

## Tech Note 936

# Troubleshooting and Resolving the Web access of Microsoft Reporting Services Reports application failed Issue

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## Introduction

When trying to configure ArcestrA 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 ArcestrA 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](http://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 ArcestrA Reporting is configured. Therefore, we need to make sure it is configured

Troubleshooting and Resolving the "Web access of Microsoft Reporting Services Reports application failed" Issue correctly.

1. Click **Start/All Programs/Wonderware/Common/Configurator**.
2. Highlight the ArcestrA 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**.

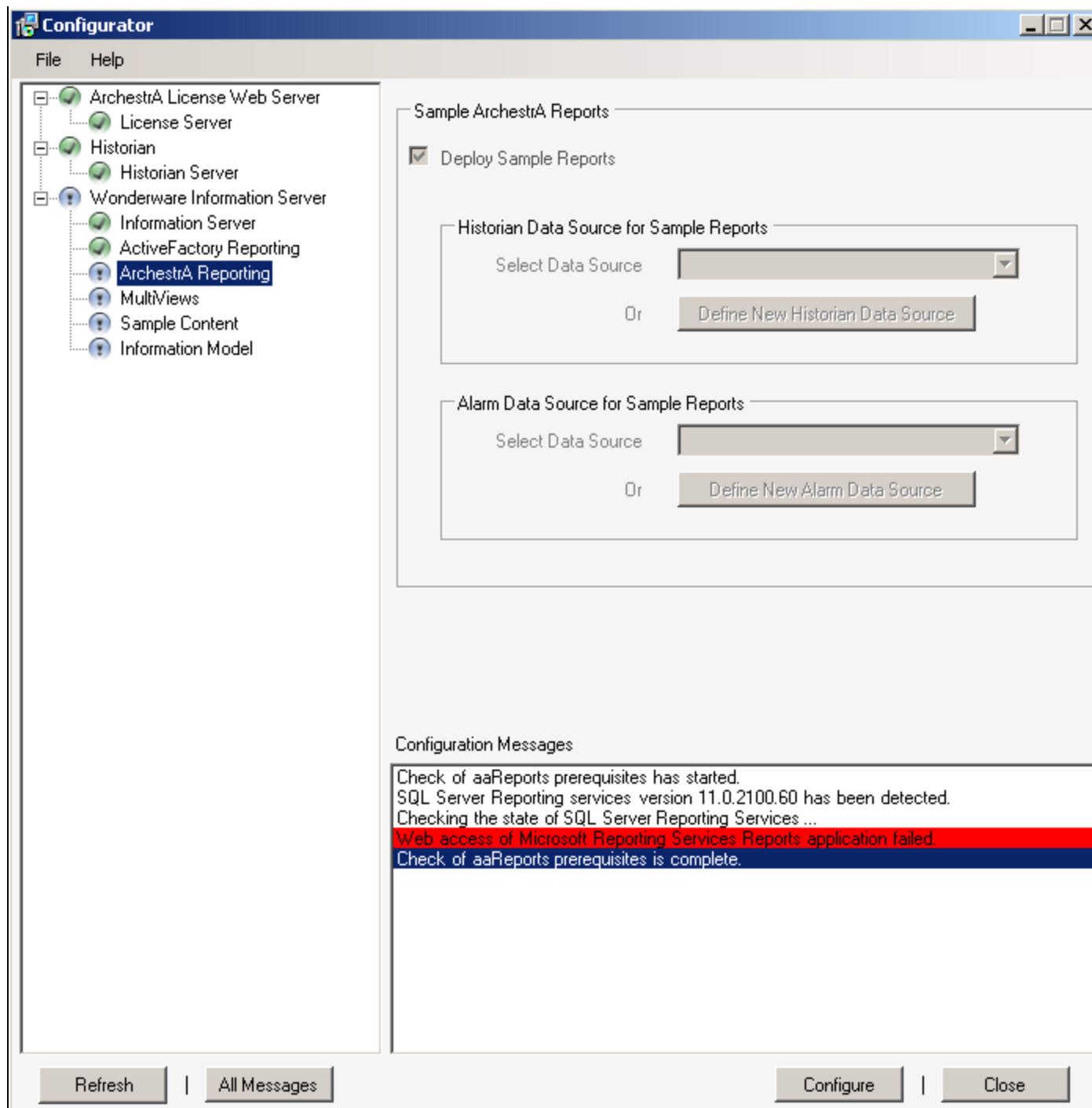
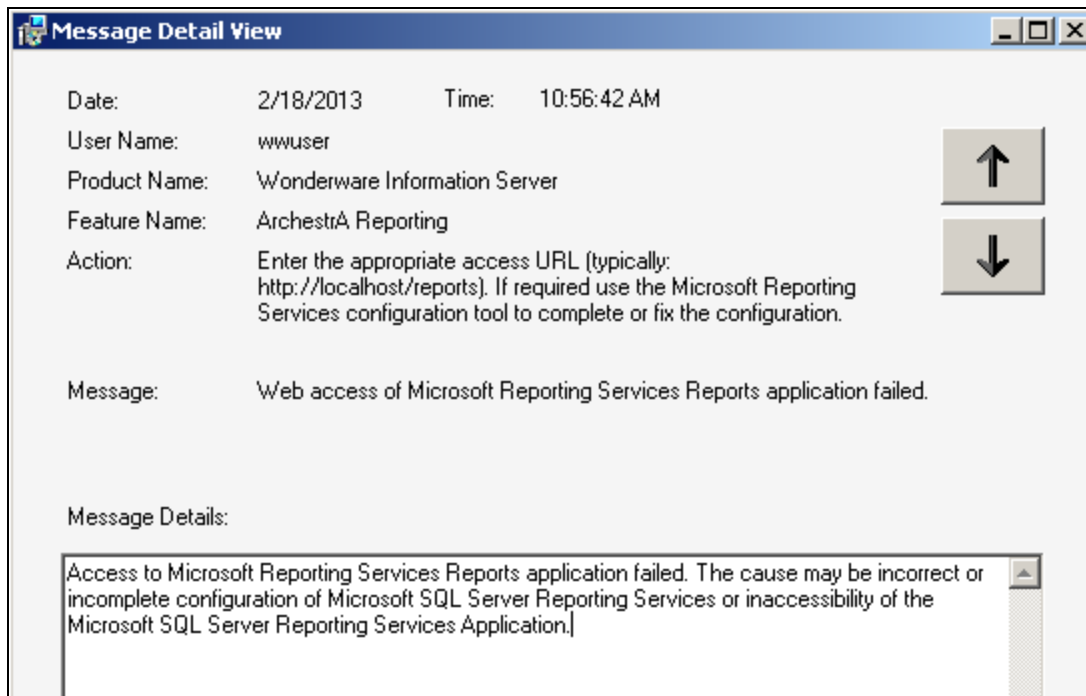


