

Tidal Enterprise Orchestrator: Troubleshoot Import Reports

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Introduction

This document describes troubleshooting techniques when you import SQL Server Reporting Services reports for Tidal Enterprise Orchestrator (TEO).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Tidal Enterprise Orchestrator 2.1 or later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Import Reports

In TEO, choose **Administration > Database Settings**. Right-click on the **Reporting Database** and choose **Import Reports** in order to import reports.

Possible Issues

After you enter in the credentials on the first page of the Import wizard, commonly customers see pop-up errors around connections. The first thing to check is to verify that you can get to the Report Server URL from your TEO server. Copy this URL to a web browser on your TEO Server and try to go to it. If you cannot get

to it from the TEO server then you are not able to import reports. You should also verify that the username and password combination is correct. On the next window, verify that the location is correct. The location differs from 2.1.X to 2.2, make sure you import the proper reports for the prior version or they do not work.

Import Report Standard Steps

Complete these steps:

1. Choose **Administration > Database Settings**.
2. Right-click on **Report Database** and choose **Import Reports**.
3. Input the proper URL and credentials on the first page of the wizard, click **Next**.
4. Input the location of the RDL files, click **Next**.
5. Files import.

Related Information

- **Technical Support & Documentation – Cisco Systems**
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