

## Tech Note 647

# Common Troubleshooting Techniques for WIS Reports

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## Introduction

The following example illustrates Common Report Troubleshooting Techniques you can use to resolve Microsoft SQL Server reporting issues. The *Tech Note* describes some of the components Report Server uses, which is useful in order to debug the reporting issues.

## Application Versions

- Wonderware Information Server 3.1
- Microsoft SQL Server 2005

## Troubleshooting The SQL Server Historian Reports Date Time Problems

**An error has occurred during report processing. ---> Query execution failed for data set 'TagInfo'. ---> Cannot find either column "dbo" or the user-defined function or aggregate "dbo.UtcToTimeZone", or the name is ambiguous.**

This error message shows up when browsing the report (Figure 1 below).



FIGURE 1: REPORTS ERROR MESSAGE

The problem is related to Historian Reports Date time component in Wonderware Information Server. In this case, an Assemblies Folder is missing under **aaReports\Programmability\Functions\Scalar-valued Functions** in SQL Server Management Studio. In fact, we should see one assembly, **TimeExtensions**. This assembly does expose quite few functions which SQL Query statements can use. The error message from the screen shot, `dbo.TimeZoneToUtc`, is one of the functions that come from the `TimeExtensions` (Figure 2 below).

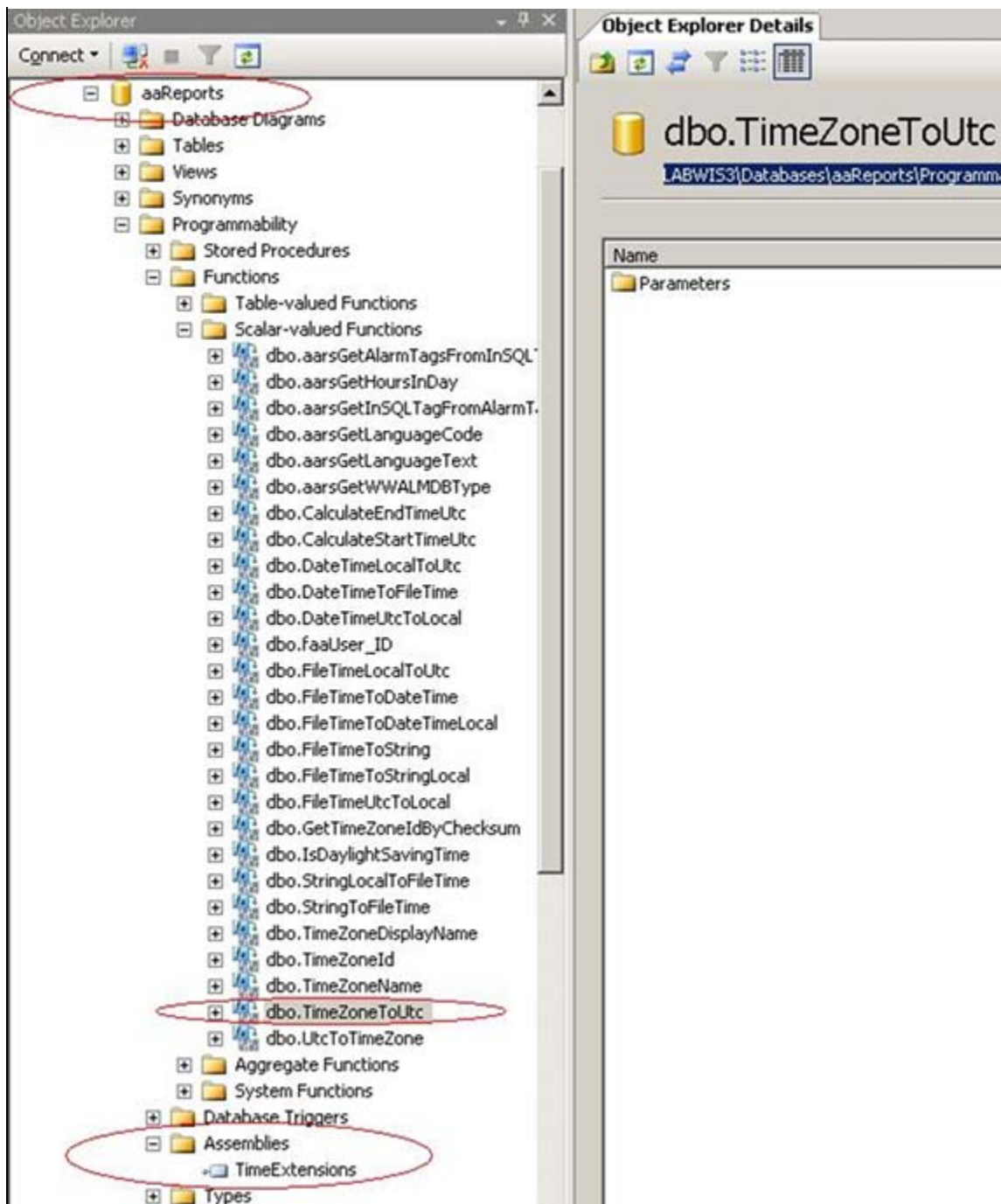


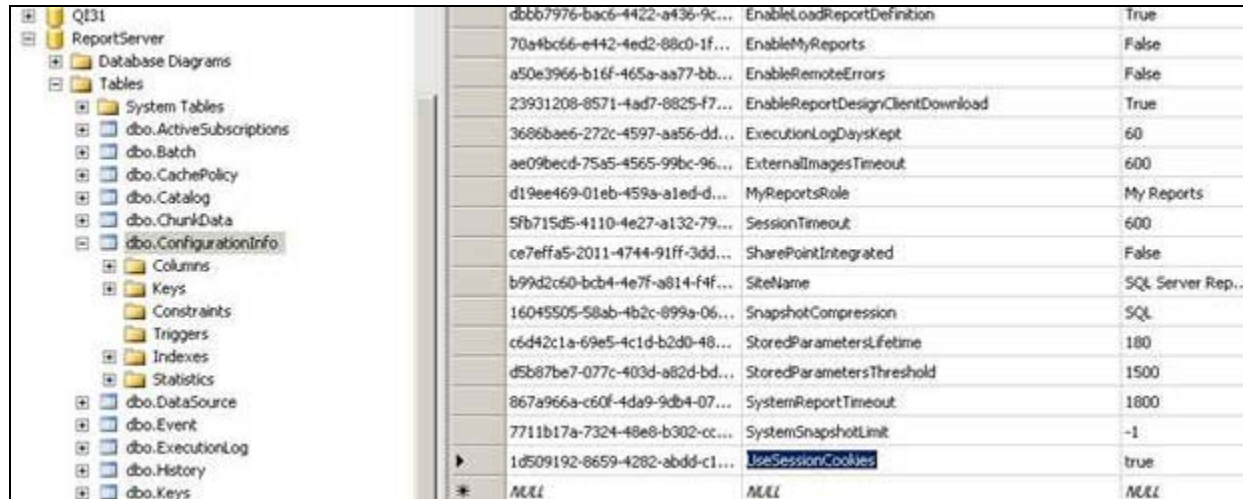
FIGURE 2: THE AAREPORTS\PROGRAMMABILITY\FUNCTIONS\SCALAR-VALUED FUNCTIONS SETTING

## Disabling Session Cookies for Reports

**UseSessionCookies** indicates whether the report server should use session cookies when communicating with client browsers. The

default value is **true**.

1. Open SQL Server Management Studio > Databases.
