

## ARA Update Fail Alert

KB-0015-21

Document Summary	
<b>Article Type</b>	User Guide
<b>Products Affected</b>	Exaquantum/ARA
<b>Versions Affected</b>	R3.00 – R3.30
<b>Function Affected</b>	ARA Update Job
<b>Available Resolution</b>	N/A
<b>Audience</b>	System Intergrators, Administrators
<b>Summary</b>	If the the ARA Update job fails configure the system to send an Email notification
<b>Review Date</b>	Document to be reviewed before September 2022



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# 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 unavailable. 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

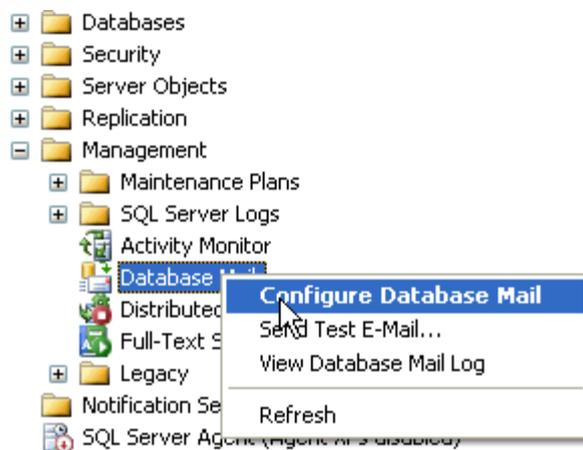
## 2.1 Setup SQL Server Database Mail

### 2.1.1 Open the SQL Server Management Studio

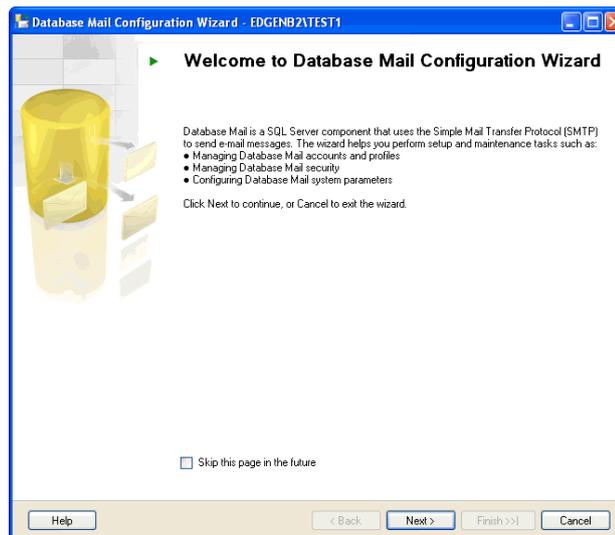
Select Start / Microsoft SQL Server / SQL Server Management Studio

### 2.1.2 Setup Database Mail

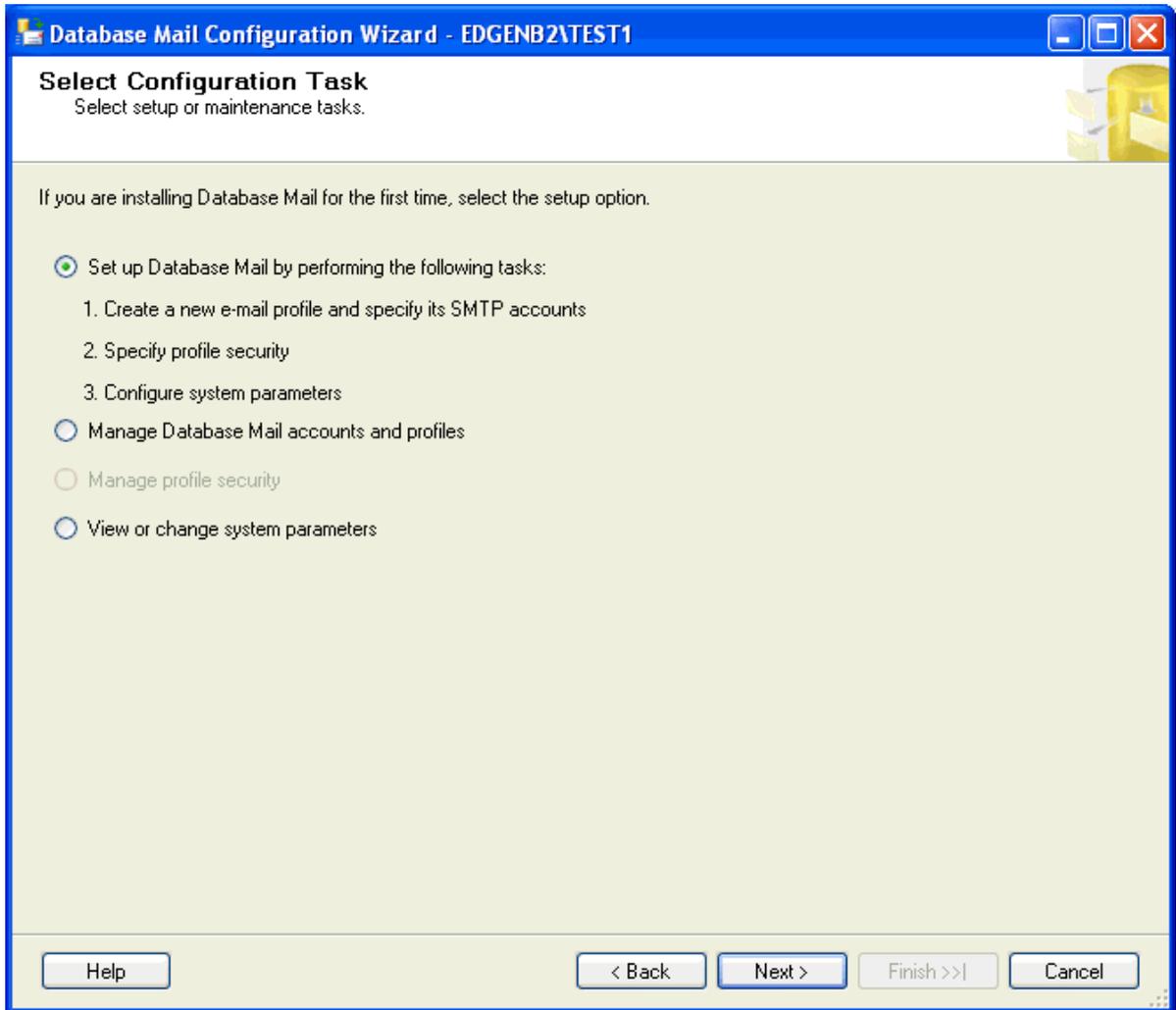
As the local Administrator, connect to the server and expand the Management node of the tree and then right click on "Database Mail".



