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.
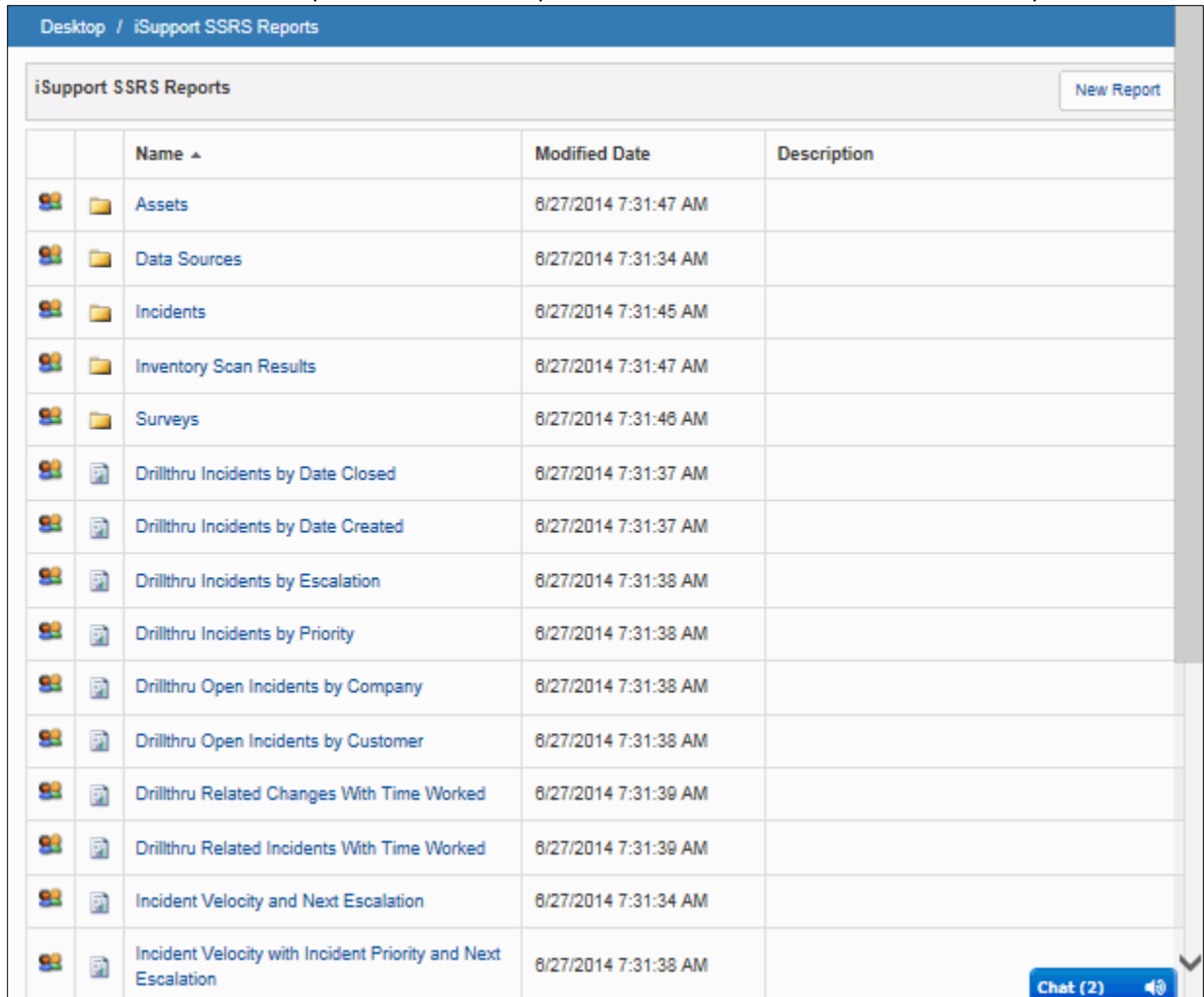
Access to SQL-based iSupport reports and report folders can be restricted via group access permissions; if the Manage Group Access for SSRS Reports permission is enabled in your Support Representative Profile record, the Group Access 👥 icon will appear next to the folders and reports