

Troubleshooting iFIX Connections

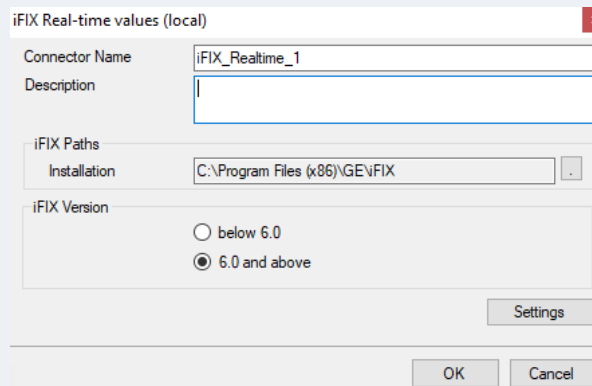
Overview

XLReporter supports connections to the legacy native iFIX real-time values and the iFIX History Classic data sources. When possible, it is recommended that the iFIX OPC and GE 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

Software Versioning

Depending on the version of iFIX installed, real-time tag names and values may not appear available.

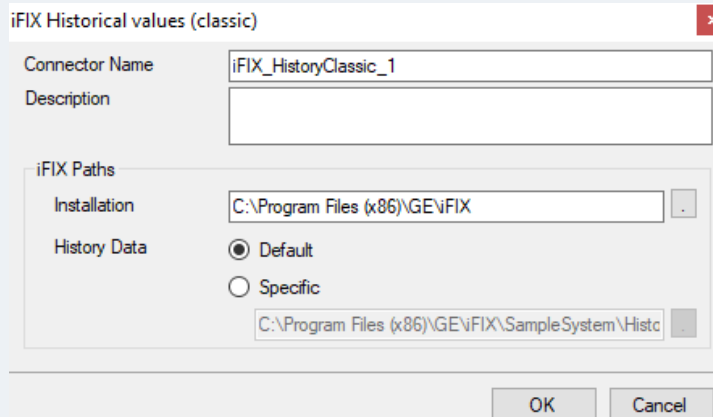


The screenshot shows the 'iFIX Real-time values (local)' dialog box. It has a title bar with a close button. The 'Connector Name' field contains 'iFIX_Realttime_1'. The 'Description' field is empty. Under 'iFIX Paths', the 'Installation' field contains 'C:\Program Files (x86)\GE\FIX'. Under 'iFIX Version', the '6.0 and above' radio button is selected, while 'below 6.0' is unselected. There are 'Settings', 'OK', and 'Cancel' buttons at the bottom.

This can be corrected by selecting the correct **iFIX Version** in the iFIX Real-time values (local) connector settings. After doing so, the tags will be browsable and the values will be viewable.

Historical Files

When connecting to iFIX history classic, data may fail to be retrieved when requested.



The screenshot shows the 'iFIX Historical values (classic)' dialog box. It has a title bar with a close button. The 'Connector Name' field contains 'iFIX_HistoryClassic_1'. The 'Description' field is empty. Under 'iFIX Paths', the 'Installation' field contains 'C:\Program Files (x86)\GE\FIX'. Under 'History Data', the 'Default' radio button is selected, while 'Specific' is unselected. The 'Specific' field contains 'C:\Program Files (x86)\GE\FIX\SampleSystem\Histc'. There are 'OK' and 'Cancel' buttons at the bottom.

This can be the result of three possible causes: iFIX is not running on the machine, the **History Data** path in the data connector configuration is pointing to the wrong folder, or the *.lgh* files for the request date do not exist or are inaccessible. Correct these issues as they arise and then attempt to retrieve the data again.