N-ABLE

Report Manager

Release Notes

Version 5.0 SP7 (Build: 5.0.7.15)
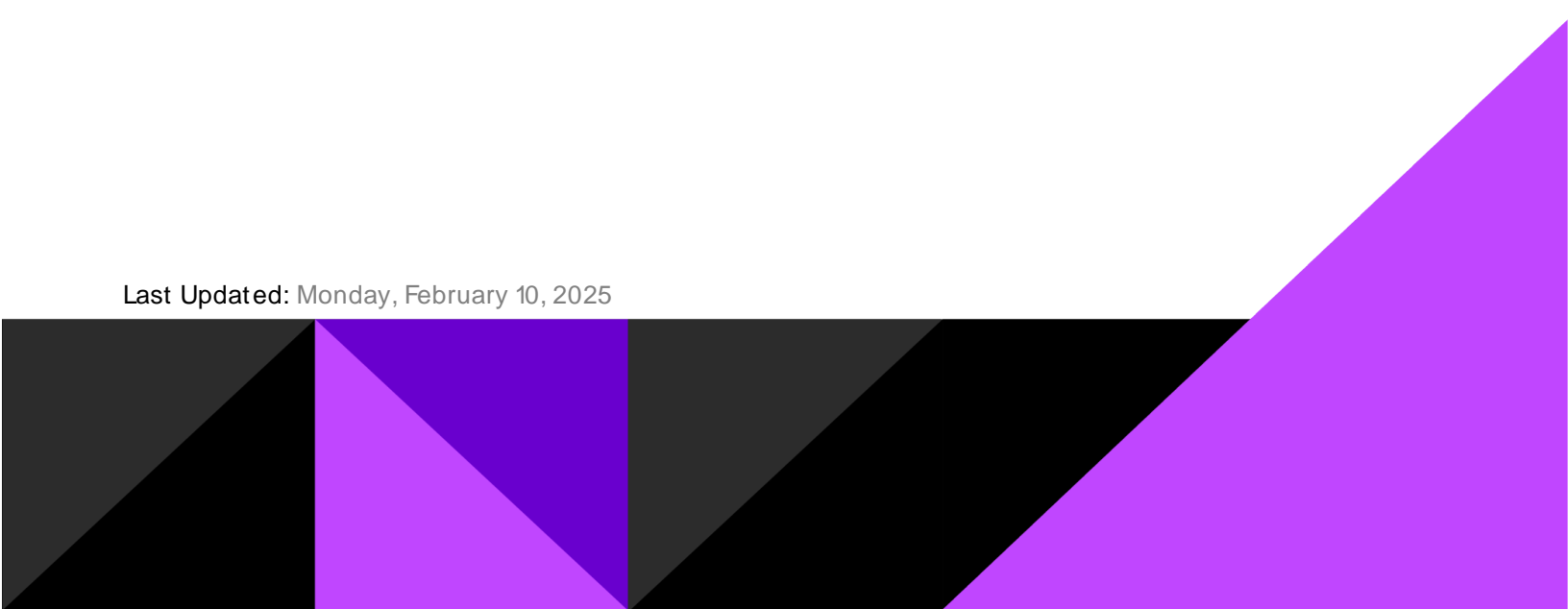
What's New in Report Manager 5.0 SP7

Report Manager 5.0 SP7 upgrades the outdated Autotask SOAP API 1.6 to the modern Autotask REST API 1.0, ensuring continued reliability and efficiency in ticket collection.

Please refer to the Fixed Bugs section for a detailed list of bugs addressed in this release.

Upgrade Report Manager

Before upgrading Report Manager to a newer version:

1. Ensure all requirements are met.
2. 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.
3. Create a backup of the encryption key.

> ⚠️ If you don't have a copy of the encryption key, you may need to revert, restore from the backup, and then perform the upgrade again.

Upgrade Path

You can upgrade to Report Manager 5.0 SP7 from the following versions of Report Manager:

- Report Manager 5.0 SP6
- Report Manager 5.0 SP5

Upgrade Instructions

1. Log in to the Report Manager Wuserver.
2. Download the .exe file for Report Manager 5.0 SP7 from N-ableMe:
   a. Login to N-ableMe.
      a. Search for "Report Manager"
      b. Select Software Downloads as the "Type".
      c. Or once logged into N-ableMe use the shortcut link Report Manager Software Downloads.
      d. Choose Report Manager 5.0 SP7 to download.
      e. Click on the download link and review the Secure Hash Algorithm 256-bit (SHA256) code.
   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.
      i. If an earlier, incompatible version is detected, you will receive an error message.
      ii. 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 changes.
4. Provide access to users by following "Accessing Report Manager" in the online help.

Tehy Fixed Issues in Report Manager

Release 5.0 SP7

Description	Bug No
Maintenance ODS Cleanup ETL is not trimming database table for scheduled task history	NCCF-456679
PSA Configuration ETL is not updating the IsDeleted column on Credentials table	NRM-4076
SEM Antivirus Definitions Activity ETL - Invalid object name	NCCF-456682
Customer Purge utility - Omits some applicable data tables when purging a customer	NCCF-456677
Backup ETL Merge error when backdated records appear	NCCF-396945
Patch ETL Error on Date data type conversion	NCCF-264449
Report Accuracy - Network Reliability section in ESR is missing data	NCCF-396944
Network Oversight Report shows NO DATA for Connectivity	NCCF-456680
Patch Status and related reports not completing when Not Approved status is selected	NCCF-288446
Maintenance_ODS_Cleanup ETL RowsAffected error	NCCF-456681
Increase ETLBatchProcessingDays to 10 days to improve efficiency	NCCF-317100
Various ETLs have DateID error	NCCF-346715
SQL optimization of CIM Patch ETL to prevent timeout failures	NCCF-355792
Ticket ETL has Enumparse trust error	NCCF-390982

Description	Bug No
Previous Title displayed when selecting group, and correct message 'Too Many Records, please filter' is not displayed on Recipent Groups page	NCCF-456676
Fix accuracy of Technical Summary and Executive Summary report for Bandwidth Utilization in some Regions	NCCF-483979
Improve Security of WebService endpoint used by Export process from N-central	NCCF-498072

Known Issues and Limitations

There are no known issues or limitations for Report Manager 5.0 SP7.

System requirements

This section describes hardware and software versions required for Report Manager 5.0 SP7.

System Requirements

Item	Minimum Installation Requirements
CPU	Quad Core
RAM	16+GB (minimum 8GB SQL dedicated)
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

> ⚠ Systems that don't meet these requirements can't 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 SDD 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.

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 or Enterprise Edition
- 2016 Standard Edition

- 2012 R2 Standard Edition (not supported by Report Manager 2022.5+)
- 2012 Standard Edition (not supported by Report Manager 2022.5+)

> ⚠ 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

> ⚠ Don't change the name of your server after installing IIS.
> Don't 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

- 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

About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale. For more information, visit www.n-able.com.