Knowledge

Base

Exaquantum<mark>|</mark>ARA

ARA Update Fail Alert

KB-0015-21

Document Summary			
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Products Affected	Exaquantum/ARA		
Versions Affected	R3.00 – R3.30		
Function Affected	ARA Update Job		
Available Resolution N/A			
Audience	System Intergrators, Administrators		
Summary	If the the ARA Update job fails configure the system to send an Email notification		
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Table of Contents

Table of Contents	1
Chapter 1 Introduction	2
1.1 Audience	2
Chapter 2 ARA Update Job Fail Alert	3
2.1 Setup SQL Server Database Mail	
2.1.1 Open the SQL Server Management Studio	
2.1.2 Setup Database Mail	3
2.1.3 Test Database Mail	12
2.2 Define a SQL Server Operator	13
2.3 Restart SQL Server Agent to Activate Settings	15
2.4 Define a SQL Server Notification	16
Chapter 3 Further Reading	
Copyright and Trademark Notices	19
Highlights	20

Chapter 1 Introduction

The ARA Job processes the alarms and populates the ARA databases and cube with data.

If the ARA Update Job fails the ARA databases and cube stop collecting data, this will eventually lead to the ARA reports not being populated.

The longer the job is failing the longer the latest data will be unavalible. This data will catch up to last hour, once the ARA job has been fixed.

This document will describe how to configure an Email alert so as soon as the ARA Job fails the administrator can be notified and start the investigation into why this has happened.

The below steps are to be followed these require a basic knowledge of SQL Server Management Studio:

Setup SQL Server Database Mail Define a SQL Server Operator Restart SQL Server Agent to Activate Settings Define a SQL Server Notification

1.1 Audience

This guide is intended for system integrators and administrators.

Chapter 2 ARA Update Job Fail Alert

2.1 Setup SQL Server Database Mail

2.1.1 Open the SQL Server Management Studio

Select Start / Microsoft SQL Server / SQL Server Management Studio

2.1.2 Setup Database Mail

As the local Administrator, connect to the server and expand the Management node of the tree and then right click on "Database Mail".



2.1.2.1 Then select "Configure Database Mail' and the following welcome screen will be displayed, then click "Next".



2.1.2.2 The following screen will appear and select "Set up Database Mail by performing..." and click "Next".

E Database Mail Configuration Wizard - EDGENB2\TEST1	
Select Configuration Task Select setup or maintenance tasks.	
If you are installing Database Mail for the first time, select the setup option.	
Set up Database Mail by performing the following tasks:	
1. Create a new e-mail profile and specify its SMTP accounts	
2. Specify profile security	
3. Configure system parameters	
Manage Database Mail accounts and profiles	
O Manage profile security	
View or change system parameters	
Help < Back	Cancel

2.1.2.3 If Database Mail has not been enabled, the following screen is displayed. Click "Yes" to enable it. If it has already been enabled this screen will not appear.

Microsoft SQL Server Management Studio				
2	The Database Mail feature is not available.Would you like to enable this feature?			
E)	Yes No			

2.1.2.4 Enter in a name for the Profile and also a description and click "Add..."

皆 Database Mail	Configuration Wizard - EDGENB2\TEST1
New Profile Specify the profi	ile name, description, accounts, and failover priority.
Profile name: Description:	SQLAlerts SQLAlerts
A profile may be ass account in the priorit SMTP accounts:	ociated with multiple SMTP accounts. If an account fails while sending an e-mail, the profile uses the next ty list. Specify the accounts associated with the profile, and move the accounts to set the failover priority.
Priority Account	t Name E-mail Address Add Remove Move Up Move Down
Help	<pre></pre>

2.1.2.5 The following screen will appear. Fill out the details for the mail account that will be used to send out email from SQL Server. When done click "OK".

皆 New Database Mail Account 🛛 🛛 🔀					
Specify name, description, and attributes for your SMTP account.					
Account name:	SQLAlerts	iQLAlerts			
Description:	SQLAlerts	SQLAlerts			
Outgoing Mail Server (SM	4TP)			_	
E-mail address:		tip@mssqltips.com			
Display name:		SQLAlerts			
Reply e-mail:					
Server name:		mail.mssqltips.com	Port number: 25		
This server requires a secure connection (SSL)					
SMTP Authentication					
O Windows Authentin	cation using Database	Engine service credentials			
 Basic authenticatic 	n				
User name:		tip@mssqltips.com			
Password:		******			
Confirm password:		******			
 Anonymous auther 	ntication				
		ОК	Cancel Help		

2.1.2.6 Click "OK" returns to this screen and the SMTP details will now show for the account setup. Click "Next" to continue.

