



Your Question

Article 00039

Problem or Question:

How To Deal With Missing Configuration Wizard Screens and an Incomplete Configuration?

Quick Info

Found In:

Net Report

Article Last Updated:

October 6, 2004

Product Information

The information in this article applies to:

Product:

Net Report

Version:

3.0 and Later.

[Device or Interface]:

Net Report Configuration Wizard.

Symptoms

Problem Type:

All Net Report Configuration Wizard Screens concerning the definition of Directories, IP Addresses for selected devices and IP Address Range Definition, RDNS and so on are skipped.

This results in an incomplete configuration. You are unable to access the screens which normally follow the selection of the device type at the beginning of the Configuration Wizard and the Wizard skips to the SMTP Server Mail Configuration Screen.

You are unable to perform any of the following habitual tasks in the Net Report Configuration Wizard:

- Define a directory.
- Define an IP Address for selected devices.
- Display other screen related to IP Address Range Definition, RDNS and so on.

The Net Report Configuration Wizard reacts as if only the Net Report Web Portal part was installed.

Net Report Answer

Cause:

The previous Net Report Installation only installed the Net Report Web Portal Part. Therefore, Net Report Configuration Wizard reacts as if only the Net Report Web Portal Part was installed.

Resolution or Work Around:

To resolve this problem and ensure a complete Configuration, please follow the steps below:

Steps

1. Go to the following directory:
C:\Program Files\NetReport\NetReport

2. Locate the following file:
install.xml

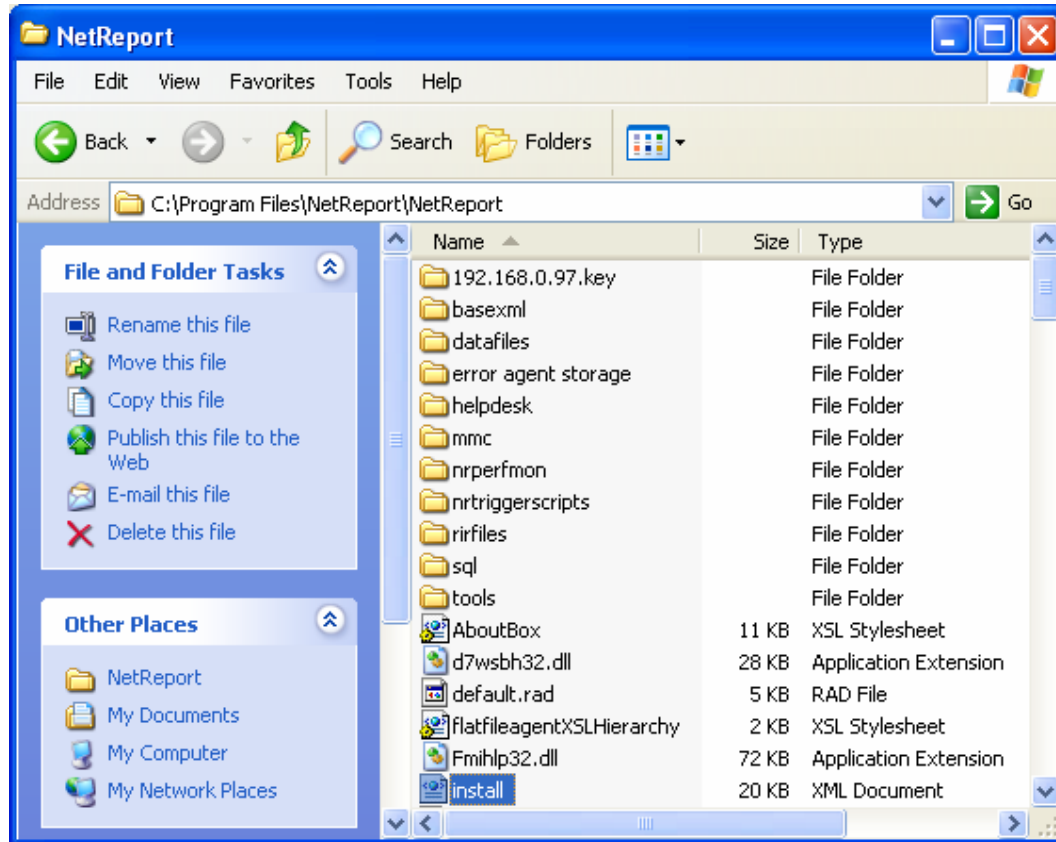


Figure 1: C:\Program Files\NetReport\NetReport directory

3. Right-click on the install.xml file to open it with a text editor.

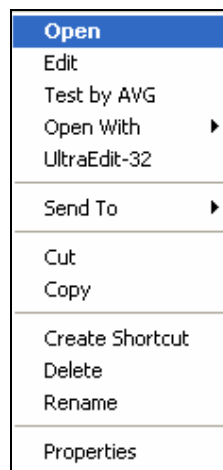


Figure 2: install.xml file Context Menu



NET REPORT

4. Locate the following line in the install.xml file:

```
<install type="4"
```

5. Replace the line by the following:

```
<install type="1"
```

6. Select **File>Save**.

7. Select **File> Exit**.

8. Select **Start> All Programs> NetReport> Configuration Wizard** and continue with the Net Report configuration you want.

Status:

This behavior is by design.

See Also:

Net Report Knowledge Base at:

http://www.netreport.fr/us/support/sup_knowledgebase.asp