. Update the value of the CCR url, as follows:
 - a. In the Data Manager application, click **Configuration Settings** on the main menu.
 - b. In **Manage Configuration Settings**, select **Global Parameters** from the **Configuration type** menu.
 - c. Enter the CCR base URL as the value of the **CCR_URL** property.
4. Save your changes, then stop and restart the CA_CCC Apache Tomcat service.

5.0 How to access the CCR user interface

After Current Capacity Reporter (CCR) is installed, you access the user interface by using one of the supported web browsers (such as Internet Explorer or Mozilla Firefox).

Note: CCR is ready to use after installation is complete. No additional steps are required to start the product on the server.

If running on your local system

If you have installed CCR on your local system, you can access the user interface by using either of the following URLs.

- `http://localhost/npc`
- `http://<ip_address>/npc`

For example: `http://111.222.33.444/npc`

Note: The installation places a shortcut called **NetQoS Performance Center** on your desktop which access the CCR interface.

If running on a remote system

If you have installed CCR on a remote system, you can access the user interface by using the following URL.

Contact your system administrator for the hosts IP address or DNS host name.

- `http://mysystem.mycompany.com/npc`

For example: `http://111.222.33.444.netqos.com/npc`

Logging on

The default log on credentials are

- **username:** nqadmin
- **password:** nq

Consult your system administrator for information about the credentials required by your organization.

Appendix A: Troubleshooting

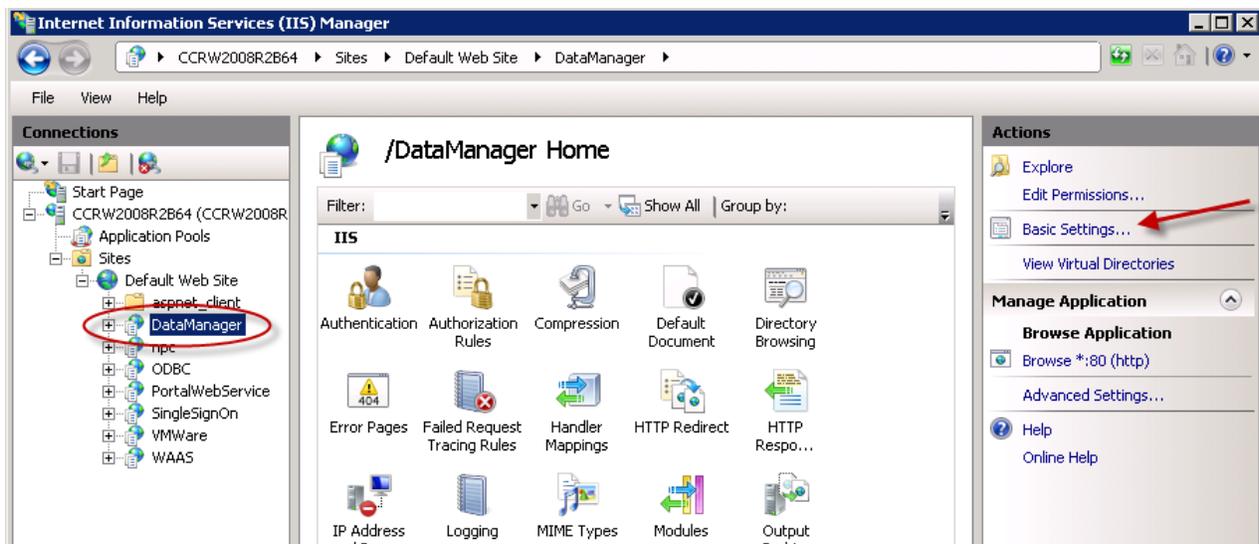
The following describes solutions to the most common installation problems. If your issue is not described below, contact CA Support.

