

[Tech Note 754](#)

Solving Historian Client Report Publishing Problems on Windows 2008 O/S

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Introduction

Wonderware Historian Client (also known as HistClient, and formerly known as ActiveFactory) allows you to publish Microsoft Excel, Word, and Trend reports to the ActiveFactory Reporting Website (AFRWS).

If you experience any problem in publishing Historian Client reports to the AFRWS or to Wonderware Information Server (WIS), you should first try the recommendations in [Tech Note 694 Resolving Issues in Publishing ActiveFactory v9.2 Reports](#).

However, if the issue still occurs, and you are using the Windows 2008 Operating System, you can use the recommendations in this tech note to resolve the issue.

Application Versions

- Wonderware ActiveFactory 9.2
- Wonderware Historian Client v10.0 SP1
- Wonderware Information Server (WIS) 4.0
- Wonderware Historian 10.0 SP1
- Microsoft Office Excel 2003 SP2 (or later), or 2007 SP2 (or later)
- Microsoft Office Word 2003 SP2 (or later), or 2007 SP2 (or later)
- Microsoft SQL Server 2005 SP2 (or later)

Acronyms

- **HistClient**: Historian Client Desktop version (Trend, Excel Workbook, Word Report)
- **AFRWS**: ActiveFactory Reporting Website
- **WIS 4.0**: Wonderware Information Server 4.0 (used interchangeably with AFRWS)
- **AF Web Client**: Machine using Internet browser to view published reports
- **InSQL**: Wonderware Historian version 9.0 or 10.0

Troubleshooting Tips

Enable the Distributed COM (DCOM) option for the computers running HistClient desktop components and AFRWS (or WIS).

1. To check this, click **Start > All Programs > Administrative Tools > Component Services > Computer > My Computer**. Right-click **My Computer** and click **Properties**.
2. Click the **Default Properties** tab.
3. Check the **Enable Distributed COM on this computer** option.