FIGURE 1: CONFIGURATION MESSAGES

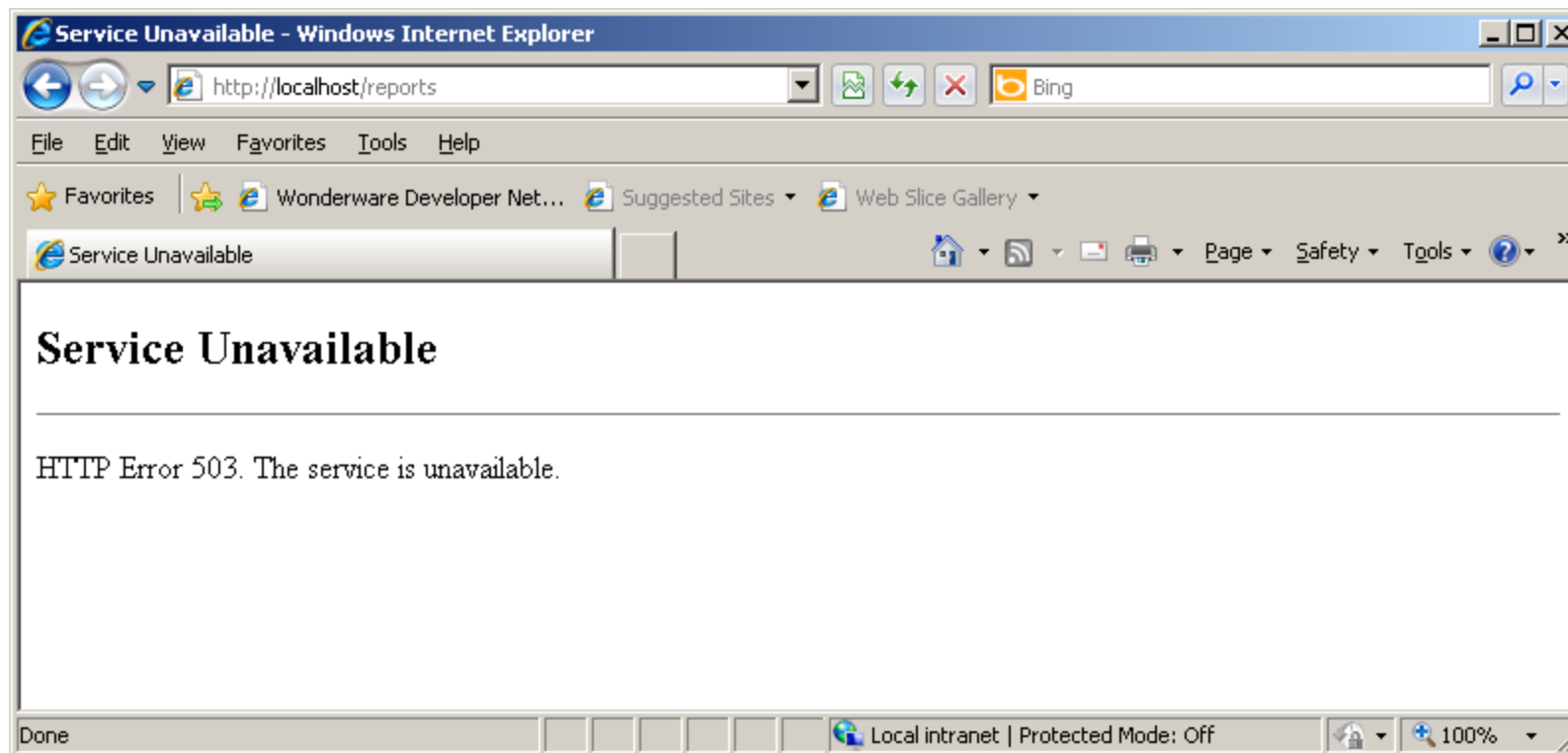
3. Double-click the first message **Web access of Microsoft Reporting Services Reports application failed.** to see the **Message**