2. Expand ReportServer and Locate the **dbo.ConfigurationInfo** table.
3. Right-clicking and click **Open Table**.
4. Change the value of **UseSessionCookies** to false.
5. Click on the ! icon from the Toolbar (as shown in figure 3 below).



Column Name	Value
EnableLoadReportDefinition	True
EnableMyReports	False
EnableRemoteErrors	False
EnableReportDesignClientDownload	True
ExecutionLogDaysKept	60
ExternalImagesTimeout	600
MyReportsRole	My Reports
SessionTimeout	600
SharePointIntegrated	False
SiteName	SQL Server Rep...
SnapshotCompression	SQL
StoredParametersLifetime	180
StoredParametersThreshold	1500
SystemReportTimeout	1800
SystemSnapshotLimit	-1
UseSessionCookies	true
NULL	NULL

Figure 3: Reporting Services Log Files

The complete lists of Report Server System Properties are available below:

The following system property names are reserved. You cannot create user-defined properties of the same name. You can read or modify many of these properties using the Web service methods.

## Server Properties (Advanced Page) - Reporting Services

Use this page to set system properties on the report server. There are a number of ways to set system properties. This tool provides a graphical user interface so that you can set properties without having to write code.

To open this page,

1. Start SQL Server Management Studio, and connect to a report server instance.
2. Right-click the report server name, and select **Properties**.
3. Click **Advanced** to open this page.

Server Configuration Options	Description
EnableMyReports	Indicates whether the My Reports feature is enabled. A value of true indicates that the feature is enabled.
MyReportsRole	The name of the role used when creating security policies on user's My Reports folders. The default value is <b>My Reports Role</b> .