for managing group 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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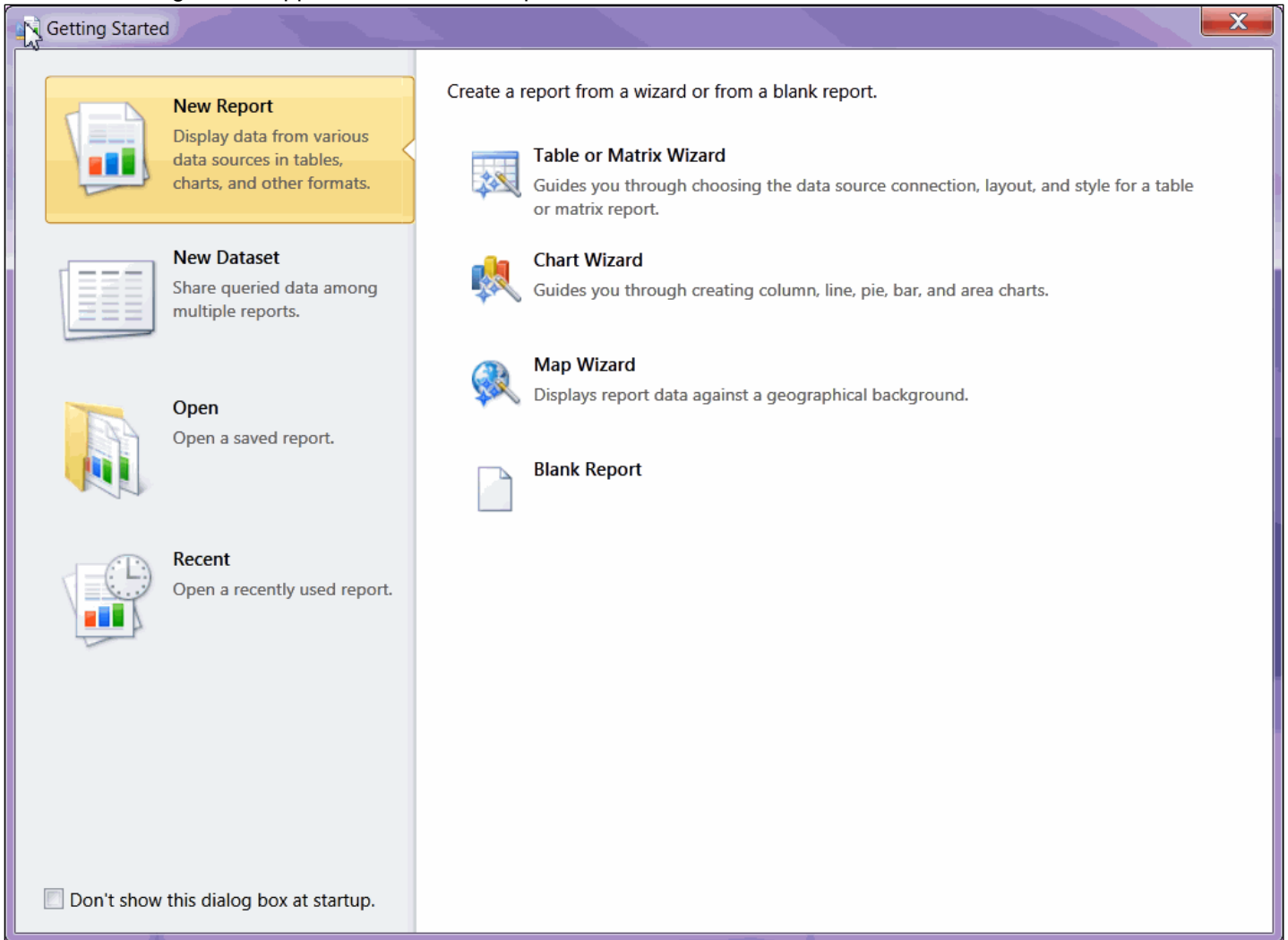1. To get started, select SSRS Reports on the Desktop Content menu and then click the New Report button.

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2. The following screen appears; select New Report.

