

Oracle® Communications
EAGLE Element Management System Reporting Studio

Upgrade/Installation Guide

Release 46.0

E54394 Revision 2

February 2015

ORACLE®

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Before beginning this procedure, contact My Oracle Support and inform them of your upgrade plans. Refer to Appendix A for instructions on accessing My Oracle Support.

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1.0 INTRODUCTION

1.1 Purpose and Scope

The scope of this document is to describe the installation and configuration of i-net Clear Reports.

1.2 Acronyms and Terminology

Table 1: Acronyms and Terminology

TERM	DESCRIPTION
Ad Hoc Reporting	Creating reports on the fly without any predefined template.
Configuration	Managing i-net Clear Reports configurations. A configuration contains all options to configure i-net Clear Reports.
Data Source Configuration	Configuring the data sources to be used for report generation.
E5-MS Reporting Studio	Term used for all the reporting features accessible from E5-MS
Report Designer	An interface for designing and editing report templates files.
Repository	Directory containing existing reporting templates
Schedule	Scheduling report templates to generate reports at desired time.
Template	i-net Clear Reports template (.rpt format) for creating report.

2.0 INSTALLATION OF I-NET CLEAR REPORTS

2.1 Contents of Reporting Studio zip file

EAGLE Element Management System Reporting Studio software shall be available as a zip file. Following items shall be available inside the Reporting Studio zip file –

S. No.	ITEM	NAME	PURPOSE
1	i-net Clear Reports Multi-Platform zip	clear-reports-<version>.zip Current name is clear-reports-12.1.218.zip.	Installation zip for i-net Clear Reports
2	E5MS Filter Jar	E5msFilter-<version>.jar	Used for Reporting Studio functionality
3	NMS Server Classes Jar	NmsServerClasses.jar	Used for Reporting Studio functionality
4	MySQL JDBC Connector Jar	mysql-connector-java.jar	Used to create connection to EAGLE Element Management System's database

i-net Clear Reports Multi-Platform installation zip (item 1 in above table) shall be used for installation of i-net Clear Reports. A valid license for i-net Clear Reports should be ready before proceeding with installation. The rest of the items in the zip (items 2, 3 and 4 in above table) shall be used after installation of i-net Clear Reports.

2.2 Installation Steps

The steps for installation of i-net Clear Reports as 'Standalone Server' are given below. The steps should be performed by 'root' or a system admin user. Complete installation shall take about 10-15 minutes.

1. From the Reporting Studio zip file (refer to section 2.1), copy the i-net Clear Reports Multi-Platform installation zip (clear-reports-<version>.zip) to an appropriate directory of the server on which E5-MS is installed.
2. Being in the directory where i-net Clear Reports installation zip has been placed, unzip the same using the command given below –

```
# unzip <i-net Clear Report.zip> -d clear-reports
```

```
[root@e5ms7 Downloads]# unzip clear-reports-12.1.218.zip -d clear-reports
Archive:  clear-reports-12.1.218.zip
  inflating: clear-reports/readme.html
  inflating: clear-reports/setup.bat
  inflating: clear-reports/setup.sh
  inflating: clear-reports/setup.jar
   creating: clear-reports/lib/
   creating: clear-reports/lib/exe/
   creating: clear-reports/lib/tpl/
   creating: clear-reports/lib/tpl/clearreports-setup/
   creating: clear-reports/lib/tpl/clearreports-setup/images/
  inflating: clear-reports/lib/exe/css.php.s.print.t.clearreports-setup.css
  inflating: clear-reports/lib/exe/css.php.t.clearreports-setup.css
  inflating: clear-reports/lib/tpl/clearreports-setup/images/background-bottom-light.jpg
  inflating: clear-reports/lib/tpl/clearreports-setup/images/bullet.gif
  inflating: clear-reports/lib/tpl/clearreports-setup/images/favicon.ico
  inflating: clear-reports/lib/tpl/clearreports-setup/images/logo.png
```

3. cd to the clear-reports directory –

```
# cd clear-reports
```

```
drwxr-xr-x. 4 root root      4096 Feb 24 02:43 lib
-rwxrwxrwx. 1 root root      5311 Feb 24 02:43 readme.html
-rw-r--r--. 1 root root       575 Feb 24 02:43 setup.bat
-rw-r--r--. 1 root root 100652660 Feb 24 02:44 setup.jar
-rwxr-xr-x. 1 root root       608 Feb 24 02:43 setup.sh
```

4. Execute the installer script using the command given below -

```
# java -Djava.awt.headless=true -jar setup.jar
```

5. Provide input 1 as shown below to accept the terms of the i-net license agreement -

```
© Copyright 1996 - 2012, i-net software; All Rights Reserved.
1 - I accept the terms of this license agreement.
2 - I do not accept the terms of this license agreement.
Please select : 1
```

6. Provide input 2 as shown below to choose the “as Daemon (System)” option -

```
=====
Select an installation environment
-----

1 - Standalone Server
2 - as Daemon (System)
3 - IBM WebSphere 7.0 and higher
4 - Oracle WebLogic Server
5 - Apache Tomcat
6 - Apache with PHP (System)
7 - Jetty Webserver 6 and higher
8 - JBoss Application Server 4 and higher
9 - GlassFish Application Server
10 - Generic Servlet
Please select (2): 2
```

7. Press Enter to proceed with the default installation directory.

```
=====
Select a path to install
-----

Installation Path (/usr/local/i-net Clear Reports) : 
```

8. Provide input 1 as shown below for creating a new configuration -

```
=====
Create Configuration
-----

1 - Create a new configuration
Please select (1): 1
```

9. Provide input 1 as shown below to set Scope as ‘System’ -

```
Scope :
1 - System
Please select(1): 1
```

10. Press Enter to accept Default configuration name and proceed.

```
Name of the new configuration (Default) :
```

11. Provide input 1 as shown below to select Default Configuration -

```
1 - Default Configuration
2 - Copy from a local Configuration
3 - Import crystalclear.properties
Please select (1): 1
```

12. Provide input 1 as shown below to proceed with Existing License -

```
=====
License for i-net Clear Reports.
-----

1 - Existing License
2 - Trial License
3 - Plus Trial License
Please select (3): 1
```

13. Provide a valid license key -

```
License Key: : 0AF809-22F1-B3D151-CF01C3-0412
```

14. Press Enter to accept default Port -

```
=====
Advanced Settings
-----

TCP/IP Port (9000) :
```

15. Provide inputs Y as shown below to activate the remote interface and Ad-Hoc Reporting -

```
=====
Advanced Settings
-----

TCP/IP Port (9000) : 2057
Activate remote interface (Y/n): Y
Activate Ad-Hoc Reporting (Y/n): Y
```

16. Provide input 3 as shown below to choose login type Master Password, then provide a suitable password value (must have 8 characters or more) as desired -

```
Login Type:
1 - Automatic
2 - External Webserver
3 - Master Password
Please select(1): 3
Master password : e5msreporting
Confirm password : e5msreporting
```

Note: Master password login shall be used in initial configuration of i-net Clear Reports. Logging in using the Master Password, a user gets the privilege of an admin. It is highly recommended that only system admin has access to this password and it is used as the fall back mechanism in case no others users can login to i-net Clear Reports from E5-MS. The normal E5-MS users shall always use the single sign on provided from E5-MS to login to i-net Clear Reports.

17. Press Enter to proceed with installation -

```
IP Filter
Enter which IP addresses are to be allowed access to the remote interface.
Enter individual addresses or address ranges, comma-separated.
Example: 192.168.1.2, 192.168.1.5-10

Filter: █
```

18. Wait for the installation to complete -

```
=====
Install selected product
-----

Overall installation progress

0%                50%                100%
|-----|-----|-----|
#####
```

19. Provide input 'n' to decline the below request -

```
=====
Data for statistical analysis
-----

Enter 'y' to send brief and anonymous information about
which components were selected. This will help i-net
software to improve the flow of the setup tool and to
focus on components customers really need. No private
information such as setup paths or names will be sent. (Y/n): n
```

20. From the Reporting Studio zip file (refer to section 2.1), copy the E5msFilter jar and NmsServerClasses.jar into the lib folder inside i-net Clear Reports installation directory (/usr/local/i-net Clear Reports/lib).


```
cp E5msFilter-45.0.0-1.0.jar /usr/local/i-net\ Clear\ Reports\lib/  
cp NmsServerClasses.jar /usr/local/i-net\ Clear\ Reports\lib/
```

21. From the Reporting Studio zip file (refer to section 2.1), copy the mysql-connector-java.jar into the “lib/driver” inside i-net Clear Reports installation directory (/usr/local/i-net Clear Reports/lib/driver). There will already be a jar file with the same name at this location, so the user will have to overwrite the already existing file (select ‘yes’ when asked to overwrite the file).

```
[root@e5ms9 tmp]# cp mysql-connector-java.jar /usr/local/i-net\ Clear\ Reports\lib\driver/  
cp: overwrite `/usr/local/i-net Clear Reports/lib/driver/mysql-connector-java.jar'? yes
```

22. Now the server will already be running as daemon. Restart the server (stop the server as given in 5.0 and start the server as given in 3.0) once to make the changes done in steps 20 and 21 effective.

3.0 STARTING I-NET CLEAR REPORTS SERVER

After successful installation, following steps should be performed by 'root' or a system admin user to start i-net Clear Reports server –

1. cd to the i-net Clear Reports installation directory –

```
# cd /usr/local/i-net\ Clear\ Reports/
```

2. Start i-net Clear Reports server by using following command –

```
# sh startListener.sh
```

i-net server shall start listening to the preconfigured port 9000 and it can now be used -

```
[root@e5ms5 i-net Clear Reports]# sh startListener.sh
Starting i-net Clear Reports Standalone Server          [ OK ]
./Listener.sh: line 36: log_end_msg: command not found
[root@e5ms5 i-net Clear Reports]# [Config,STATUS,4/2 23:17:23,#00001] setting configuration from system proper
ty: user/Default
[Config,STATUS,4/2 23:17:23,#00001] Setting current configuration to: User/Default
[Config,STATUS,4/2 23:17:23,#00001] Setting current configuration to: User/Default
[CC,STATUS,4/2 23:17:34,#00001] Waiting for client requests on port 9000.
[root@e5ms5 i-net Clear Reports]# █
```

4.0 CONFIGURATION OF I-NET CLEAR REPORTS

After successful installation and startup of i-net Clear Reports server, following steps needs to be performed to configure it so that it is ready to be used with E5-MS. Note that E5-MS server should be running while i-net Clear Reports is being configured.

1. Open URL http://<IPAddress_of_Server>:9000 for i-net Clear Reports in a browser window. It shall open i-net Clear Reports Welcome page as shown below.



Figure 1: i-net Clear Reports Welcome Page

1. Click on the 'Open the Remote Interface' link (circled above). It shall open a User Login prompt as shown below. Provide the Master Password created during installation (step 16 above).

