

[Tech Note 908](#)

Troubleshooting Wonderware Information Server (WIS) Part Eight: ActiveFactory Reports

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Introduction

This troubleshooting guide is the Eighth in a projected series.

Because it crosses multiple technical areas, the ActiveFactory Reports-related issues occur often in Wonderware's Technical Support Queue. This *Tech Note* lists some common errors we have seen and their solutions.

Application Versions

- WIS 4.0 and later
- Historian Client 10 SP1 and later
- Windows 2003 and later
- Windows 2008 and later

Case scenarios

- [Clicking on an On-Demand report, Unknown-Error is Shown](#)
- [AFWeb Trend Hangs on the WIS Client Machines](#)
- [In WIS it Can Take a Long Time to Expand the ActiveFactory Node](#)

Scenario: Clicking on an On-Demand report, Unknown Item is Shown

When you open an On-Demand report, you can often see the Unknown item (Figure 1 below).

No matter what do you to change the DCOM securities or give full access for the certain folders, you still see this Unknown list.



FIGURE 1: UNKNOWN-ERROR WHEN OPENING ON-DEMAND REPORT

There are a number of causes for this issue.

Resolution

Internally, Excel creates some temporary files in the **Desktop** folder.

The first thing to check is to verify whether or not the **Desktop** folder exists, and whether the current log-on user can access it.

If the **Desktop** folder does not exist, create it. Details below:

- For 64-bit machine, check **\[Windows]\SysWOW64\config\systemprofile**
- For 32-bit machine, check **\[Windows]\System32\config\systemprofile**

When the Desktop folder already exists, make sure the current log-on user has Full Control on this folder and also is the owner of this folder (Figure 2 below).

