

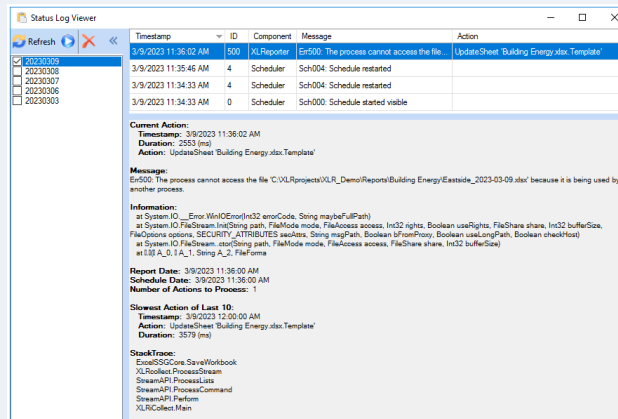
XLReporter Troubleshooting 101

Overview

The following highlights some of the tools available in XLReporter that can be used to perform troubleshooting when the system does not perform as expected.

Status Logs

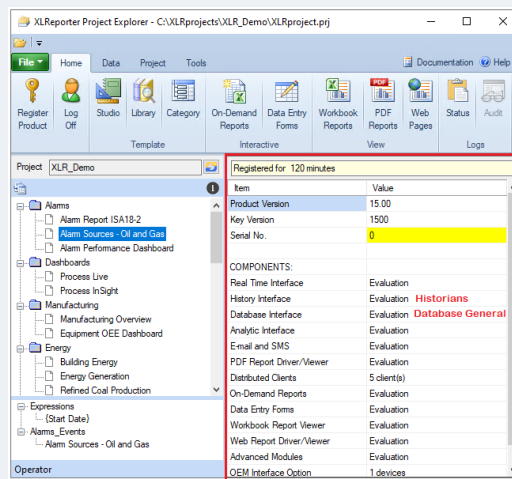
The **Status Logs** are viewed from the **Project Explorer, Home** tab, **View, Status** logs. If an error occurred, the reason and potential cause can be checked from the SmartSights Knowledge base.



In versions 15 and up of **XLReporter**, details of the selected error are displayed in the lower right pane of the status logs. For example, the error above was caused by an operator leaving the Excel file open, preventing updates from occurring at the scheduled time because the file was "in use".

No Data in Report

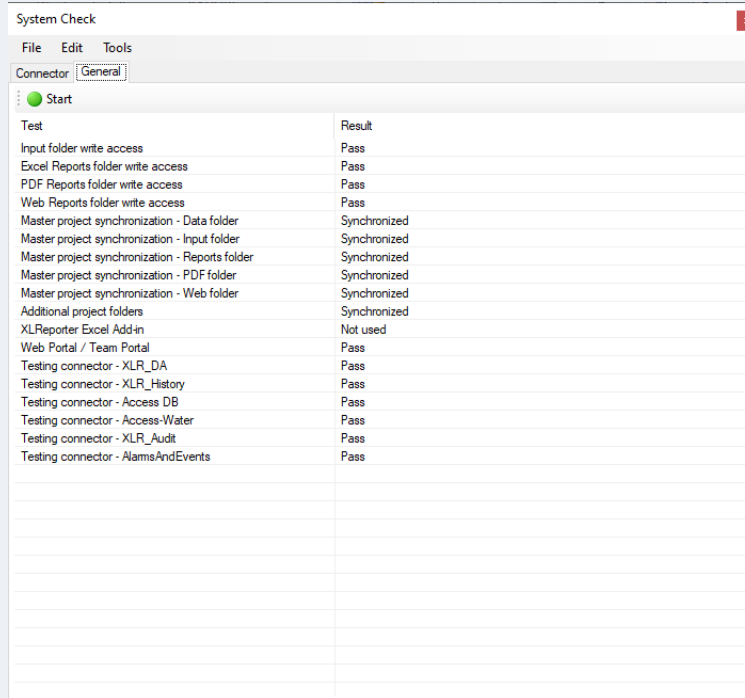
Step 1: Check that the serial number is licensed for the Interface \ component



If the registered license does not support an interface/component and needs to be upgraded, contact SmartSights sales.

Step 3: Run the System Check, General Test

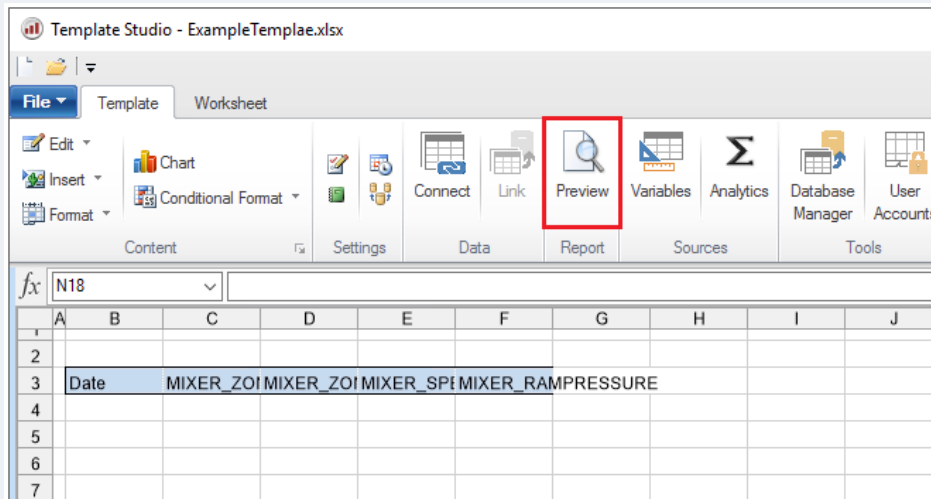
From the **Project Explorer**, go to **Tools** tab and open the **System Check**.



