

# What To Do If You Stop Receiving Reports On Demand

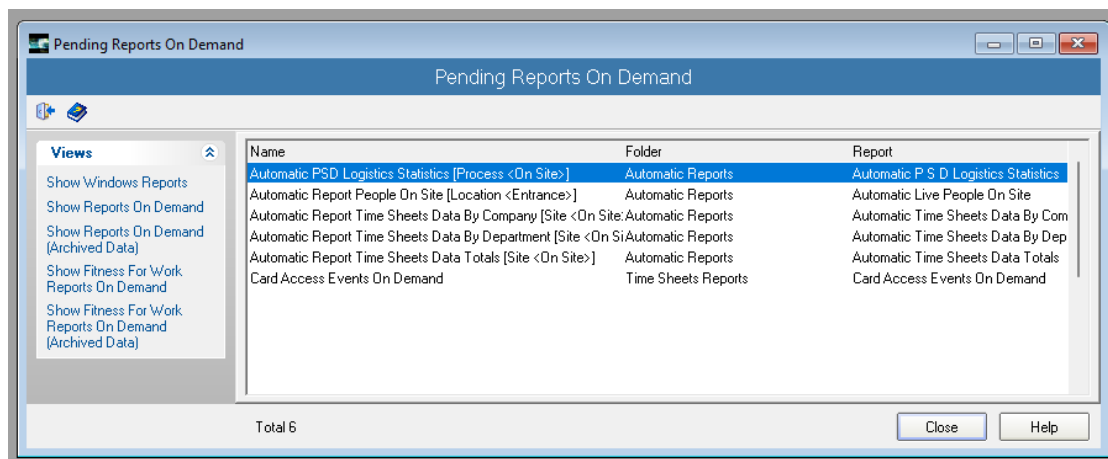
Last Updated 20/12/2022

What can you do if you stop receiving Reports On Demand from PSD Logistics?

## Solution

### Step 1

Log into a PSD Logistics Client using an operator with administrative permissions. Select "Setup" -> "Reports" -> "Pending Reports On Demand". This will open the Pending Reports On Demand window.



This feature displays all reports in the reporting queue. If your report **is not** displayed in this window, then all reports have been generated, and thus the issue has occurred at a later step.

If your report **is** displayed in this window, then it is still in the queue waiting to be processed. This is most likely due to someone requesting a massive report which is taking a long time to be processed. The length of time it takes to generate a report is highly variable, based on its complexity, data size and processing power of the server. If the top report has not been processed after a considerable length of time, it can be deleted to remove it from the queue.

You will then need to request someone from your IT department to stop the PSDLogisticsReporting.exe service. This service will then be automatically restarted, and the other reports in the queue will start being generated.

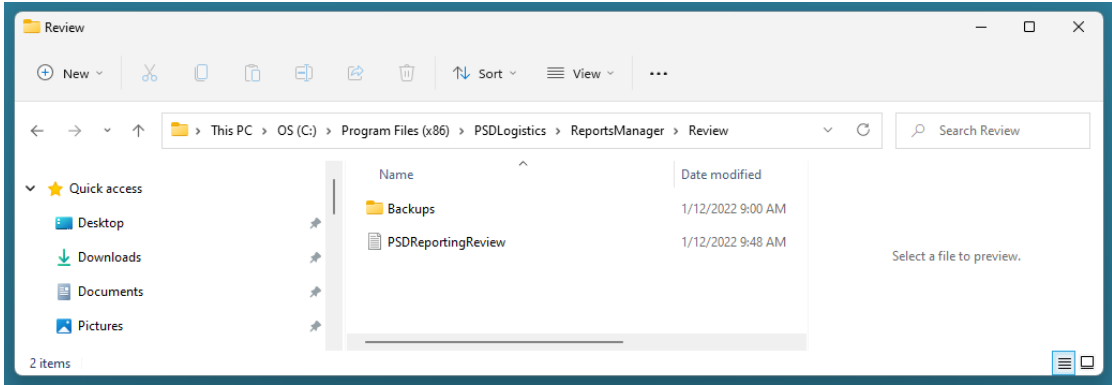
### Step 2

Open and investigate the PSD Logistics Reporting review files for the date the reports were not generated.

