WIN-911/XLReporter Troubleshooting Report Snippets

Overview

The following describes the steps you should take if there is an issue displaying an XLReporter report snippet as a widget in the WIN-911 Control Center Dashboards.
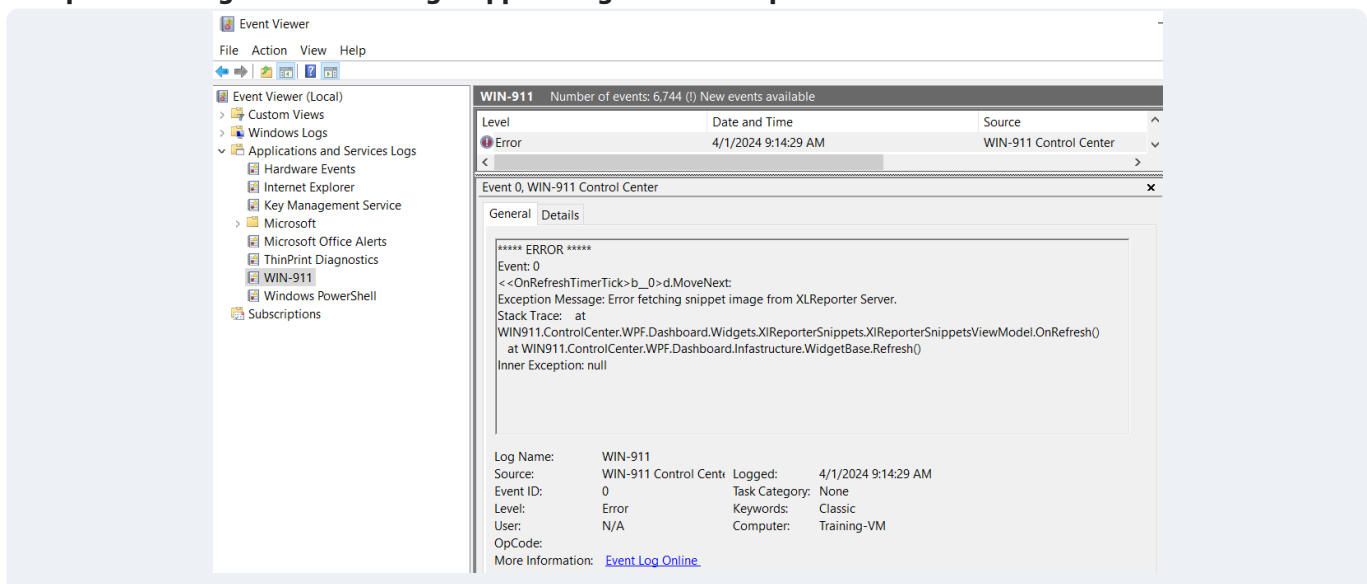
Widget Error

If the above error is shown for the widget, open the **Windows Event Viewer** on the machine where WIN-911 is installed. In the viewer, expand **Applications and Services** on the left, and select *WIN-911*.

Common Errors

Exception Message: Error fetching snippet image from XLReporter Server

To troubleshoot this error, you must examine the template configuration in XLReporter to verify that the snippet is configured correctly with the name that is specified for the widget in the Control Center. This error typically happens

because the name of report snippet changed or the Data Management connection that produces the snippet has been removed from the template in XLReporter after the widget was configured.

