

# SafeCom Reports

## *Administrator's Manual*

D60609-07  
December 2010



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**Patent:** SafeCom has received the following British patent GB 2350 713 B, US patent US 6,952,780 B2 and Europe EUR EP1 120 701.

**Feedback:** If you have any feedback or ideas concerning this manual or the SafeCom product, then please send an e-mail to [feedback@safecom.eu](mailto:feedback@safecom.eu)

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# 1 Introduction

## 1.1 SafeCom Reports

SafeCom Reports enables viewing of main tracking statistics, user statistics, device statistics, client billing statistics and job list.

SafeCom Reports builds on Crystal Reports from Business Objects. SafeCom Reports includes a number of predefined, but parameterized reports. SafeCom can develop and supply additional reports according to specification.

## 1.2 Available documentation

### SafeCom G3

- *SafeCom G3 Administrator's Manual D60603*  
A comprehensive manual that the administrator should consult to make a successful SafeCom solution. Includes information about SafeCom Tracking, SafeCom Rule Based Printing, SafeCom Client Billing and SafeCom Pay.

## 1.3 About this manual

This manual applies to SafeCom Reports version S82 076.410\*02 and SafeCom G3 Server version S82 070.410\*05.

This manual is organized as follows:

- Chapter 1 **Introduction** lists the supplied SafeCom documentation, introduces SafeCom relevant terms, system requirements and describes how this manual is organized.
- Chapter 2 **SafeCom Reports** describes the installation and use of SafeCom Reports.

## 1.4 Document history

Revision D60609-07 - SafeCom Reports version S82 076.410\*02

- New section on how to add customized reports (2.7).
- Support for Windows Authentication (2.9).

Revision D60609-06 - SafeCom Reports version S82 076.380\*07

- New report: Savings.
- New report: Print Tracker.
- Most reports now allow you to select Job Type (2.8.2)
- List parameters available for Device reports (2.8.4), System reports (2.8.5) and User reports (2.8.6).

Revision D60609-05 - SafeCom Reports version S82 076.380\*04

- New report: Cost Code printing by Users.

Revision D60609-04 - SafeCom Reports version S82 076.380\*01

- New front-page design on this manual.

Revision D60609-03 - SafeCom Reports version S82 076.380\*01

- New reports: User Printing by Cost Code and Billing Code Printing.

## 2 SafeCom Reports

### 2.1 Introduction

SafeCom Reports enables viewing of main tracking statistics, user statistics, device statistics, client billing statistics and job list. This chapter describes how to install SafeCom Report and generate a report.

### 2.2 Prerequisites

- SafeCom Reports is only supported when used together with SafeCom G2 version S82 070.370\*01 or newer.
- Disk space: 260MB.
- TCP Port 1433 and 1116 must be open on the SQL server that hosts the SafeCom SQL databases.

### 2.3 Install SafeCom Reports

1. Download the software from the link supplied to you.

**Note:** *The installation must be Run as administrator.*

2. When the SafeCom Reports Setup Wizard appears click **Next**.
3. Choose the destination folder for the SafeCom Report files. Optionally click **Disk Cost...** to check the available disk drives for required disk space. Check **Everyone** to install SafeCom Reports so every one who uses the computer can use it. Click **Next**.
4. Click **Next** to start the installation. A progress bar appears.
5. Click **Close** when the installation has completed.

The default installation folder is:

C:\Program Files\SafeCom\SafeCom Reports

## 2.4 Create a Reports user

Users with Administrator rights and Report rights are allowed to login to SafeCom Reports. User rights are assigned in **SafeCom Administrator**.

1. Start **SafeCom Administrator** and login to the server.
2. Use the **Add user** command to add a new user or use the **Find** command to find an existing user.
3. Open the **User properties** dialog and click on the **Rights** tab.

