

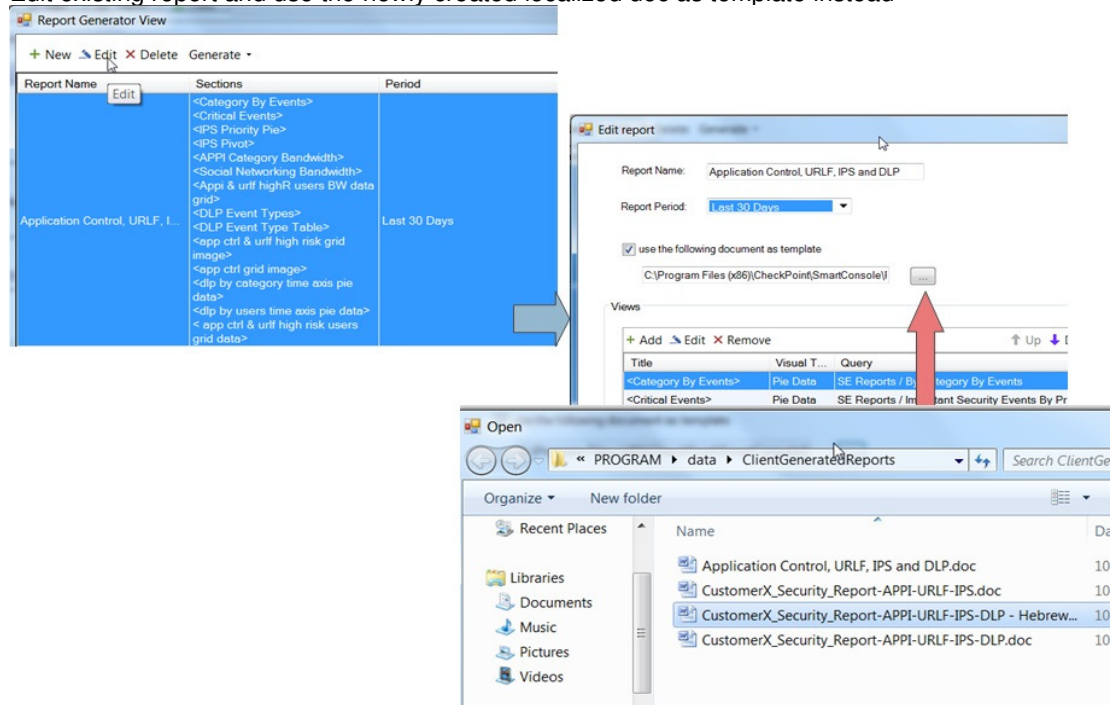
3D Analysis Report Tool FAQ

Question 1: Do we support localization?

Response: Yes.

Please do the following: All default templates are located under "C:\Program Files (x86)\CheckPoint\SmartConsole\R75.20\PROGRAM\data\ClientGeneratedReports"

1. Copy the relevant template and edit to your local language, do not change <query names> inside the template.
2. Link the new localized template to existing report
 - a. Open the SmartEvent and Click 'Generate Report'
 - b. Edit existing report and use the newly created localized doc as template instead



Question 2: What to do if the report gets stuck during its generation?

Response: While generating report, all word and excel documents must be closed. If they already closed then open task manager and make sure no WINWORD.EXE or EXCEL.EXE are running, if they are than manually end the process

Question 3: Can we generate offline report by using external log files from customer's database?

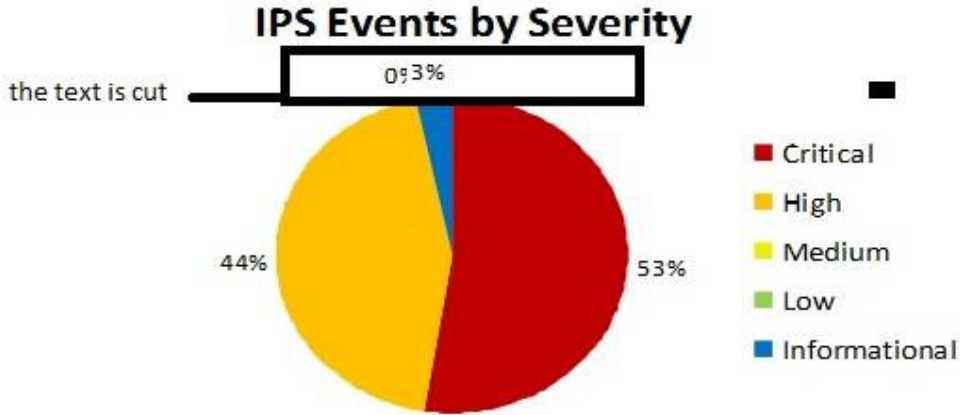
Response: Yes, it is possible to import logs into local SmartEvent, Please read more in the User Guide (search for "IMPORTING LOGS TO SmartEvent") located in Sales Tools section of PartnerMAP under 3D Security Analysis Report Tool



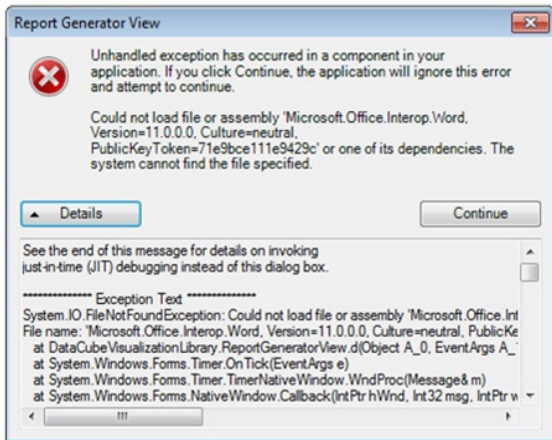
Question 4: some of pie text output is cut, if there a way to fix?

Response: Yes, very easily, just double click on the image, click on the text you want to fix, drag it or even delete it till you satisfied with the results

Example:



Question 5: When generating a report I receive the following error:



Response: This issue occurs when Microsoft Office package is installed partially (for example only word and excel are installed). To resolve this please install the full Microsoft Office 2003 or 2010 package