On the machine where XLReporter is installed, open XLReporter's **Project Explorer**.
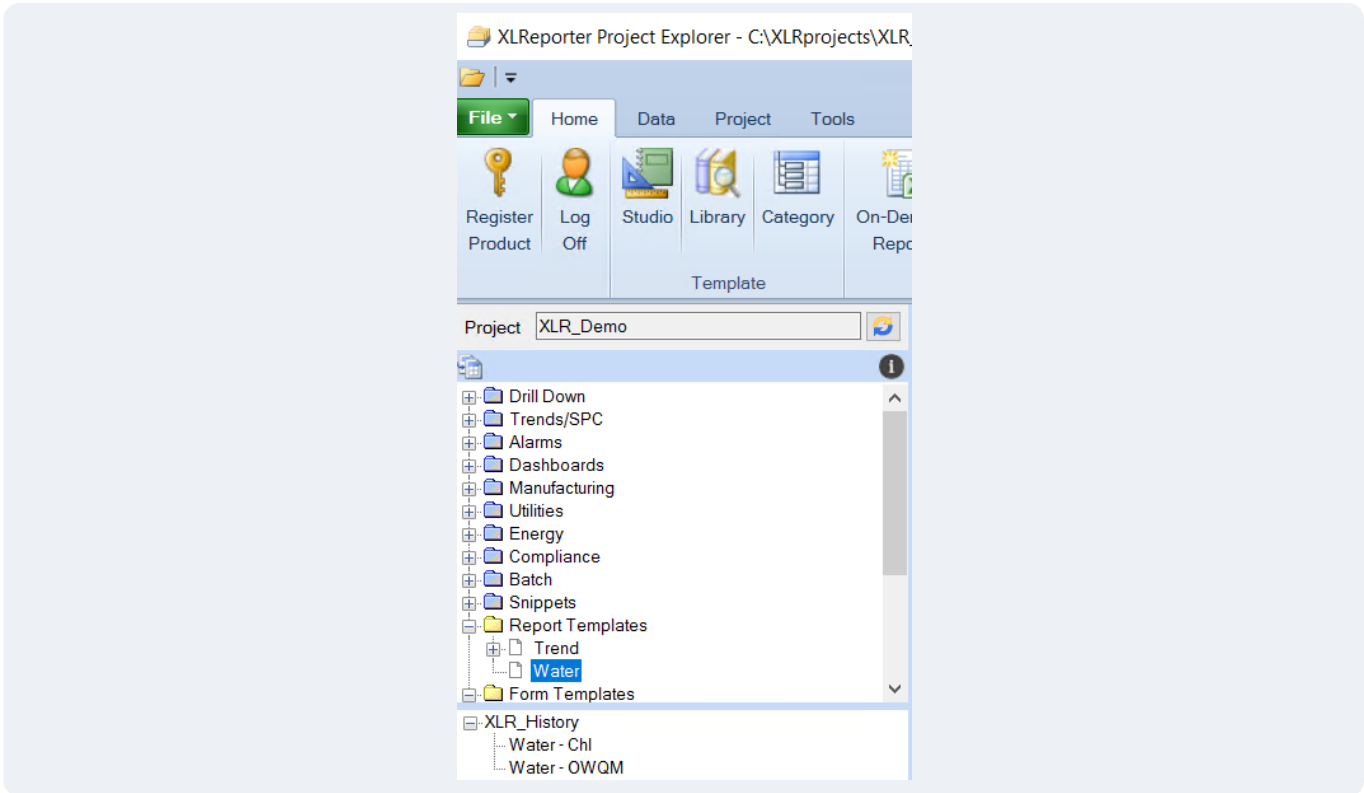
Open the template that contains the snippet that is producing the error by double-clicking on it from the list on the left side.