Ask your IT support team to log into the PSD Logistics Server server, and browse to the Reporting review folder.

The default folder path is:

C:\Program Files (x86)\PSD Logistics\ReportsManager\Review\



If the reports were requested today, open the:

C:\Program Files (x86)\PSD  
Logistics\ReportsManager\Review\PSDReportingReview.txt

file and search for the appropriate report.

If the reports were requested on a previous day, open the:

C:\Program Files (x86)\PSD Logistics\Reporting\Review\Backups\

folder, and search for the appropriate date time named zip file.

Backup zip files are named according to the day on which they were created, and contain all data up to the point at which it was created. Because backup files are created daily, they usually contain all data for the PREVIOUS day on which they were created.

Backup zip files are named RVWyyyymmdd-X.zip, where X is the backup number in case multiple backup files are created on a particular day.

i.e. if you need the review for 02/01/2022, you would need to open  
RVW20220101-1.zip

### Correctly Generated Reports

If a report is generated correctly, the review will look something like this. Look for the "Finished Report On Demand" line, and check to see if any error messages were raised before it.

```
01/12/2022 10:26:00 AM Starting Report On Demand
01/12/2022 10:26:00 AM Name : Time Sheets Data On Demand [Process <On
Site>]
01/12/2022 10:26:00 AM File : PSD-NEILAPC4:C:\Program Files
(x86)\PSDLogistics\ReportsManager\Reports On Demand\Time Sheets Data On
Demand-202212011026000797.PDF
01/12/2022 10:26:01 AM Search Value 1 : 1
```

```
01/12/2022 10:26:01 AM Search Value 2 : 17/11/2022
01/12/2022 10:26:01 AM Search Value 3 : 01/12/2022
01/12/2022 10:26:01 AM Search Value 4 :
01/12/2022 10:26:01 AM Search Value 5 :
01/12/2022 10:26:01 AM Search Value 6 :
01/12/2022 10:26:01 AM Generating PDF Report
01/12/2022 10:26:20 AM SELECT TimeSheetsData.DoorDirection,
    TimeSheetsData.Duration,
    TimeSheetsData.EventDateTime,
    TimeSheetsData.EventDirection,
    TimeSheetsData.Modified, People.Given,
    People.Surname,
    Doors.Description Description_4,
    TimeSheetsData.EventDate,
    Locations.Description,
    TimeSheetsData.TimeSheetProcessID,
    Companies.Description Description_2,
    Departments.Description Description_3,
    People.ID, Companies.ID ID_2,
    Departments.ID ID_3, People.UniqueID
FROM TimeSheetsData TimeSheetsData
INNER JOIN People People ON
(People.ID = TimeSheetsData.PersonID)
INNER JOIN Doors Doors ON
(Doors.ID = TimeSheetsData.DoorID)
LEFT OUTER JOIN Locations Locations ON
(Locations.ID = TimeSheetsData.LocationID)
LEFT OUTER JOIN Companies Companies ON
(Companies.ID = TimeSheetsData.HistoricCompanyID)
LEFT OUTER JOIN Departments Departments ON
(Departments.ID = TimeSheetsData.HistoricDepartmentID)
WHERE ( TimeSheetsData.TimeSheetProcessID = 1 )
    AND ( TimeSheetsData.EventDate >= '2022-11-17' )
    AND ( TimeSheetsData.EventDate <= '2022-12-01' )
ORDER BY TimeSheetsData.EventDateTime
```

01/12/2022 10:26:20 AM **Finished Report On Demand**

### **Incorrectly Generated Reports**

If the report was not generated correctly, the review will look something like this. Look for any error messages such as: “DBISAM” and “Report On Demand Not Generated”.

```
01/12/2022 10:30:23 AM Starting Report On Demand
01/12/2022 10:30:23 AM Name : Time Sheets Data On Demand [Process <On
Site>]
01/12/2022 10:30:23 AM File : PSD-NEILAPC4:C:\Program Files
(x86)\PSDLogistics\ReportsManager\Reports On Demand\Time Sheets Data On
Demand-202212011030230782.PDF
01/12/2022 10:30:24 AM Search Value 1 : 1
```

