

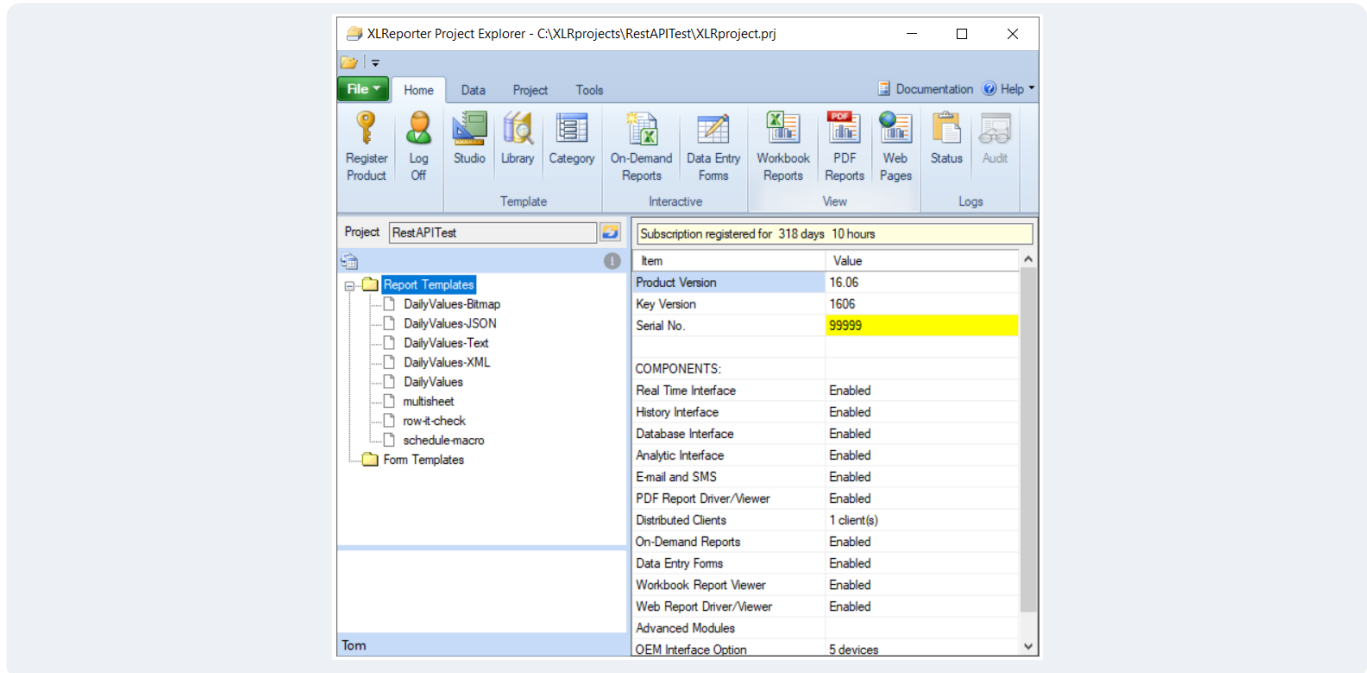
WIN-911/XLReporter Troubleshooting

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. 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 Explorer**, under the **Home** tab, open **On-Demand Reports**.

Date and Time	1 temperature	2 temperature	Mixer speed (RPM)	Mixer ram pressure	zone 1 temperature
11:39:16	62.00	58.00	56.96	90.16	56.95
11:44:16	22.00	68.00	57.01	90.40	56.68
11:49:16	52.00	76.93	57.96	90.59	57.09
11:54:16	76.77	76.52	56.52	90.75	56.62
11:59:16	75.98	77.11	55.35	90.87	57.17
12:04:16	76.15	76.80	54.35	90.95	56.81
12:09:16	76.30	77.20	52.83	90.99	57.16
12:14:16	76.98	77.31	51.86	91.00	57.22
12:19:16	76.45	77.05	52.21	90.96	56.91
12:24:16	76.28	76.44	52.17	90.88	56.25
12:29:16	76.44	76.46	49.36	90.76	56.21
12:34:16	76.98	78.28	49.08	90.60	57.99
12:39:16	77.44	76.13	51.32	90.40	55.79
12:44:16	76.61	80.78	51.64	90.17	60.39
12:49:16	77.62	84.80	47.96	89.89	55.00
12:54:16	76.78	89.44	48.45	89.58	59.59

On the left, select the template noted previously. If **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, this is the issue. The user must open their template and update it so that there are no variables used in the template at all.

