



OPUS 4.0.1 Update

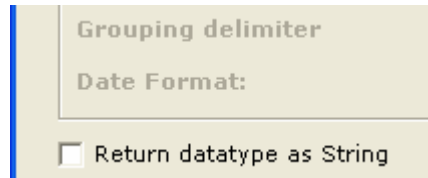
Release Notes

New features	3
1. Functoid - Formatting	3
2. Bar Graph – 45 degree Category axis labels	3
3. Bar Graph – Stacked bar style	3
4. HASP Licensing	3
Bugs Fixed.....	4
1. OPUS Setup – runtime error	4
2. Trigger Task – no connection could be established	4
3. Functoid – Rounding	4
4. SQL Datasource – no connection	4
5. OPUS Administration.....	4
6. Parameters – custom regional settings.....	4
Knowledge Base	5
Tips and Tricks	18

OPUS NEW FEATURES

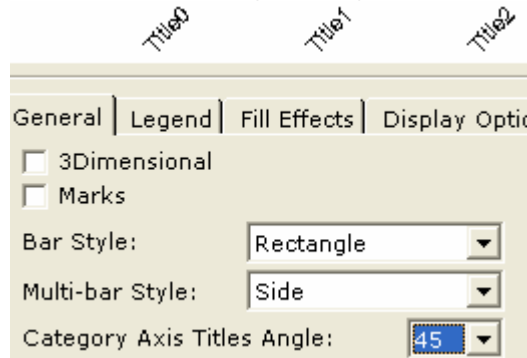
1. Functoid - Formatting

In the Formatting functoid in the Functoid Generator, an option to return the formatted value as a string data type has been added to accommodate users who need to display a rounded value with trailing zero's.



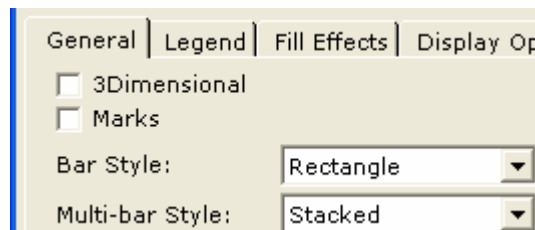
2. Bar Graph – 45 degree Category axis labels

The Category Axis Titles Angles option in the Bar Graph report element has been updated to also support a 45 degree angle.



3. Bar Graph – Stacked bar style

The Multi-bar Style option in the Bar Graph report element has been added to provide users with the option to set bar styles such as Stacked.



4. HASP Licensing

OPUS now supports HASP licensing which allows users to use a USB type HASP to license their OPUS Server instead of the soft license method.

>> OPUS Server Licence Information	
OPUS Version	4.0
Serial Number	JS0
Licence type	Licence expires on:2009/01/31
Client Connections	1
Configurator Connections	1
Registered User	HASP
Registered Company	
Description	
Scheduler	Enabled
HASP Info	Valid

OPUS**BUGS FIXED****1. OPUS Setup – runtime error**

A runtime error is generated when a user attempts to open OPUS Setup on a Polish Windows XP operating system which prevents the user from continuing with any further configuration in OPUS Setup.

2. Trigger Task – no connection could be established

All TriggerTask.exe instances that generate the error '**No connection could be established**' in the TriggerTask.txt file, are not removed from the Windows Task Manager.

3. Functoid – Rounding

The Rounding Functoid does not return the correct value on a Polish Windows XP operating system.

4. SQL Datasource – no connection

Users cannot establish a SQL connection in the OLEDB datasource to get a list of available databases on a Polish Windows XP operating system.

5. OPUS Administration

The User Administration option under Administration file menu in the OPUS Configurator randomly causes the OPUS Configurator to crash when attempting to access it.

6. Parameters – custom regional settings

Setting the Regional Settings for the date format to a custom format that contains a space character such as *dd MMM yyyy* causes the Parameter control in the OPUS Configurator to crash and therefore prevent the user to create a parameter of type Date, Time or DateTime.

Data Sources

1. **Error connecting to Oracle Database**

Problem: When executing the following Opus query built in the Opus Query Builder on the Oracle Database:

```
SELECT [EMPLOYEE_VIEW].[EMPLOYEE_ID],  
[EMPLOYEE_VIEW].[LAST_NAME], [EMPLOYEE_VIEW].[FIRST_NAME],  
[EMPLOYEE_VIEW].[GENDER], [EMPLOYEE_VIEW].[DATE_OF_BIRTH],  
[EMPLOYEE_VIEW].[YEARS_SERVICE] FROM [EMPLOYEE_VIEW] WHERE  
[EMPLOYEE_VIEW].[AGE] BETWEEN 20 AND 40
```

the following error message is returned:

ORA-00936 - Missing expression.

