Knowledge Base

Exaquantum/Batch

Batch Reporting Issues

KB-1080-23

Document Summary	
Article Type	Fault Description
Products Affected	Exaquantum/Batch
Versions Affected	All
Function Affected	Batch Reporting
Available Resolution	Workarounds
Audience	Users, Integrators and Administrators
Summary	Batch reporting is the means of saving reports related to completed batches. The batch reporting process relies on Excel automation which contains elements outside of the immediate control of Exaquantum/Batch.
	This article will contain issues arising with setting up Batch reporting that are not contained in the latest version of the Exaquantum/Batch troubleshooting guide.
Review Date	Document to be reviewed before January 2024

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Chapter 1 Introduction

Batch reporting is the means of saving reports related to completed batches. The batch reporting process relies on Excel automation which contains elements outside of the immediate control of Exaquantum/Batch.

Full details of the Batch Reporting Process including best practices and known issues are covered in the Exaquantum/Batch Troubleshooting document referenced in the Further Reading section of this article.

This article covers issues that were found since the Exaquantum/Batch troubleshooting guide was last issued. They will be included in the next version of the document.

1.1 Audience

This guide is intended for system integrators and administrators or those who are responsible for installing, upgrading or maintaining an Exaquantum/Batch system.

As the issues and solutions can change, it is recommended that the issue number of this document is checked against the latest one available on the knowledge base website. The link for the website can be found in the Further Reading section of this article.

Chapter 2 Batch Reporting Process

2.1 Overview

Exaquantum/Batch offers optional functionality to create reports that cover aspects of a batch.

Reports in Exaquantum/Batch need to be scheduled, either by a time period or on completion of a Batch.

A report is generated from a template via a number of steps and stored in the Exaquantum/Batch database set.

Batch reporting uses Microsoft Excel to generate reports and then saves them in PDF format.

2.2 Area of Concern

Exaquantum/Batch uses Excel automation. Microsoft Excel automation is not developed by Yokogawa and is subject to changes as operating system and Office development continues.

It is sometimes the case that changes can cause issues for Exaquantum/Batch Reporting function.

Issues can be dependent on many factors including OS changes, security changes and policies and changes in the way that Excel automation works from one Excel release to another.

A further layer of complexity arises when Exaquantum/Batch is configured to use standard security. This is because the user running the Batch Reporting Service does not log in to the server.

It is therefore necessary to make changes so that the interactive user has the ability to run Excel automation when not logged onto the server.

Full details of the Batch Reporting Process including best practices and known issues are covered in the Exaquantum/Batch Troubleshooting document referenced in the further reading section of this document.

This article contains specific issues that were found after the latest version of the troubleshooting guide was issued.

Chapter 3 Error Messages

When Batch Reports are not created, an error message will be written to the Windows application event log by the standard error reporting module.

It is possible to add more detailed logging which can help pin-point the last successful step in the operation.

3.1 Standard Error

When a report fails, an error like the one shown below is raised in the Windows Application Event log. The text in the error states that the pdf file has not been generated.
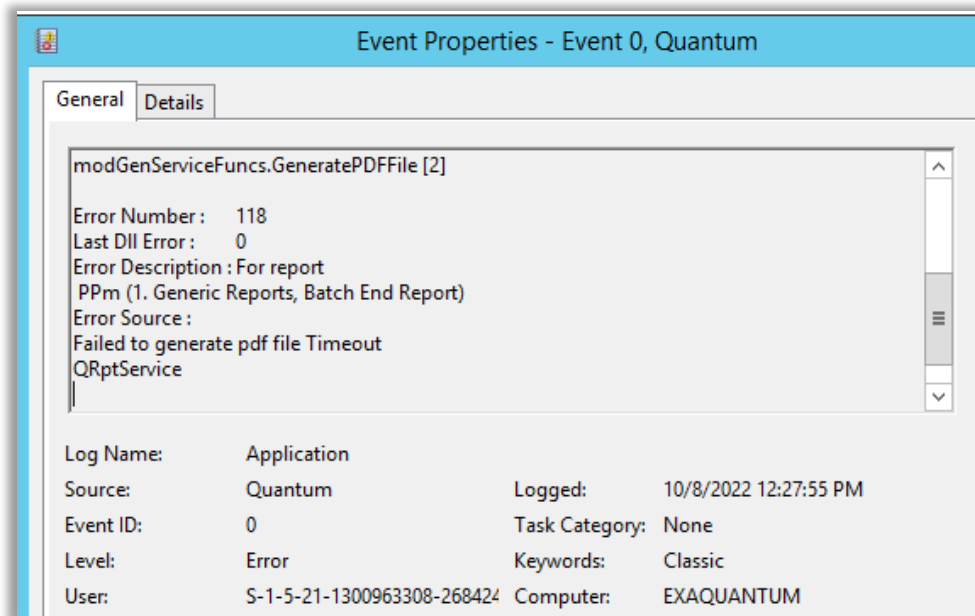
This error could be related to any step in the report generation process so it is necessary to provide further detail in the logging.

This is achieved by enabling additional logging.

