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Troubleshooting Rockwell Connections

Overview

XLReporter supports connections to the FactoryTalk View SE Data log *.DAT* File Set and ODBC SQL Server tables, RSLinx and FactoryTalk Linx Gateway, FactoryTalk Historian SE, and FactoryTalk View ME and PanelView Plus data sources. The following document details some of the common issues that can come about when utilizing these interfaces with XLReporter.
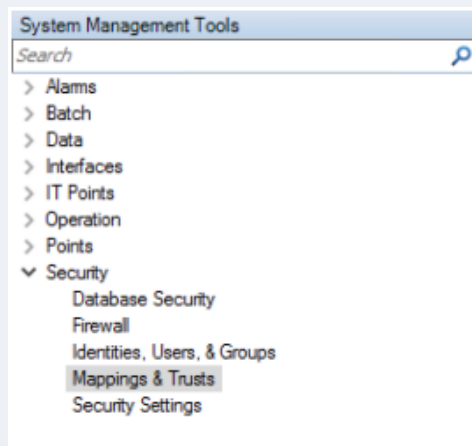
Common Issues

Slow to return data

When connecting to the *Data Logs* in ODBC, specifically SQL Server, it can take quite a while to get the data to return. In SQL Server if the tables become bloated with records and a clustered Index has not applied to the DateAndTime columns in the *Float* and *String* tables this can be the root cause of slow repsonse. For more information about clustered indexes, please reference this document: SQL Server Best Practices Article | Microsoft Docs
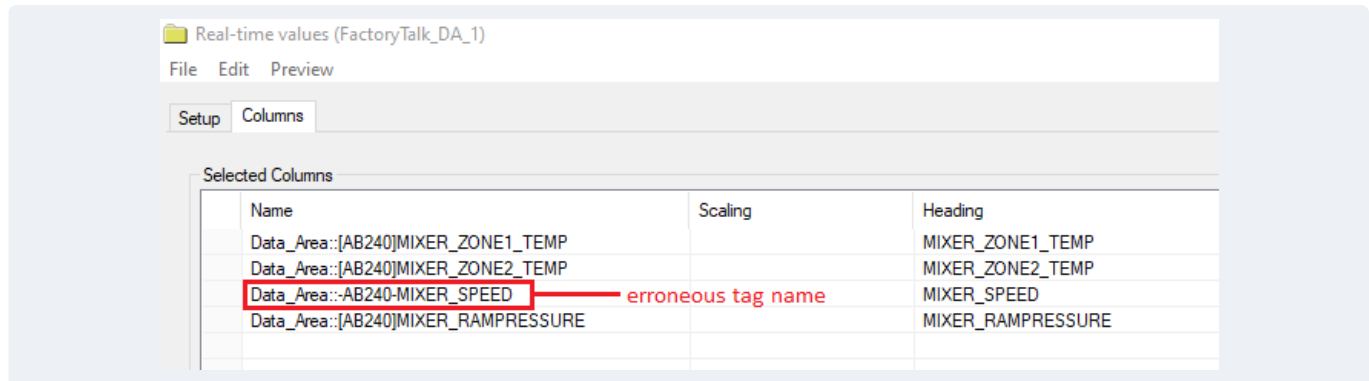
No Historian Tags

When connecting to the FactoryTalk Historian SE via the Data Agent connection, tags may fail to display in the tag browser if a **Trust** has not been configured between the machine where the historian is installed and the machine where the Data Agent is installed.

This can be done from the **FactoryTalk System Management Tools** application on the historian machine. For more information, please see the *System Management Tools* section in the following document: Data Connect Using XLReporter with Rockwell Factory Talk View Data Agent Historian SE (sytech.com)

Values Appear as "unk"

This issue can occur when using the FactoryTalk Data Agent live data connection and one or more of the tags specified are not valid/do not exist.
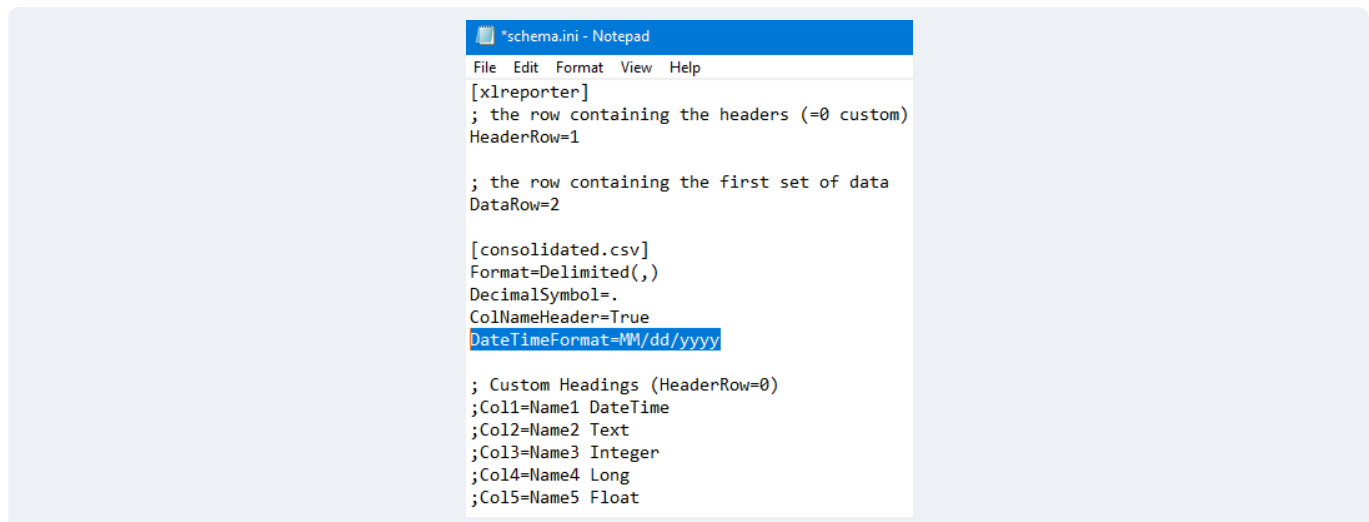

To resolve this issue, verify the syntax of every real time tag connection in the template to ensure that the tag exists. It is good practice to use the tag browser rather than typing out the names of the tags in order to guarantee proper syntax.