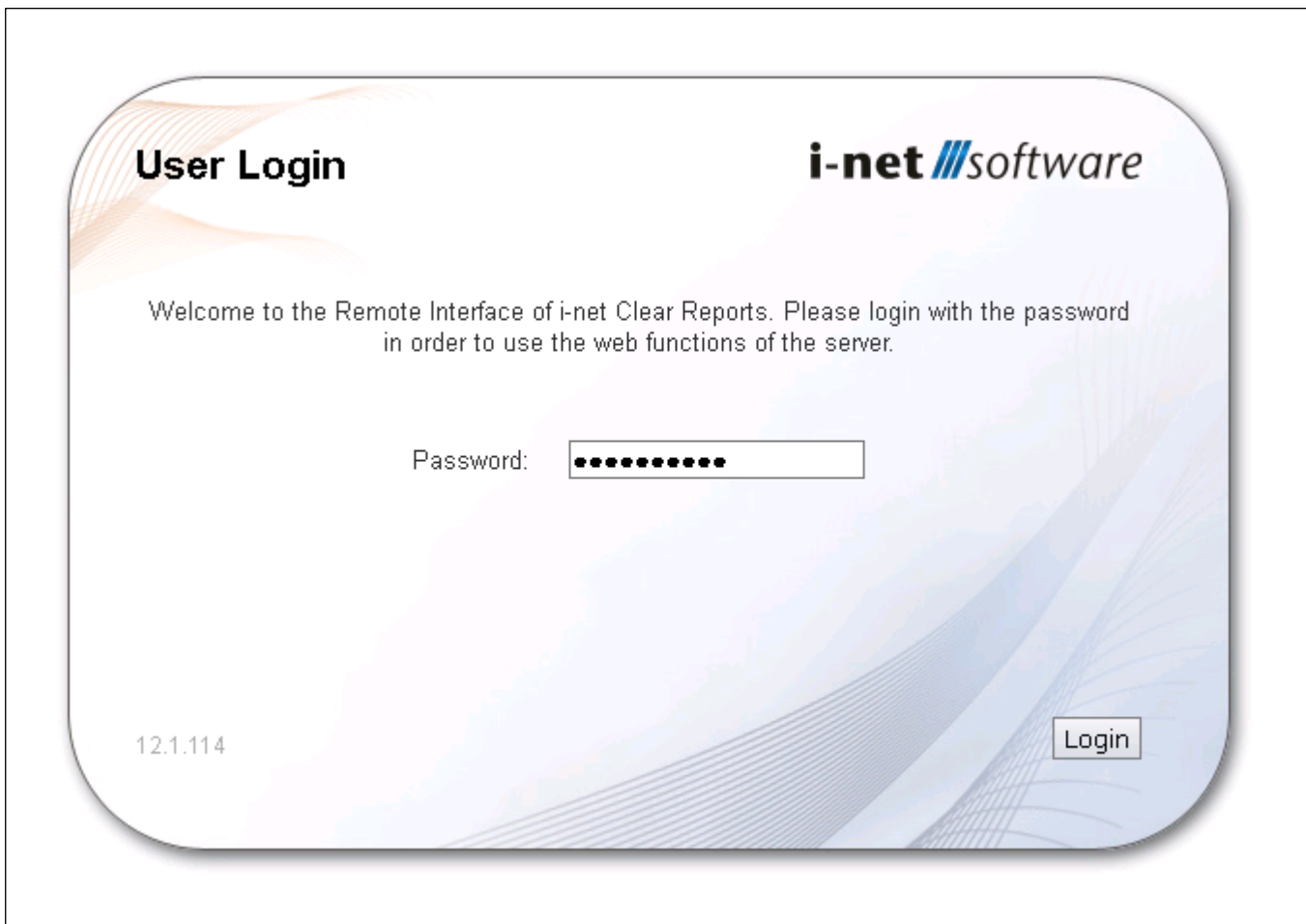


Figure 2: User Login Screen

On successful login, the Remote Interface screen shall be shown which will show all the remote interfaces available.



Figure 3: Remote Interface Screen

2. Creation of 'root' user and assigning permissions –

In correspondence to the default admin 'root' in E5-MS, a user named 'root' needs to be created in i-net Clear Reports so that E5-MS 'root' user can login to i-net Clear Reports from E5-MS. For this, perform following steps -

Click on the 'System Permissions' option in the Security section. It shall open the 'System Permissions' screen.

On the 'System Permissions' screen, click 'Toggle view' button in left pane. It shall open the Users pane as shown below -

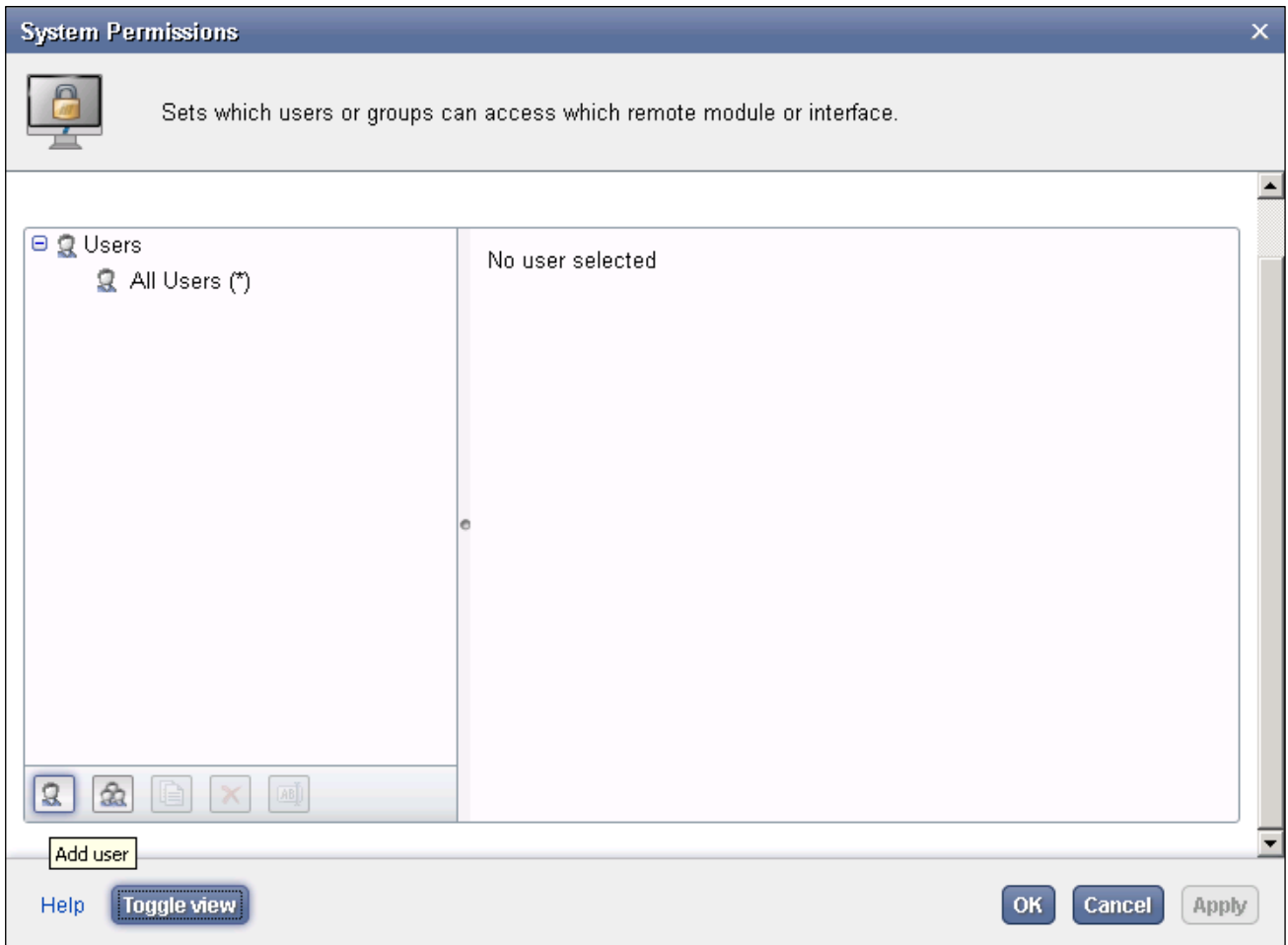


Figure 4: System Permissions Screen - Users

Click on the 'Add user' button in left pane, provide name 'root' and add all the modules given in 'Remote Modules' section and 'Remote Designer incl. WebDAV' and 'Remote Data Sources' in the 'Interfaces' section, then click Apply and OK.

