

## Troubleshooting VTScada Connections

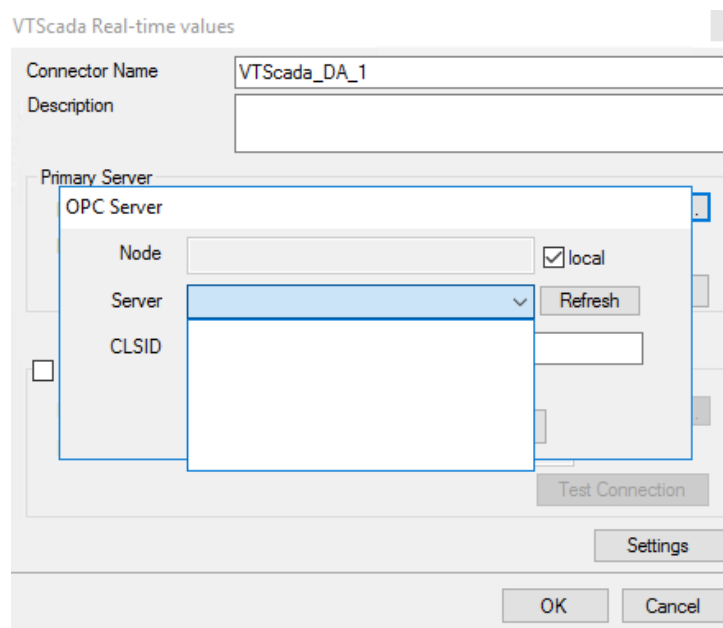
### Overview

XLReporter supports connections to the VTScada real-time and historical data sources. The following document details some of the common issues that can come about when utilizing these interfaces with XLReporter.

### Common Issues

#### OPC server not listed for connection

When initially configuring the connection to VTScada Real-Time values, the OPC server may not display.



This can be caused by a communication issue between the server and XLReporter. Communication between the OPC server and an OPC client must be verified.

If the problem is reflected in the Sample Client, then contact Trihedral Technical Support for help with troubleshooting as this issue is now outside of XLReporter.

#### Cannot Browse Tags (real-time)

This can be caused by a communication issue between the server and XLReporter. As with the first common issue, communication between the OPC server and an OPC client must be verified.

Perform the steps detailed in the issue above. If the tags are not browsable in the sample client or in the Sample Client, contact Trihedral Technical Support in order to troubleshoot this issue.

#### Data returned as ???, @@@, or ###

These symbols indicate an error in retrieving data.

??? - the quality of the value returned from the server is bad.

### - the tag specified is not valid.

@@@ - the connection to the data server failed.

If the OPC value has bad quality, it will show in the sample client. Contact Trihedral Technical Support for assistance.

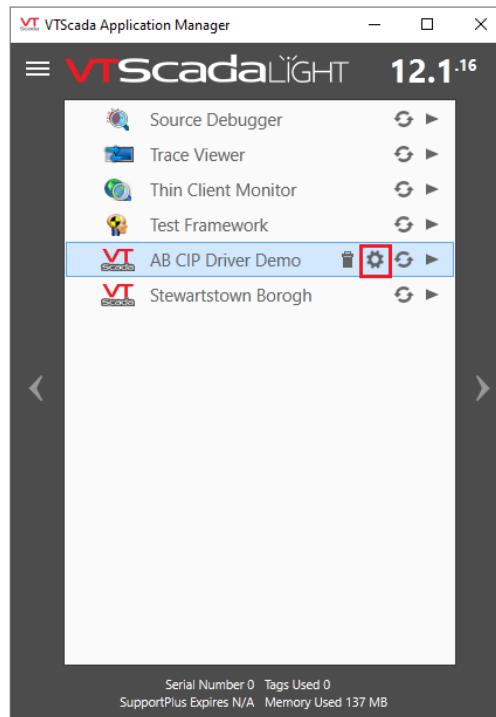
If the tag is not valid, attempt re-browsing to the tag. If the tag is not listed in either the XLReporter tag browser or the sample client browser, contact Trihedral Technical Support for assistance.

