



Reference

Enterprise reporting, distribution, and governed AI - product documentation

Version 6.0.0.0

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Reference

Glossary

- reference
- report author
- contributor
- user
- administrator
- integration user

One-line definitions of the terms used across the Reportworq documentation. Where a term has a fuller treatment, the definition points to it.

Term	Definition
Additional Files	A static list of extra files attached to a delivery as separate attachments; they are never merged into the report PDF and cannot be varied per parameter value.
Address book	The workspace store of contacts and their fields, used to resolve burst and distribution recipients; imports are additive and never delete existing contacts.
Administrator	The licensed role that configures and manages the environment (security, users, integrations, content, licensing); it has the author experience plus the Settings surfaces and is the only role that bypasses content security. It is server-wide: it reaches every workspace regardless of grants, and it cannot be scoped to a single workspace. Labeled System Administrator in earlier versions.
AI insights	AI-authored narrative text generated for a report and embedded in the output or email body rather than delivered as a separate file; produced by the RWAIINSIGHT function.
AI Profile	Curated context (purpose, audience, terminology, caveats) attached to a report so that AI answers from finance-approved information instead of raw data.
AI provider	A configured connection to an AI service (OpenAI, Azure OpenAI, Bedrock, or Reportworq AI) that Reportworq calls for generative features.
AI prompt store	The central library of editable prompt templates (Settings, AI Prompts) that Reportworq sends to AI providers, with <code>{{variables}}</code> and factory defaults.
API	The licensed installation-level capability that enables the REST API and the Script Runner.
Author	The licensed role that builds jobs (reports), data models, and campaigns within the workspaces and folders granted to it, and can see all output; includes the Excel authoring add-in. It respects ACLs and does not bypass content security. The entitlement was formerly labeled "Reportworq Administrator"; the retired "Reporting End User" / Excel-add-in seat folds into Author.
Bootstrap service	The Windows service (Bootstrapper) that runs Reportworq under a service account; its logon account needs the UNC and Repository rights the product uses.
Burst	The act of running one report once per recipient or per data slice, producing a separately parameterized output for each.

Term	Definition
Burstable parameter	A parameter flagged to drive bursting directly from your source system (a Planning Analytics subset, MDX, or SQL attribute), the recommended bursting path.
Burst set	A defined list of burst iterations (static, Excel, SQL, or Planning Analytics subset) used when recipients are not driven directly from the source system.
Campaign	A contribution project that generates and assigns input forms, gathers submitted data, and writes it back to a planning system.
CloudHub	Reportworq's cloud relay that gives a trust path for AI and remote-execution integrations without exposing the on-prem server inbound.
Cloud API	The cloud-hosted automation endpoint; it uses a global API key plus a <code>?workspace=</code> selector and needs only outbound 443.
Collation	A job option that combines multiple worksheets or outputs into a single file for delivery.
Combine emails	A distribution option that merges multiple outputs or recipients into a single email instead of sending one message per output.
Combine key	The field that tells Combine Emails which outputs belong together in one message; only one job can combine into a given email body.
Connector	An integration type that lets Reportworq read from (or, for some, write to) an external system such as TM1, SQL, Salesforce, or Pigment.
Contact	An address-book entry that can receive distributed output; a directly created contact is a recipient only and carries no entitlement or license. See Recipient.
Contact mapping	The fallback rule that matches a burst iteration to a contact by field value (case-insensitive) when a burst set does not name the contact directly.
Content browser	The workspace view that lists folders, reports, campaigns, and data models as cards or a grid, with filters and search.
Contribution	Reportworq's write-back capability: collecting data from users through forms and writing it back into planning systems. Licensed as an installation-level capability that includes Data Collection.
Contributor	A User who is assigned to fill in and submit contribution forms. Contribution participation is a capability of the User role, not a separate role or seat. See User and Contribution.
Copilot agent	The Microsoft 365 Copilot agent that lets Copilot users query Reportworq content through the governed AI trust path.