**User properties - JS**

Identification | Settings | ID code | **Rights** | Member of | Aliases | Account | Billing

**Type of user**

☐ Standard user ☐ Technician ☐ Cashier user ☒ Administrator

**User rights**

☒ Full rights  
User can modify and view all features

**Device rights**

☒ Full rights  
User can modify and view all features

**Server rights**

☒ Full rights  
User can modify and view all features

**Reports rights**

☒ Full rights  
User can modify and view all features

**Password**

Password:  \*

Confirm Password:  \*

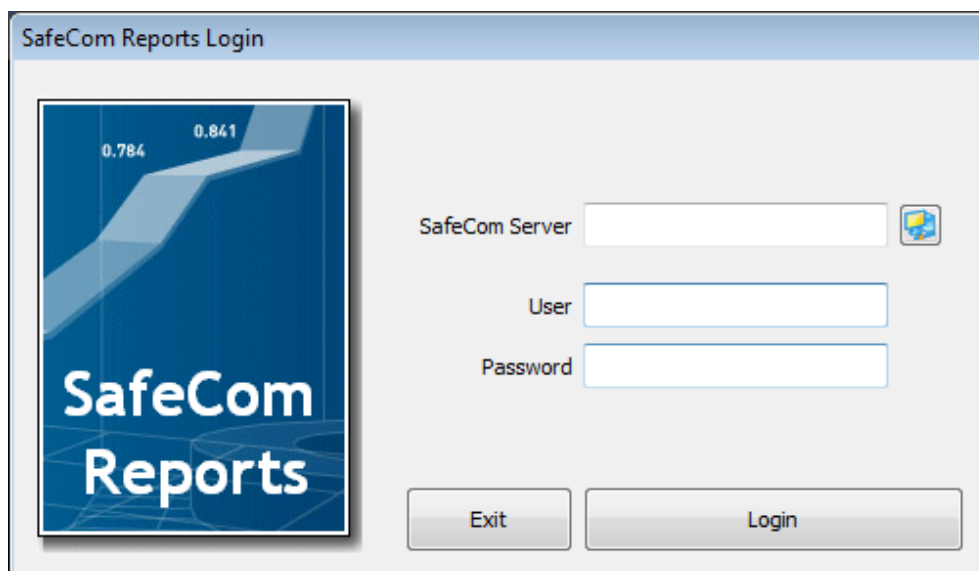
Source ID: 0

OK Cancel

4. Click **Administrator** to give the user Administrator rights and enter a **Password** of your own choice. Check **Full rights** under **Reports rights**.
5. Click **OK**.

## 2.5 Start SafeCom Reports

1. Click the **SafeCom Reports** icon on the desktop.
2. Enter **SafeCom Server** (hostname or IP address) or click the SafeCom Server button to broadcast for available SafeCom servers. Enter **User** (default is ADMIN), **Password** (default is nimda).



**Note:** If the user belongs to a domain the domain followed by a slash (/) or a backslash (\) must be specified in front of the user's logon. Example: MYDOMAIN\JS.

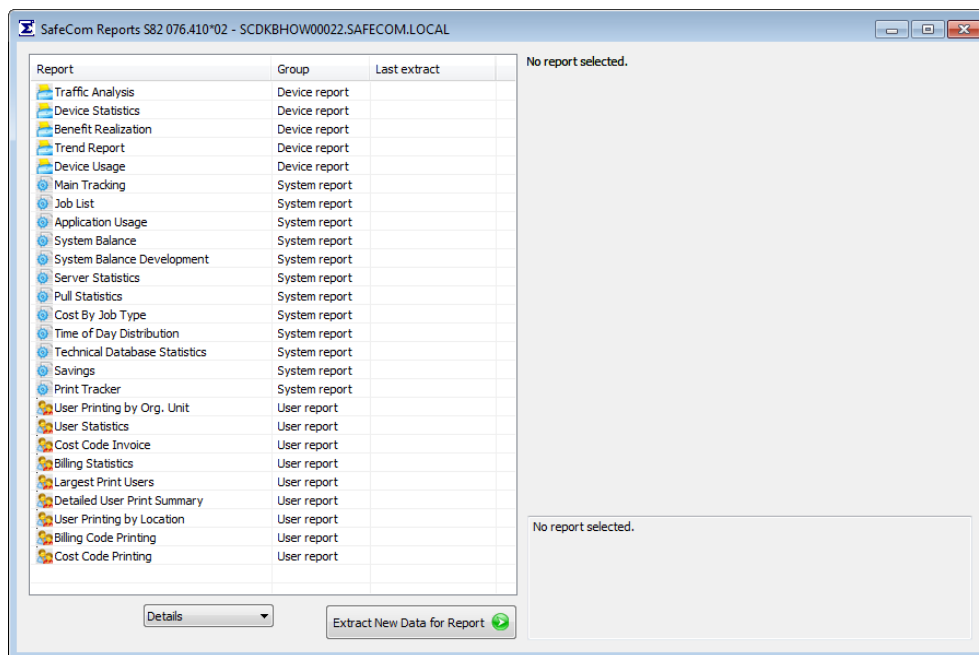
3. Click **Login**. You must have Administrator rights and Reports rights to login.