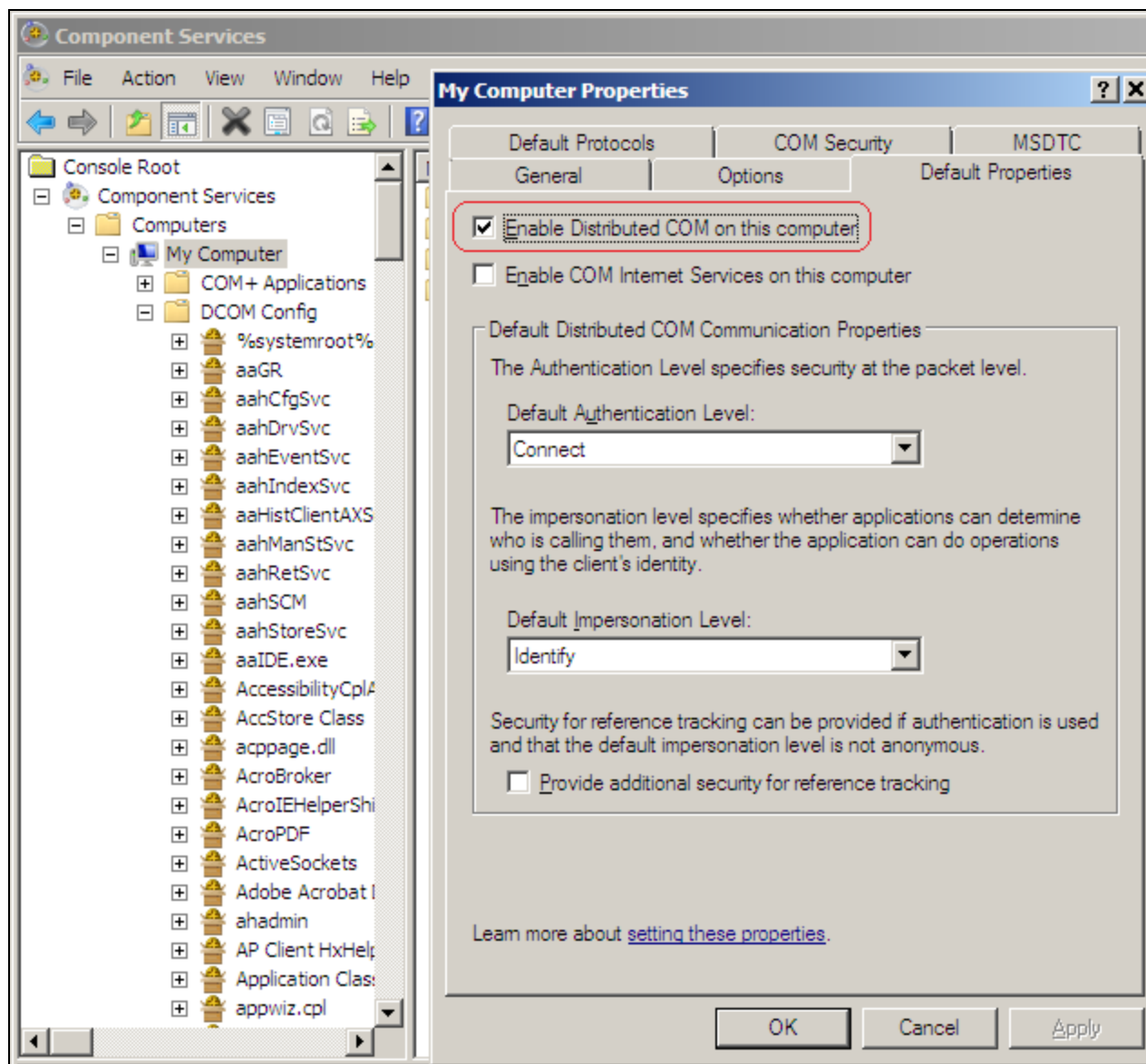


FIGURE 1: ENABLING DISTRIBUTED COM (DCOM)

4. Click **OK**, then click **Start > All Programs > Administrative Tools > Internet Information Services (IIS) Manager**.
5. Expand the **Sites -> Default Web Site** items.
6. Select **AFWeb** (Figure 2 below).

