# Tech Note 936 Troubleshooting and Resolving the <u>Web access of Microsoft Reporting Services Reports</u> <u>application failed</u> Issue

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## Introduction

When trying to configure ArchestrA Reporting using the Wonderware Configurator, you might see the following Configurator Messages:

### Web access of Microsoft Reporting Services Reports application failed.

and

#### Check of aaReports prerequisites is complete

This *Tech Note* provides step-by-step procedures to resolve these messages so that you can continue configuring reports using ArchestrA Reporting for your Wonderware products.

**Note:** This *Tech Note* assumes that you are very familiar with Wonderware software such as Information Server (WIS), and Historian Server. You also need to be knowledgeable about MS SQL Server, Internet Explorer (IE), and related Operating System. If you have any issues or questions about Microsoft products, please contact Microsoft Technical Support at www.microsoft.com.

# **Application Versions**

- Corporate Energy Manager (CEM) v1.5
- InBatch 2012 (v. 9.6)
- MES 2012 (v. 4.5)
- Wonderware Information Server 2012 R2 (v5.0) or greater
- Windows 2008 R2
- Microsoft SQL Server v2008 or v2012

## Procedures

The Deploy Reports menu usually appears after the ArchestrA Reporting is configured. Therefore, we need to make sure it is configured

- 1. Click Start/All Programs/Wonderware/Common/Configurator.
- 2. Highlight the ArchestrA Reporting then click **Configure**. You might see the following messages:

Web access of Microsoft Reporting Services Reports application failed.

and

Check of aaReports prerequisites is complete

The second message **Check of aaReports prerequisites is complete** is an end result of the first message **Web access of Microsoft Reporting Services Reports application failed**.

🚰 Configurator	
File Help	
ArchestrA License Web Server	Sample ArchestrA Reports
Historian     Historian Server	Deploy Sample Reports
Wonderware Information Server	Historian Data Source for Sample Reports
ActiveFactory Reporting     ArchestrA Reporting	Select Data Source
MultiViews     Sample Content     Information Model	Or Define New Historian Data Source
	Alarm Data Source for Sample Reports
	Select Data Source
	Or Define New Alarm Data Source
	Configuration Messages
	Check of aaReports prerequisites has started. SQL Server Reporting services version 11.0.2100.60 has been detected.
	Web access of Microsoft Reporting Services Reports application failed.
Refresh   All Messages	Configure Close

FIGURE 1: CONFIGURATION MESSAGES

3. Double-click the first message Web access of Microsoft Reporting Services Reports application failed. to see the Message

#### **Detail View**:

1	Message Detail V	iew			
	Date:	2/18/2013	Time:	10:56:42 AM	
	User Name:	wwuser			
	Product Name:	Wonderware Infor	mation Se	rver	T
	Feature Name:	ArchestrA Reporti	ng		
	Action:	Enter the appropri http://localhost/re Services configura	ate acces: eports). If re ation tool to	s URL (typically: equired use the Microsoft Reporting o complete or fix the configuration.	↓
	Message:	Web access of M	icrosoft Re	eporting Services Reports application failed.	
	Message Details:				
	Access to Microsol incomplete configu Microsoft SQL Serv	ft Reporting Service ration of Microsoft 9 ver Reporting Servic	es Reports SQL Serve ces Applic	application failed. The cause may be incorr r Reporting Services or inaccessibility of the ation.]	ect or

### FIGURE 2: MESSAGE DETAILS

4. After typing the URL http://localhost/reports in an Internet Explorer (IE) according to the **Action** item, you might get the HTTP Error 503 (Figure 3 below).



FIGURE 3: SERVICE UNABAILABLE MESSAGE

Per the Message Details in Figure 3 above, the cause might be incorrect or incomplete configuration in Microsoft SQL Server Reporting Services, or inaccessibility of the SQL Server Reporting Services application. Therefore, we want to examine the Reporting Services to see what configuration is needed.