In the **Template Design Studio**, under the **Template** tab, in the **Data** section, select **Connect**. Note, if using Microsoft Excel as the Design Studio, **Connect** appears under the **XLReporter** tab.
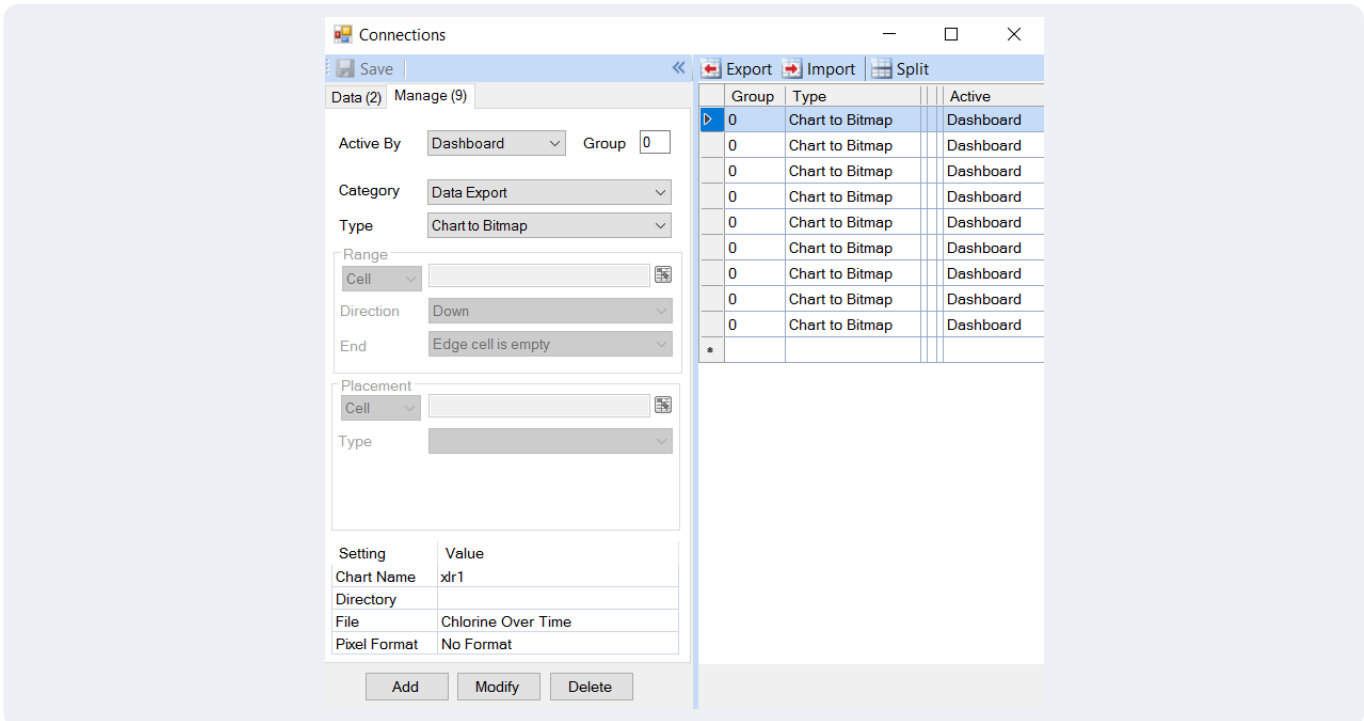

In **Connections** select the **Manage** tab to view all the **Data Management** connections configured for the template on the right side.

If the **Type** is *Chart to Bitmap* or *Range to Bitmap*, these are the connections to check as these are the ones that produce the snippets.   Select each one of these from the list and observe the **File** setting value as this is the file name of the snippet produced. If the snippet name you have configured in the widget does not appear, that is the problem. There are a few ways to remedy this:

- In the Control Center, change the configuration for the widget to a snippet name that exists in the template
- In the template, change the **File** setting value of an existing *Chart to Bitmap* or *Range to Bitmap* management connection to match the name specified for the widget
- Create a new *Chart to Bitmap* or *Range to Bitmap* management connection and set the File value to match the name specified for the widget.