EnableClientPrinting	<p>Determines whether the RSClientPrint ActiveX control is available for download from the report server. The valid values are true and false. The default value is true.</p> <p>For more information about additional settings that are required for this control, see Enabling and Disabling Client-Side Printing for Reporting Services.</p>
EnableExecutionLogging	<p>Indicates whether report execution logging is enabled. The default value is true. For more information about the report server execution log, see Report Server Execution Log.</p>
ExecutionLogDaysKept	<p>The number of days to keep report execution information in the execution log. Valid values for this property include <b>0</b> through <b>2,147,483,647</b>.</p> <p>If the value is 0 entries are not deleted from the Execution Log table. The default value is <b>60</b>.</p>
SessionTimeout	<p>The length of time, in seconds, that a session remains active. The default value is <b>600</b>.</p>
SharePointIntegratedMode	<p>This is a read-only property that indicates the server mode. If this value is False, the report server runs in native mode. For more information about modes, see Planning a Deployment Mode in the SQL help files.</p>
SiteName	<p>The name of the report server site displayed in the page title of Report Manager. The default value is <b>SQL Server Reporting Services</b>. This property can be an empty string. The maximum length is <b>8,000</b> characters.</p>
StoredParametersLifetime	<p>Specifies the maximum number of days that a stored parameter can be stored. Valid values are <b>-1</b>, <b>+1</b> through <b>2,147,483,647</b>. The default value is <b>180</b> days.</p>
StoredParametersThreshold	<p>Specifies the maximum number of parameter values that that can be stored by the report server. Valid values are <b>-1</b>, <b>+1</b> through <b>2,147,483,647</b>. The default value is <b>1500</b>.</p>
UseSessionCookies	<p>Indicates whether the report server should use session cookies when communicating with client browsers. The default value is <b>true</b>.</p>
ExternalImagesTimeout	<p>Determines the length of time within which an external image file must be retrieved before the connection is timed out. The default is 600 seconds.</p> <p>Defines how snapshots are compressed. The default value is <b>SQL</b>. The valid values are as follows:</p>
SnapshotCompression	<p><b>SQL</b> = Snapshots are compressed when stored in the report server database. This is the current behavior.  <b>None</b> = Snapshots are not compressed.  <b>All</b> = Snapshots are compressed for all storage options, which include the report server database or the file system.</p>
SystemReportTimeout	<p>The default report processing timeout value, in seconds, for all reports managed in the report server namespace. This value can be overridden at the report level. If this property is set, the report server attempts to stop the processing of a report when the specified time has expired. Valid values are <b>-1</b> through <b>2,147,483,647</b>.</p> <p>If the value is <b>-1</b>, reports in the namespace do not time out during processing. The default value is <b>1800</b>.</p>
SystemSnapshotLimit	<p>The maximum number of snapshots that are stored for a report. Valid values are <b>-1</b> through <b>2,147,483,647</b>.</p> <p>If the value is <b>-1</b>, there is no snapshot limit.</p>
EnableIntegratedSecurity	<p>Determines whether Windows integrated security is supported for report data source connections. The default is <b>True</b>. The valid values are as follows:</p> <p><b>True</b> = Windows integrated security is enabled.  <b>False</b> = Windows integrated security is not enabled. Report data sources that are configured to use Windows integrated security will not run.</p> <p>For more information about why you would set this property, see Integrated Security and Elevated Permissions.</p> <p>Select this option to specify whether users can perform ad hoc report execution from a Report Builder report. Setting this option determines the value of the EnableLoadReportDefinition property on the report server.</p>
EnableLoadReportDefinition	<p>If you clear this option, the property will be set to False and report server will not generate clickthrough reports for reports that use a report model as a data source. Any calls to the LoadReportDefinition method will be blocked.</p> <p>Turning off this option mitigates a threat whereby a malicious user launches a denial of service attack by overloading the report server with LoadReportDefinition requests.</p>
EnableRemoteErrors	<p>Includes external error information (for example, error information about report data sources) with the error messages that are returned for users who request reports from remote computers. Valid values are true and false. The default value is false. For more information, see How to: Enable Remote Errors (Reporting Services Configuration).</p>

Specifies whether Report Builder installation package can be downloaded from the report server. If you clear this EnableReportDesignClientDownload setting, the URL to Report Builder will not work. For more information, see How to: Configure Report Builder 1.0 and Report Builder 2.0 Access.

1. Run **cmd>iisreset**.
2. Drill down into the report. Change the value back to true if it doesn't work.

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