01/12/2022 10:30:24 AM Search Value 2 : 17/11/2022  
01/12/2022 10:30:24 AM Search Value 3 : 01/12/2022  
01/12/2022 10:30:24 AM Search Value 4 :  
01/12/2022 10:30:24 AM Search Value 5 :  
01/12/2022 10:30:24 AM Search Value 6 :  
01/12/2022 10:30:24 AM Generating PDF Report  
01/12/2022 10:30:24 AM Cannot open dataset

**DBISAM** Engine Error # 11949 SQL parsing error - Expected NULL, Date, Time, or Timestamp expression but instead found '1899-12-30 01:00:00' in SELECT SQL statement at line 27, column 37

```
SELECT TimeSheetsData.DoorDirection,  
       TimeSheetsData.Duration,  
       TimeSheetsData.EventDateTime,  
       TimeSheetsData.EventDirection,  
       TimeSheetsData.Modified, People.Given,  
       People.Surname,  
       Doors.Description Description_4,  
       TimeSheetsData.EventDate,  
       Locations.Description,  
       TimeSheetsData.TimeSheetProcessID,  
       Companies.Description Description_2,  
       Departments.Description Description_3,  
       People.ID, Companies.ID ID_2,  
       Departments.ID ID_3, People.UniqueID  
FROM TimeSheetsData TimeSheetsData  
     INNER JOIN People People ON  
     (People.ID = TimeSheetsData.PersonID)  
     INNER JOIN Doors Doors ON  
     (Doors.ID = TimeSheetsData.DoorID)  
     LEFT OUTER JOIN Locations Locations ON  
     (Locations.ID = TimeSheetsData.LocationID)  
     LEFT OUTER JOIN Companies Companies ON  
     (Companies.ID = TimeSheetsData.HistoricCompanyID)  
     LEFT OUTER JOIN Departments Departments ON  
     (Departments.ID = TimeSheetsData.HistoricDepartmentID)  
WHERE  
     ( TimeSheetsData.EventDate >= 'Incorrect Data' )  
     AND ( TimeSheetsData.EventDate <= '2022-11-17' )  
     AND ( TimeSheetsData.PersonID = 0 )  
ORDER BY TimeSheetsData.EventDateTime
```

```
01/12/2022 10:30:24 AM      SELECT TimeSheetsData.DoorDirection,  
       TimeSheetsData.Duration,  
       TimeSheetsData.EventDateTime,  
       TimeSheetsData.EventDirection,  
       TimeSheetsData.Modified, People.Given,  
       People.Surname,  
       Doors.Description Description_4,  
       TimeSheetsData.EventDate,
```

```
Locations.Description,  
TimeSheetsData.TimeSheetProcessID,  
Companies.Description Description_2,  
Departments.Description Description_3,  
People.ID, Companies.ID ID_2,  
Departments.ID ID_3, People.UniqueID  
FROM TimeSheetsData TimeSheetsData  
INNER JOIN People People ON  
(People.ID = TimeSheetsData.PersonID)  
INNER JOIN Doors Doors ON  
(Doors.ID = TimeSheetsData.DoorID)  
LEFT OUTER JOIN Locations Locations ON  
(Locations.ID = TimeSheetsData.LocationID)  
LEFT OUTER JOIN Companies Companies ON  
(Companies.ID = TimeSheetsData.HistoricCompanyID)  
LEFT OUTER JOIN Departments Departments ON  
(Departments.ID = TimeSheetsData.HistoricDepartmentID)  
WHERE  
( TimeSheetsData.EventDate >= '1899-12-30 01:00:00' )  
AND ( TimeSheetsData.EventDate <= '2022-11-17' )  
AND ( TimeSheetsData.PersonID = 0 )  
ORDER BY TimeSheetsData.EventDateTime
```

01/12/2022 10:30:24 AM **Report On Demand Not Generated**. Check Search Values For Report.