**Detail View:**



**FIGURE 2: MESSAGE DETAILS**

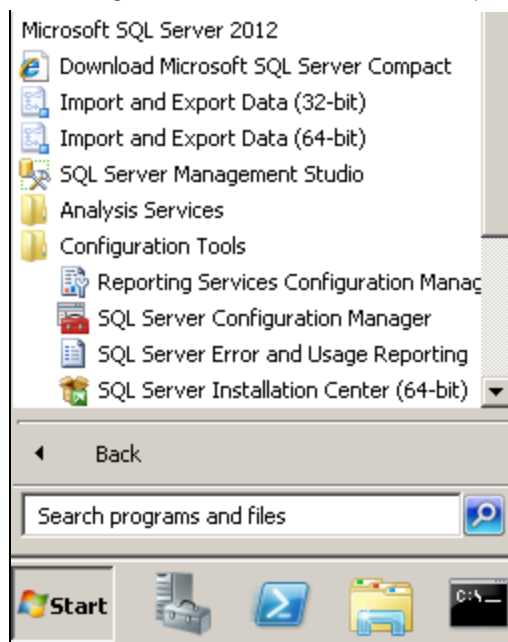
4. After typing the URL <http://localhost/reports> in an Internet Explorer (IE) according to the **Action** item, you might get the HTTP Error 503 (Figure 3 below).



**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/Microsoft 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**.

