



Using SQL Reporting Services with iSupport®

iSupport's SQL Reporting functionality is installed via the iSupport SQL Reporting Setup Wizard; it includes several report models with iSupport database fields, tables, and relationships. iSupport includes some default SQL reports, and if you have a version of Microsoft SQL Server 2012 other than Express Edition and applicable permissions you can customize report parameters or create new reports. See [Customizing Report Parameters on page 10](#) for information on customizing iSupport's SQL reports.

If you have iSupport's View SSRS Reports permission, you can view SQL reports via the SSRS Report Viewer dashboard component or the SSRS Reports dashboard (accessed via the SSRS Reports option on the Desktop Content  menu). If you have the Create SSRS Reports permission, you can use iSupport's report models to create ad hoc reports via Microsoft Report Builder or custom reports via Microsoft Report Designer. The New Report option is included on the SSRS Reports dashboard.

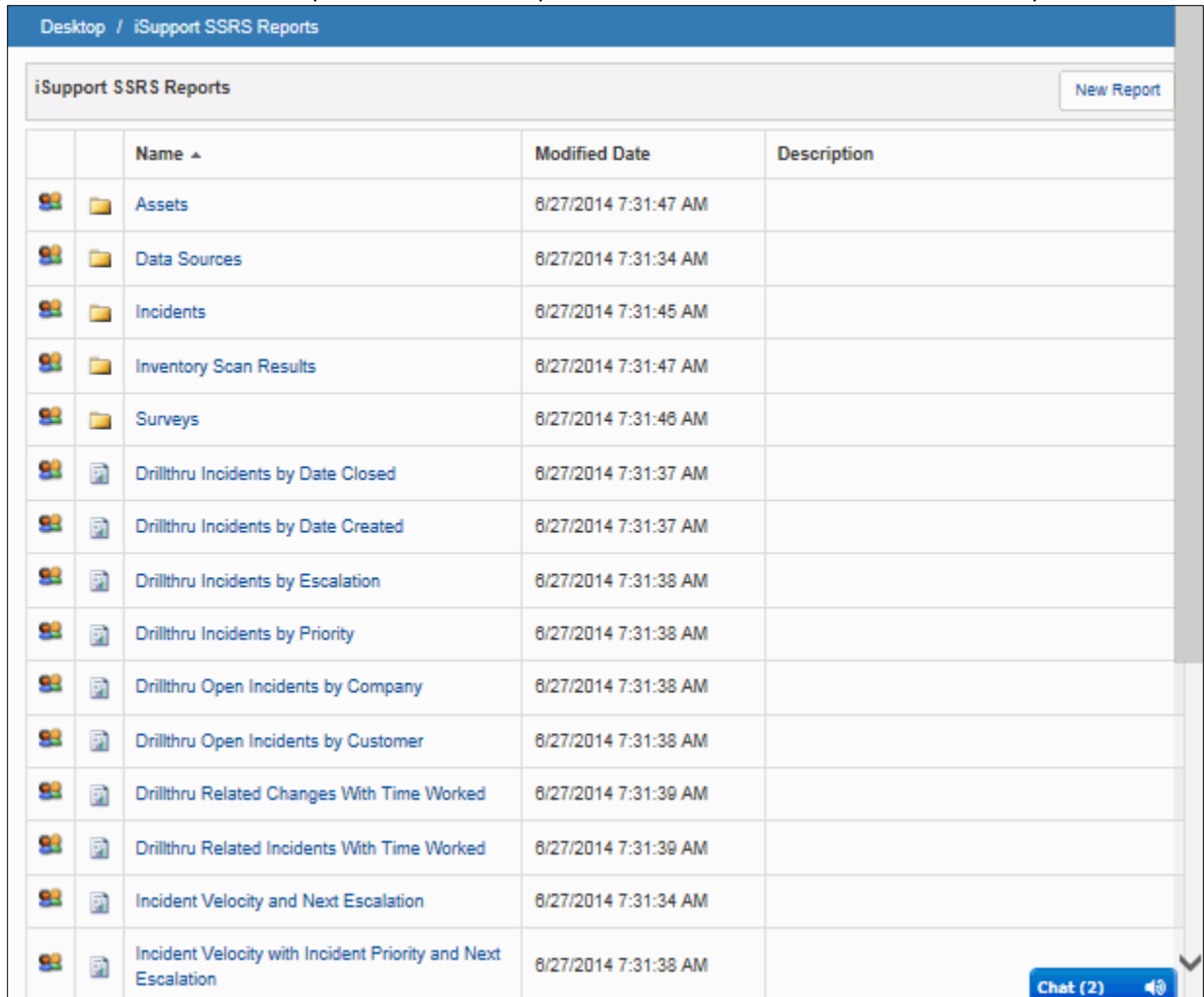
Access to SQL-based iSupport reports and report folders can be restricted via group access permissions; if the Manage Group Access for SSRS Reports permission is enabled in your Support Representative Profile record, the Group Access  icon will appear next to the folders and reports for managing group access.

