

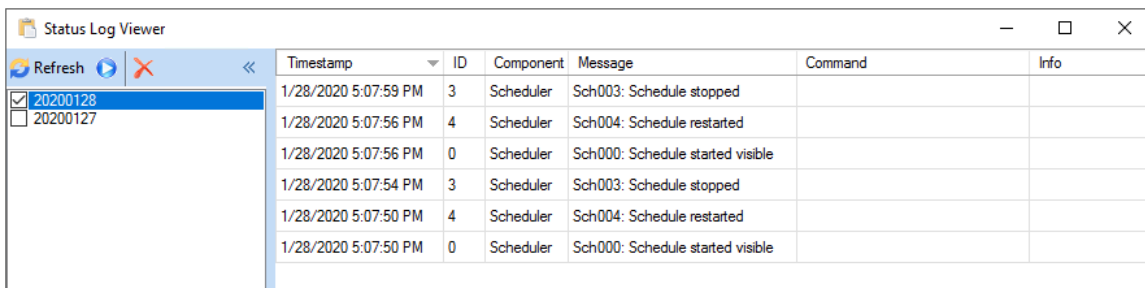
XLReporter Troubleshooting 101

Overview

XLReporter error messages and template configuration troubleshoot guide. Please call SyTech support if the document does not resolve the issue at (508)-520-9957 or email Support@SyTech.com

Status Logs

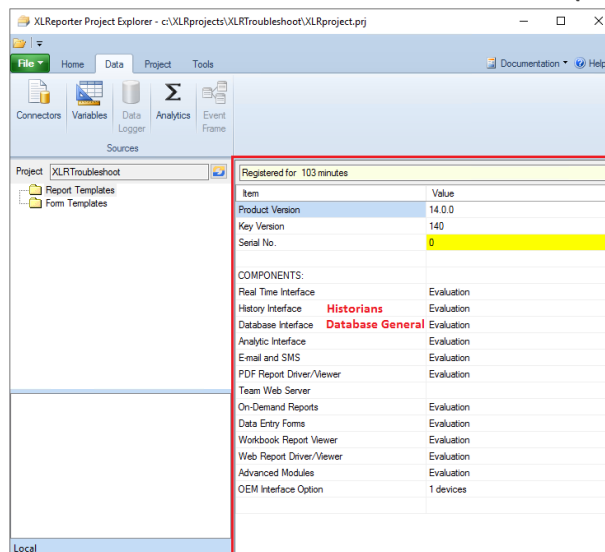
The **Status Logs** are viewed from the **Project Explorer, Home tab, View, Status Logs**. If an error occurred the reason and potential cause can be checked from the SyTech Knowledge base. Enter the error ID or message (“SCH003” or “Schedule stopped”). <https://www.sytech.com/support-xlreporter-knowledgebase.asp>



Timestamp	ID	Component	Message	Command	Info
1/28/2020 5:07:59 PM	3	Scheduler	Sch003: Schedule stopped		
1/28/2020 5:07:56 PM	4	Scheduler	Sch004: Schedule restarted		
1/28/2020 5:07:56 PM	0	Scheduler	Sch000: Schedule started visible		
1/28/2020 5:07:54 PM	3	Scheduler	Sch003: Schedule stopped		
1/28/2020 5:07:50 PM	4	Scheduler	Sch004: Schedule restarted		
1/28/2020 5:07:50 PM	0	Scheduler	Sch000: Schedule started visible		

