

Troubleshooting FactoryTalk Data Agent Connections

Overview

XLReporter supports connections to the FactoryTalk View SE servers and clients via the FactoryTalk Data Agent. The following document details some of the common issues that can come about when utilizing these interfaces with XLReporter.

Common Issues

Questionable Data

When requesting data from the Data Agent Live or Historical interfaces, either no data or data that appears incorrect can be returned.

The **Postman** application can be used to query the same interface that XLReporter is outside of the software to offer a second opinion to the data returned.

To verify the data using Postman:

	🖉 Postman	- • ×
	File Edit View Help	
Install the Postman application on th	POSTMAN Wrysigner Organizate all your API development Single your data to the Postman cloud Single your data to the Postman cloud Single your data to the Postman cloud To the	Create Postman Account Sign In Innexes? Enal Enal Enal Enal Enal Enal Enal Enal
	ie sume machine as	ALKEPOHEI.
Click Skip signing in and take me str	aight to the app	
Select [+] New in the upper right cor	ner	
Select Request		
	SAVE REQUEST Requests in Postman are saved in collectic Learn more about creating collections Request name Login Request description (Optional) Data Agent Login request Descriptions support Markdown	ons (a group of requests).
 Name the new request Login 		
	Select a collection or folder to save to: Q Search for a collection or folder All Collections Data Agent	+ Create Collection

• Scroll down and select + Create Collection

- Name the collection Data Agent and click the orange check mark next to it.
- Select Save to Data Agent at the bottom

				POS	T Logi	n			•
				▶ Lo	gin				
				PO	ST	×	•	Enter re	quest URI
				GE	T				Header
				PC	ST				
lr	n the newly	created Lc	gin request, click	the dr	оро	dow	'nl	list and	d selea
		Nlogin							

▶ Login		Comments (0)
POST 💌	http://111.111.1.11:12344/api/1/Login	Send 🔻
Params Authoriz	ation Headers (9) Body Pre-request Script Tests Settings	
• none • form-	-data 🔍 x-www-form-urlencoded 💽 raw 🔍 binary 🔍 GraphQL BETA JSON 🔻	

- Enter the http://IP OF THE DATA AGENT:12344/api/1/Login where it says Enter request URL
- Select Body
- Select **raw**
- Change the dropdown list on the right from Text to JSON

	FactoryTalk View Data Ag	ent Settings -	- 🗆	\times
	Connector Name F1	TViewDataAgent Data Files_1		
	Connection Application	Settings		
	Protocol	http ~		
	IP Address	111.111.1.11		
	Port	12344		
	User Name	YOUR ACCOUNT NAME 1		
	Password	2		
	Application Location	Network 3	\sim	
none form-data x-www-form-urlencoded raw binary GraphQL BETA JSON v			Connect	
1 * { 2 "account":"YOUR ACCOUNT NAME",1 3 "password": "YOUR PASSWORD", 2				
4 "isLocal": "YOUR APP TYPE"3 5 }		Ap	oly C	lose

• In the body of the request, enter:

"account": "YOUR ACCOUNT NAME",

"password": "YOUR PASSWORD",

"isLocal": YOUR APP TYPE(true or false)

}

{

Each of these fields corresponds to the parameters configured in the **FactoryTalk Data Agent** data connector as seen in the image above.

- Set "isLocal" to true for Local Application Locations, or false if it is a Network type application.
- Click Send

1	{	
2		"operation": "Login",
3		"return": "true",
4		"token": "93bf856d9b7e40f9bf149599c1a9d9ca3d43c7ce6677466ca5f1b871077826ae",
5		"message": null
6	}	

A result will be returned at the bottom of the request. In this request, copy the value of the *token* field and paste it into notepad. This will be used in future requests.

After running the Login request, define the Tag Browse request as it appears below:



• Set the value of "token" to the token you copied to Notepad after running the **Login** request. This token may expire. If it does, re-run the **Login** request to generate a new token.

