



ReportPlus™
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ReportPlus
Server 5.2 Installation Guide

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ReportPlus™ Server 5.2 – Installation Guide 1.4

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ReportPlus Server Installation Guide

Introduction

Installation Steps

Installing ReportPlus Server for Embedding

Salesforce Installation Notes



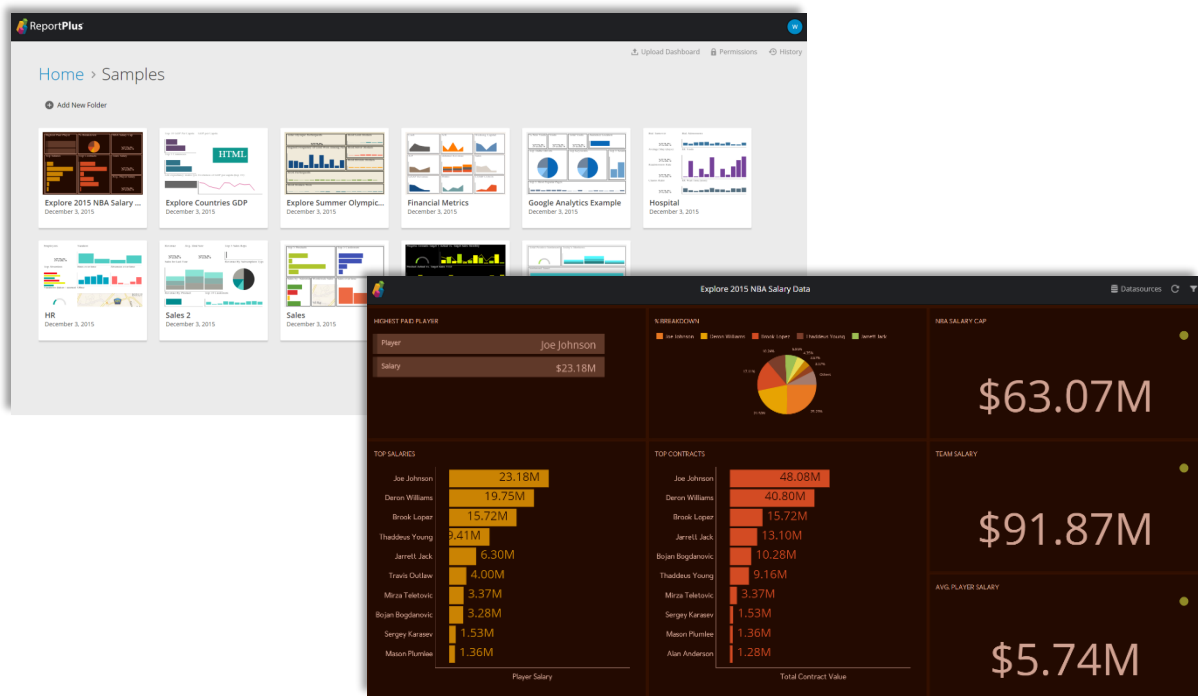
Introduction

In this information you will find information about how to install ReportPlus Server.

The term *ReportPlus Server* refers to two different applications: the **Dashboards Web Repository** and the **ReportPlus Dashboard Viewer**.

Dashboards Web Repository

The repository is an application that allows you to store and administrate dashboards and folders. It has a web interface we can use to create, edit or delete folders and dashboards, and also to manage repository permissions configuration. The repository server can be integrated with your existing User/Group management infrastructure and let you configure the repository permissions based on them. The following is a screenshot of our demo environment's Dashboards Web Repository Interface:



ReportPlus Dashboard Viewer

The ReportPlus Dashboard Viewer is a web application used to render a specific dashboard, which can be stored in the repository, server local files or SharePoint list. Technically speaking, it is an ASP.NET application with a jQuery widget, the main component required to render a dashboard.

The jQuery widget can be configured to communicate with the ReportPlus Web backend server. The purpose of this server is to process the dashboards, connect to their data sources, retrieve data and send it to the front end after all required data transformations. The jQuery widget control is very light as all data processing is done on the server side.



Requirements

To install ReportPlus Server, you need the following software already installed:

- A Windows Server with 4 GB or more of memory
- Active Directory
- .NET Framework 4.6
- IIS 7
- .NET Framework 4 registered in IIS
- Windows Authentication enabled in IIS

Note: If using SSO Authentication when embedding ReportPlus, the ReportPlus embed web application needs to be installed as a separate IIS Application with anonymous access enabled.

Active Directory

Active Directory domain needs to include all servers required for ReportPlus Server.

.NET Framework 4.6

.NET Framework for Windows Server can be downloaded from the [Microsoft's Download Center](#).