3. In the New Table or Matrix dialog, select the option to create a new dataset.
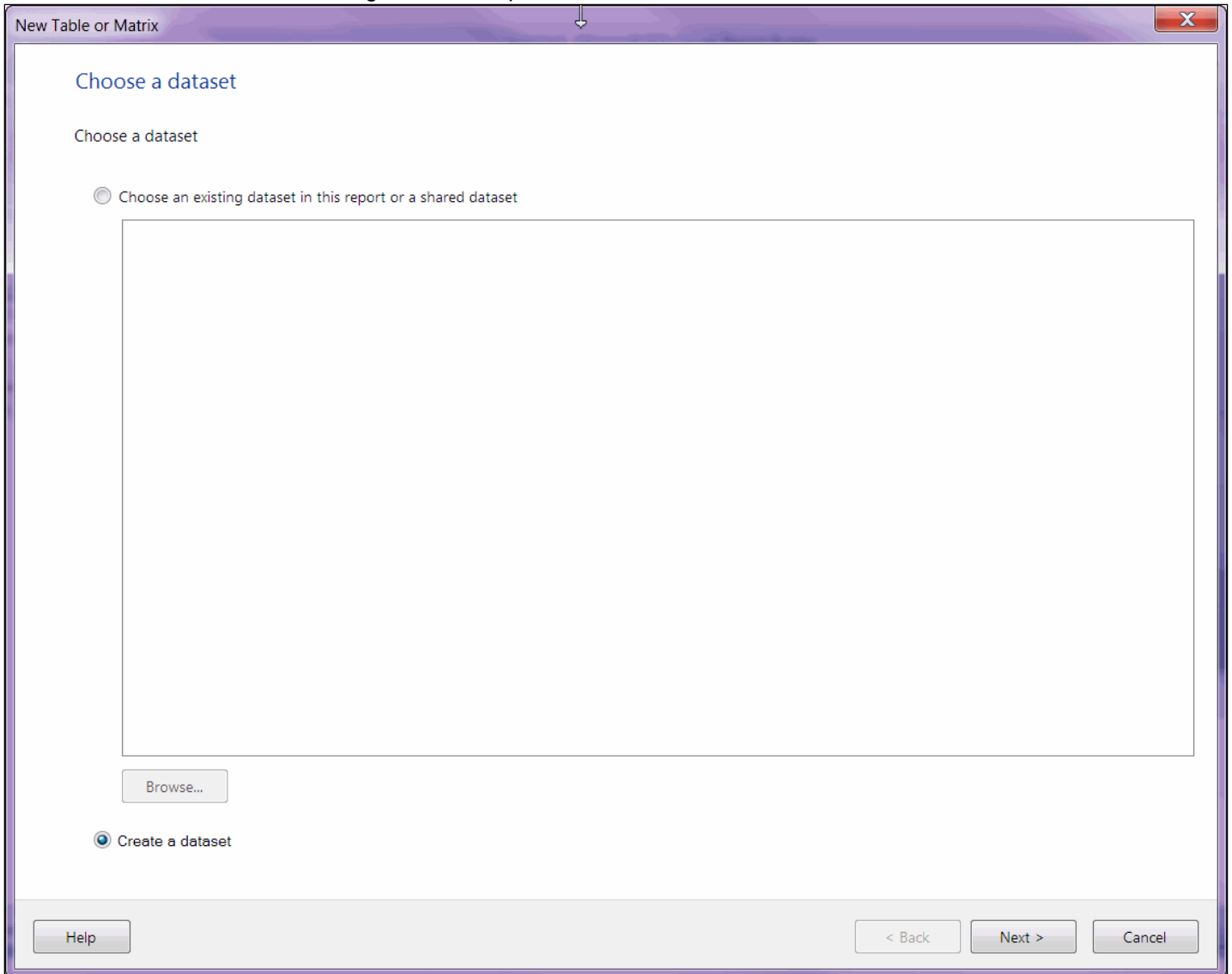
4. In the Select Data Source dialog, browse to the