**Note:** If the SafeCom G3 server is using Windows authentication for the SQL database then SafeCom Reports will also use this. Please refer to section 2.9 for additional details.

## 2.6 Create a report

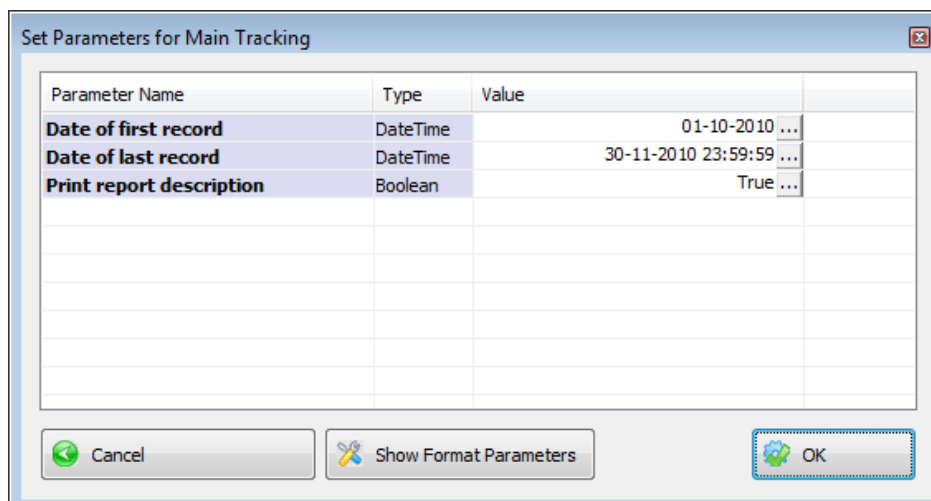
Once you are logged into **SafeCom Reports** you will be able to generate a report.

1. Select a report of in the **Report** column.
2. Click **Extract New Data for Report**.

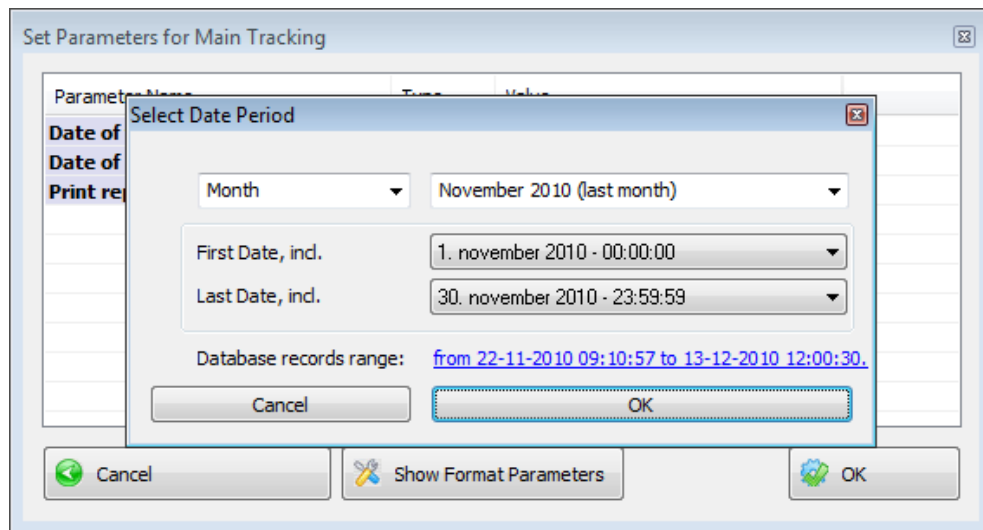


**Note:** The reports **Billing statistics** and **Billing code printing** can only be run with SafeCom G3 Server version S82 070.410\*05.