IIS 7.0+

Internet Information Server (IIS) 7.0 and later versions can be downloaded from [Microsoft's Download Center](#).

.NET Framework 4 registered in IIS

For instructions on how to register .NET Framework, visit the [Microsoft MSDN Library](#).

Windows Authentication enabled in IIS

For instructions on how to configure Windows Authentication in IIS, visit the [Microsoft Library Base](#).

Key Considerations

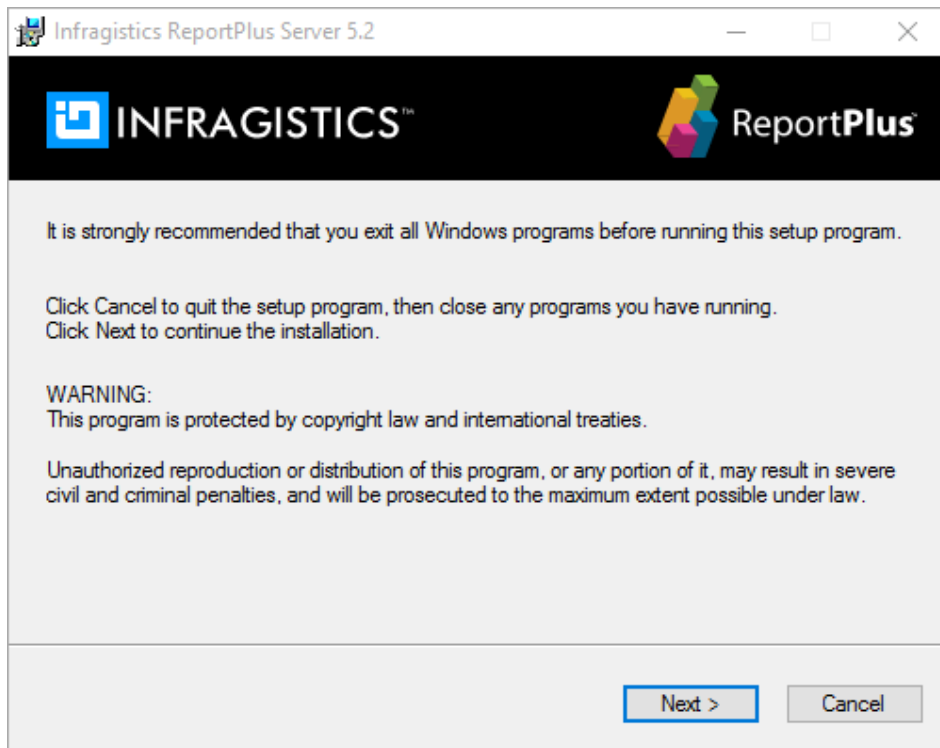
- The server(s) in which ReportPlus Server is ultimately installed must be part of the Active Directory domain. If the database server is in a different computer, that computer also needs to be part of the same Active Directory domain.
- If you are running an SQL Server Express version, ReportPlus Server may throw exceptions. If SQL Server is not installed yet, avoid installing Express versions.
- The ReportPlus Server installer must be executed in the same server where the Internet Information Server (IIS) is installed.

- The user executing the installation must have Administrator permissions over both IIS and the SQL Server to be used.
- The Web App will be configured using port 9021 by default.

