



Report Manager

Version 5.0 SP5 HF1 build 5.0.5.86



Last Updated: Thursday, September 8, 2022



What's New in Report Manager 5.0 SP5 HF1

This release updates the digital certificate used by Report Manager, and addresses a number of bugs. Please see the Fixed Bugs section for more details.



End of Support and Deprecation Notices

In the table below we have listed items that will no longer be supported or will be deprecated in future releases.

Item	Description
Microsoft SQL Server 2008 R2	Microsoft SQL Server 2008 R2 is no longer supported. Support had been discontinued for any new versions of Report Manager released after June 1 st , 2017. A failure message appears if Report Manager is installed on Microsoft SQL Server 2008 R2.
Windows Server 2008 R2	Windows Server 2008 R2 is no longer supported. Support had been discontinued for any new versions of Report Manager released after June 1 st , 2017. A failure message appears if Report Manager is installed on Microsoft Windows Server 2008 R2.
Report Model	The Report Model reporting tool has been removed. All associated stock reports have been updated accordingly. Custom reports will need to be updated manually. Microsoft SQL Server 2012 and Microsoft SQL Server 2014 no longer support report model projects.
SEM Patch ETL and database tables	The SEM patch tables in the database and their corresponding ETLs have been deprecated following a corresponding deprecation in N-able N-central several versions ago.
Availability Hourly ETL and tables	The AvailabilityHourly ETL and database tables have been removed. Stock Reports now use it's sister table "FactAvailability". Custom reports will need to be updated manually.
Deprecated Reports	N-able is considering to deprecate some reports that have had little to no uptake. The reports will be deprecated in upcoming releases, and communicated in the Report Manager discussion forums and blogs.



Upgrade Report Manager

Before upgrading to Report Manager 5.0 SP5 HF1 make sure all [requirements](#) are met .

Before upgrading, make sure to back up your data so that it is consistent with a date range for both your Report Manager server and your N-able N-central Server.

Upgrade Path

You can upgrade to Report Manager 5.0 SP5 HF1 from the following versions of Report Manager:

- 5.0 (5.0.0.165+)

Upgrade Instructions

1. Log in to the Report Manager server.
2. Download and run the .exe file from the N-able Resource Center to install Report Manager 5.0 SP5 HF1.
 - a. Log in to the N-able Resource Center and navigate to the Software Downloads page for Report Manager, and click the Report Manager 5.0 SP5 HF1 executable.
 - i. If you are using Internet Explorer, click Run.
 - ii. If you are using Firefox, click Save to download the .exe.
 - b. The Report Manager Requirements Checker will verify that all installation requirements are met. If a previous version of Report Manager is detected, the system will perform an upgrade. If an earlier, incompatible version is detected, you will receive an error message. After you click Continue in the Requirements Checker, there may be a delay before the first screen of the installer appears.
3. After the upgrade is complete, refresh your browser to see the changes.
4. Provide access to users by following "Accessing Report Manager" in the [online help](#) or by referring to the post-installation steps in the [Installation Guide](#).



Fixed Issues in Report Manager

Release 5.0 SP5 HF1

Description
Installing Report Manager Fails Due The Site Overview Report Having The Wrong Header.
ETL Adapter Does Not Support TLS 1.2.
Incorrect Integration ID for Autotask ETL In SQL 2014/2017.
Password for Autotask Can Be Erroneously Double-Encrypted.
Autotask URL Isn't Updated On Upgrade of Report Manager.
fact_device_license ETL Can Fail If ODS Compatibility Is Set To Less Than SQL 2012.
The "Test Connection" Feature For Autotask Doesn't Use Credentials From The Config Database.
Report Manager Fails To Add A New N-central Data Source Because The Webservices Response Timeout Is Too Short.
Warehouse Data Retention Policy Isn't Being Applied.
ETL Fails On IT Backup Exec.
Ticket transformation Fails To Run, And Reports A "Description: The binary code for the script is not found." Error Message.
PSA Integration Test For ConnectWise Fails.