Exception Message: Template does not exist
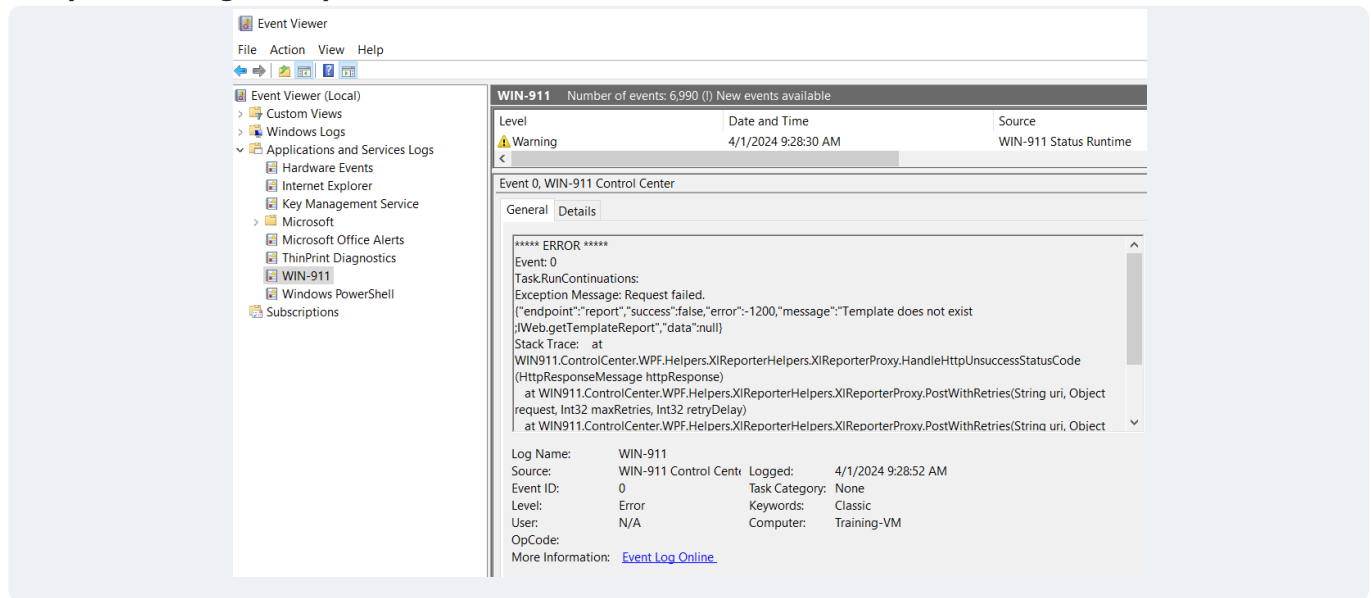
This error is typically caused by a template being incorrectly deleted from the XLReporter project after the widget was configured.

To troubleshoot this error, on the machine where XLReporter is installed, open XLReporter's **Project Explorer** and verify the template specified for the widget exists from the list on the left side. If the template does not appear, that is the issue.

To correct this, either recreate the template as it was or reconfigure the widget to use a snippet from a different template in the project.