01/12/2022 10:30:24 AM Finished Report On Demand

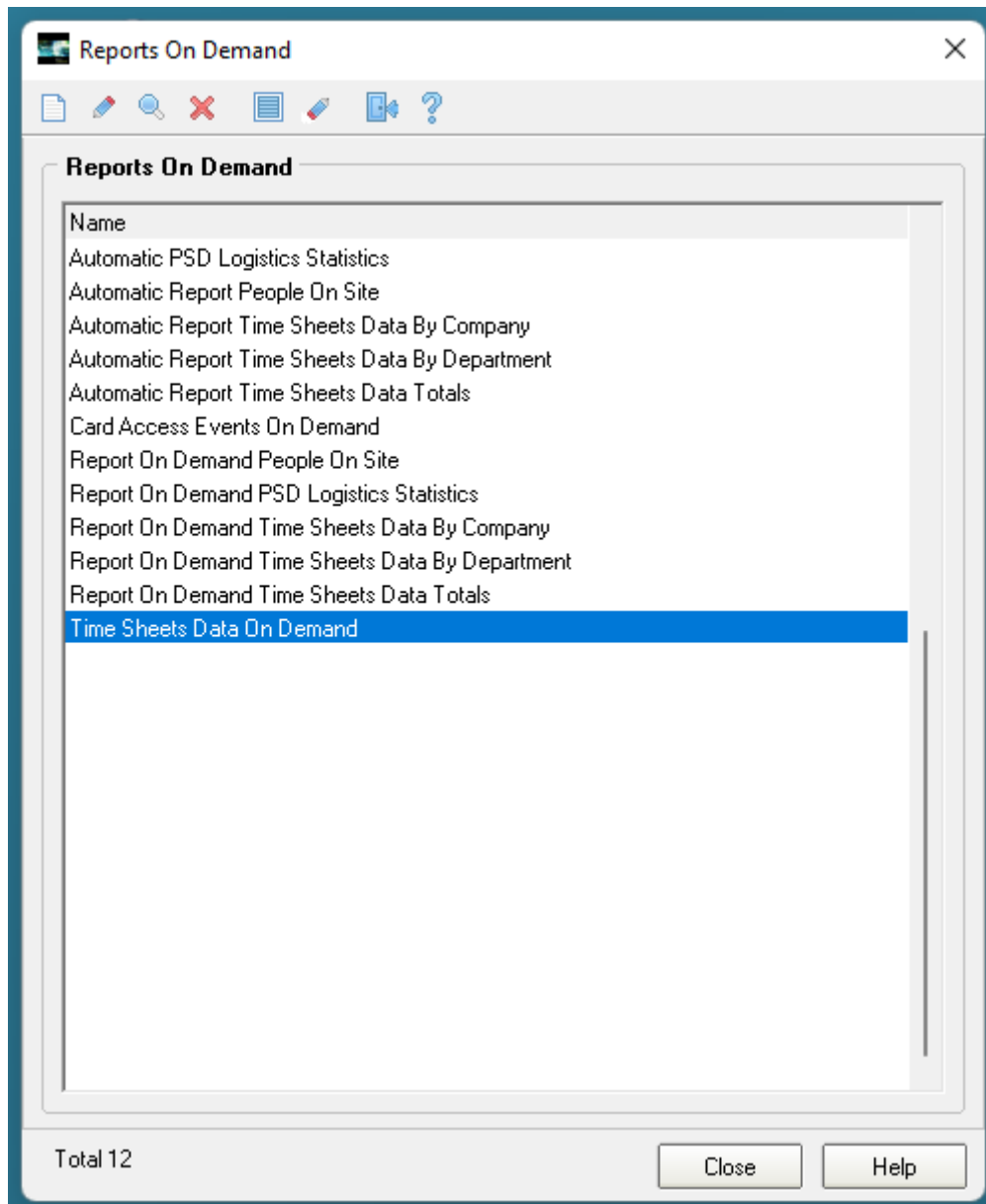
### Resolution

If the report was not generated correctly, there are a number of possible solutions.