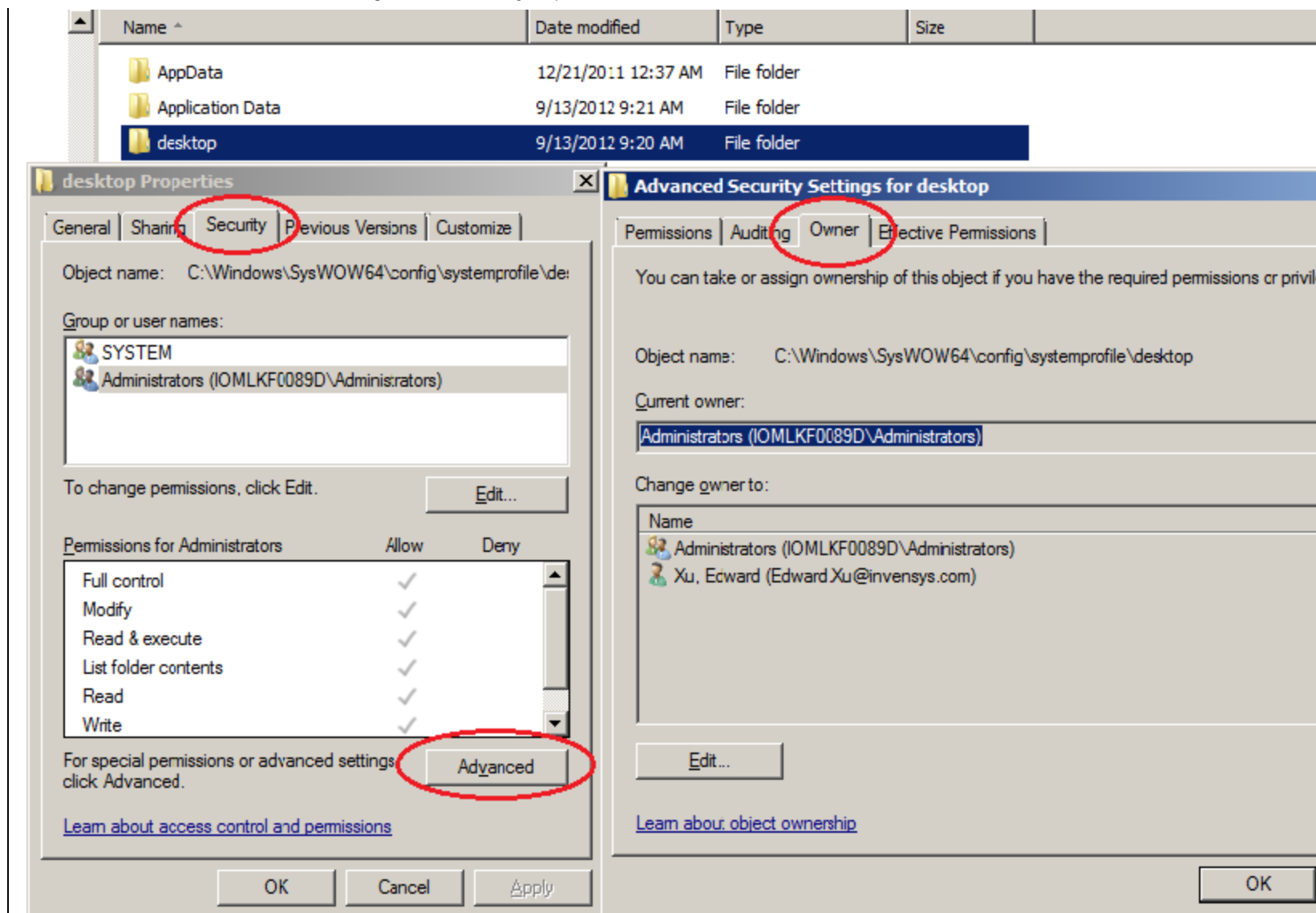


FIGURE 2: SECURITY SETTING FOR THE DESKTOP FOLDER

The Unknown Item Appears When You Click on an On-Demand Report

Currently we have found that AFWeb Reporting cannot render an Excel report when the report contains a CHART page.

For example, if your report looks like the following graphic (chart) in Excel, you will see the **Unknown** item from AFWeb.

Figure 3 (below) shows the Excel report.