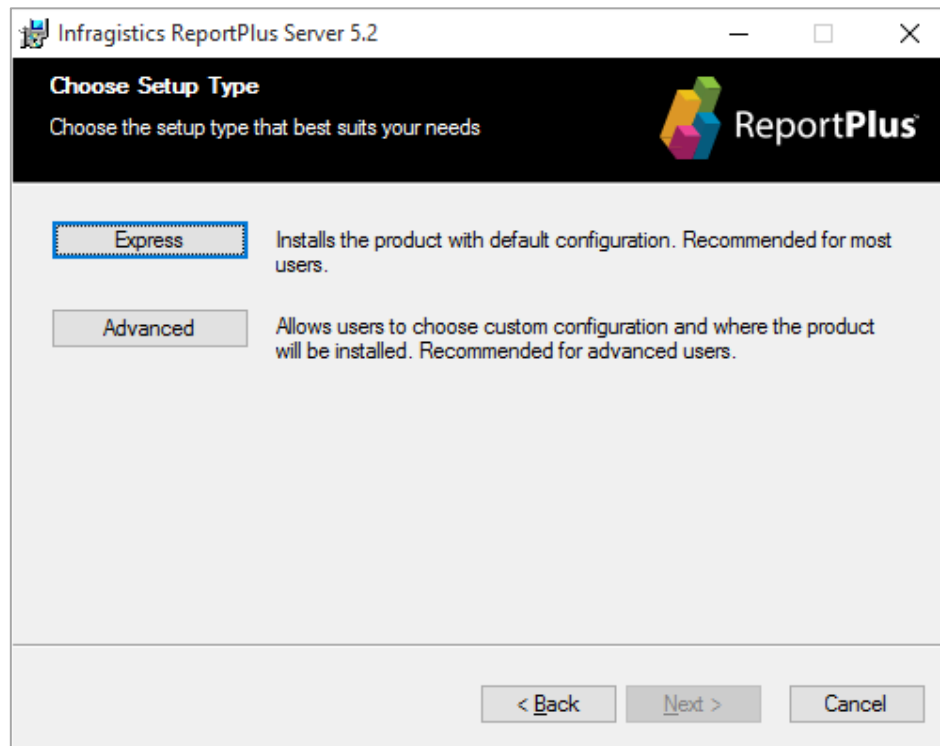


Installation Steps

1. **Run** the ReportPlus Server installer and click Next.



2. Accept the license agreement and **select Express**.

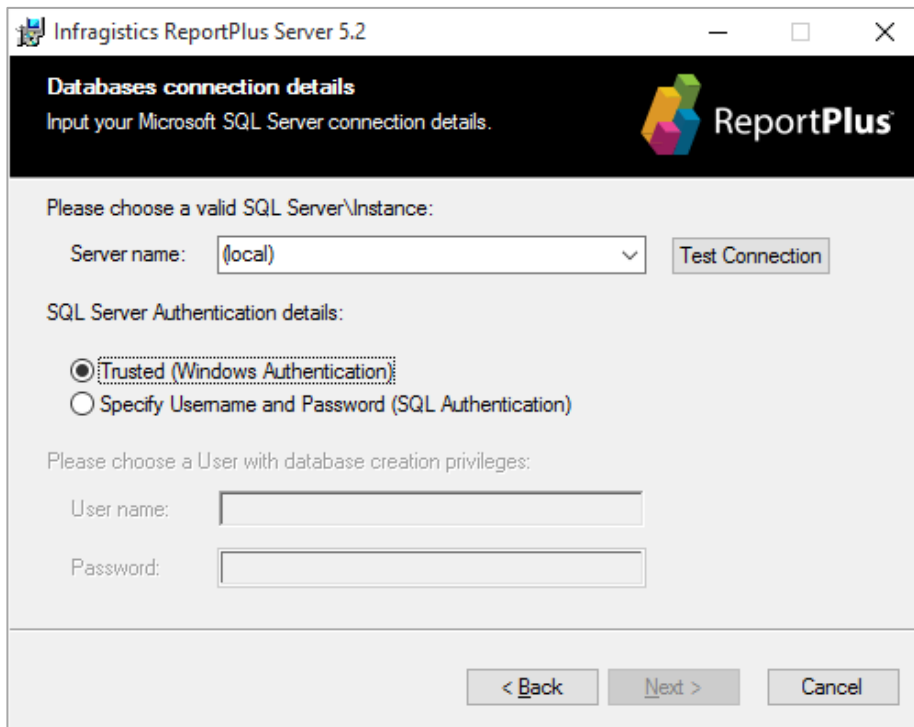


3. **Set up** the SQL Server connection.

You need to enter the **server's full name** and then choose the Authentication details.

Note: If you have more than one instance running, make sure you choose the correct one.

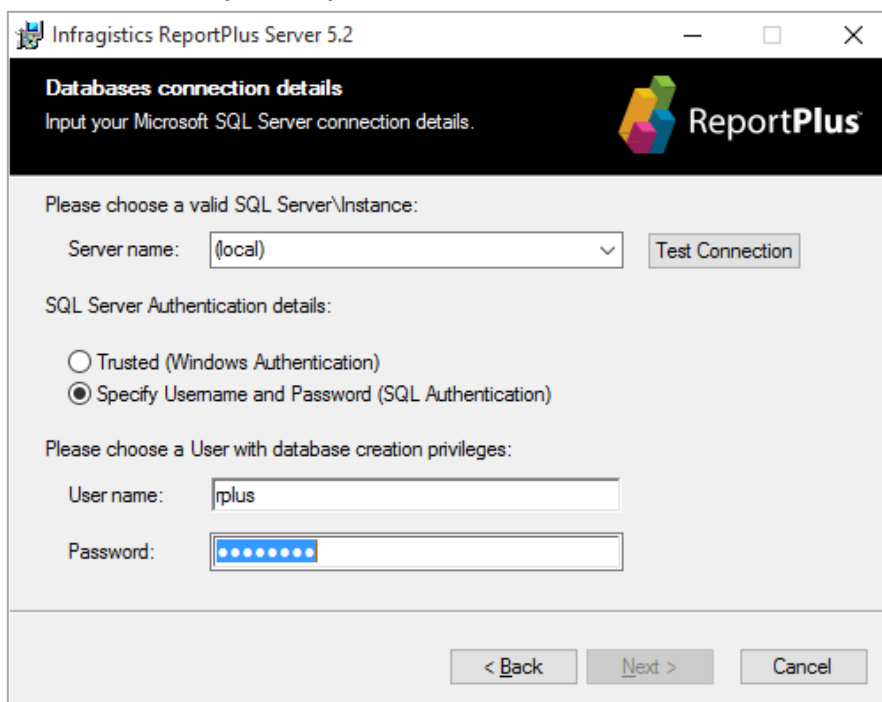
Option A. Using **Windows Authentication**.