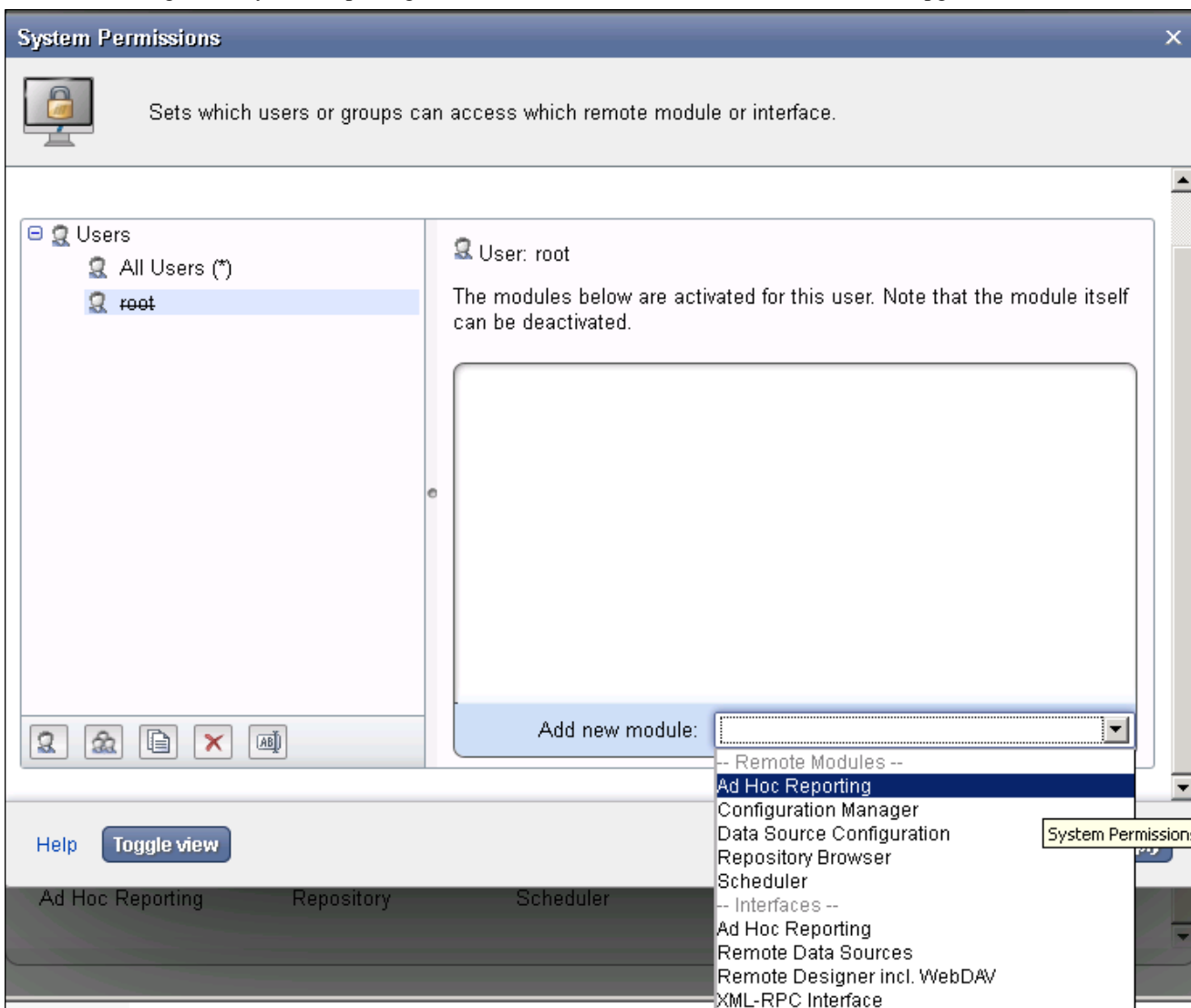


Figure 5: System Permissions Screen - Add 'root' user

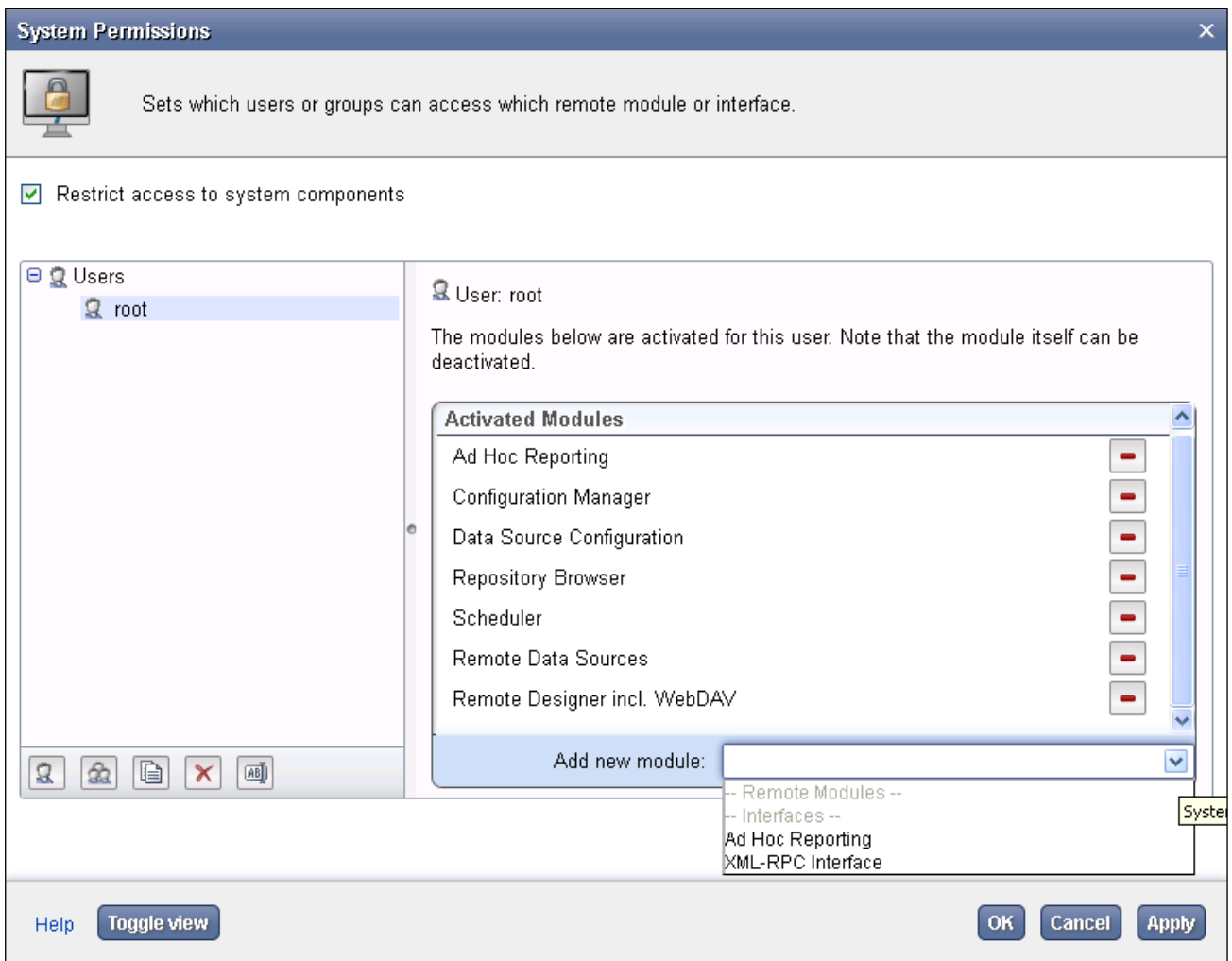


Figure 6: System Permissions Screen - Add 'root' user - Done

3. Creating a remote Report Repository and activating it –

Click on the 'Repository' option in the Components section. It shall open the 'Repository' screen. Click on the folder icon.

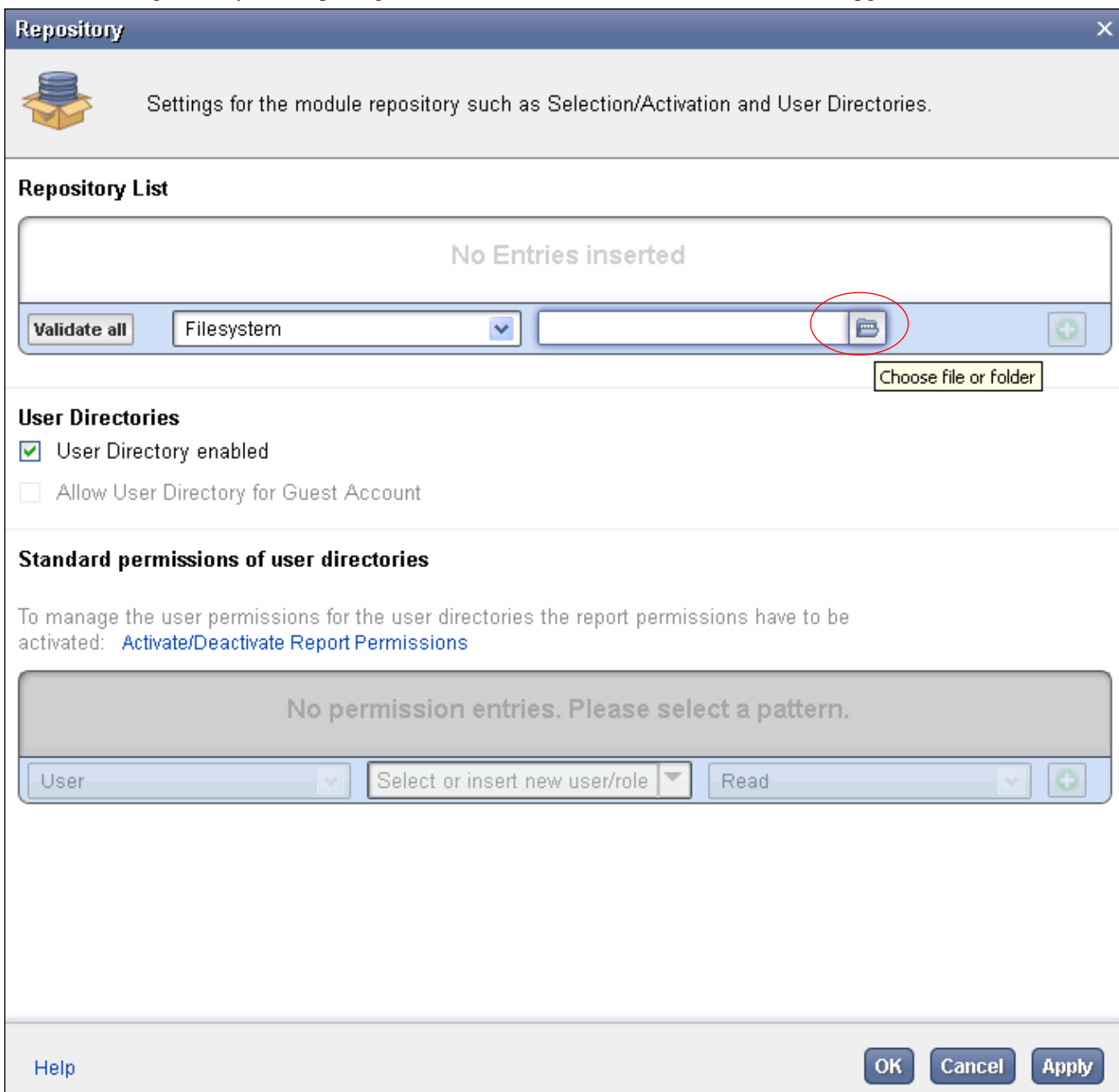


Figure 7: Repository Screen - Click folder icon

On the newly opened screen, browse to path “/Tekelec/WebNMS/reportingStudio” and click OK button.

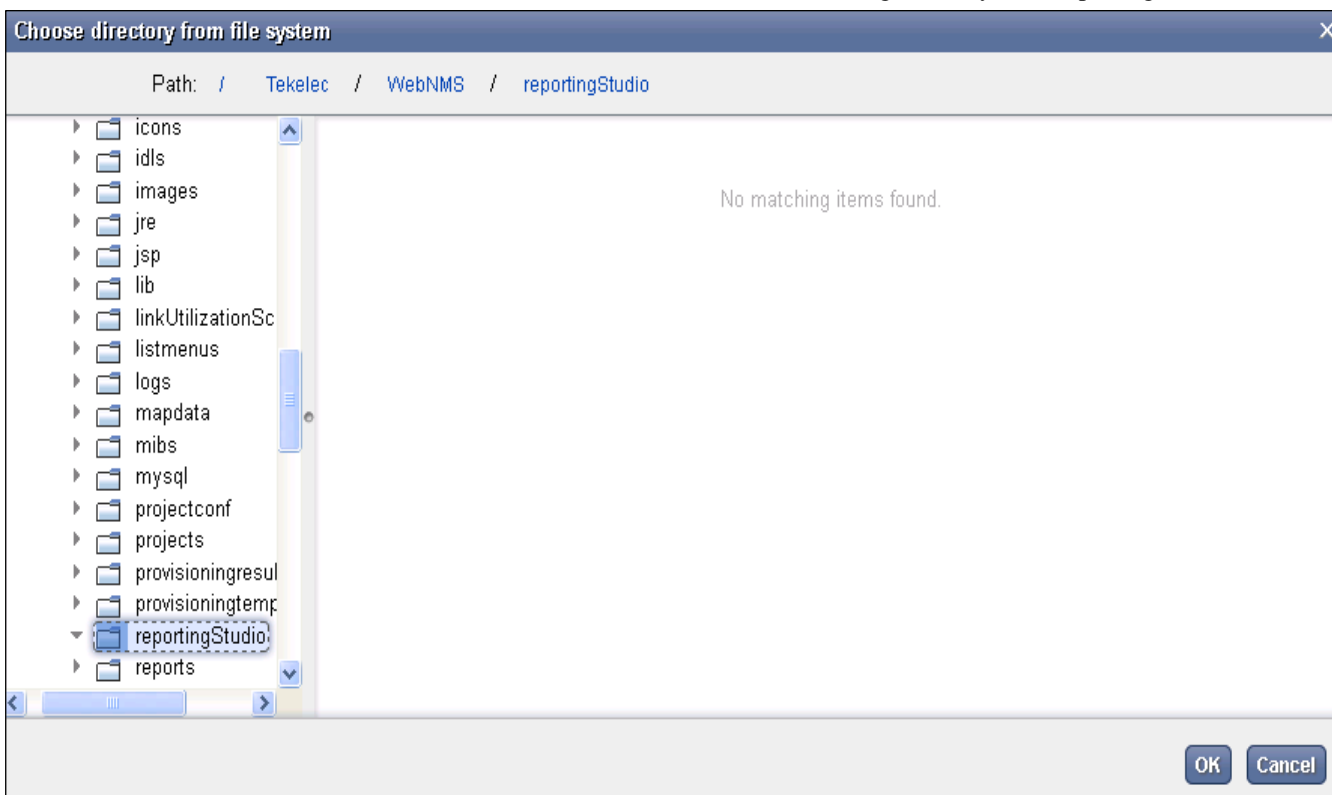


Figure 8: Repository Screen – Browse to repository path

Further, click the “+” icon on right side of the folder icon to add the previously selected repository path.