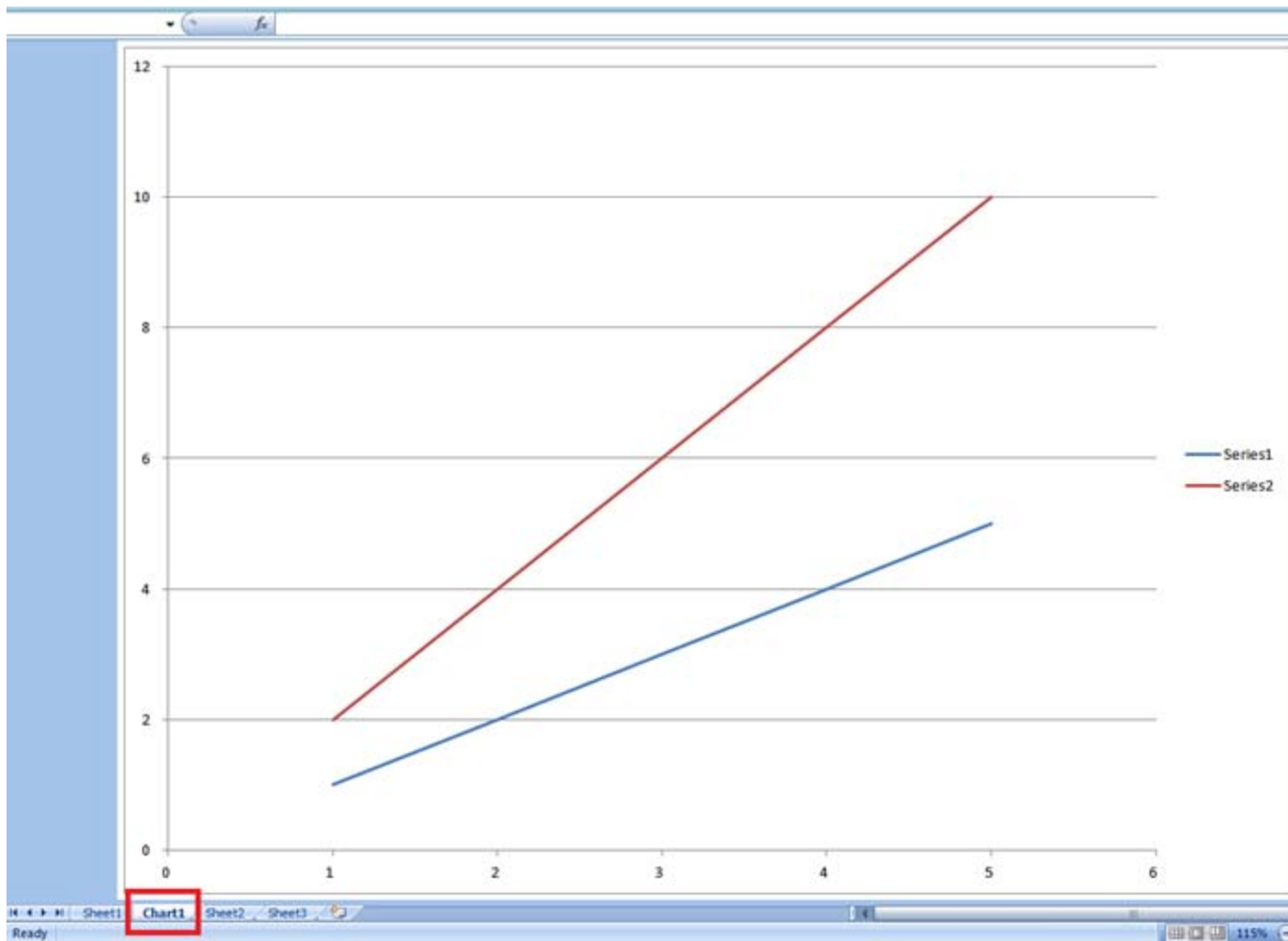


FIGURE 3: PUBLISHED REPORT WITH CHART

After you publish it, you open the report using AFWeb (Figure 4 below).



FIGURE 4: OPEN THE REPORT FROM ACTIVEFACTORY AFWEB

You will see the **Unknown** link items from the ActiveFactory/WIS interface (Figure 5 below).



FIGURE 5: UNKNOWN ITEM WHEN THE TARGET EXCEL REPORT INCLUDES A CHART GRAPHIC

Workaround

- Embed the chart into a SHEET page.