		Tag Browser Variable TViewDataAgent DA_1 Catalog Doline AB240 2 Diagnostic Items
FactoryTalk View Data Ag	ient Settings – 🗆 X	ARRAY_REAL_01
Connector Name FIV	/iewDataAgent DA_1	ARRAY_REAL_03
Connection Application	Settings	Carter ARRAY_REAL_04
Name HMI Path	Global.InstartFizz /HMI_Area/InstartFizz_HMI	Display Name ARRAY REAL 01(0)

- Set the value of "ParentFQN" to the Name of the application selected on the **Application** tab of the data agent Data Connector configuration followed by *Live_Data.branch1.branch2.online* similarly to how it appears in the request image above.
- Send this request.

Body Cor	okies Headers	(4) Test Results			Status: 200 OF	K Time: 17 ms Size: 6.88	KB Save Response 🔻
Pretty	Raw Prev	view Visualize	JSON 🔻	E			Q
6	TIM TIM Dat Glo WRI WRI "leaves! onl onl onl 81_ Glo	ER_ISEC,Global.Ins ER_MINUTF,Global.In a Area.A8240.onlin bal.InstantFizz.Li TE_BOOL,Global.Ins TE_REAL,Global.Ins NameList": Global ine.BATCH_ZONE2,GI ine.BATCH_ZONE2,GI ine.BATCH_ZONE2,GI ine.BATCH_ZONE2,GI DFSET,Global.Inst bal.InstantFizz.Li	tantFizz.Live nstantFizz.Liv e.TIMER_MIXER_ ve Data.Data_ tantFizz.Live tantFizz.Live .InstantFizz. .Global.InstantFizz. .InstantFizz. .InstantFizz. .InstantFizz.	Data.Data_Area.A8240.online.T ve Data.Data_Area.A8240.online. SPEED.HOLO.Clobal.InsturFizz Area.A8240.online.UDT_SVS_DATE D Data.Data_Area.A8240.online.W D Data.Data_Area.A8240.online.W Live Data.Data_Area.A8240.online.W Live Data.Data_Area.A8240.online.B untFizz.Live Data.Data_Area.A8240.online.B Live Data.Data_Area.A8240.online.B Data.Data_Area.A8240.online.B Data.Data_Area.A8240.online.B Data.Data_Area.A8240.online.B Data.Data_Area.A8240.online.B Data.Data_Online.B Data.Data_Online.B Data.Data_Online.B Data.Data_Area.A8240.online.B Data.Data.Data_Area.A8240.online.B Data.Data.Data.Data.Data_Area.A8240.online.B Data.Data.Data.Data.Data.Data.Data.Data	IM T date Live Data.Data_Area.AB24 TIME,GLobal.InstantFizz.L RITE_DINT,Global.InstantF RITE_STRING", ne.BATCH_MIXPRESSURE,GLob 40.online.BATCH_ZONE1,Glo online.BATCH_ZONE1,Glo online.BATCH_ZONE1,Global.Instant FAND,Global.InstantFizz.Live Data InstantFizz.Live Data	Aa A	

A list of tags will be returned. This list can be navigated using the magnifying glass button in the upper right corner of the response section.

- Copy the tag name in question and paste it to notepad.
- After running the Tag Browse request, define the Get Data request as it appears below:

Post Login Post Tag Browse Post Get Data + ***	No Environment 🔹
▶ Get Data	Examples 0 🔻 BUILD
POST • http://111.111.1112344/api/1/timeseriesDataService	Send 🝷
Params Authorization Headers (9) Body ● Pre-request Script Tests Settings none form-data x-www-form-urlencoded raw binary GraphQL JSON Figure 1	
<pre>1 {</pre>	

- Replace COPIED TAG NAME with the tag name that was copied to note pad after the Tag Browse request.
- Replace the START DATETIME and the END DATETIME with the start and end dates in question. For real-time data, set this to the last five minutes from the current time.
- Send this request.

Values will be returned with timestamps corresponding to the recorded "variant" value similar to the output below:

