

WIN-911/XLReporter Troubleshooting Push Reports

Overview

The following describes the steps you should take if there is an issue with the WIN-911 alarm notification generating a push report from XLReporter or if an XLReporter report available in the WIN-911 mobile app cannot be generated.

Verify the System

On the machine where XLReporter is installed, open the XLReporter Project Explorer.



Licensing/Registration

The current state of the license can be found on the right side of the Project Explorer. Only the following license states support report generation from a WIN-911 alarm notification:

- Subscription registered for ...
- Registered for x minutes (demo license prior to purchase)
- Development registered for ...

If none of these statuses are shown, this is the issue.

Verify the Template Locally

Identify the template that has been configured as part of the alarm notification or that is being selected from the mobile app to generate. If the template is specified with an instance, make note of the instance name as well. The syntax for a template with an instance is *Template Name* | *Instance Name*. This template must be verified on the machine where **XLReporter** is installed.

On-Demand Reports

On the machine where XLReporter is installed, from the **Project Explore**r, under the **Home** tab, open **On-Demand Reports**.

Options	~	🚽 Sa	ve 🛃 Print 👻 🖃 Email	Freeze P	anes 📃 Zoo	m In 📃 Zo	om Out 🛛 🔛	Keypad	
1	0	4	В	С	D	E	F	G	
	^	2	2 Hour Lead	Up San	nples				t
DailyValues-Bitmap		3	Incident	13:39:16	-				Т
DailyValues-JSON		4							
DailyValues-Text	- 1	5 6	Date and Time	1 temperatu	2 temperatu	Mixer speed	Mixer ram pressure	zone 1 temperatu	1
DailyValues		7	11:39:16	62.00	58.00	56.96	90.16	56.95	ī
	~	8	11:44:16	22.00	68.00	57.01	90.40	56.68	1
🔁 Refresh 🛛 📕 Instance		9	11:49:16	52.00	76.93	57.96	90.59	57.09	J
		10	11:54:16	76.77	76.52	56.52	90.75	56.62	
		11	11:59:16	75.98	77.11	55.35	90.87	57.17	
		12	12:04:16	76.15	76.80	54.35	90.95	56.81	
		13	12:09:16	76.30	77.20	52.83	90.99	57.16	j
		14	12:14:16	76.98	77.31	51.86	91.00	57.22	1
		15	12:19:16	76.45	77.05	52.21	90.96	56.91	
		16	12:24:16	76.28	76.44	52.17	90.88	56.25	j.
		17	12:29:16	76.44	76.46	49.36	90.76	56.21	
		18	12:34:16	76.98	78.28	49.08	90.60	57.99	I
		19	12:39:16	77.44	76.13	51.32	90.40	55.79	I
		20	12:44:16	76.61	80.78	51.64	90.17	60.39	I
		21	12:49:16	77.62	84.80	47.96	89.89	55.00	Í,
Terre		22	12:54:16	76.78	89.44	48.45	89.58	59.59	ı.

On the left, select the template noted previously.

If an instance is used, under the template name, select the instance name and click Refresh.

If no instance is used and the **Report Date** and **Report Time** are prompted for, specify them as the date and time when the alarm occurred and click **Refresh**.

Note, if any other parameters are prompted for and an instance is not being used, this is the issue. The user must either open their template and update it so that there are no variables used in the template at all or create an instance for the template to specify values for all the required parameters. If an instance is created, in WIN-911 Workspace the report name must be updated with the instance created.

If any error pops up on **Refresh**, note the error and escalate this to an XLReporter support specialist.

Verify the Template Remotely

On the machine where WIN-911 is installed, open a web browser like Google Chrome or Microsoft Edge. In the address bar, enter the following:

http://IP Address/xlrweb

or

https://IP Address:Port/xlrweb

Where IP Address is the IP Address of the machine where XLReporter is installed (and as specified in WIN-911) and Port is the port number if it is not the default.

If this fails to load the XLReporter web portal, escalate this to an XLReporter support specialist.

5	XLReporter	
	User Name Tom Password Your account password Sign In	

If user accounts are enabled on the project, you will be prompted to log in. Get a valid **User Name** and **Password** from the user to enter in here and **Sign In**(note that a **Password** is not required and may not be set). If user accounts are not enabled, this should proceed directly to the list of templates.