No data in report

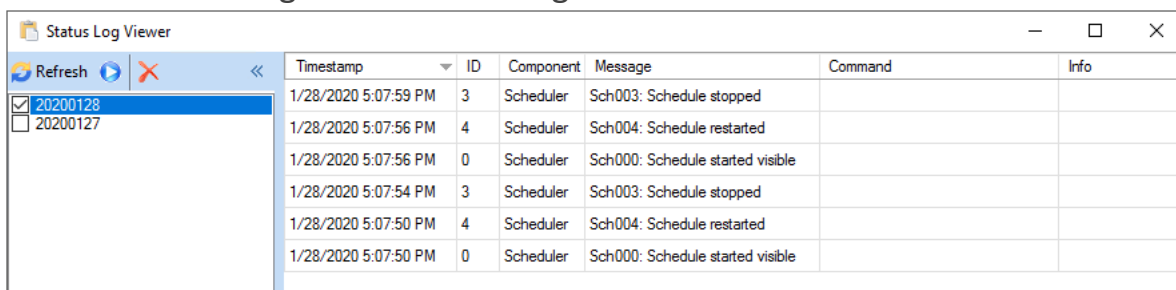
Step 1: Check that the serial number is licensed for the Interface\component



Item	Value
Registered for	103 minutes
Product Version	14.0.0
Key Version	140
Serial No.	0

COMPONENTS:	
Real Time Interface	Evaluation
History Interface	Historians Evaluation
Database Interface	Database General Evaluation
Analytic Interface	Evaluation
Email and SMS	Evaluation
PDF Report Driver/Viewer	Evaluation
Team Web Server	Evaluation
On-Demand Reports	Evaluation
Data Entry Forms	Evaluation
Workbook Report Viewer	Evaluation
Web Report Driver/Viewer	Evaluation
Advanced Modules	Evaluation
OEM Interface Option	1 devices

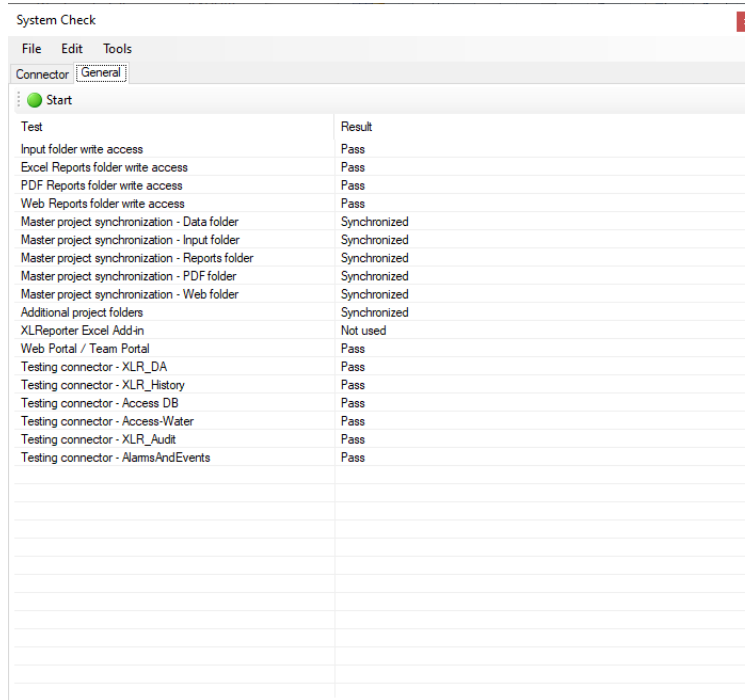
Step 2: Check the status logs for error messages



Timestamp	ID	Component	Message	Command	Info
1/28/2020 5:07:59 PM	3	Scheduler	Sch003: Schedule stopped		
1/28/2020 5:07:56 PM	4	Scheduler	Sch004: Schedule restarted		
1/28/2020 5:07:56 PM	0	Scheduler	Sch000: Schedule started visible		
1/28/2020 5:07:54 PM	3	Scheduler	Sch003: Schedule stopped		
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1/28/2020 5:07:50 PM	0	Scheduler	Sch000: Schedule started visible		