3. In most reports you need to specify the following:
  - **Date of first record** and **Date of last record**.
  - Change **Print report description** to **False** to remove the one-page report description that is otherwise appended to the report.
  - Click **Show Format Parameters** if you wish to control selected colors in the report.



4. Click the [...] button in **Parameter Value** to select the date.



The default period is the previous month.

For quick selection choose among these periods in the drop down menu:

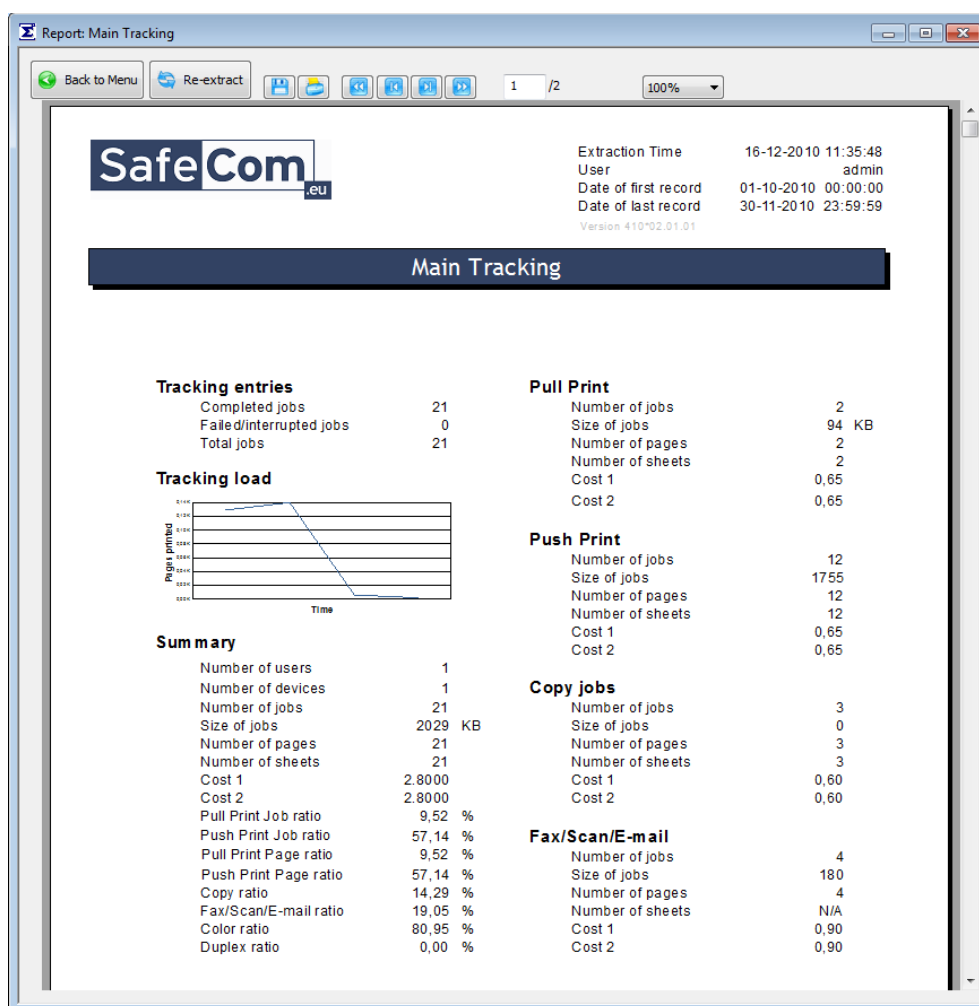
- **Year** as period and then the actual year. The current year will be listed as (incomplete) and the previous year as (last year). Example: 2007.
- **Quarter** as period and then the actual quarter. Example: Q4 2007, October. The current quarter will be listed as (incomplete) and the previous quarter as (last quarter). Quarters starts at January 1st 00:00:00, April 1st, July 1st, October 1st.
- **Month** (default) as period and then the actual month. The current month will be listed as (incomplete) and the previous month as (last month). Example: December 2007.
- **Week** as period and then the actual week. Weeks are listed by number (1-52) and the date of the Monday in the week. Example: 52, 24-dec-2007. The current week will be listed as (incomplete) and the previous week as (last week).  
A week completes midnight of Sunday to Monday.  
Mon, 00:00:00 <= T <= Sun, 23:59:59.
- **Day** as period and then the actual day. The current day will be listed as (incomplete) and the previous day as (last day). Example: 31-Dec-2007.  
Today is any time T that falls within:  
00:00:00 <= T <= 23:59:59.