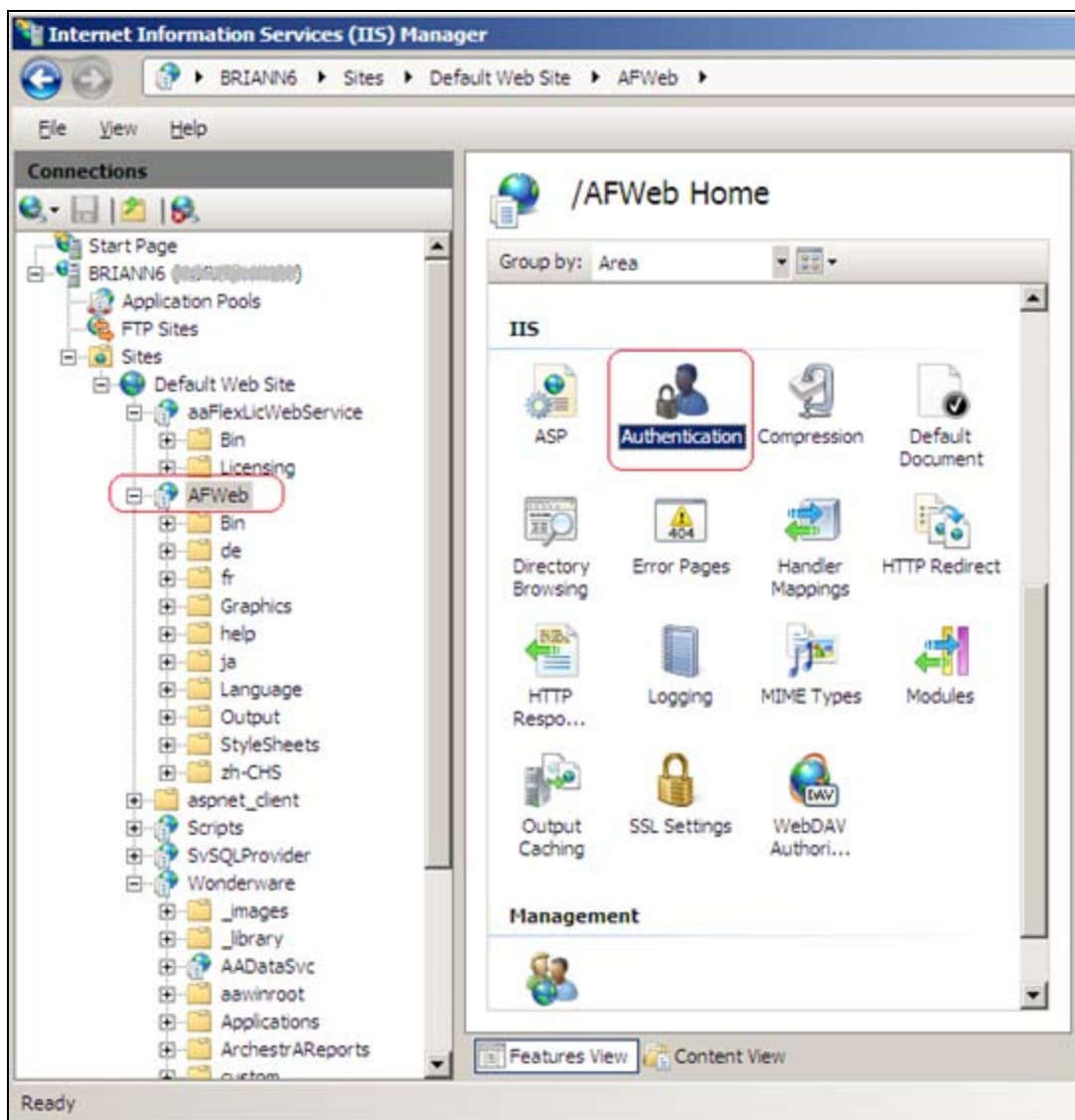


FIGURE 2: INFORMATION SERVICES (IIS) MANAGER

7. Double-click **Authentication** and make sure **Anonymous Authentication** is enabled (Figure 3 below).

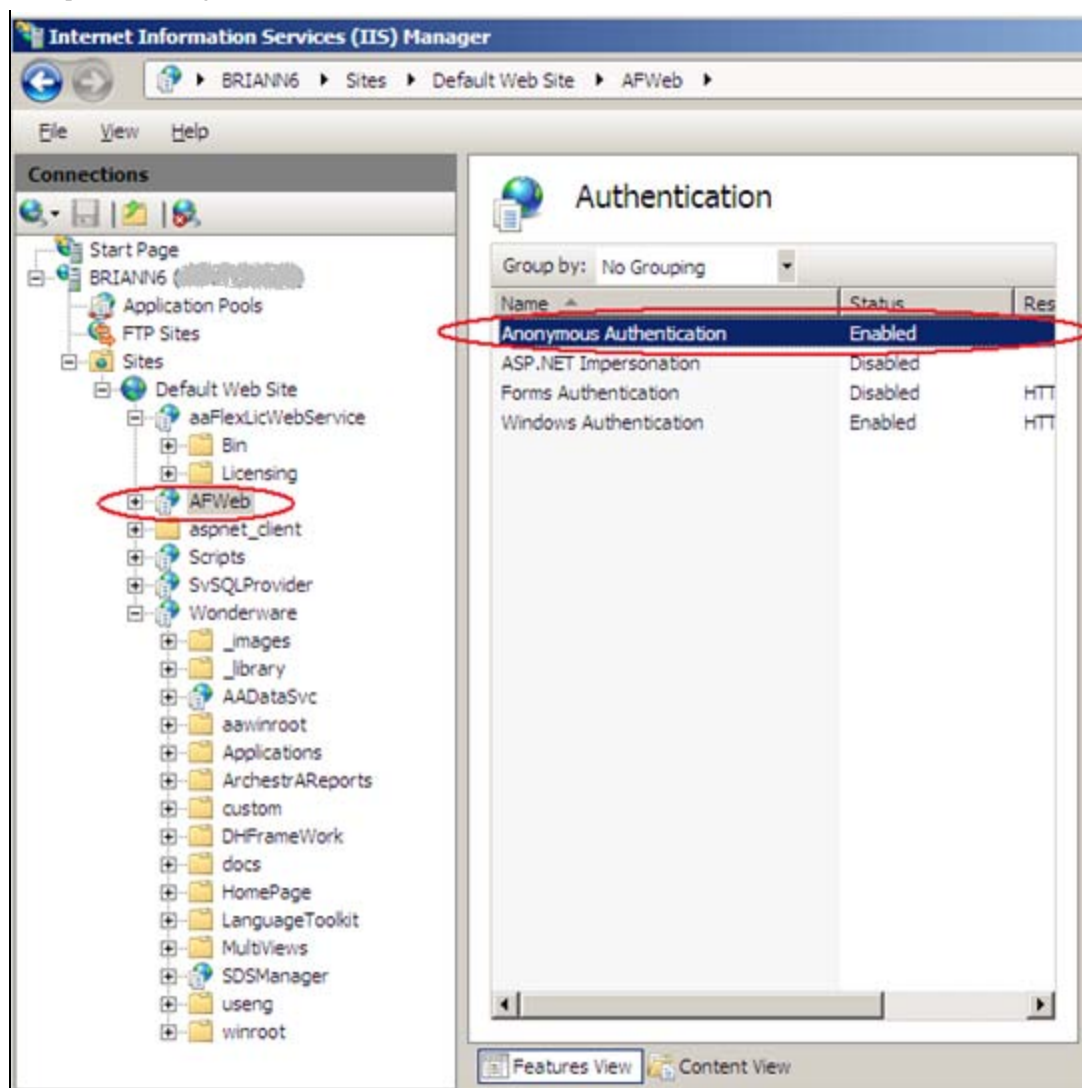


FIGURE 3: ENABLING ANONYMOUS AUTHENTICATION

8. If you are using Microsoft Office 2007 on Windows 2008, make sure to create the following folder if it does not already exist (for details, click [HERE](#)):

- For Windows 2008 32-bit: **C:\Windows\System32\config\systemprofile\Desktop**

Or

- For Windows 2008 64-bit: **C:\Windows\SysWOW64\config\systemprofile\Desktop.**

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