"403: Forbidden" error when adding data source

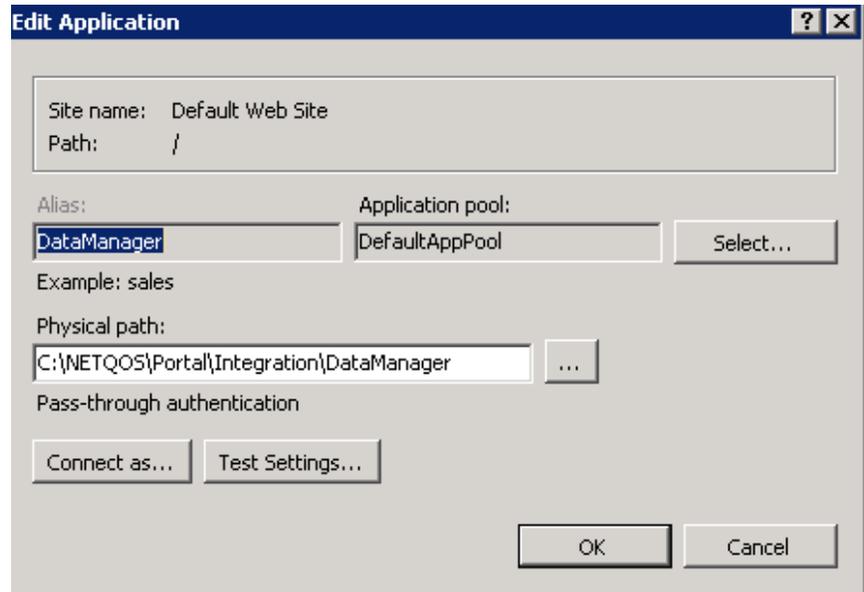
During installation of Current Capacity Report 1.1, the virtual directory is incorrectly mapped to the logical Data Manager directory, which causes a 403 IIS error when you attempt to connect Data Manager to the CCR console (described in [3.1.4 How to add Data Manager as a data source](#)).

To correct this problem, perform the following steps after completing the installation of Current Capacity Reporter:

1. Open the Internet Information Services (IIS) Manager, as follows:
 - a. On the **Start** menu, click **All Programs**, click **Accessories**, and then click **Run**.
 - b. In the Open box, type **inetmgr** and then click **OK**.
2. Locate the Data Manager virtual directory located in the **Sites** structure under the **Default Web Site** folder.



- Click **Basic Settings** on the right side of the display.
The Edit Application dialog is displayed.
- Click **Select**, then choose **DefaultAppPool** from the list and click **OK**.



- Return to the CCR user interface and add Data Manager as a data source again.

Reports show error message instead of data

After successful installation, a list report provides a long message including the information, "Specific driver could not be loaded due to system error".

This error can be caused by installing the Oracle ODBC driver from the Windows desktop.

To solve this issue, perform the following steps:

- In the directory from which you initially installed the ODBC driver, double click the **odbc_uninstall.exe** to uninstall the driver.
- Move the directory in which you extracted the ODBC and instant client files to the directory on which the OS is installed.

For example, if the operating system is on the C: drive, and the ODBC files are in the \instantclient directory, move that directory to C:\instantclient.

- Run the **odbc_install.exe** from the new location.

Windows Package Manager error

At the end of the installation process, Windows Package Manager issues an "Operation failed" message indicating that "An attempt was made to load a program with an incorrect format."

This problem is caused because some or all of the required IIS modules were not installed. For information about installing the IIS modules, see the prerequisites or refer to [Appendix B: How to install the required IIS modules](#).