iSupport models available to you.
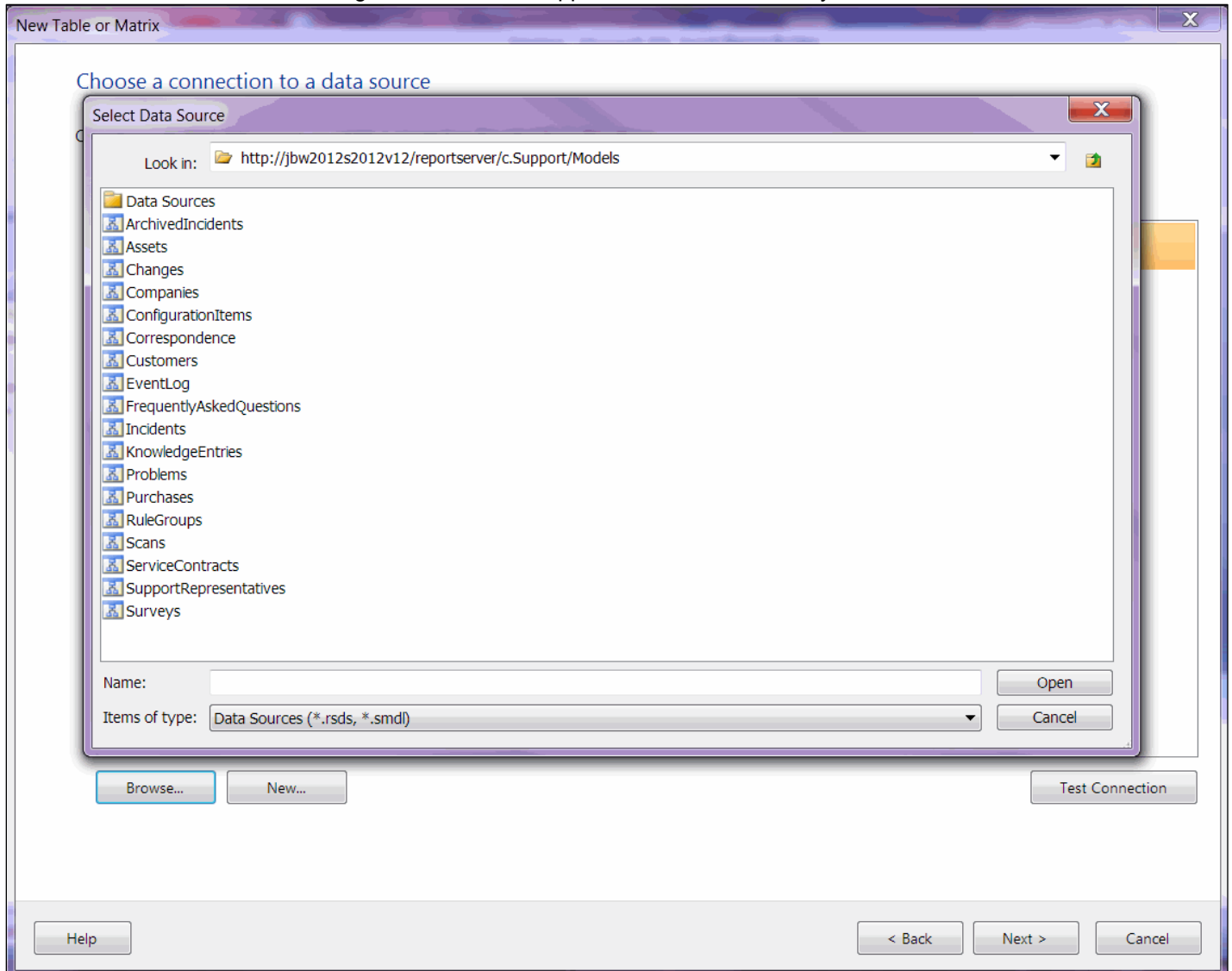
In the following example, the iSupport Incident model has been selected as the Data Source connection.