Term	Definition
Cron	The 5-field schedule expression (Cronos syntax) used by the schedule editor to define recurrence.
Data collection	The processing pipeline that receives submitted contribution data (including a monitored mailbox) and writes it back to the target system; licensed as part of the Contribution capability.
Data connection	A configured data-source connection. Under the license, every configured connection across all workspaces counts toward the Data Connections limit, except the Excel file (Excel/CData) source, which is free and does not count. See Datasource.
Data model	A curated source definition used to build Excel Reports in the add-in; it is not a live query-driven report source.
Datasource	A saved, named connection to an external system; its name must be unique, and editing or deleting a live one breaks every job or form that refreshes from it.
Destination	A place a job delivers output to: email, a network folder, SharePoint, Slack, Teams, SFTP, a cloud drive, or a Planning Analytics application folder.
Direct query	A data-model mode that pushes each request to the source at run time instead of caching; it defaults to off.
Distribution	The stage that decides which output formats a job produces and where they are delivered.
Distributor	The component that sends output to a particular destination type (for example the Slack distributor or the Email distributor).
Dynamic Path	A parameter-driven source-file path, available for distribution reports only (not contribution).
Entitlement	A licensed role or capability assigned to an account or group (for example Administrator, Author, or User) that unlocks a set of features. Recipient is not an entitlement.
Exception check	A whole-report send gate: if any exception cell across any worksheet evaluates TRUE, the output is sent; otherwise the recipient gets nothing.
Form	A contribution input document generated from a template and assigned to a contributor to fill in and submit.
Global parameter	A workspace-level variable, referenced with <code>%global:%</code> , that reports can read so a value is defined once and reused.
Hold-for-Delivery	A run mode that produces output but holds it for review and manual release instead of delivering it immediately; the alternative to Production.

Term	Definition
Integrations hub	The Settings area where providers, datasources, distributors, and AI providers are configured.
Job	The configured unit of work (source report, parameters, output formats, destinations, schedule) that Reportworq runs to produce and deliver output.
Local API	The on-server REST automation endpoint; its access token doubles as the workspace selector, with a per-workspace key model.
Load balancer	A cluster node; a server joins a cluster through the setup wizard, by choosing to add a load balancer to an existing web app and giving the UNC path to the shared Repository, with no further node-side configuration. Load balancing is a licensed capability expressed as a node count, where 0 disables it.
Master scheduler	The global on/off switch that governs whether scheduled content runs, plus its catch-up and overdue behavior.
MCP shim	The stdio Model Context Protocol shim that lets desktop AI clients reach Reportworq content over the governed trust path.
Message template	A reusable email subject and body with dynamic tokens so a recurring send does not have to be re-edited each period.
Output format	A file type a job can generate (Excel, PDF, PowerPoint, CSV) or embedded AI insights; formats are additive within one run.
Parameter	A named value that drives report content; changing it updates the formulas and the data a report returns.
Parameter set	A finite list of pipe-delimited parameter combinations (for example <code>C5 C6</code>) supported for cell-based reports with Text-List parameters.
Process manager	The per-server memory console for contribution runtime sessions, including the high-memory new-session valve and session logs.
Proportional Spreading	The setting that lets a write-back post to a consolidated cell by spreading the value across leaves; without it, consolidated writes are rejected.
Provider	See Report provider.
Reader	Former role name; folds into User. See User.
Recipient	Someone who receives distributed content (email, Slack, Teams, SharePoint, and so on) without any Reportworq login or license. A recipient is not an account or an entitlement; recipients are unlimited and free. See Contact.
Replication	Generating repeated output from one report driven by a parameter's values (none, one page per item, or one report per item).

