



What Went Wrong

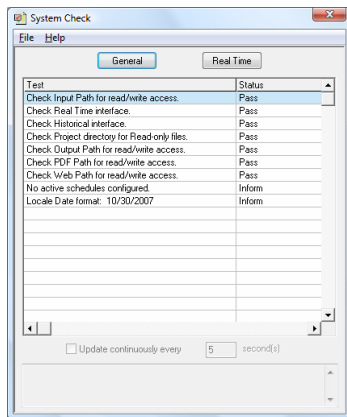
Any time you implement a solution, it is always good to be able to troubleshoot a problem when things don't go as expected.

XLReporter provides a number of tools that can be used to diagnose what went wrong. The following highlights the tools available to assist you in troubleshooting your reporting solution.

Checking the System

A System Check has been provided to test the overall setup of your **XLReporter** installation. This is accessible from the Project Explorer.

Any time you log on as a new Windows user you should open the Project Explorer and run a General System Check before anything else to make sure everything is stable.



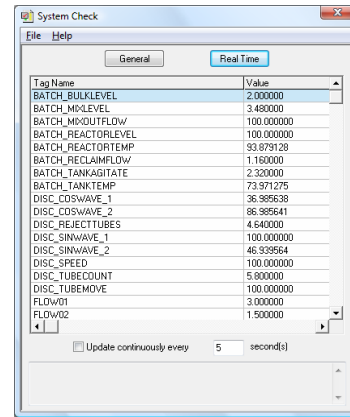
General System Check

The general check makes sure your system is set up correctly for **XLReporter**. If a check fails, you are provided with instructions on what may have caused it to fail and how to fix the problem.

Testing Data Retrieval

Data sources for reports with **XLReporter** can all be tested to outside of the template design environment.

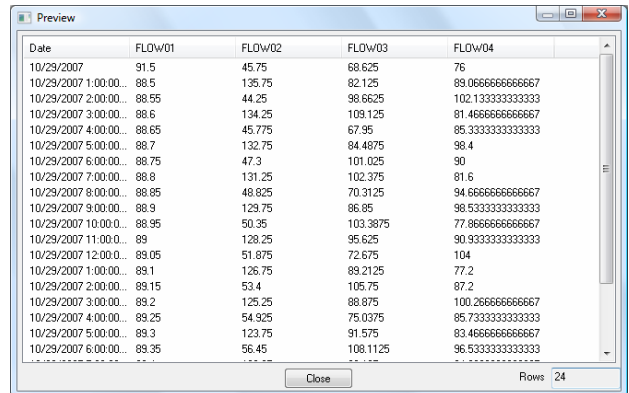
To test real time data retrieval, in the System Check use the Real Time option. You can then select one or more tags from your real time server to check the data being returned.



Real Time System Check

As part of the real time check, you can update the data continuously at a specified interval (in seconds). This can be very useful in testing event triggers for a report as you can monitor the trigger, cause a change and see it reflected in the window.

To test historical data retrieval, use the Preview option provided in the History Group Builder. This will execute using the settings of the history group, showing you the results. If the results were unsuccessful you may be shown the request that was submitted to the historical server.



History Group Preview

This can be copied and pasted into the server's diagnostic tools (if available) to test its validity.

To test relational database data retrieval, use the Preview option provided in the Database Group Builder. This will execute using the settings of the database group, showing you the results. If the results were unsuccessful you will be shown the SQL statement that was submitted to the database.

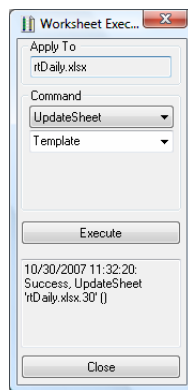
| Hour... | PumpFlow1 | PumpFlow2 | PumpFlow3 | PumpFlow4 |
|---------|------------------|------------------|------------------|------------------|
| 0 | 20877.75 | 37310.0833333333 | 27219.0833333333 | 33684.5833333333 |
| 1 | 37002.25 | 45503.0833333333 | 40243.75 | 25683.8333333333 |
| 2 | 32242.5 | 25661.25 | 28968.9166666667 | 40303.5833333333 |
| 3 | 33927.25 | 34857.5833333333 | 28891.6666666667 | 32879.4166666667 |
| 4 | 34501.9166666667 | 33025.3333333333 | 39544.8333333333 | 36607.8333333333 |
| 5 | 31622 | 35377.4166666667 | 37859.25 | 29584.1666666667 |
| 6 | 24987.1666666667 | 27354.25 | 34886.0833333333 | 28466.5 |
| 7 | 32370.6666666667 | 32065.0833333333 | 23689.3333333333 | 31171.1666666667 |
| 8 | 36281 | 30331.1666666667 | 39914.5833333333 | 38361 |
| 9 | 32942.5 | 33176.5 | 37736.5 | 31278 |
| 10 | 34457.4166666667 | 28191.3333333333 | 26715.9166666667 | 29265.6666666667 |
| 11 | 24429.6666666667 | 23372.9166666667 | 27068.8333333333 | 32546.4166666667 |
| 12 | 35374.1666666667 | 33817.75 | 39027.4166666667 | 33381.0833333333 |
| 13 | 33879.9166666667 | 28856.1666666667 | 25238.8333333333 | 27088.9166666667 |
| 14 | 28516.0833333333 | 34185.9166666667 | 40796.0833333333 | 39514.8333333333 |
| 15 | 27418.5 | 22103.3333333333 | 27894.0833333333 | 36762.4166666667 |
| 16 | 35733.3333333333 | 34484.0833333333 | 27866.4166666667 | 35274.25 |
| 17 | 38539 | 31794 | 31124.8333333333 | 30170.5 |
| 18 | 39514.25 | 44119.9166666667 | 32782.3333333333 | 32118 |
| 19 | 38459.9166666667 | 40768.8333333333 | 33253.9166666667 | 28723.3333333333 |
| 20 | 32519.4166666667 | 30568.4166666667 | 39569.0833333333 | 34179.8333333333 |

Database Group Preview

This can be copied and pasted into any SQL execution program (like the Query Analyzer of SQL Server) to test its validity.