Known Issues and Limitations


There are no known issues or limitations for Report Manager 5.0 SP5 HF1.




System requirements

This section describes hardware and software versions required for Report Manager 5.0 SP5 HF1.

System Requirements

Item	Minimum Installation Requirements
CPU	Quad Core
RAM	8GB SQL dedicated
Hard Disk	200 GB free space on a dedicated data partition
 Systems not meeting these requirements will not be able to upgrade.	

Best Practices

 N-able recommends that you periodically review and evenly increase your system specifications, based upon your database administrator's (DBA) recommendations.

- Set up your hardware to include 15K SAS or SSD hard disks, with battery backup and redundancy.
- Install the SQL Server and Databases on separate physical disks from the Operating System.
- Have dedicated physical hardware (not on a virtual machine).
- Have a LAN connection to N-able N-central; data transfers to Report Manager will exceed GBs of data daily.

Minimum system requirements

CPU—Quad Core CPU

RAM—8 GB (N-able recommends 8 GB or more. As your collection of data grows, there will be more demand for RAM.)

Hard Disk—200 GB free space on a dedicated data partition is required in order for Report Manager to:

- Import data from an N-able N-central server that monitors up to 5000 services
- Retain data for up to one and a half years

Supported software

Only English versions of software are supported.

Only 64-bit versions of SQL and the Windows operating system are supported.

N-able N-central server version

- N-able N-central 12.2 SP1 and later



Operating system

Microsoft Windows Server

- 2019 Standard Edition
- 2016 Standard Edition
- 2012 R2 Standard Edition
- 2012 Standard Edition

Please be aware that Windows Server 2012 [cannot connect to N-central 2022.5 or later](#). If running, or planning to upgrade to, N-central 2022.5 or later, please install Report Manager on Server 2016.

Database system

Microsoft SQL Server

- 2017 Standard or Enterprise Edition
- 2016 Standard or Enterprise Edition
- 2014 Standard or Enterprise Edition
- 2012 Standard or Enterprise Edition with SP2
- 2012 Standard or Enterprise Edition with SP1
- 2012 Standard or Enterprise Edition

Applications

Microsoft IIS

Do not change the name of your server after installing IIS.

Do not remove the default website. The default website is needed to successfully install or upgrade Report Manager.

- IIS 10.0 (Windows Server 2016)
- IIS 8.5 (Windows Server 2012 R2)
- IIS 8.0 (Windows Server 2012)

Microsoft .NET Framework 4.7 and later

If you are using .NET Framework 4.6 and later, you will need to ensure backwards compatibility to lower versions. In Windows Server Manager, you will need to have the .NET Framework 3.5 feature enabled.

Supported browsers

Browsers



- Microsoft Internet Explorer 11.x
- Mozilla Firefox, versions 85.0 and later
- Google Chrome, versions 88.0 and later



N-central 2022.5: updated cipher list

N-central updated its cipher list in the 2022.5 release and removed support for older ciphers.

The change primarily affects third-party applications, including **Report Manager**, running on Windows Server 2012 R2 and earlier operating systems as the host operating system no longer meet the cipher requirements for communicating with N-central 2022.5 and later.

The cipher change does not generally affect third-party applications running on Windows 2016 and later where the host operating system supports the below cyphers.

For further information, please refer to the article: [N-central no longer communicates with external application server since upgrade to 2022.5](#)

Supported Ciphers from N-central 2022.5

TLSv1.3:

- TLS_AKE_WITH_AES_128_GCM_SHA256
- TLS_AKE_WITH_AES_256_GCM_SHA384

TLS 1.2:

- TLS_ECDHE_ECDSA_WITH_AES_256_GCM_SHA384
- TLS_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256
- TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384
- TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256

Customer Support

Web Page:	http://www.n-able.com
Technical Support Self-Service Portal:	https://support.n-able.com
Phone:	Toll Free (U.S./CAN): 1-866-302-4689
	International: +800-6225-3000
	Local: (613) 592-6676, select option 2 for support



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