Step 3: Run the System Check, General Test

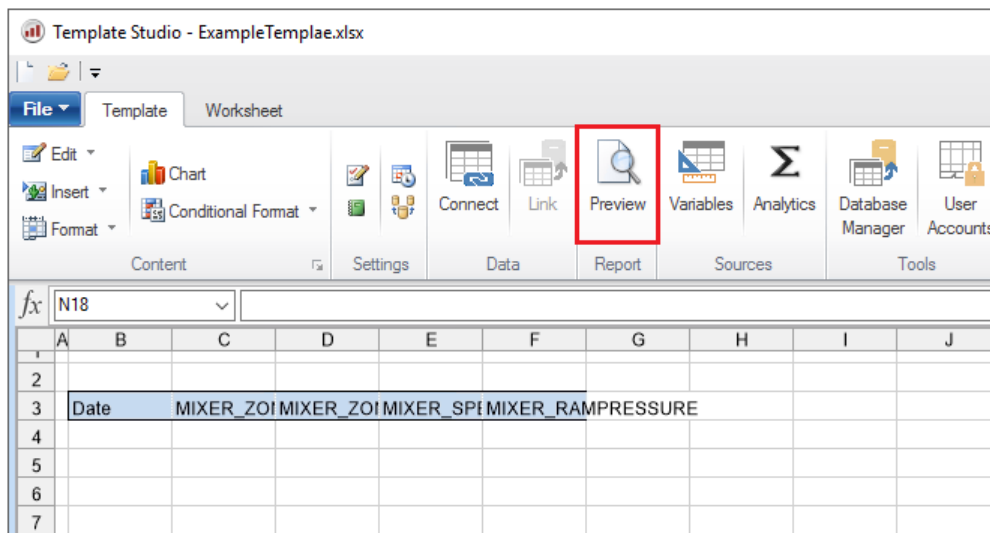
From the **Project Explorer**, go to **Tools** tab and open the **System Check**.



Navigate to the **General** tab and select **Start**. This will synchronize the project file locations as well as check the data connectors of the project.

Step 4: Preview from the Design Studio

From the **Project Explorer** double click on the template name to open the design studio. In the XLReporter menu select **Preview**. Make the appropriate selection and verify the data is returned.

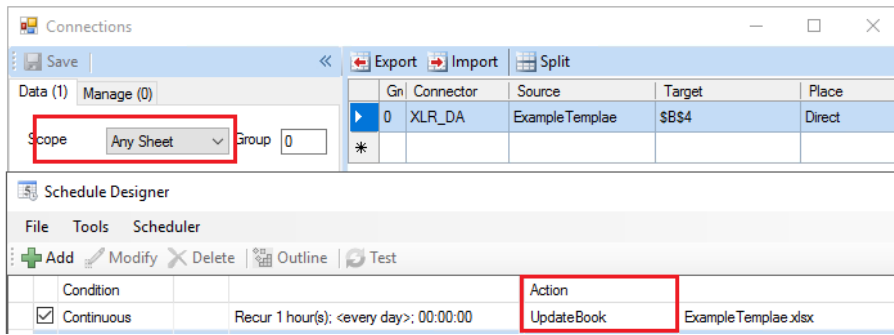


Step 4a: No data returned- Go to Step 5

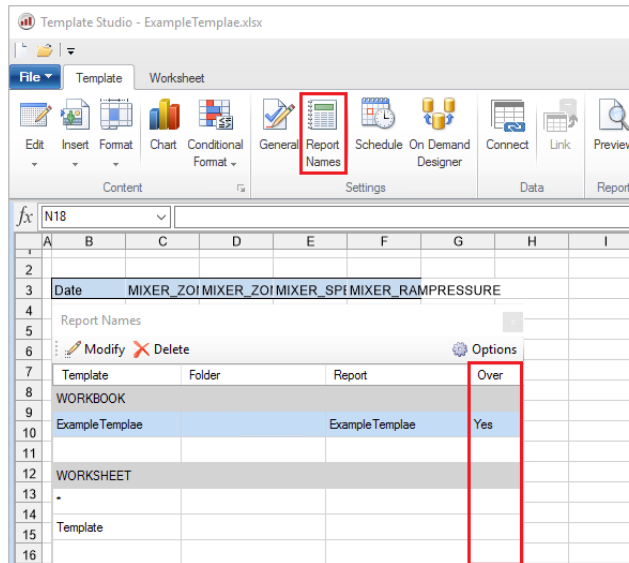
Step 4b: Data is returned.

