WebReporter 5.0

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New Features and Enhancements

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New Chart Reports

WebReporter 5.0 introduces three new Chart reports

- Assembly Qualified Rate Chart
- Measurement Deviation Chart
- CII (Continuous Improvement Index) Variation Chart

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Assembly Qualified Rate Chart
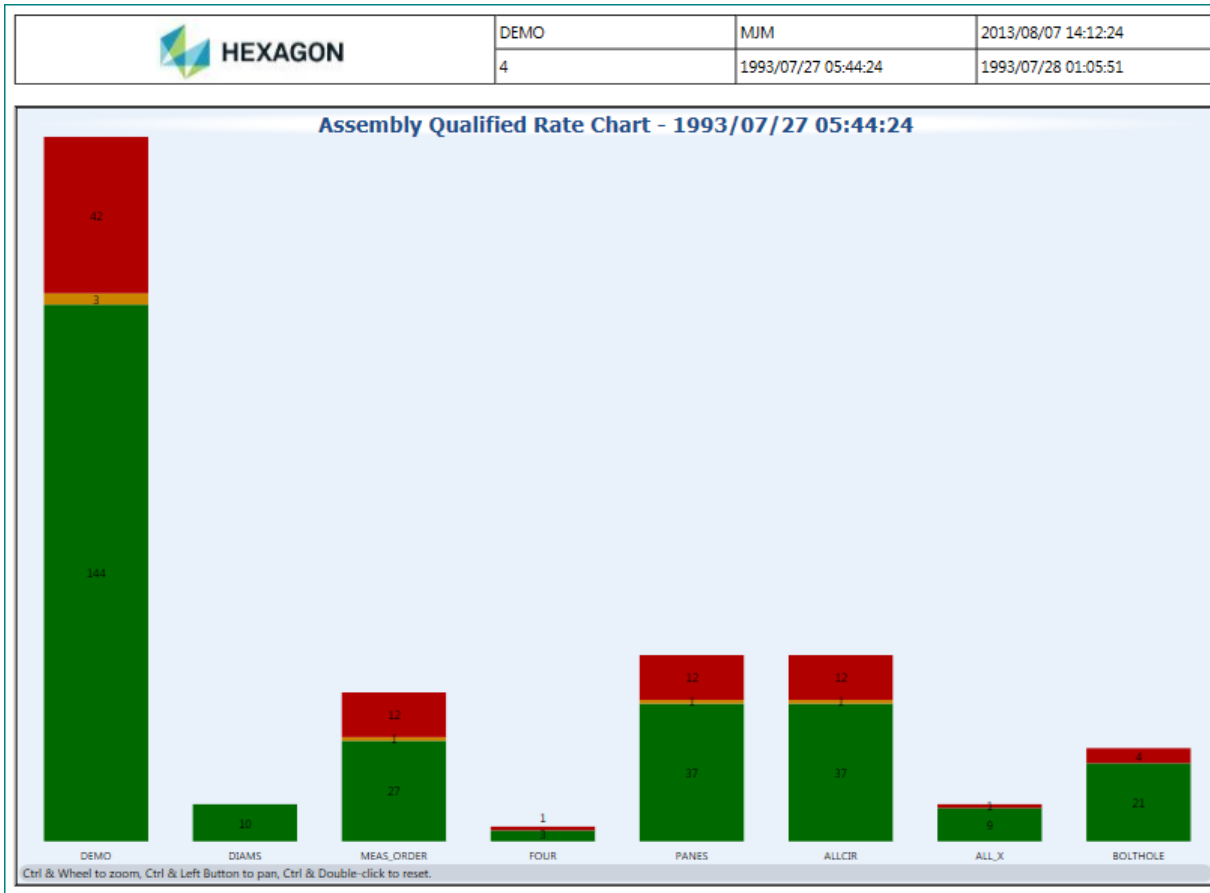
- Similar to "Qualified Rate Chart", but able to break out by variable sets.

- Graphical display for all variables within 75% tolerance (green), between 75% and 100% tolerance (yellow), and out of tolerance (red).

- Cumulative tolerance values for all selected variable sets.
- Tolerance values for each selected variable set.

Measurement Deviation Chart
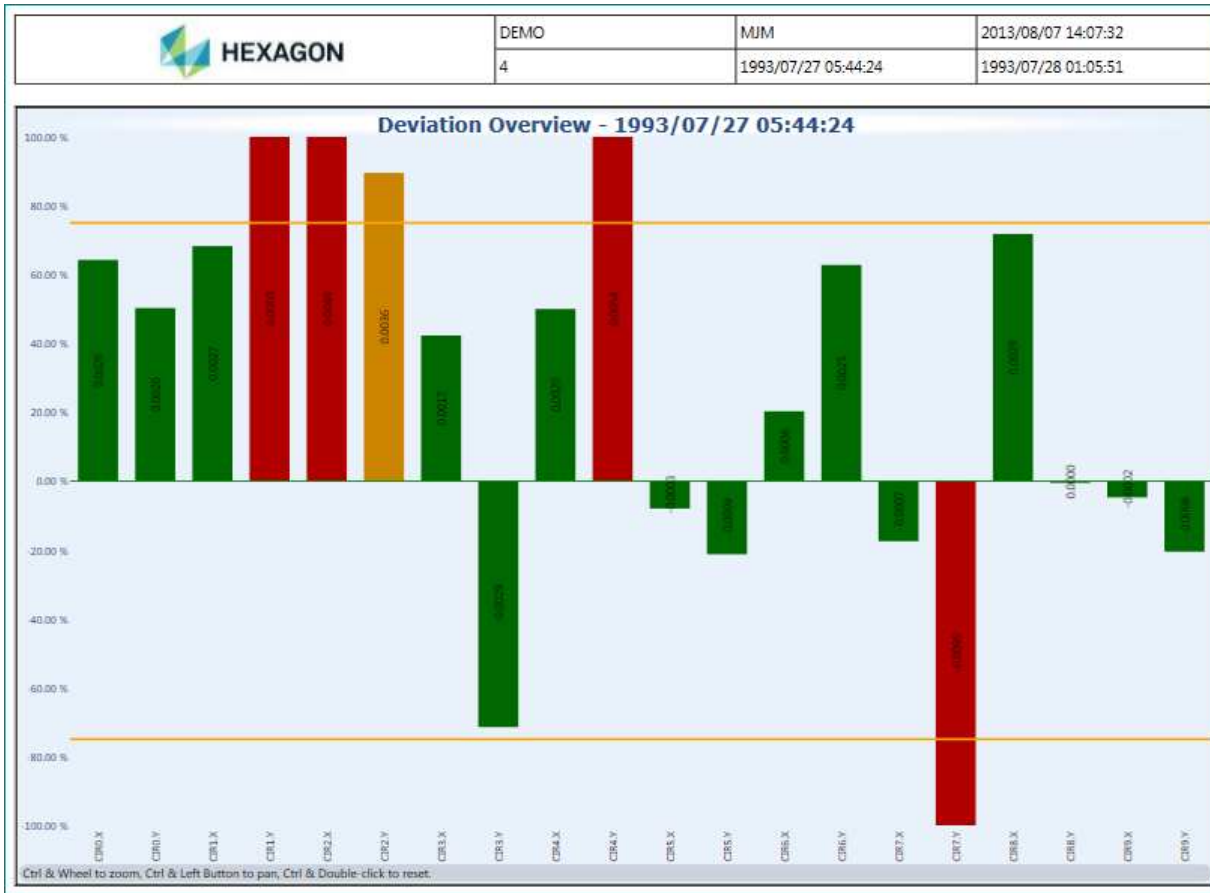
- Displays deviation trends with color coded tolerance indicators.

- Graphical display for all variables within 75% tolerance (green), between 75% and 100% tolerance (yellow), and out of tolerance (red).

- The longer the bar, the greater the measurement deviation from nominal.

CII (Continuous Improvement Index) Variation Chart
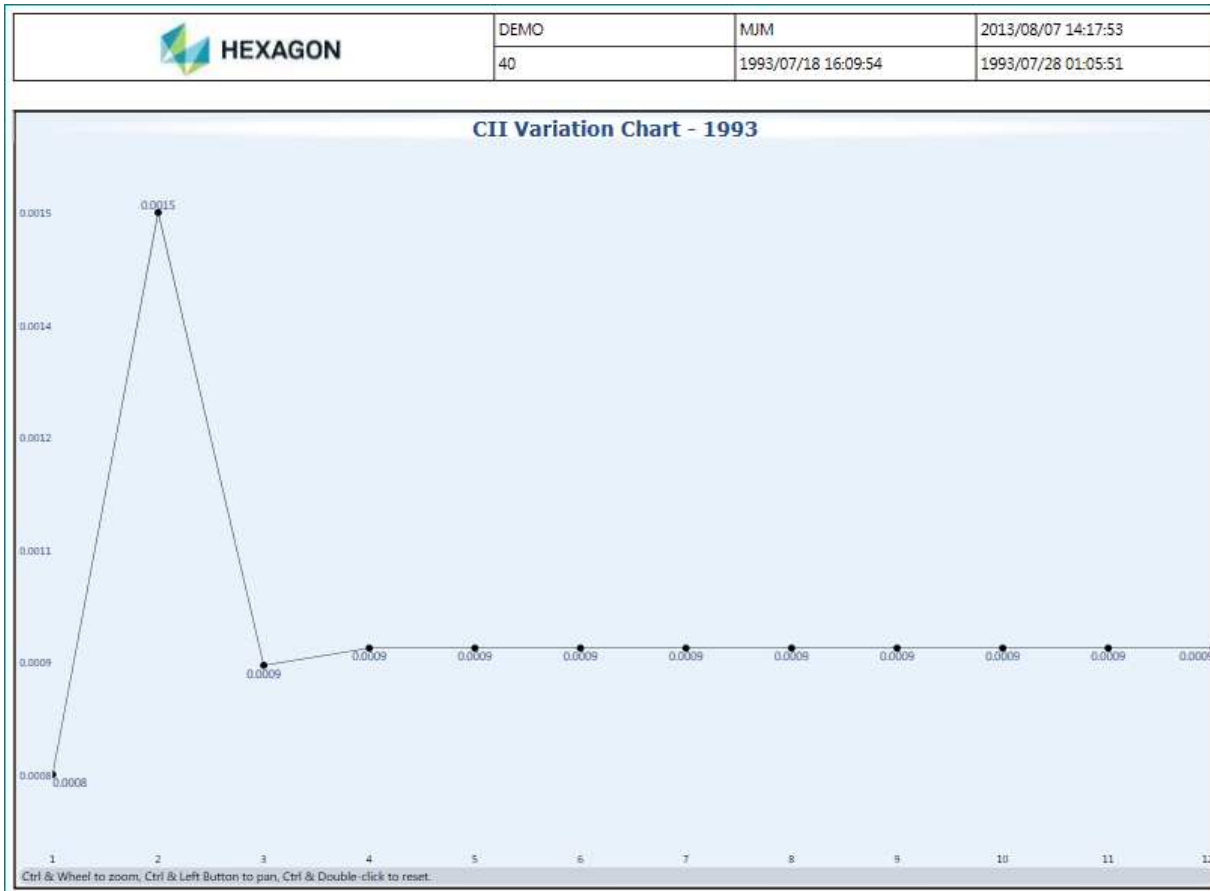
- Displays deviation trend over a year-long time period.

- Calculates Six Sigma of all dimensions with measured data, per month.

- Sigma value at 95% observed as CII value.

New Text Report

WebReporter 5.0 introduces one new Text report

- NG ("Not Good") Details Report

NG Details Report

	DEMO	MJM	2013/08/07 14:31:38
10	1993/07/25 16:03:09	1993/07/28 01:05:51

| Index	Dimension	NG Count	Percent	TOP10
1	L167065B.T	30	100%	TOP1
2	L167082B.T	30	100%	TOP2
3	L167082B.Z	30	100%	TOP3
4	L167090B.Y	30	100%	TOP4
5	L167102B.Y	30	100%	TOP5
6	L947212W.T	30	100%	TOP6
7	L947212W.Y	30	100%	TOP7
8	L947215W.T	30	100%	TOP8
9	L947215W.Y	30	100%	TOP9
10	L947230W.Y	30	100%	TOP10
11	L947275W.Z	30	100%	
12	L167010B.T	29	97%	
13	L167010B.X	29	97%	
14	L167100B.Y	29	97%	
15	L947245W.Y	29	97%	
16	L947280W.Z	29	97%	
17	L167064B.T	28	93%	
18	L167090B.Z	28	93%	
19	L947144AA.T	28	93%	
20	L947144AA.Y	28	93%	
21	L947275W.Y	28	93%	
22	L947095AA.X	27	90%	
23	L947277W.Y	27	90%	
24	L167064B.Y	26	87%	
25	L167065B.Y	26	87%	
26	L947139AA.T	26	87%	
27	L947280W.Y	26	87%	

- Displays ranking for each selected dimension, sorted based on highest percent out of tolerance.

- Highlights Top 10 (lowest tolerance percent).

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New CAD Report

WebReporter 5.0 introduces one new CAD report

- Profile Report (Graphical Analysis Control)
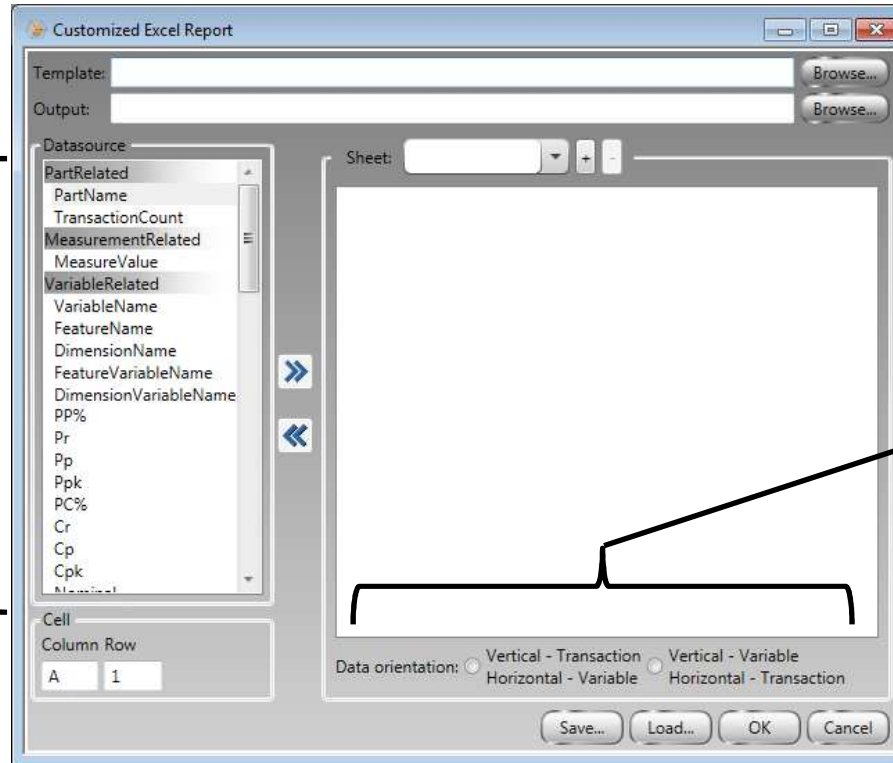
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Profile Report (Graphical Analysis Control)
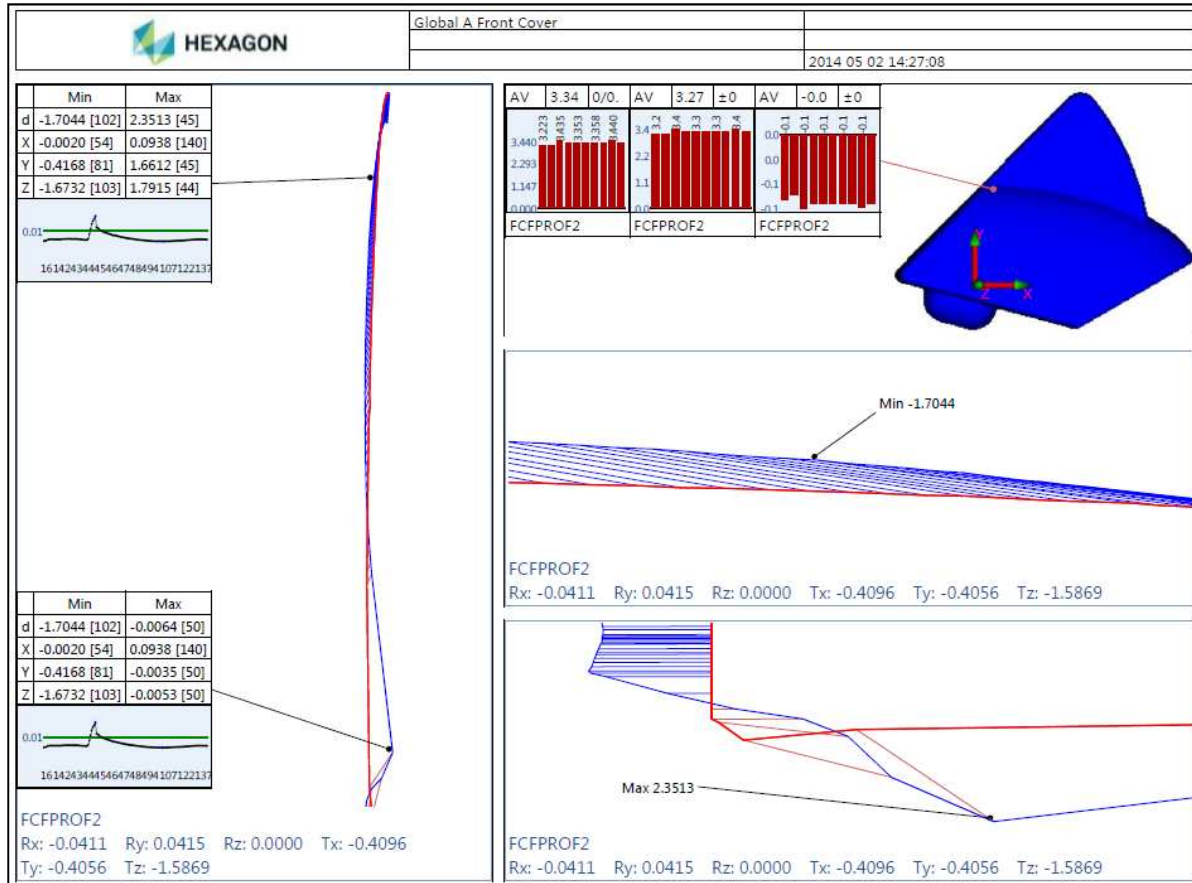
- Provides flexible and customizable Best-Fit options.