Note: Due to a limitation in Microsoft's RSClientPrint control, iSupport's SQL Report Viewer functionality is only supported with Microsoft® Internet Explorer®. Mozilla® Firefox®, Google™ Chrome, and Apple® Safari® can be used to view a report, but certain reporting features are not supported with those browsers.

This document outlines the steps for creating a report in Windows SQL Server 2012.

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1. To get started, select SSRS Reports on the Desktop Content menu and then click the New Report button.

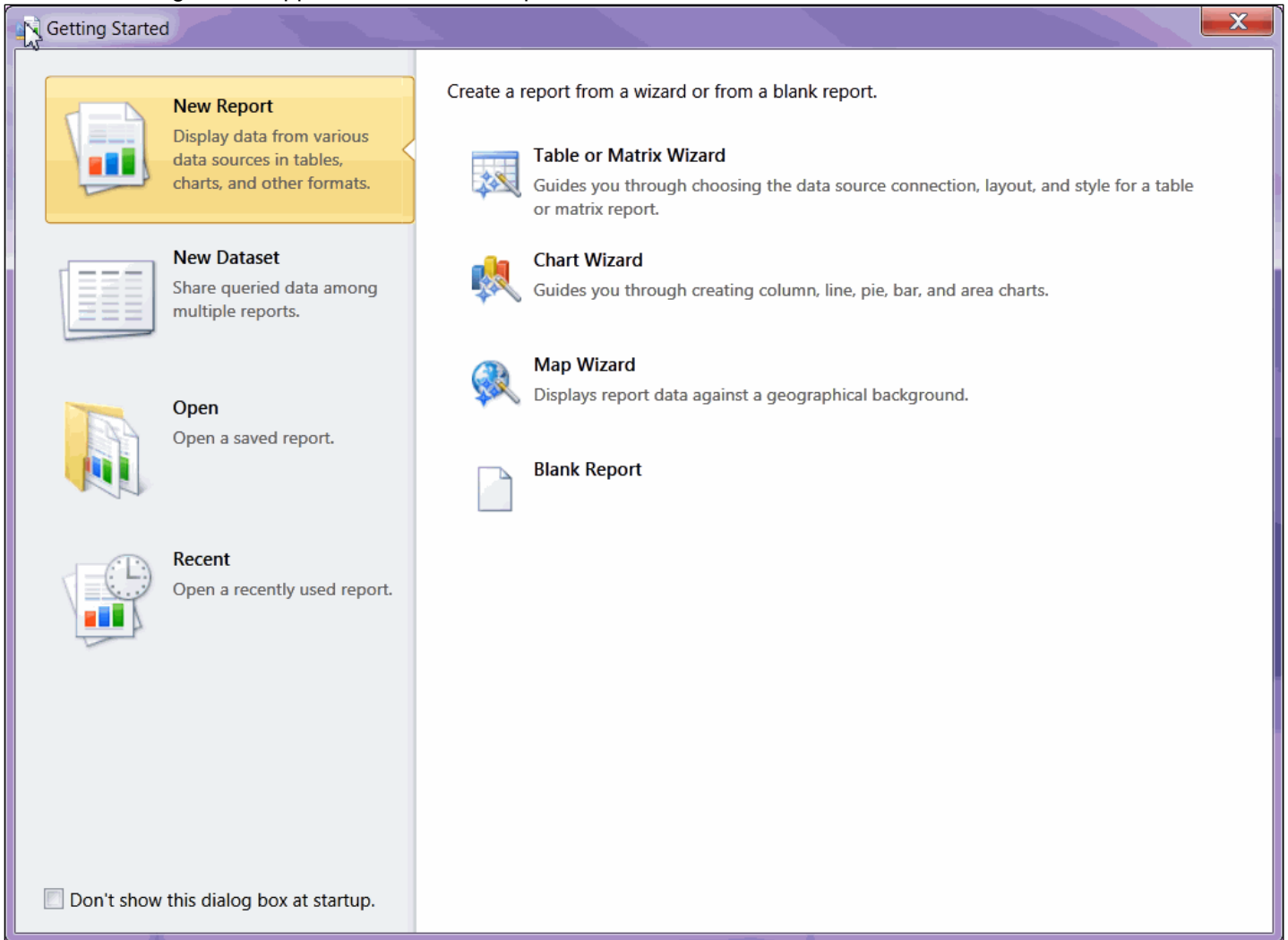


The screenshot shows the 'iSupport SSRS Reports' interface. At the top, there is a breadcrumb 'Desktop / iSupport SSRS Reports' and a 'New Report' button. Below this is a table with the following columns: 'Name', 'Modified Date', and 'Description'. The table lists various folders and reports, all with a modified date of 6/27/2014. A 'Chat (2)' button is visible in the bottom right corner.