Solution: Remove the square brackets [] from Oracle data source.

2. **Sharing folders for MS Access files**

Problem and Solution: When sharing a folder to access an mdb database file, if the user *Everyone* is used with Read or Full permissions then any user attempting to connect to the same mdb database file in that folder can connect. If *Authenticated Users* is used with Read permissions then any user attempting to connect to the same mdb database file in that folder can also connect, but if *Authenticated Users* is used with Full permissions then only users attempting to connect with the same username and password as the first user that connected to the same mdb database file in the same folder can connect.

3. **Error fetching data – column size too large**

Problem: If the following error description is displayed in the OPUS web page when generating a Data Grouping report then the size of the fields that the grouping is done on, is too large:

Error fetching data: Relate, Compute By, and Sort operations cannot be performed on column(s) whose defined size is unknown or too large.

Solution: This is only a problem with Microsoft SQL Server, Oracle seems to work fine. It is recommended that if for example you are doing grouping on two fields, that the defined size of these two fields in the design of the table in SQL doesn't exceed 2000.

4. **Network Browsing dialog is empty**

Problem: When opening the Network Browsing dialog while creating a new datasource, the section that is meant to display the available domains and computers on the Network is empty.

Solution: Check the user details in *OPUS Setup* for the *Network Share Username and Password* by simply clicking the *Apply* button.

5. **Blank Excel Datasource worksheet**

Problem: When attempting to view the worksheets of your Excel datasource in the *OPUS Configurator* you find that the worksheet displayed is blank.

Solution: This means that there are links on one of the worksheets that is invalid, meaning that the source of the link does not exist. Remove or update the source link appropriately.

6. **Connecting to an Access database**

Problem and Solution: When Adroit logs data to a Microsoft Access database file it creates a lock file (LDB). Now if OPUS connects to this file after Adroit has to log data, and the folder is shared with READ-ONLY, then OPUS will not be able to connect because it can not edit the LDB file in a READ-ONLY directory. So the *Share Folder* containing the Access database must be set to FULL CONTROL for OPUS to also connect after Adroit has. If OPUS connects first you don't have this problem because OPUS connects in a READ-ONLY state and therefore doesn't need to create a lock file. It is also important to remember that Adroit connects to a local file through C:\ path where OPUS connects through the *Shared Folder*.

7. **Register the Adroit MISSRVR.exe**

Problem and Solution: If the normal way of registering the Adroit MIS Server, which is by simply running the MIS server application from the computer that has Adroit installed, doesn't work to enable the OPUS Configurator to open the Adroit datasource client then it might be necessary to copy the *MISSRVR.exe* locally with it's relevant dll's and register it locally by running the now local copy *MISSRVR.exe*.

8. **Error: The group name could not be found**

Problem: The error, **the group name could not be found**, is sometimes generated when attempting to connect to Access database or Excel file on another computer when using the browsing dialog in the OPUS Configurator resulting in the user not being able to open the directory containing the desired file. This error is very rare and we have not yet been able to find the reason why this occurs. **Solution:** As a temporary solution, browse to the desired file using Windows Explorer; copy the network path to the file including the filename and paste it into the *Selected Path* textbox on the *Choose Datasource* page of the datasource wizard. Then after the new datasource connection has been created, edit the connection, select the *Advanced* button and enter the correct authentication details to connect to the configured resource.

9. **Link Tables in Access datasource not connecting**

Problem: Access databases have the functionality to configure a link table to a table in another Access database. This source database can reside on the same computer as the master database or on a remote computer. If the source database resides on a remote computer then an OPUS datasource using the master Access database can't make a connection to that source database.

Solution: There are two things you'll need to do to enable this connection using the OPUS datasource (N.B. must be logged on to the computer as an administrator user):

1. Open the **Component Services** application under **Administrative Tools**. Browse to the **OPUS Server** application under Console Root → Component Services → Computers → My Computer → COM+ Applications. Right-click the **OPUS Server** application and select **Properties**. Select the **Activation** tab and select the

- Library application** option. Click Ok on all pop up dialogs and click Apply to close the **OPUS Server Properties** window.
2. Stop the OPUS Server from the OPUS Service Manager task-tray icon. Open Windows Explorer and browse to the \OPUS\Server install directory. Double-click the OPUSServer.exe file which will run this application as the logged on and not as a service.

10. ODBC--connection to 'SQLServerName' failed

Problem: When attempting to retrieve data in the OPUS Configurator from a link table in an Access database that links to a SQL table on a remote SQL Server database, the error **ODBC--connection to 'SQLServerName' failed** is generated. Adding the new link table from an ODBC Data Source in Access was successful and the data from SQL can be viewed in MS Access after the link was created but still an error is generated in OPUS when attempting to retrieve the data.