5. Click Start/All Programs/Microsof SQL Server 2012/Configuration Tools/Reporting Services Configuration Manager.



FIGURE 4: CONFIGURATION TOOLS/REPORTING SERVICES CONFIGURATION MANAGER

6. When the SQL Server Reporting Services appears, click Connect.

Reporting Services Configuration M	lanager			
SQL Server 2012 Reporting Services Conf	iguration Manager			
Connect				
Service Account				
i Web Service URL	Reporting Services Configurati	on Connection		×
🗍 Database	Reporting Services	2 s		
🎯 Report Manager URL	Please specify a server name, clic instance to configure.	k the Find button, and select a re	eport server	101945
🚖 E-mail Settings	Server Name:	BNW08TIER2		Find
Execution Account	Report Server Instance:	MSSQLSERVER		•
R Encryption Keys				
』 <sup>코</sup> Scale-out Deployment	Ø		Connect C	ancel

FIGURE 5: CONNECT TO REPORTING SERVICES

7. If the Report Services Status is Stopped, click Start.

Reporting Services Configuration N SQL Server 2012 Reporting Services Conf	1anager: BNW08TIER2\MSSQLSERVER	
🛃 Connect		
BNW08TIER2\MSSQLSERVER		
Service Account	Use the Reporting Services Manager. If you installed Re database, and the Report M	Configuration Manager tool to define or modify eporting Services in files-only mode, you must o 1anager URL.
🔊 Web Service URL	Current Report Server	
Database	SQL Server Instance:	MSSQLSERVER
🎯 Report Manager URL	Instance ID: Edition:	MSRS11.MSSQLSERVER STANDARD EDITION
🚖 E-mail Settings	Product Version: Report Server Database Name:	ReportServer
Execution Account	Report Server Mode: Report Service Status:	Native Stopped
R Encryption Keys		Start Stop
📇 Scale-out Deployment		

FIGURE 6: START REPORT SERVER

8. If it fails to start, you see the following message (Figure 7 below).

Results		
Starting report server "ReportServer" on BNW08TIER2.		
The task failed.		
Tell me more about the problem and how to resolve it.		Copy
		<u> </u>
	Apply	<u> </u>

FIGURE 7: START REPORT SERVER TASK FAILED

9. Click Tell me more about the problem....



FIGURE 8: CONFIGURATION EXCEPTION DETAILS

- 10. In this case, click **Control Panel/ Services** and change the **Startup type** of the SQL Server Reporting Services (MSSQL Server) to **Automatic**.
- 11. Click **Apply** then **OK**.

9	QL Server Repor	ting Services (MSSQLSERVER) Properties (Local 🗴	
	General Log On	Recovery Dependencies	
	Service name:	ReportServer	
	Display name:	SQL Server Reporting Services (MSSQLSERVER)	
	Description:	Manages, executes, renders, schedules and delivers A reports.	
	Path to executable: ''C:\Program Files\Microsoft SQL Server\MSRS11.MSSQLSERVER\Report		
	Startup typ <u>e</u> :	Automatic	
	Help me configure service startup options.		
	Service status:	Stopped	
	<u>S</u> tart	Stop <u>P</u> ause <u>R</u> esume	
	You can specify the start parameters that apply when you start the service from here.		
	Start parameters:		

FIGURE 9: CHANGE SERVICE STARTUP TYPE TO AUTOMATIC

12. Return to the SQL Server Reporting Services Configuration Manager and click Start to start up the Report Sservice, then click Exit.

Report Server Status		
Use the Reporting Services Conf Manager. If you installed Report database, and the Report Manag	guration Manager tool to define or modify settin ng Services in files-only mode, you must configu er URL.	gs for the Report Server and Report Ire the Web service URL, the
-Current Report Server		
SQL Server Instance:	MSSQLSERVER	
Instance ID:	MSRS11.MSSQLSERVER	
Edition:	STANDARD EDITION	
Product Version:		
Report Server Database Name:	ReportServer	
Report Server Mode:	Native	
Report Service Status:	Started	
	5tart Stop	
Results		
Results Starting report server "ReportServer" on Bl	W08TIER2.	
Results ) Starting report server "ReportServer" on Bl	W08TIER2.	
Results Starting report server "ReportServer" on Bf The task completed successfully.	W08TIER2.	
Results ) Starting report server "ReportServer" on Bf The task completed successfully.	W08TIER2.	Сору

FIGURE 10: CLICK START THEN EXIT

13. Now type http:/localhost/Reports in the URL field again. This time, it should open SQL Server Reporting Services interface.