For more information, please see the following document: Data Connect Using XLReporter with Rockwell Factory Talk View SE Data Agent Real-time (sytech.com)

Text File Values not Returning

This error can occur when using the PanelView Plus or FactoryTalk View ME historical connectors. The issue may be that the date format in the text files does not match the date format of the Operating System.
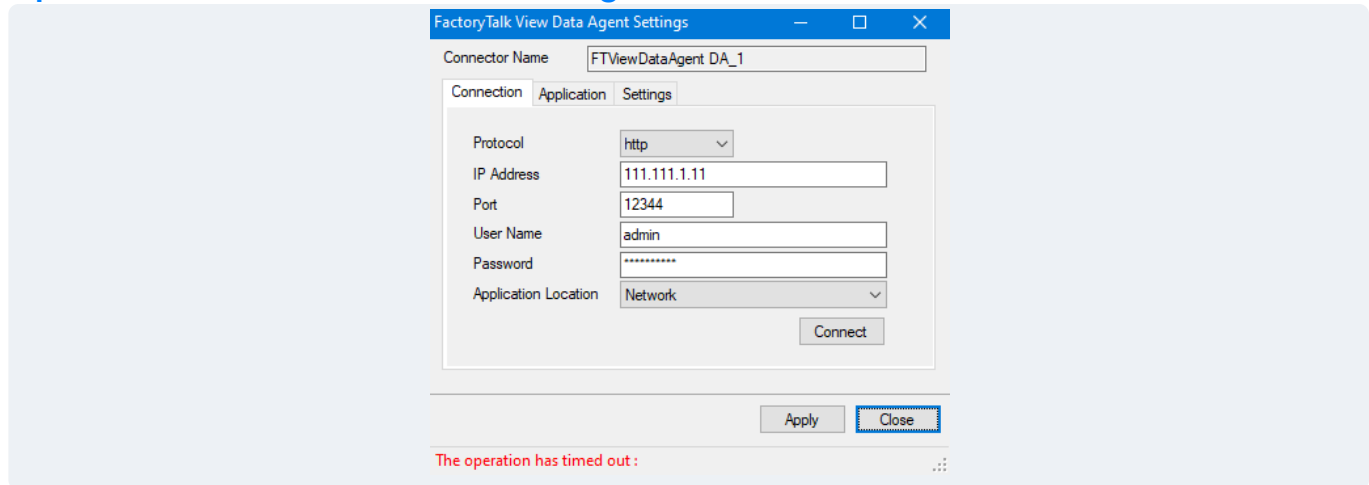

To specify the date format for the text files, use the Windows File Explorer and browse to the folder that matches the name of the data connector in the *Data_temp* folder of the project. Open the *schema.ini* in Notepad. Under [consolidated.csv] add a row and set it to:

DateTimeFormat=*format*

Where *format* is the date format in the file. For example, for US format set:

DateTimeFormat=MM/dd/yyyy
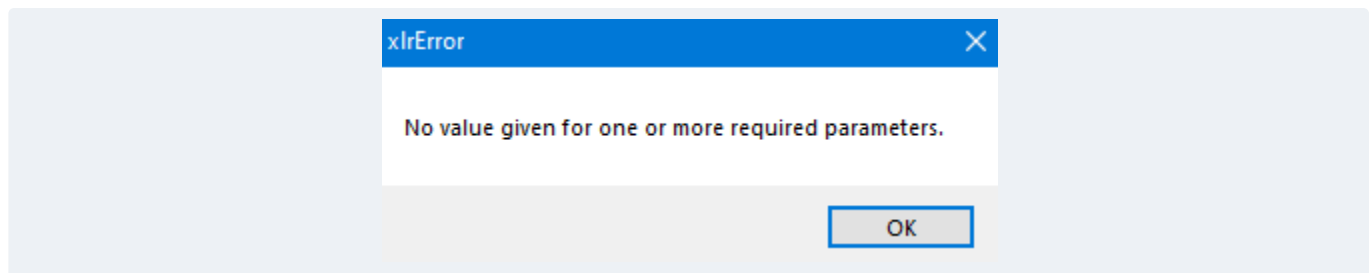
Operation Timed Out When Connecting

If this message appears after clicking **Connect** when creating or modifying an existing Data Agent type connector.

- Verify **IP address** and **Port** with what has been configured in *RA.DataAgent.SDK.Service.Host.exe.config*
- Verify **User Name** and **Password** with what is set up in FactoryTalk View SE
- Make sure **Application Location** is set to the location of the Application you want to connect to
- If the Windows Firewall is enabled on the machine where the Data Agent is running, the **Port** specified must be opened to allow for connection.
  For more information, please see the *Windows Firewall* section in the following document: Data Connect Using XLReporter with Rockwell Factory Talk View Data Agent Historian SE (sytech.com)

No value given for one or more required parameters

This issue can occur when connecting to a set of PanelView Plus text files. This message will be returned if one of the tags defined on the columns tab of the connector group is not recorded in the data files.

To resolve this issue, reconfigure the data logger so that the new tag is included. For more information, please see the PanelView plus connectivity document here: Data Connect Using XLReporter with Rockwell PanelView Plus (sytech.com)