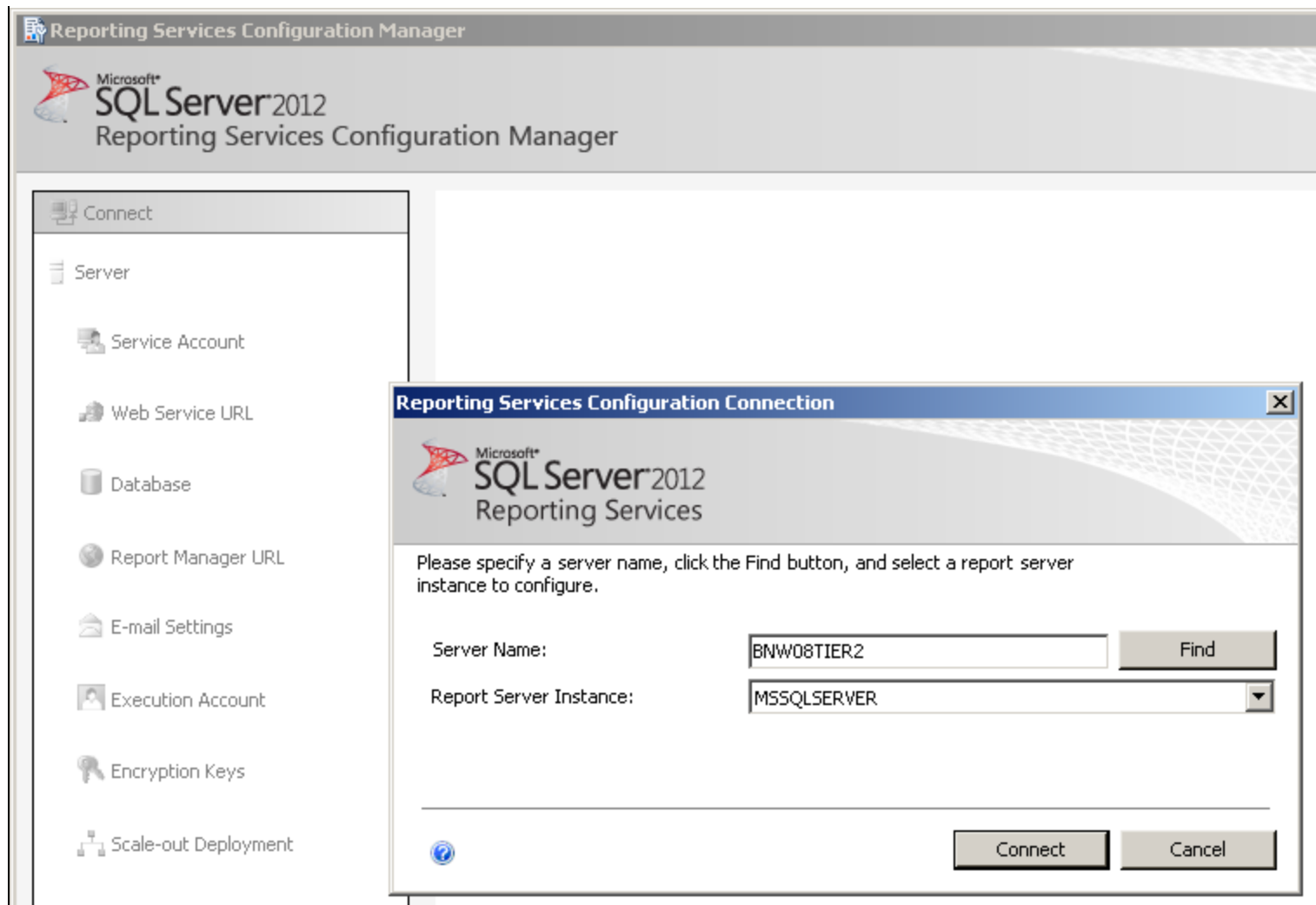


FIGURE 5: CONNECT TO REPORTING SERVICES

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

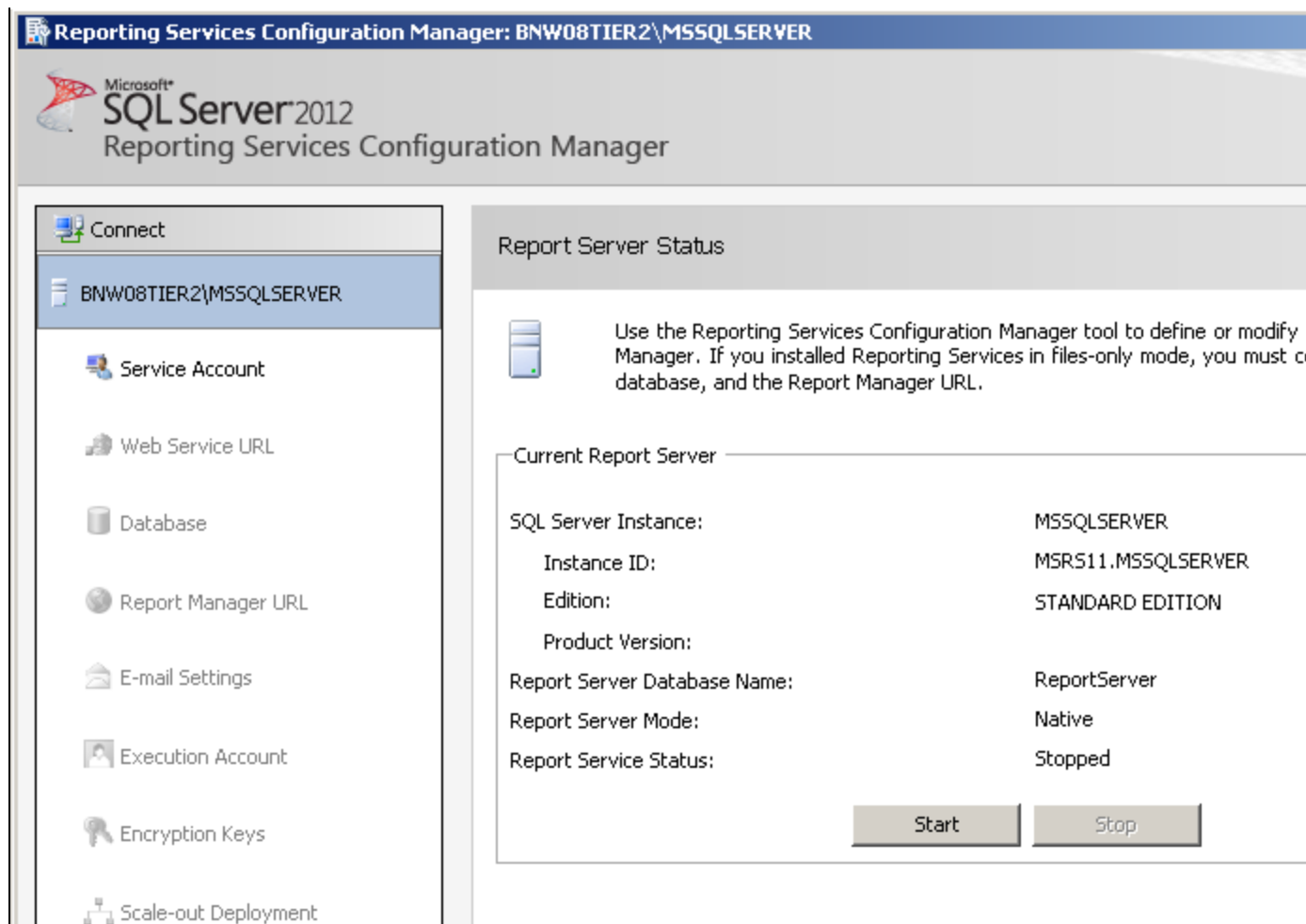


FIGURE 6: START REPORT SERVER