Solution: Follow these steps to resolve the error:

1. Close the OPUS Configurator and restart the OPUS Server so that the connection from OPUS to the Access database can be cleared.
2. Now delete the current link table that is generating the error because the connection details can't be edited.
3. Recreate the link table but now when you select the required table from the list of available tables also select the **Save Password** option before clicking Ok.

11. When you query through a view that uses the ORDER BY clause in SQL Server 2005, the result is still returned in random order

Problem: Creating a view in SQL 2005 that uses the ORDER BY clause to return data in a specific order, returns a result to OPUS in random order. However, this behavior is different in Microsoft SQL Server 2000. In SQL Server 2000, the result is returned in the order that is specified in the ORDER BY clause.

Solution: Apply the hot-fix below to the SQL Server where the OPUSDB resides. This is a known problem with SQL Server 2005; follow this link to <http://support.microsoft.com/kb/926292> to download the available hot-fix on the Microsoft website for SQL Server 2005 and follow the section **Actions after you apply this hot-fix**. N.B. Apply the action list to the **master** database on the SQL Server where the OPUSDB resides.

12. Using a Stored Procedure to get data from an InSQL view fails

Problem: Creating a SQL Stored Procedure that contains a query to retrieve data from an InSQL view and attempting to access this SP in the OPUS Configurator to display a list of return fields, fails and displays an error. Executing this SP from the OPUS Query Builder executes perfectly and returns the available data but attempting to view the available return fields in the OPUS Configurator displays an error.

Cause: The actual cause is not know but it has been established that only an InSQL view used in a Stored Procedure causes this type of error when attempting to view the available return fields.

Solution (for advanced users only): Follow these steps to use the SP return fields on a report element:

1. Modify the query in SP to also perform an INTO to create a new table and insert the resulting rows of data from the query into it. For the name of the table being created, use unique name that won't be duplicated. This table operates like a temp table.

2. At the beginning of the SP do a check if the temp table being created in the query already exists and drop the table if true.
3. Execute the modified SP from Query Analyzer to ensure that the temp table gets created every time the SP is executed.
4. Create a new SP that will query the temp table and return all fields and records. This SP will be used in the OPUS Configurator to drag the required return fields onto a report element.
5. Create the required report from the new SP return fields and test it to ensure that data is returned from the SP when the report is generated.
6. Modify the new SP to first call the original SP before querying the temp table. This is to ensure that the newest data is always retrieved when executing the report. **VERY IMPORTANT:** Only do this step after the report has been successfully created and tested otherwise browsing for available return fields will still fail.

Generated Reports

13. Flex report element only displays column headers

Problem: Create and generate a report with one flex and one html report element in a Built-In template layout that divides the page in half (top and bottom). Make sure there is enough data in both report elements, that individually they can fill more than a page. Place the flex at the top of the layout and the html report element at the bottom. When you generate it, the flex only displays the column headers.

Solution: The only solution is to set the height of the cell containing the flex to a specific size and not use the percentage value, which is default.

14. Report not saving to HTML

Problem: If images in the generated report in the OPUS web page are not displayed the report will not save to HTML.

Solution: Ensure that all report images are in the images folder and displaying correctly when the report is generated in the OPUS web page.

15. Single page report saves as two pages in PDF

Problem: A single page report saves as 2 pages with the PDF save.

Solution: Resize any report elements that are the full page size of the layout page to 85% by clicking the Resize toolbar button in the layout configuration of the report.

16. Report elements show up blank when generated

Problem: The bar graph, line graph and pie chart report elements show up blank (display no data) when generated in the OPUS web client if the Windows Regional Settings set to Polish.

Solution: If the regional settings of the OPUS Server machine and OPUS web client machine don't have the same decimal point and thousand separator then the bar graph, line graph and pie chart report elements won't display it data on the OPUS web client machine.

17. Error in HTML: 2-Overflow

Problem: If this error, *Error in HTML: 2-Overflow*, is displayed in the OPUS web page when generating a Data Grouping report, then the Regional Settings of the client machine is incompatible for the decimal point and thousand separator with the data used in the Data Grouping report.

Solution: This problem was found on a Danish operating system where the decimal point and thousand separator are switched around to the English operating system; the decimal point and thousand separator were set to the English operating systems settings and solved the problem

18. Data Grouping reports not supported on SQL 7

Problem and solution: The error, *Bulkload will only work with SQL Server 2000 or later*, is displayed in the OPUS web page when generating a Data Grouping when the SQL Server where the OPUS database is installed on, is a SQL version prior to SQL 2000. A grouping report will not generate from SQL 7 because Bulk Loading is only supported from SQL 2000 and later versions. The Bulk Loading functionality is needed to process the Data Grouping report data.