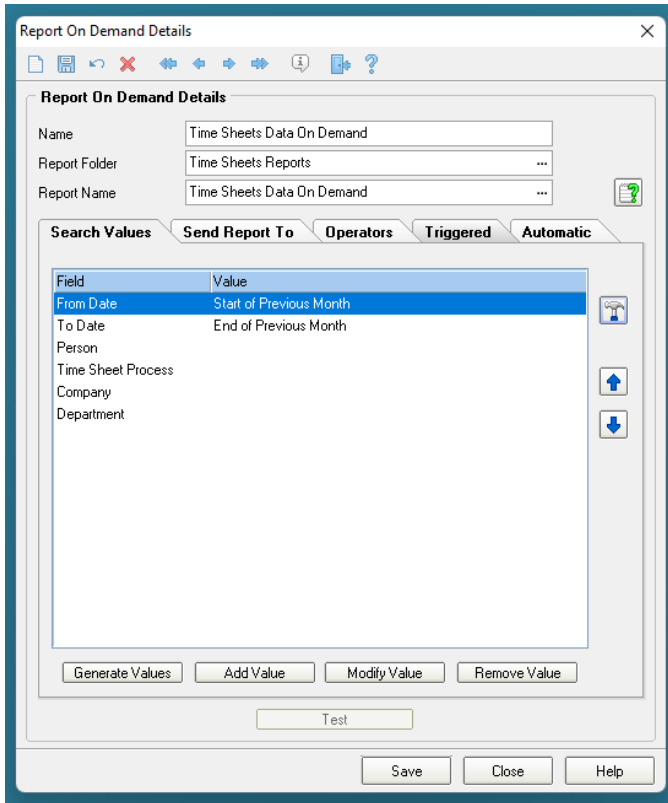
- 1) Check that the server has enough disk space to generate the report file.
- 2) Check that the folder the report is to be saved into exists and is not read only.
- 3) Check that any Anti Virus software is configured to exclude the folder the report is writing to.
- 4) Look for any DBISAM errors. DBISAM errors are raised when there is an issue in the Report On Demand, or in the Report itself. They signify database errors either in the report design or in the search fields.  
Check all search fields exist and are in the correct order. For example, the review above was generated by entering text into a date search field (see section highlighted in orange.)

### Checking Reports On Demand Search Fields

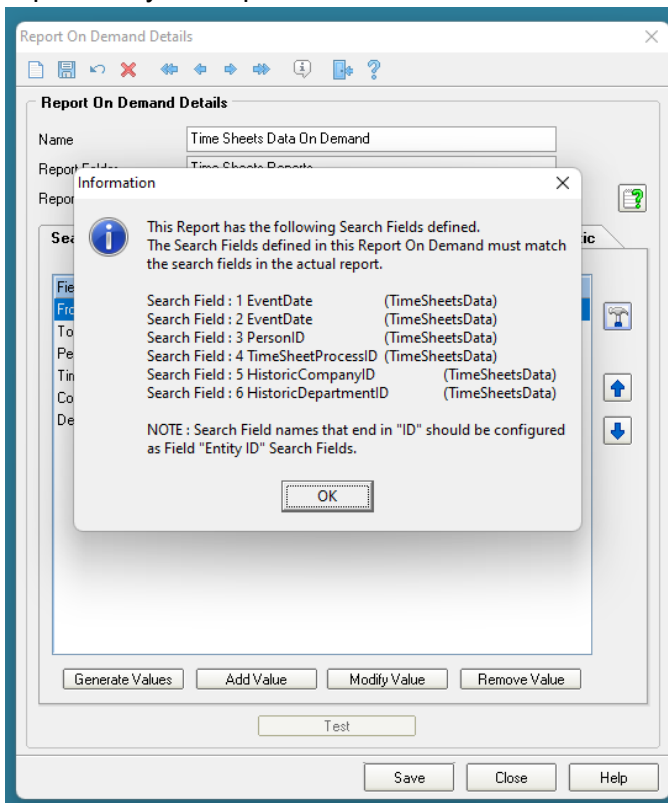
- 1) Log into a PSD Logistics Client using an operator with administrative permissions.
- 2) Select "Setup" -> "Reports" -> "Reports On Demand".