Or click **First Date** or **Last Date** to choose the start and end date directly via a calendar.

- When the parameters have been specified click **OK** to generate the report. In the **Exporting Records** dialog you can monitor the progress as records are being exported.



- When the report is finished generating, the report opens.



7. Click **Back to Menu** or close the Window to close the window and return to the **SafeCom Reports** menu.
8. Click **Re-extract** to change the parameters and generate the report again.



Save the report in PDF, CSV, Excel and other formats (2.6.3)



Print the report.



Go to the **first page** in the report.



Go to the **previous page** in the report.



Go to the **next page** in the report.



Go to the **last page** in the report.

### 2.6.1

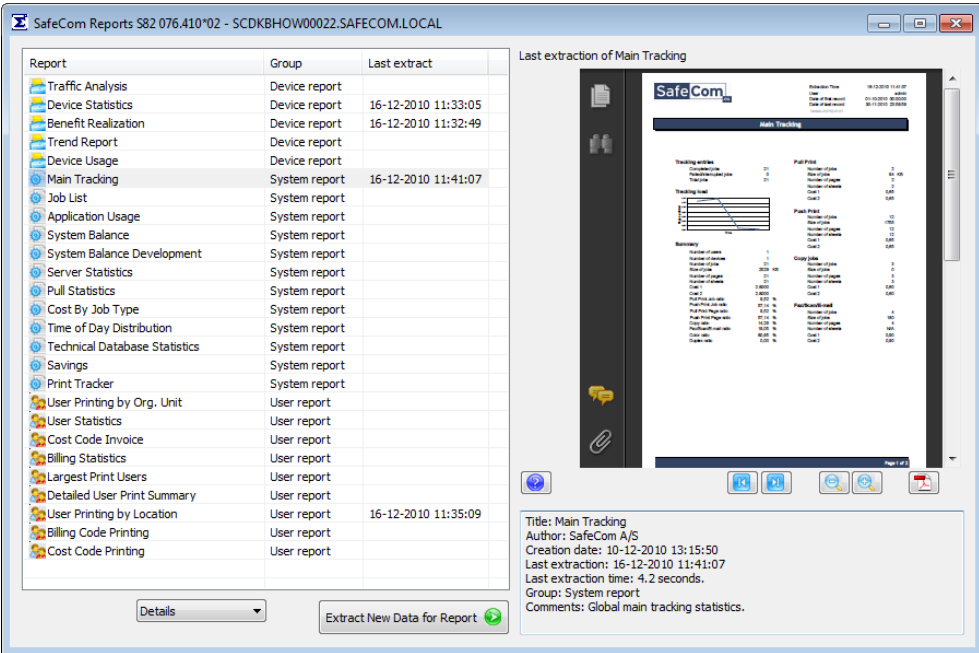
## 2.6.2 Report types

SafeCom Reports offer different reports grouped into these categories:

- Device reports
- System reports
- User reports

A description of each report is available in PDF format in the SafeCom Reports installation folder. The PDF is named the same as the corresponding report (RPT) file (2.8.1). The description (one page) is appended at the end of all reports by default. To remove the description from reports, you must change **Print report description** to **False** when setting up the parameters for the report.