The screenshot shows the 'Databases connection details' dialog box for 'Infragistics ReportPlus Server 5.2'. The title bar includes the application icon and window controls. The dialog has a dark header with the ReportPlus logo and the text 'Input your Microsoft SQL Server connection details.' Below the header, the text 'Please choose a valid SQL Server\Instance:' is followed by a dropdown menu showing '(local)' and a 'Test Connection' button. Under 'SQL Server Authentication details:', the 'Trusted (Windows Authentication)' radio button is selected, while 'Specify Username and Password (SQL Authentication)' is unselected. Below this, the text 'Please choose a User with database creation privileges:' is followed by empty text boxes for 'User name:' and 'Password:'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Option B. Using **SQL Authentication**.

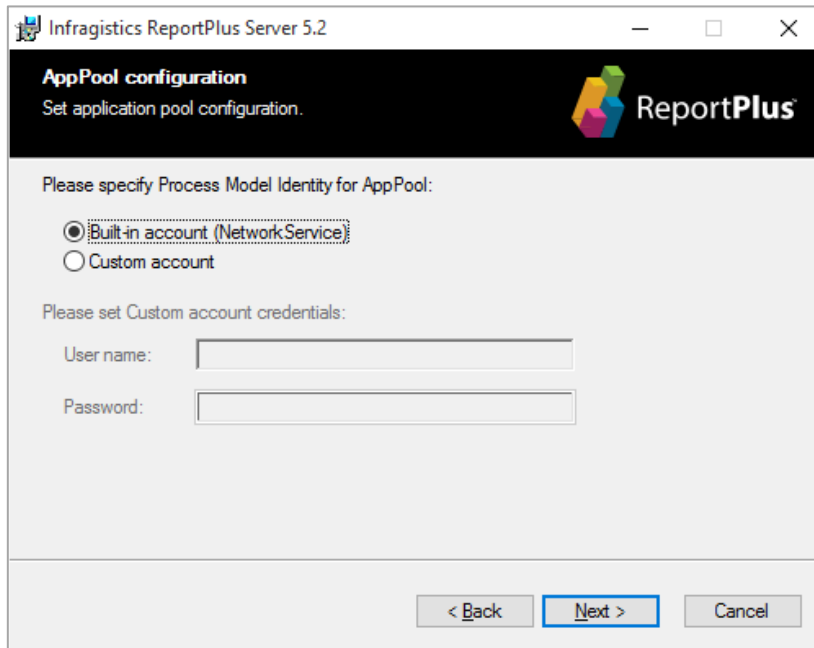
*If you want to use this type of authentication, remember that it must be enabled in the **Server Properties** of the SQL Server.*