For issues with connections to the data server, see the first common issue in this document.

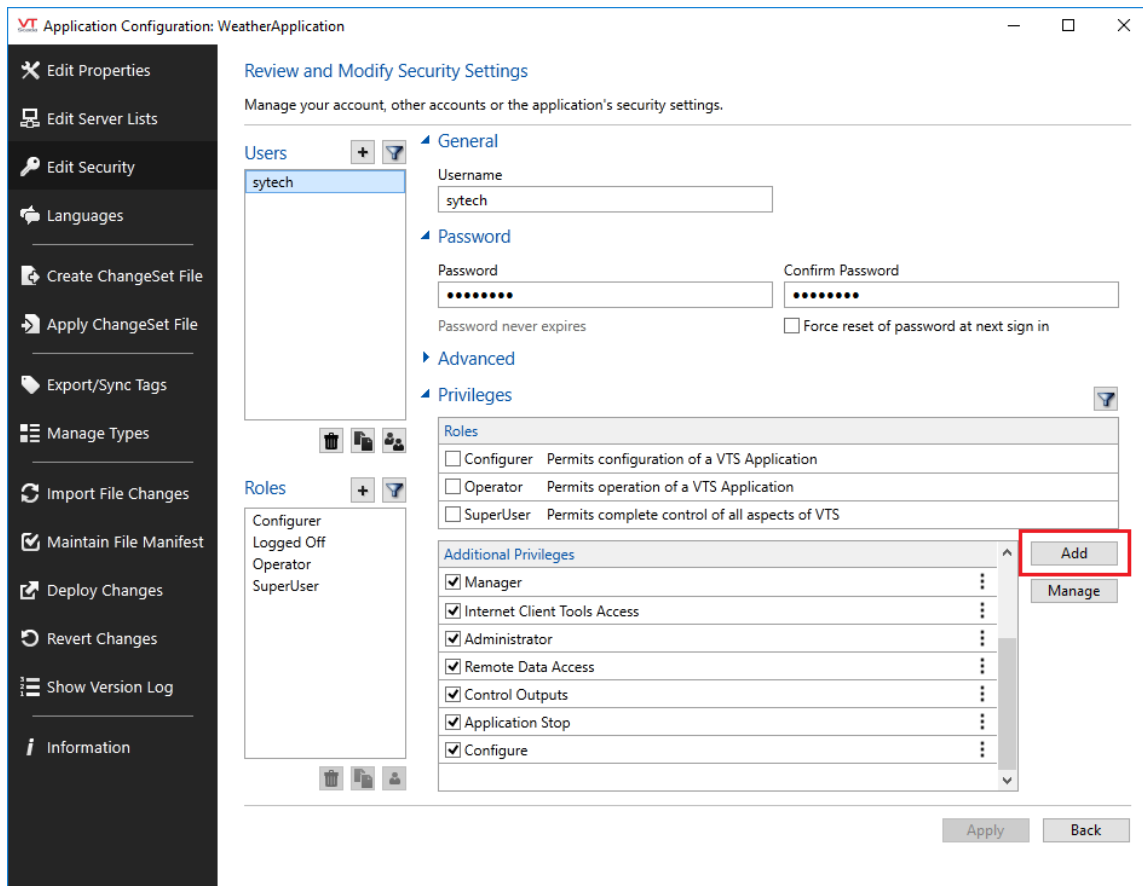
### Cannot Browse Tags (history) ERROR [HY000] Access Denied

This can be caused by a VTScada user configuration setting being incorrect. The user that is defined in the DSN must have sufficient rights.

To access these settings, click the **Application Configuration** button from the **VTScada Application Manager**.



In the **Application Configuration**, select **Edit Security** on the left.