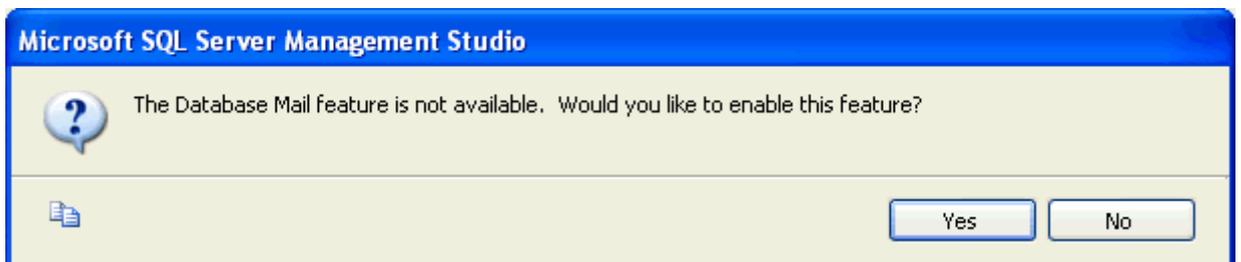
2.1.2.1 Then select "Configure Database Mail" and the following welcome screen will be displayed, then click "Next".



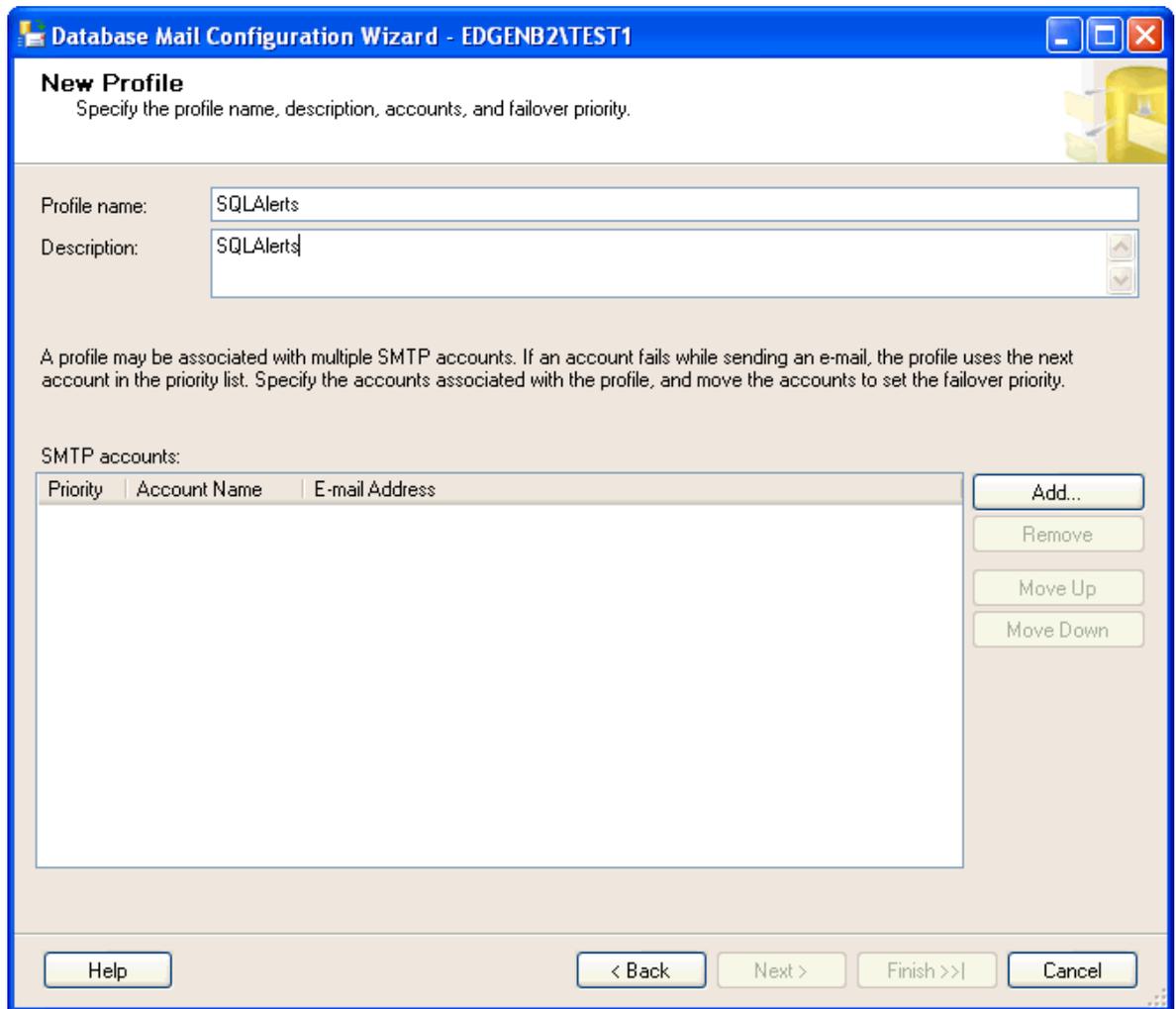
2.1.2.2 The following screen will appear and select "Set up Database Mail by performing..." and click "Next".



