

## Troubleshooting InTouch Connections

### Overview

XLReporter supports connections to the legacy native InTouch real-time values and the InTouch History Classic data sources. When possible, it is recommended that the AVEVA OPC and Historian connections be used instead. The following document details some of the common issues that can come about when utilizing these interfaces with XLReporter.

### Common Issues

#### Operating System Based Permissions Issue:

iPreview

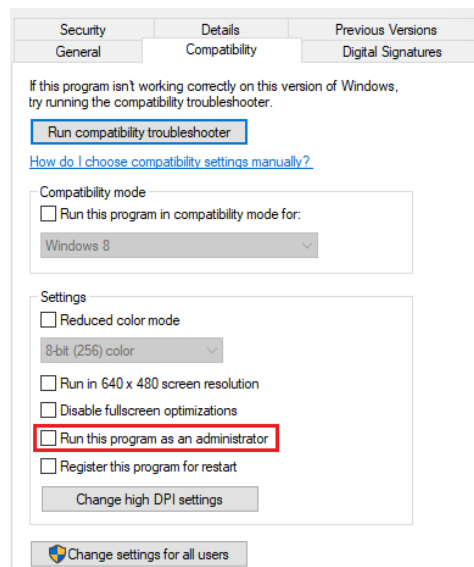


Err019: Failed to connect to history server

Failed to make DDE connection InTouch History DDE server

When configuring a connection to the **InTouch History Classic** on newer operating systems (Windows 10, Windows Server 2016 and up) XLReporter may require elevated permissions to access InTouch Data. If the error above is received when attempting to draw values from existing .LGH files, grant the following applications *Run this program as an administrator* from the **Compatibility** tab in the **Properties** of each.

- \XLReporter\bin\XLRiProject.exe
- \XLReporter\XLRschedule.exe



After receiving this error, the *histData.exe* and *hdacc.exe* applications must be ended and restarted. When starting *histData.exe*, the *hdacc.exe* should automatically start as well. Then, reopen the Project Explorer and attempt to draw the historical values again.

## Data Availability Issue:

iPreview



Failed to send information to InTouch History DDE server

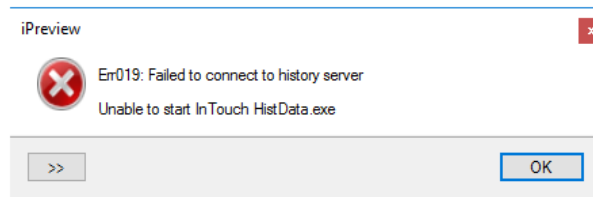
Write File

The above error message can be returned when attempting to draw data from the InTouch Classic History type connector when there is no .LGH file for the requested date in the specified **History Data** path. To verify, open the **History Data** folder that contains the LGH files and verify that for the requested time period or the start of the time period an LGH file is not in this folder.

To find the History Data folder open the XLReporter Project Explorer and on the Data tab select Connectors. Open the *InTouch Historical values (classic)* connector and under the InTouch Paths find the **History Data** location.

After receiving this error, the histData.exe and hdacc.exe applications must be ended and restarted. When starting histData.exe, the hdacc.exe should automatically start as well. Then, reopen the Project Explorer and attempt to draw the historical values again.

## Application Issues:



The above error indicates that the *HistData.exe* required InTouch application is not running. In order to retrieve values from the .LGH files, start this application.

iPreview



Attempted to read or write protected memory. This is often an indication that other memory is corrupt.

This error may be due to a wwHeap error in InTouch running on a Windows 7 or higher operating system. To verify this, check for wwHeap errors in the System Logs of the AVEVA System Platform Management Console.

Change the Start Location of the wwHeap Memory in InTouch. In version 10.5 and up this setting is found in the InTouch/AVEVA Application Manager by selecting Tools, Node Properties and selecting the wwHeap Memory or Memory Settings tab. Change the Start location to 0x21000000.

## Node properties

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App development Resolution **Memory Settings** Performance

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wwHeap is a memory manager that manages the heap memory segment and provides a mechanism for one or more programs to share virtual memory.

Enter the heap memory size and start location below

Size (Alt+S)  
2048 MB

Start location (Alt+L)  
0x21000000

Defaults

Restoring defaults will reset the wwHeap to the default size and location for this node.

Reset to defaults

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Cancel

Ok

For InTouch versions before 10.5 this setting is found in the Windows Registry. It is advised to contact Wonderware Technical support about locating and changing this setting.

If the problem persists after making these changes, consider converting to the InTouch OI Gateway OPC connector. [Convert XLReporter from InTouch local to OI Gateway OPC](#)