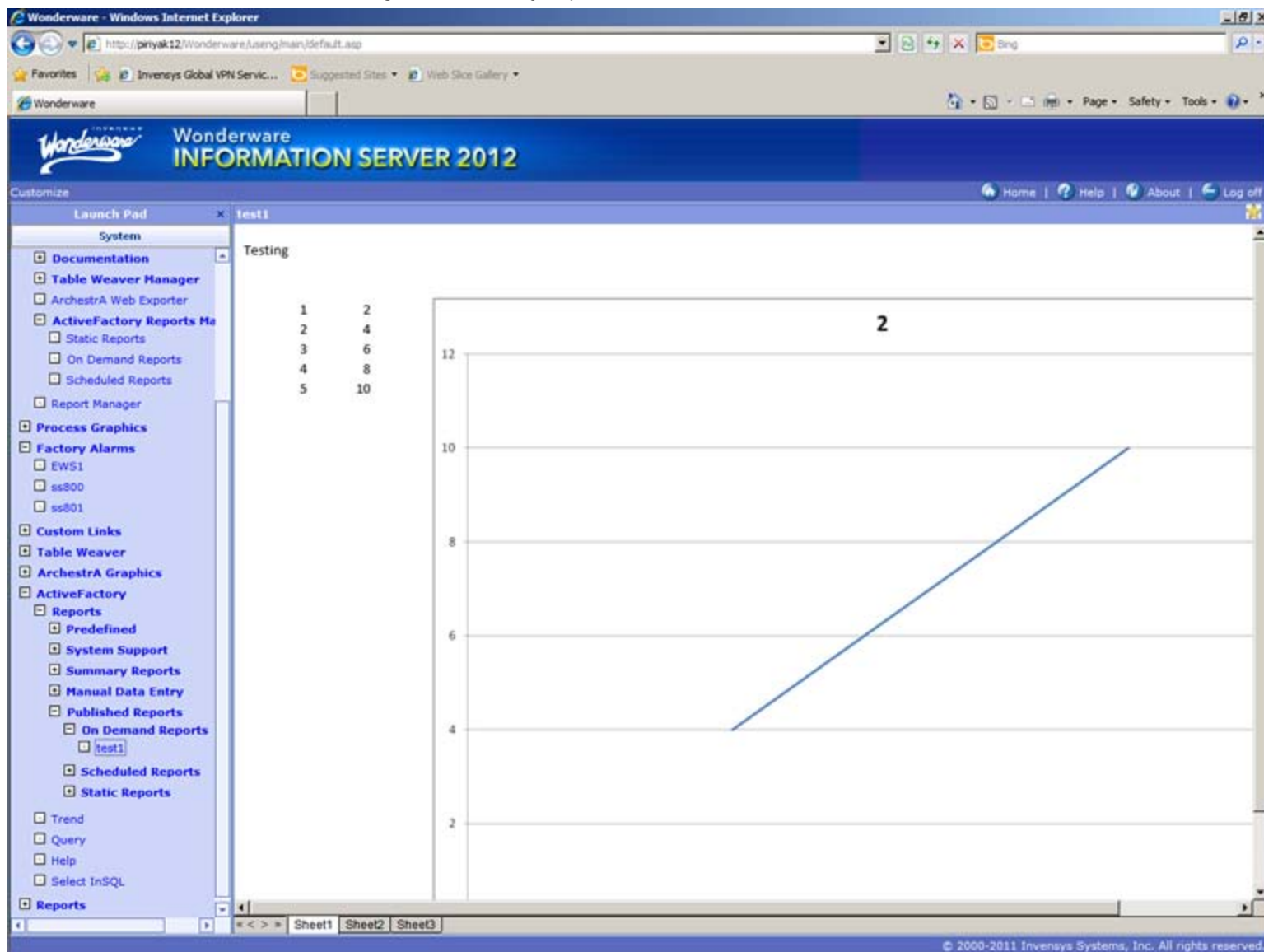


FIGURE 6: WORKAROUND TO THE "UNKNOWN" ITEM

Cannot Find the Report When Clicking the On-Demand Report

You might see the following error message.

From WIS:

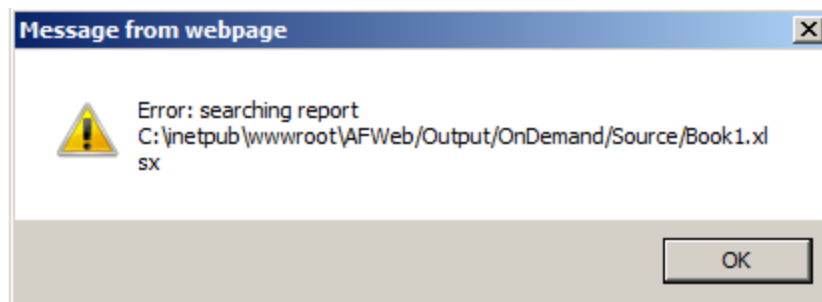


FIGURE 7: CANNOT FIND THE REPORT

From AFWeb:



FIGURE 8: UNKNOWN LIST WHEN BROWSING FROM THE AF WEB PAGE

This error message indicates that WIS or AFWeb cannot locate the report file. Your **ReportParameters.xml** file might be corrupted.

Resolution

1. Open the ReportParameter.xml from [C]:\inetpub\wwwroot\AFWeb.
2. Search for `<Name>On Demand Reports</Name>`.
3. In this example, you should see the element(s) [path] under the name element. The [path] element should include the full file path of **Book1.xlsx**, such as **C:\inetpub\wwwroot\AFWeb\Output\OnDemand\Source\Book1.xlsx**.
4. If you see the [path] element with the URL format `<Id>http://inetpub/wwwroot/AFWeb/Output/OnDemand/Source/Book1.xlsx/</Id>`, this indicates a problem.
5. Replace `<Id>URL Format</Id>` with `<Id>File Full Path Format</Id>` for all the elements under the `<Name>On Demand Reports</Name>` element.

Scenario: AFWeb Trend Hangs on the WIS Client Machines

Cause

AFWeb local cache might be out of date.

Context

After AFWeb successfully makes a connection to given Historian(s), the WIS client component caches the current connection into local files on the WIS client machine.

However, if the cached connection information is no longer true, the following scenarios are possible:

- Two Historian Servers (A and B) were connected and cached. Now, the Historian Server A is no longer connected.
 - If this is the case, Trend will still wait for the connection of Historian A to timeout.
- The Historian Server A was connected and cached. Now, the Historian B is connected.
 - If this is the case, Trend will not start, or it will hang after starting.

In either case, the cached file is not updated in the current implementation.

Resolution

Delete the cached file manually. To do this,

- For Windows 2008 or Windows 7, the cached file is at **[C]:\Users\CurrentLogOnUser\AppData\Local\Wonderware\ActiveFactory\servers.xml**
- For Windows 2003 or Windows XP, the cached file is at **[C]:\Documents and Settings\CurrentLogOnUser\Local Settings\Application Data\Wonderware\ActiveFactory\servers.xml**

The WIS client component will create new cache file.

Cause

Sometimes, the URLs of **http://WISNodeName/AFWeb** and **http://WISNodeIPAddress/AFWeb** are not the same.