Term	Definition
Report	A template that produces outputs, not an output itself; the same report can generate many files across runs and recipients.
Report provider	A configured source location (for example a network share or SharePoint) that Reportworq reads source workbooks from; a security trust boundary.
Report viewer	The monitoring view for opening, downloading, and re-sending the outputs a run produced.
Reportworq licensing service	The service that activates a Reportworq installation and enforces its entitlements. Each activation consumes one installation seat; releasing an activation returns it.
Repository	The Reportworq content store that holds jobs, reports, schedules, and configuration; relocate it through Backup and Restore, never a live move.
Repository metadata report	A 7-worksheet workbook (Jobs, Reports, Report Parameters, Parameters, Static Burst Sets, Schedules, Contacts) exported from Configuration, Backup as a queryable audit.
Retention	The policy that enforces, purges, or soft-deletes stored output after a period, with restore for soft-deleted items.
Run history	The per-report record of past runs and their outputs, used to view, download, or re-deliver a previous version.
Schedule	A recurrence definition (5-field cron) that runs a job automatically, optionally with parameter overrides.
Secured list	A row-level data-security list that restricts which data rows an account can see.
Sheet suppression	Removing a worksheet from the delivered file, either by a cell formula evaluating TRUE or automatically when a provider report returns no data.
Turbo Integrator	The IBM Planning Analytics scripting process; Reportworq launches jobs from it through the REST API (and the Cloud Connector relay for PA Cloud).
User	The licensed role for people who consume Reportworq: signs in to the portal and sees folders, reports, and outputs by ACL; can be a contributor or approver on contribution forms when Contribution is licensed; can refresh distributed PowerPoint decks in the add-in; and can reach content through the MCP server and the built-in AI assistant. Folds in the former Reader, Consumer, Contribution End User, and PowerPoint End User roles.
Workspace	An isolated container of content, security, and datasources; instances can host multiple workspaces that share one job queue.
Write-back	See Contribution.

Troubleshooting index

- reference
- report author
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Find the symptom that matches what you see, then read across to the likely cause and the fix. Environment and provider-side items are phrased as "if you see this, try that" because the exact cause varies by setup; confirm against your environment before changing anything in production.

Distribution and delivery

Symptom	Likely cause	Fix
The Slack distributor runs but nothing arrives	The Slack app is missing OAuth scopes, or the bot is not a member of the target channel	Grant the four scopes (<code>chat:write</code> , <code>files:write</code> , <code>channels:read</code> , <code>groups:read</code>) and invite the bot to every target channel.
SharePoint destination reports "not found"	The browser address-bar URL was pasted instead of the site path	Use the case-sensitive <code>.../sites/<site>/...</code> form, not the address-bar URL.
Writing to a network folder fails	The Bootstrapper service account lacks write access (the interactive user's access does not count)	Grant the service account write permission to the folder.
SFTP delivery fails to create subfolders	The server-side account lacks full rights on a dedicated folder	Give the account full rights on a dedicated destination folder so Reportworq can create subfolders.
Email from a non-default From address fails or sends nothing	The sending identity has no Exchange "Send as" grant	If you see this, add a "Send as" grant for that mailbox, or send from a dedicated service account.
Additional Files do not appear inside the report PDF	Additional Files ship as separate attachments and are never merged into the PDF	This is expected. Deliver them alongside the report, or regenerate the content inside the report from a datasource.
A burst iteration did not reach the right contact	Contact mapping matched no field value (matching is case-insensitive but the value must exist)	Check the mapping field's value; note that a contact named on the burst set wins over mapping.
A Teams "Bot" send does nothing	Teams Bot mode is not wired in this version	Use Teams Direct (Graph); that is the supported Teams path.
Writing output to Box fails	The Box provider is browse and read-only	Use a writable destination (for example SharePoint, a network folder, or SFTP) for output.