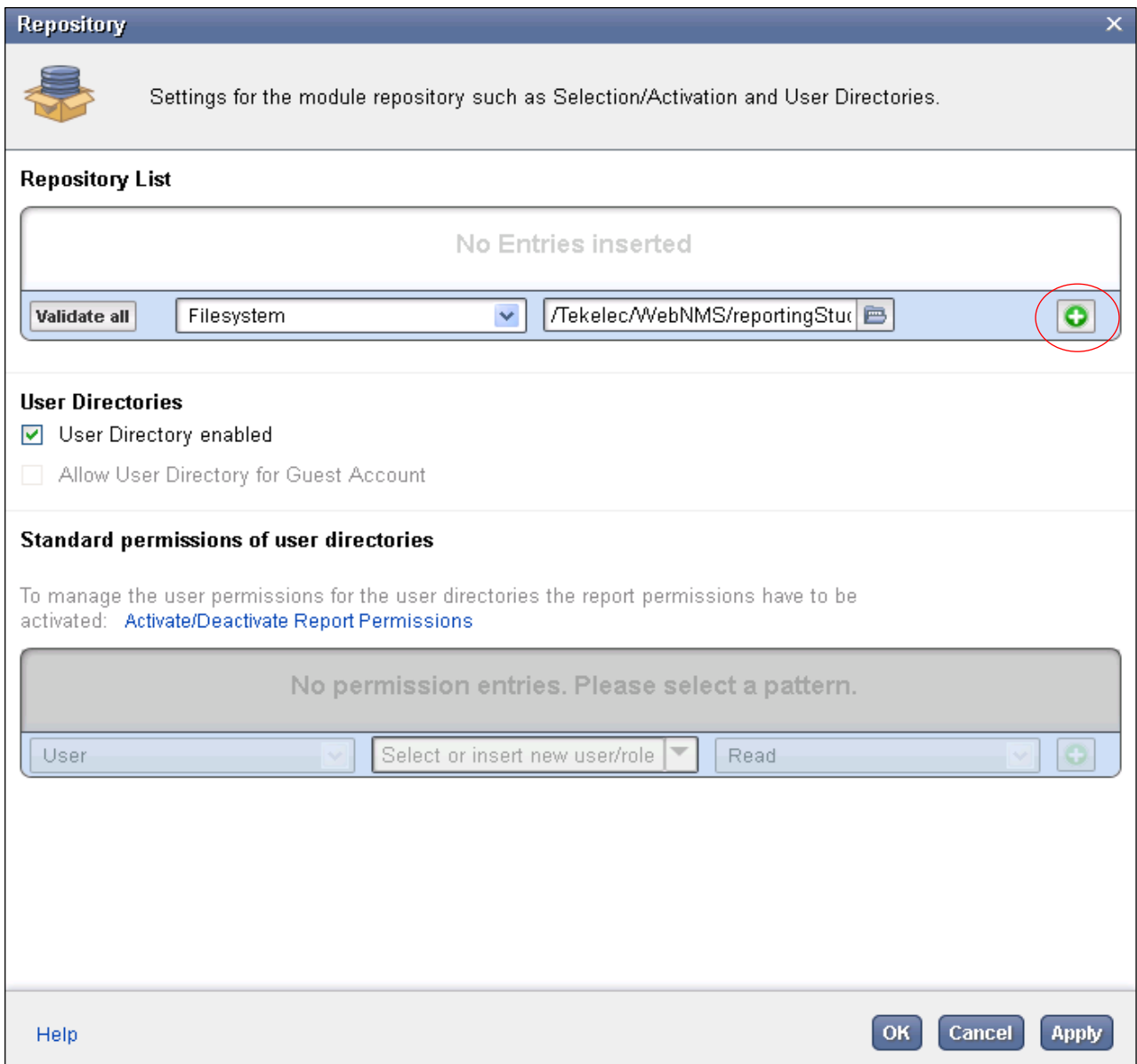


Figure 9: Repository Screen – Add the repository path

On the ‘Activate current repository’ pop-up, click Yes button. Then click Apply and OK buttons to save the changes.

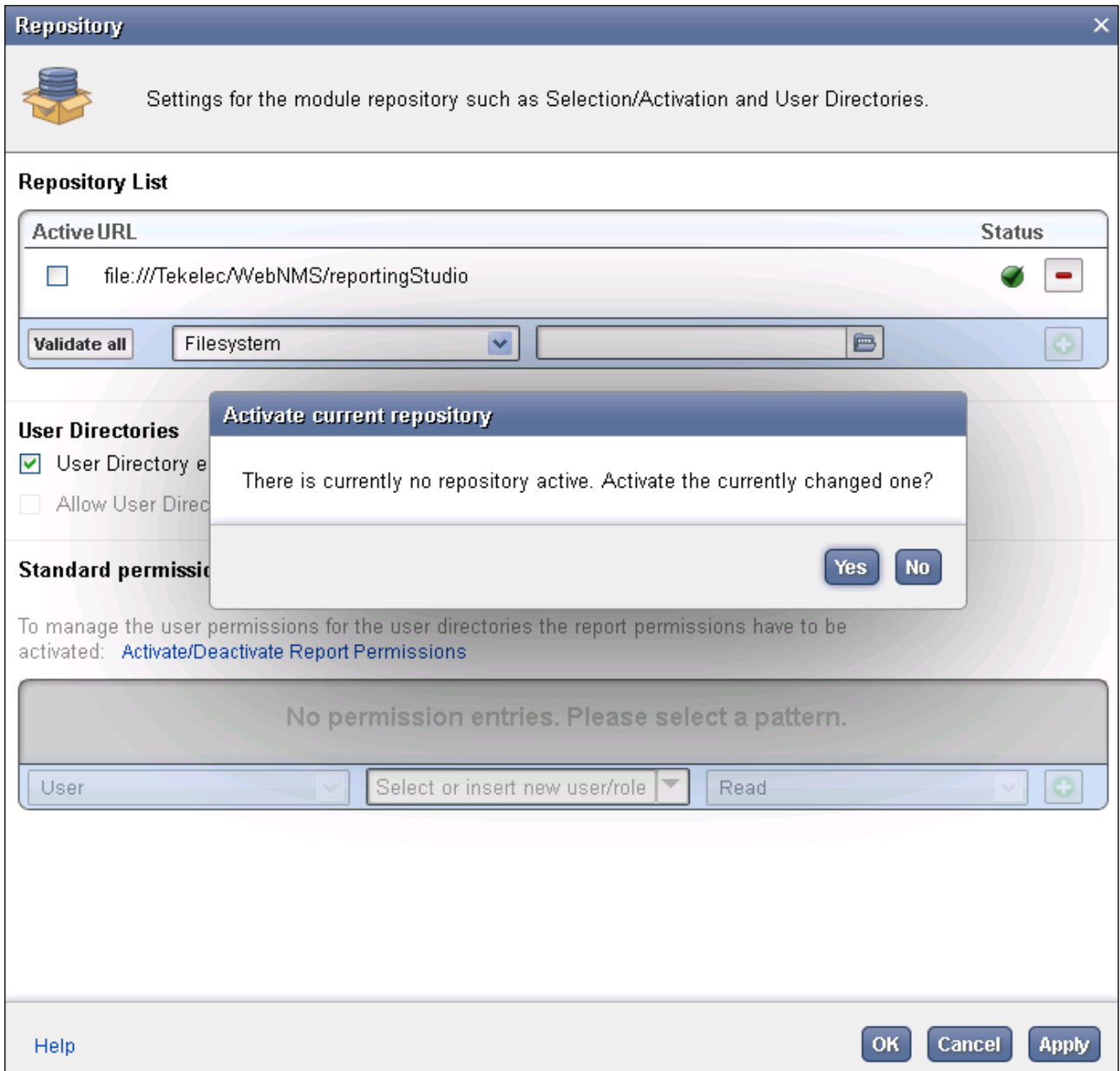


Figure 10: Repository Screen – Activate the repository

4. Activating Scheduler–

The Scheduler feature is not enabled by default and it needs to be enabled for use.

Click on the ‘Scheduler’ option in the Components section. It shall open the ‘Scheduler’ screen. Select the checkbox against the ‘Scheduler activated’ option as shown below. Then, click Apply and OK buttons to save the changes.

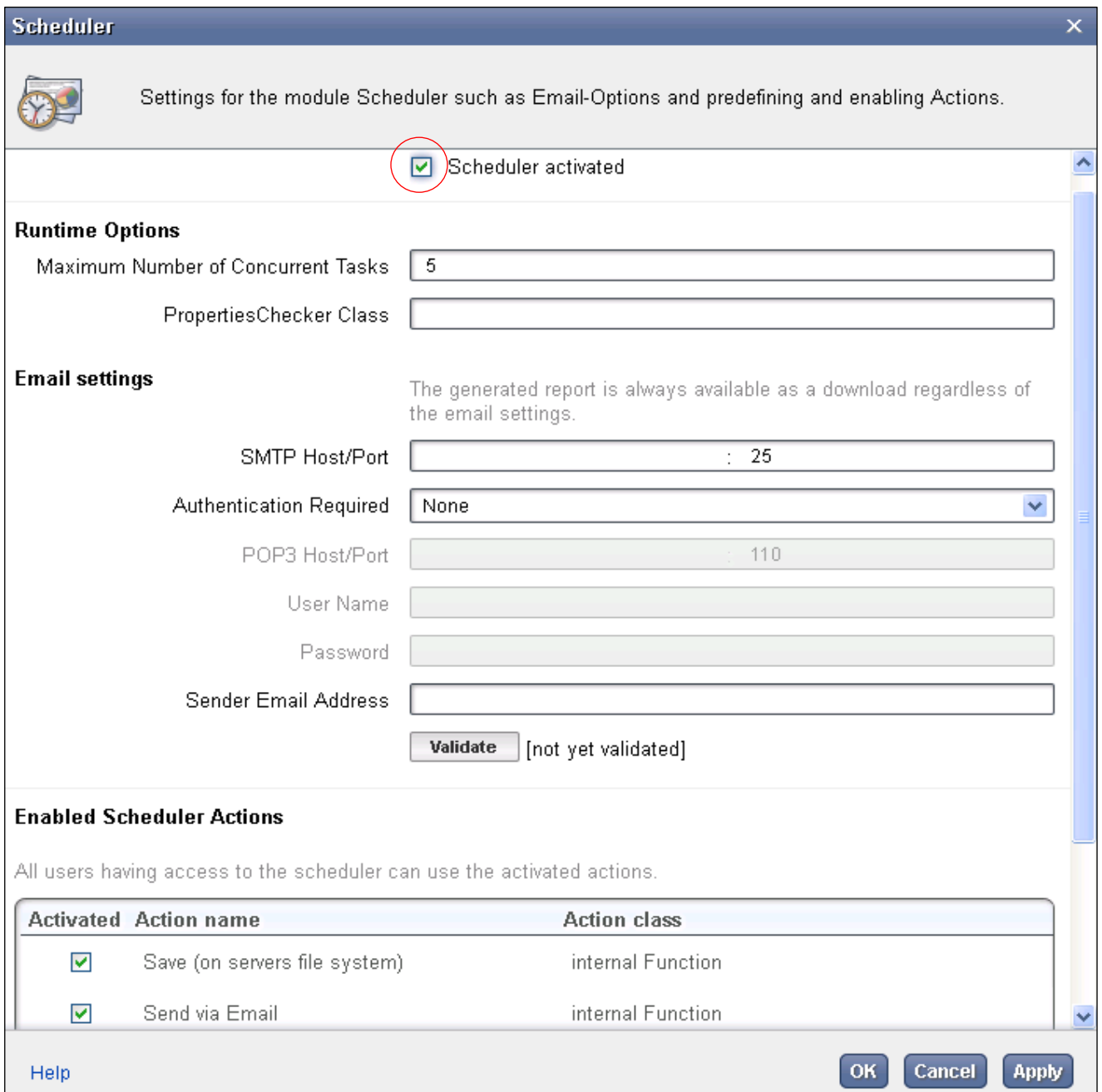


Figure 11: Activating Scheduler module

5. Adding E5ms filter for single sign on from E5-MS –

Click on the 'Customization' option in the System section. It shall open the 'Customization' screen. Add an entry "com.tekelec.e5ms.filter.E5msFilter" in the Servlet Filter text box and click on the "+" icon. This will add the "com.tekelec.e5ms.filter.E5msFilter" entry. Then, click on Apply and OK buttons to save the changes.