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.



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



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".

Specify name, description, and attributes for your SMTP account.

Account name:

Description:

Outgoing Mail Server (SMTP)

E-mail address:

Display name:

Reply e-mail:

Server name:  Port number:

This server requires a secure connection (SSL)

SMTP Authentication

Windows Authentication using Database Engine service credentials

Basic authentication

User name:

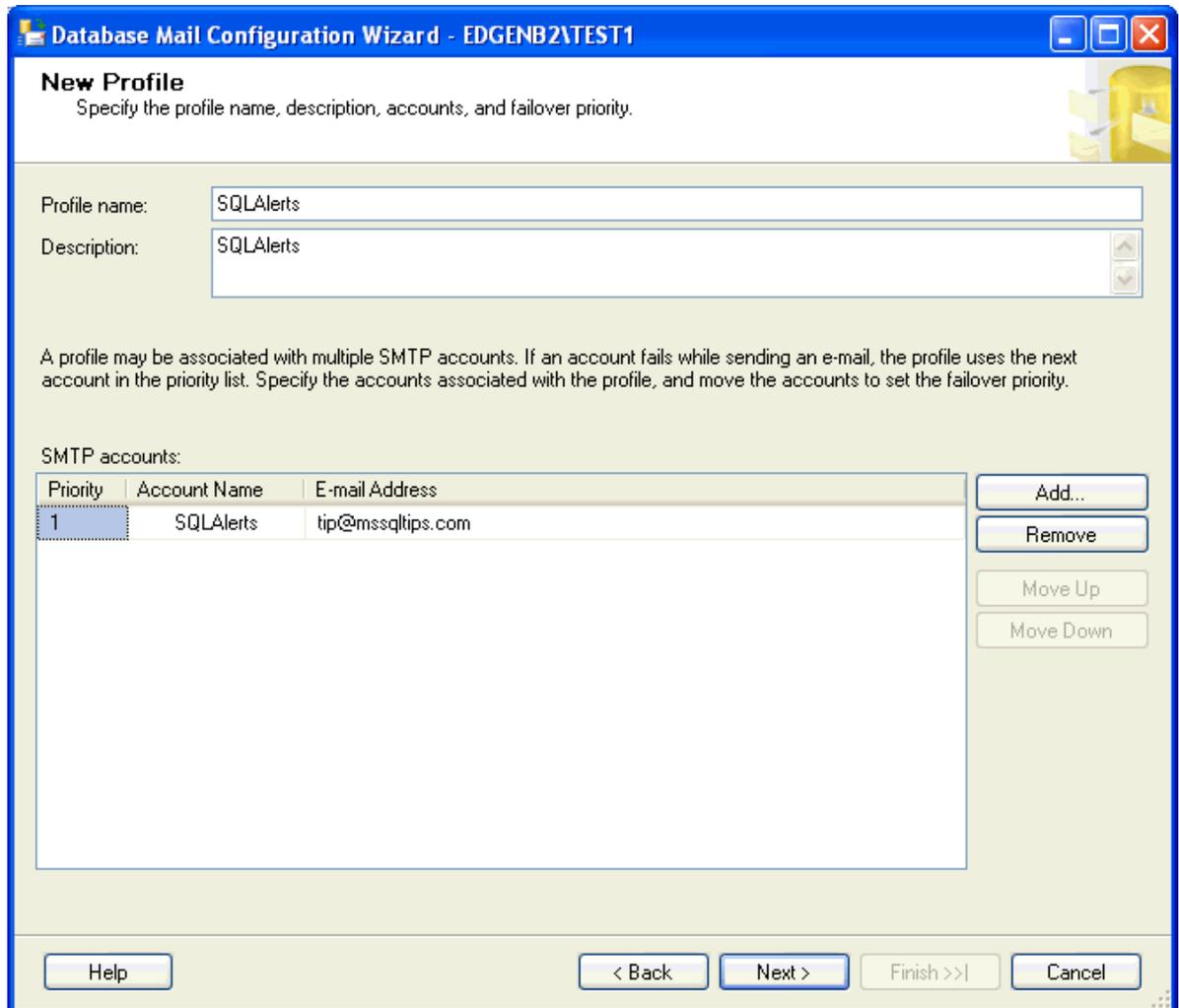
Password:

Confirm password:

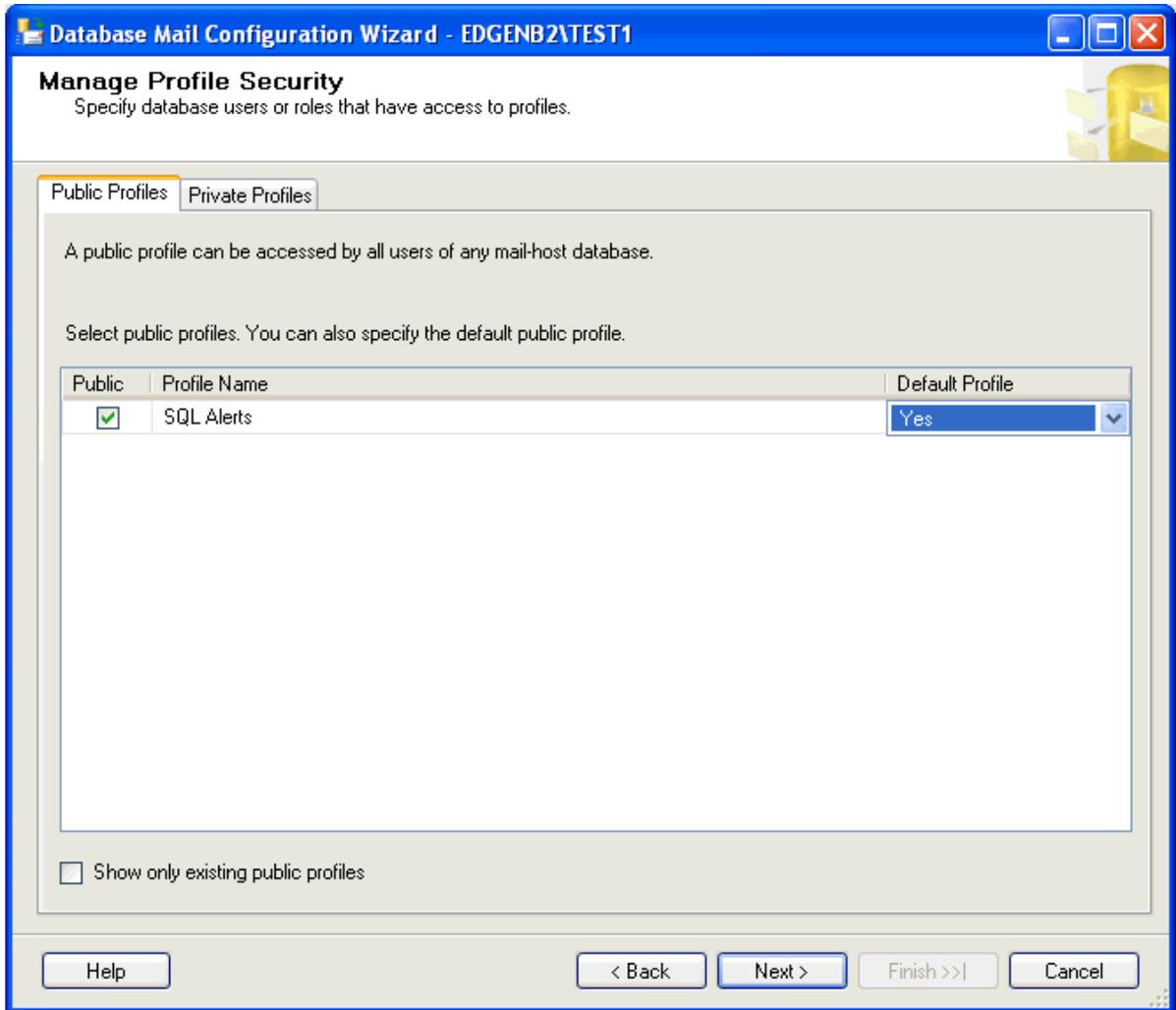
Anonymous authentication

OK Cancel Help

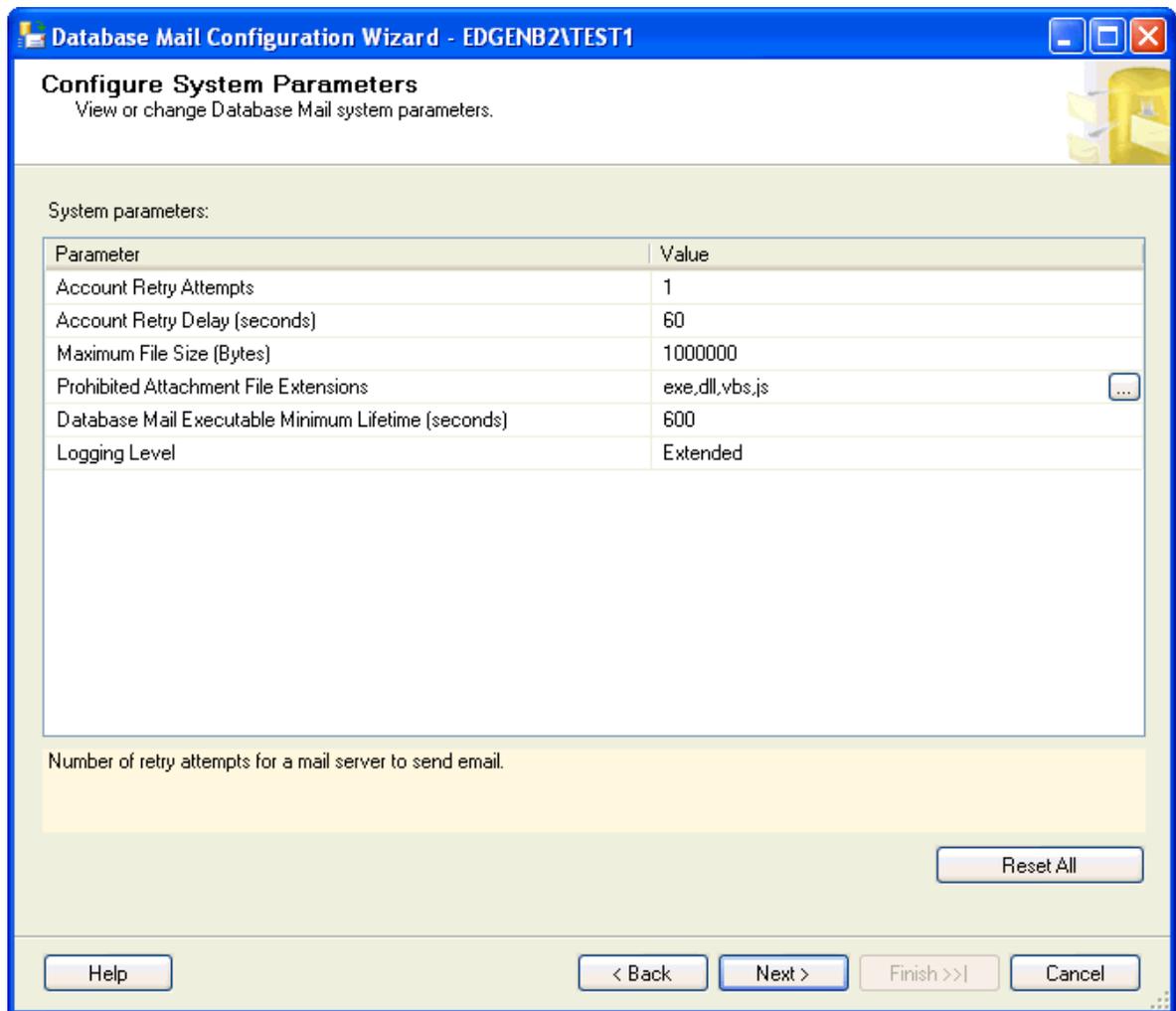
2.1.2.6 Click "OK" returns to this screen and the SMTP details will now show for the account setup. Click "Next" to continue.