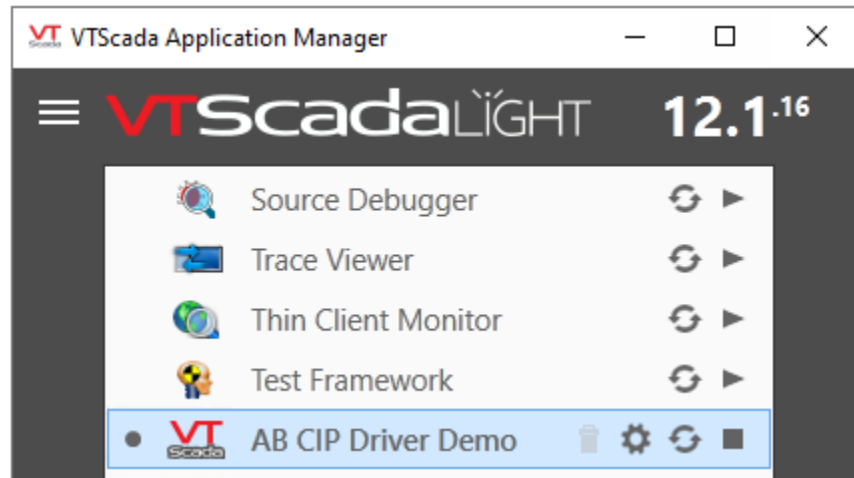
- Select **Accounts**
- Select the user to edit.
- Select **Add** on the right.
- Under **Page Access**, choose *Internet Client Monitor Access* and *Tag Modify*.
- Click **OK**.
- Click **Apply** to save the changes.

Now attempt to browse the historical tags. If the problem persists, attempt rebooting the machine.

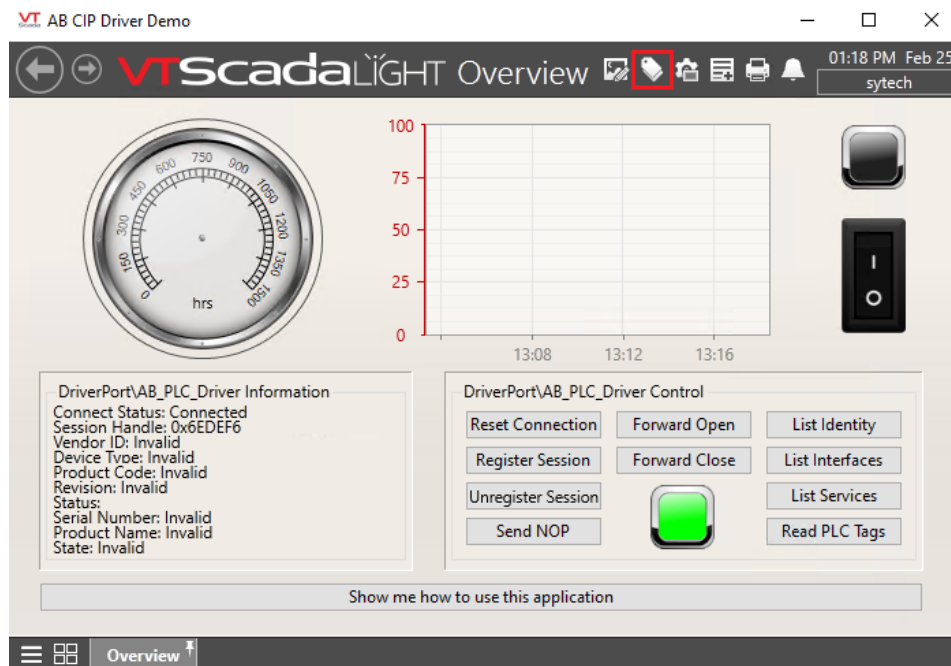
## Other Data Retrieval Methods

If for some reason the data in XLReporter is not what was expected, there are other methods of retrieving data to confirm that these values are correct.