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

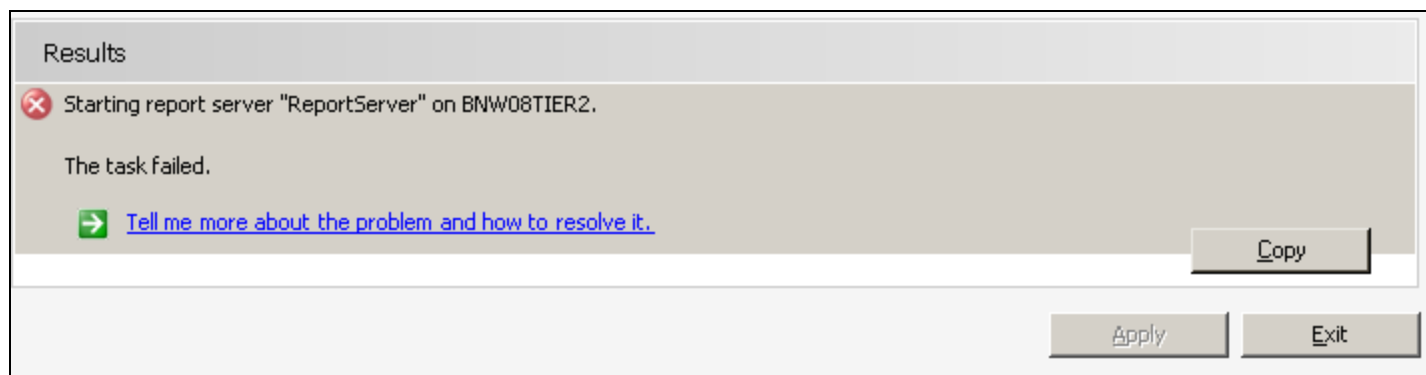
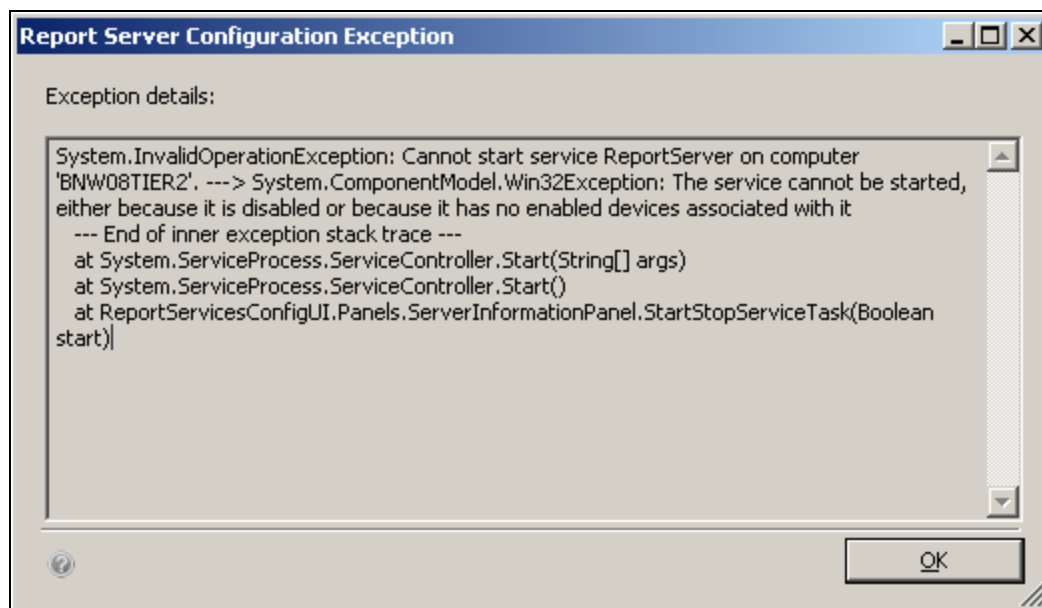


FIGURE 7: START REPORT SERVER TASK FAILED



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**.