- Built on WPF technology, so images are scalable, while maintaining high resolution.

Customized Excel Report

Datasource elements are grouped.

You now can report variables and transactions in different directions than in prior versions.

In prior versions, you could only report up to 30 measured values. Now, you can report all measured values.

More variables and trace fields available.

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Data Importer – Service Option
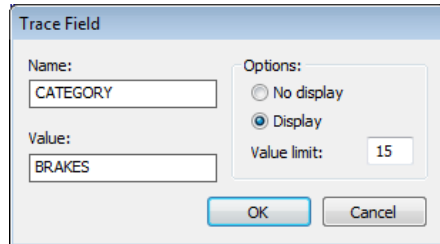
The new "Windows Service" option configures DataImporter to run as a Windows Service.

When the machine is restarted, the DataImporter service restarts. This ensures you do not have to remember specifically to start DataImporter when your machine fails.

The "Windows Application" option still exists.

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Import Directly to WebReporter Part Category from PC-DMIS

Allow your operators to view their parts automatically without having the WebReporter Administrator move them to the operator category.

```
EXTERNALCOMMAND/NO_DISPLAY, WAIT ;
ASSIGN/PART_NUMBER=GETTEXT(191,0,"FILEHEDR")
TRACEFIELD/DISPLAY,LIMIT=15 ; CATEGORY : BRAKES
ASSIGN/PART_REVISION=GETTEXT(192,0,"FILEHEDR")
ASSIGN/PART_OPERATION=GETTEXT(193,0,"FILEHEDR")
ASSIGN/PART_TIMESTAMP=CONCAT(SYSTEMDATE("yyMMdd"), "_", SYSTE
```

In your PC-DMIS part program, add the tracefield, "CATEGORY", then enter the category name as the value.
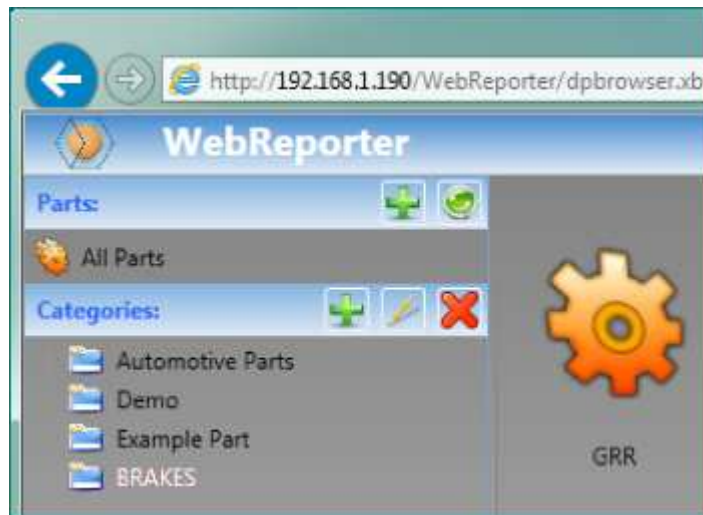
When the part program completes, the part data will be added to that part category in WebReporter automatically.

Support for LMS Licensing

WebReporter 5.0 supports LMS licensing as well as portlock (HASP) licensing.

System Requirements

System Requirements

Hardware

- 1 GHz (or faster) 32-bit (x86) or 64-bit (x64) processor
- 1 GB RAM (32-bit) or 2 GB RAM (64-bit)
- 8 GB available disk space (32-bit) or 12 GB available disk space (64-bit)
- Optical DVD drive

Additional Requirement for DataView+ Module

- DirectX 9 graphics processor

Language Support

English	French	German
Hungarian	Italian	Japanese
Korean	Polish	Portuguese
Russian	Simplified Chinese	Spanish
Swedish	Traditional Chinese	Turkish

Compatibility

- Works with PC-DMIS version 3.7 (or higher); optimized for PC-DMIS 2013 MR1**.**
- Works with Microsoft Internet Explorer 8.0 (or higher).

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Installing WebReporter 5.0

Install WebReporter 5.0 Full

Overview

The WebReporter 5.0 FULL package includes the following components:

- Microsoft Internet Information Services (IIS)
- Microsoft .NET Framework 4 (x86 and x64)
- Microsoft Visual C++ 2010 Runtime Libraries (x86)
- Microsoft Visual C++ 2012 Runtime Libraries (x86)
- CLM Tools (x86)
- WebReporter 5.0
- Microsoft SQL Server 2008 R2 Express
- Microsoft SQL Server Management Studio 2008

Start the Installation

If you are installing from the downloaded "FULL" .zip package, extract the package contents to a folder on your machine's hard drive. Then, open that folder. If you are installing from a CD/DVD, open the root file folder. Right-click the "**setup.exe**" file, and then select "**Run as administrator**". WebReporter 5.0 first searches for prerequisite components. If a component is not found, the installer attempts to install it.

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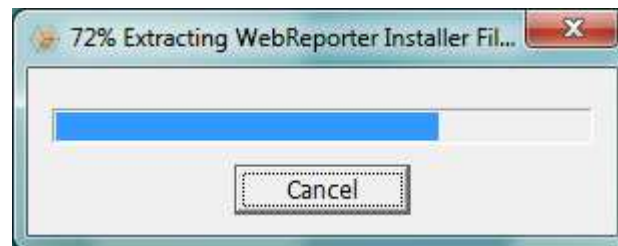
Install WebReporter 5.0 – Microsoft Internet Information Services

Microsoft Internet Information Services (IIS)

- During the WebReporter 5.0 installation, if it detects that IIS 5.1 (or higher) you will see a warning message.

- Install IIS from Windows Programs and Features.

- Restart the machine.
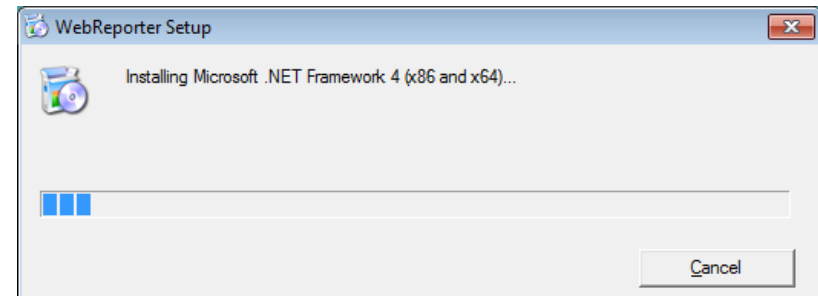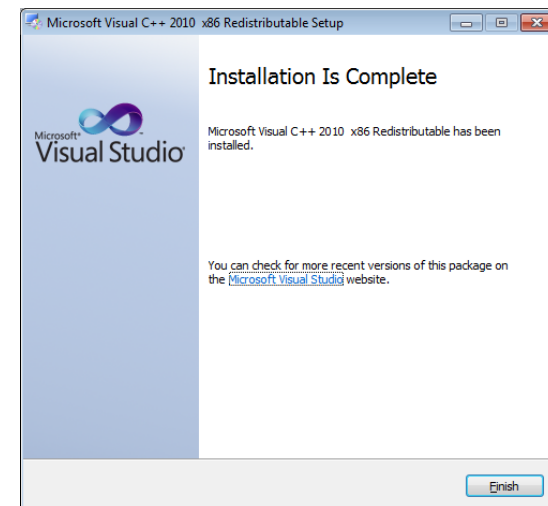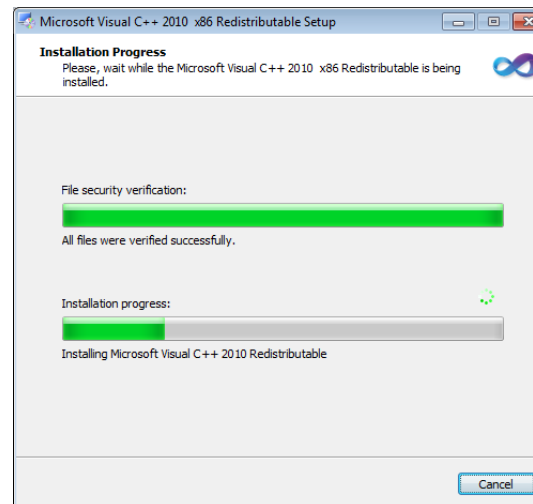
- Restart the WebReporter 5.0 installation.
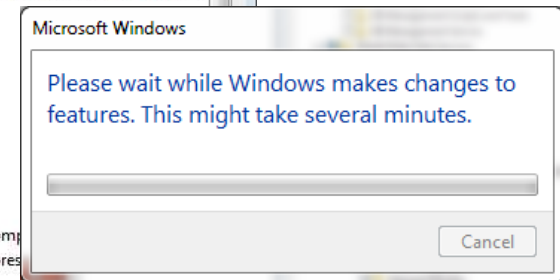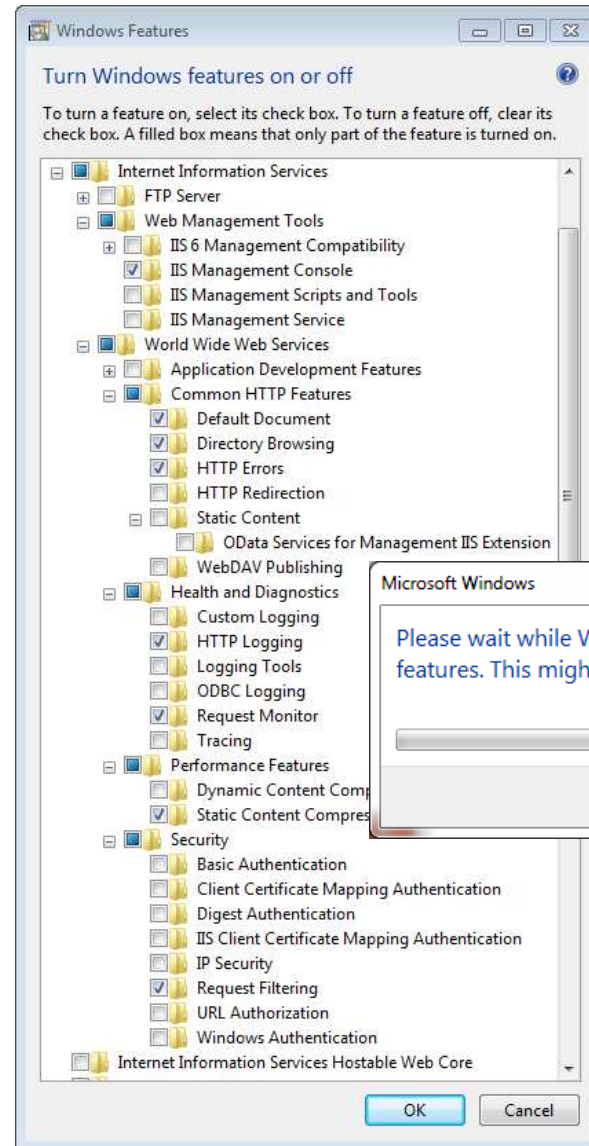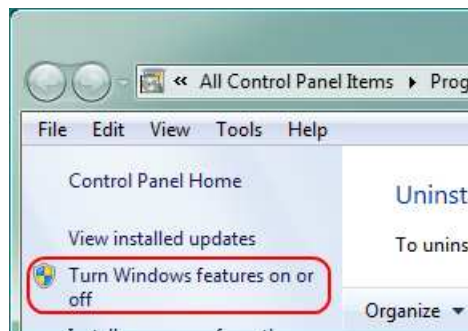
Install WebReporter 5.0 – Microsoft .NET Framework 4
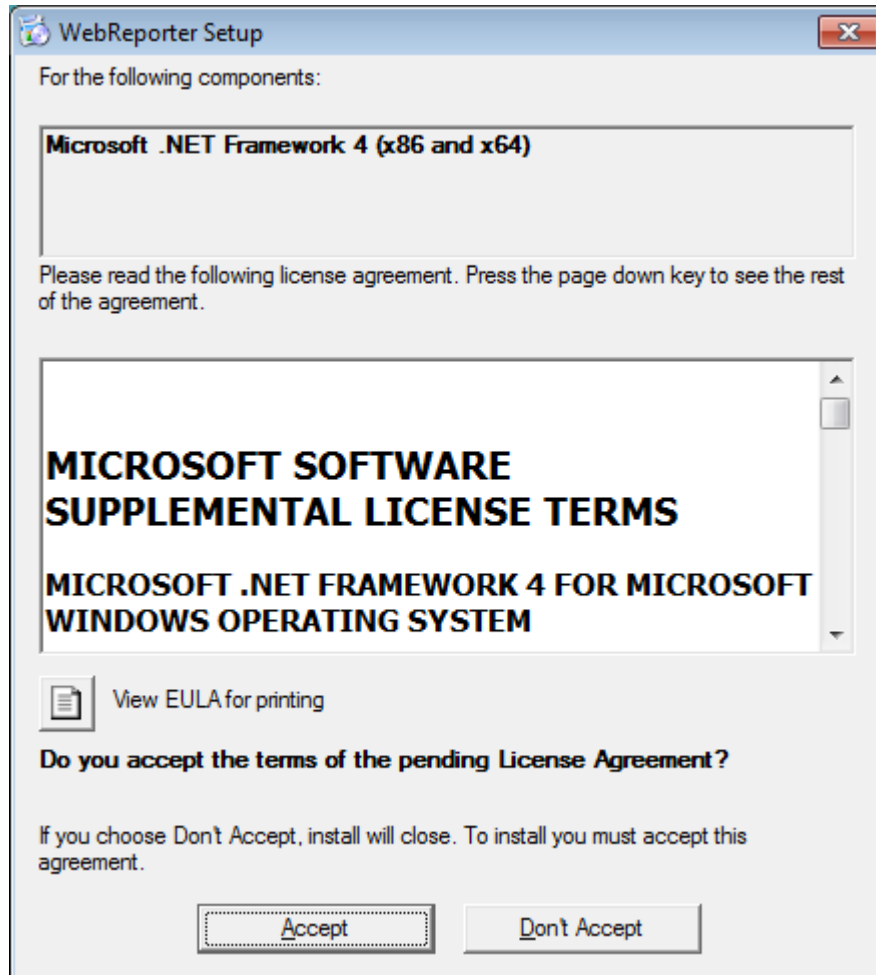
Microsoft .NET Framework 4 (x86 and x64)

- During the WebReporter 5.0 installation, if it detects that .NET 4 is not installed, it will attempt to install it during this step. An End User License Agreement (EULA) appears. Click **Accept** to accept the terms of the EULA.

- The installer continues to install the .NET Framework component. When complete, the EULA goes away, and the WebReporter 5.0 installation continues to the next step.

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Install WebReporter 5.0 – Additional Components

Microsoft Visual C++ 2010 Runtime Libraries (x86)

Microsoft Visual C++ 2012 Runtime Libraries (x86)

CLM Tools (x86)

- During the WebReporter 5.0 installation, if it detects that one or more of these components are not installed, it will attempt to install the missing component(s) during this step. An End User License Agreement (EULA) appears. Click **Accept** to accept the terms of the EULA.