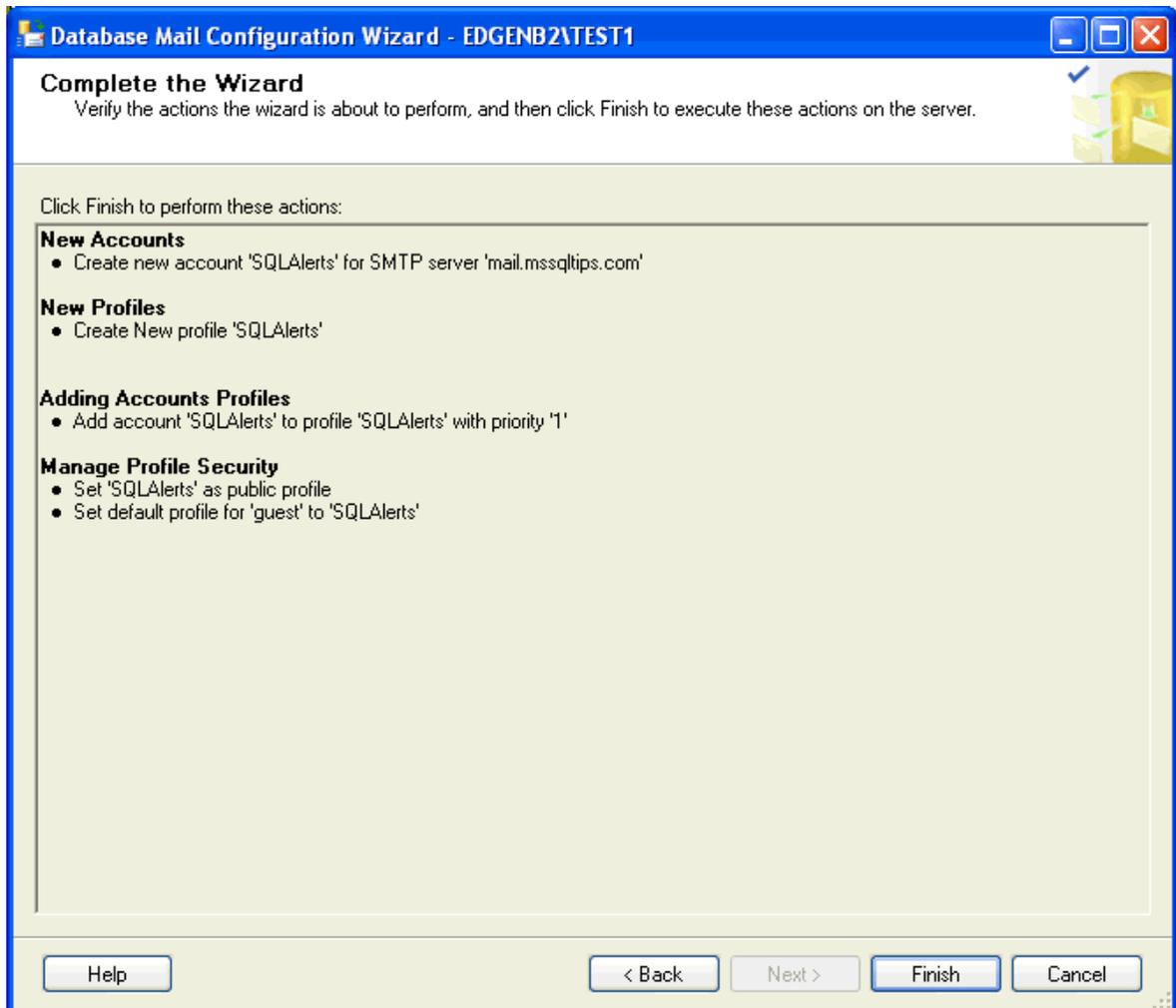
2.1.2.7 On the next screen the name of the profile that has been setup is displayed. Click on the checkbox to allow this to be a Public profile and also select "Yes" for the default profile and then click "Next".



