

## GoPlant Report Troubleshooting

Reports are generated within GoPlant through generic reports included in the standard GoPlant setup and custom reports set up by the GoPlant team for customers.

Here is a list of information that needs to be collected to create custom reports:

Info on the customer – Pilot customer X on website, or SaaS customer using GoPlant website URL:  
<https://x.goplant.mobi>

Input parameters for the report – need to know exactly what they are when they run this report:

Report Question / Requirements list:

Storage Group:

Report:

Choose Storage Group:

Choose Rounds:

Select Tag Source(s):

Select Output Fields:

Date Criteria:

Include Exceptions w/o Tag: (Yes/No)

Include Blank Responses: (Yes/No)

Display Images: (Yes/No)

Output details:

Excel file, PDF file, etc.

Email list – this is best done with an email group set up by IT on the customer side. That way changes to people are done on the customer side instead of modifying the report when people change!

Schedule – including text on what they really want to do – what is the goal:

“I want the round sent every time it is completed” – this means we need to know their shift schedule and when the round is supposed to be completed on the system.

“Print out the round daily after shift X to each supervisor” – this means we need to know their shift schedules and if they are 24x7 or Monday thru Friday.

All details on schedule that will help tech support to figure out correct scheduling parameters to set up for the report

Contact person for customer with issues – or everything will go through the requestor

### Report Emails Not Being Sent Out:

Premise customers must have Email configured and Windows tasks scheduled before GoPlant can send out emails:

1. 'Admin' section of GoPlant – There is "Email Settings" menu in blue on the left-hand side. On this, the IP address, Port, and User settings must be correct pointing to an email server within their organization/company.
2. Have customer send a 'test' message. This will verify that their system will send emails and the proper firewall, port, IP, and username information is working.
3. Windows scheduled tasks per our installation document must be working properly and set up. Go through the installation instructions and verify that windows tasks are running and that they work properly with no errors.
  - a. Have the customer copy and paste the command into a DOS window to ensure there are no error messages. It's hard to figure out items from just within the task scheduling window.
4. Last resort – also check for "2" errors in the error log within GoPlant.
  - a. You can also check the email queue table within GoPlant to see if things are not getting sent out.