WebReporter Setup

The following components will be installed on your machine:

Visual C++ 2012 Runtime Libraries (x86)
Visual C++ 2010 Runtime Libraries (x86)
CLM Tools (x86)

Do you wish to install these components?

If you choose Cancel, setup will exit.

[Install]   [Cancel]

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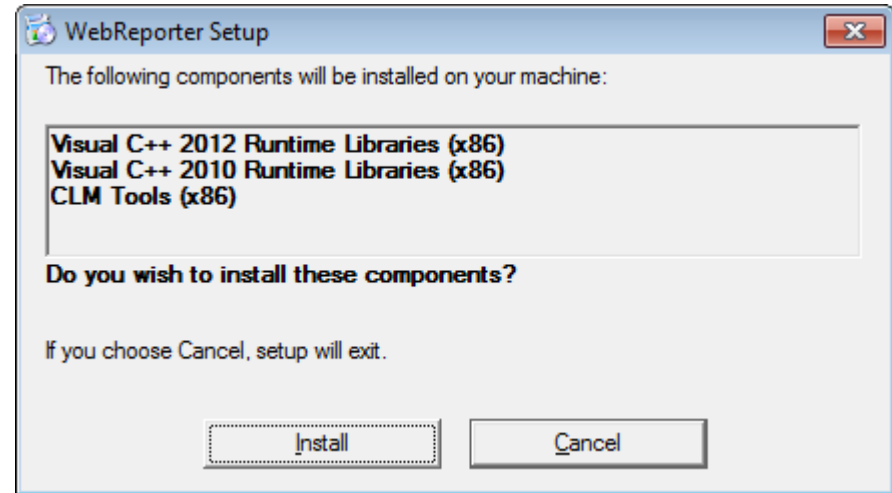
Install WebReporter 5.0 – Visual C++ 2010 Runtime Libraries

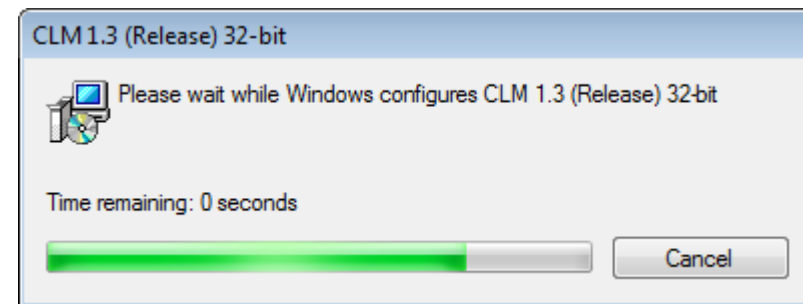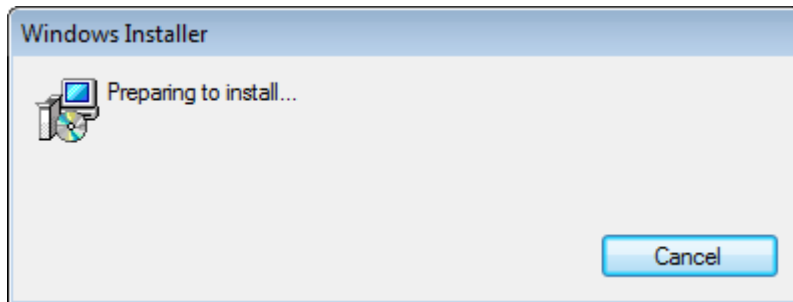**Microsoft Visual C++ 2010 Runtime Libraries (x86)**

- During the WebReporter 5.0 installation, if it detects that the Microsoft Visual C++ 2010 Runtime Libraries (x86) component (RTL) is not installed, it will attempt to install it during this step. An End User License Agreement (EULA) appears. Check the box and then click **Install** to accept the terms of the EULA and continue the installation.

- The installer continues to install the RTL component. When complete, click **Finish** at the Installation Is Complete window. The WebReporter 5.0 installation continues to the next step.
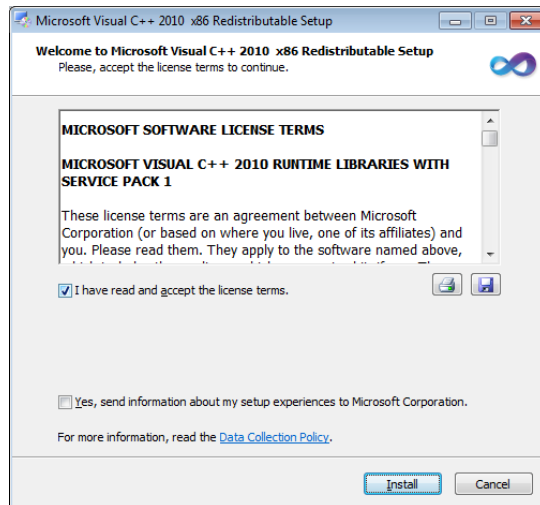
Install WebReporter 5.0 – Visual C++ 2012 Runtime Libraries

Microsoft Visual C++ 2012 Runtime Libraries (x86)

- During the WebReporter 5.0 installation, if it detects that the Microsoft Visual C++ 2012 Runtime Libraries (x86) component (RTL) is not installed, it will attempt to install it during this step. An End User License Agreement (EULA) appears. Check the box and then click **Install** to accept the terms of the EULA and continue the installation.

- The installer continues to install the RTL component. When complete, click **Close** at the Setup Successful window. The WebReporter 5.0 installation continues to the next step.
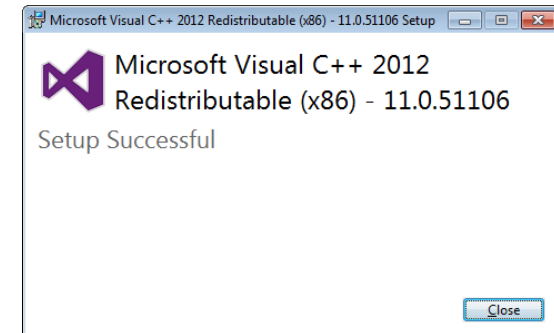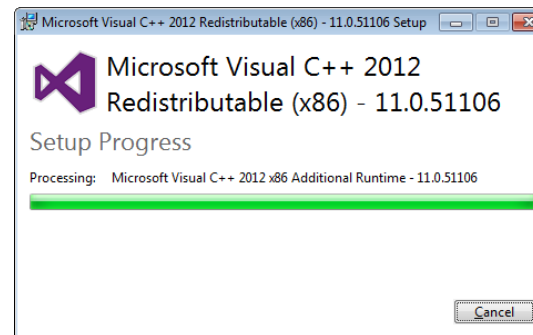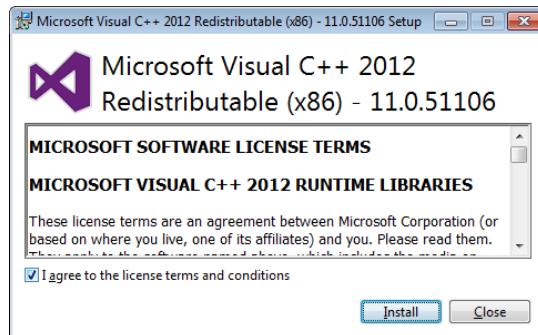
Install WebReporter 5.0 – CLM Tools

CLM Tools (x86)

- During the WebReporter 5.0 installation, if it detects that the CLM Tools (x86) component (CLM) is not installed, it will attempt to install it during this step. An End User License Agreement (EULA) appears. Check the box and then click **Install** to accept the terms of the EULA and continue the installation.

- The installer continues to install the CLM component. When complete, the installer goes away and the WebReporter 5.0 installation continues to the next step.

Windows Installer

Preparing to install...

Cancel

CLM 1.3 (Release) 32-bit

Please wait while Windows configures CLM 1.3 (Release) 32-bit

Time remaining: 0 seconds

Cancel

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Install WebReporter 5.0

WebReporter 5.0

- During the WebReporter 5.0 installation, if it detects that WebReporter 5.0 is not installed, it will attempt to install it during this step.

- You will be prompted to install via HASP or LMS license. To use a HASP (portlock), click **HASP**. To use an LMS license, click **LMS**. Then, click **Next**.

- Refer to the PC-DMIS LMS support page and documentation for installing WebReporter 5.0 using LMS licensing.

- You must first sign up and login to view the pages and documents.

http://support.hexagonmetrology.us

How to Install using NODE locked LMS licenses
http://support.hexagonmetrology.us/link/portal/16101/16131/Article/702/How-to-install-using-NODE-Locked-LMS-licenses

What is needed to install, activate, and use LMS floating licenses
http://support.hexagonmetrology.us/ics/support/kbAnswer.asp?questionID=666

LMS network license server setup instructions
http://support.hexagonmetrology.us/ics/support/DLRedirect.asp?fileNum=728&deptID=16131

Install WebReporter 5.0

WebReporter 5.0

- An End User License Agreement (EULA) appears. Check the box and then click **Next** to accept the terms of the EULA and continue the installation.

- The installer continues to install WebReporter 5.0. When complete, click **Finish** at the Setup window.
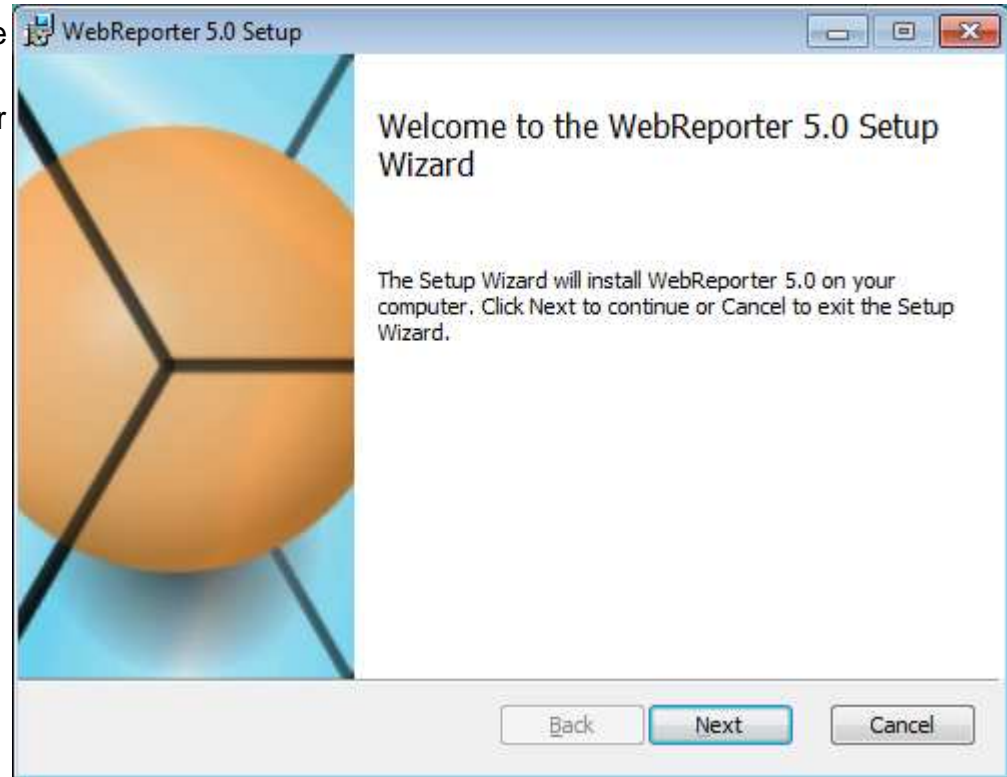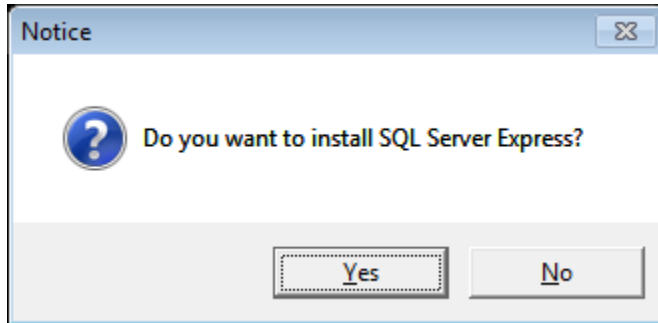
Install WebReporter 5.0
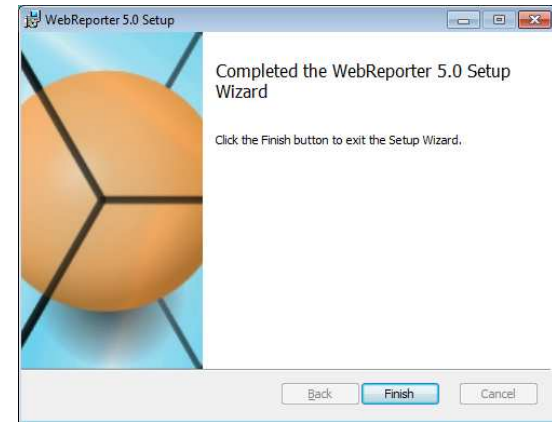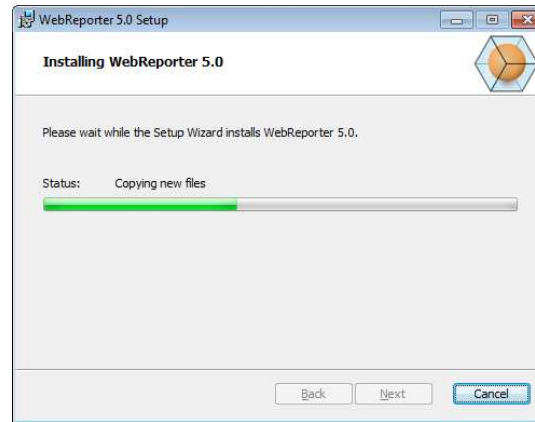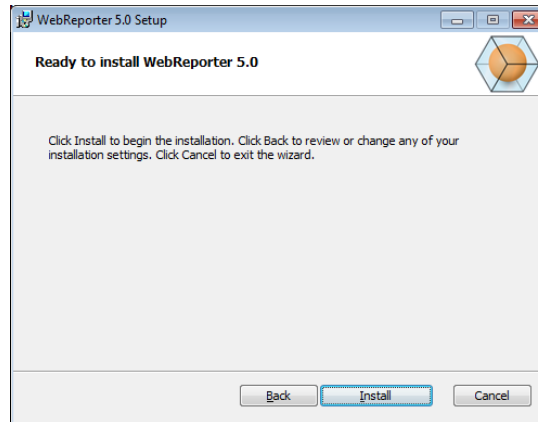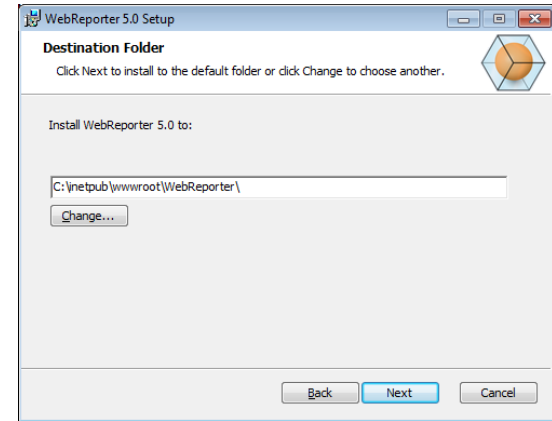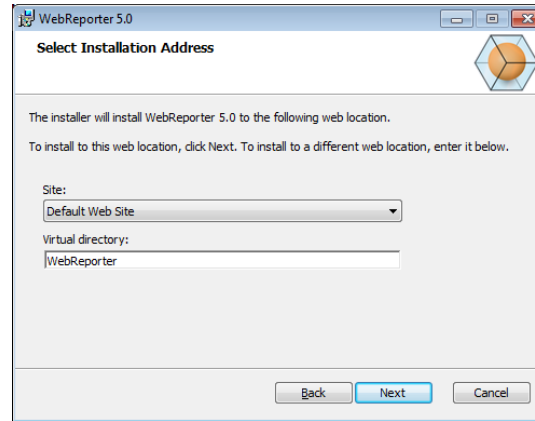
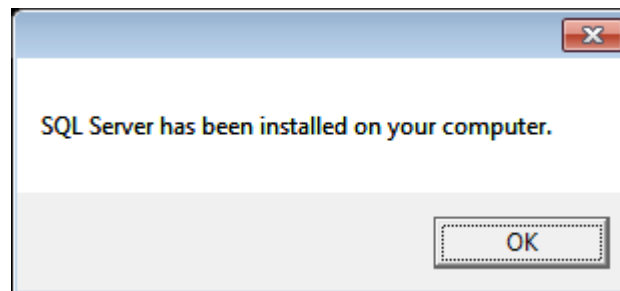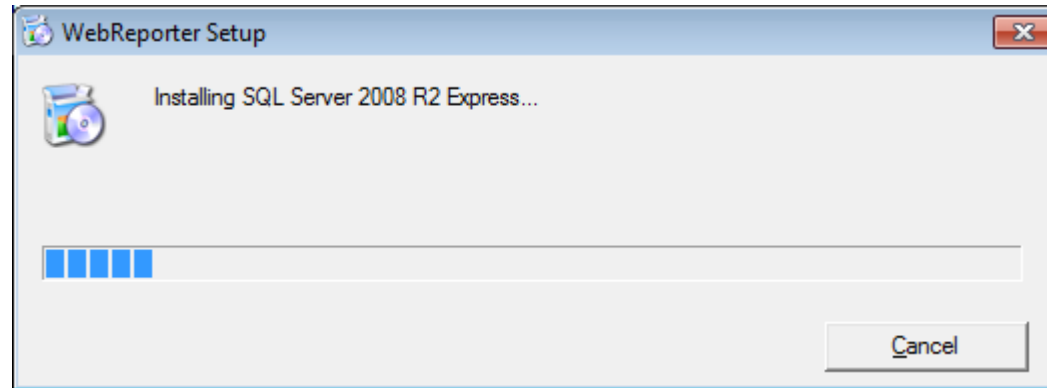# Install WebReporter 5.0 – Restart

Restart your computer.