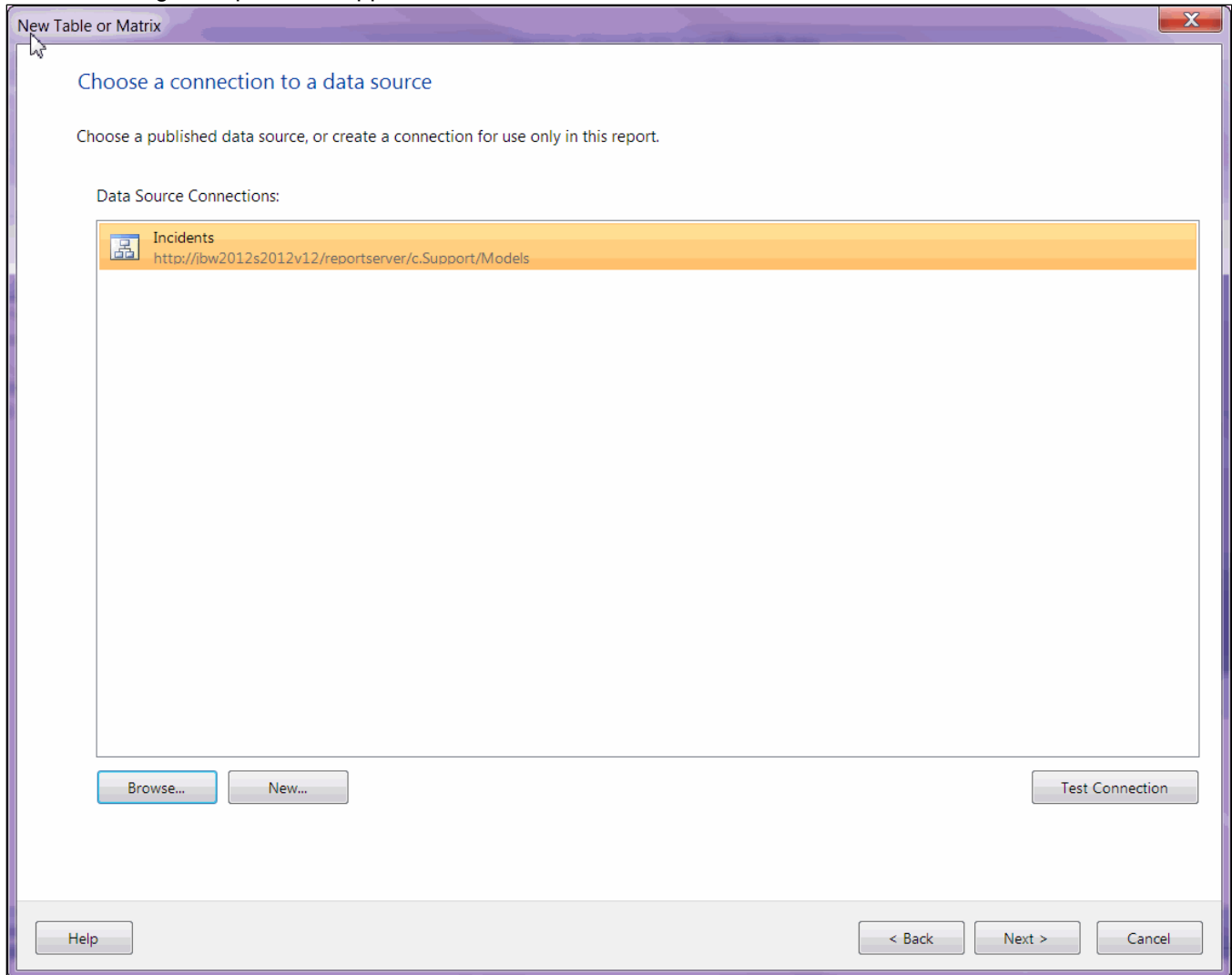
5.   In the Design a Query screen, select the columns from the data set to be included in your report.

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

7. Select Run to display the report.

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8. 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.