Testing the Template

Once report template design is completed, you can use **XLReporter's** Worksheet Execute to check that the template is free of errors. This is accessible in Excel by selecting **XLReporter**, Report Update.



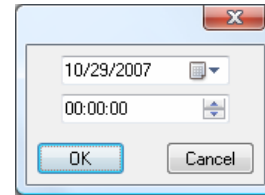
Worksheet Execute

A subset of commands is available in Worksheet Execute. Typically, you'll want to issue an UpdateSheet command to test the report configuration and generation. This command will create any new worksheets it needs then update the sheet accordingly.

Testing the Schedule

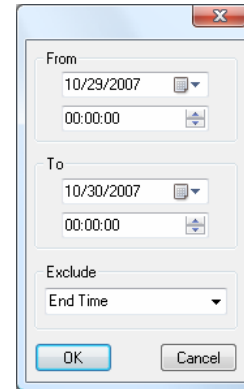
As part of configuring a schedule in the Schedule Designer, you can execute any configured command to ensure it runs successfully.

As part of execution you can set the specific date and time on which to run the command it will run as if it is that time.



Execute on a Specific Date

In addition, you can specify a date period over which to execute the command. The command will run each time it should have between the start and end you specify.



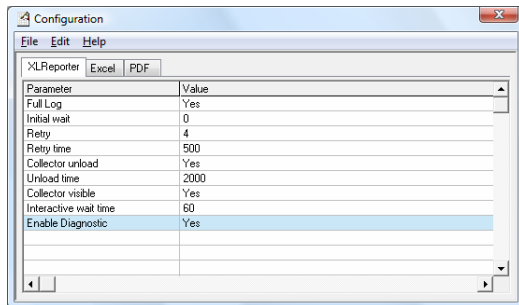
Execute Over a Date Period

Depending on the command executed target workbooks and worksheets will be created if and when they are needed.

As a result of that technology, if the report data is being retrieved from a historian or database, those groups will also adhere to the date and time specified, returning the data stored at that time. This means you can restore any reports that may have been missed or backfill old reports from data collected before the reporting solution was even implemented using the same reporting solution you have already designed.

Diagnostics

XLReporter has provided a diagnostic setting that you can enable. This is done in the Configuration program that is accessible from the Project Explorer.



Configuration

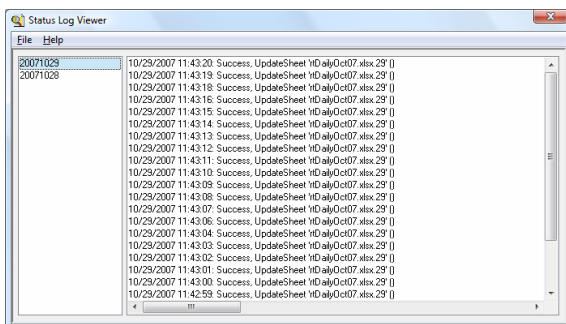
When enabled, the diagnostic setting will bring up messages if commands are not executed successfully including requests to historical or database servers. This can be useful if settings in the history or database groups are set to **XLReporter** functions or cells in Excel.

After you have completed troubleshooting make sure diagnostic is disabled, otherwise it may become a problem when automating report generation.

The Status Log

Every command that is executed by **XLReporter** is logged in the status log with a success or error message. This can be viewed in the Status Log Viewer which is accessible from the Project Explorer.

Any time a report does not behave the way you would expect, you should check the status log to see what has been executed for the report.



Status Log Viewer

Status logs are organized by the day the command was executed in the format YYYYMMDD (e.g., 20071029 for October 29, 2007). Each command that has been executed during that day is listed along with the time execution happened and whether or not it was successful.

If the command was not successful, a specific error is logged. All errors are documented in **XLReporter** Reference Guide. For the latest information on any error, check the searchable knowledge base available at www.TheReportCompany.com.

If there are many reports being generated and this log becomes difficult to read there is a switch so that you are only shown the errors in the log, none of the successful commands are shown. This is available under the File menu.

The status log also contains information about when **XLReporter's** scheduler starts and stops as well as how the scheduler is running (e.g., as a foreground task, a background task, windows service, etc.)

Testing the Options

The XLViewer, XWeb Director and XMailer programs all have their own testing tools within their design environments.

For each, select File, Save and ... where ... is specific to the product. If there are any issues with the configuration you will be informed at that time.

In addition, when XWeb Director and XMailer are run they both log their statuses to **XLReporter's** status log. The error messages for each are located in their specific documentation.

If an option is not enabled as part of your license you will also be informed if you try to run it. The information about which options you have enabled is available in the Project Explorer under the Enabled Options section.

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