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Install WebReporter 5.0 – SQL Server 2008 R2 Express

SQL Server 2008 R2 Express

- During the WebReporter 5.0 installation, it prompts the user if s/he wants to install SQL Server 2008 R2 Express. If the user clicks "Yes", it will attempt to install it during this step.

- An End User License Agreement (EULA) appears. Click **Accept** to accept the terms of the EULA.

- The installer continues to install SQL Server 2008 R2 Express. When complete, the EULA goes away, and the WebReporter 5.0 installation continues to the next step.

Install WebReporter 5.0 – SQL Server 2008 R2 Express

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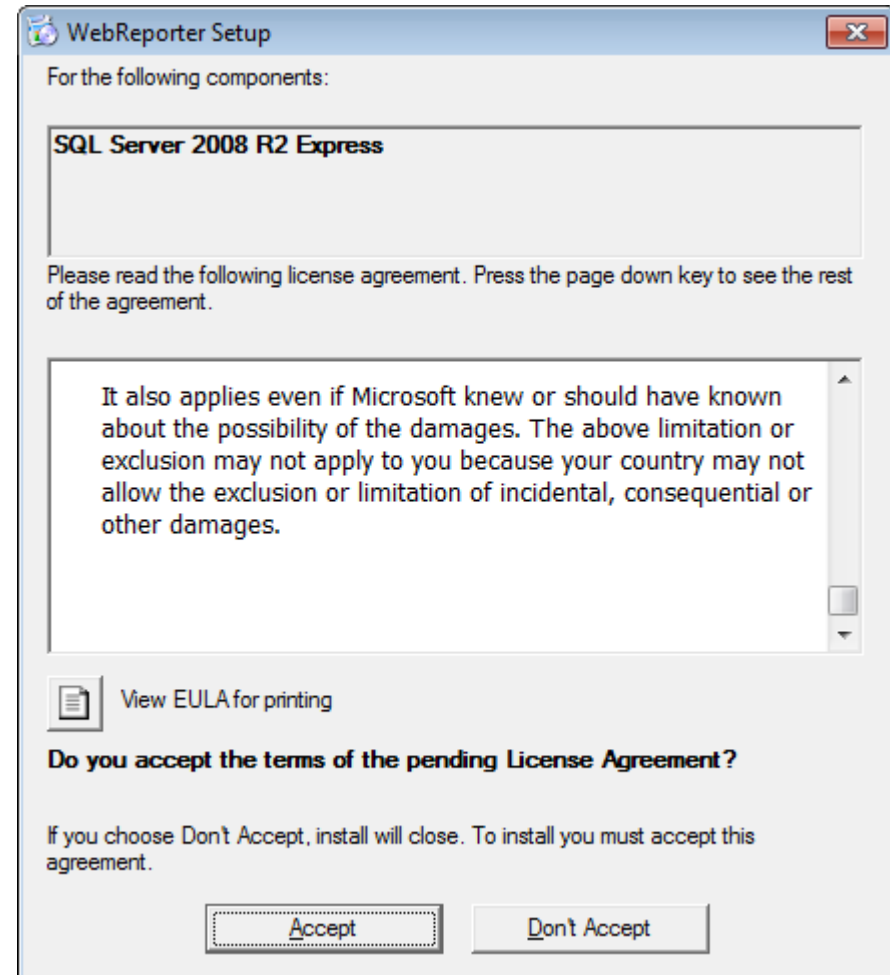
Install WebReporter 5.0 – SQL Server Management Studio
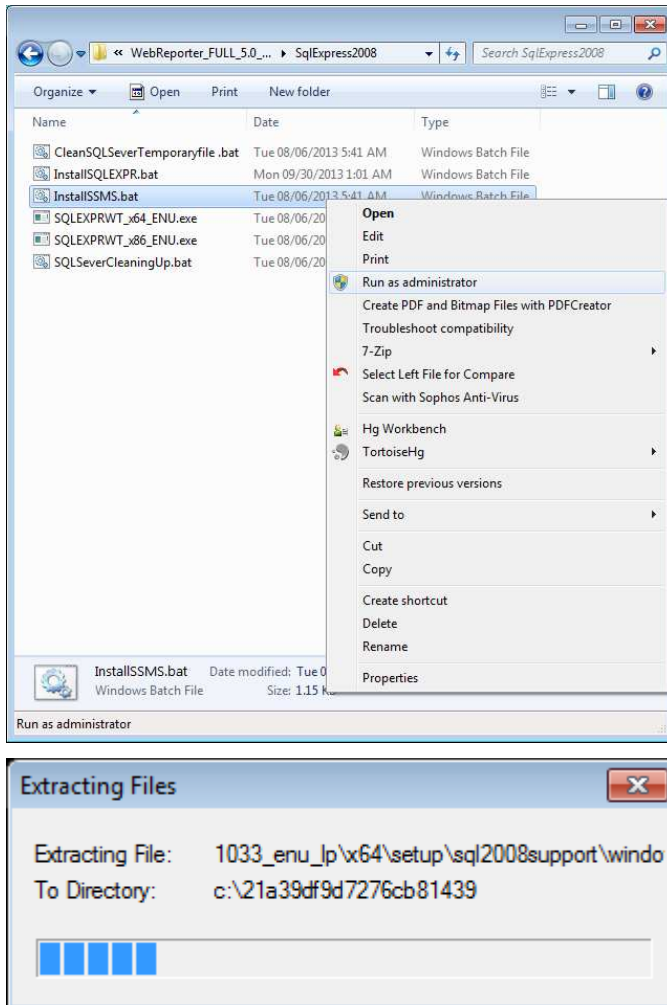
Microsoft SQL Server Management Studio 2008

- Open the **SqlExpress2008** folder in the installation package. Right-click the file **InstallSQLSSMS.bat** and click **Run as Administrator**. This opens a Windows command window and executes the script. The script installs SQL Server Management Studio 2008 using defaults for all prompt values. This means that you do not have to manually answer prompts in the standard wizard interface. Go get a 2nd cup of coffee, and when you come back, SQL Server Management Studio is installed!
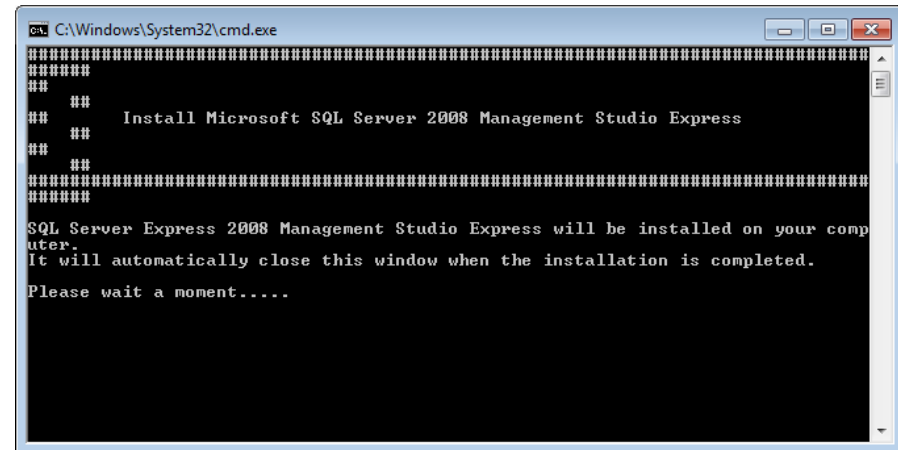
Install WebReporter 5.0 – SQL Server Management Studio
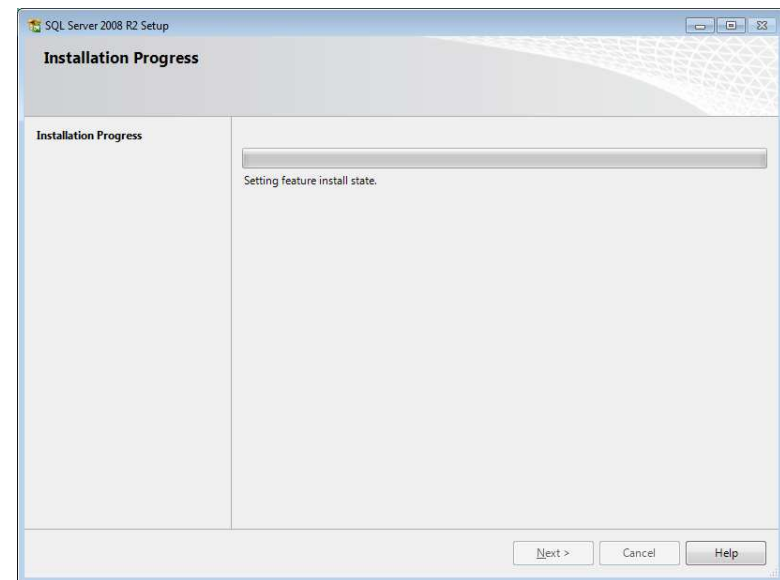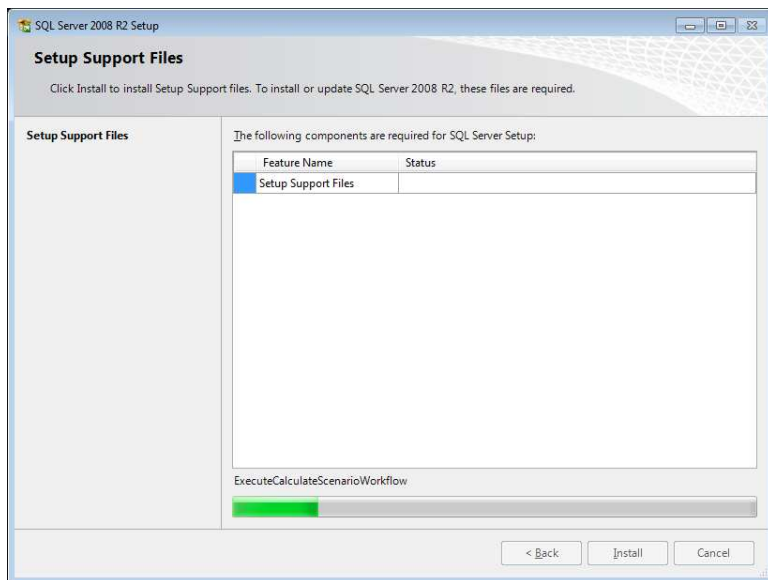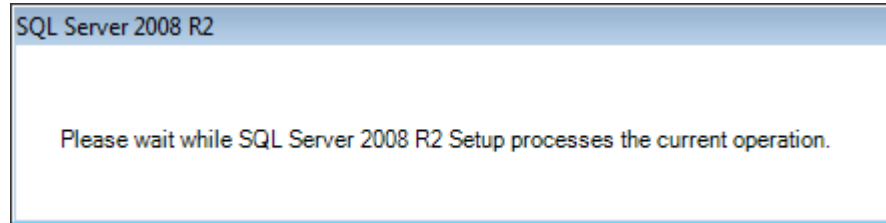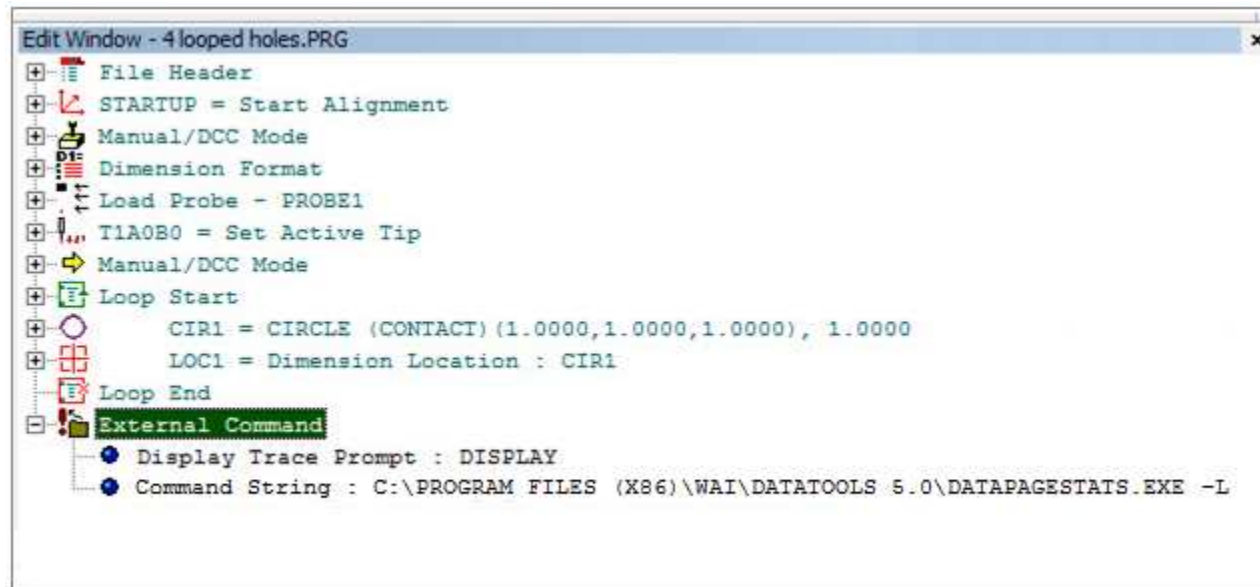
Collecting Data with PC-DMIS

Collecting Data with PC-DMIS

Using DataPageStats.exe

Working Modes:

      ReceiveALL – This is the default working mode. An external command is inserted at the <u>END</u> of the PC-DMIS part program as shown below. Loops are considered separate transactions, turn loop ID's off.
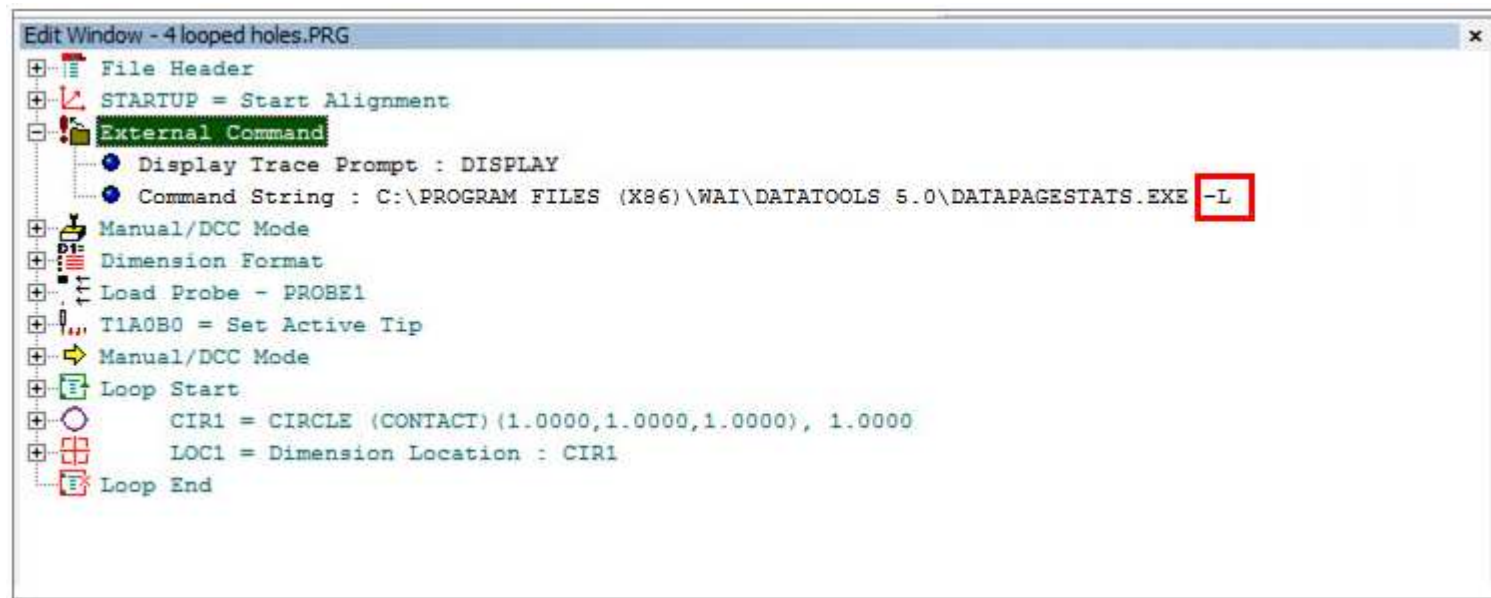
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Collecting Data with PC-DMIS

Using DataPageStats.exe

Working Modes:

> *Listening* – This mode runs as a background application, listening to the PC-DMIS execution events. This mode is recommended for reducing cycle time because it creates the XML file while the program is running instead of all at once at the end.   An External Command is inserted at the <u>START</u> of the PC-DMIS part program with a **-listening** parameter as shown below. Loops are considered separate transactions, turn loop ID's off.