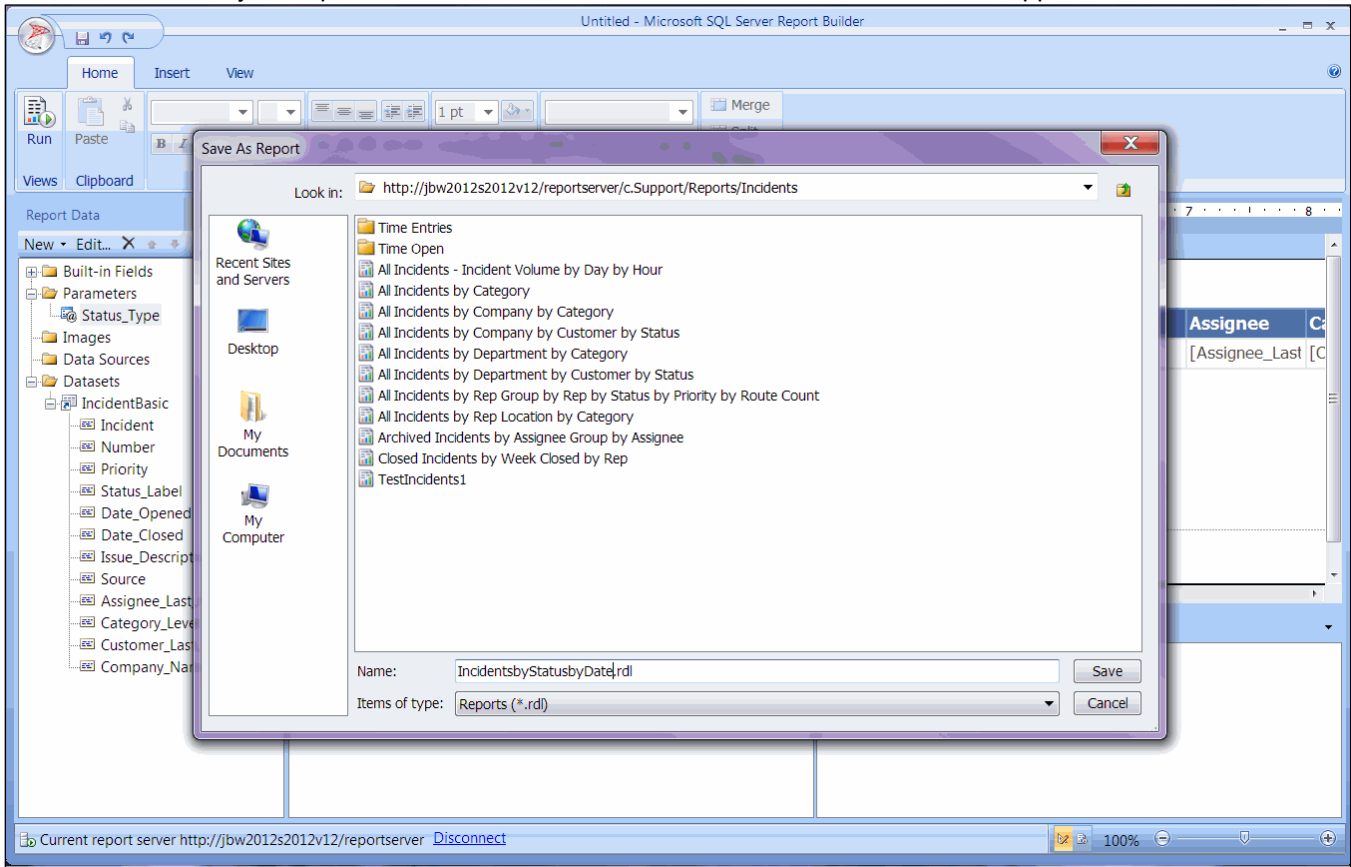
You can save ad hoc reports to a report server folder if your Active Directory account is assigned a Publisher role with at least Manage Reports task enabled. See the Microsoft Report Server documentation for more information about report server security and role definitions. All iSupport-related reports 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.

1. Determine the Report Manager URL for your report server; for example: http*://<machinename>/*reports or http://< *machinename>/*reports_SQLEXPRESS (for Microsoft SQL Express 2008).