	Name ▲	Modified Date	Description
	Assets	6/27/2014 7:31:47 AM	
	Data Sources	6/27/2014 7:31:34 AM	
	Incidents	6/27/2014 7:31:45 AM	
	Inventory Scan Results	6/27/2014 7:31:47 AM	
	Surveys	6/27/2014 7:31:46 AM	
	Drillthru Incidents by Date Closed	6/27/2014 7:31:37 AM	
	Drillthru Incidents by Date Created	6/27/2014 7:31:37 AM	
	Drillthru Incidents by Escalation	6/27/2014 7:31:38 AM	
	Drillthru Incidents by Priority	6/27/2014 7:31:38 AM	
	Drillthru Open Incidents by Company	6/27/2014 7:31:38 AM	
	Drillthru Open Incidents by Customer	6/27/2014 7:31:38 AM	
	Drillthru Related Changes With Time Worked	6/27/2014 7:31:39 AM	
	Drillthru Related Incidents With Time Worked	6/27/2014 7:31:39 AM	
	Incident Velocity and Next Escalation	6/27/2014 7:31:34 AM	
	Incident Velocity with Incident Priority and Next Escalation	6/27/2014 7:31:38 AM	

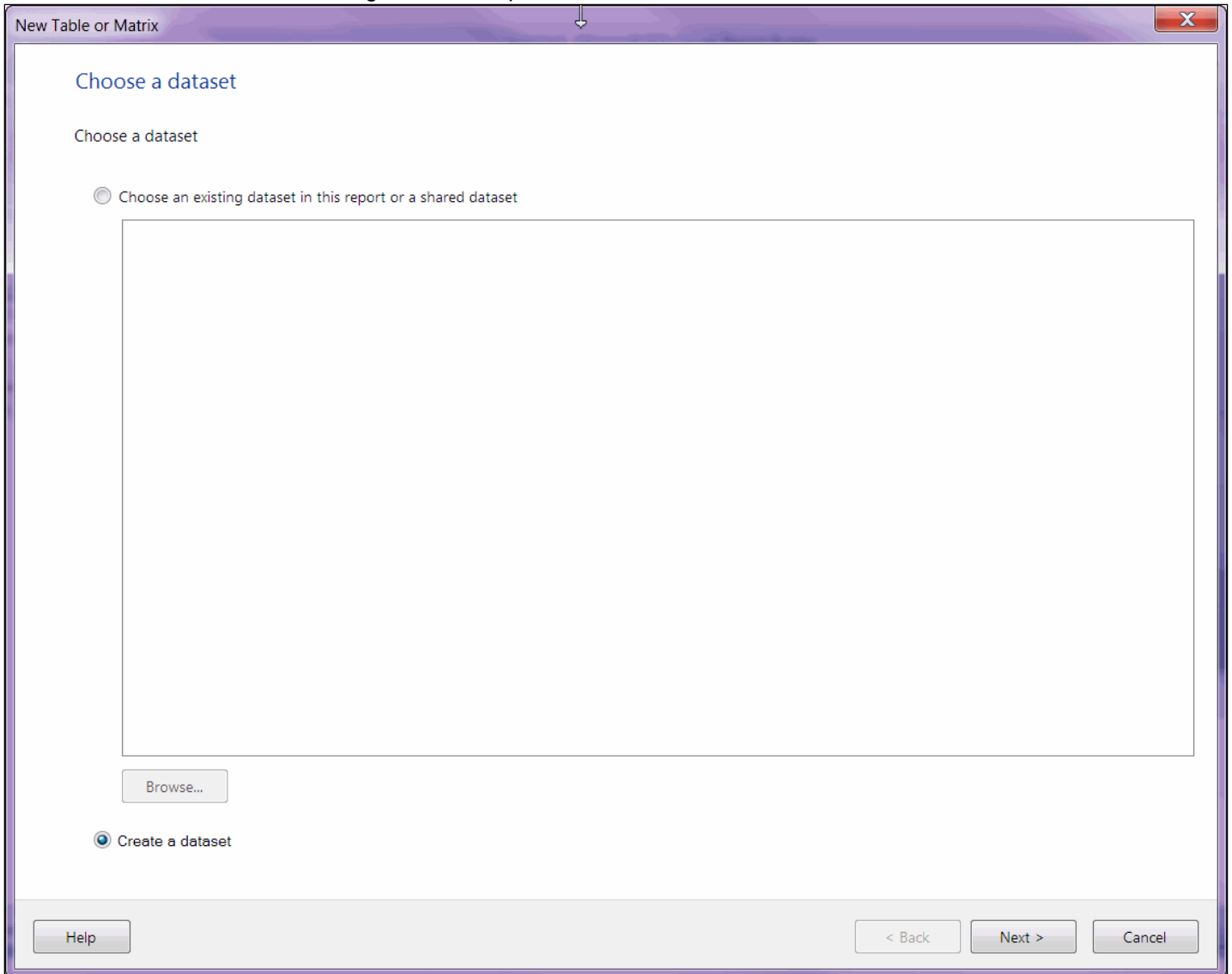
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2. The following screen appears; select New Report.