19. Excessive report generation time

Problem: When you do report development and configuration on one PC, let's say at your office premises, then Export the OPUS database to Import it on site, you have to edit the datasource connections. The paths to the datasources, e.g. the path to an Access database or the name of a SQL Server might be different on site than at the office. But when the SQL Server name is edited for a SQL datasource it seems that the report generation is very slow in the OPUS web page, where the original configuration at the office was fast.

Solution: Every datasource in OPUS has an authentication linked to it and in the case of a SQL datasource the authentication specifies the computer name where the SQL Server sides. This authentication is done from PC to PC through the operating system. When the SQL Server name is edited for a datasource, you must also edit the authentication of the SQL datasource connection by clicking the *Advanced* button in the edit dialog of the datasource and editing the *Path*, which in the case of a SQL datasource would be the computer name. If this is not done, when the report attempts to retrieve the data from the datasource it tries to connect to a machine that is not on the network. The reason why the report still works with a wrong authentication is because the SQL Server name is normally the same name as the computer.

20. Data Grouping Header/Footer is blank

Problem: The value of a group header or footer blank.

Solution: This means that the value for that header/footer is Null and therefore can't be related to data under it because the Shaping procedure of the data done in SQL can't relate Null to valid data values.

21. Custom layout page not displaying report elements

Problem and Solution: When using a custom HTML page as a layout page for a report, you must either specify a height for the table where in you wish to drag your report element or the report elements height must be an actual value and not a percentage. If this is not done then the report element image is not displayed in the custom layout page because the default height of a report element image is 90%. And if the table containing the report element image doesn't have a height specified then 90% of nothing is still nothing and therefore you won't see the report element in the layout.

22. Blank report elements in report

Problem and Solution: If a generated schedule being viewed displays blank pages where report elements should be then the *Network Access User* specified in OPUS Setup doesn't have enough access rights to create the report elements when the Schedule is generated. Select at least a Power User for the OPUS Network Access user.

23. Report Elements not printing

Problem and Solution: If you have a report layout with four cells containing report elements in all the cells, then change the size of the bottom two report elements to 100%, when you print this report you will notice that the bottom two report elements did not print. To solve this, change the size of the bottom two report elements to 98%.

24. Blank report when saving to PDF

Problem and Solution: If the report that has been saved to PDF is blank from an OPUS web page client or a scheduled task, change the *OPUS Postscript Printer* paper size to A4. This can be done via the *Printers and Faxes* menu item in the Windows *Start* menu. Right click on the *OPUS Postscript Printer* and select *Properties*. Then select *Device Settings* and change the *Form to Tray assignment* to A4.

25. Single quotes in the Excel report elements

If a datasource or parameter text value displayed on an Excel report element should contain a single quote but doesn't, it is because it's been removed from the text value otherwise the cell doesn't display the text after and including the single quote.

26. Office 2007 and Office Web Components

If Office 2007 is installed on the OPUS Server PC then any clients connecting to that OPUS Server to view reports containing an Excel report element must have the Office 2003 Web Components installed to display the reports correctly.

27. Pages rotated when saving to PDF

Problem: When saving a generated report to PDF, some of the pages are rotated in the PDF document. In other words, saving a report as landscape results in some of the pages rotated to portrait.

Cause: When setting the *Category Axis Titles* text direction to 90 or 270 degrees in a Line Graph or Bar Graph report element the PDF Distiller automatically rotates pages based on majority text direction.

Solution: Change the *Category Axis Titles* text direction to 45 degrees in the Line Graph or Bar Graph report elements used for saving to PDF.

28. An error occurred with Add-on in Internet Explorer

Problem: While generating a report in the OPUS Web Client in Internet Explorer, an error is displayed referencing a problem with an Add-on and thereafter the browser window automatically shuts down and therefore the selected report is not generated as expected. This problem only seems to occur with IE 7.

Solution: Follow these steps to disable the Add-on causing the problem:

1. Go to TOOLS at the upper right-hand corner of your IE 7 browser.
2. Go to MANAGE ADD-ONS in the drop-down menu.
3. Select the ENABLE OR DISABLE ADD-ONS option in the sub-menu.
4. Select ADD-ONS THAT HAVE BEEN USED BY INTERNET EXPLORER from the SHOW drop-down menu. This will display a list of add-ons that are not visible when you first open the utility.
5. Highlight the add-on that is causing the problem.
6. At the bottom of the screen in the SETTINGS section, select the DISABLE option and click OK to finish.
7. Reboot your computer for the change to take effect.

OPUS Server

29. OPUS Server service does not startup

Problem: On some Windows installs the OPUS Server service doesn't startup with Windows Auto logon.