2. In Internet Explorer, enter the Report Manager URL. The following appears:
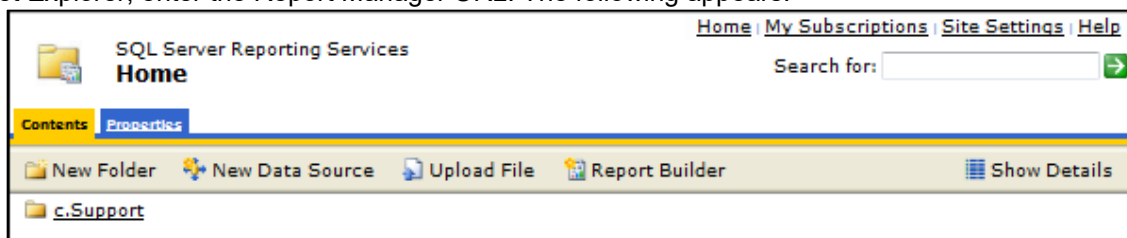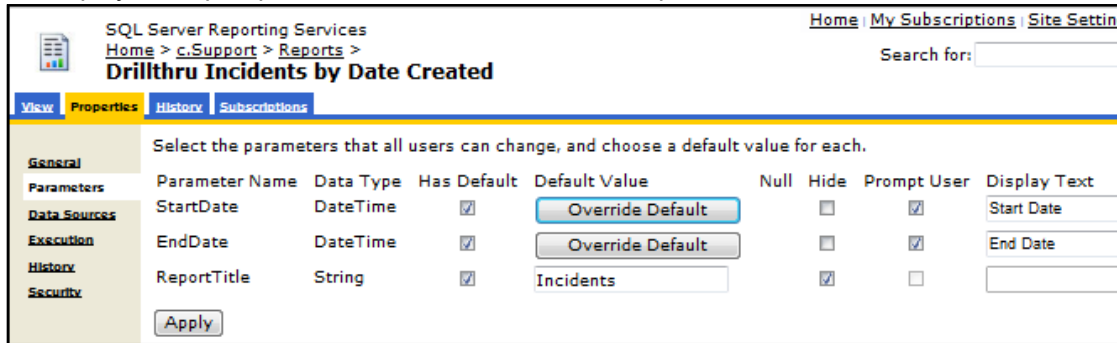
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3. Navigate to the **c.Support/Reports** folder and then click on **Show Details**. The reports appear as shown below:
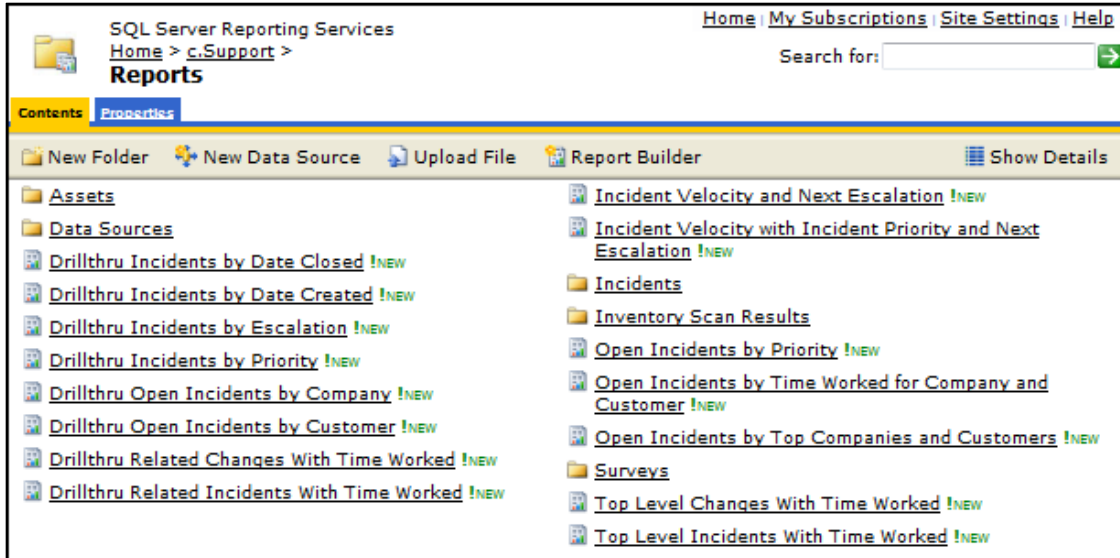
4. Click on the Edit icon to the left of the report name and then click on the **Properties** tab. Click on the **Parameters** link on the left to display the report parameters as shown in the example below.