

Set up the Encryption Compatibility between RiskVision Server and Jasper Reports Server

With object Id encryption in 7.5 and later, you might experience compatibility issues between RiskVision Server and JasperReports Server. The cases where you will encounter the compatibility issues, include the following:

- When clicking on a link in a Jaspersoft report to drill down to a view of specific object in the RiskVision, the parameters in the link need to be encrypted.
- When inserting a Jasper report such as custom tab of a detailed view of an object. The ID of that object is sent to the JasperReports Server in the encrypted format when the report is displayed.

To avoid the compatibility issues, the `agilience.keystore` file in RiskVision Server and JasperReports Server needs to be identical. The steps to accomplish the encryption compatibility are given below:

1. In the RiskVision Tomcat application server host, go to the `%AGILIANCE_HOME%\config` directory, and copy the `agilience.keystore` file.
2. Place the `agilience.keystore` file in the `%JASPER_HOME%\Agilience` directory.
3. Restart the `jasperreportsTomcat` service to apply the changes.

If you encounter hyperlink errors in Jaspersoft reports, please obtain the Resolving Hyperlink Errors in Jaspersoft Reports technical note from RiskVision Customer Support for detailed instructions on resolving hyperlink errors. Check whether the error that you have encountered is available in the Example Hyperlink Error Scenarios section and try resolving the errors. If all your attempts to resolve the errors have been failed, please contact Resolver Support.