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:

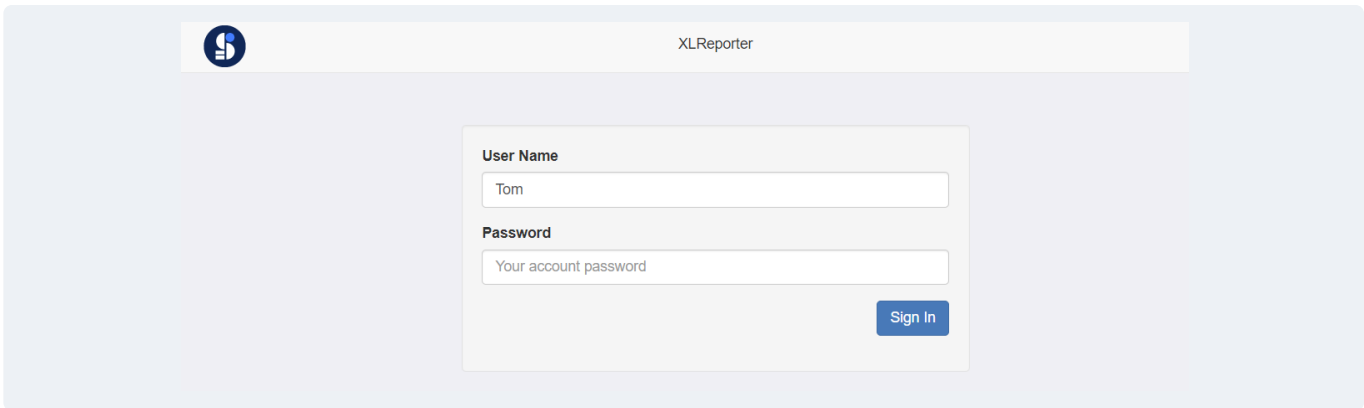
`http://IP Address/xlrweb`

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.

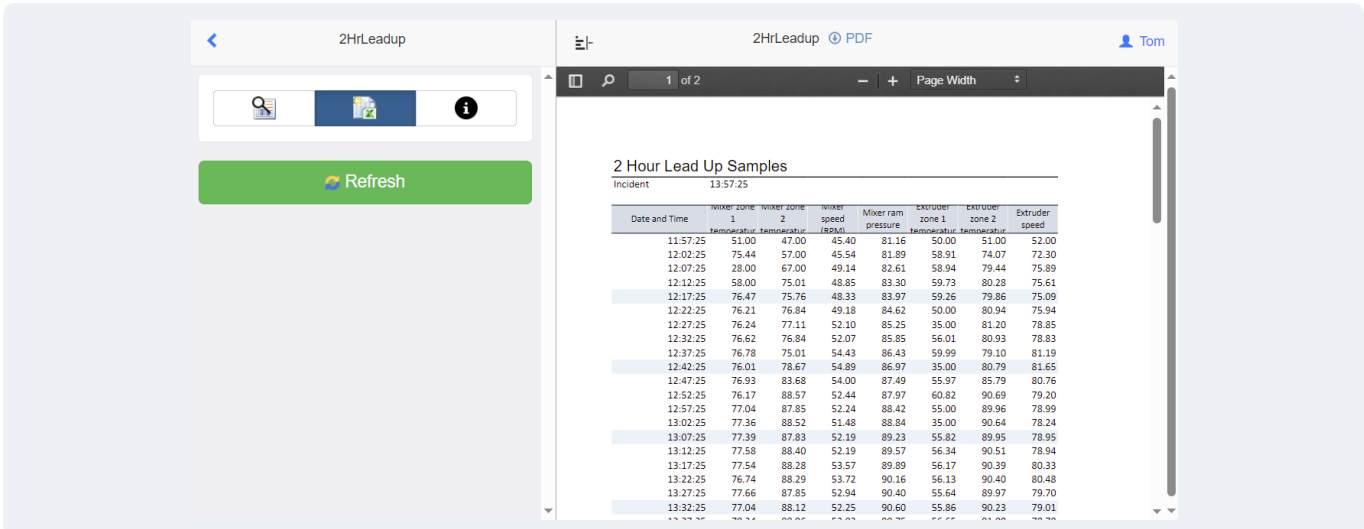
If this fails to load the XLReporter web portal, escalate this to an XLReporter support specialist.



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.



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



If **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.

