

Rapidlogger Systems

Tech Note #74 - Sections Missing From a Job Report - Repairing the RapidVu Word Report Template

This note applies when a job report prints, but part of it is missing. The most common report is that the charts appear as usual and the Job Data that used to follow them is gone. Client and well details, or the maximum, average and minimum summary figures, can disappear in the same way.

Your recorded data is not affected. The job data is held in the Rapidlogger data file, not in the report. Once the template is repaired you can generate the report again from the same data file and the missing section will be back.

Why sections go missing

RapidVu does not draw the job report itself. It takes a Microsoft Word report template that is installed alongside the program, makes a copy of it for the new report, and then writes each item into a named bookmark inside that copy - the client and well details, the maximum, average and minimum values, the charts and the job data each go into their own bookmark.

If a bookmark is no longer in the template, RapidVu has nowhere to put that item. It writes everything else normally and finishes without an error, so the report looks complete apart from the one section that silently did not appear. Bookmarks are usually lost when the template has been edited and re-saved, when it has been copied over from another computer, or when it has been replaced by an older version of the file.

Where the template lives

The report templates are kept with the RapidVu configuration, normally in the RapidVu folder inside your Documents folder - not in Program Files. Two files are used:

- CementingCustomerReportTemplate.docx - used for cementing, pumping and general job reports
- SlicklineCustomerReportTemplate.docx - used for slickline reports

If the files are not in Documents\RapidVu, your installation has been configured to keep its settings elsewhere; search the computer for the file name above to find the folder actually in use.

Recommended repair: replace the template file only

This takes a minute and leaves the rest of your installation alone.

1. Close RapidVu.

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2. Open the folder described above and rename the existing template, for example to CementingCustomerReportTemplate.old.docx, so that you can put it back if you need to.
3. Copy in a known good template. Take it from another computer where reports are printing correctly, or ask us and we will email you the current file.
4. Start RapidVu, open the job data file and generate the report again.

Alternative: reinstall RapidVu

Uninstalling RapidVu and installing it again also restores the standard template, and is the right step if you suspect more than the template is wrong. Note that the installer replaces the template with the standard one, so if you have customised your report layout, copy your template somewhere safe before you reinstall.

Checking whether a template still has its bookmarks

In Microsoft Word, open the template and switch bookmark display on: File > Options > Advanced, then under Show document content tick Show bookmarks. Bookmarked positions then appear in grey square brackets. To list them by name, use Insert > Links > Bookmark. A template that shows no bookmarks, or far fewer than a working one, is the cause of the missing section.

Customising the template safely

You are welcome to add your own logo, headers, footers, fonts and page layout to the report template. The rule to follow is simple: do not delete the bookmarked positions. Deleting a table row, a paragraph or a placeholder that carries a bookmark removes the bookmark with it, and that part of the report will stop appearing. Work with bookmark display turned on so you can see what you are moving, and keep a backup copy of your finished template, because installing or updating RapidVu replaces it with the standard one.

A different message: template not found

If the template file is missing altogether rather than damaged, RapidVu does not produce a report at all. It reports "Report template file <path> not found, cannot print" and names the folder it looked in. Copy a template into that folder and print again.

Also check

Microsoft Word 2003 or newer must be installed on the same

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computer that generates the report, because RapidVu builds the document through Word itself. See Tech Note 25 for the job report procedure.

If the section is still missing

Send us the following and we will look at it:

1. The job data file from the Rapidlogger
2. The generated report in Word format
3. Your RapidVu version number, from Help > About
4. Your Microsoft Word version
5. A screen capture of RapidVu while it is connected to the Rapidlogger and acquiring data