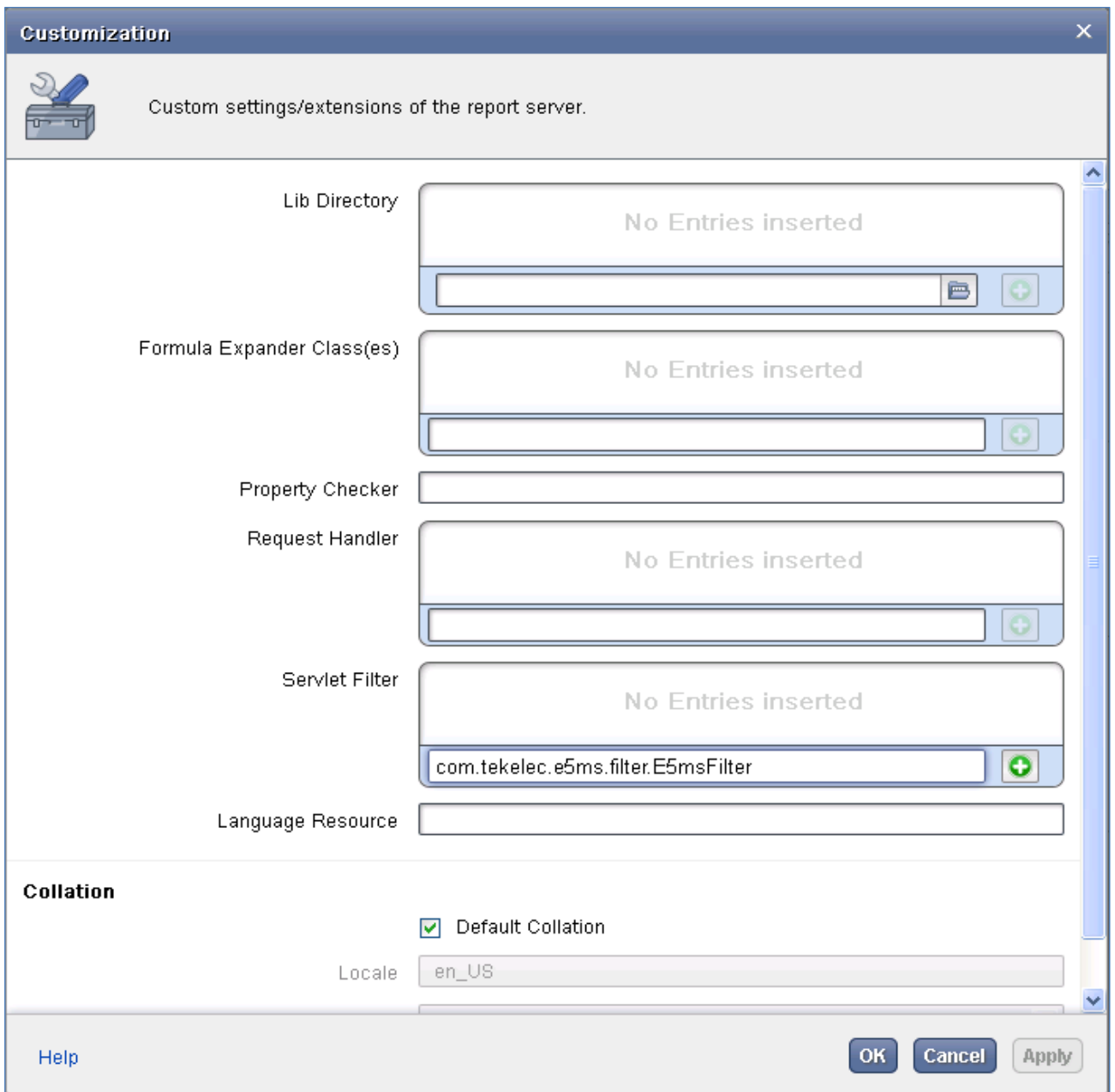


Figure 12: Adding E5ms Filter

6. Setting Login type –

Click on the 'Login/IP Filter' option in the Security section. It shall open the 'Login/IP Filter' screen. In the Login Type drop down, select value Internal Webserver. Then, click on Apply and OK buttons to save the changes.

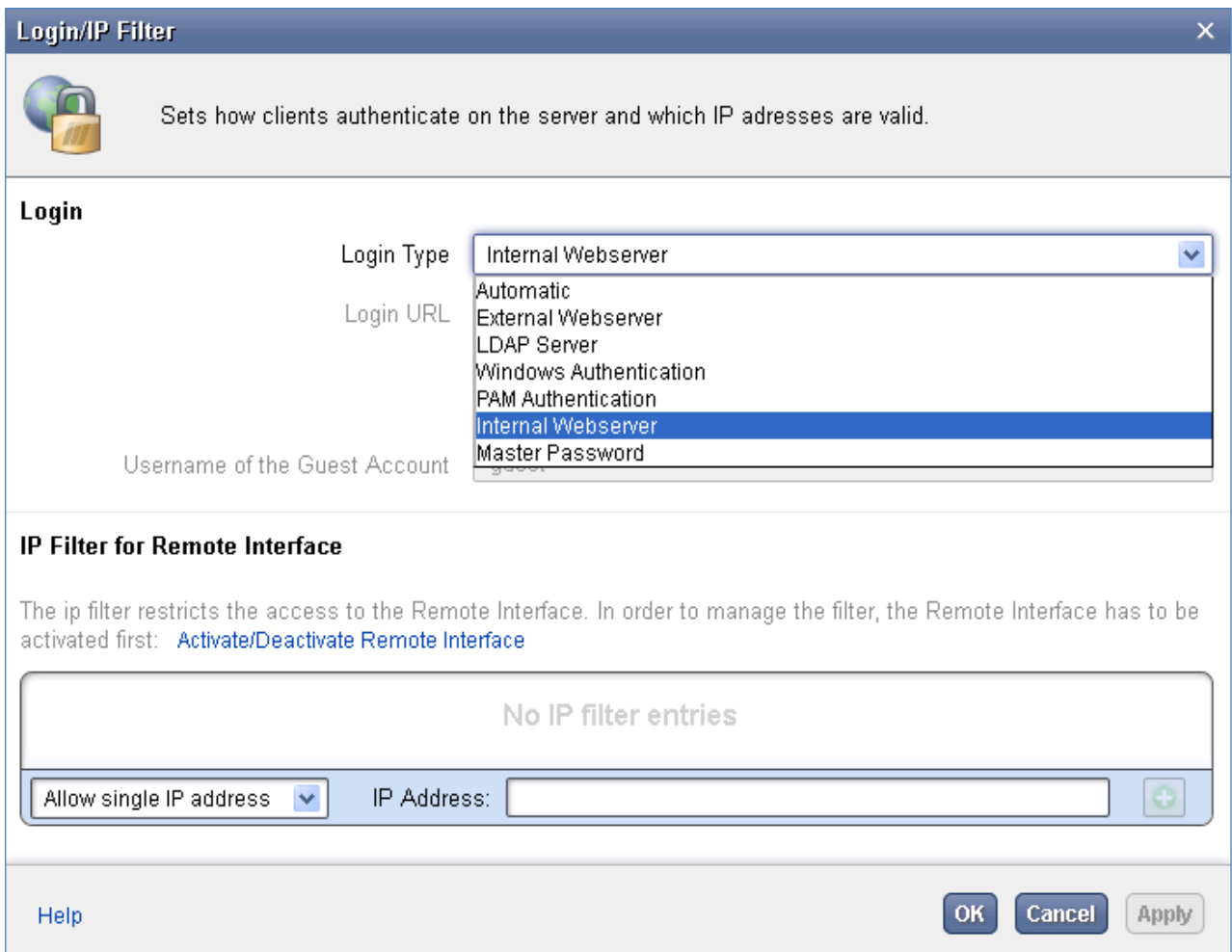


Figure 13: Setting Login Type

7. Adding E5-MS database as the data source –

Click on ‘Data Source Configuration’ tab on Remote Interface screen. It shall open the Data Source Configuration screen. On this screen, Select tab User (root), click Add button and provide the database name ‘e5msdb’ and click OK as shown below -

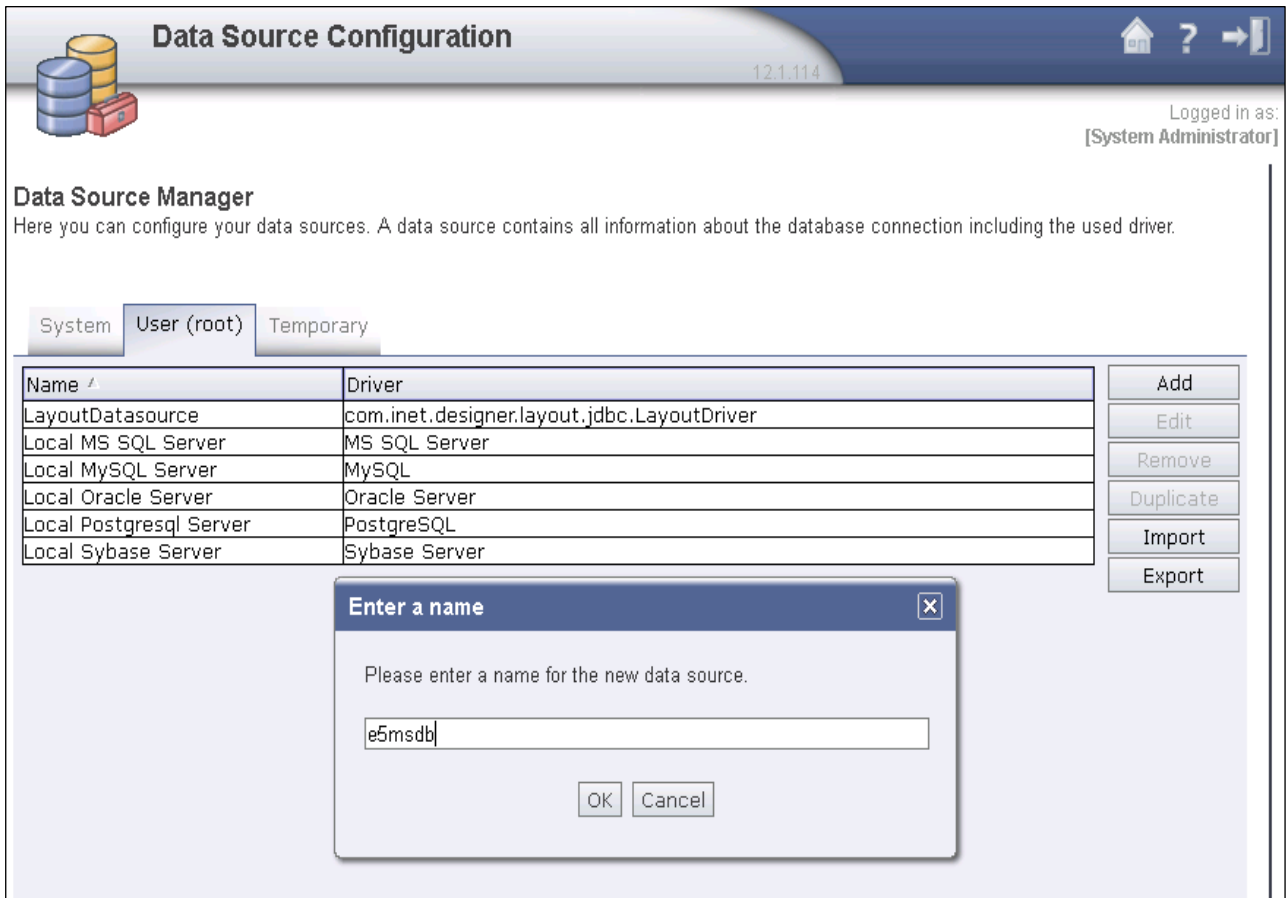


Figure 14: Adding E5-MS database as datasource

On the next page, select the MySQL driver as shown below and click OK.