This indicates that either the report names or schedule command is incorrect.

- Example 1- Schedule command is UpdateBook but the connections in the Template are applied to Any Sheet.

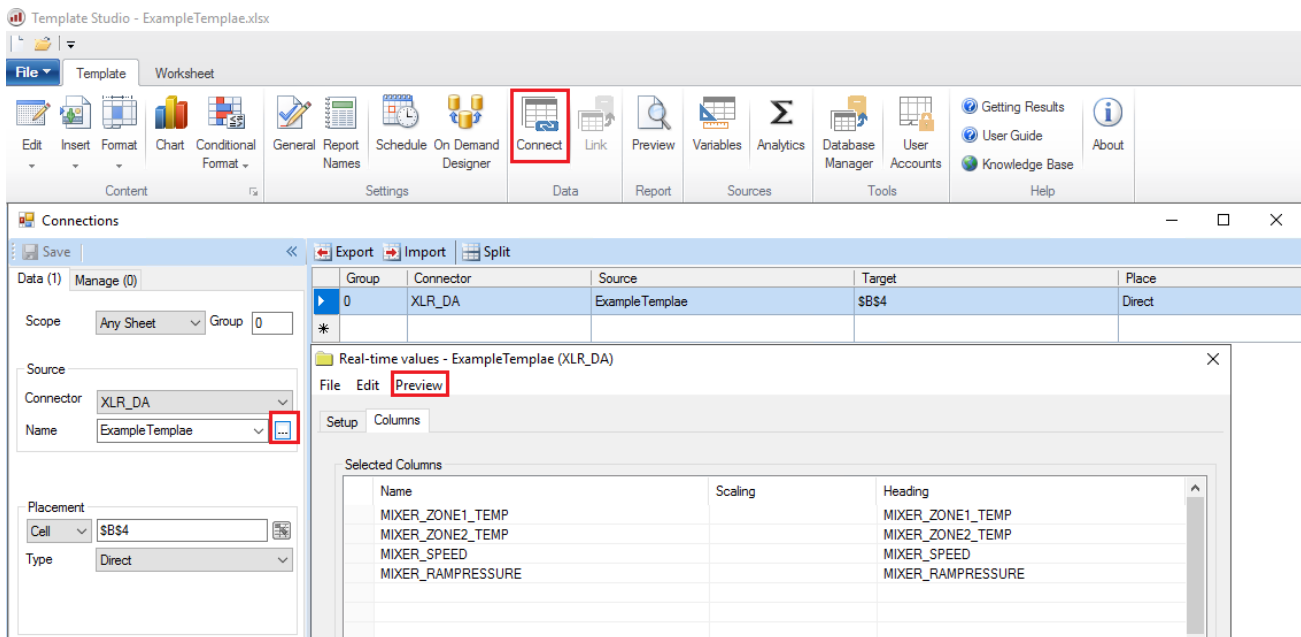


- Example 2- Report names are set to Overwrite each time an update occurs



Step 5: Preview each connection to verify data

From the **Project Explorer** double click on the template name to open the design studio. In the XLReporter menu select **Connect**. Open each connection and in the data group click **Preview**. If the group returns data from a Historian select a time period for the report.



If the group returns an error or no data review the Prerequisite section of the setup documents located at SyTech.com. <https://www.sytech.com/support-xlreporter-how-to-connect-to-data-sources.asp>. These documents will verify the data from the Real Time or Historian local tests client.