



Description: This document describes how to troubleshoot your ReportWorX.NET applications.

OS Requirement: The operating system required is Microsoft Windows XP/2000/2003.

General Requirement: None.

System Setup: Pre-Installation

Before installing ReportWorX.NET, make sure you have completed the following steps:

1. Update your Windows operating system with the latest service packs.
2. Update your Web browser application with the latest service packs.
3. Update your Microsoft Office installation with the latest service packs.
4. Update Microsoft SQL Server or MSDE with the latest service packs.
5. Make sure your system meets all the installation requirements for ReportWorX.NET.

See the ReportWorX help documentation for more information.

System Setup: Post-Installation

After installing ReportWorX.NET, make sure you have completed the following steps:

1. Set up a ReportWorX.NET Service account.
2. Give the ReportWorX.NET Service account access to the ICONICS PDF printer driver installed by ReportWorX.NET.
3. Modify the default DCOM settings to give the ReportWorX.NET Service account the required DCOM rights.
4. Make sure that Microsoft Excel is installed and configured properly to run under the dedicated ReportWorX.NET Service account.
5. You need a valid ReportWorX.NET license. Register for a license at www.iconics.com/support/licenseproduct.asp.

See the ReportWorX help documentation for more information.

Troubleshooting Tools

There are several tools available for troubleshooting your ReportWorX.NET applications:

- TraceWorX32 Utility
- Windows Event Viewer
- ReportWorX Configurator Monitor View
- Performance Counters

See the ReportWorX help documentation for more information.

Report Execution

Once your configuration is complete, you need to activate the database. You must have a report template in order to execute a report. If you make changes to the template while the ReportWorX engine is in runtime mode, you will need to stop and then restart the engine before you can run a report using the template. In order for reports to execute, the ReportWorX service must be running.

Only registered users or groups with access rights may view reports. In order to execute, view, and manage a report, you must have permission for the folder in which the selected report is located. See the ReportWorX Configurator documentation for information about configuring report permissions.

E-Mailing Reports

Before you can send reports via e-mail you must specify your e-mail settings in the **SMTP Settings** tab of the **Options** dialog box of the ReportWorX Configurator, shown in the figure below, which sets the secure connection access parameters for the Reporting Service.

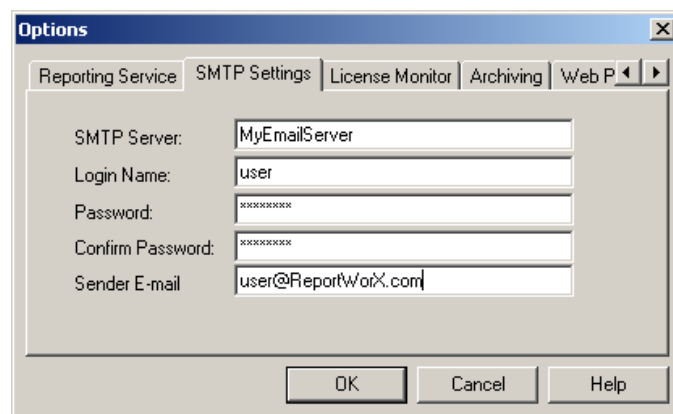


Figure 1: Options Dialog Box: SMTP Settings Tab

Make sure that an e-mail address is specified for each user in the user properties for managed lists. If a managed list is associated with an e-mail action, each user in the list must have a valid e-mail address in order to receive reports by e-mail.

Publishing Reports to PDF

Make sure that the ReportWorX Service has access to the ICONICS PDF printer driver. See the ReportWorX help documentation for more information.



Web Interface

If you would like to include Web publishing in any of your reports, you must first configure the Web Interface and Web publishing actions. Please see the ReportWorX Web Interface documentation for more information.

Only reports published to a Web server can be viewed over the Internet or intranets. If a report is not configured to be published on a Web server, it cannot be viewed through the Web interface. If you do not see a report in the report list of executable reports, it means that you do not have access right to execute the report. Contact your system administrator to request access right for the folder containing the report.