3.2 Enabling Additional Logging

It is possible to increase the logging level for Exaquantum/Batch to allow better troubleshooting. Even with additional logging, the cause of the failure is not always clear but the additional logging allows the progress to be checked so that it is possible to see how far the process has got.

To enable additional logging, refer to the procedure in the Exaquantum/Batch troubleshooting guide (see Further Reading Chapter).

Chapter 4 Additional Reporting Issues

As has been mentioned previously, known issues are covered in the Exaquantum/Batch Troubleshooting document referenced in the <u>Further Reading</u> section of this document.

The following sections cover errors that are not yet included in this document.

4.1 Missing folder

The issue of Exaquantum/Batch reporting failures caused by a missing folder is covered in this section.

4.1.1 Overview

Excel automation requires one of the following folders to be present.

C:\Windows\System32\config\systemprofile\Desktop

C:\Windows\SysWOW64\config\systemprofile\Desktop

If these folders don't exist, Exaquantum/Batch reporting can fail.

4.1.2 Diagnosis

If there is an issue with generating Exaquantum/Batch reports, enable additional logging and review the event log.

The following specific error will be seen when a missing folder is the cause.

```
Error Number :    429
Last Dll Error :    0
Error Description : ActiveX component can't create object
Error Source :    QRptRender
QRptRender
```

4.1.3 Solution

To resolve the issue, verify that the above folders do not exist and create them. Restart the computer used to generate Exaquantum/Batch reports and retry.

4.2 No Default Printer

The issue of Exaquantum/Batch reporting failures caused by a missing default printer is covered in this section.

4.2.1 Overview

The user that runs the Exaquantum/Batch Report server service must have a default printer assigned. If there is not one assigned, it must be added.

4.2.2 Diagnosis

If there is an issue with generating Exaquantum/Batch reports, enable additional logging and review the event log.

The following specific errors will be seen when the lack of a default printer is the cause.

```
QRptRender.modRptRender.Error In Main Proc Body (08/Oct/2022 17:37:20)
RunReport [20]
B22406004
Writing the parameters:
Sheet [1], Cell [$C$3], Value [13125]
Saving the workbook

QueueUId [24731], File stem was [C:\Users\QUANTU~1\AppData\Local\Temp\radD2133]

Error Number :    1004
Last Dll Error :    0
Error Description : Cannot access 'radD2133.xls'.
Error Source :    Microsoft Excel
QRptRender
```

```
modStartup.Main(33)

Error Number :    33
Last Dll Error :    0
Error Description : Error in Run report:
[Visible],[File path and stem],[ReportQueueUId],
[ReportArchiveUId],[RenderAction](0=Approve,1=CheckIn)
Parameters are:
1 [True]
2 [C:\Users\QUANTU~1\AppData\Local\Temp\radD2133]
3 [24731]
4 [0]
5 [0]
Error Source :    QRptRender
QRptRender
```

4.2.3 Solution

To resolve the issue, there are three steps:

- Identify the user running the reporting service
- Log onto the server computer with this account
- Set the default printer for this account

4.2.3.1 Identify the user running the reporting service

To identify the user that runs the reporting service, start the Windows Services applet and locate the Exaquantum/Batch Report Server service. The user running the service is shown in the Log On As column.
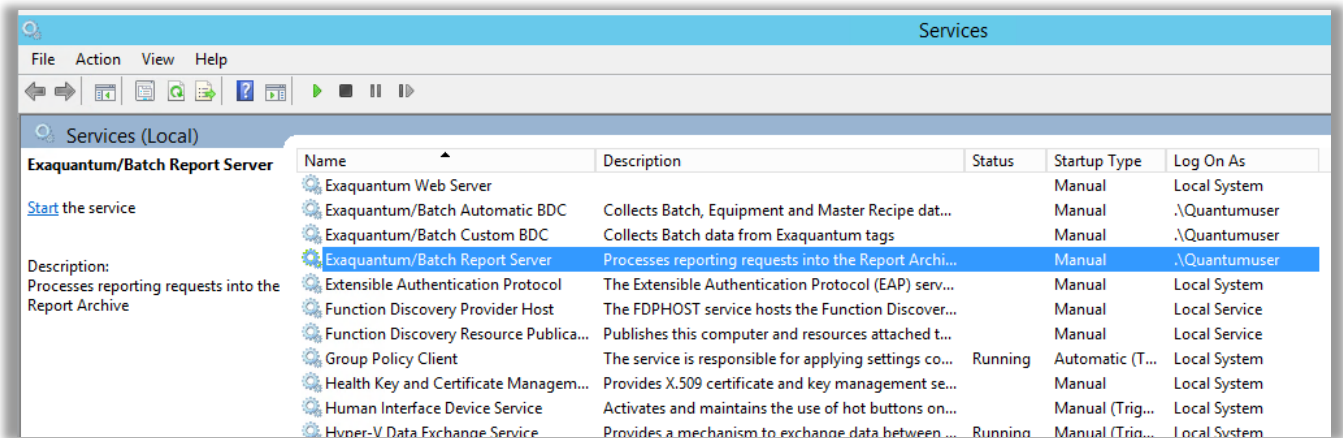
By default, the user will be either quantumuser for legacy security model or QTM_PROCESS for standard security models.