Context

When AFWeb opens a Trend, it is trying to obtain the root URL from aaHistClientReportSite table of the Runtime Database. If the WIS clients are in different domains than the WIS server, the **http://WISNodeName/AFWeb** is not sufficient.

Workaround

Map the WISNodeName with WISNode's IP Address.

For example

1. Open **C:\Windows\System32\drivers\etc\hosts**.

2. Add this line:
localhost name resolution is handled within DNS itself.
127.0.0.1 localhost
::1 localhost
10.2.81.99 IOMLKF0089D

Note: In Windows 2003, you might need to reboot the machine after you have changed the hosts file.

Resolution

Install **SQLXML** on the WIS node and point to the Historian machine. For details, please see <HistorianClient User Guide> at page 32 **Using HTTP as the Server Connection Protocol.**

Scenario: In WIS It Can Take a Long Time to Expand the ActiveFactory Node

If you have many published reports under the ActiveFactory node, expanding the Reports will take quite long time when you first try. This behavior is also known as the **First-Time-Expand** issue, and the performance improves on the second try, more on the third try, and so on.

However, when you come expand after a long idle period, you will see the **First-Time-Expand** behavior again, even though there is no any new published report.

The reason for this performance repetition is the default settings in the **IIS Application Pool.**

In IIS 6.0 or 7.x, each active Application Pool has one corresponding **w3wp.exe** (w3wp.exe *32 for 64-bit machine). When the first application in the Pool is launched, it triggers one instance of **w3wp.exe**. This instance of w3wp.exe has its own cache mechanism.

However, the instance of w3wp.exe has a predefined Life-span. If there is no activity in the Application Pool during this Life-span, the instance of w3wp.exe is terminated and all its cached content is discarded.

You can change the default values to make the Life-span longer.

The following parameters in the Application Pool impact the Life-span.

- IIS 6.0: **Recycle worker processes (in minutes)**
- IIS 7.x: **Regular time intervals (in minutes)**