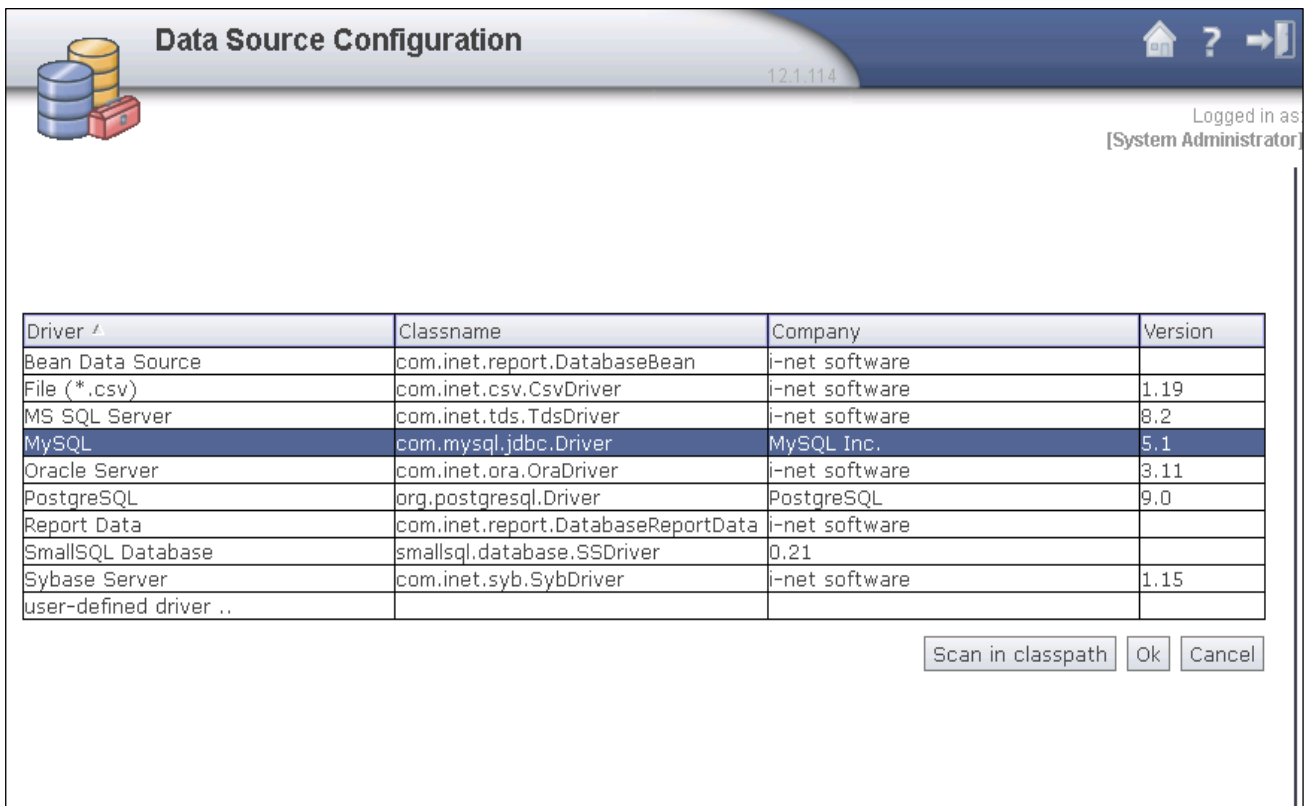


Figure 15: Adding E5-MS database - Select driver

On the next page, provide values for User, Password, Host and Database fields as shown below. If E5-MS server is running, then on clicking the Check Connection button, it shall show a connection successful message as shown below -

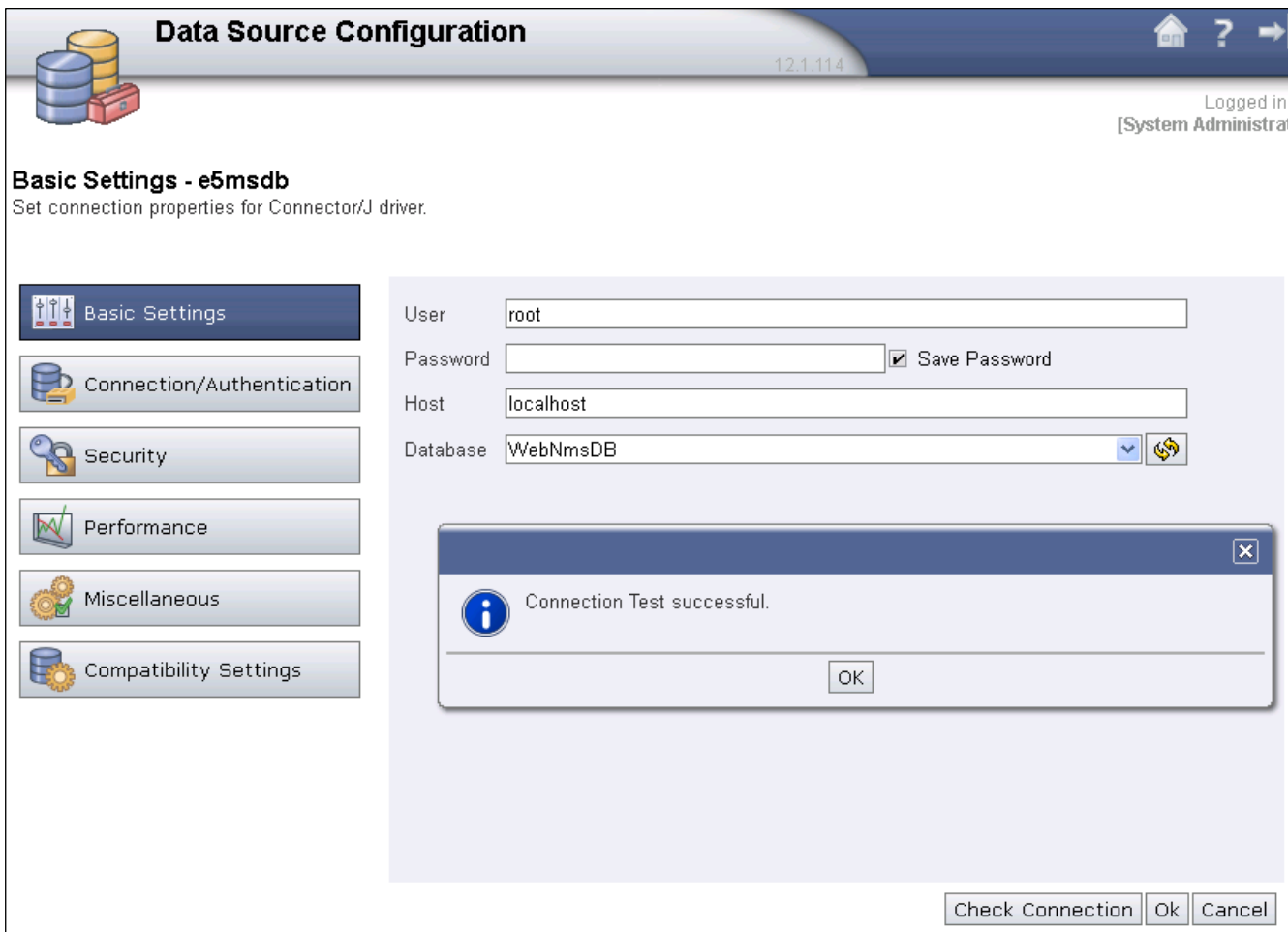


Figure 16: Adding E5-MS database - Done

5.0 STOPPING I-NET CLEAR REPORTS SERVER

To stop i-net Clear Reports server, following steps should be performed by 'root' or a system admin user -

1. cd to the i-net Clear Reports installation directory –

```
# cd /usr/local/i-net\ Clear\ Reports/
```

2. Stop i-net Clear Reports server by using following command –

```
# sh stopListener.sh
```

```
[root@e5ms1 i-net Clear Reports]# sh stopListener.sh
Stopping i-net Clear Reports Standalone Server           [ OK ]
./Listener.sh: line 36: log_end_msg: command not found
[root@e5ms1 i-net Clear Reports]# █
```

6.0 UNINSTALLATION OF I-NET CLEAR REPORTS

To uninstall i-net Clear Reports server, following steps should be performed by 'root' or a system admin user. Note that the uninstallation script launches windows so the display of server shall be properly forwarded –

1. cd to the i-net Clear Reports installation directory –

```
# cd /usr/local/i-net\ Clear\ Reports/
```