Data sources and connectors

Symptom	Likely cause	Fix
Planning Analytics or Cognos integrated auth broke suddenly, often after a Windows update	The RC4-Kerberos hardening update (KB5073381) can break integrated auth	If you see this after a Windows update, try enabling AES encryption types (<code>msDS-SupportedEncryptionTypes=28</code>), resetting the account password, and propagating the change.
PA report cells show <code>#VALUE!</code>	PAfE Calc Mode is affecting invalid-element rendering and public-vs-private subset resolution	Review Calc Mode; the error cell is <code>#VALUE!</code> (not <code>#N/A</code>), and Calc Mode also flips SUBNM/DIMNM subset priority.
A Pigment connection fails when you save	The API-export URL does not begin with <code>https://pigment.app/api</code>	Enter the API-export URL in that exact form; any other URL is rejected at save.
A Salesforce connection fails to authenticate	The Salesforce security token is missing from the password	Reset the security token in Salesforce (it is emailed) and append it to the password.
An Adomd (Power BI / SSAS) connection will not connect	An MFA account, a non-tabular MDX query, or a non-Premium capacity	Use a service principal for MFA accounts, write the query as tabular MDX, and target Premium, PPU, or Fabric with XMLA enabled.
Re-importing a Pigment block or a relational table created a duplicate	Re-import adds a new object rather than updating the existing one	Edit the existing object in place instead of re-importing.
A SQL connection exposes credentials or fails to connect	Credentials are inline, or an ODBC DSN or timeout is mis-set	Use <code>%USERNAME%</code> / <code>%PASSWORD%</code> substitution, match the ODBC DSN bitness (64-bit) and System-vs-User scope, and note Command Timeout 0 means indefinite.
Editing one datasource broke many jobs or forms	Editing, deleting, or disabling a live datasource breaks everything that refreshes from it	Keep datasource names unique and avoid editing a live one; the blast radius is org-wide.

Authoring, parameters, and worksheets

Symptom	Likely cause	Fix
A worksheet vanished from the delivered file	Sheet suppression fired (a cell formula evaluated TRUE, or a provider report returned no data)	This is expected. Check the suppression formula and the provider data if the sheet should have shipped.
A burst recipient received nothing	The exception check is a whole-report send gate and no exception cell was TRUE	This is expected. At least one exception cell across any worksheet must be TRUE for the output to send.
Cross-workbook formulas return errors	The referenced workbooks are not co-located in the same Network-Share provider folder	Co-locate the workbooks in the same Network-Share folder; cross-references across a SharePoint URL fail silently.
Copied worksheets reference the wrong sheet	Cross-sheet references were not rewritten to the sibling copies	Keep "Copy Worksheets as a Group" on so intra-workbook references retarget the copies; avoid the fragile INDIRECT plus early "Remove All Formulas" workaround.
A parameter-set combination was silently skipped	The parameter-set part count does not match the parameters	Match the number of pipe-delimited parts; a mismatch is a silent no-op with no error.
A report table imported by name comes in empty	"Show Header Row" was not enabled on the source table	Enable Show Header Row; use INDIRECT when referencing copied relative ranges.

Excel and report functions

Symptom	Likely cause	Fix
A contributor sees <code>#NAME?</code> in a form	A write-back formula is in a visible row	Keep write-back formulas (DBS/DBSW, RWSQLUPDATE/UPSERT, AIINPUT/AIMODELEDINPUT) in hidden rows.
A long query string comes out corrupted	The query is in one cell and a fragment does not start with <code>=</code>	Split the query across cells and start every fragment cell with <code>=</code> , so its leading quote is not embedded literally.

Contribution and write-back

Symptom	Likely cause	Fix
A contributor's comments disappeared	Comments are saved only on Submit, Approve, or Reject; closing the form loses them	Submit (or approve/reject) to persist comments; do not just close the form.
A write to a consolidated cell was dropped	Proportional Spreading is off, so consolidated writes are rejected	Enable Proportional Spreading (the PA P -prefix) to spread the value to leaves.
A protection password has no effect	"Restrict editing to input cells" is off	Turn on "restrict editing to input cells"; the protection password is inert without it.
The write-back mailbox will not connect	POP3 is disabled for the account, or Basic Auth is deprecated	If you see this, enable POP3 per-account and switch to Modern Auth / OAuth2.
Pasting into a form does not apply	Paste skips non-editable cells and must be a contiguous rectangle	Paste a single contiguous rectangle that lands on input cells only.

Scheduling, running, and monitoring

Symptom	Likely cause	Fix
A cron expression is rejected	An older Quartz <code>?...?</code> expression was used	Use a 5-field Cronos expression.
A job reports success but produces no output	An exception gate blocked the send, the data was empty, or the format was not routed to a destination	Check the exception check, the source data, and that each output format is routed to a destination.
You cannot expand or cancel a job you can see	It belongs to another workspace and its row is redacted in the shared queue	Switch to that workspace first, then act on the job.