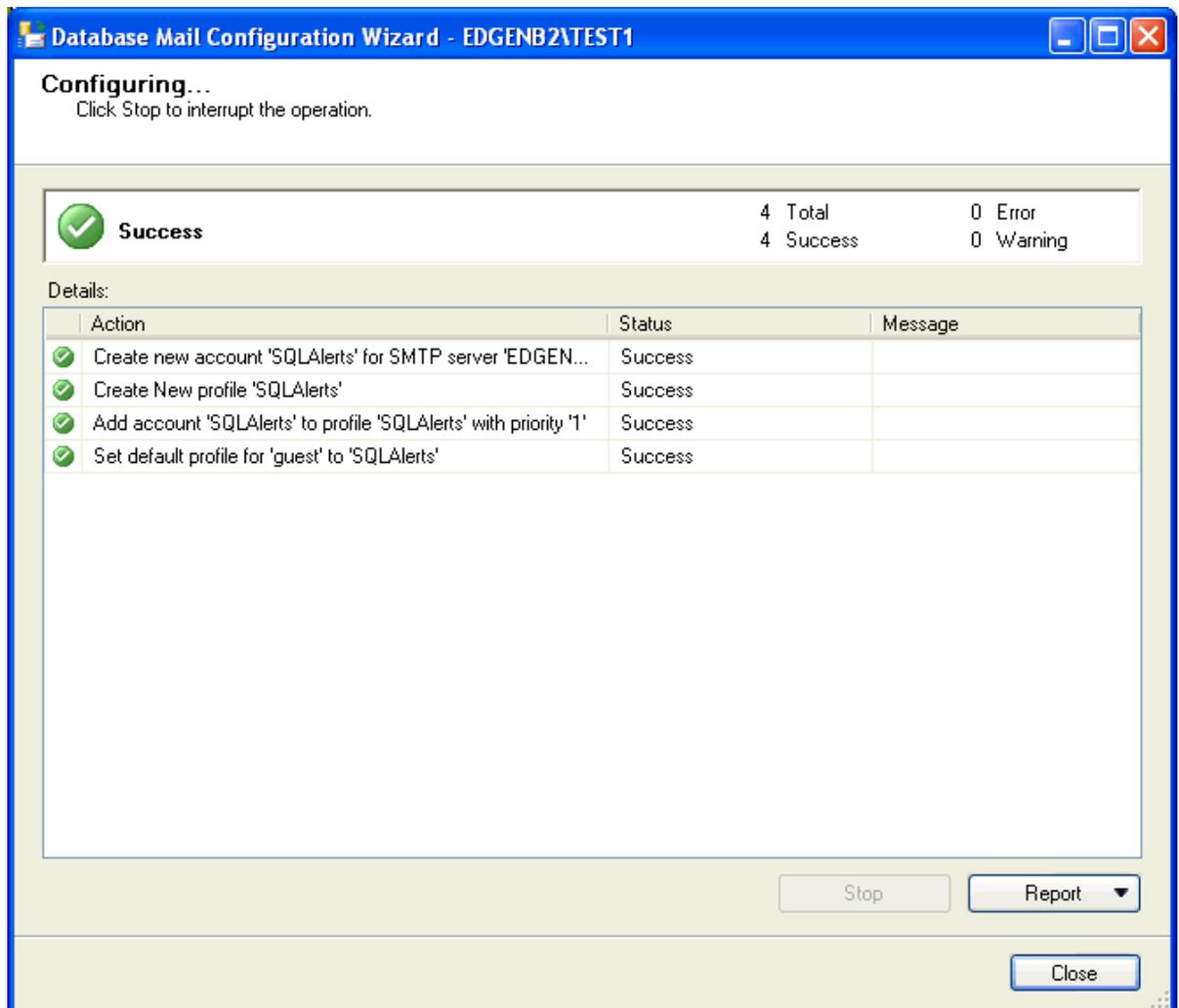
2.1.2.8 The following screen has some additional parameters that can be set to control how the mail is sent. Accepting the defaults is recommended. Click "Next".



