



Why do my reports not run in the way I expect?

There could be several reasons why reports do not run although the main reason is likely to be that the report has taken longer to produce than the timeout built in to the Report Manager Service.

One reason for reports timing out is that Microsoft Excel has generated a dialogue due to some error.

You must ensure that reports templates are thoroughly tested before being enabled. All VBA code should be protected with On Error constructs to ensure that any errors which may be generated are handled without the generation of error pop-ups.

You should also ensure that the population of the sheet after the change to the parameter sheet has been made is completed in a timely fashion.

You should ensure that all queries are as efficient as possible. This is particularly the case when requesting process trend or Alarm and Event data.

Reading from and Writing to disk files may also take too long to complete depending on the performance of the IO Subsystem. This should be avoided.

Time outs can occur as the database gets bigger and indexes get fragmented. Regularly defragmentation of indexes can help. This is documented in the Exaquantum PIMS Maintenance and Upgrade technical note available from the support web site using the following URL <http://www.ymx.yokogawa.com/support/eu-suptechnotesexaquantuminst.htm>.

Note: the Maintenance and Upgrade technical note does not explicitly mention the QBatch database but the actual details of index fragmentation applies in the same way as it does to the QHistorianData database. If using Batch Trend or Alarm and Event Data in reports then defragmenting the QHistorianData database is also recommended.

Exaquantum /Batch Releases Affected
All