XLReporter	ᆂᅡ	Welcome to XLReporter	1 Tom
A 🔁 Report Templates	🔒 Home W	eb Portal Video	Î
2HrLeadup Report of first sample from the las	>		
DailyValues-Bitmap	>		
🖉 DailyValues-JSON	>		
DailyValues-Text	> 		
🔄 DailyValues-XML	>		
DailyValues Report of first value in the interv			
j multisheet	>	XI Reporte	
🖉 row-it-check	>	ALREPOILE	
🖉 schedule-macro	>	Reports and Dashboards for Inc	lustry

From the list of templates select the template noted from the previous step.

۲.		2HrLeadup		ᆂ┝		2	HrLeadu	p 🕑 Pl	DF				1 Tom
	9		6	^ <u> </u>	O 1 of 2				- +	Page Wi	idth	•	Î
		C Refresh			2 Hour Lead	Up Sam 13:57:25	ples						
					Date and Time	1	2	speed	Mixer ram pressure	zone 1	zone 2	Extruder speed	
					11:57:25	51.00	47.00	45.40	81.16	50.00	51.00	52.00	
					12:02:25	75.44	57.00	45.54	81.89	58.91	74.07	72.30	
					12:12:25	58.00	75.01	49.14	83.30	59.73	80.28	75.61	
					12:17:25	76.47	75.76	48.33	83.97	59.26	79.86	75.09	
					12:22:25	76.21	76.84	49.18	84.62	50.00	80.94	75.94	
					12:27:25	76.24	77.11	52.10	85.25	35.00	81.20	78.85	
					12:32:25	76.52	75.01	52.07	85.85	56.01	80.93	/8.83	
					12:42:25	76.01	78.67	54.89	86.97	35.00	80.79	81.65	
					12:47:25	76.93	83.68	54.00	87.49	55.97	85.79	80.76	
					12:52:25	76.17	88.57	52.44	87.97	60.82	90.69	79.20	
					12:57:25	77.04	87.85	52.24	88.42	55.00	89.96	78.99	
					13:07:25	77.39	87.83	52.19	89.23	55.82	30.84	78.95	
					13:12:25	77.58	88.40	52.19	89.57	56.34	90.51	78.94	
					13:17:25	77.54	88.28	53.57	89.89	56.17	90.39	80.33	
					13:22:25	76.74	88.29	53.72	90.16	56.13	90.40	80.48	
					13:27:25	77.66	87.85	52.94	90.40	55.64	89.97	79.70	
				Ŧ	15:32:25	77.04	08.12	52.25	90.60	55.86	90.23	79.01	*

If an instance is used, under the template name, select the instance name and click **Refresh**.

If no instance is used and the **Report Date** and **Report Time** are prompted for, specify them as the date and time when the alarm occurred and click **Refresh**.

If any error pops up on **Refresh**, note the error and escalate this to an XLReporter support specialist.

Verify the XLReporter Rest API

Now that we have verified that the template is functional and can be run remotely, we must now verify the XLReporter REST API that WIN-911 uses to generate reports for alarm notification. To do so, the user must download and install Postman on the system where WIN-911 is installed.

Once Postman is installed, the XLReporter REST API collection can be imported in to run. This collection can be found on the machine where XLReporter is installed in C:\XLReporter_rest (assuming XLReporter is installed on the C drive). From this folder, copy XLRAPI.postman_collection.json and paste it in a folder on the machine where Postman is now installed.

In Postman, import this collection.

Select the XLRAPI collection on the left side. On the right, select the Pre-request Script tab.



Update the values for server_ip and server_port to match what you have set up for XLReporter. Save the changes.

On the left, select login and on the right, select the Pre-request Script tab.

✓ XLRAPI					
POST login	POST	✓ http://{{se	erver_ip}}:{{se	erver_port}}	/XLRweb/api/login
POST templates	Params	Authorization He	eaders (9)	Body •	Pre-request Script •
POST report					
	1	postman.setEnviron	mentVariab	le("user"	, "Guest");
POST logout	2	postman.setEnviron	mentVariab	le("passw	ord", "");

If user accounts are enabled in the project, update the values for **user** and **password** for a valid user account.

Click the **Send** button in the upper right to send the login request.

If successful, the **Response** section will have the **token** to submit with all other requests. Highlight and copy the token value.

