

## After installing AMD, why do SER and ARA fail to operate?

In order for Exaquantum/AMD to be able to monitor changes to set point values, the Exaquantum/AMD Exaquantum Agent requires configuration by running the relevant SQL script within SQL Server Management Studio as described in the Installation Manual.

If any Exaquantum Archives for the 'Alarm & Events' archive group are online at the time of running the setpoint monitoring script, they will need to be manually taken offline, put online, resaved and put online again. For more information on the archiving process see IM36J04A11-01E-017 Exaquantum PIMS User's Manual Chapter 14 – Archiving.

Failure to carry out this step will cause SER views and the ARA Update process to fail.

<b>Exaquantum /AMD Releases Affected</b>
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<b>R3.01, R3.02, R3.10</b>
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