
Web Report Setup Issues/Troubleshooting Items

<p>If OMT 2.11 version or higher is having problems getting their "Standard Report" and/or "Web Report" modules to work. The following steps may prevent an error message from OMNITREND that "Web Reports" failed to start. Any combination of the following may cause the reporting functions in OMT 2.11 not to work correctly. For that reason I would suggest that each of the following are checked:</p>	
<p>Step 1.</p>	<p>Verify that the following folders have been created during the OMNITREND install process:</p> <ul style="list-style-type: none"> - C:\program files\pruftechnik_jvm - C:\program files\pruftechnik\webreport - C:\program files\pruftechnik\omnitrend - C:\program files\pruftechnik\omnitrend\report
<p>Step 2.</p>	<p>If the C:\program files\pruftechnik_jvm has not been created, then "Standard Reports" or "Web Reports" will not work correctly. This folder contains the Java files required for the reporting functions in OMNITREND to work correctly. The Java files can be re-installed as follows:</p> <ul style="list-style-type: none"> - Insert the OMNITREND CD into the computer - Browse to following folder on the OMNITREND install CD: \OMNITREND\JavaVM - Run the "Setup" program in this folder. The C:\program files\pruftechnik_jvm should be created in your C:\program files\pruftechnik\omnitrend folder.
<p>Step 3.</p>	<p>Open OMNITREND. Select "Options", "General Settings". Under the "General" folder select "Start Options". Verify that "Standard Report in the background" option is selected.</p>
<p>Step 4.</p>	<p>Close OMNITREND</p>

Step 5.	<p>Verify/Change the following setting:</p> <ul style="list-style-type: none"> - Select "Start" - Select "All Programs" - Select "OMNITREND" - Select "Web Report (Single User)"
Step 6.	<p>You should see the log in screen for "Web Report", I would suggest that everyone set the options to start "Web Report" in the back ground and upon startup are both checked. This should prevent an error message that states "Web Report" failed to start.</p>
Step 7.	<p>When using the Web Reporting Module (WEB OMT) logging in as "Admin" is for registering only. When logged in as "Admin" you will not have the ability to run reports. To run reports you must be logged in as "Supervisor" or any other created user. This process is different than the standard set by Microsoft, whereas if you are logged in as "Admin" you have all capabilities.</p>
<p>Now both "Standard Reports" and Web Reports" should function correctly in OMNITREND 2.11 and higher.</p>	