



No front panel should be a hostage!

Version: 0.61.3

## Troubleshooting Guide



January 2015



# Overview

WebPager is a LabVIEW add-on that allows accessing LabVIEW front panels from a web browser without installing any plugins in user's browser. It doesn't require LabVIEW Run-Time Engine on client machines. The user interface created by WebPager uses only standard web-technologies – HTML5, CSS3, JavaScript.

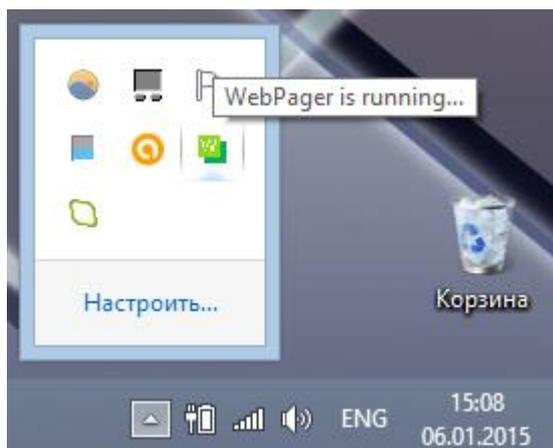
This document contains information and pointers to help you troubleshoot problems you encounter with WebPager software. The problems are sorted according to their importance (severity).

We are trying to improve our software and our services. You can help us refining this guide. Any help is welcome. You have encountered a problem that is not mentioned here? Or you found a solution for existing problem? Please let us know ([webpager@vfpsoft.com](mailto:webpager@vfpsoft.com)).

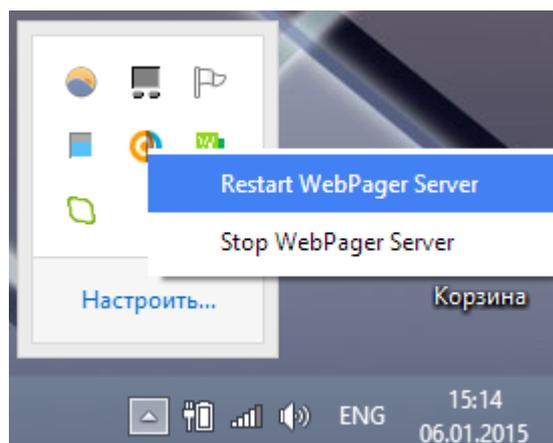
## Problem: WebPager timeouts on initialization

### **Cause: wp.exe is not running.**

**Solution:** Please check if wp.exe is running. If everything is fine, then WebPager icon should be in the system tray and should say 'WebPager is running...' when hovering over it:



If it's running, then restart LabVIEW and WebPager. You can restart WebPager by choosing 'Restart WebPager Server' command in the tray context menu:



If WebPager is not running (it's not in the system tray, nor in the Task Manager processes list), then you should start wp.exe (in the in the "*<LabVIEW folder>/vi.lib/vfpsoft.com/WebPager API/\_gateway/wp.exe*", for example "*C:/Program Files (x86)/National Instruments/LabVIEW*



2012/vi.lib/vfpsoft.com/WebPager API/\_gateway/wp.exe") manually before using WebPager from within LabVIEW. You can also add 'wp.exe' to the autorun list on your computer, so that it would start automatically when you start the computer or log in into your Windows user account.

**Cause: Network connections are blocked by antivirus software, firewalls, Windows Defender etc.**

**Solution:** Please check if any of above mentioned programs are blocking LabVIEW or WebPager processes or network connections (both inbound and outbound). You can easily check *internal* connections from LabVIEW Tools menu 'Tools >> WebPager >> Diagnostic Tools >> Check local server ports'.

If in doubt, **add LabVIEW EXE** (LabVIEW.exe in the "<LabVIEW folder>/LabVIEW.exe", for example "C:/Program Files (x86)/National Instruments/LabVIEW 2012/LabVIEW.exe") **and WebPager EXE** (wp.exe in the "<LabVIEW folder>/vi.lib/vfpsoft.com/WebPager API/\_gateway/wp.exe", for example "C:/Program Files (x86)/National Instruments/LabVIEW 2012/vi.lib/vfpsoft.com/WebPager API/\_gateway/wp.exe") to exclusion lists of all these pieces of software (antiviruses, firewalls, Windows Defender) and give them the permission to execute and to perform network operations.

Check if firewall or other software is blocking external connections from/to ports 443 or 80.

Check if firewall or other software is blocking internal connections from/to all ports in range 49152–65535.

Also, try running the software from "Administrator" privileges account.

**Cause: WebPager doesn't have enough system resources at this moment and cannot initialize properly.**

**Solution:** During initialization WebPager needs much more resources than during its operation. So, during first 90 seconds it performs many I/O operations with a network and with a hard drive. CPU and RAM matter too. So, if there are



processes that consume one or more of these resources during WebPager initialization, it can't start properly after some point.

To rule out this possibility, please restart computer and don't run any other programs except LabVIEW. Start WebPager and check if it helped.

Some older computers (especially with 1-core CPU) may not have enough resources but it seems to be a rare event with really slow machines now.

## Problem: Build fails when you're trying to create an EXE with WebPager API VIs out of your LabVIEW project with Application Builder

**Cause: This is a known issue of the Application Builder. It doesn't have anything to do with WebPager.**

Solution: This issue was reported in many ni.com forum threads (for example, <http://forums.ni.com/t5/LabVIEW/error-code-1-occurs-with-build-of-exe-problem-VI-attached/m-p/2094326/highlight/false#M694009>). Usually this issue disappears itself after a few build trials.

We recommend that you restart LabVIEW and try compiling EXE again, usually it helps. If not, try rebooting the computer and make a few more attempts. If it doesn't help, exclude WebPager API VIs from the block diagram and compile application again. If you think that these are WebPager VIs that cause problems, please contact us ([webpager@vfpssoft.com](mailto:webpager@vfpssoft.com)).