For IIS 6.0

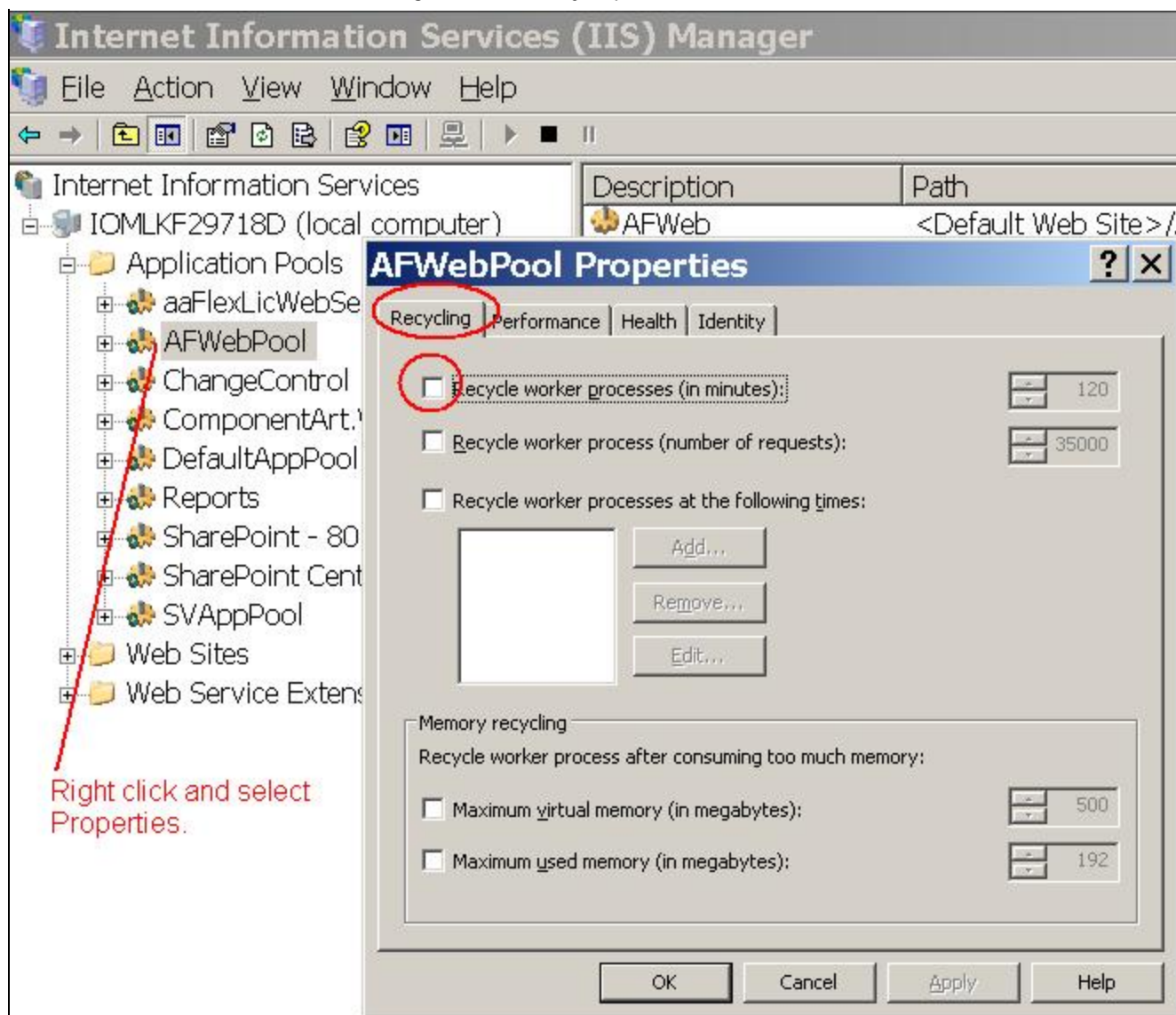


FIGURE 9: AFWEB APPLICATION POOL SETTING (RECYCLING TAB IN IIS 6)

- Check the **Recycle worker processes (in minutes)** option and change the value to **1440**. The maximum number is **10080**.

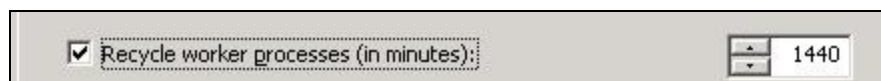


FIGURE 10: RECYCLE WORKER PROCESS IN MINUTES

- Click the **Performance** tab and change the **Shutdown worker processes after being idle for (time in minutes)** option setting to **1440**. The maximum number is **10080**.