Install, configuration, and HTTPS

Symptom	Likely cause	Fix
HTTPS will not turn on and the server stays on HTTP	A bad certificate path silently falls back to HTTP	If you see this, verify the cert path form (CA is a full .pfx file path; self-signed is a folder path) and that Subject/DNS matches the typed URL, never localhost .
The Excel add-in login or M365 features do not work	The server is running over HTTP	HTTPS is mandatory for the add-in and all M365 features; enable it.
A cluster will not form	Port 8601 is closed, or the Web App Host is unset	Open both 8600 and 8601 on every node; set the Web App Host before starting the load balancers.
The server runs out of memory under load	Under-sized for concurrency (peak RAM scales with jobs x threads)	Size the box for the parallel-execution peak, or reduce concurrency.
Report templates went missing after a server migration	Locally-stored templates do not travel inside the Repository	Move the local templates separately, and stop the Bootstrap service before swapping the Repository.
An in-product update left the server half-upgraded	The Bootstrap service itself changed in that release	Do a full reinstall when a release changes the Bootstrap service.
Every administrator is locked out	No admin can sign in through the normal flow	Open lockout recovery: create lockout-recovery.txt in the installation directory, whose full path every startup writes to the log, then use the Administration Settings cog on the sign-in screen. No restart either way; delete the file when you are done. Browsing from the server console is no longer enough on its own.
A license seat is not released after removing a role	Claims-derived membership still holds the seat	Clear the "Last Claims" box to release the seat immediately.
Entra, SharePoint, and email distributors all broke at once	They share one Azure app registration	Restore or fix the single app registration; it powers Entra auth, the SharePoint provider, the Email/SharePoint/Teams distributors, and email collection.

Symptom	Likely cause	Fix
Accounts vanished after switching identity providers	Switching the active auth provider strands accounts on the old IdP	If you must cut over (for example to Entra), first provision an admin identity that already exists in the new IdP as a way back in.

AI

Symptom	Likely cause	Fix
AI output used a different model than configured	The OpenAI Model Id was null, so it fell back to <code>gpt-4o-mini</code>	Set the Model Id explicitly on the AI provider connection.
The Ask-AI chat bot is not visible	It is not enabled in the current build	This is the current state. The in-app assistant is not a customer-available capability in this build; report-level AI features are the supported surface.
The <code>AI*</code> Excel functions do not return generative text	<code>AI*</code> functions are the Workday Adaptive connector, not generative AI	Use RWAIINSIGHT for generative insights; the <code>AI*</code> family is Adaptive data retrieval.

PowerPoint

Symptom	Likely cause	Fix
PowerPoint generation fails	More than one replicating worksheet is on a slide, or no template is attached	Put only one replicating worksheet per slide, and attach a <code>.pptx</code> template.
A linked shape turned into a plain picture	The shape was pasted into another deck, which breaks the link	Keep the linked shape in its original deck.
A PowerPoint refresh shows stale or missing data	Refresh reads from a job-history version, and that history entry was deleted	Keep the job-history entry the deck refreshes from; refresh never reads the live datasource.

Automation and API

Symptom	Likely cause	Fix
A PowerShell or Turbo Integrator job delivers output but the script never returns	<code>Invoke-WebRequest</code> is waiting without <code>UseBasicParsing</code>	Set <code>\$PSDefaultParameterValues['Invoke-WebRequest:UseBasicParsing'] = \$true</code> in the script.
An API call to <code>info</code> or <code>history</code> returns 404	Those endpoints are deprecated	Use the current endpoints (<code>ping</code> / <code>list</code> / <code>run</code> / <code>status</code> / <code>cancel</code>).
The Cloud API cannot select the right workspace	A global Cloud key needs a workspace selector once more than one workspace exists	Append <code>?workspace=<name></code> to the request.
Launching jobs from Cube Monitoring stopped working	Cube Monitoring was deprecated	Migrate job launch to the REST-API Turbo Integrator, which also reaches PA Cloud through the Cloud Connector relay.
Every API call returns 400 "REST API not available for this license"	The license does not carry the API capability	The REST API and Script Runner are licensed together as the API capability. Check the License tab and contact Reportworq to add it.