Collecting Data with PC-DMIS

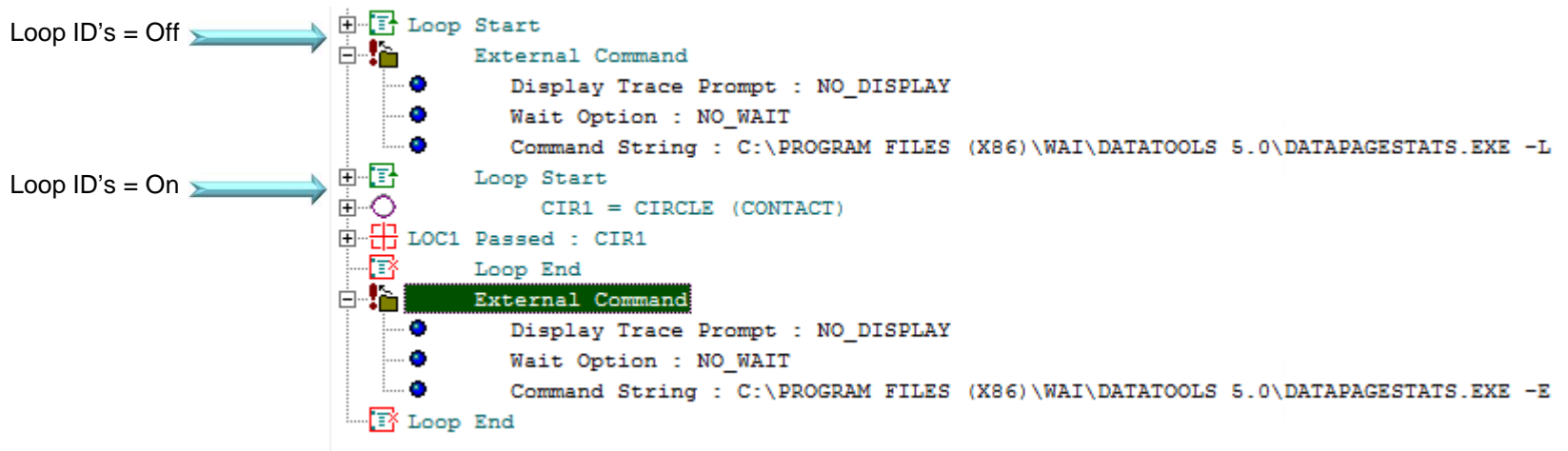**Using DataPageStats.exe**

Parameters:

No parameters
This starts DataPageStats in the default ReceiveAll mode, as described above.

-l or **-listening**
This starts DataPageStats in listening mode, as described above.

-e or **–end**
In conjunction with **listening** mode, this ends the previous DataPageStats instance. This parameter provides control when loops should not be considered as separate transactions. The example below produces 2 transactions with 4 location dimensions in each transaction.

Loop ID's = Off ⟹

```
⊞ 📑 Loop Start
⊟ 📁 External Command
       ● Display Trace Prompt : NO_DISPLAY
       ● Wait Option : NO_WAIT
       ● Command String : C:\PROGRAM FILES (X86)\WAI\DATATOOLS 5.0\DATAPAGESTATS.EXE -L
```

Loop ID's = On ⟹

```
⊞ 📑    Loop Start
⊞ ◯        CIR1 = CIRCLE (CONTACT)
⊞ 🔲 LOC1 Passed : CIR1
   📑    Loop End
⊟ 📁    External Command
       ● Display Trace Prompt : NO_DISPLAY
       ● Wait Option : NO_WAIT
       ● Command String : C:\PROGRAM FILES (X86)\WAI\DATATOOLS 5.0\DATAPAGESTATS.EXE -E
   📑 Loop End
```

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Collecting Data with PC-DMIS

Using DataPageStats.exe

Parameters:

-s or **-settings**
This displays the settings dialog box. The settings dialog box is also accessed from the Start menu by navigating to **Start | All Programs | WebReporter 5.0 | Tools | Settings for DataPageStats.**
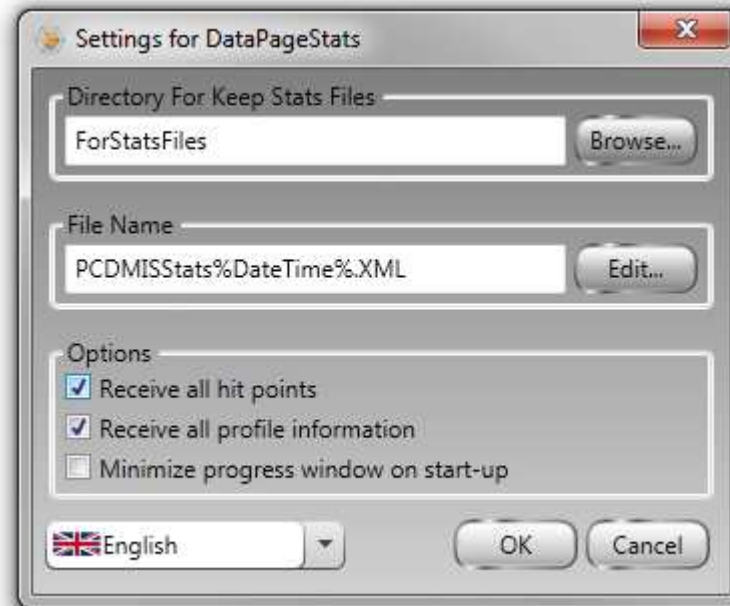
-r or **-reset**
This abandons the XML data being gathered and continues gathering data on the following command.

Collecting Data with PC-DMIS

Using DataImporter.exe

The DataImporter.exe tool monitors a specified directory on a local computer or a network for these types of files: DMP, CSV, DMO, XML, RTF, Mitutoyo text, Generic Excel Format, Quindos, Blade (BSF), Temporary File (Tmp), Excel (XLS), or Romer Measurement Report (html).

Data Importer uses a defined interval to read the data from the monitored file(s) and import that data into the database defined in **Destination Database**.

You can re-access the database at any time inside WebReporter to get at the new data by using the **Refresh** icon.

This tool resides in the directory where you installed WebReporter. To use it, run DataImporter.exe, fill out the resulting dialog box, and then either click the **Check** button to check the monitored directory now, or click the **OK** button to automatically check the monitored directory using the time interval in the **Auto Check** area.

Once you run this program, an orange icon appears in your system tray:

To completely exit the **Data Importer** dialog box, right-click on the tool in the system tray and choose **Exit**.
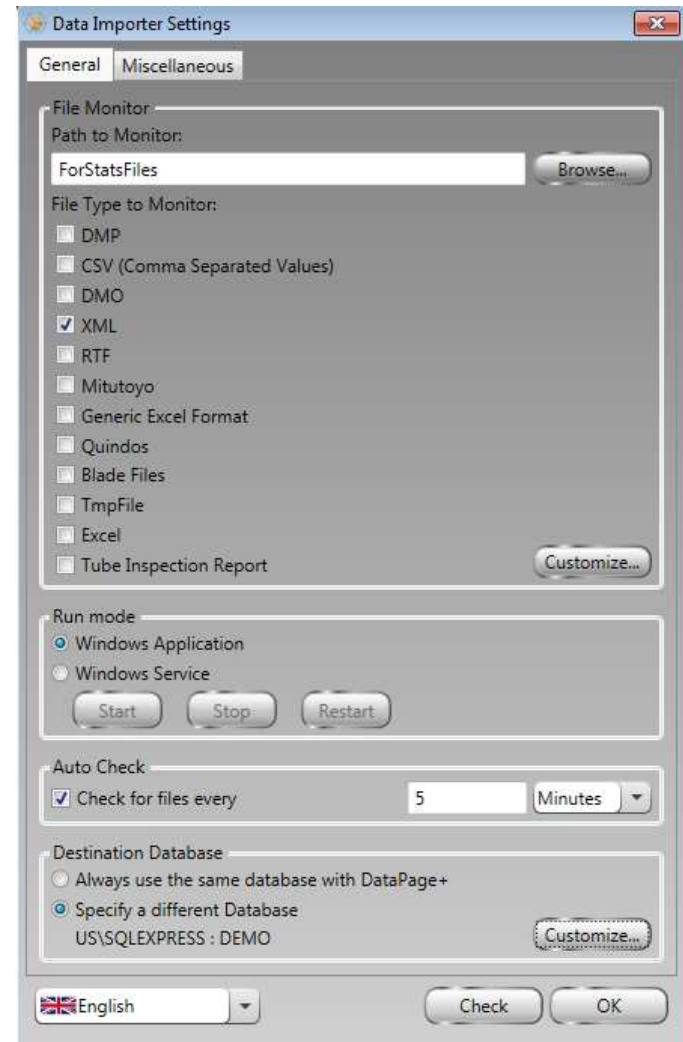
Collecting Data with PC-DMIS

Using DataImporter.exe

The dialog box contains two tabs:

- **General**
- **Miscellaneous**

The **General** tab contains following items:

- **File Monitor:** This area defines the directory to monitor for any of the selected file types.
    - You can specify the directory to monitor by using the **Browse...** button.
- You can monitor any of these supported statistics files: DMP, CSV, DMO, XML, RTF, Mitutoyo text, Generic Excel Format, Quindos, Blade (BSF), Tmp File, Excel and Tube Inspection Report.
    - The **Customize...** button lets you customize the import settings for these file types.

The tool will look in the **Path to Monitor** directory at the specified interval, and if it detects any new files, it will send the data in those files to the database defined in the **Destination Database** area.

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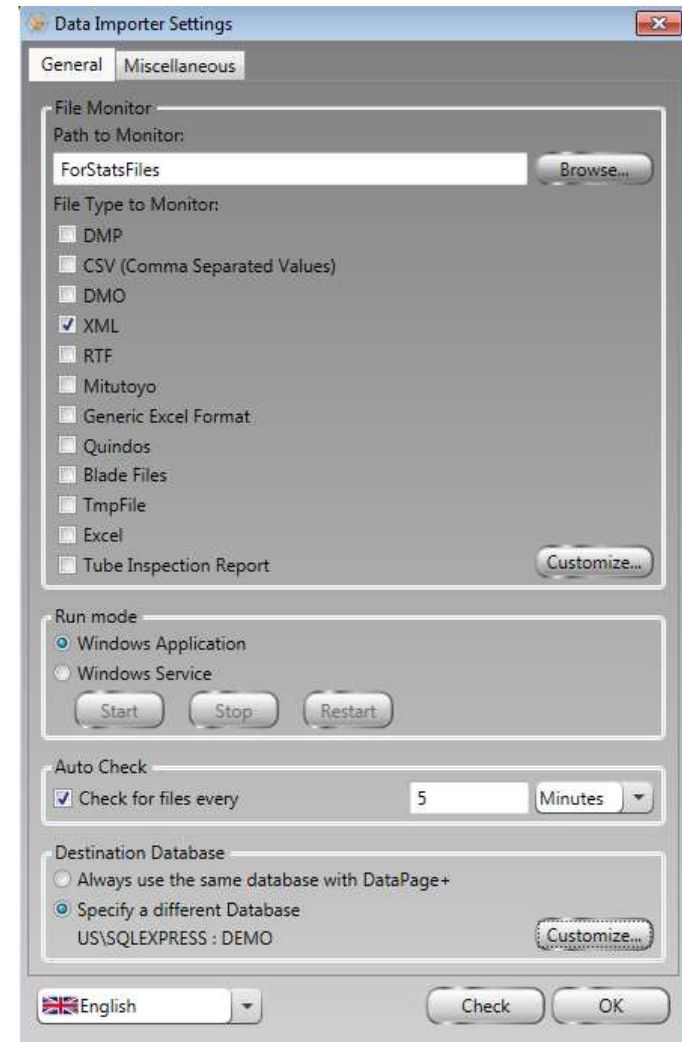
Collecting Data with PC-DMIS

Using DataImporter.exe

Run mode: This area defines how the application runs, either as an application or as a service:

- **Windows Application**: This runs DataImporter as a Windows application by launching DataImporter.exe.
- **Windows Service:** This option runs DataImporter by creating a service called **DataImporterService.** In the Windows **Services** dialog box, the **Startup Type** is automatic and the **Log On As is** set to **Local System**. If you use this mode, in the **Data Importer Settings** dialog box, in the **Auto Check** area, the **Check for files every_____ minutes** check box is marked and disabled and the **Destination Database** area, the **Always use the same database with WebReporter** is also unavailable.

- **Start**: This starts the service.
- **Stop**: This halts the service.
- **Restart**: This restarts the service.

Auto Check: This area defines whether or not to automatically check the monitored directory using the defined time interval. Set the time interval as a value in the edit box and select the time component (seconds, minutes, hours) from the drop down list.
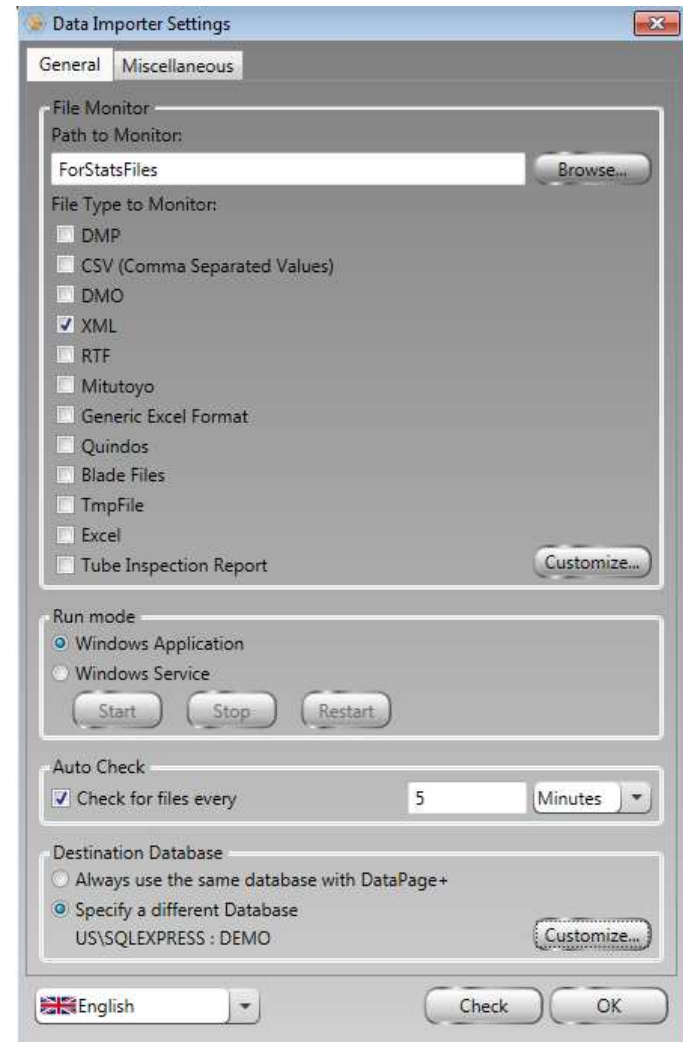
Collecting Data with PC-DMIS

Using DataImporter.exe

Destination Database: This lets you choose the database to which the tool will send the data in the statistics file. It contains these options:

- **Always use the same database with DataPage+** – This will use the same database that WebReporter is currently configured to use.
- **Specify a Different Database** – The tool will use a different database specified by using the **Customize…** browse button. Clicking this button opens the **Database Connection Properties** dialog box.
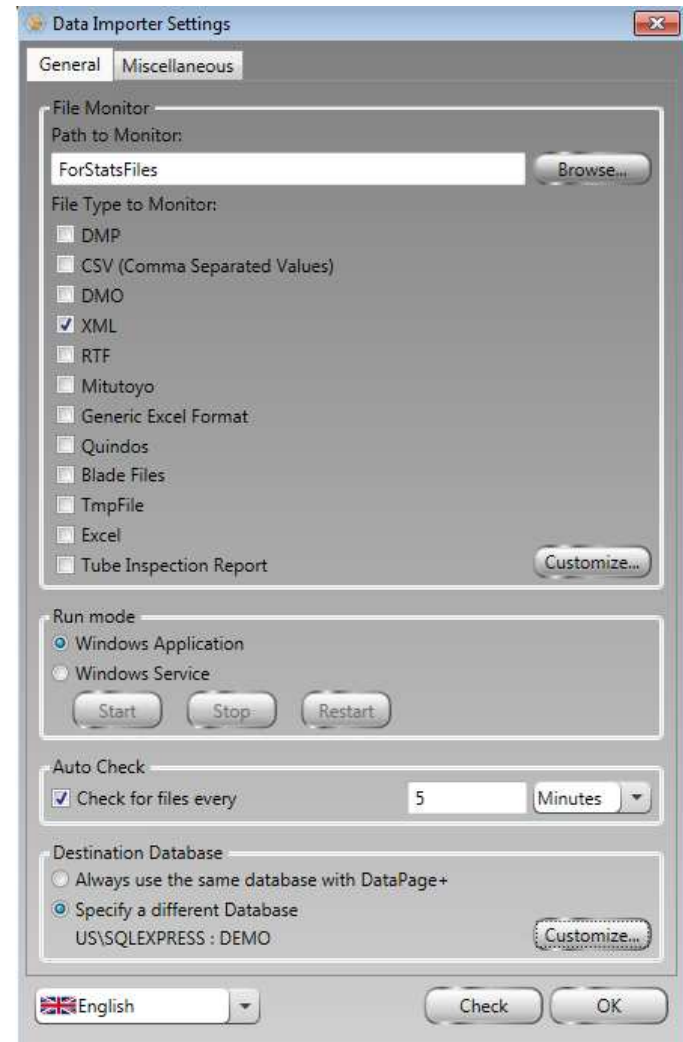
Collecting Data with PC-DMIS

Using DataImporter.exe

File Disposition: When a statistics file is detected in the monitored directory, and after the data has been imported into the specified database, you can use this area to tell the tool what to do with the file. You must use one of these items so that the file is no longer monitored once it has been processed. The available options are:

- **Move to directory** – This moves the statistics file out of the monitored directory and into the new directory.
- **Delete** – This deletes the statistics file.
- **Rename to Extension** – This renames the statistics file to a different extension.