Solution: When the operating system starts up, all Windows Services start as well and because the OPUS Server is attempting to startup before the SQL Server has started up a connection to the OPUS database can't be established. The sequence of Services starting up is controlled by the operating system. Set the OPUS Server service dependant on SQL Server.

30. Large numbers

The OPUS Server processing engine is not designed to process numbers larger than 1.82689E+308.

31. Connection to SQL through a Firewall fails

Problem and Solution: When attempting to connect to a remote SQL Server in the *Change the OPUS Database* option in *OPUS Setup*, the OLEDB Test Client or by simply creating a SQL datasource connection in the OPUS Configurator, which is on a computer with an enabled Firewall, it is not sufficient to add the *SQL Server Port Number* to the *Exceptions* list, you also need to add the *sqlserver.exe* application to the *Exceptions* list if you wish to connect to that SQL Server.

32. OPUS Server fails to startup after PC restart

Problem: When a PC is restarted, the OPUS Server fails to start because the SQL Server on the PC hasn't started in time. If the OPUS Server is connecting a local SQL Server then the OPUS Server is dependant on the SQL Server starting up first so that a successful connection can be made.

Solution: Configure the local SQL Server service as a dependency for the OPUS Server service:

- o Open the Registry Editor; go Start → Run, type 'regedit' and click Ok.
- o Browse to HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\OPUS Server.
- o Add a new registry key under OPUS Server called DependOnService as a Multi-String Value by right-clicking in the right-hand pane and selecting New → Multi-String Value and type in DependOnService.
- o Once the DependOnService key has been created, double-click this key and enter one of the following values:
 - If the OPUS SQL Backend was installed then enter MSSQL\$OPUS.
 - If the Microsoft SQL 2000 was installed then enter MSSQLSERVER.
- o Click Ok and verify that the DependOnService key now displays the relevant data value.
- o Restart the PC to ensure that this configuration was applied successfully.

33. Invalid username or password error (#1)

Problem: After uninstalling SQL 6.5, OPUS Setup fails to install COM+ components displaying the Invalid username or password error. When attempting to view COM+ components in Component Services under Administrative Tools, the following error is displayed: **DTC was installed by the SQL server. Please Reinstall!** So then COM+ is not at all accessible and hence why OPUS Setup can't install the OPUS components and therefore the Server install can't be completed.

Solution: MSDTC needs to be reinstalled. To reinstall follow these steps:

1. Start → Run → type in **msdtc –uninstall**.
2. Delete the HKeyLocalMachine\Software\Microsoft\MSDTC registry key.
3. Start → Run → type in **msdtc –install**.
4. Restart the PC.
5. Run OPUS Setup and complete the Server installation.

Please note: reinstalling MSDTC will lose all the information about the current pending transactions.

34. Invalid username or password error (#2)

Problem: When attempting to apply the Network Access User details during the OPUS Server installation, an **Invalid username or password** error is displayed even if the user details are correctly entered. Also when attempting to access the **COM+ Applications** folder in Component Services under Administrative Tools, an error is displayed and the COM+ Applications are not accessible. COM+ is not accessible and hence why OPUS Setup can't install the OPUS components and therefore the Server install can't be completed.

Solution:

1. Open **Component Services** under Control Panel → Administrative Tools.
2. Browse to **My Computer** under Console Root → Component Services → Computers.
3. Right-click on **My Computer** and select **Properties**.
4. Select the **MSDTC** tab and click **Security Configuration**.
5. Enable **Network DTC Access**.
6. Select **No Authentication Required** under **Transaction Manager Communication**.
7. Click Ok on all dialog windows to apply configuration.

35. SQL Backend install freezes

Problem and solution: The OPUS Server installation has the option to install a SQL MSDE or SQL Express Backend if the user does not already have SQL installed. Connecting to a SQL database is compulsory for the OPUS Server to manage the OPUS framework. Sometimes the SQL Backend installation freezes and does not complete. If the install process freezes for a couple of minutes without any noticeable change, then try the following solution:

1. Open the **Windows Task Manager**.
2. Select the **setupre.exe** process on the processes tab.
3. Click the **End Process** button at the bottom right-hand corner of the Task Manager dialog.
4. The SQL install should now proceed and complete successfully.

36. OPUS Network Access User and Wonderware

Problem: When installing OPUS on a PC (problem found on Win 2003 Server) that already has Wonderware InSQL installed, the COM+ Applications section under Administrative Tools → Component Services becomes corrupt and therefore inaccessible. The default Access Permissions of the COM+ Applications section become inaccessible therefore does not allow the OPUS Server to utilize the installed OPUS components under the configured Network Access User. This problem only seems to occur on PC's that have Wonderware installed and only when third party applications try to access COM+ Applications; Wonderware runs fine on its own. The following error is generated when attempting to access COM+ Applications: **Technical error 80040153 Invalid registry key**.