Limits and known constraints

- reference
- report author
- administrator
- integration user

The current, confirmed constraints of Reportworq. Each is a real boundary to design around, not a bug. Items are grouped by area so you can scan the ones that apply to your task.

Sources and worksheets

Constraint	Detail
Encrypted Excel workbooks are not supported as sources	A password-encrypted workbook cannot be used as a report source; remove the encryption first.
<code>.xlsb</code> output is non-deterministic headless	The binary <code>.xlsb</code> format does not render reproducibly in headless generation; prefer <code>.xlsx</code> for automated runs.
Cross-workbook formulas need co-located workbooks	Cross-workbook references resolve only when the workbooks sit in the same Network-Share provider folder; references across a SharePoint URL do not resolve.
Dynamic Path is distribution-only	A parameter-driven source-file path is available for distribution reports, not for contribution.

Parameters

Constraint	Detail
Parameter sets are cell-based and Text-List only	Parameter sets apply only to cell-based reports with Text-List parameters, as a finite list of pipe-delimited combinations (for example <code>C5 C6</code>).
A parameter-set part-count mismatch is a silent no-op	If the number of pipe-delimited parts does not match the parameters, the combination is skipped with no error.

Output and distribution

Constraint	Detail
PowerPoint output requires a template	A run that produces PowerPoint must have a <code>.pptx</code> template attached, or generation fails.
One replicating worksheet per PowerPoint slide	A slide may contain only one replicating worksheet; more than one causes generation to fail (adjacent same-worksheet slides replicate as a group).
Additional Files are separate attachments	The Additional Files list is static and non-parameterizable; its files ship as separate attachments and are never merged into the report PDF.
Box is read-only	The Box provider supports browse and read only; it cannot be used to write output.
Teams supports Direct (Graph) only	Only the Teams Direct (Graph) send path is wired; there is no Teams Bot path.

Data models and connectors

Constraint	Detail
Data models build Excel Reports in the add-in	A data model is a source for building Excel Reports in the add-in; it is not a live, query-driven report content source.
Unmapped model fields are excluded until remapped	Fields that are not mapped are excluded from output until you remap them; they are not populated by Excel formulas.
Filter pushdown is SQL-only	Only SQL sources push filters down to the database; every non-SQL source filters in memory, which matters for large models.
Direct queries default off	Direct-query mode is off by default; the data model caches unless you enable it.
Oracle is EPM Cloud / Smart View	The Oracle connector is Oracle EPM Cloud / Smart View (REST, Basic auth), not a relational SQL connector.
Adomd requires tabular MDX and a Premium capacity	An Adomd (Power BI / SSAS) source needs a tabular MDX query and a Premium, PPU, or Fabric capacity with XMLA enabled; MFA accounts need a service principal.

Scheduling

Constraint	Detail
Cron is 5-field Cronos	Schedules use 5-field Cronos expressions; older Quartz <code>?...?</code> syntax is rejected.

Platform and automation

Constraint	Detail
HTTPS is mandatory for the add-in and M365	The Excel add-in login and all Microsoft 365 features require HTTPS; over HTTP they silently do not work.
Ports 8600 and 8601 must be open	Every server needs both the main port (8600) and the Real-time Event Hub port (8601) open, or cluster eventing breaks.
One shared job queue across workspaces	Instances with multiple workspaces share a single job queue; rows for other workspaces are redacted and cannot be expanded or canceled until you switch to that workspace.
The Cloud API needs a workspace selector	Once more than one workspace exists, a global Cloud API key requires <code>?workspace=<name></code> on each call.
Deprecated API endpoints return 404	The <code>info</code> and <code>history</code> API endpoints are deprecated and return 404; use <code>ping</code> / <code>list</code> / <code>run</code> / <code>status</code> / <code>cancel</code> .

AI

Constraint	Detail
The in-app assistant is not available in this build	The in-app assistant ships switched off and cannot be turned on from an admin setting; report-level AI features are the supported surface.
<code>AI*</code> Excel functions are not generative	The <code>AI*</code> function family is the Workday Adaptive connector; only RWAIIINSIGHT is generative.