Click view in PDF  and in the PDF, it is possible to search on specific text within the report by clicking the search button .



The screenshot shows the 'SafeCom Reports' application window. On the left, there is a list of reports categorized by Group (Device report, System report, User report). The 'Main Tracking' report is selected. The right pane shows a preview of the 'Main Tracking' report, which includes a line graph and a table of statistics. Below the preview, there is a metadata section with the following information:

Title: Main Tracking  
 Author: SafeCom A/S  
 Creation date: 10-12-2010 13:15:50  
 Last extraction: 16-12-2010 11:41:07  
 Last extraction time: 4.2 seconds.  
 Group: System report  
 Comments: Global main tracking statistics.

### 2.6.3 Supported export formats

Reports can be saved in any these formats:

- Adobe Acrobat (PDF)
- Crystal Reports (RPT)
- HTML 4.0
- Microsoft Excel 97-2000 (XLS)
- Microsoft Excel 92-2000 - data only (XLS)
- Microsoft Word (RTF)
- Microsoft - Editable (RTF)
- ODBC
- Record Style - Columns with spaces (REC)
- Record Style - Columns without spaces (REC)
- Rich Text Format (RTF)
- Separated Values (CSV)
- Tab Separated Text (TTX)
- Text (TXT)
- XML

## 2.7 Add customize reports

If you need to customize reports you should first investigate if the customization can be accomplished by changing the parameters in the report. By changing the parameters (2.8.3) you can for example include a different logo and also change fonts and colors.

If you have Crystal Reports from Business Objects you can copy and rename the supplied \*.rpt files in the SafeCom Reports installation folder. Subsequently you open the \*.rpt file in Crystal Reports and make the desired changes. This method allows you to change layout and the content in the reports.

**Note:** *In some reports the Crystal Reports generated SQL queries has been replaced with SafeCom a/s developed SQL queries to get much faster performance. Customization of these reports and specialized SQL queries are discouraged as they can contain thousands of lines.*

When making changes you need to be aware that SafeCom a/s reserves the rights to change the underlying SafeCom database structure at any time without further notice.

SafeCom is always ready to discuss customized development, if this is required to optimize your reports. Please contact [sales@safecom.eu](mailto:sales@safecom.eu) to hear about possibilities.

## 2.8 Command line interface

C:\Program Files\SafeCom\SafeCom Reports\RptExport.exe

### Usage:

```
RptExport.exe /srv='zzzz' /usr='xxxx' /pwd='yyyyy'
  {src="sourcereport1.rpt" dst="destfile1.pdf" type=[see export types] }
  {src="SCR_STD_Dev_03 - Trend Report.rpt" type=pdf
    period=week-1 arg#SYSPARM_LocaleFile=lang-dk.txt }
```

### Export Types:

|              |                                                  |
|--------------|--------------------------------------------------|
| type=pdf     | Portable Document Format(*.pdf), Acrobat Reader. |
| type=html    | HTML 4.0                                         |
| type=xls     | Microsoft Excel Format                           |
| type=xlsdata | Microsoft Excel Format, data only                |
| type=rtf     | Rich Text Format                                 |
| type=rtfedit | Rich Text Format, editable                       |
| type=txt     | Plain Text Format                                |
| type=xml     | XML                                              |
| type=ttx     | Tabulator-separated file                         |
| type=csv     | Comma-separated file                             |
| type=doc     | Word for windows                                 |

### Periods:

|                 |                              |
|-----------------|------------------------------|
| day-0           | Today                        |
| day-1           | Yesterday                    |
| week-1          | Last week                    |
| week=12,2007    | Week 12 of year 2007         |
| month-2         | Two months ago               |
| month=03/2005   | The full month of March 2005 |
| quarter-1       | Last quarter                 |
| quarter=q1,2007 | First quarter of 2007        |
| year-1          | Last year                    |

A list of source report files is available in 2.8.1. The report is generated based on the last used parameters.

The SafeCom Reports distribution includes a number of BAT files that can be used for inspiration.

### 2.8.1 Report file names

The reports files are stored as \*.rpt files in the SafeCom Reports installation folder. For a description of the reports refer to the identically named PDF file in the SafeCom Reports installation folder.