- 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.

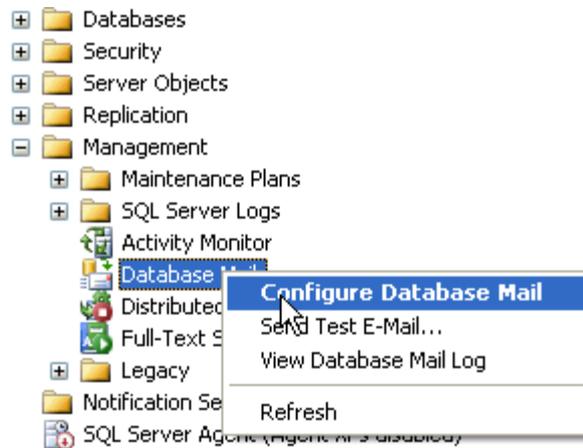


2.1.2.10 Click "Finish" the next screen will appear that shows the status of installing Database Mail. When this has finished click "Close" to close this screen.

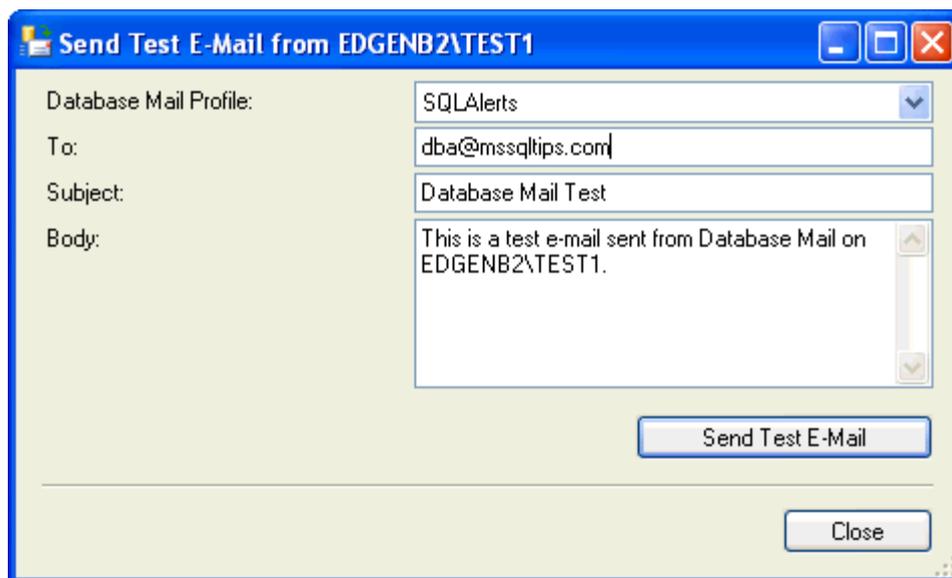


### 2.1.3 Test Database Mail

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".