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.

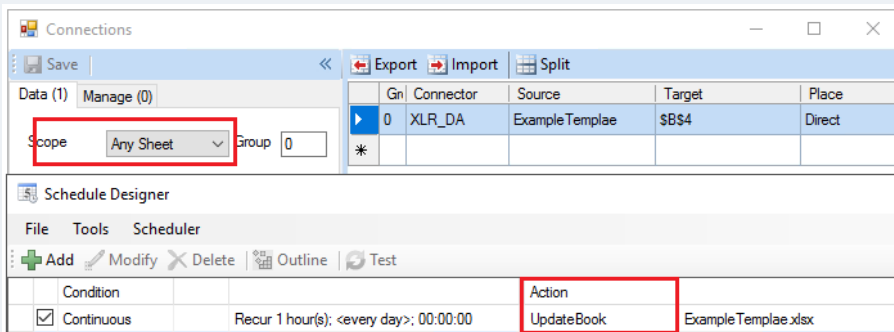


Step 4a: No data returned- Go to Step 5

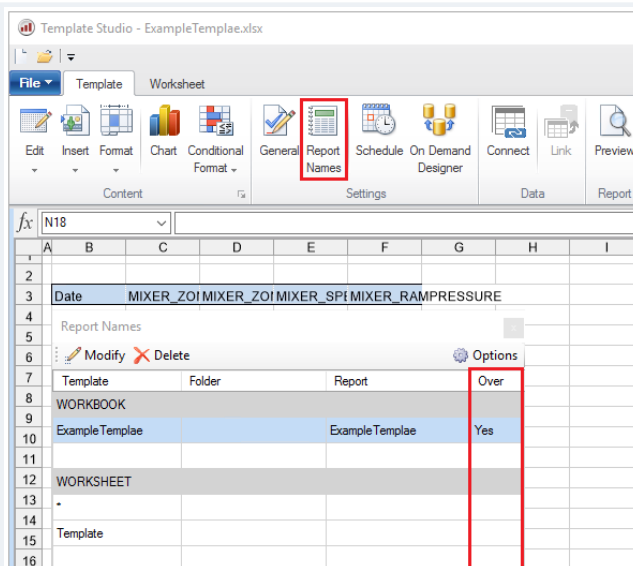
Step 4b: Data is returned

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*.

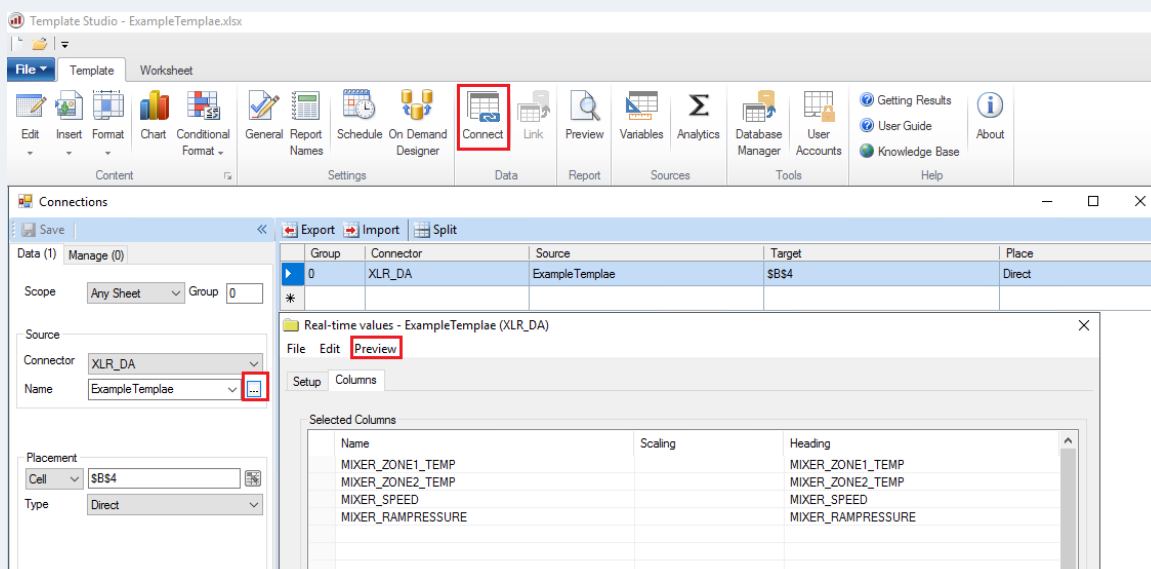


- Example 2- Report names are set to Overwrite each time an update occurs



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 Prerequisites section of the setup documents for the specific connector. These documents will verify the data from the Real Time or Historian local test client.

For more information, select **Documentation** in the upper right corner of the **Project Explorer**.