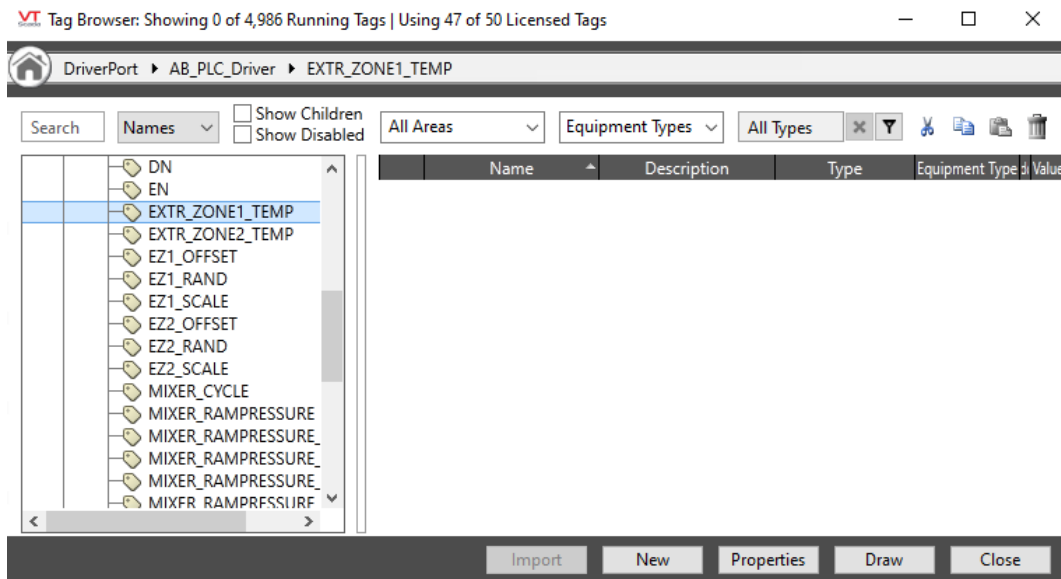
### Export Tag Data from VTScada



From the **VTScada Application Manager**, start the application.



In the application, open the **Tag Browser**.



Right click a tag and select **Plot**.

In the **Historical Data Viewer**, select **Export Wizard**.



Set the **Export Format** to **CSV**

Set the target location for the CSV file.

Click **Finish** and the CSV file will be generated.

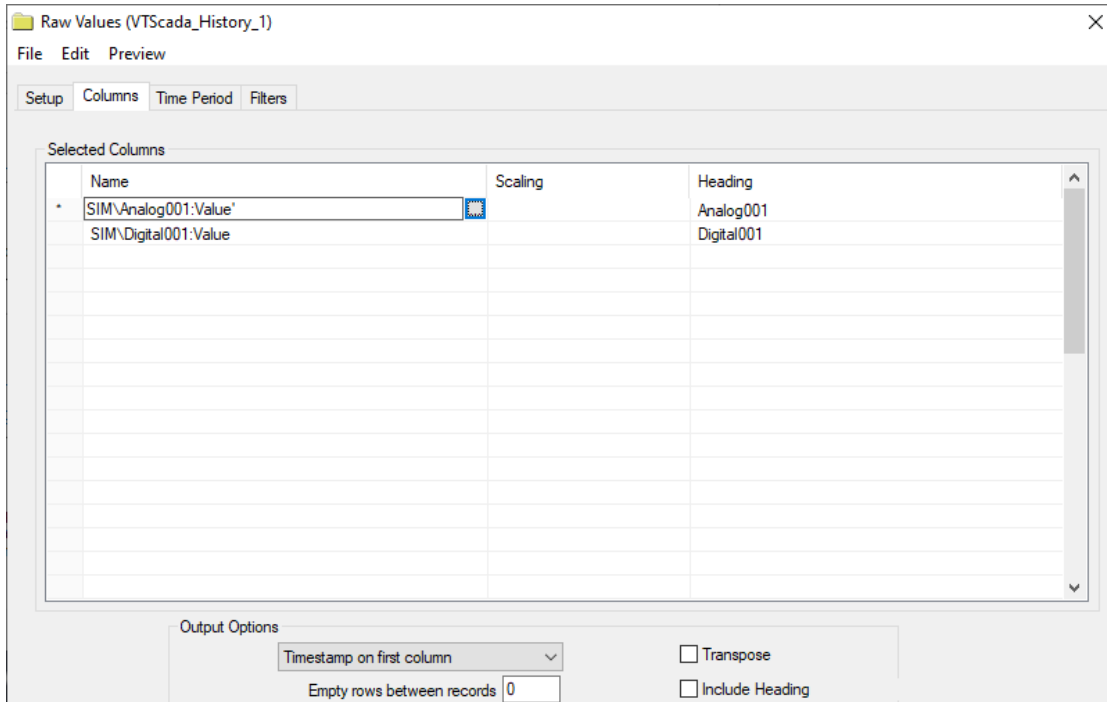
## Excel

Using a **DSN**, Excel can connect to the VTScada ODBC Server. This requires a **User DSN**.