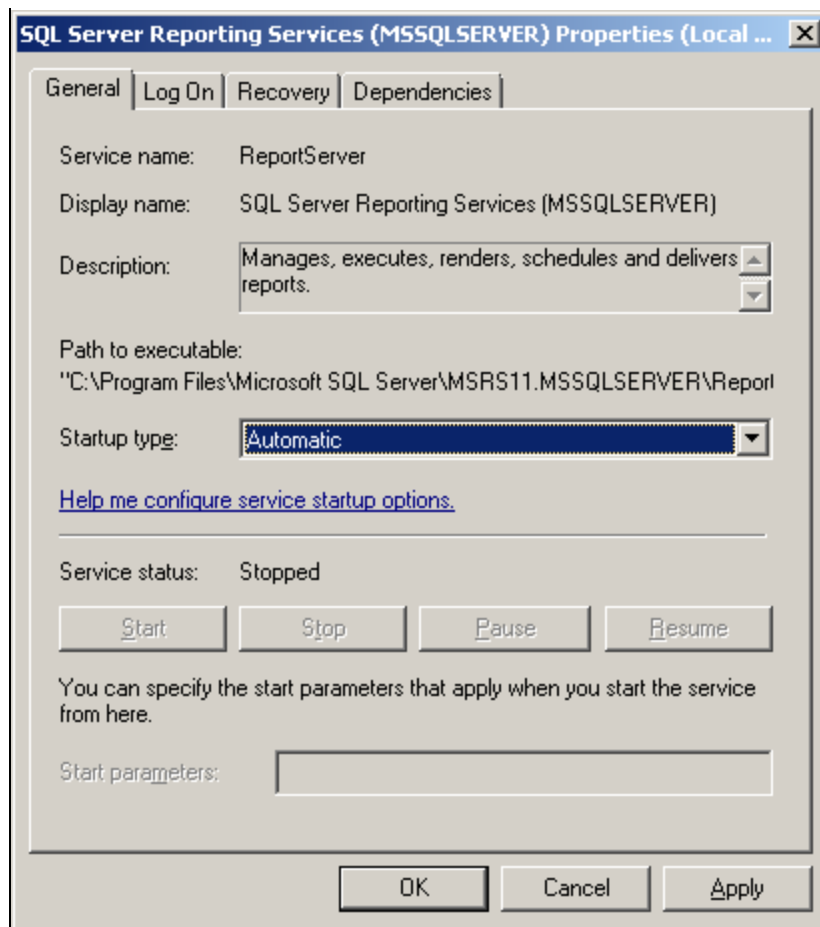
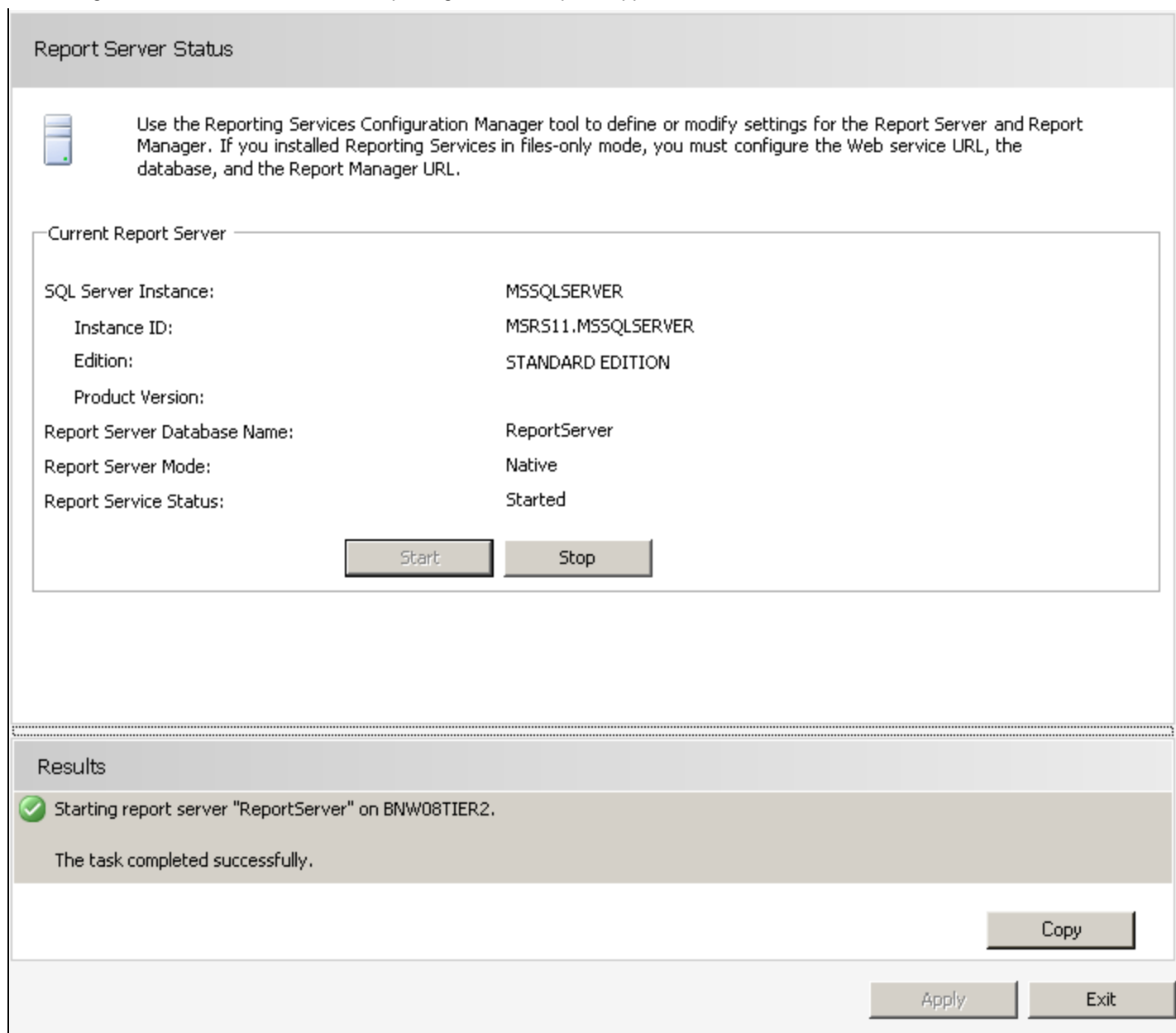