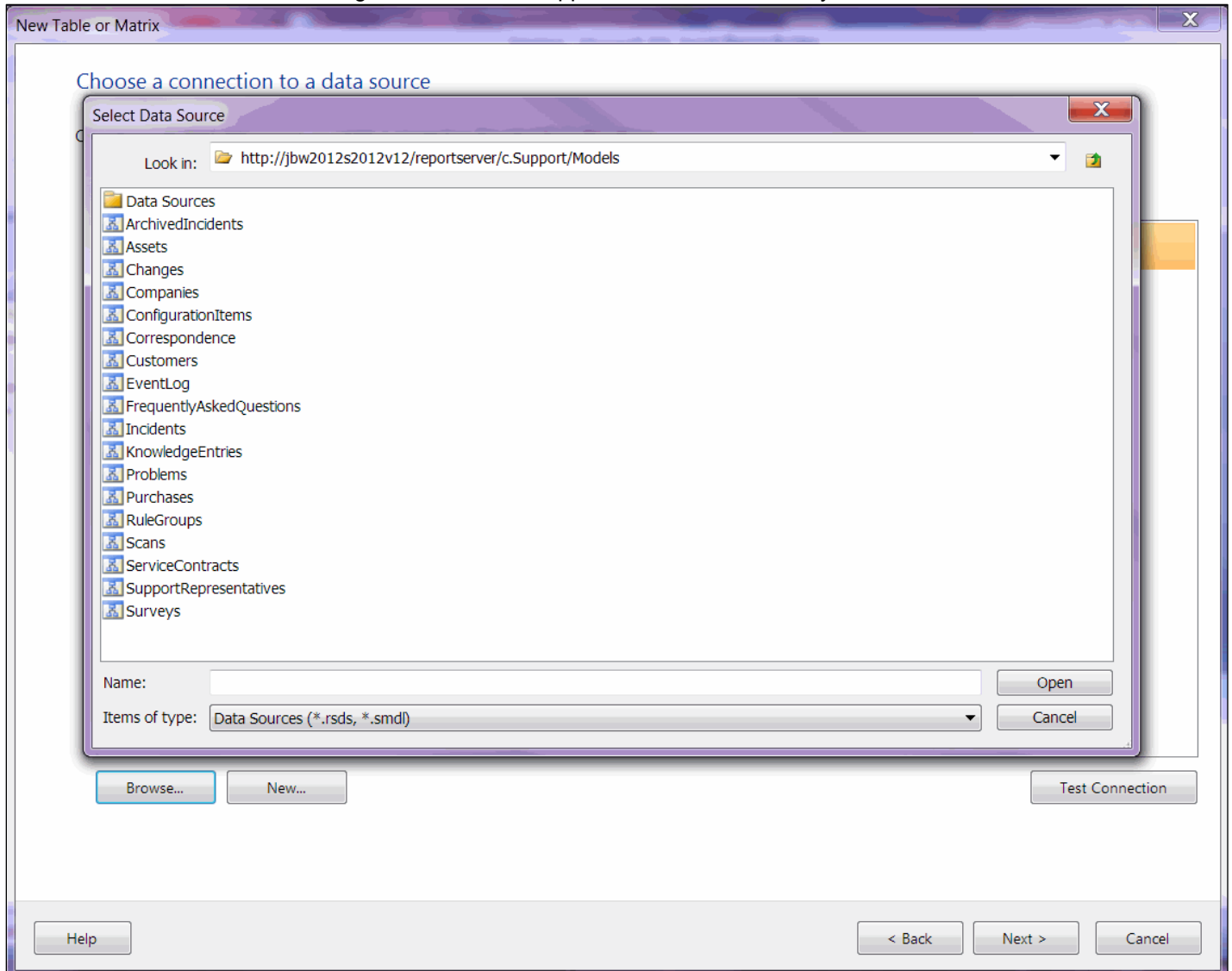
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3. In the New Table or Matrix dialog, select the option to create a new dataset.