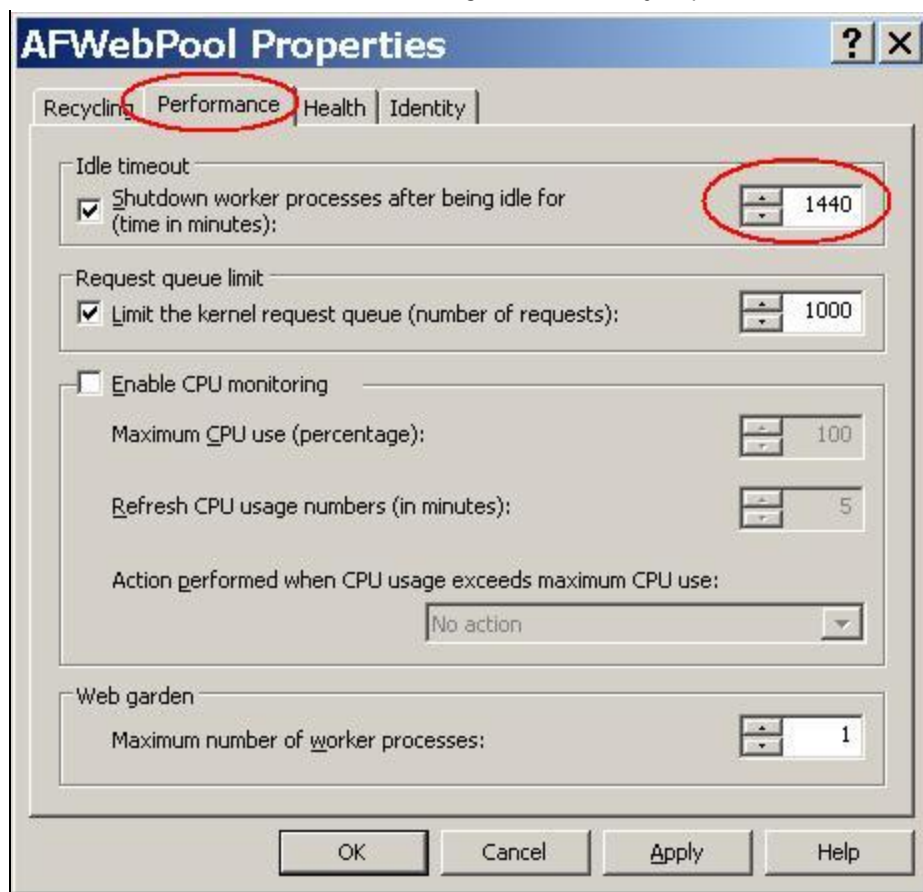


FIGURE 11: PERFORMANCE > SHUTDOWN PROCESS AFTER IDLE

For IIS 7.x

1. In the **Application Pools** panel, right-click **AFWebPool** and click **Recycling**.

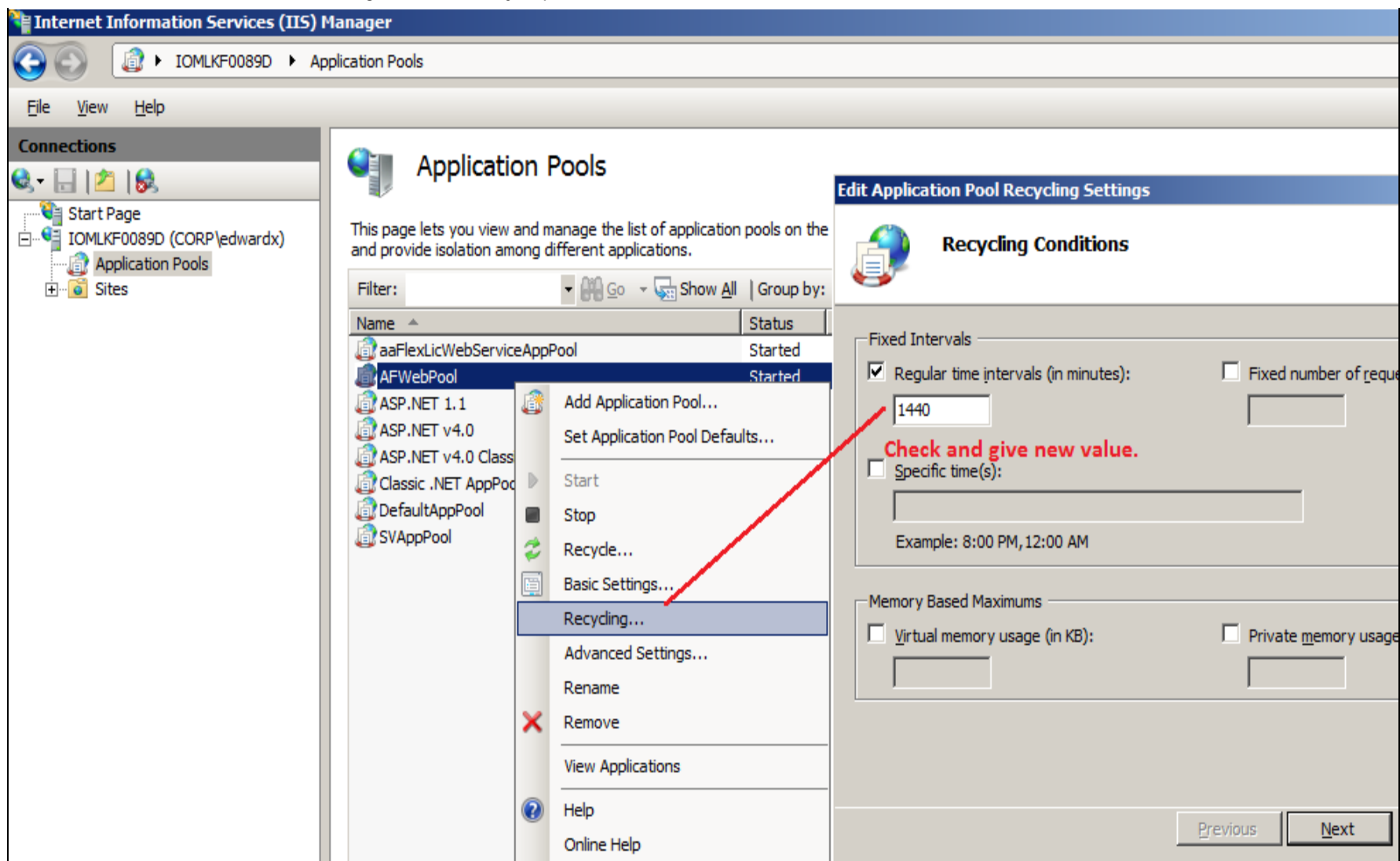


FIGURE 12: AFWEB APPLICATION POOL SETTING

2. Click the **Regular time intervals (in minutes)** option and type **1440** (24 hours). The maximum number is **10080** (168 hours).
3. Right-click the **AFWebPool** item and click **Advanced Settings**.
4. Change the **Idle Time-out (minutes)** setting to **1440**. The maximum number is **10080** (Figure 12 below).