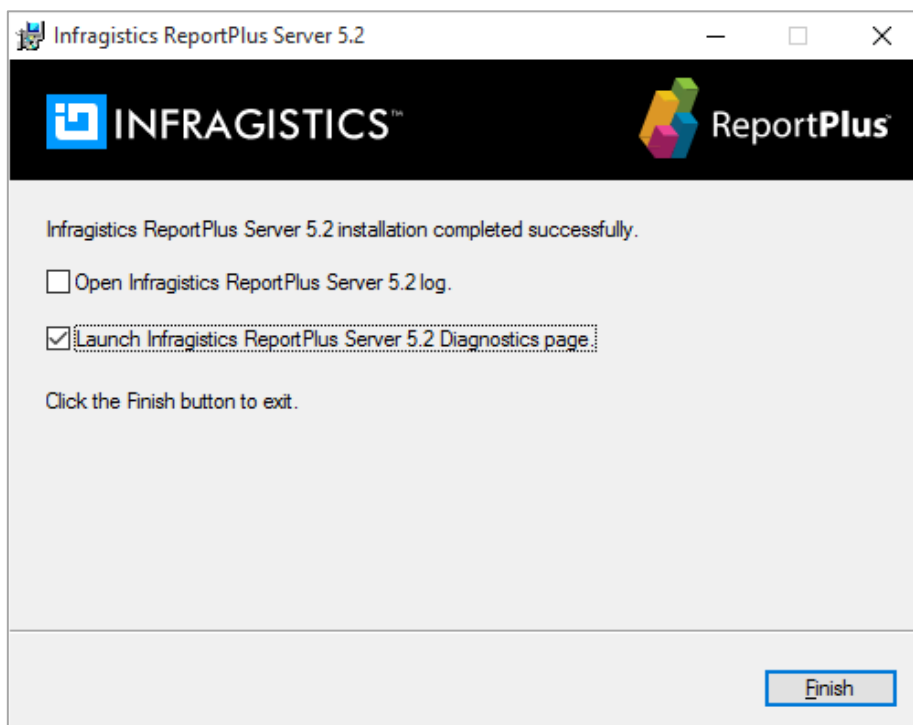
The screenshot shows the 'Databases connection details' dialog box for 'Infragistics ReportPlus Server 5.2'. The title bar includes the application icon and window controls. The dialog has a dark header with the ReportPlus logo and the text 'Input your Microsoft SQL Server connection details.' Below the header, the text 'Please choose a valid SQL Server\Instance:' is followed by a dropdown menu showing '(local)' and a 'Test Connection' button. Under 'SQL Server Authentication details:', the 'Specify Username and Password (SQL Authentication)' radio button is selected, while 'Trusted (Windows Authentication)' is unselected. Below this, the text 'Please choose a User with database creation privileges:' is followed by text boxes for 'User name:' containing 'rplus' and 'Password:' containing seven blue dots. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

4. Configure the ASP.NET Application Pool

By default ReportPlus Server will use Network Services as the identity for the ASP.NET application pool. If you want to install the ReportPlus SQL Server database on an external machine, you will need to configure a custom Windows Active Directory account to be the identity of ReportPlus Server's application pool. The user must have the necessary administration permissions on the web server where ReportPlus is being installed and the remote SQL Server.



5. Continue the installation and at the end **launch the ReportPlus Diagnostics page.**



The ReportPlus Diagnostics page needs to run scripts, so you must have scripting enabled in your web browser. The Diagnostics page address is: <http://localhost:9021/diagnostics.html>.

6. **Configure** Map widgets.

ReportPlus Web relies on Bing Map for its map widgets. You will need to modify the following section of the web.config file (C:\inetpub\wwwroot\RPlusServer) with your own Bing Map Key to see maps.

```
<geolocation geolocationBingKey = "" />
```

For instructions on how to get a Bing Maps Key, visit the [Microsoft MSDN Library](#).

7. **Verify the installation** through the Diagnostics page.

After a successful installation, you will see the following Diagnostics page result:

The screenshot shows the 'ReportPlus Diagnostics' page. It features a list of system services with their current values and a green checkmark indicating they are all operational. The services listed are:

- Current User Identity Service: Todd Snyder (5-1-5-21-1220945662-1336601894-1417001333-10770)
- Encryption/Decryption Service: 'TO ENCRYPT' -> 'UIId1LMFnSdPEBDxnKtM/tA==' -> 'TO ENCRYPT'
- R+ Repository Root accessible: '', 5 subfolders, 0 dashboards, Folder, Active, Created On: 12/8/2016 7:54:32 PM +00:00
- R+ Repository Folder accessible: 'Samples', 0 subfolders, 10 dashboards, Folder, Active, Created On: 12/8/2016 7:54:32 PM +00:00
- R+ Repository Dashboard accessible: No Dashboards
- Current Web User: INFRAGISTICS\TSnyder
- Current Principal: INFRAGISTICS\TSnyder
- Domain(s): infragistics.local

8. **Install the missing .dll files.**

After first installing ReportPlus Web, you will encounter the following error message when trying to access one of your dashboards:



The problem is related to two DLL files: *Microsoft.SharePoint.Client* and *Microsoft.SharePoint.Client.Runtime*.