2. Execute the uninstall script using following command –

```
# sh uninstall.sh
```

This shall display messages similar to following -

```
[root@e5ms1 i-net Clear Reports]# sh uninstall.sh
Starting the i-net Clear Reports Uninstaller
+ cd '/usr/local/i-net Clear Reports'
+ java -jar Uninstaller/uninstaller.jar
Command line uninstaller.

Force deletion: false
Processing destroy
/usr/local/i-net Clear Reports/uninstall.sh
/usr/local/i-net Clear Reports/tutorials/300_How_to_create_a_Chart.tut
/usr/local/i-net Clear Reports/tutorials/200_How_to_create_a_Report_with_a_Datasource.tut
/usr/local/i-net Clear Reports/tutorials/100_How_to_create_a_Datasource.tut
/usr/local/i-net Clear Reports/templates/04-reportsamples/pie_chart_sample.rpt
/usr/local/i-net Clear Reports/templates/04-reportsamples/orders_per_products.rpt
/usr/local/i-net Clear Reports/templates/04-reportsamples/multicolumn.rpt
/usr/local/i-net Clear Reports/templates/04-reportsamples/mailing_label.rpt
/usr/local/i-net Clear Reports/templates/04-reportsamples/empoftheyear.rpt
/usr/local/i-net Clear Reports/templates/04-reportsamples/customerprofilereport.rpt
/usr/local/i-net Clear Reports/templates/04-reportsamples/crosstab_sample.rpt
/usr/local/i-net Clear Reports/templates/04-reportsamples/bowling_sample.rpt
/usr/local/i-net Clear Reports/templates/04-reportsamples/bar_chart_sample.rpt
/usr/local/i-net Clear Reports/templates/04-reportsamples/.directoryName
/usr/local/i-net Clear Reports/templates/03-blueberry/05-blueberry-crosstab-landscape.rpt
/usr/local/i-net Clear Reports/templates/03-blueberry/04-blueberry-crosstab-portrait.rpt
/usr/local/i-net Clear Reports/templates/03-blueberry/03-blueberry-chart-landscape.rpt
/usr/local/i-net Clear Reports/templates/03-blueberry/02-blueberry-chart-portrait.rpt
/usr/local/i-net Clear Reports/templates/03-blueberry/01-blueberry-table-data.rpt
/usr/local/i-net Clear Reports/templates/03-blueberry/.directoryName
/usr/local/i-net Clear Reports/templates/02-summer-breeze/05-summer-breeze-crosstab-landscape.rpt
/usr/local/i-net Clear Reports/templates/02-summer-breeze/04-summer-breeze-crosstab-portrait.rpt
/usr/local/i-net Clear Reports/templates/02-summer-breeze/03-summer-breeze-chart-landscape.rpt
/usr/local/i-net Clear Reports/templates/02-summer-breeze/02-summer-breeze-chart-portrait.rpt
/usr/local/i-net Clear Reports/templates/02-summer-breeze/01-summer-breeze-table-data.rpt
/usr/local/i-net Clear Reports/templates/02-summer-breeze/.directoryName
/usr/local/i-net Clear Reports/templates/01-unstyled/10-unstyled-labels.rpt
/usr/local/i-net Clear Reports/templates/01-unstyled/09-unstyled-complex-landscape.rpt
/usr/local/i-net Clear Reports/templates/01-unstyled/08-unstyled-complex-portrait.rpt
```

```
/usr/local/i-net Clear Reports/templates/01-unstyled/07-unstyled-table-data-landscape.rpt
/usr/local/i-net Clear Reports/templates/01-unstyled/06-unstyled-table-data-portrait.rpt
/usr/local/i-net Clear Reports/templates/01-unstyled/05-unstyled-crosstab-landscape.rpt
/usr/local/i-net Clear Reports/templates/01-unstyled/04-unstyled-crosstab-portrait.rpt
/usr/local/i-net Clear Reports/templates/01-unstyled/03-unstyled-chart-landscape.rpt
/usr/local/i-net Clear Reports/templates/01-unstyled/02-unstyled-chart-portrait.rpt
/usr/local/i-net Clear Reports/templates/01-unstyled/01-unstyled-table-data.rpt
/usr/local/i-net Clear Reports/templates/01-unstyled/.directoryName
/usr/local/i-net Clear Reports/stopListener.sh
/usr/local/i-net Clear Reports/startpage/style.css
/usr/local/i-net Clear Reports/startpage/start.rpt
/usr/local/i-net Clear Reports/startpage/reportPermissions.xml
/usr/local/i-net Clear Reports/startpage/index.html
/usr/local/i-net Clear Reports/startpage/images/scheduler.png
/usr/local/i-net Clear Reports/startpage/images/remote-interface.png
/usr/local/i-net Clear Reports/startpage/images/mod_scheduler.png
/usr/local/i-net Clear Reports/startpage/images/mod_adhoc.png
/usr/local/i-net Clear Reports/startpage/images/logo.png
/usr/local/i-net Clear Reports/startpage/images/error.png
/usr/local/i-net Clear Reports/startpage/images/designer_70.png
/usr/local/i-net Clear Reports/startpage/images/cc-background-top.jpg
/usr/local/i-net Clear Reports/startpage/images/bullet.gif
/usr/local/i-net Clear Reports/startpage/images/background-bottom.jpg
/usr/local/i-net Clear Reports/startpage/error.json
/usr/local/i-net Clear Reports/startpage/error.html
/usr/local/i-net Clear Reports/startStandaloneConfiguration.sh
/usr/local/i-net Clear Reports/startListener.sh
/usr/local/i-net Clear Reports/setup_tmp/inetold-rpt.xml
/usr/local/i-net Clear Reports/setup_tmp/inet-rpt.xml
/usr/local/i-net Clear Reports/setup_tmp/inet-jra.xml
/usr/local/i-net Clear Reports/setup_tmp/inet-dataview.xml
/usr/local/i-net Clear Reports/setup_tmp/default_sybase.xml
/usr/local/i-net Clear Reports/setup_tmp/default_postgresql.xml
/usr/local/i-net Clear Reports/setup_tmp/default_oracle.xml
/usr/local/i-net Clear Reports/setup_tmp/default_mysql.xml
/usr/local/i-net Clear Reports/setup_tmp/default_mssql.xml
/usr/local/i-net Clear Reports/setup_tmp/crystalclear.properties
/usr/local/i-net Clear Reports/setup_tmp/client/documentation/ccruntime.html
/usr/local/i-net Clear Reports/setup_tmp/ccsetup.jar
/usr/local/i-net Clear Reports/setup_tmp/LayoutDatasource.xml
/usr/local/i-net Clear Reports/setup_tmp/CCLnF.jar
/usr/local/i-net Clear Reports/sampledatabse/smallsql.master
/usr/local/i-net Clear Reports/sampledatabse/bowlingResults.sdb
/usr/local/i-net Clear Reports/sampledatabse/Signature.sdb
/usr/local/i-net Clear Reports/sampledatabse/ProjectManagement.sdb
/usr/local/i-net Clear Reports/sampledatabse/Products.sdb
/usr/local/i-net Clear Reports/sampledatabse/Products.lob
/usr/local/i-net Clear Reports/sampledatabse/Orders.sdb
/usr/local/i-net Clear Reports/sampledatabse/Order_Details.sdb
/usr/local/i-net Clear Reports/sampledatabse/JavaClasses.sdb
/usr/local/i-net Clear Reports/sampledatabse/Employees.sdb
```

```

/usr/local/i-net Clear Reports/sampledatabase/EmployeeAddresses.sdb
/usr/local/i-net Clear Reports/sampledatabase/Customers.sdb
/usr/local/i-net Clear Reports/lib/waffle/waffle-jna.jar
/usr/local/i-net Clear Reports/lib/waffle/platform.jar
/usr/local/i-net Clear Reports/lib/waffle/libpam4j.jar
/usr/local/i-net Clear Reports/lib/waffle/jna.jar
/usr/local/i-net Clear Reports/lib/waffle/guava.jar
/usr/local/i-net Clear Reports/lib/waffle/License_libpam4j.txt
/usr/local/i-net Clear Reports/lib/waffle/License_jna.txt
/usr/local/i-net Clear Reports/lib/waffle/License_guava.txt
/usr/local/i-net Clear Reports/lib/waffle/License.txt
/usr/local/i-net Clear Reports/lib/driver/smallsql.jar
/usr/local/i-net Clear Reports/lib/driver/postgresql-jdbc4_license.txt
/usr/local/i-net Clear Reports/lib/driver/postgresql-jdbc4.jar
/usr/local/i-net Clear Reports/lib/driver/mysql-connector-java_license.txt
/usr/local/i-net Clear Reports/lib/driver/mysql-connector-java.jar
/usr/local/i-net Clear Reports/lib/driver/Syto.jar
/usr/local/i-net Clear Reports/lib/driver/Oranxo.jar
/usr/local/i-net Clear Reports/lib/driver/Merlia.jar
/usr/local/i-net Clear Reports/lib/driver/License_smallsql.txt
/usr/local/i-net Clear Reports/lib/driver/LayoutJDBCdriver.jar
/usr/local/i-net Clear Reports/lib/driver/Fositex.jar
/usr/local/i-net Clear Reports/lib/dataview-fileicon.ico
/usr/local/i-net Clear Reports/lib/commons-logging.jar
/usr/local/i-net Clear Reports/lib/cc.ico
/usr/local/i-net Clear Reports/lib/cc-uninstall.ico
/usr/local/i-net Clear Reports/lib/cc-fileicon.ico
/usr/local/i-net Clear Reports/lib/beans/zxing/zxing_core_javase.jar
/usr/local/i-net Clear Reports/lib/beans/svgSalamander-tiny.jar
/usr/local/i-net Clear Reports/lib/beans/jeuclid.jar
/usr/local/i-net Clear Reports/lib/beans/ZxingBarCodes.jar
/usr/local/i-net Clear Reports/lib/beans/License_svgSalamander.txt
/usr/local/i-net Clear Reports/lib/beans/License_JGaugeBean.txt
/usr/local/i-net Clear Reports/lib/beans/License_JEuclid.txt
/usr/local/i-net Clear Reports/lib/beans/License_JBarcodeBean.txt
/usr/local/i-net Clear Reports/lib/beans/JGaugeBean.jar
/usr/local/i-net Clear Reports/lib/beans/JBarcodeBean.jar
/usr/local/i-net Clear Reports/lib/beans/BarcodePDF417Bean.jar
/usr/local/i-net Clear Reports/lib/Scheduler.jar
/usr/local/i-net Clear Reports/lib/Configuration.jar
/usr/local/i-net Clear Reports/lib/Config-Manager.ico
/usr/local/i-net Clear Reports/gettingstarted.html
/usr/local/i-net Clear Reports/core/xmlrpc-1.1.1.jar
/usr/local/i-net Clear Reports/core/webdav/webdavclient4j-core-0.92.jar
/usr/local/i-net Clear Reports/core/webdav/jdom-1.0.jar
/usr/local/i-net Clear Reports/core/webdav/commons-httpclient-3.0.1.jar
/usr/local/i-net Clear Reports/core/webdav/commons-codec-1.3.jar
/usr/local/i-net Clear Reports/core/webdav/License_jdom.txt
/usr/local/i-net Clear Reports/core/webdav/License.txt
/usr/local/i-net Clear Reports/core/slf4j-api-1.6.1.jar
/usr/local/i-net Clear Reports/core/milton/mime-util.jar

```

```
/usr/local/i-net Clear Reports/core/milton/milton-servlet-1.4.jar
/usr/local/i-net Clear Reports/core/milton/milton-api-1.4.jar
/usr/local/i-net Clear Reports/core/milton/License.txt
/usr/local/i-net Clear Reports/core/milton/License.html
/usr/local/i-net Clear Reports/core/mail.jar
/usr/local/i-net Clear Reports/core/lucene/lucene-core.jar
/usr/local/i-net Clear Reports/core/lucene/compass.jar
/usr/local/i-net Clear Reports/core/lucene/License.txt
/usr/local/i-net Clear Reports/core/jsr305.jar
/usr/local/i-net Clear Reports/core/jhall.jar
/usr/local/i-net Clear Reports/core/jfreechartCC.jar
/usr/local/i-net Clear Reports/core/jfreechart-licence.txt
/usr/local/i-net Clear Reports/core/jetty/jsp-api-2.0.jar
/usr/local/i-net Clear Reports/core/jetty/jetty_licenses.zip
/usr/local/i-net Clear Reports/core/jetty/CCservlet-api-2.5.jar
/usr/local/i-net Clear Reports/core/jetty/CCjetty.jar
/usr/local/i-net Clear Reports/core/jetty/CCjetty-util.jar
/usr/local/i-net Clear Reports/core/jcommon.jar
/usr/local/i-net Clear Reports/core/gwt-servlet.jar
/usr/local/i-net Clear Reports/core/gwt-servlet-deps.jar
/usr/local/i-net Clear Reports/core/ehcache-core.jar
/usr/local/i-net Clear Reports/core/echo2/echopointng.jar
/usr/local/i-net Clear Reports/core/echo2/commons-fileupload-1.0.jar
/usr/local/i-net Clear Reports/core/echo2/MPL-1.1.txt
/usr/local/i-net Clear Reports/core/echo2/LICENSE-2.0.txt
/usr/local/i-net Clear Reports/core/echo2/Echo2_WebRender.jar
/usr/local/i-net Clear Reports/core/echo2/Echo2_WebContainer.jar
/usr/local/i-net Clear Reports/core/echo2/Echo2_FileTransfer_WebContainer.jar
/usr/local/i-net Clear Reports/core/echo2/Echo2_FileTransfer_App.jar
/usr/local/i-net Clear Reports/core/echo2/Echo2_Extras_WebContainer.jar
/usr/local/i-net Clear Reports/core/echo2/Echo2_Extras_App.jar
/usr/local/i-net Clear Reports/core/echo2/Echo2_App.jar
/usr/local/i-net Clear Reports/core/designer/swing-layout.jar
/usr/local/i-net Clear Reports/core/designer/jortho.jar
/usr/local/i-net Clear Reports/core/designer/SBSTutorial.jar
/usr/local/i-net Clear Reports/core/designer/License_swing-layout.txt
/usr/local/i-net Clear Reports/core/designer/License_sbstutorial.txt
/usr/local/i-net Clear Reports/core/designer/License_JOrtho.txt
/usr/local/i-net Clear Reports/core/commons-net-3.0.1.jar
/usr/local/i-net Clear Reports/core/commons-logging.jar
/usr/local/i-net Clear Reports/core/commons-digester3-3.2-with-deps.jar
/usr/local/i-net Clear Reports/core/adhocLoader.jar
/usr/local/i-net Clear Reports/core/adhocClient.jar
/usr/local/i-net Clear Reports/core/activation.jar
/usr/local/i-net Clear Reports/core/TableLayout.jar
/usr/local/i-net Clear Reports/core/ReportViewer.jar
/usr/local/i-net Clear Reports/core/RemoteGUI.jar
/usr/local/i-net Clear Reports/core/License_xmlrpc.txt
/usr/local/i-net Clear Reports/core/License_gwt.txt
/usr/local/i-net Clear Reports/core/JnlpDesigner.jar
/usr/local/i-net Clear Reports/core/JWebEngine.jar
```

```

/usr/local/i-net Clear Reports/core/Designer.jar
/usr/local/i-net Clear Reports/core/ClearReports.jar
/usr/local/i-net Clear Reports/core/CCLib.jar
/usr/local/i-net Clear Reports/client/svgviewer/zoomout.gif
/usr/local/i-net Clear Reports/client/svgviewer/zoomin.gif
/usr/local/i-net Clear Reports/client/svgviewer/unlock.gif
/usr/local/i-net Clear Reports/client/svgviewer/start_disabled.gif
/usr/local/i-net Clear Reports/client/svgviewer/start.gif
/usr/local/i-net Clear Reports/client/svgviewer/singlepage.gif
/usr/local/i-net Clear Reports/client/svgviewer/save.gif
/usr/local/i-net Clear Reports/client/svgviewer/print.gif
/usr/local/i-net Clear Reports/client/svgviewer/next_disabled.gif
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/usr/local/i-net Clear Reports/client/svgviewer/lock.gif
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/usr/local/i-net Clear Reports/client/svgviewer/end_disabled.gif
/usr/local/i-net Clear Reports/client/svgviewer/end.gif
/usr/local/i-net Clear Reports/client/svgviewer/dropdown.png
/usr/local/i-net Clear Reports/client/svgviewer/doublepage_disabled.gif
/usr/local/i-net Clear Reports/client/svgviewer/doublepage.gif
/usr/local/i-net Clear Reports/client/svgviewer/doublecontinuous_disabled.gif
/usr/local/i-net Clear Reports/client/svgviewer/doublecontinuous.gif
/usr/local/i-net Clear Reports/client/svgviewer/back_disabled.gif
/usr/local/i-net Clear Reports/client/svgviewer/back.gif
/usr/local/i-net Clear Reports/client/prompt/static-gwt.css
/usr/local/i-net Clear Reports/client/prompt/prompt.nocache.js
/usr/local/i-net Clear Reports/client/prompt/hosted.html
/usr/local/i-net Clear Reports/client/prompt/gwt/standard/standard_rtl.css
/usr/local/i-net Clear Reports/client/prompt/gwt/standard/standard.css
/usr/local/i-net Clear Reports/client/prompt/gwt/standard/images/vborder_ie6.png
/usr/local/i-net Clear Reports/client/prompt/gwt/standard/images/vborder.png
/usr/local/i-net Clear Reports/client/prompt/gwt/standard/images/splitPanelThumb.png
/usr/local/i-net Clear
Reports/client/prompt/gwt/standard/images/ie6/vborder_gray_shadow.png
/usr/local/i-net Clear
Reports/client/prompt/gwt/standard/images/ie6/vborder_blue_shadow.png
/usr/local/i-net Clear
Reports/client/prompt/gwt/standard/images/ie6/hborder_gray_shadow.png
/usr/local/i-net Clear
Reports/client/prompt/gwt/standard/images/ie6/hborder_blue_shadow.png
/usr/local/i-net Clear
Reports/client/prompt/gwt/standard/images/ie6/corner_dialog_topright.png
/usr/local/i-net Clear
Reports/client/prompt/gwt/standard/images/ie6/corner_dialog_topleft.png
/usr/local/i-net Clear Reports/client/prompt/gwt/standard/images/hborder_ie6.png
/usr/local/i-net Clear Reports/client/prompt/gwt/standard/images/hborder.png
/usr/local/i-net Clear Reports/client/prompt/gwt/standard/images/corner_ie6.png
/usr/local/i-net Clear Reports/client/prompt/gwt/standard/images/corner.png
/usr/local/i-net Clear Reports/client/prompt/colors.css
/usr/local/i-net Clear Reports/client/prompt/clear.cache.gif
/usr/local/i-net Clear Reports/client/prompt/EFF4EE18B737FCBE4E802D27AEF03FB6.cache.html
/usr/local/i-net Clear Reports/client/prompt/EDC7827FEEA59EE44AD790B1C6430C45.cache.png