Solution Wonderware does have an *OSConfiguration* Utility that fixes all corrupt registry entries for their environment. When ever the OPUS Network Access User is changed in OPUS Setup, this utility will need to be used to resolve the above mentioned error.

OPUS Configurator

37. Slow connection to OPUS Server

Problem: The initial problem which is very apparent to users when logging in to the OPUS Configurator is that the log in time, which usually only takes a few seconds, now takes a few minutes. The log in through is successful but simply just takes a few minutes.

Causes: The communication layer between the Configurator and Server is handled by MSSOAP (Microsoft Simple Object Access Protocol). The cause of the delayed log in time is due to the fact that every function call made between the Configurator and Server through MSSOAP takes approximately 23 seconds to complete with 10 to 15 function calls required during the log in process.

Solution: Each function call through MSSOAP is being intercepted by ISA Client which is causing the delay. So either upgrade your version of ISA Client or uninstall it.

OPUS web page client

38. IIS users disabled

Problem and solution: If the *IUSR_* and *IWAM_* users are disabled under your Windows User Account settings, then IIS (Internet Information Services) will not work and therefore connections between the OPUS client's and server will not be established.

39. Remote client connection fails

Problem and Solution: When attempting to connect to a remote OPUS Server through an OPUS web page client in Internet Explorer, it is important to ensure that the username and password specified for the directory security of the OPUS Virtual directory on the OPUS Server computer is correct. If the user details are incorrect then a remote client attempting to connect to the OPUS Server will fail. But if the authentication details have been set up correctly on the OPUS Server computer and a remote client still can't connect then the remote client computer must use the IP address of the OPUS Server in the URL to connect.

40. Error page when opening OPUS web page client

Problem and Solution: When starting an OPUS Server computer that does not have a network, but has the Microsoft Loopback Adapter installed, you must ensure that Skype is not running at startup. If Skype is running when the computer is restarted with the Loopback Adapter also running after the computer was running successfully on the network before the restart, then Internet Information Services (IIS) does not start because Skype uses the same port number (80) and seems like it blocks IIS from using that port. So therefore, when the OPUS web page client is opened, an error page is displayed.

41. Connection to OPUS Server through a Firewall fails

Problem and Solution: If you want to connect to an OPUS Server through the OPUS web page client in Internet Explorer from a remote computer with the Firewall on the OPUS Server still enabled, then you have to add *inetinfo.exe* application to the Firewall Exceptions list.

Parameters

42. Select All option in OPUS Query

The '*' (All)' option selected from a Datasource parameter drop down list is not applicable in OPUS Queries because it causes that the SQL statement to become invalid. A fix to modify the SQL statement to handle the '*' (All)' option to return all values for a specific field is too complicated to check all variations of using parameter values in a SQL statement.

Scheduling

43. Emailed Schedules failing

Problem and Solution: If you have the following error message logged in the *Scheduler.log* file,

5/4/2006 5:00:41 PM -2147418113 MailReport: The message was undeliverable. All servers failed to receive the message: joesoap@dummy.co.za,

then try one the following solutions:

1. The first reason why this error message could be occurring is because the Exchange Server name setup under Administration→Preferences→Advanced in the OPUS Configurator is incorrect and therefore the email server that OPUS is attempting to connect to does not exist. Make sure the Exchange Server name is entered correctly.
2. Secondly, this error could be occurring if the *Anonymous Access* option under the *SMTP* service on the *Exchange Server* has been disabled. OPUS connects to the specified Exchange Server through the SMTP service so the *Anonymous Access* option must be enabled.
3. Thirdly, disable the firewall and any antivirus software on the Email Server to determine if emailing scheduled tasks still doesn't work.

44. Saved Schedules failing

Problem and Solution: If you have the following error message logged in the *Scheduler.log* file,

5/4/2006 5:35:30 PM 1 SaveReport result: fFileCopyERR: Path/File access error (75),

then the *Shared Folder* to which you are attempting to save the OPUS report is only shared with Read-Only access. Make sure that any *Shared Folder* you wish to save to, using the OPUS Scheduler, is shared with *Write* permissions.

45. Users not receiving emailed Schedules

Problem and Solution: When running schedules on a Microsoft Windows Server 2003 operating system the following message pops up,

Your current security settings prohibit running ActiveX controls on this page. As a result, the page may not display correctly.

The initial behavior is that any schedules configured in OPUS on that computer to be emailed to clients, don't reach them. This issue occurs if the *Internet Explorer Enhanced Security Configuration* option is enabled. By default this option is enabled in *Internet Explorer* on Windows Server

2003 computers. To disable this option, go to *Add/Remove Windows Components* and deselect the option *Internet Explorer Enhanced Security Configuration*.