🔚 Databa	se Mail Configu	ation Wizard - EDGENB2\TEST1	
New Pr Speci	r ofile fy the profile name, c	escription, accounts, and failover priority.	
Profile nar	ne: SQLAlert:		
Descriptio	n: SQLAlert:	:	
A profile m account ir SMTP acc	ay be associated wi h the priority list. Spec counts:	h multiple SMTP accounts. If an account fails while sending an e-mail, t ify the accounts associated with the profile, and move the accounts to	he profile uses the next set the failover priority.
Priority	Account Name	E-mail Address	Add
1	SQLAlerts	tip@mssqltips.com	Remove Move Up Move Down
Help		< Back Next >	Finish >> Cancel

2.1.2.7 On the next screen the name of the profile that has been setup is displayed. Click on the checkbox to allow this to be a Public profile and also select "Yes" for the default profile and then click "Next".

-	Database	Mail Configuration Wizard - EDGENB2\TEST1		k
N	lanage Specify	Profile Security database users or roles that have access to profiles.		
	Public Profi	les Private Profiles		
	A public p	rofile can be accessed by all users of any mail-host database.		
	Select pu	blic profiles. You can also specify the default public profile.		
	Public	Profile Name	Default Profile	
		SQL Alerts	Yes 💌	
	Show	only existing public profiles		
(Help	<pre></pre>	Finish >> Cancel	

2.1.2.8 The following screen has some additional parameters that can be set to control how the mail is sent. Accepting the defaults is recommended. Click "Next".

ł	Database Mail Configuration Wizard - EDGENB2	ANTEST1	
	Configure System Parameters View or change Database Mail system parameters.		
	System parameters:		
	Parameter	Value	
	Account Retry Attempts	1	
	Account Retry Delay (seconds)	60	
	Maximum File Size (Bytes)	1000000	
	Prohibited Attachment File Extensions	exe,dll,vbs,js	
	Database Mail Executable Minimum Lifetime (seconds)	600	
	Logging Level	Extended	
	Number of retry attempts for a mail server to send email.		
			Reset All
	Help	<back next=""></back>	Finish >> Cancel

2.1.2.9 A summary screen will appear that shows all of the options that were selected. If everything is correct click "Finish" or click "Back" to go back and make changes.

Patabase Mail Configuration Wizard - EDGENB2\TEST1	
Complete the Wizard Verify the actions the wizard is about to perform, and then click Finish to execute these actions on the server.	
Click Finish to perform these actions: New Accounts • Create new account 'SQLAlerts' for SMTP server 'mail.mssqltips.com' New Profiles • Create New profile 'SQLAlerts' Adding Accounts Profiles • Add account 'SQLAlerts' to profile 'SQLAlerts' with priority '1' Manage Profile Security • Set 'SQLAlerts' as public profile • Set default profile for 'guest' to 'SQLAlerts'	
Help Kack Next > Finish	Cancel

2.1.2.10 Click "'Finish" the next screen will appear that shows the status of installing Database Mail. When this has finished click "Close" to close this screen.

P	Da	tabase Mail Configuration Wizard - EDGENB2\TES	iT1				l	
1	Cor (nfiguring Click Stop to interrupt the operation.						
	0	Success		4 4	Total Success		0 Error 0 Warning	
	Det	ails:						
		Action	Status			Message		
	0	Create new account 'SQLAlerts' for SMTP server 'EDGEN	Success					
	0	Create New profile 'SQLAlerts'	Success					
	Ø	Add account 'SQLAlerts' to profile 'SQLAlerts' with priority '1'	Success					
	0	Set default profile for 'guest' to 'SQLAlerts'	Success					
					Sto	P	Repo	nt 🔹
								ose

2.1.3 Test Database Mail

To test Database Mail, right click on Database Mail and select "Send Test E-Mail".



Fill in a "To:" email address and change the body of the email and then click "Send Test E-Mail".

🖹 Send Test E-Mail from EDGENB2\TEST1					
Database Mail Profile:	SQLAlerts				
To:	dba@mssqltips.com				
Subject:	Database Mail Test				
Body:	This is a test e-mail sent from Database Mail on CDGENB2\TEST1.				
	Send Test E-Mail Close				

After the test has been sent this message box will confirm if the email was received or not. Click "OK" to close the screen or click "Troubleshoot" which will launch the help information to see what the issue may be and how it can be resolved.