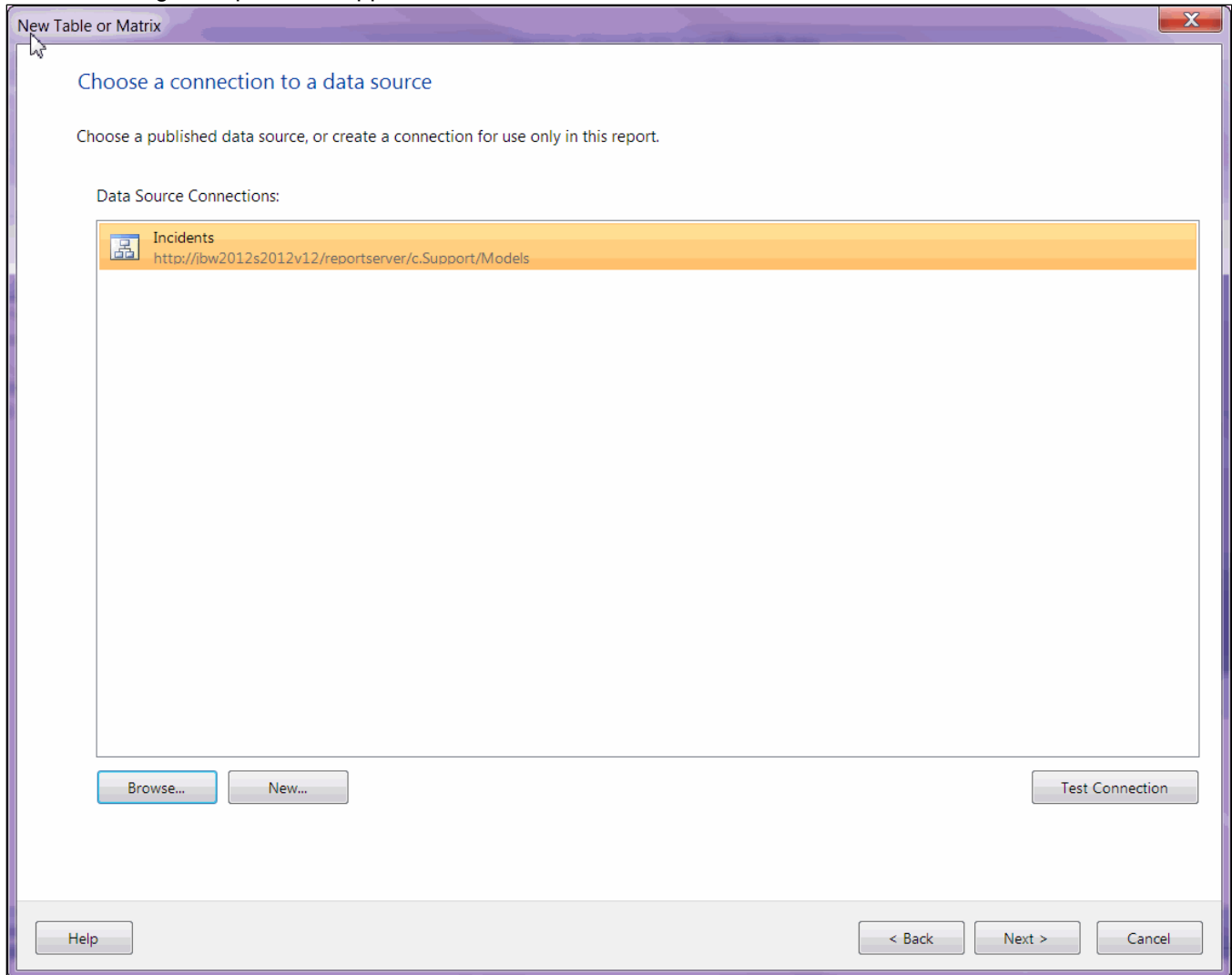
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4. In the Select Data Source dialog, browse to the iSupport models available to you.