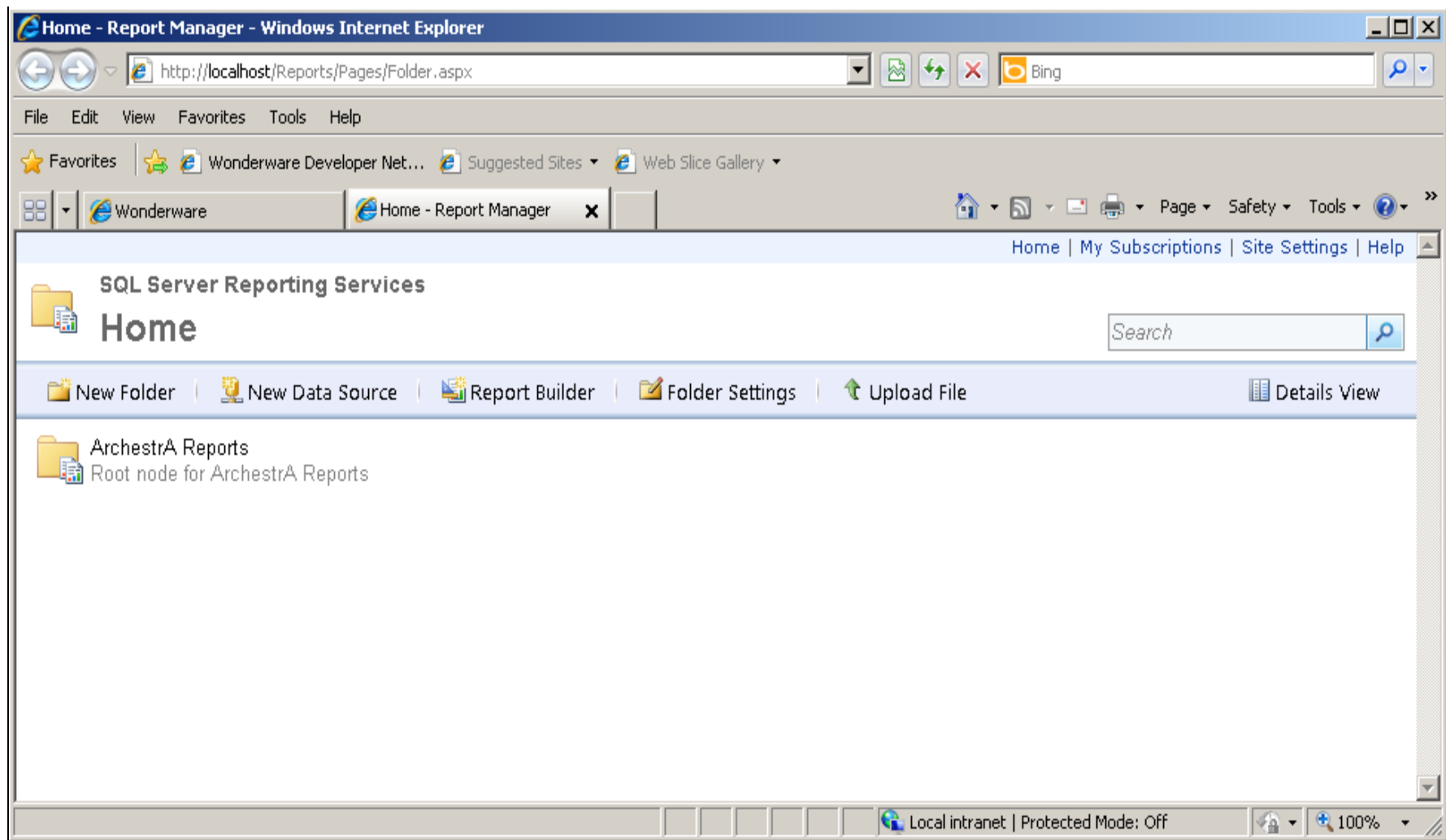
FIGURE 9: CHANGE SERVICE STARTUP TYPE TO AUTOMATIC