46. Scheduled Printing

Problem and Solution: If you would like to schedule a report to print or schedule to save to PDF or HTM or schedule to e-mail in PDF or HTM format, you will need to change the Log On User Account for the OPUS Server service from *Local System Account* user to a valid Windows user. The reason for this is that the *Local System Account* does not have access to printers on the operating system. Consider the following solutions:

1. Either run the OPUS Server as an application by simply double-clicking on the *OPUSServer.exe* file in the *...\OPUS\Server* directory. The disadvantage of this method is that if the computer restarts automatically after a power failure then the printing schedules won't execute because the OPUS Server service will run as the *Local System Account*.
2. Or run the **OPUS Setup** from the **Start** menu, **Programs**, **OPUS** and select the *Change the OPUS Server Log on User Account* option to configure a valid Windows user.

47. Browsing Network Printers

Problem: When browsing for printers to configure a schedule to print when the OPUS Server service is running as the *Local System Account*, all network printers added to the computer are not available for selection.

Solution: Run the **OPUS Setup** application from the **Start** menu, **Programs**, **OPUS** and select the *Change the OPUS Server Log on User Account* option to configure a valid Windows user. The *Local System Account* does not have access rights to network printers on the computer and therefore a valid windows user must be configured for the OPUS Server service.

48. Cannot set margins for PDF

Problem: When configuring a schedule to save or email a report in PDF, the page margins are incorrect can't be configured accordingly to adjust the page size. Even if the page margins are adjusted in Internet Explorer, the schedule always generates a PDF with the same margins.

Solution: Firstly it is important to remember that by default the OPUS Server service is set to run as the Local System Account which allows the OPUS Server to still generate reports even if a user has not logged onto the server PC. Therefore the Local System Account is not linked to any logged on user and its printer settings are not updated when the page margins are adjusted in Internet Explorer.

To set the page margins for the Local System Account you will need to modify the registry as follows (P.S. Adroit Technologies takes no responsibility for any undesired effects caused by modifying the registry):

1. Open Internet Explorer and adjust the page margins as desired which will then save these new settings under:
HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\PageSetup.
2. Select Start → Run and type in **regedit** and click Ok.
3. Browse to: **HKEY_USERS\.**
4. Add the registry key called **PageSetup** under *Internet Explorer*.
5. Also open the registry key:
HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\PageSetup
6. Now duplicate and/or add the registry values from **HKEY_CURRENT_USER...PageSetup** to **HKEY_USERS...PageSetup**.

7. Once you've completed the update of the registry values under **HKEY_USERS...PageSetup**, execute the schedule in question to check that the report margins are appropriate.
8. Please note that ALL schedules configured to save or email to PDF will use the margins configured under **HKEY_USERS...PageSetup**.

49. Cannot set PaperSize for PDF

Problem: As with the previous problem with setting margins, the PaperSize setting may also need to be configured for Scheduling to PDF.

Solution: Firstly it is important to remember that by default the OPUS Server service is set to run as the Local System Account which allows the OPUS Server to still generate reports even if a user has not logged onto the server PC. Therefore the Local System Account is not linked to any logged on user and its printer settings are not updated when the PaperSize is adjusted in Internet Explorer.

To set the PaperSize for the Local System Account you will need to modify the registry as follows (P.S. Adroit Technologies takes no responsibility for any undesired effects caused by modifying the registry):

1. Select Start → Run and type in **regedit** and click Ok.
2. Browse to: **HKEY_USERS\DEFAULT\Software\Microsoft\Windows\Internet Settings**.
3. Add a new DWORD value called **PaperSize** with one of the following numeric values:
 - i. 1 = Letter
 - ii. 5 = Legal
 - iii. 9 = A4
 - iv. 13 = B5

50. Schedule not executing after setting new start time

Problem: After a schedule has successfully executed and then the user edits the schedule by setting a new start time, it seems that the edited schedule does not execute at the new set start time.

Solution: When a schedule executes successfully, the *Next Execution* date time is set according to the *Period* value configured. If only the time of a schedule is edited then the date of the *Next Execution* is still configured to the automatic incrementation of the *Period* value. So if you are setting a new start time value then always check that the date is also set correctly.

Miscellaneous

51. Using active browser to open OPUS web page

Problem: If you have your Internet Explorer browser open to a web site, let's say to www.google.com and then launch the Opus web page, instead of opening a new Internet Explorer browser for the Opus web page, the Windows operating system uses the existing active Internet Explorer browser instead.