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In the following example, the iSupport Incident model has been selected as the Data Source connection.



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5. In the Design a Query screen, select the columns from the data set to be included in your report.

New Table or Matrix

Design a query

Build a query to specify the data you want from the data source.

Edit as Text Import... Filter

Incidents

Entities:

- Support Representative
 - Owner
 - Incident
 - Assignee
 - Category
 - Customer
 - Company

Fields:

- Work History Co...
 - History Entry
 - Date Created
 - Date & Time ...
 - # Day Created
 - # Month Created
 - # Quarter Created
 - # Year Created
 - Owner Group Own...
 - # Time Worked

Incident Count	Inciden	Priority	Status Label	Status Type	Date Opened	Date Closed	Issue Description	Issue Resolution	So
0	xxxxxxx	xxxxxx	xxxxxxxxx	xxxxxxxxx	1/1/2013	1/1/2013	xxxxxxxxxxxxxxx	xxxxxxxxxxxxxxx	xxx

Help < Back Next > Cancel

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6. Add the columns to the report design area from the data set.

The screenshot displays the Microsoft SQL Server Report Builder interface. The main report design area shows a table titled "Incidents by Status and Date" with the following columns: Number, Priority, Status Label, Date, Date Closed, Issue, Source, Assignee, and Category. The data rows are currently empty, showing only the column headers. The status bar at the bottom indicates the current report server is <http://jbw2012s2012v12/reportserver> and is [Disconnect](#)ed. The zoom level is set to 100%.

Report Data

- Built-in Fields
- Parameters
- Status_Type
- Images
- Data Sources
- Datasets
 - IncidentBasic
 - Incident
 - Number
 - Priority
 - Status_Label
 - Date_Opened
 - Date_Closed
 - Issue_Description
 - Source
 - Assignee_Last_Name
 - Category_Level_1
 - Customer_Last_Name
 - Company_Name

Number	Priority	Status Label	Date	Date Closed	Issue	Source	Assignee	Category
[Number]	[Priority]	[Status_Label]	[Date_Opened]	[Date_Closed]	[Issue_Descrip	[Source]	[Assignee_Last	[C

[&ExecutionTime]

Row Groups: [(Number) | (Details)

Column Groups:

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7. Select Run to display the report.

The screenshot shows the Microsoft SQL Server Report Builder interface. The title bar reads 'Untitled - Microsoft SQL Server Report Builder'. The ribbon includes 'Run', 'Design', 'Zoom', 'Navigation', 'Print', 'Page Setup', 'Print Layout', 'Export', 'Parameters', 'Options', and 'Find'. The 'Run' button is highlighted. Below the ribbon, the 'Status Type' dropdown is set to 'Open, Closed, Suspend'. A 'View Report' button is visible on the right. The main area displays a report titled 'Incidents by Status and Date' with the following data:

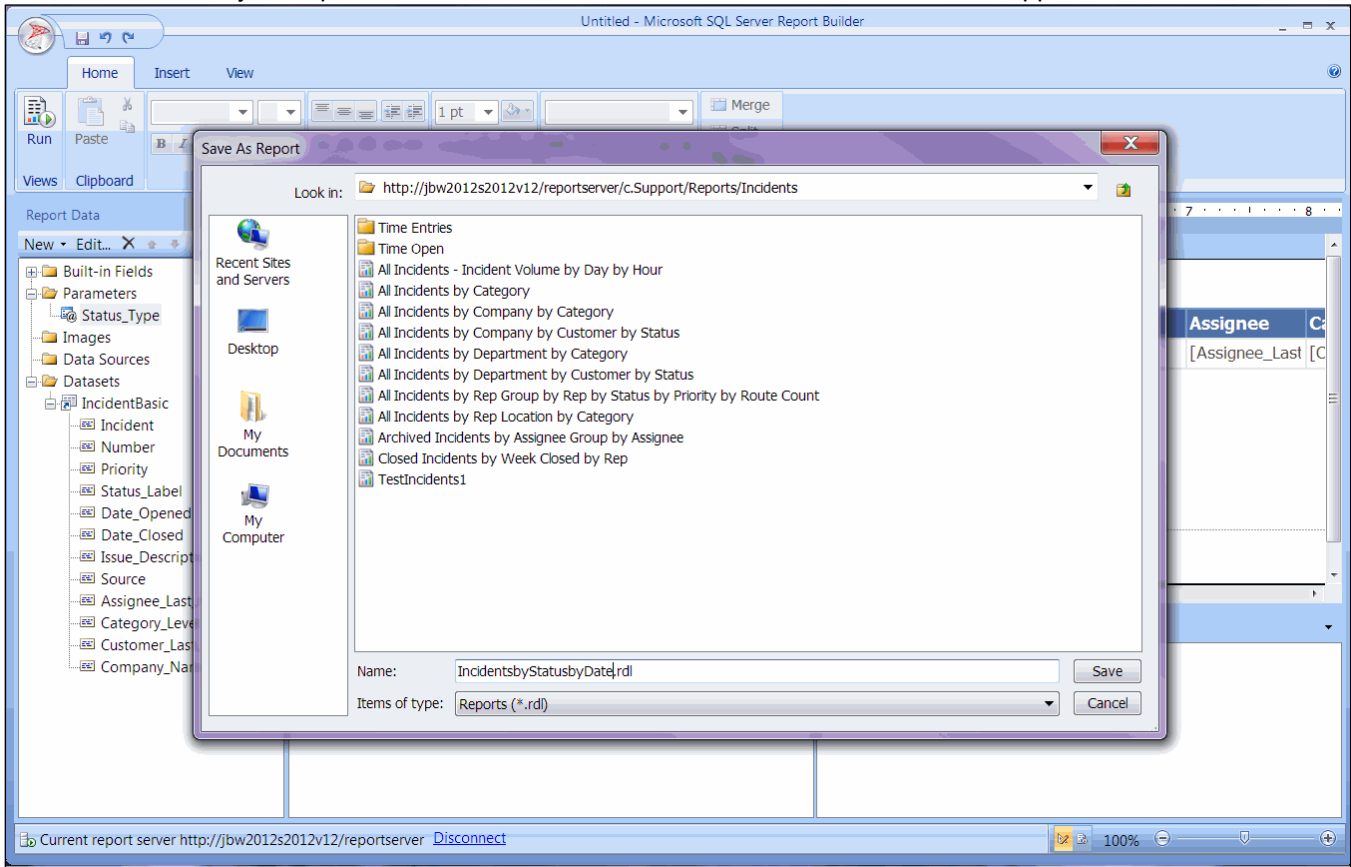
Number	Priority	Status Label	Date Opened	Date Closed	Issue Description	Source	Assignee Last Name	Category Level 1	Customer Last Name	Company Name
D3UB595445	Medium	Open	3/29/2013 12:00:00 AM		this is a new test ticket for reporting. How does this look?	Direct Entry	March	Change Tasks	Garrity	
D3UC571218	Medium	Open	3/29/2013 12:00:00 AM		Need a new telephone line run into the generator room.	Direct Entry	March	Communications	Alder	Technology PCS

3/29/2013 3:41:18 PM

Current report server <http://jbw2012s2012v12/reportserver> 100%

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- When you save the new report, be sure to save it in the c.Support/Reports folder or a subfolder within the Reports folder. Do not save your report in the Models folder or it will not be accessible from iSupport.

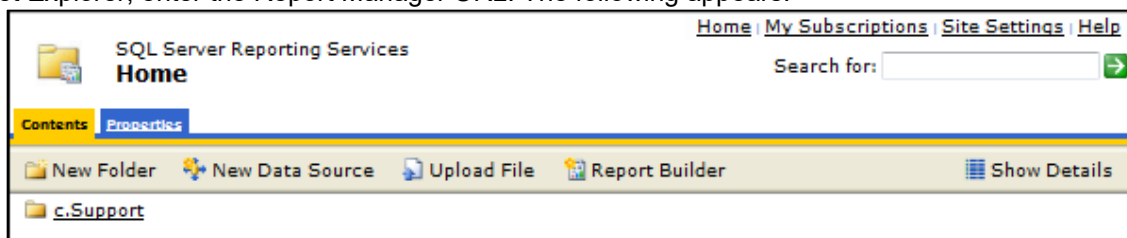


You can save ad hoc reports to a report server folder if your Active Directory account is assigned a Publisher role with at least Manage Reports task enabled. See the Microsoft Report Server documentation for more information about report server security and role definitions. All iSupport-related reports are stored in c.Support/Reports folder on the report server.