✓ XLRAPI	Overview Authorization Pre-request Script Tests Variables Runs
POST login	
POST templates	This script will execute before every request in this collection. Learn more about Postman's execution order 7
POST report	<pre>1 postman.setEnvironmentVariable("server_ip", "localhost");</pre>
POST logout	<pre>2 postman.setEnvironmentVariable("server_port", "80"); 3 postman.setEnvironmentVariable("token", "efce5752-363e-4db4-99c8-50719aba0c68");</pre>

Return back to the XLRAPI Pre-request Script and paste in the token value. Save the changes.

On the left, select **templates** and on the right, click the **Submit** button.



The **Response** should contain a list of templates from the project that have no parameters required as well as list of templates with instances. Highlight and copy the template or template | instance noted in the previous step.

On the left, select report and on the right, select the Pre-request Script tab.

✓ XLRAPI		
POST login	POST	http://{{server_ip}}:{{server_port}}/XLRweb/api/report
POST templates	Params	Authorization Headers (9) Body • Pre-request Script •
POST report		
	1	<pre>postman.setEnvironmentVariable("template", "2HrLeadup")</pre>
POST logout	2	<pre>postman.setEnvironmentVariable("type", "PDF");</pre>
	3	<pre>postman.setEnvironmentVariable("size", "L");</pre>

For **template**, paste in the name you copied from the previous step. If you would like to, change the **type** to any supported type and **size** to any supported size. Click **Send** to generate the report.

Body	Cookies (1)	Headers (10)	Test Results							Stat	us: 200 OK
				2 Hour Lead I	Jp Sam	ples					
				Incident	14:11:05						
				Date and Time	1 temperatur	2 temperatur	speed	Mixer ram pressure	zone 1	Extruder zone 2 temperatur	Extruder speed
				12.11.05		00.27	FF 14	00.47	57.70	0.0.00	91.00
				12:11:05	79.90	90.27	55.14	90.47	57.76	92.39	01.90
				12:11:05	79.90 79.15	90.27 89.33	56.88	90.47	56.77	92.39 91.45	83.63
				12:11:05 12:16:05 12:21:05	79.90 79.15 34.00	90.27 89.33 90.33	55.14 56.88 57.49	90.47 90.25 89.98	56.77 57.71	92.39 91.45 92.44	83.63 84.24
				12:11:05 12:16:05 12:21:05 12:26:05	79.90 79.15 34.00 64.00	90.27 89.33 90.33 90.90	56.88 57.49 59.22	90.47 90.25 89.98 89.69	56.77 57.71 58.24	92.39 91.45 92.44 93.02	83.63 84.24 85.98
				12:11:05 12:16:05 12:21:05 12:26:05 12:31:05	79.90 79.15 34.00 64.00 75.54	90.27 89.33 90.33 90.90 90.54	56.88 57.49 59.22 60.75	90.25 89.98 89.69 89.35	56.77 57.71 58.24 57.82	92.39 91.45 92.44 93.02 92.65	83.63 84.24 85.98 26.00
				12:11:05 12:16:05 12:21:05 12:26:05 12:31:05 12:36:05	79.90 79.15 34.00 64.00 75.54 75.96	90.27 89.33 90.33 90.90 90.54 88.96	55.14 56.88 57.49 59.22 60.75 59.69	90.47 90.25 89.98 89.69 89.35 88.98	57.76 56.77 57.71 58.24 57.82 56.20	92.39 91.45 92.44 93.02 92.65 91.07	83.63 84.24 85.98 26.00 61.00
				12:11:05 12:16:05 12:21:05 12:26:05 12:31:05 12:36:05 12:31:05 12:36:05	79.90 79.15 34.00 64.00 75.54 75.96 76.76	90.27 89.33 90.33 90.90 90.54 88.96 91.85	55.14 56.88 57.49 59.22 60.75 59.69 58.37	90.47 90.25 89.98 89.69 89.35 88.98 88.57	57.76 56.77 57.71 58.24 57.82 56.20 59.04	92.39 91.45 92.44 93.02 92.65 91.07 93.96	83.63 83.63 84.24 85.98 26.00 61.00 75.36

The report should appear in the **Body**.

If an error occurs in any step along the way, escalate this to an XLReporter support specialist.

At this point, if no errors occur and the report is generated, we can safely assume that everything is configured correctly for XLReporter.

It is recommended to run the **logout** method to free up the client license.