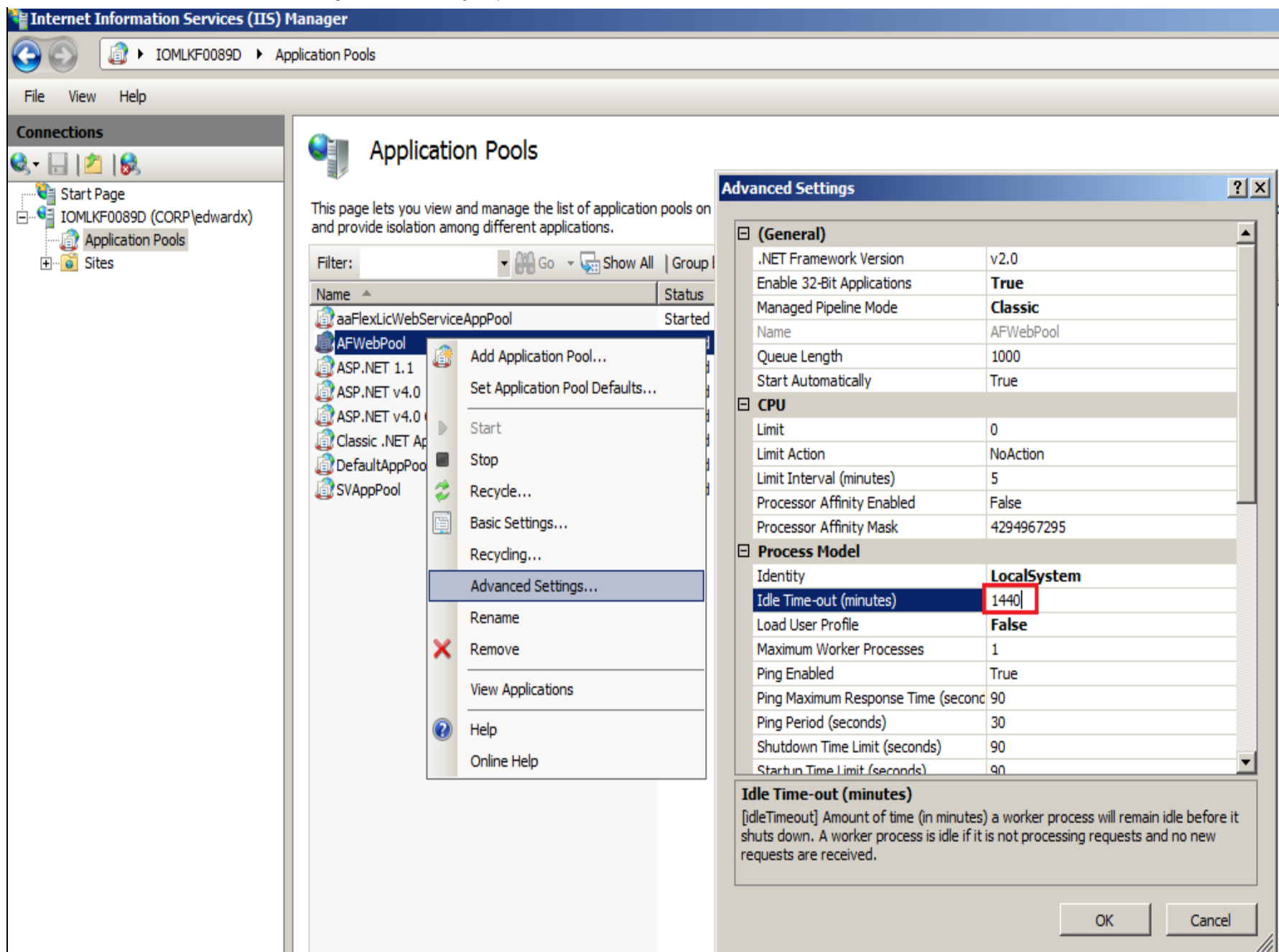


FIGURE 13: APPLICATION POOL IDLE TIME-OUT (MINUTES)

By changing the Application Pool settings, the cached contents remain in memory longer. Using this approach, you can keep the cached contents in memory for one day or more.

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