Post-check event: This area lets you automatically send an export of MDI files (XML files) to a specified directory as well as generate and send a report and a notification email.

- **Export MDI files** – If marked, WebReporter exports XML files for the most recently handled statistics files.
  - **Browse** – This changes the export directory for the exported MDI files.
- **Call ReportDelivery to generate report or EMail** – If marked, WebReporter generates a report and sends an email of the most recently handled statistics files, using the settings defined in this area's **Customize** button. This is used to inform someone that the incoming data contains out-of-tolerance measurements and generate a report of the incoming data.
  - **Customize** - This button displays the **Report Delivery Configuration** dialog box.
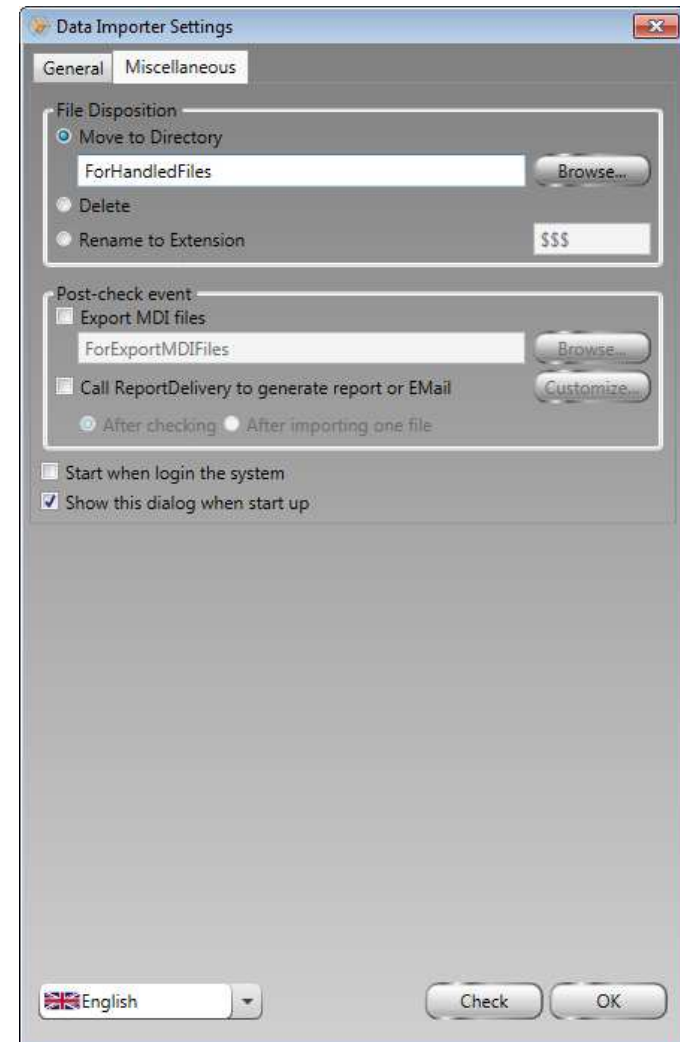
Collecting Data with PC-DMIS

Example overview of the dataflow:

- A PC-DMIS program is executed that contains the executable "**DataPageStats.exe**".
- This executable transfers a file containing the part name, time, actual data, tracefields etc., into the directory: **\DirectoryForStatsFiles**.
- The executable "**DataImporter.exe**" is running in the background and monitors the contents of this directory.
- When a new .XML file is dropped here from PC-DMIS, it is read and the data is transferred to *WebReporter*.
- This file is then disposed of as specified to insure it is not read again. This example shows the file extension being renamed.
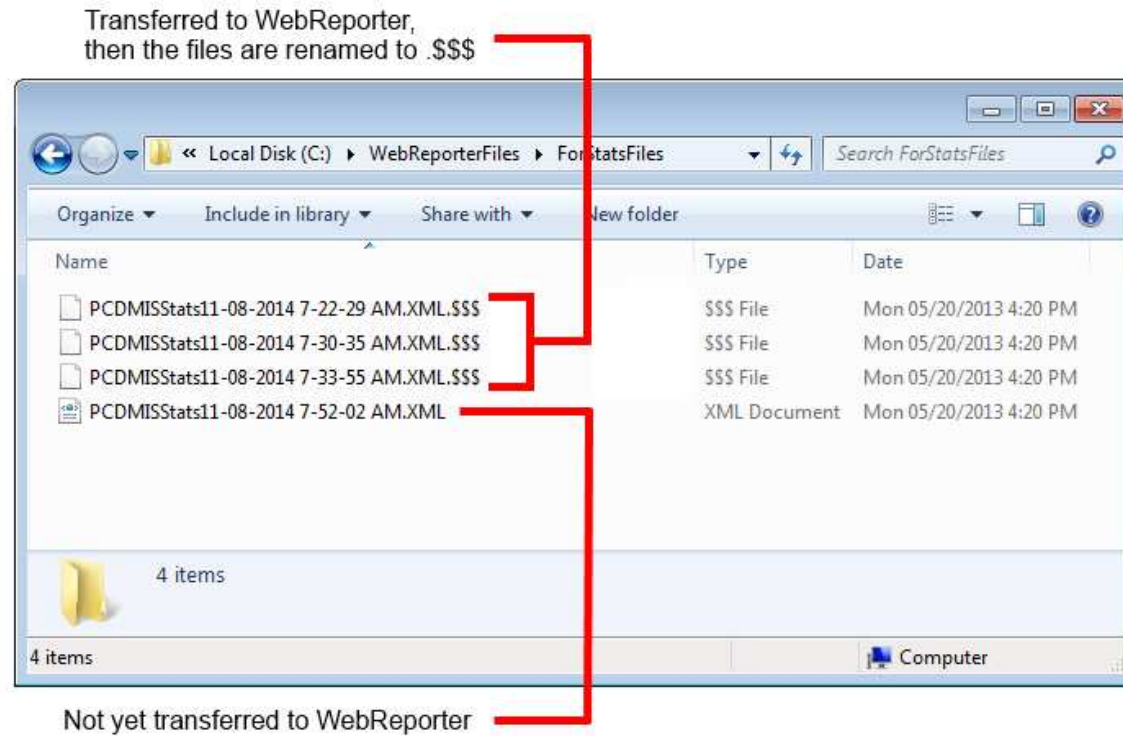
WebReporter Service Setting

Using WebReporter 5.0 for the First Time
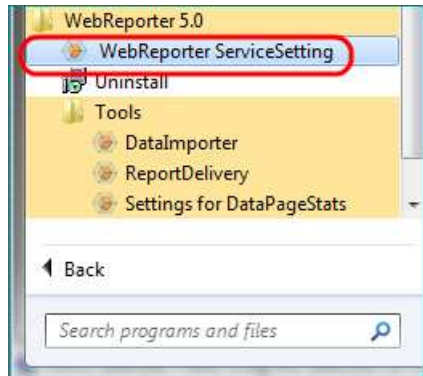
WebReporter ServiceSetting Application

- Open the WebReporter ServiceSetting application from Windows Start > All Programs > WebReporter 5.0.

- "Windows Application"
  - By default, "Windows Application" is selected. This will run the WebReporter application as long as the machine is powered on, and the application is not stopped.

- "Windows Service"
  - Running WebReporter as a Windows service adds the WebReporter service to the list of Windows services that are launched when Windows starts. This is the recommended type, since it keeps you from having to restart the application if the machine is powered down or the application is stopped.

- The "WebReport Service URL" is the trunk of the URL which users will use to run WebReporter in their Internet Explorer browser.
  - Select the WebReport Service URL, right-click, and then "Copy". You will paste this URL into the Internet Explorer "Address".
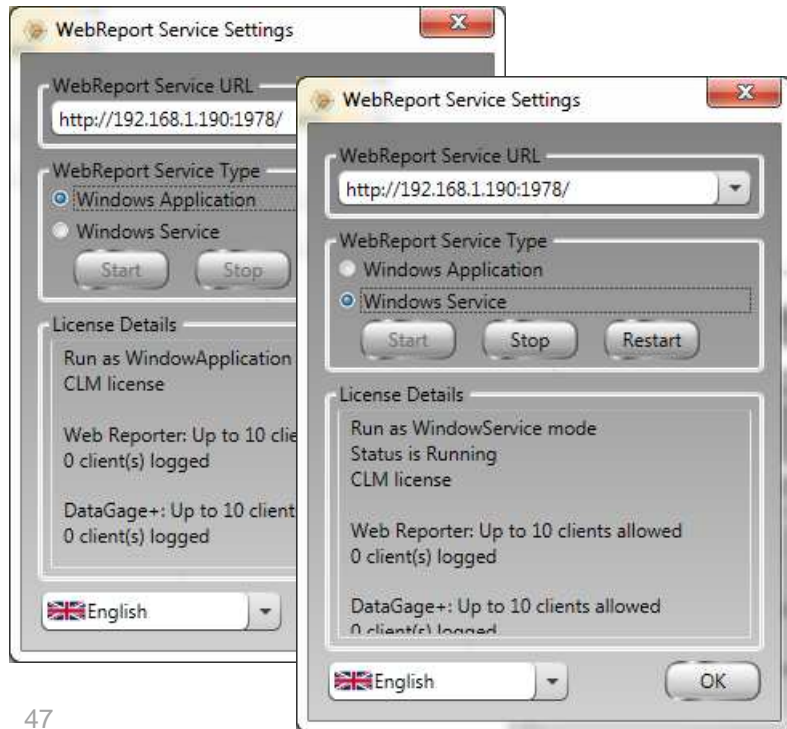
Using WebReporter 5.0

Using WebReporter 5.0

Accessing WebReporter 5.0 URL

- WebReporter 5.0 runs through Microsoft Internet Explorer (8.0 or higher).

- Open Internet Explorer (IE).

- In the address bar, enter the URL from the WebReport ServiceSetting application
    - Note: If the URL from the WebReport ServiceSetting contains a port number (ex. ":1978"), remove it from the URL.

- Add the following to your URL:
    - /WebReporter/DPBrowser.xbap

- The full URL should look like the following:
    - http://192.168.1.190/WebReporter/dpbrowser.xbap

http://192.168.1.190/WebReporter/DPBrowser.xbap

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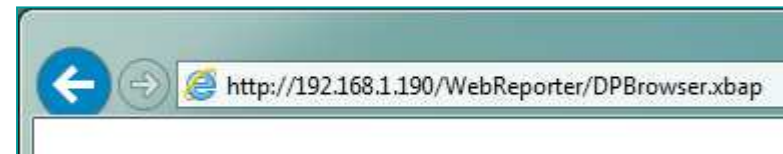
Using WebReporter 5.0
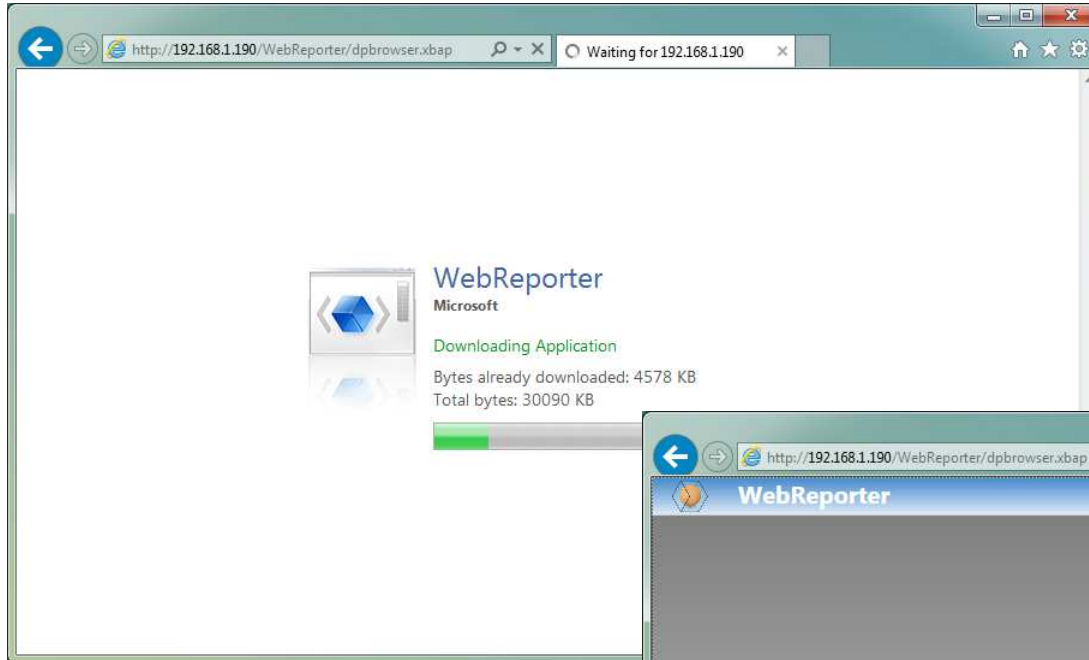
Accessing WebReporter 5.0 URL

- When WebReporter starts, it downloads run-time files from the server where the WebReporter service is running. Once the files are downloaded, WebReporter will start.

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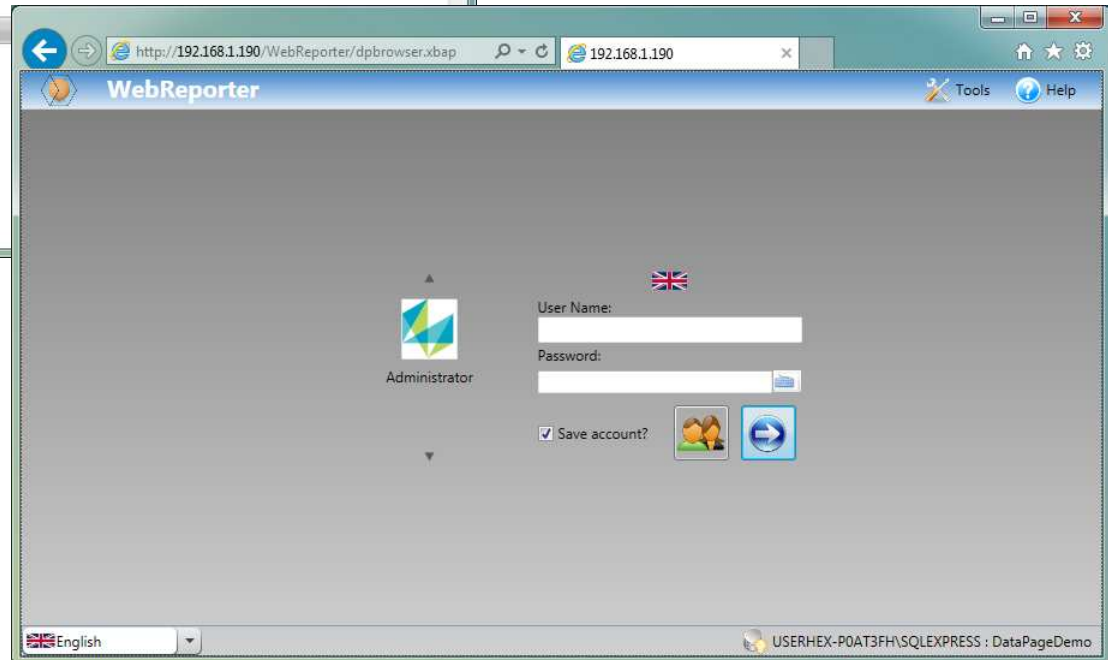
Using WebReporter 5.0

Login to WebReporter and Create User Accounts

- From the login screen, enter **Administrator** in the User Name box, and enter **123456** in the Password box.