3) Double click on the appropriate Report On Demand to open it.



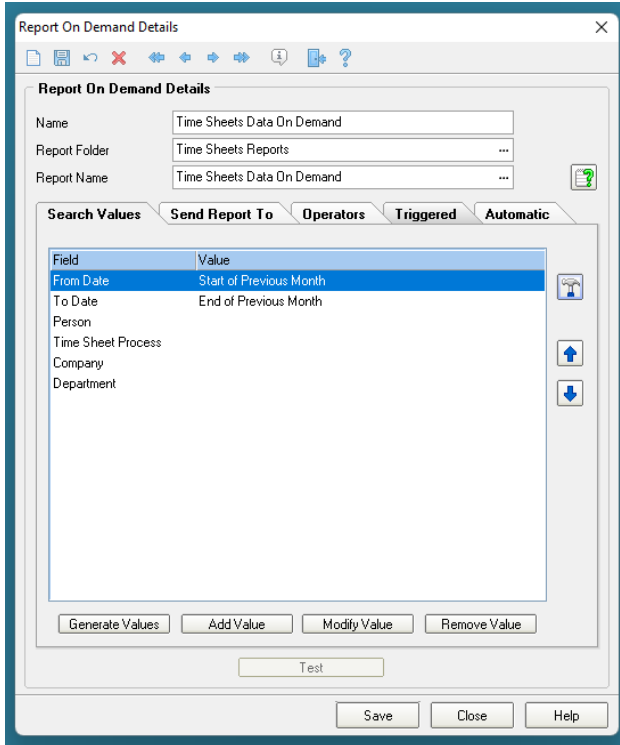
Click the hammer icon on the right hand side of the window, to display the search fields as defined within the report. The Search Values must match the data types expected by the report.



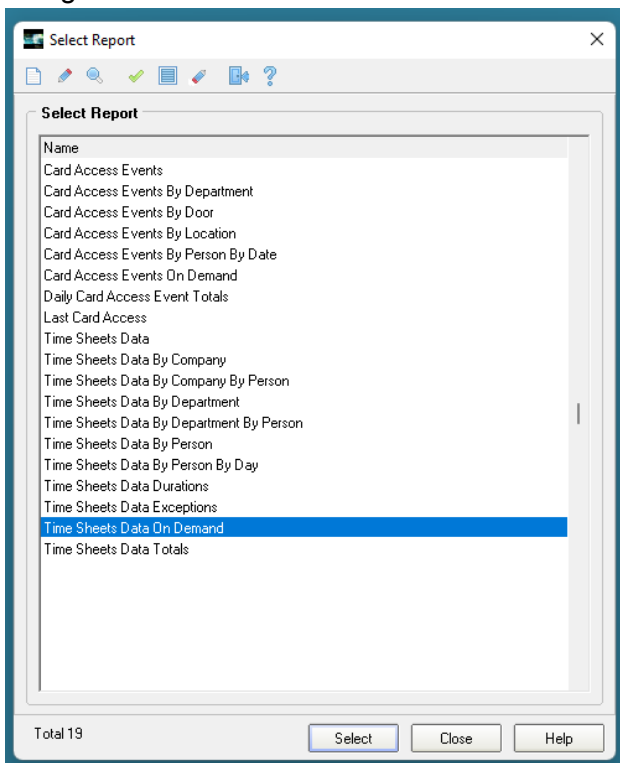
Ensure that the number of search fields matches the number of search fields in the reports on demand, and that the data types match what is expected.

### Checking Reports Search Fields

Click the Report Name “...” button (the third line down). This will display the “Select Report” window.