4.2.3.2 Log onto the server computer with this account

The procedure varies depending on the security model. For legacy security model, logging on as the quantumuser account is the same as logging on as any other account, it just requires the password to be known.

For standard security, it is more complex since the QTM_PROCESS account is not permitted to log onto the server and the password is not published.

To log on as the QTM_PROCESS user, follow these steps:

1. Change the password of the Service User (QTM_PROCESS) account to something known using the CreateQTMProcess executable with the -p option from the Exaquantum DVD Disk 1.

   For details on the use of the CreateQTMProcess executable see the Exaquantum Installation Guide Chapter 2 Pre-Installation Preparation section (IM 36J04A13-01E)

2. Allow login to the QTM_PROCESS account by removing it from the Deny log on locally entry in the User Rights Assignment section of the Local Security Policy.
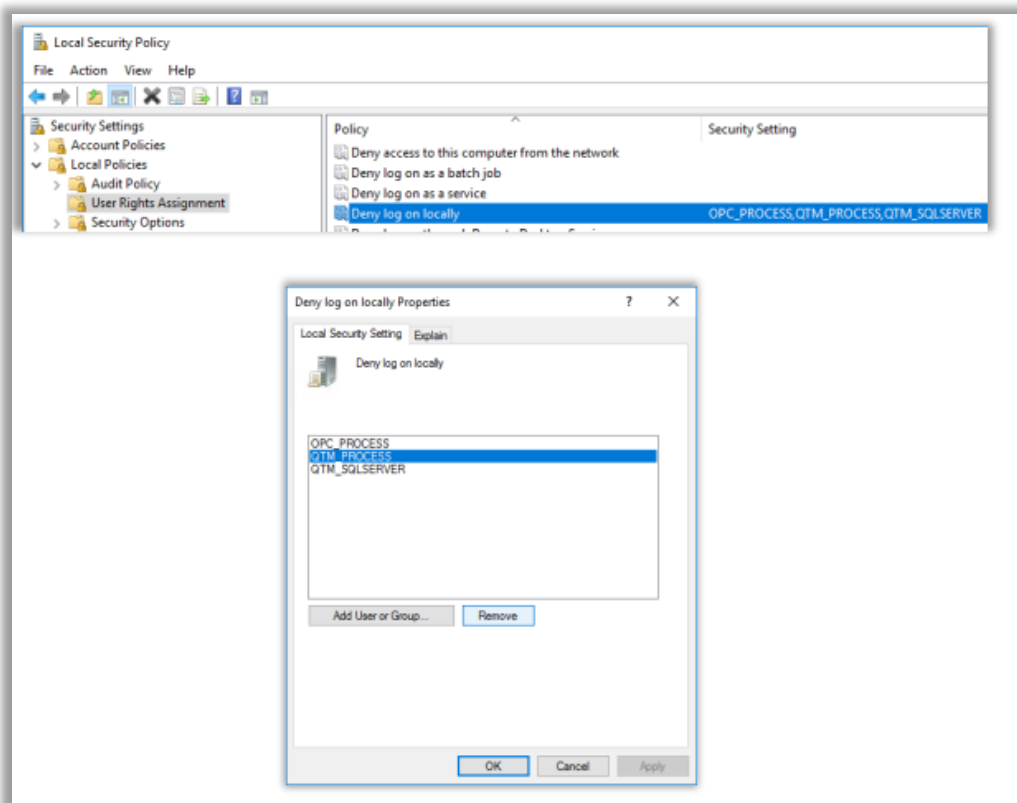
3. Log in as the Service User (QTM_PROCESS) using the Password set in Step 1.

4.2.4 Set the default printer for this account

Once logged on to the server, a default printer can be set.

The exact process will vary by operating system. Please request assistance if needed. The default printer does not need to be a physical printer.

4.2.4.1 Reset password for Standard Security model

If the password was set manually in the previous section, it must be reset. This is achieved by the following step:

1. Reset the QTM_PROCESS account password by running the CreateQTMProcess executable without the -p option.

4.2.5 Retry reports and post action configuration

Once the above steps have been undertaken, restart the computer and retry the Exaquantum/Batch reporting process.

If there are still issues, refer to the Exaquantum/Batch troubleshooting guide.

Chapter 5 Further Reading

The following documents are referenced in this article:

- Exaquantum Installation Guide - Chapter 2 (IM 36J04A13-01E)
- Batch Trouble Shooting Guide – KB-0043

More support is available from:

- Website https://ymx.yokogawa.com/support
- Knowledge base https://ymx.yokogawa.com/knowledge-base
- Email support@ymx.yokogawa.com

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Highlights

The Highlights section gives details of the changes made since the previous issue of this document.

- ## Summary of Changes

This is Issue 1.0 of the document related to Product Library version 1.0.

- ## Detail of Changes

The changes are as follows:

Chapter/Section/Page	Change