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



**FIGURE 10: CLICK START THEN EXIT**

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



**FIGURE 11: SQL SERVER REPORTING SERVICES WINDOW**

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

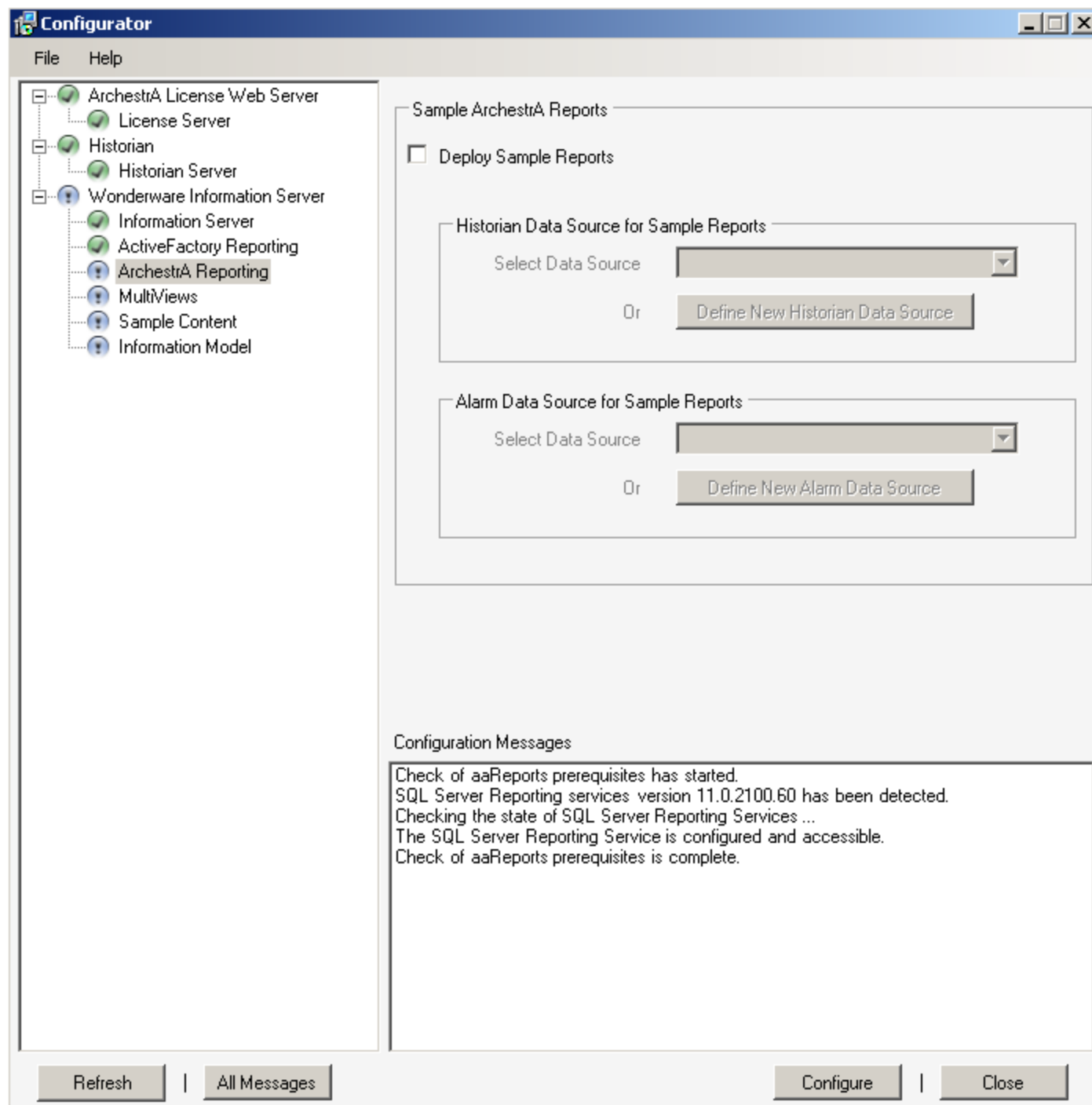


FIGURE 12: CONFIGURE ARCHESTR A REPORTING SERVICES

You will be able to configure the ArchestrA Reporting successfully.

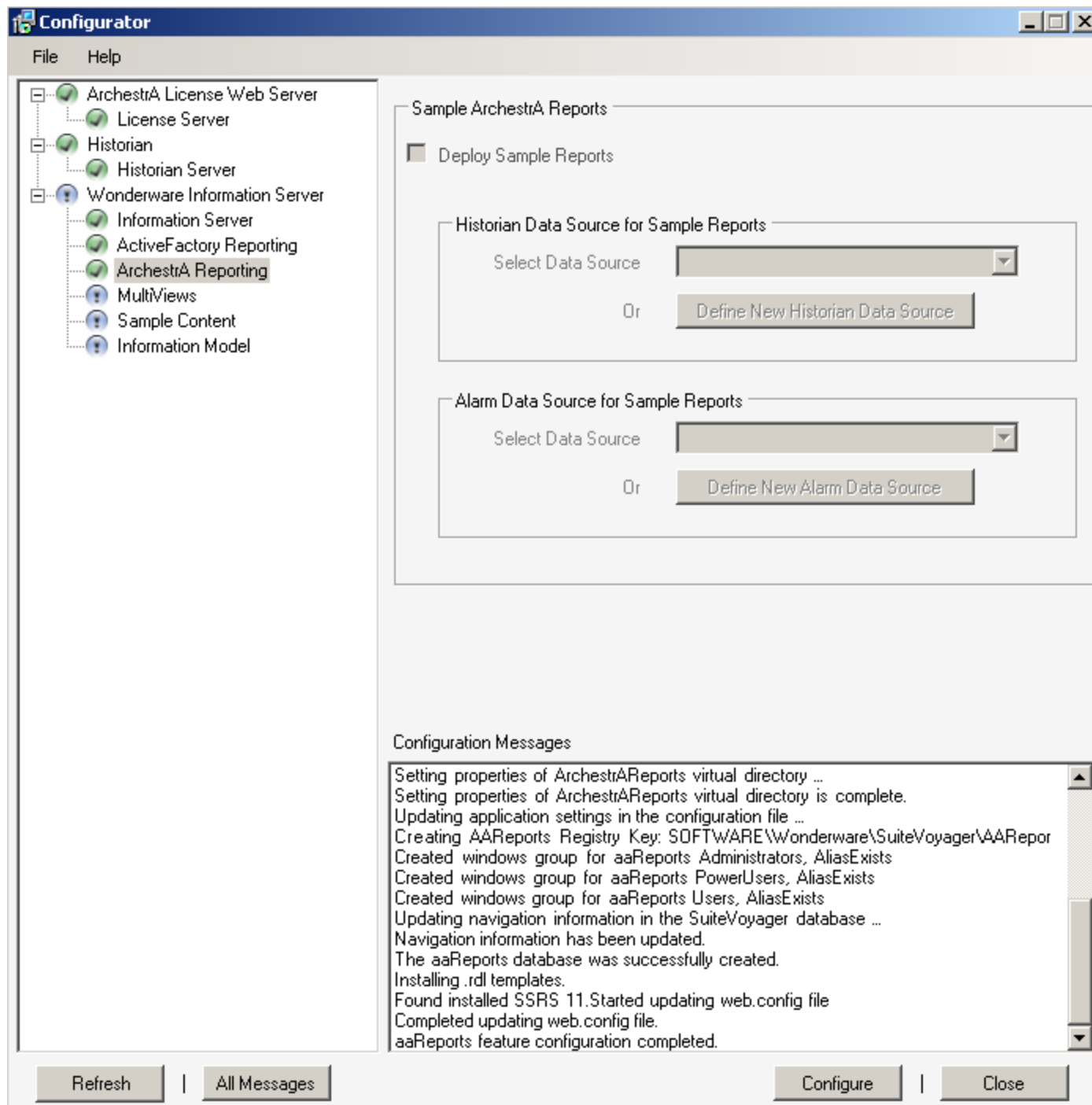


FIGURE 13: CONFIGURATION SUCCESSFUL

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

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