- After logging in the first time, you can create new user accounts. Click **Tools**, then click **Account**.

HEXAGON METROLOGY
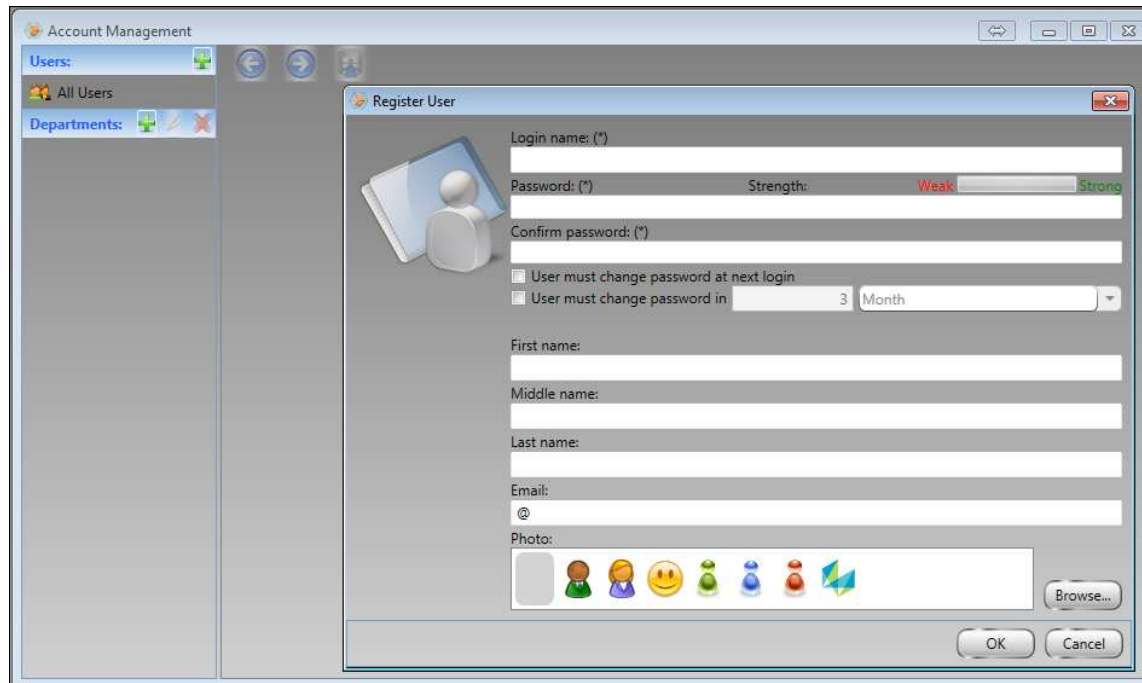
Using WebReporter 5.0

Filter and Select Parts

- Once logged in, you access the Parts (Home) screen. From All Parts, you see all the parts in your database. You can filter the displayed parts by adding a query. Pull up a part and its transactions by double-clicking it.
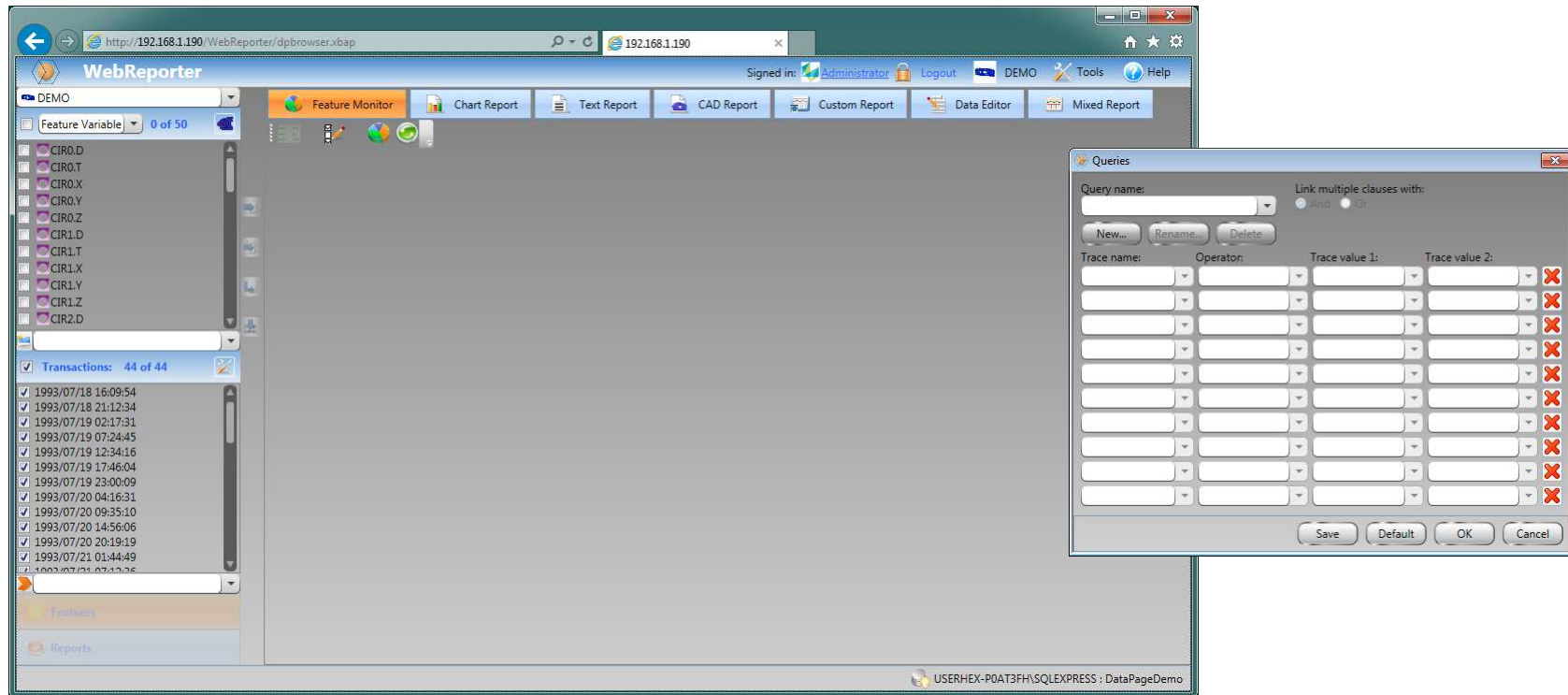
Using WebReporter 5.0

Select Features/Dimensions and Transactions

- Once you select a part, its Features, Dimensions, and Transactions load into WebReporter 5.0. Depending on the available Features and Dimensions, you can select the type from the drop-down list. Also, you can select specific transactions, all transactions, or create a filter to select transactions that meet specific criteria.

- Once you have identified your desired Features/Dimensions and Transactions, click the **Apply to** or the **Apply to All** button to apply your selections to the active tab or to all tabs.
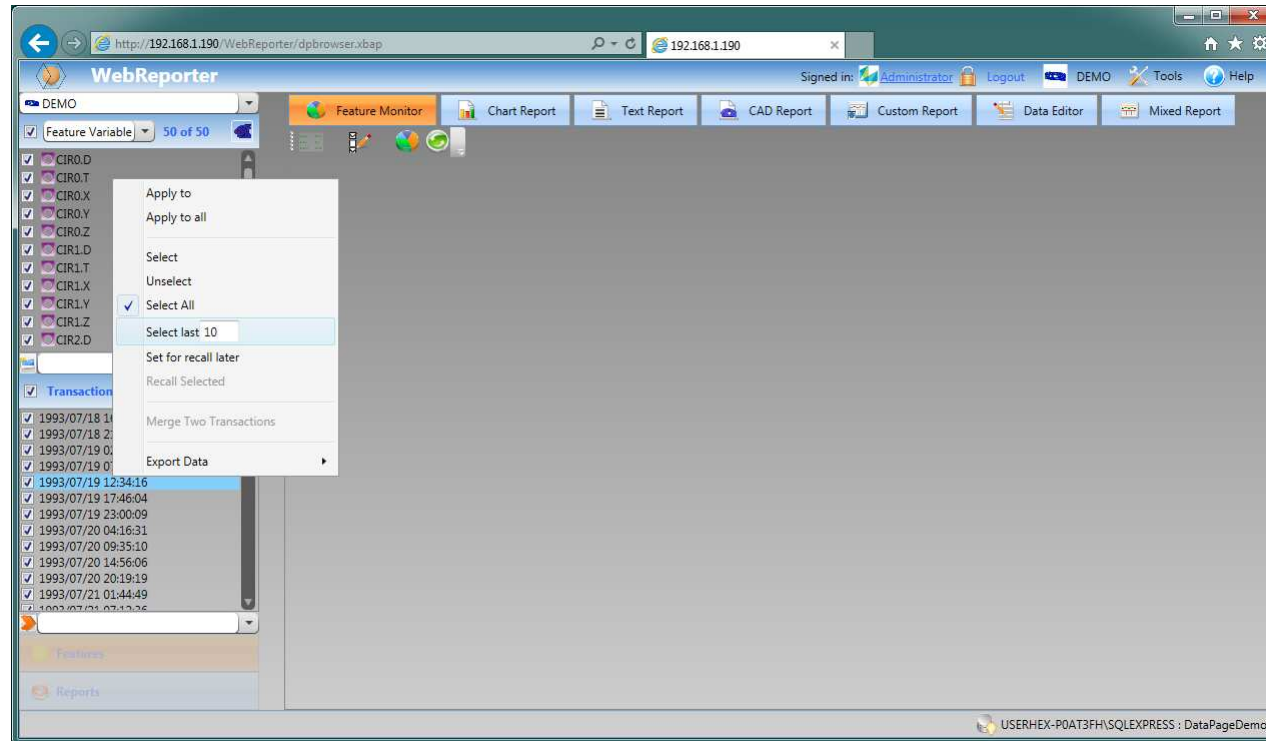
Using WebReporter 5.0

Tab Definitions

- Once you have applied transactions to one or more tabs, you can begin analyzing transaction data in the tabs.
    - **Feature Monitor** – Overview page that displays key statistics and Pie Chart and Monitor Mode.
    - **Chart Report** – Statistical Chart Reports, like Histogram, Run Chart and Bar Whisker (and others).
    - **Text Report** – Text reports.
    - **CAD Report** – DataView-like reports, including 3D-rotational CAD image (you provide) and report labels.
    - **Custom Report** – Custom report canvas, allowing you to combine all three report types in one.
    - **Data Editor** – Spreadsheet-like editor to modify features, tolerances, trace fields, and cause codes.
    - **Mixed Report** – Custom report canvas, allowing you to put together a final presentation and execute saved reports.
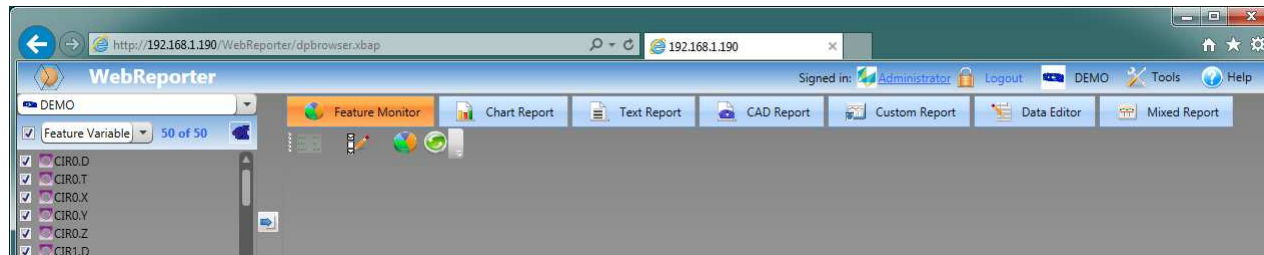
Using WebReporter 5.0

Feature Monitor

- Monitor View includes color-coded Feature IDs.
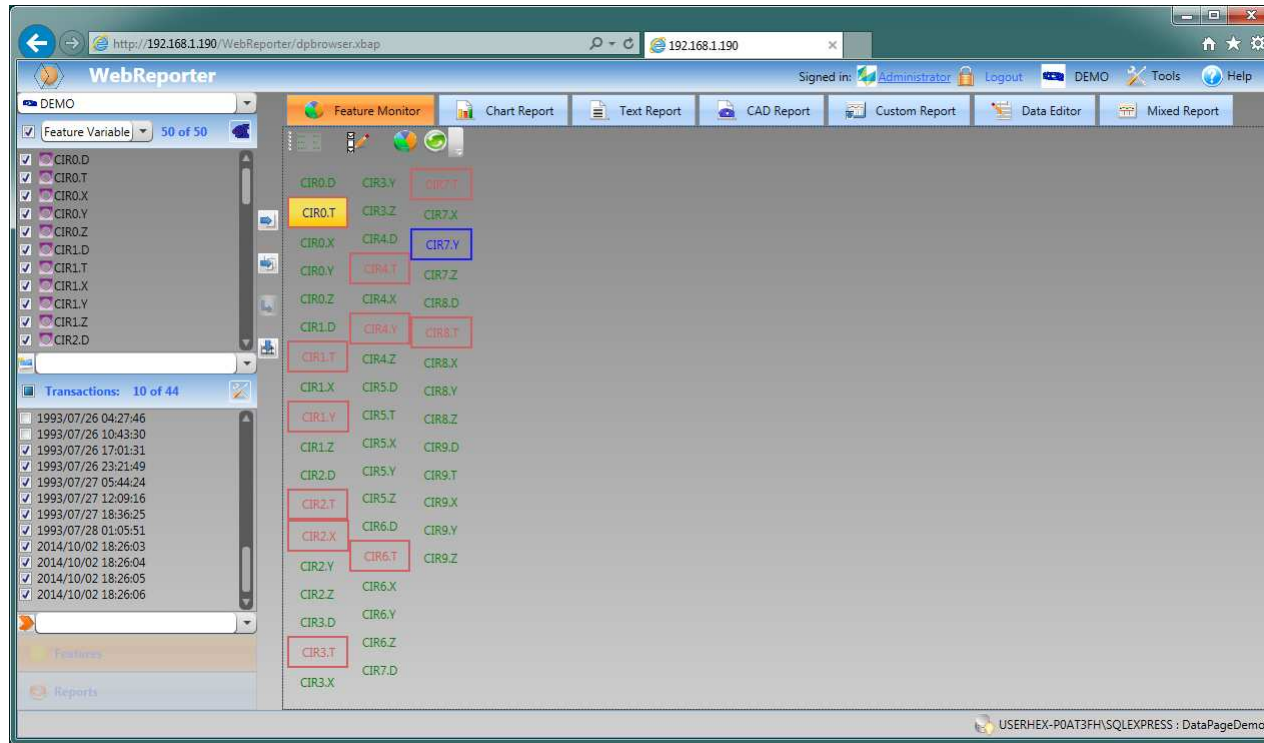
Using WebReporter 5.0

Feature Monitor

- Detail View includes details and mini-charts for key characteristics.
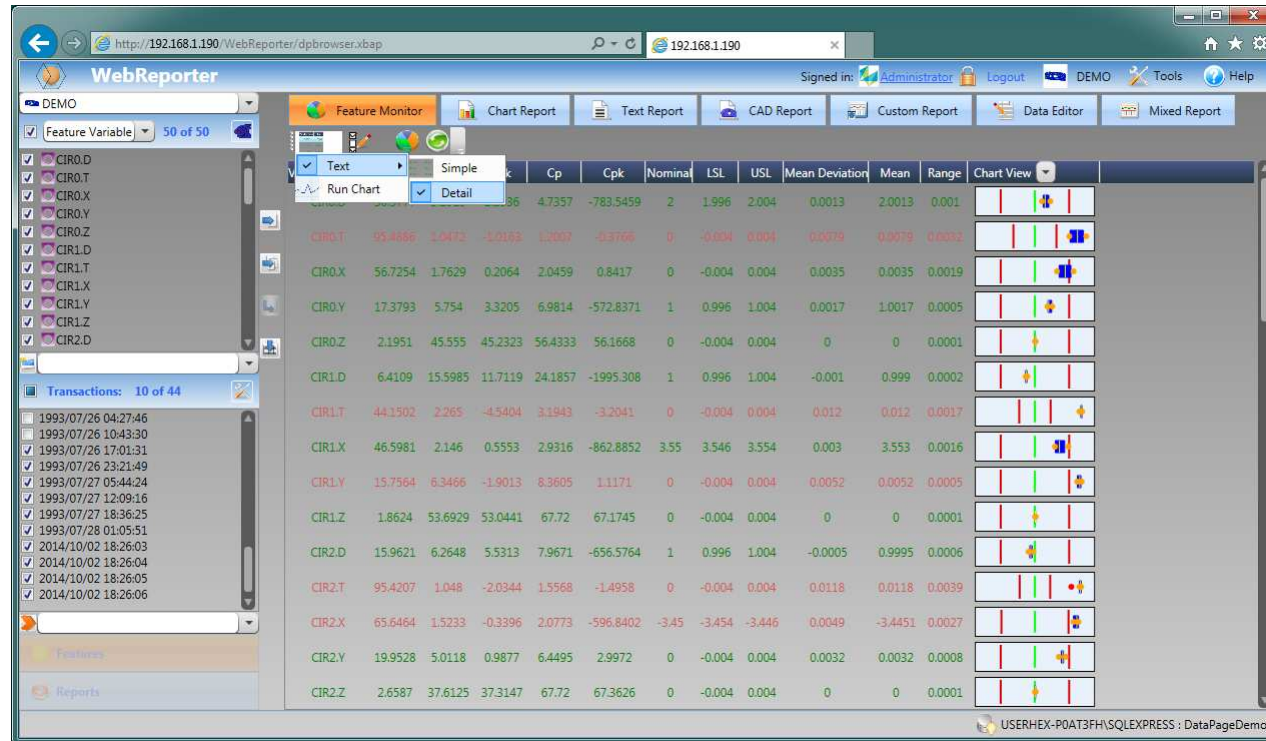
Using WebReporter 5.0

Feature Monitor

- Chart View includes Run Charts for all selected Features/Dimensions and Transactions.

