I have changed the Exaquantum/Batch Service User (QuantumUser) password and can no longer start the Exaquantum/Batch Services.

Changing the Exaquantum/Batch Service User (normally QuantumUser) account password is not recommended. If however it is required either due to specific site policy or due to a security breech then you must follow one or other of the following procedures after the password has been changed. Which of these you use depends on the version of Exaquantum/Batch you are using.

Versions prior to R2.40

1. Execute the QDCOMCnfg application. This can be found in the System folder under the folder where the base software was installed. For example assuming that the software was installed on the D drive then the path would be D:\Program Files\Yokogawa\Exaquantum PIMS\System

2. Uninstall the Exaquantum/Batch Components

3. Reboot the server.

4. Reinstall Exaquantum/Batch ensuring that the new password is entered and that the overwrite database options remains unchecked.

Versions R2.40, R2.50 and R2.50 with Patch R2.50.03

1. Execute the QDCOMCnfg application. This can be found in the System folder under the folder where the base software was installed. For example assuming that the software was installed on the D drive on a 32 bit Windows server platform then the path would be D:\Program Files\Yokogawa\Exaquantum PIMS\System

2. Execute at least the second tag of Exaquantum Secure lockdown tool D:\Program Files\Yokogawa\Exaquantum PIMS\System\QSecureLockdown

3. Execute the batch lockdown tool D:\Program Files\Yokogawa\Lockdown\QbatchLockdown

> *Note on 64 bit windows server platforms the files would be located under D:\Program Files (x86) by default.*

4. Execute the IT Security Tool from the YOKOGAWA EXA group on the Start Menu selecting the Legacy Security Model

5. Execute the batch lockdown tool D:\Program Files\Yokogawa\Lockdown\QBatchLockdown (32 bit platform) or D:\Program Files (x86)\Yokogawa\Lockdown\QBatchLockdown (64 bit platform).

You should note that if you change the password on the server you must also change the password of the Exaquantum/Batch Service User account on all administration clients. If this is not done then these clients will not be able to connect

If Automatic Batch Data Collection is used the password of the Exaquantum/Batch Service User account on the Exaopc/Batch, Batch HIS and Engineering Workstation must also be changed.

BatchWeb clients should not be affected by such a password change.

Exaquantum /Batch Releases Affected
All