Home - Report Manager - Windows 1	Internet Explorer				<u>_ 🗆 ×</u>
COO V Attp://localhost/Reports/	Pages/Folder.aspx		💌 🗟 👉 🗙 🔁 Bing		<b>₽</b> -
File Edit View Favorites Tools H	elp				
🖕 Favorites 🛛 👍 🙋 Wonderware Deve	loper Net 🙋 Suggested Sites 👻 🖉 W	/eb Slice Gallery 🝷			
🔡 👻 🏉 Wonderware	🟉 Home - Report Manager 🛛 🗙		🟠 • 🗟 · 🖻	🖶 🔹 Page 🔹 Safety	• Tools • 🔞 • »
			Home   M	ly Subscriptions   Site :	Settings   Help 🔺
SQL Server Reporting S	Services				
Home				Search	2
🞬 New Folder 🕕 🧕 New Data S	Source 🕴 🕌 Report Builder 🕴 🖻	Folder Settings	Ҟ Upload File		Details View
ArchestrA Reports Root node for ArchestrA Repo	orts				
			📃 ६ Local intranet   Protected	Mode: Off	• 🔍 100% • 🏼

## FIGURE 11: SQL SERVER REPORTING SERVICES WINDOW

14. From the Configurator window, click the **Refresh** button, then **Configure**.

🖶 Configurator	
File Help	
ArchestrA License Web Server	Sample ArchestrA Reports
Historian Historian Server	Deploy Sample Reports
Wonderware Information Server     Wonderware Information Server     ActiveFactory Reporting     ArchestrA Reporting	Historian Data Source for Sample Reports
MultiViews     Sample Content     Information Model	Or Define New Historian Data Source
	Alarm Data Source for Sample Reports
	Select Data Source
	Or Define New Alarm Data Source
	Configuration Messages
	Check of aaReports prerequisites has started. SQL Server Reporting services version 11.0.2100.60 has been detected. Checking the state of SQL Server Reporting Services The SQL Server Reporting Service is configured and accessible. Check of aaReports prerequisites is complete.
Refresh All Messages	Configure Close

FIGURE 12: CONFIGURE ARCHESTRA REPORTING SERVICES

You will be able to configure the ArchestrA Reporting successfully.

🚏 Configurator	
File Help	
ArchestrA License Web Server     License Server     License Server     Historian     Wonderware Information Server     Monderware Information Server     ActiveFactory Reporting     ArchestrA Reporting     MultiViews     Sample Content     Information Model	Sample ArchestrA Reports Deploy Sample Reports          Historian Data Source for Sample Reports         Select Data Source         Or       Define New Historian Data Source
	Alarm Data Source for Sample Reports Select Data Source Or Define New Alarm Data Source Configuration Messages
Refresh   All Messages	Setting properties of ArchestrAReports virtual directory Setting properties of ArchestrAReports virtual directory is complete. Updating application settings in the configuration file Creating AAReports Registry Key: SOFTWARE\Wonderware\SuiteVoyager\AARepor Created windows group for aaReports Administrators, AliasExists Created windows group for aaReports PowerUsers, AliasExists Created windows group for aaReports Users, AliasExists Created windows group for aaReports Users, AliasExists Updating navigation information in the SuiteVoyager database Navigation information has been updated. The aaReports database was successfully created. Installing.rdl templates. Found installed SSRS 11.Started updating web.config file Completed updating web.config file. aaReports feature configuration completed.

FIGURE 13: CONFIGURATION SUCCESSFUL

The **Deploy Reports** menu should now appear in the list.

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