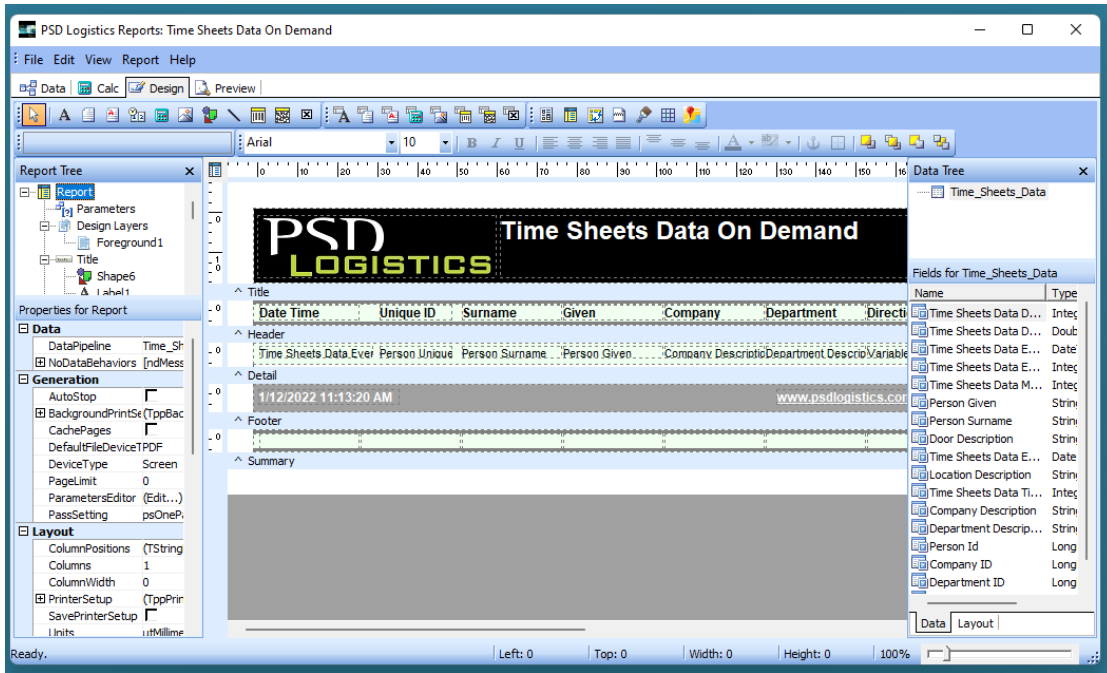


Click the Edit button (the pencil) to open the report. This will display the Report Designer.