Customizing Report Parameters

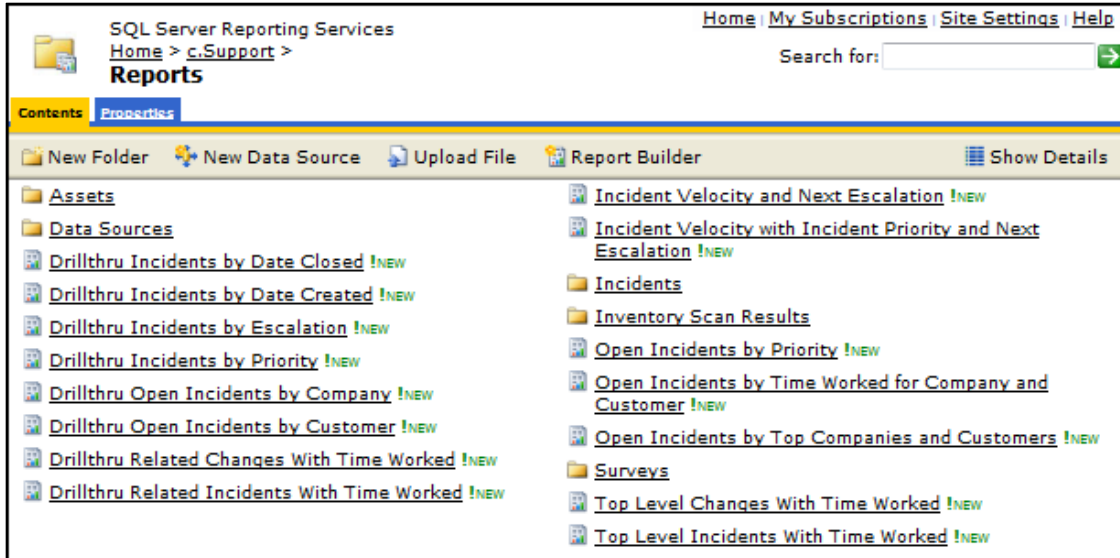
Several default reports are included in the c.Support/Reports folder; these reports contain non-hidden, non-internal parameters that you can change via Microsoft Report Manager. These changes will affect everyone viewing the reports and your Active Directory account must be allowed to make changes on the report server.

- Determine the Report Manager URL for your report server; for example: `http://<machinename>/reports` or `http://<machinename>/reports_SQLEXPRESS` (for Microsoft SQL Express 2008).
- In Internet Explorer, enter the Report Manager URL. The following appears:

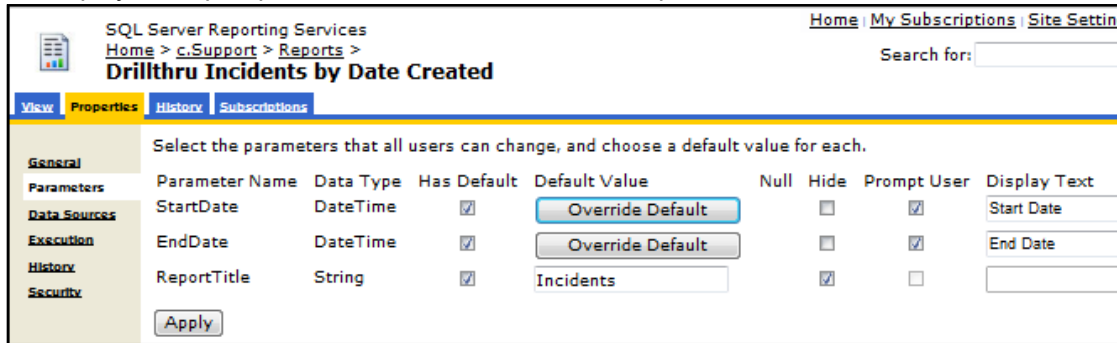


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3. Navigate to the **c.Support/Reports** folder and then click on **Show Details**. The reports appear as shown below:



4. Click on the Edit icon to the left of the report name and then click on the **Properties** tab. Click on the **Parameters** link on the left to display the report parameters as shown in the example below.



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