Solution: In Internet Explorer → Tools → Internet Options → Advanced, uncheck 'Reuse windows for launching shortcuts'. (Internet Explorer 6)

52. To run OPUS on 64-bit Windows (IIS 6.0)

Problem: The OPUS web client and the OPUS Configurator does not connect to the OPUS Server after installing on Windows Server 2003 64-bit operating system. Please note this does NOT apply to Win Server 2008 or VISTA.

Solution: To enable IIS 6.0 to run 32-bit Web applications on 64-bit Windows, follow these steps:

1. Open a command prompt and navigate to the %windir%\Inetpub\AdminScripts directory.
2. Type the following:
`cscript.exe adsutil.vbs set W3SVC/AppPools/Enable32BitAppOnWin64 true`
3. Press ENTER.
4. And follow this link for further information:
<http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/0aafb9a0-1b1c-4a39-ac9a-994adc902485.mspx?mfr=true>

Data Sources

1. Quick access to OPUS Queries

For quick access to your OPUS queries, simply right-click on the required datasource in the Report View pane in the OPUS Configurator and select Edit Queries.

2. Using Preview Watches values

To enter a constraint value in the constraint input box of the OleDb datasource client that is listed in the Preview Watches, simply click and drag this value into the constraint input box.

3. Re-adding a datasource with the same name

Deleting a datasource that is currently being used in a report will cause that report not to display the necessary data. Re-adding a datasource with the same name will **NOT** get your reports working again because datasource items in reports are linked to their relevant datasource by ID and not by name.

Previewing Data Sources

1. Quick access to Preview Watches

Simple drag and drop a datasource item directly into the blank grey right-hand pane of the OPUS Configurator to open the Preview Watches and execute the datasource item.

2. Sort data in Preview Watches

To sort the data returned in the Preview Watches simply click the column header of the field you wish to sort by. Clicking the column header multiple times will switch between ascending and descending sorting.

3. Refresh the data in Preview Watches

Click the **Refresh** toolbar button in the Preview Watches to run the last datasource item.

4. Data caching in the OPUS Configurator

The OPUS Configurator supports data caching which is noticeable when previewing a report element after a parameter that is being used in a constraint is edited. If the report element preview does not display the expected values then save the report and view it in the OPUS web page client.

Parameters

1. Range parameter in an OPUS query

A range parameter type returns two values but you only have one parameter name you can use in an OPUS query. So to use both values in an OPUS query, simply use the parameter name twice and OPUS will then know to put the first value in the first parameter name and the second value in the second duplicate parameter name.

2. Creating a datasource parameter

For an easy way to create a datasource parameter, simply drag the required datasource item down to the Parameters pane and drop it into the Local (yellow) or Global (blue) section.

3. Selecting multiple parameter values

You can now select more than one parameter value from a datasource parameter by enabling the **Multi Select List** option. Please note that a parameter using this option does not work in OPUS Queries.

Report Elements

1. Displaying co-ordinate values in Line Graph

To display the co-ordinate values of each series on a line graph report element, press and hold the CTRL key and click-and-drag on the background area of the line graph.

2. Maximize report element toolbar

Press and hold 'm' and click on chart to maximize the toolbar.

3. Single point co-ordinates in Line Graph

Click the **Points** toolbar item then click a point on a line graph report element to display the co-ordinate values of this point and the statistical values of this series.

4. Display Bar Graph series values

Right-click on a bar graph series to show a list all the values for that series. This feature is only available when more than one bar graph series is configured.

5. Do 'Save As' for report elements

Right-click on the **Save** button of a report element or functoid in the OPUS Configurator to do a Save As. This action is also possible by holding down SHIFT and clicking the **Save** button.

Report layout

1. Hide the Report View pane

When working in the report layout in the OPUS Configurator, hide the Report View pane to increase the designing area for developing a layout by clicking the **Hide Report Tree** toolbar button.

2. Style Sheets in report layout page

When customizing a report layout page by embedding Style Sheet formatting, the <style> tag must be placed within the main <table> tag of the HTML code of that report layout page otherwise these styles will be discarded when the final report is generated.

Generated Reports

1. Generate a report with default parameters

Click on the report **icon** to the left of the report name in the OPUS web page client to generate a report with default parameters. This will not prompt the user to input parameter values.

2. Group data in Flex Sheet by column

The Group By mode in the Flex Sheet report is used to group data by a column by dragging the required column header into the drag-drop area at the top of the report element. The first column header used for grouping data should always be sorted before dragging into the drag-drop area by clicking once on the required column header. This ensures that no duplicates values are displayed in that group.

Miscellaneous

1. Hide the No Data Returned error message

Edit the OPUSLanguage.mdb file to hide or change the *No Data Returned* error message which is displayed in a generated report when a datasources fails to return data.