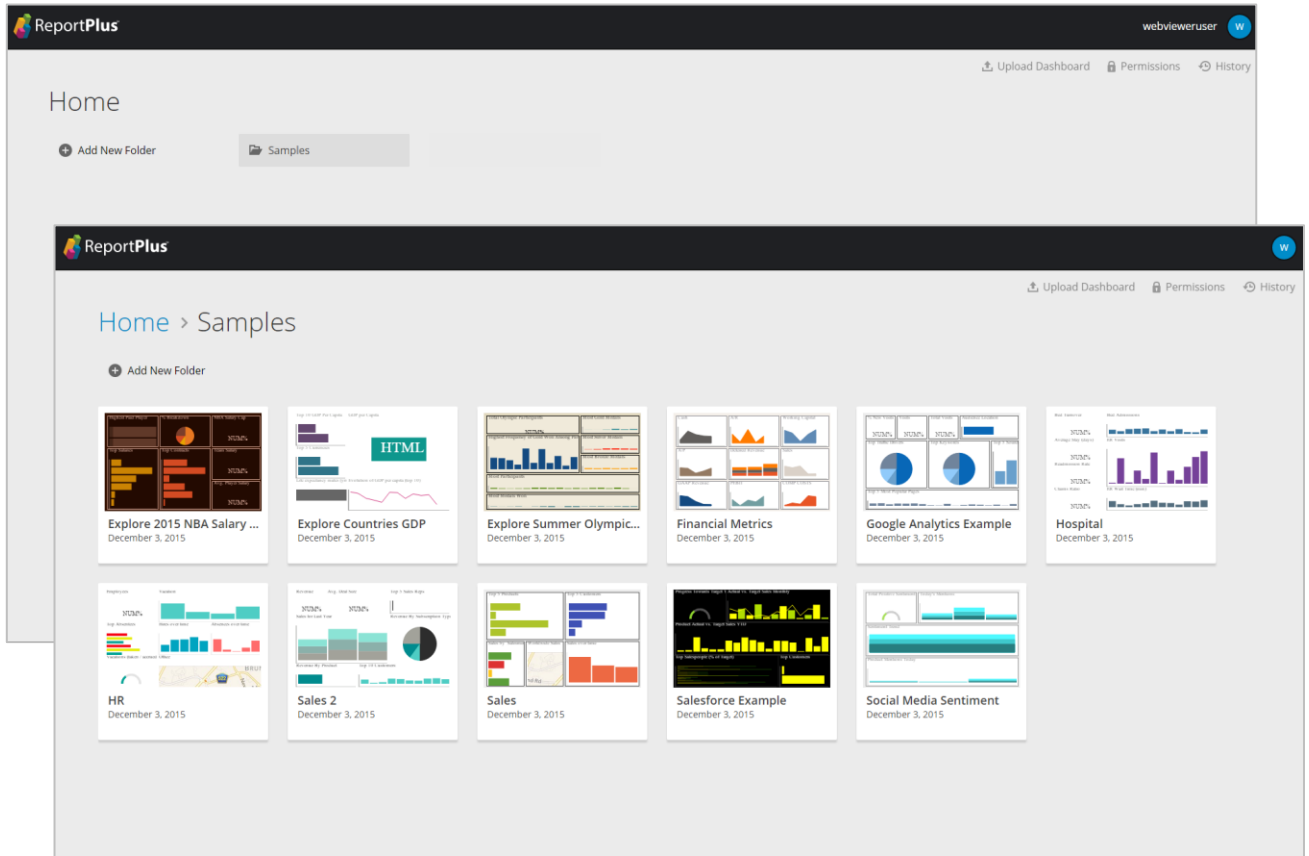
To resolve:

- i. Go to C:\Program Files (x86)\Infragistics\ReportPlus Server 5.0\Console.
- ii. Copy **both** *Microsoft.SharePoint.Client* and *Microsoft.SharePoint.Client.Runtime*.
- iii. Go to C:\inetpub\wwwroot\RPlusServer\bin.
- iv. Paste the .dll files.

Once done, refresh ReportPlus Web and access your dashboards again.