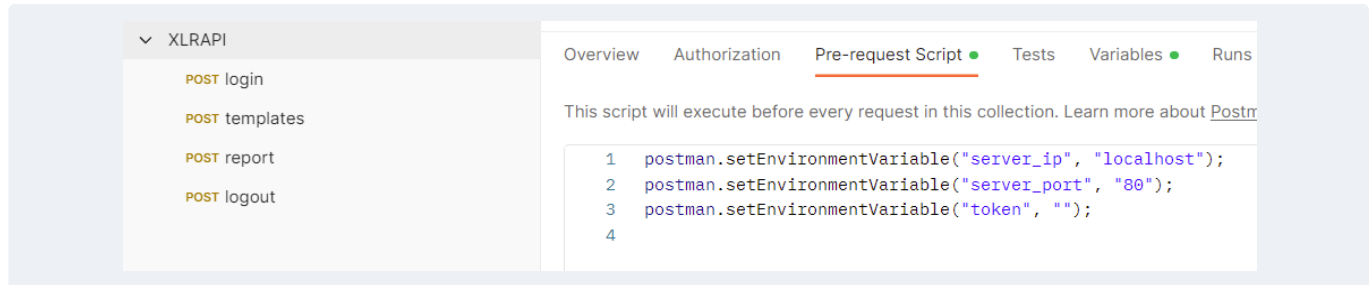
Verify the XLReporter Rest API

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.

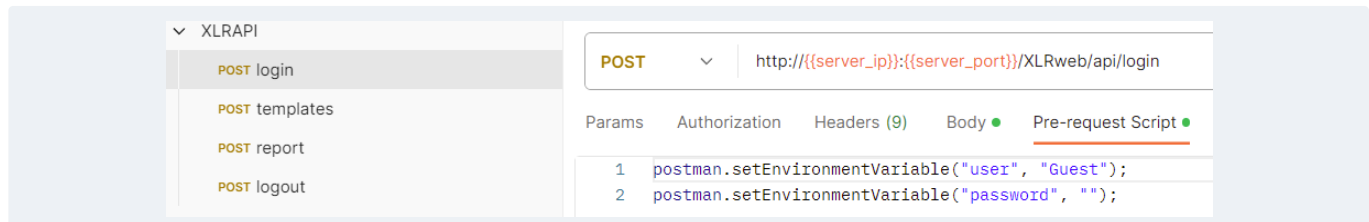
In **Postman**, import this collection.

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.

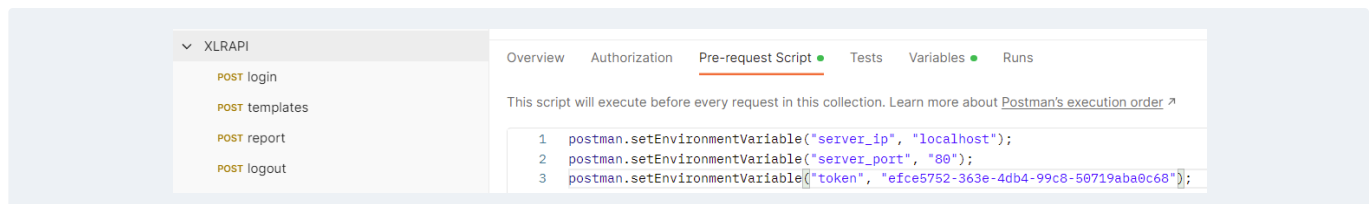


If user accounts are enabled in the project, update the values for **user** and **password** for a valid user account.

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.



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.

```

{
  "endpoint": "templates",
  "success": true,
  "error": 0,
  "message": null,
  "data": [
    {
      "Name": "2HrLeadup",
      "Description": "Report of first sample from the last 2 hours in 5 minute intervals"
    },
    {
      "Name": "DailyValues-Bitmap",
      "Description": ""
    }
  ]
}

```

The **Response** should contain a list of templates from the project that have no parameters required. Highlight and copy the template noted in the previous step.

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

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.

Date and Time	Mixer zone 1 temperature	Mixer zone 2 temperature	Mixer speed (RPM)	Mixer ram pressure	Extruder zone 1 temperature	Extruder zone 2 temperature	Extruder speed
12:11:05	79.90	90.27	55.14	90.47	57.76	92.39	81.90
12:16:05	79.15	89.33	56.88	90.25	56.77	91.45	83.63
12:21:05	34.00	90.33	57.49	89.98	57.71	92.44	84.24
12:26:05	64.00	90.90	59.22	89.69	58.24	93.02	85.98
12:31:05	75.54	90.54	60.75	89.35	57.82	92.65	26.00
12:36:05	75.96	88.96	59.69	88.98	56.20	91.07	61.00
12:41:05	76.76	91.85	58.37	88.57	59.04	93.96	75.36
12:46:05	75.92	94.86	59.18	88.13	45.00	23.00	76.16

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.