Reports show no data for selected time period

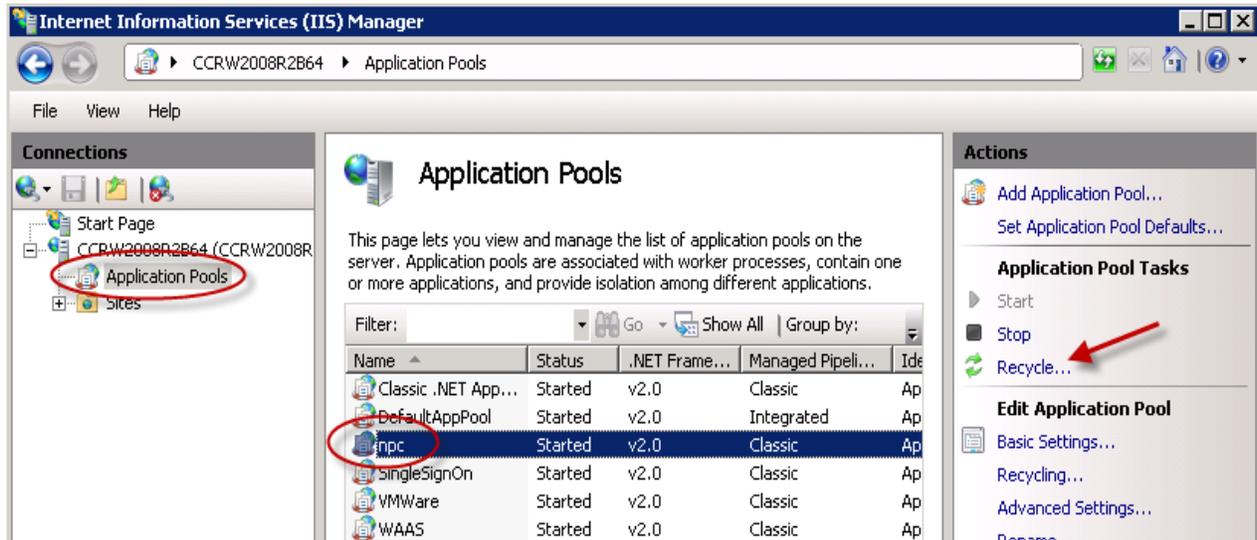
Reports show no data for a selected time period even when the data is present.

This problem can occur right after initial installation or upgrade because the SQL changes have not yet been recycled by the IIS. The IIS automatically recycles approximately every thirty minutes.

To solve this issue, you can either wait for the IIS to recycle, or you can manually trigger a recycle by performing the following steps:

1. Open the Internet Information Services (IIS) Manager, as follows:
 - a. On the **Start** menu, click **All Programs**, click **Accessories**, and then click **Run**.
 - b. In the Open box, type **inetmgr** and then click **OK**.

2. Click **Application Pools**, then select **npc** from the list of pools.



3. Click **Recycle**.

All reports access via hyperlinks will now display data if data is present.

Appendix B: How to install the required IIS modules

To use Current Capacity Reporter (CCR), you must install the following IIS modules if this was not already done during the installation of your operating system.

- ASP.NET module
- .NET Extensibility module
- ASP
- CGI
- IIS Compatibility mode (6.0)

Note: The following steps are provided for your convenience only. Be aware the exact procedure might vary with different versions of the operating system. Consult the Microsoft Windows documentation for instructions if you require more information.

Perform the following steps to install the IIS modules:

1. Log on to the Administrator account and open the **Server Manager**.
2. In the Navigation pane on the left, click **Roles**.
3. In the Roles pane, click **Add Roles** to start the roles wizard.
4. Using the wizard, select **Application Server** and Web Server (IIS), then click Next.
5. In the Application Server Role Services panel, select **.NET Framework 3.5.1**, click **Next**, then click **Add Required Role Services**.
6. In the Web Server (IIS) Role Services panel, ensure the following options are checked:

Application Development

- ASP .NET
- .NET Extensibility
- ASP
- CGI

Management Tools

Select **IIS 6 Management Compatibility** (including all suboptions).

7. Click Next, then click **Add Required Role Services**.
8. Click **Install**. After installation is complete, select **Close**.

Note: New updates may be available after these roles are installed, please install all critical updates.