2.2 Define a SQL Server Operator

Note: This step is often overlooked when creating a SQL Server alert for the first time. SQL Server Agent must be setup correctly for operators to receive an alert e-mail.

1. Right click SQL Server Agent and select Properties.



- 2. Select Alert System in the left pane and do the following:
 - Check Enable mail profile
 - Verify Mail system is Database Mail
 - Verify Mail profile is SQLAlerts
 - Check Include body of e-mail in the notification message
 - Click OK to save settings.

SQL Server Agent Prope	rties - LGR-D88-90	01668			
Select a page General	Script - D Help Mail session V Enable mail profile				
Advanced					
History	Mail system: Database M		ase Mail	fail 🖌	
	Mail profile:	SQLAM	erts	*	Test
	Save copies of the sent messages in the Sent Items folder				
	Pager e-mails				
	Address formattin	ng for pager e-mails:			
	1000	Prefix	Pager:		Suffix
	To line:				
	Cc line:				
	Subject				
	To: Co:				
Connection	0				2
Server:	Include body of e-mail in notification message				
- Connection	Fail-safe operator				
sa	Enable fail-sa	ife operator			
View connection properties	Operator:	DBA			~
Progress	Notify using:	E mal	Pager	Net send	
O Ready	Token replacement				
	Replace tokens for all job responses to alerts				
				OK	Cancel

2.3 Restart SQL Server Agent to Activate Settings

Warning: Restarting SQL Server Agent will cancel any executing jobs, so this should be done when there is no activity.

To check for any active SQL Jobs open the Job Activity Monitor which can be found under SQL Server Agent \ Jobs \ Job Activity Monitor, right click and select View Job Activity.



To Restart the SQL Server Agent right click and select Restart.

🍢 Microsoft SQL Se	rver Management St	udio		
File Edit View T	ools Window Commu	nity Help) = 12 13	
Object Explorer	- # ×	Object Explorer D	etails • X	
 (SQL Server 9.0.3159 - sa) Databases Security Server Objects Replication Management 		SQL S	erver Agent	
Inductation	New Multi Server Administr Start	ation + tivity Mo	nitor	
Error	Stop Restart Reports	ogs •	ogs	
Ready	Refresh Properties			

2.4 Define a SQL Server Notification

To set up an email notification for an existing SQL Server job.

- 1. Open SQL Server Management Studio.
- 2. Expand Jobs, Select the ARA Update right-click and select Properties.

Object Explorer	* 4 ×
Connect * 🛃 🛃 🖩 🍸 👩	3
 MRH2016R320 (SQL Serv Databases Security Server Objects Replication AlwaysOn High Avait Management Integration Services (C) SQL Server Agent Jobs 	er 12.0.6214.1 - MRH2016R3: lability Catalogs
ARA Set Pend ARA Update Syspolicy_ Tob Activity M Alerts Operators	Ing Build Backup New Job Start Job at Step Stop Job
Proxies Error Logs	Script Job as View History Enable Disable
	Start PowerShell
	Reports +
	Rename Delete
	Refresh
	Properties

3.	Select the Notifications menu item and check the E-mail checkbox.

📑 Job Properties - syspolicy_	purge_history	
Select a page	🔄 Script 👻 📑 Help	
General Steps Schedules	Actions to perform when the job completes:	
Alerts	✓ E-mail: ✓ When the job fails	
Targets	Page: Men the job succeeds When the job fails When the job completes	
	<u>N</u> et send: When the job fails	_
	Write to the Windows Application event log: When the job fails	_
	Automatically delete job: When the job succeeds	_
Connection Server:		
Connection: sa		
Progress Ready		
	ОК	Cancel

- 4. Then enter the email address to use and the action to be performed; that is, when you want to be alerted.
- 5. The options here are: When the job fails, when the job completes, and when the job succeeds. As a test to start with select 'when the job completes' if configured correctly this should send and email when the ARA Updare completes, if this works as expected change to When the job fails.

Chapter 3 Further Reading

For more information on the ARA Update Job please review the following documents:

• IM 36J40A25-01EN Exaquantum/ARA Engineering Guide

If you require further information, please contact Yokogawa Customer Support Customer.services@ymx.yokogawa.com

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Highlights

The Highlights section gives details of the changes made since the previous issue of this document.

Summary of Changes

This is Issue 1.0 of the document related to Product Library version 13.0

Detail of Changes

The changes are as follows:

Chapter/Section/Page	Change