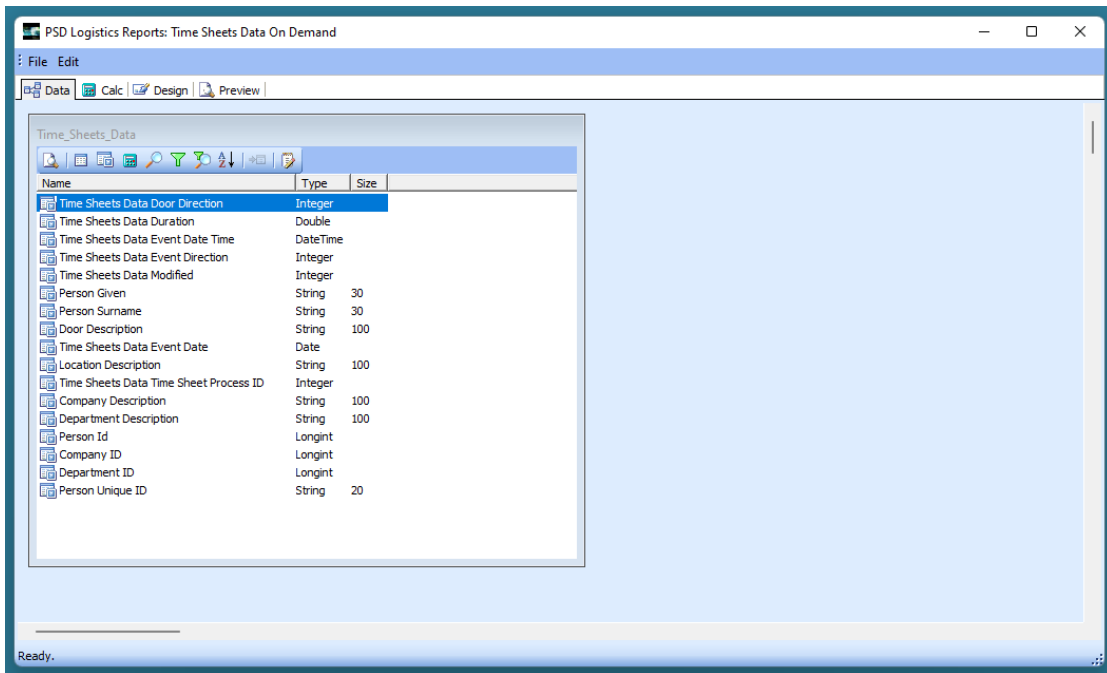




# What To Do If You Stop Receiving Reports On Demand

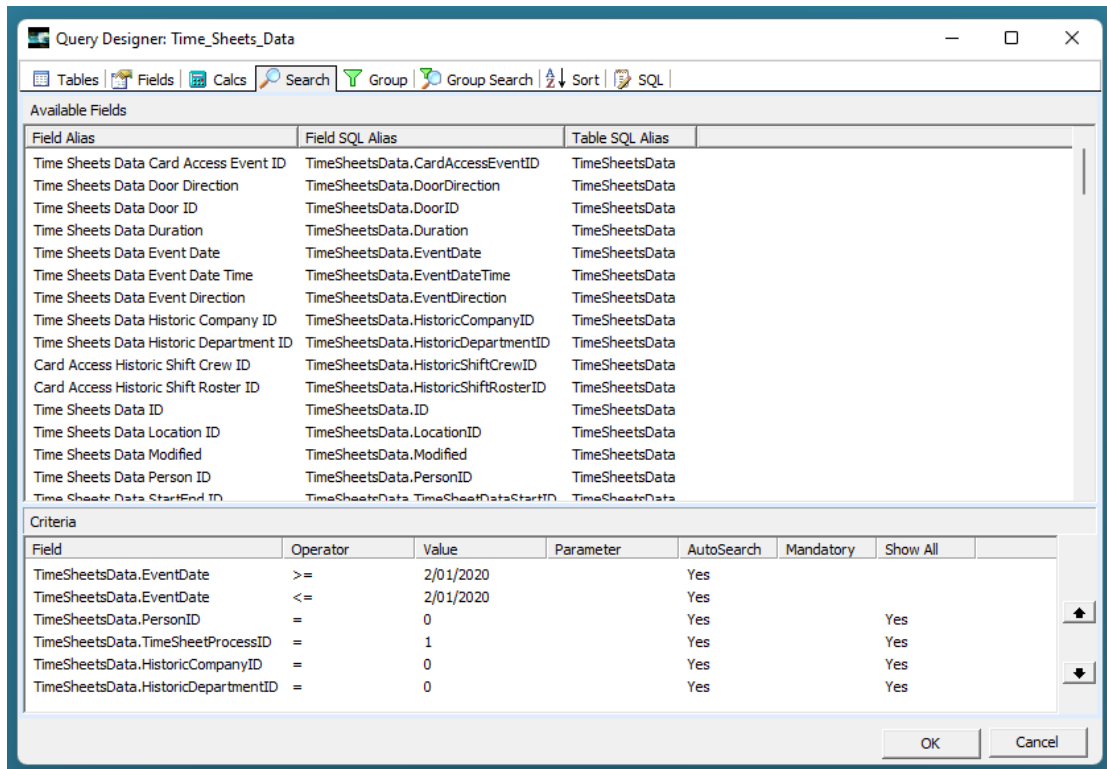


Select the "Data" tab sheet.



Right click within the white box and select "Search"

## What To Do If You Stop Receiving Reports On Demand



This window displays the search fields defined within the report itself.

The configuration of this window is outside the scope of this document.

Do not change these values without making a copy of the report first.

Do not make any changes to this report unless you are absolutely sure you know what you're doing. It is possible that multiple Reports On Demand are configured to use this report, so any changes might unduly affect other Reports On Demand.