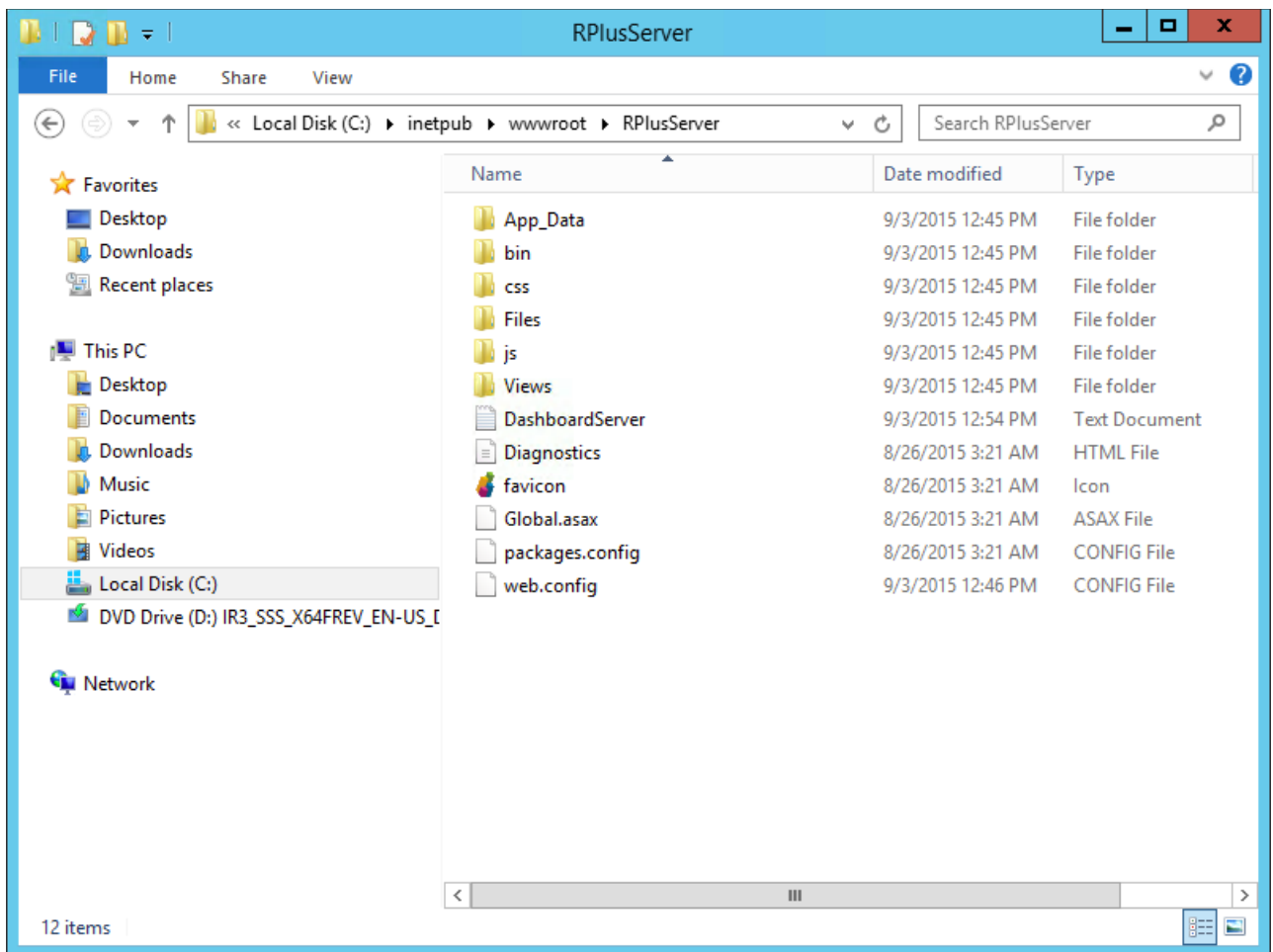
9. Access the Repository.

Go to <http://localhost:9021> to access the Dashboards Web Repository as shown below.



10. If necessary, access Error logs.

Go to the `C:\inetpub\wwwroot\RPlusServer` directory and access the **DashboardServer** file. In this file you can find log error information. When having issues, our Engineers can help you review the logs.

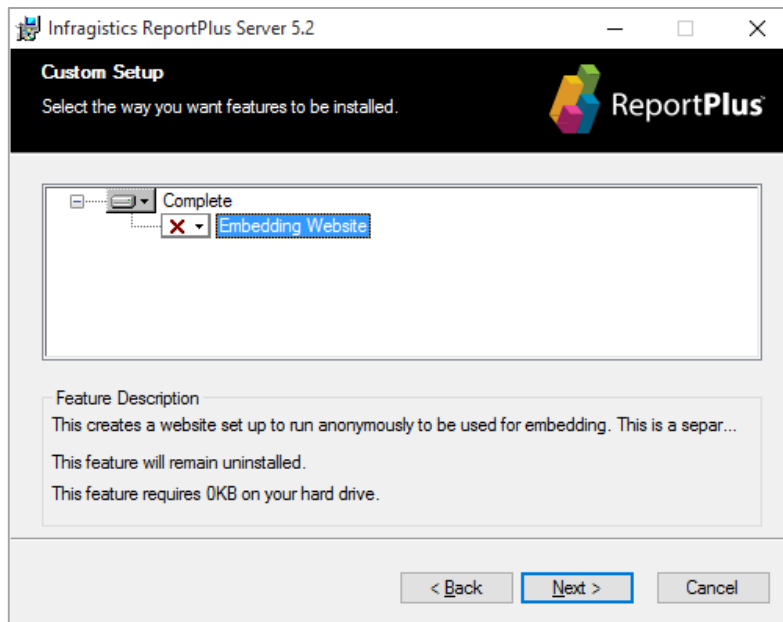




Installing ReportPlus Server for Embedding

If you are interested in embedding ReportPlus into your web application, you will need to make sure the application is properly configured for embedding.