```


/usr/local/i-net Clear Reports/client/prompt/E44767377485D18D6B6864F65BA8EF73.cache.png
/usr/local/i-net Clear Reports/client/prompt/DF7764EEC1903CD03C9545B354D8D8E4.cache.png
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/usr/local/i-net Clear Reports/client/prompt/C4DA5A6DC1EC4AEC52B3FB464706B366.cache.html
/usr/local/i-net Clear Reports/client/prompt/ACFBDF8485BF82D614A5C415F3BFE42D.cache.html
/usr/local/i-net Clear Reports/client/prompt/A511C9E0BCF1E8B953CB45A1E9FAF14D.cache.html
/usr/local/i-net Clear Reports/client/prompt/A254687876623CA647090B38B47B9D82.cache.html
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/usr/local/i-net Clear Reports/client/prompt/9A43C7A2A24C3A2A5CA12F8FAC3A0ABC.gwt.rpc
/usr/local/i-net Clear Reports/client/prompt/8B18766A69586CF39F78EFA08EDEF5A.cache.html
/usr/local/i-net Clear Reports/client/prompt/8603379B5088782D2C0620FAE856E112.cache.png
/usr/local/i-net Clear Reports/client/prompt/7CE10ED14F903D6393613D3C4510CB0E.cache.html
/usr/local/i-net Clear Reports/client/prompt/62173631D35272D2ADCCD0D29743B7D4.cache.html
/usr/local/i-net Clear Reports/client/prompt/50F879137934FFF1F0C4AE438C095215.cache.png
/usr/local/i-net Clear Reports/client/prompt/4D4C3B94A087E5325D48925FDED3A6EE.cache.html
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/usr/local/i-net Clear Reports/client/prompt/396F806CD63ABD414BFBB9D57429F05B.cache.png
/usr/local/i-net Clear Reports/client/prompt/343EA543BA64CE0B62FFADB08F79F438.cache.html
/usr/local/i-net Clear Reports/client/prompt/323B5BF681DF9042E36CD8F436CE655F.cache.png
/usr/local/i-net Clear Reports/client/prompt/2C1B980EE20206A9D4ED8E02C31D6504.cache.html
/usr/local/i-net Clear Reports/client/prompt/2869D097E8ED12E6E65FB7BC054F8BA1.cache.html
/usr/local/i-net Clear Reports/client/prompt/19EE590F021AEBB2F416EACA2EB7B91C.cache.html
/usr/local/i-net Clear Reports/client/prompt/0A9476898799A150D840F0B1C3672921.cache.png
/usr/local/i-net Clear Reports/client/prompt/078515D10D3B7B6F7159863FBCBB069A.cache.html
/usr/local/i-net Clear Reports/client/favicon.ico
/usr/local/i-net Clear Reports/client/favicon.icns
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/xls.html
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/txt.html
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/ps.html
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/pdf.html
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/image.html
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/htm.html
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/export-xls.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/export-txt.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/export-ps.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/export-pdf.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/export-jpg.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/export-html.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/export-csv.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats/csv.html
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-formats.html
/usr/local/i-net Clear Reports/client/documentation/viewer/en/export-dialog.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/xls.html
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/txt.html
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/ps.html

```
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/pdf.html
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/image.html
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/htm.html
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/export-xls-
german.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/export-txt-
german.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/export-ps-
german.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/export-pdf-
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/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/export-jpg-
german.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/export-html-
german.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/export-csv-
german.jpg
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats/csv.html
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-formats.html
/usr/local/i-net Clear Reports/client/documentation/viewer/de/export-dialog-german.jpg
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
setup/images/logo.png
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
setup/images/favicon.ico
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
setup/images/bullet.gif
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
setup/images/background-bottom-light.jpg
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
documentation/images/topimage.png
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
documentation/images/pagebackground.jpg
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
documentation/images/logo.png
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
documentation/images/list-style-image.png
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
documentation/images/header-logo.png
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
documentation/images/favicon.ico
/usr/local/i-net Clear Reports/client/documentation/lib/tpl/clearreports-
documentation/images/bullet.gif
/usr/local/i-net Clear
Reports/client/documentation/lib/plugins/popupviewer/images/modifier-images.png
/usr/local/i-net Clear
Reports/client/documentation/lib/plugins/popupviewer/images/loading.gif
/usr/local/i-net Clear Reports/client/documentation/lib/exe/js.php.t.clearreports-
documentation.js
/usr/local/i-net Clear Reports/client/documentation/lib/exe/css.php.t.clearreports-
setup.css
/usr/local/i-net Clear Reports/client/documentation/lib/exe/css.php.t.clearreports-
documentation.css
/usr/local/i-net Clear
Reports/client/documentation/lib/exe/css.php.s.print.t.clearreports-setup.css
/usr/local/i-net Clear
Reports/client/documentation/lib/exe/css.php.s.print.t.clearreports-documentation.css
/usr/local/i-net Clear Reports/client/documentation/gettingstarted.html
```

```
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
setup/images/logo.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
setup/images/favicon.ico  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
setup/images/bullet.gif  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
setup/images/background-bottom-light.jpg  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
documentation/images/topimage.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
documentation/images/pagebackground.jpg  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
documentation/images/logo.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
documentation/images/list-style-image.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
documentation/images/header-logo.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
documentation/images/favicon.ico  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/tpl/clearreports-  
documentation/images/bullet.gif  
/usr/local/i-net Clear  
Reports/client/documentation/adhoc/lib/plugins/popupviewer/images/modifier-images.png  
/usr/local/i-net Clear  
Reports/client/documentation/adhoc/lib/plugins/popupviewer/images/loading.gif  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/exe/js.php.t.clearreports-  
documentation.js  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/exe/css.php.t.clearreports-  
setup.css  
/usr/local/i-net Clear Reports/client/documentation/adhoc/lib/exe/css.php.t.clearreports-  
documentation.css  
/usr/local/i-net Clear  
Reports/client/documentation/adhoc/lib/exe/css.php.s.print.t.clearreports-setup.css  
/usr/local/i-net Clear  
Reports/client/documentation/adhoc/lib/exe/css.php.s.print.t.clearreports-  
documentation.css  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/sum.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/sortup.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/sortoriginal.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/sortdown.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/sort.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/f_unknown_16.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/f_t_16.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/f_s_16.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/f_n_16.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/f_dt_16.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/f_d_16.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/f_cur_16.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/f_bin_16.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/images/f_b_16.png  
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/visuallinking.html  
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/summary.html  
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/reporttype.html  
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/mailinglabel.html
```

```

/usr/local/i-net Clear Reports/client/documentation/adhoc/en/groups.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/filter.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/document.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/dataview.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/datasource.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/crosstab.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/column.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/en/chart.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/visuallinking.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/summary.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/reporttype.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/mailinglabel.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/groups.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/filter.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/document.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/dataview.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/datasource.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/crosstab.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/column.html
/usr/local/i-net Clear Reports/client/documentation/adhoc/de/chart.html
/usr/local/i-net Clear Reports/Uninstaller/uninstaller.jar
/usr/local/i-net Clear Reports/Uninstaller/uninstallAssociations.sh
/usr/local/i-net Clear Reports/Uninstaller/inetold-rpt.xml
/usr/local/i-net Clear Reports/Uninstaller/inet-rpt.xml
/usr/local/i-net Clear Reports/Uninstaller/inet-jra.xml
/usr/local/i-net Clear Reports/Uninstaller/inet-dataview.xml
/usr/local/i-net Clear Reports/Listener.sh
/usr/local/i-net Clear Reports/ClearReportsSetup_1366576824227.txt
/root/Downloads/clear-reports/ClearReportsSetup_1366576824227.txt
[ cleanups ]
creating Logfile: 'ClearReportsSetup_1366576960550.txt' in: '/usr/local/i-net Clear
Reports'
[Finished]

```

3. Remove the installation directory – Come a level up on system and verify if i-net Clear Reports installation directory still exists. If it does, remove it by using following commands –

```

# cd ..
# rm -rf i-net\ Clear\ Reports/

```

APPENDIX A: MY ORACLE SUPPORT

CAUTION: Use only the guide downloaded from the Oracle Technology Network (OTN) (<http://www.oracle.com/technetwork/indexes/documentation/oracle-comms-tekelec-2136003.html>).

Before upgrading your system, access the **My Oracle Support** web portal (<https://support.oracle.com>) and review any Knowledge Alerts that may be related to the System Health Check or the Upgrade.

Web portal (preferred option): My Oracle Support (MOS) (<https://support.oracle.com>)

Phone: Contact your local Oracle Global Customer Support Center (<http://www.oracle.com/support/contact.html>)

Make the following selections on the Support telephone menu:

1. Select '2' for New Service Request
2. Select '3' for Hardware, Networking and Solaris Operating System Support
3. Select '1' for Technical Issues and when talking to the agent, please indicate that you are an existing Tekelec customer