## Exception Message: Err032: Registration timeout
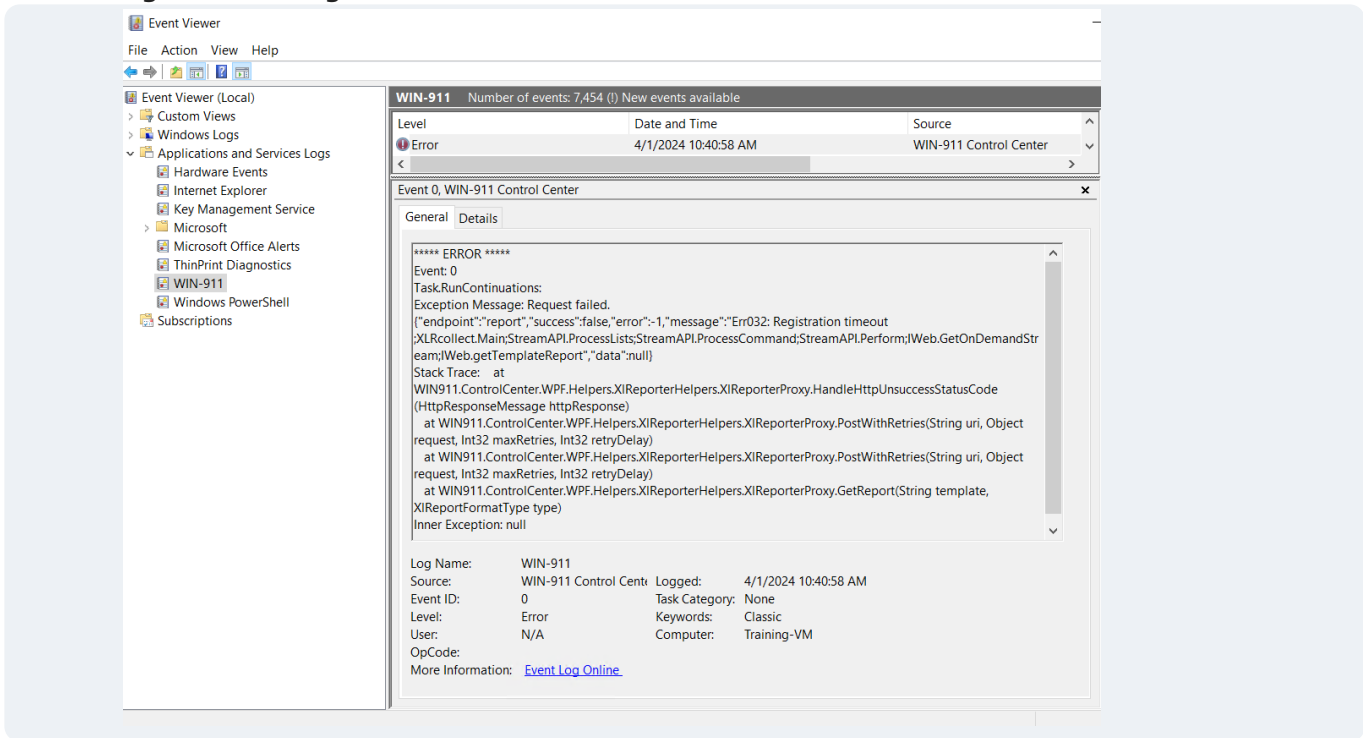
This error can happen if you are still evaluating XLReporter and the 2 hour demo period has expired or if the license subscription has expired.

To view the XLReporter license status, on the machine where XLReporter is installed, open XLReporter's **Project Explorer**. The *Registration status* appears on the right:
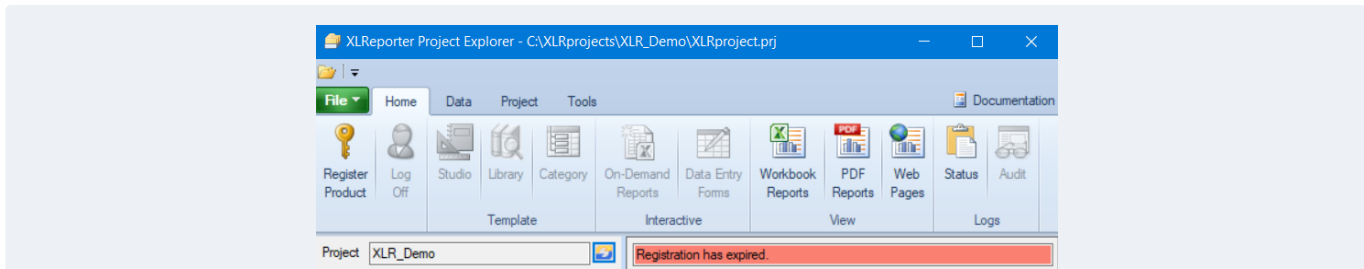

If an installation becomes unregistered, it will need to be re-registered before the snippets will begin functioning again.