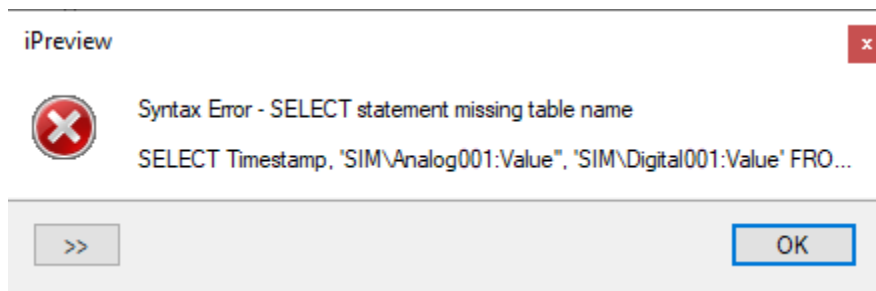
Note, on 64 bit operating systems, the **DSN** must be defined as a 32 bit **DSN**. This can be done by using the **DSN Settings** option in the **Project Explorer**. This is accessed from **Tools** tab, **Database**, **DSN Settings**.

Before opening **Excel**, create a connector group. This can be done in the **Project Explorer** from the **Tools** tab by selecting **Connector Groups**.

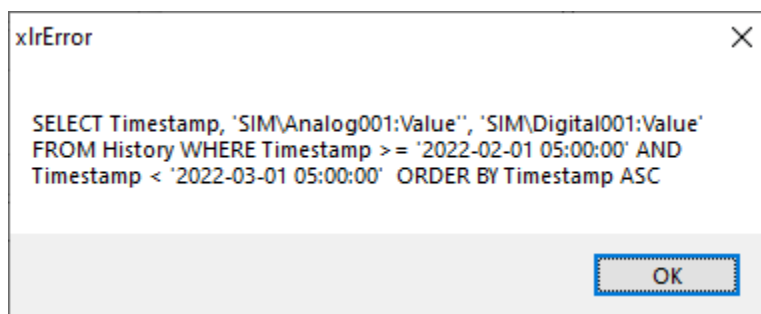
After selecting tags, type a single quote (') at the end of one of the tag names.



When running the **Preview**, an error will return.



Clicking on the second line will display the full query.



Copy this by pressing Ctrl+C. Paste this into a text editor like **Notepad**. Remove all dashed lines above and below the query as well as the single quote that was added to the tag.

```
*Untitled - Notepad
File Edit Format View Help
SELECT Timestamp, 'SIM\Analog001:Value', 'SIM\Digital001:Value'
FROM History
WHERE Timestamp >= '2022-02-01 05:00:00' AND Timestamp < '2022-03-01 05:00:00'
ORDER BY Timestamp ASC
```

In Excel, from the **Data** tab, select **From ODBC Sources, From ODBC**.

Select the **DSN** under **Data source name (DSN)**.

Paste the query from Notepad under **SQL statement (optional)**.

Click **OK**.

Timestamp	SIM\Analog001:Value	SIM\Digital001:Value
2/4/2022 7:01:31 PM	null	null
2/4/2022 7:02:05 PM	1	null
2/4/2022 7:25:14 PM	null	1
2/9/2022 11:53:59 PM	null	null
2/10/2022 2:01:01 PM	1	1
2/10/2022 2:22:19 PM	null	null
2/10/2022 2:22:49 PM	1	1

Compare the results here with the **Preview** results from the history connector group.