**Device reports:**

SCR\_STD\_Dev\_00 - Traffic Analysis.rpt  
SCR\_STD\_Dev\_01 - Device Statistics.rpt  
SCR\_STD\_Dev\_02 - Benefit Realization.rpt  
SCR\_STD\_Dev\_03 - Trend Report.rpt  
SCR\_STD\_Dev\_04 - Device Usage.rpt

**System reports:**

SCR\_STD\_Sys\_00 - Main Tracking.rpt  
SCR\_STD\_Sys\_01 - Job List.rpt  
SCR\_STD\_Sys\_02 - Application Usage.rpt  
SCR\_STD\_Sys\_03 - System Balance.rpt  
SCR\_STD\_Sys\_04 - System Balance Development.rpt  
SCR\_STD\_Sys\_05 - Server Statistics.rpt  
SCR\_STD\_Sys\_06 - Pull Statistics.rpt  
SCR\_STD\_Sys\_07 - Cost By Job Type.rpt  
SCR\_STD\_Sys\_09 - Time of Day Distribution.rpt  
SCR\_STD\_Sys\_10 - Technical Database Statistics.rpt  
SCR\_STD\_Sys\_11 - Savings.rpt  
SCR\_STD\_Sys\_12 - Print Tracker.rpt

**User reports:**

SCR\_STD\_Usr\_00 - User Printing by Org. Unit.rpt  
SCR\_STD\_Usr\_01 - User Statistics.rpt  
SCR\_STD\_Usr\_02 - Cost Code Invoice.rpt  
SCR\_STD\_Usr\_03 - Billing Statistics.rpt  
SCR\_STD\_Usr\_04 - Largest Print Users.rpt  
SCR\_STD\_Usr\_05 - Detailed User Print Summary.rpt  
SCR\_STD\_Usr\_06 - User Printing By Location.rpt  
SCR\_STD\_Usr\_08 - Billing Code Printing.rpt  
SCR\_STD\_Usr\_10 - Cost Code Printing.rpt

### 2.8.2 Job Type

For most reports it is possible to specify job type. Job type can be:

- All
- Paper (default)
- Paperless
- Pull/Push print
- Pull print
- Push print
- Copy
- Scan
- Fax
- E-mail
- Deleted
- System-deleted
- User-deleted
- RBP-deleted

### 2.8.3 Report format parameters

| Parameter Name                   | Type     | Value                   |
|----------------------------------|----------|-------------------------|
| <b>Date of first record</b>      | DateTime | 01-10-2010 ...          |
| <b>Date of last record</b>       | DateTime | 30-11-2010 23:59:59 ... |
| <b>Print report description</b>  | Boolean  | True ...                |
| <i>SYSPARM_LocaleFile</i>        | Text     | lang-en.txt ...         |
| <i>SYSPARM_GFX_Logo</i>          | Text     | report logo.bmp ...     |
| <i>SYSPARM_FMT_TitelColor</i>    | Text     | RGB(255,255,255) ...    |
| <i>SYSPARM_FMT_TitelBkColor</i>  | Text     | RGB(50,66,99) ...       |
| <i>SYSPARM_FMT_HeaderColor</i>   | Text     | RGB(0,0,0) ...          |
| <i>SYSPARM_FMT_HeaderBkColor</i> | Text     | RGB(228,232,241) ...    |
| <i>SYSPARM_FMT_FooterColor</i>   | Text     | RGB(255,255,255) ...    |
| <i>SYSPARM_FMT_FooterBkColor</i> | Text     | RGB(50,66,99) ...       |
| <b>Date of first record</b>      | DateTime | 01-10-2010 ...          |
| <b>Date of last record</b>       | DateTime | 30-11-2010 23:59:59 ... |
| <b>Print report description</b>  | Boolean  | True ...                |