Using WebReporter 5.0

Chart Report

- The Chart Report View shows SPC reports for all selected Features/Dimensions and Transactions. You can select from over 20 included reports from the report selection menu.

Using WebReporter 5.0

Chart Report

- The Chart Report View shows SPC reports for all selected Features/Dimensions and Transactions. You can select from over 20 included reports from the report selection menu.

Using WebReporter 5.0

Text Report

- The Text Report View allows you to analyze the nominal and measured data in a tabular (grid) format. You can select from over 15 included reports from the report selection menu, including some industry-specific reports.

Using WebReporter 5.0

Text Report

- The Text Report View allows you to analyze the nominal and measured data in a tabular (grid) format. You can select from over 15 included reports from the report selection menu, including some industry-specific reports.

Using WebReporter 5.0

CAD Report

- The CAD Report View allows you to analyze the data along with the 3D CAD model. The CAD model is fully rotational, and you can apply report labels with leader lines tied to specific Features/Dimensions. You can select from over a dozen included reports from the report selection menu.

Using WebReporter 5.0

CAD Report

- The CAD Report View allows you to analyze the data along with the 3D CAD model. The CAD model is fully rotational, and you can apply report labels with leader lines tied to specific Features/Dimensions. You can select from over a dozen included reports from the report selection menu.

Using WebReporter 5.0

CAD Report

- The CAD Report View allows you to analyze the data along with the 3D CAD model. The CAD model is fully rotational, and you can apply report labels with leader lines tied to specific Features/Dimensions. You can select from over a dozen included reports from the report selection menu.

Using WebReporter 5.0

Custom Report

- The Custom Report View allows you to add elements from each tab (Chart, Text, CAD) to view combined analysis data on one report.

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Using WebReporter 5.0

Data Editor

- The Data Editor View allows you to modify Feature information such as Feature Names, Tolerances, Control Limits, and more. You can also change Trace Fields and enter Cause Codes.
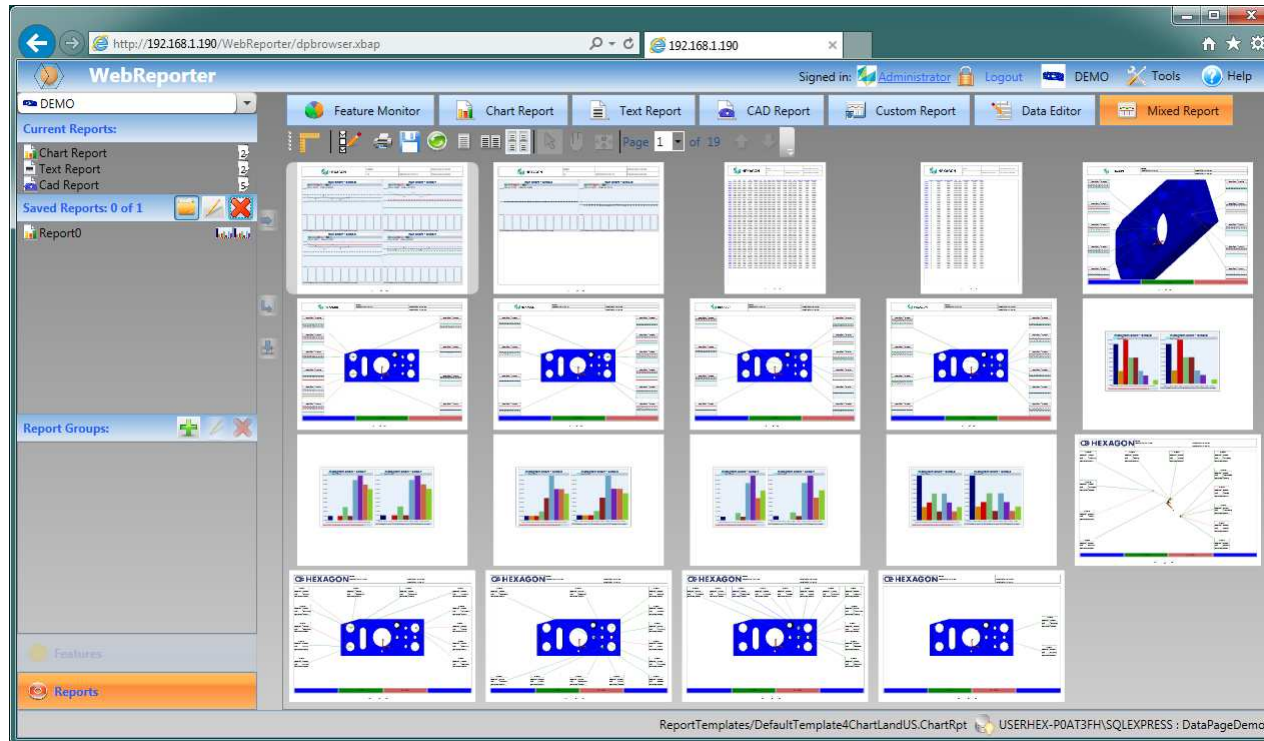
Using WebReporter 5.0

Mixed Report

- The Mixed Report View allows you to put together a final presentation based on the reports generated from the Chart, Text, and CAD Report tabs. You can arrange the order of the report pages by dragging and dropping them where you want.

Troubleshooting

# Troubleshooting – Common Problems and Errors

- "An error occurred in the application you were using"
- "Trust Not Granted"
- "No Endpoint Listening…at HaspService"
- "Web Page Not Found" or "404"
- "Application Deployment Error"

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Troubleshooting – Internet Explorer Security Settings

"An error occurred in the application you were using"

- **Problem**: When you use Internet Explorer to open the WebReporter.html page, you get a message saying "An error occurred in the application you were using", and when you click "More Information", the get an error log saying "This application type has been disabled."

- **Solution**: Change your Internet Explorer security settings as follows:
  - From the Internet Explorer Tools menu, click "Internet Options".
  - Click the "Security" tab, then click the "Custom level" button.
  - Enable both "Loose XAML" and "XAML browser applications".
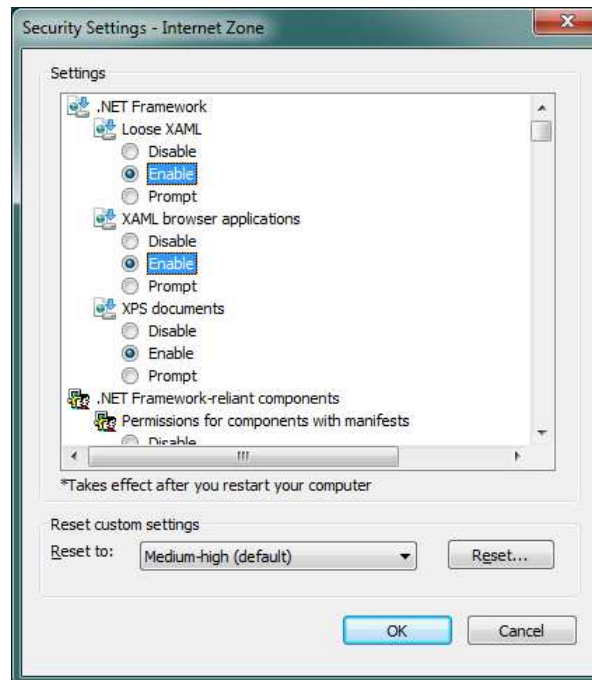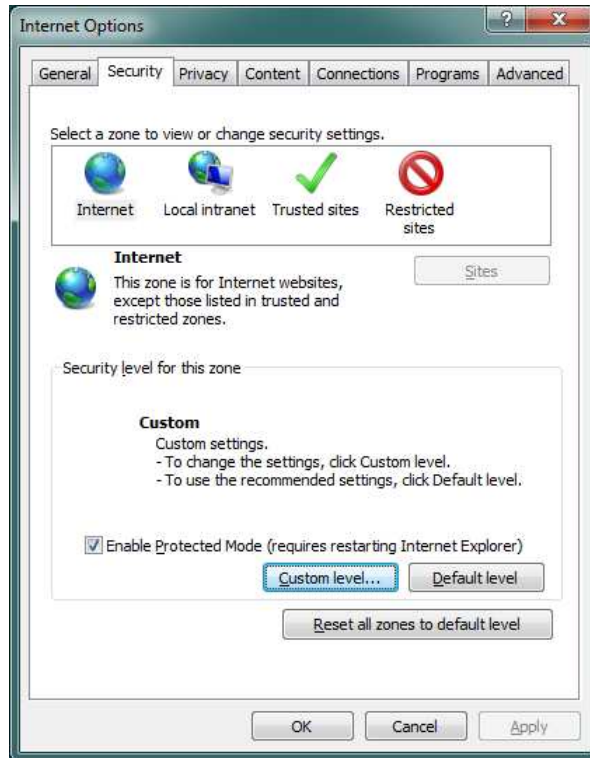
Troubleshooting – Certificate Installer

"Trust Not Granted"

- **Problem**: When you use Internet Explorer to open the WebReporter.html page, you get a message saying "Trust Not Granted".

- **Solution**: Run the certificate installer application which is located on the WebReporter server.
  - Download the "ci.exe" file by typing http://<IP Address>/WebReporter/ci.exe (where <IP Address> is your server URL.
  - Click "Save" to save the file to a directory of your choice.
  - Right-click the file, and click "Run as administrator".
  - Click the "Install Cert" button to install the certificate so that the WebReporter application is then trusted.
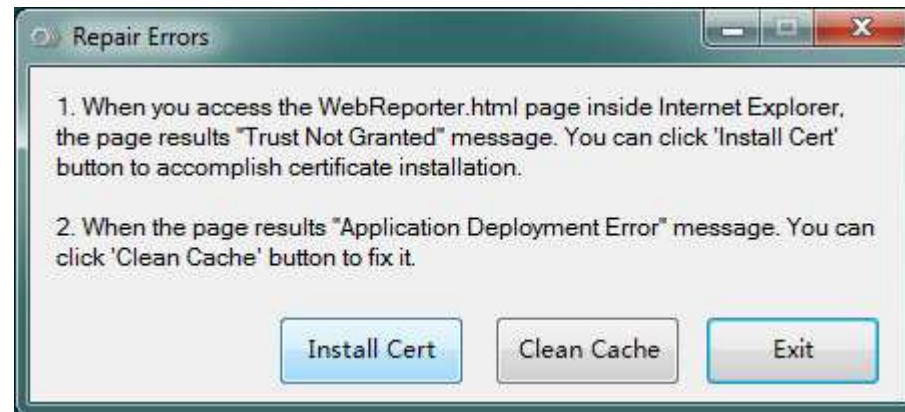
Troubleshooting – WebReporter Service or Wrong URL

"No Endpoint Listening…at HaspService"

- **Problem**: After connecting to the server using WebReporter.html, and after the software downloads, it attempts to run the software through the webpage. Instead of showing the WebReporter login screen, the page displays red text saying "There was no endpoint listening" at the server URL.

- **Solution 1**: The WebReporter Service is not running on the server.
  - Follow previous instructions to run the WebReport ServiceSetting application.
  - Ensure the application is running, if you selected "Windows Application".
  - Click the "Start" button, if you selected "Windows Service".

- **Solution 2**: The URL for the WebReporter service is not correct.
  - Change the "WebReport Server URL" in the textbox of the error message to match the URL in the WebReport Service Setting dialog, but make sure you remove the ":1978"
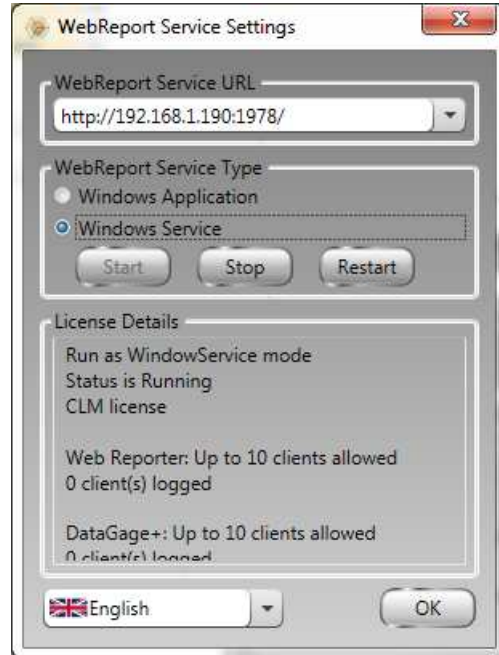
Troubleshooting – Restart

"Web Page Not Found" or "404"

- **Problem**: Attempting to run WebReporter gives an error saying "Web Page Not Found" or "404".
- **Solution**: Restart the machine, and then attempt to run WebReporter again.

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Troubleshooting – Clean IE Cache

"Application Deployment Error"

- **Problem**: Attempting to run WebReporter gives an error saying "Application Deployment Error".
- **Solution**: Run the certificate installer application which is located on the WebReporter server.
  - Download the "ci.exe" file by typing http://<IP Address>/WebReporter/ci.exe (where <IP Address> is your server URL.
  - Click "Save" to save the file to a directory of your choice.
  - Right-click the file, and click "Run as administrator".
  - Click the "Clean Cache" button to clean your Internet Explorer cache.
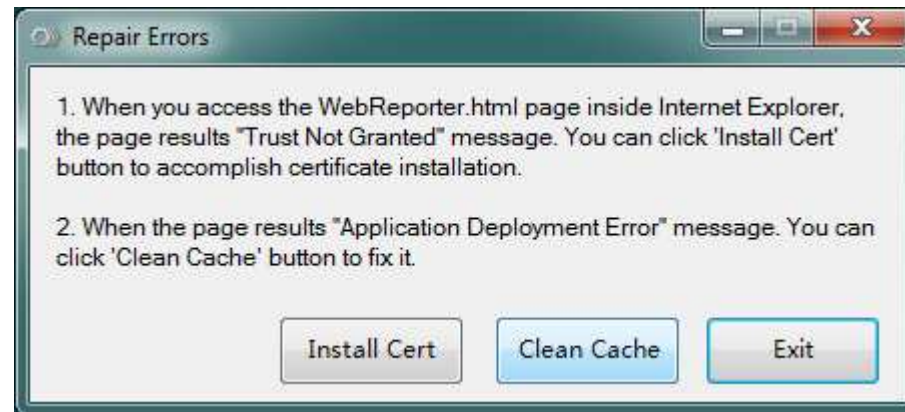
Frequently Asked Questions

Frequently Asked Questions

- Q: Can I use a browser other than Internet Explorer?
  - A: If you want to use a non-IE browser, it must be able to run IE as a plugin or an add-on, and it must be able to handle .xbap files.

- What do I do when I get a message saying "Reached the Maximum Number Allowed"?
  - A: This means that there are the same number of users logged into WebReporter sessions as you have purchased licenses. Have one or more users logoff their WebReporter session to free up one or more license.

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End of Presentation