- For **internal** applications that use Windows Authentication, no additional steps are required.
- For **public-facing** or **extranet-style** applications that do not use Windows Authentication, you will be required to install the ReportPlus Embedding website. This site is configured to allow anonymous access and will require the use of a Single Sign-On token generated using the security key provided by ReportPlus.



For more information on embedding and using Single Sign-On, please review the [ReportPlus Embedded - Web SDK Guide](#).

Salesforce Installation Notes

When setting up ReportPlus Server to work with the Salesforce data provider, ReportPlus must be authenticated to access data on Salesforce.

The following **data provider mapping** needs to be added to the **Web.config** inside the `<dataproviders>` section:

```
<dataProvider providerId="SalesForce">
<providerProperties>
  <property name="ConsumerKey" value="to be completed..." />
  <property name="SecretKey" value="to be completed..." />
  <property name="CallbackUrl" value="to be completed..." />
</providerProperties>
</dataProvider>
```

Values *to be completed* should be set **based on your salesforce account**.

To successfully complete the authentication flow (required for applications hosted in secure servers), **the Callback URL must be registered on your Salesforce account**. For further information regarding the Web server authentication flow see [Understanding the Web Server OAuth Authentication Flow](#).

Appendices

Appendix 1: Known Issues

Appendix 2: Document Changelog



Appendix 1: Known Issues

Updating ReportPlus Server

Elevated Permissions required

On some machines running the installer to update the build might fail due to restrictions on the elevated permission granted to the installer. A possible workaround for this issue can be launching the installer from a command line prompt started as *Administrator*.

Web.config backup

Running the product installer to update the server sometimes will override the Web.config file. As a recommendation, you should backup the Web.config file before running the installer and restore it if it was overridden.

Lost ISS Bindings

Running the installer to update the server will wipe out any bindings in IIS. After running the installer, you should re-add all bindings in IIS

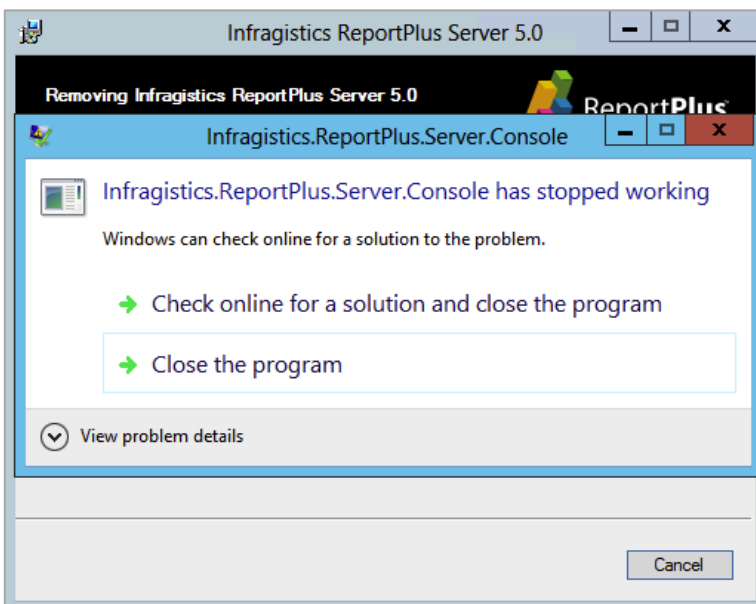
Uninstalling ReportPlus Server

Confirmation Message

When uninstalling ReportPlus Server, you will see a message saying the installation has been completed. Disregard the message; your application will be uninstalled correctly.

Uninstall Hangs

The Uninstaller will become unresponsive when the process is about to finish. You will see the following error:



Click “Close the program”. The uninstaller will then finish running.

Databases not removed after uninstall

Databases are not removed after ReportPlus Server is uninstalled even if “Remove Databases” is selected.



Appendix 2: Document Changelog

Version	Chapter	Section	Description
1.4	Introduction	Introductory information	ReportPlus Web term was deprecated. Updating terms
	Requirements	Installing ReportPlus Server for Embedding	Added new section.
1.3	Requirements	Salesforce Installation Notes	Added Salesforce Installation notes
1.2	Introduction	Requirements	Active Directory requirement added
	Appendices	Known Issues	Section updated with current information
1.1	Introduction	Requirements	Requirements updated for 5.0 Beta Version
		Installation Steps	
	Appendices	Known Issues	
1.0	All chapters	All sections	Document creation.