| Parameter                 | Description                                                                                                                |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Date of first record      | [DateTime] DateTime T, from and including T, of the first record to retrieve data from. See remarks.                       |
| Date of last record       | [DateTime] DateTime T, up to and including T, of the last record to include in the report.                                 |
| SYSPARM_TITLE             | Title of Report.                                                                                                           |
| SYSPARM_LocaleFile        | [FilePath String] Translation file path. This file can be opened with Excel and edited on the 2nd column for text lookups. |
| SYSPARM_GFX_Logo          | [FilePath String] Path of Logotype graphics file. BMP and JPG are supported.                                               |
| SYSPARM_FMT_TitelColor    | Color of text displaying the reports title. [RGB String], see remarks.                                                     |
| SYSPARM_FMT_TitelBkColor  | Background color in title bar.                                                                                             |
| SYSPARM_FMT_HeaderColor   | Color of text showing in column headers                                                                                    |
| SYSPARM_FMT_HeaderBkColor | Background color of column headers                                                                                         |
| SYSPARM_FMT_FooterColor   | Text of color in footer text                                                                                               |
| SYSPARM_FMT_FooterBkColor | Background color in report's footer bar.                                                                                   |

## 2.8.4 Device report parameters

All device reports support these parameters:

- Date of first record
- Date of last record
- Print report description

| Report              | Additional parameters                |
|---------------------|--------------------------------------|
| Traffic Analysis    | Job Type                             |
| Device Statistics   | Job Type                             |
| Benefit Realization | -                                    |
| Trend Report        | Job Type                             |
| Device Usage        | Show Top 5 Jobs for each device      |
|                     | Show Top 5 Busy days for each device |
|                     | Job Type                             |

## 2.8.5 System report parameters

All system reports support these parameters:

- Date of first record
- Date of last record
- Print report description

| Report                        | Additional parameters    |
|-------------------------------|--------------------------|
| Main Tracking                 | -                        |
| Job List                      | Job Type                 |
| Application Usage             | -                        |
| System Balance                | Balance Calculation Date |
| System Balance Development    | Day step                 |
|                               | Month step               |
| Server Statistics             | Histogram Frequency      |
| Pull Statistics               | -                        |
| Cost By Job Type              | -                        |
| Time of Day Distribution      | -                        |
| Technical Database Statistics | -                        |
| Savings                       | Charging Scheme          |
| Print Tracker                 | -                        |

## 2.8.6 User report parameters

All user reports support these parameters:

- Date of first record
- Date of last record
- Print report description

| Report                      | Additional parameters              |
|-----------------------------|------------------------------------|
| User Printing by Org. Unit  | Job Type                           |
| User Statistics             | Job Type                           |
| Cost Code Invoice           | Cost Code (25 parameters in total) |
| Billing Statistics          | Job Type                           |
| Largest Print Users         | Top N, N =                         |
| Detailed User Print Summary | User Logon                         |
|                             | Job Type                           |
| User Printing by Location   | Show Users                         |
|                             | Job Type                           |
| Billing Code Printing       | Show Users                         |
|                             | Billing Code                       |
|                             | Job Type                           |
| Cost Code Printing          | Cost Code reference                |
|                             | Show records w/o Cost Code         |
|                             | Only Specific Cost Code            |
|                             | Job Type                           |
|                             | Show records w/o Cost Code         |

## 2.9 Windows authentication

If the SafeCom G3 server is using Windows authentication for the SQL database then SafeCom Reports will also use this.

1. Open **Microsoft SQL Server Management Studio** (SQL 2008 and 2005).
2. For each of the SafeCom databases: sscore, sctracking, scpurse and scevent, go through steps 3-5.
3. Browse to **Programmability and Functions**.
4. Ensure that all SafeCom functions in **Table-valued Functions** and **Scalar-value Functions** grants execution permission for all Windows users that will have access to reporting. These functions are read-only and do not modify the database.
  - a. Right-click on a SafeCom functionality and click **Properties**
  - b. In **Select a page**, click **Permissions**.
  - c. In the list of **Users and roles**, add the Windows users that will have access to SafeCom reporting.
  - d. On the **Explicit** tab in the **Permissions for user** pane, check **Execute** in the **Grant** column. This grants the user permission to execute the function in question.
5. Repeat step a-d for each user.

**Note:** Repeat steps 3-5 for each of the SafeCom databases.