Exception Message: Could not find file "{PROJECT PATH}\Input\{TEMPLATE}__{INSTANCE}.xml"
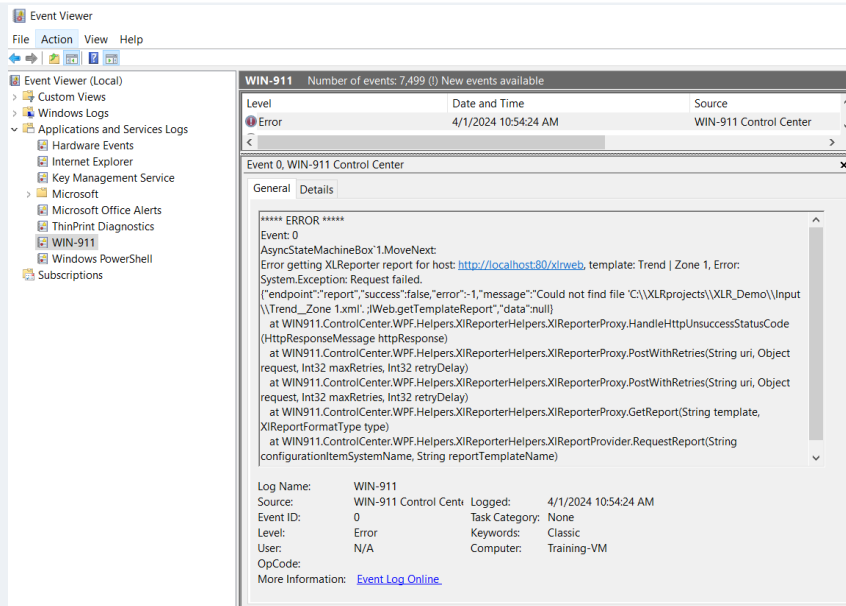
This error indicates that the instance name specified along with the template does not exist in the XLReporter project. This is typically caused by an **Instance** being deleted from the project after the widget was configured.

To verify, on the machine where XLReporter is installed, open XLReporter's **Project Explorer**. In the **Report Templates** list in the left pane, select this template and expand it to see its configured **Instances**:
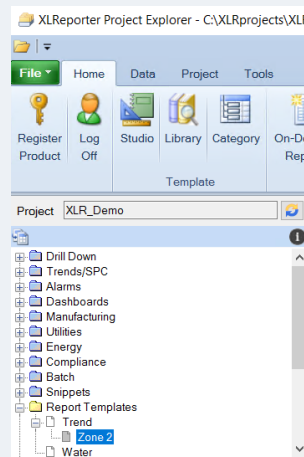
If the configured instance is not listed, this is the cause of the error. There are 2 options to remedy this issue:

- In **WIN-911 Control Center**, change the *Template | Instance* to either a different template or a different instance of the same template.
- From XLReporter's **Project Explorer**, under the Home tab, open **On-Demand Reports**. Select the template, specify values for all the settings and then click **Instance** to re-create the instance. Specify the **Name** to be the same as what is configured for the widget.

Snippet Appears Stale in the Widget

If the snippet used for the widget in the Control Center does not appear to be refreshing even when refreshing manually this could an indication that there is an issue with the underlying XLReporter template.

Verify the Template Locally

On the machine where XLReporter is installed, open XLReporter's **Project Explorer**. From the **Home** tab, select **On-Demand Reports**.

In On-Demand Reports, select the template used for the widget. If an instance is specified with the template, select that under the template name. Otherwise, if a date/time is required, specify that and click **Refresh** to verify that the report updates and data is displayed.

If you encounter any errors or if data appears as "???" or "@@@", contact an XLReporter support specialist for help.

Verify the Template Remotely

From the machine where the **WIN-911 Control Center** is installed, open a web browser like Google Chrome or Microsoft Edge.

For the URL, enter the same **Machine/IP Address** specified in the **Control Center Configuration** (along with the **Port** if not using port 80), followed by /xlrweb. For example, if the **Machine/IP Address** is *1.1.1.1* and the **Port** is *85* the URL would be:

1.1.1.1:85/xlrweb

This opens the XLReporter web portal. If prompted to log in, do so. From the list of templates, select the template specified for the widget.

If an instance is specified with the template, select it from the list of **Instances**. Otherwise, if a date/time is required, specify that and click **Refresh** to verify that the report updates and data is displayed.

If you encounter any errors or if data appears as "???" or "@@@", contact an XLReporter support specialist for help.