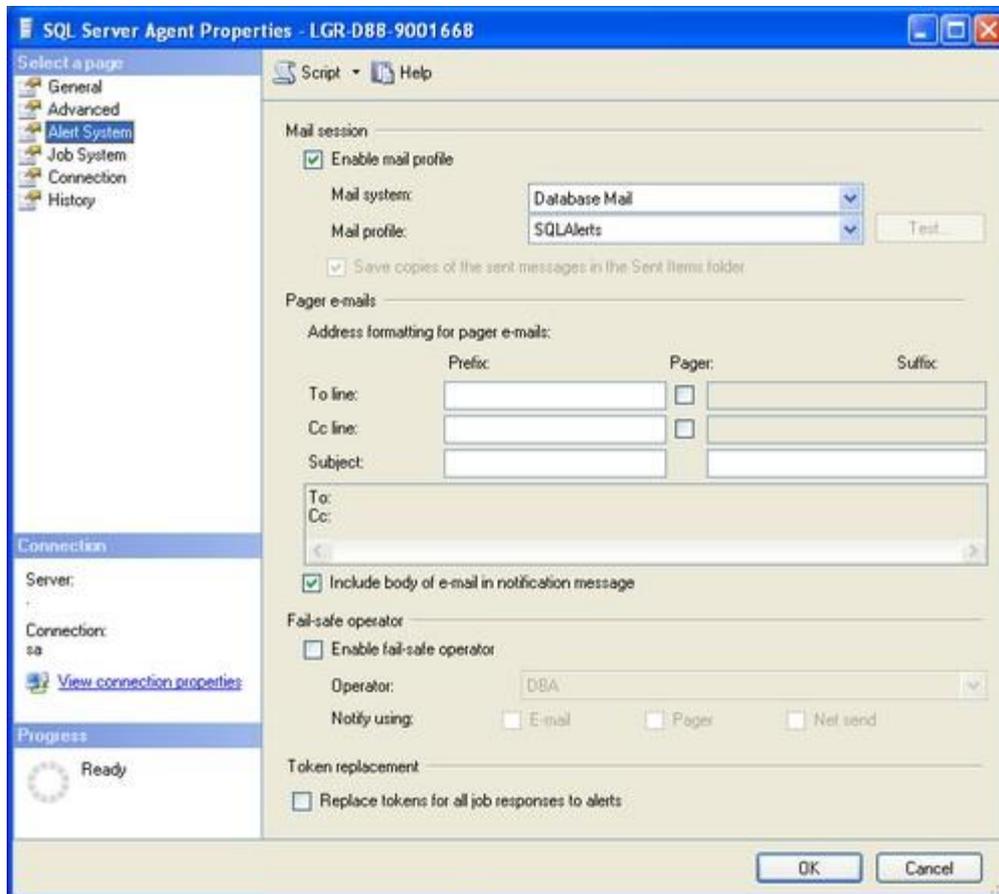


After the test has been sent this message box will confirm if the email was received or not. Click "OK" to close the screen or click "Troubleshoot" which will launch the help information to see what the issue may be and how it can be resolved.



2. Select Alert System in the left pane and do the following:

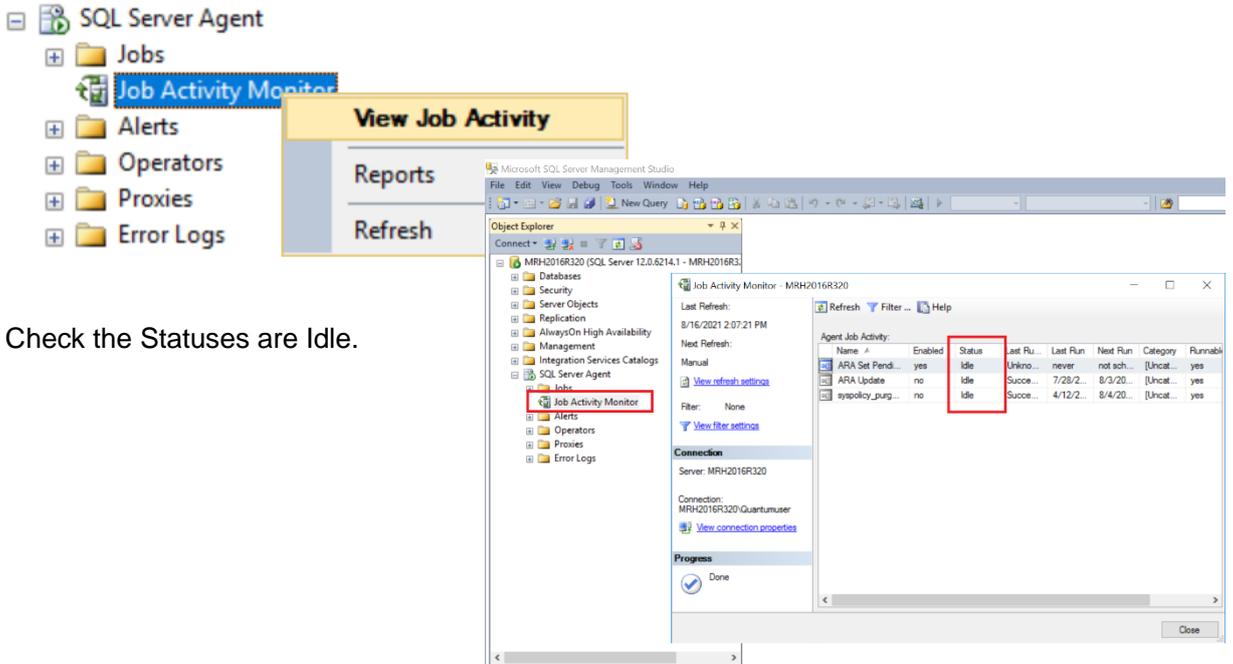
- Check Enable mail profile
- Verify Mail system is Database Mail
- Verify Mail profile is SQLAlerts
- Check Include body of e-mail in the notification message
- Click OK to save settings.



## 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.



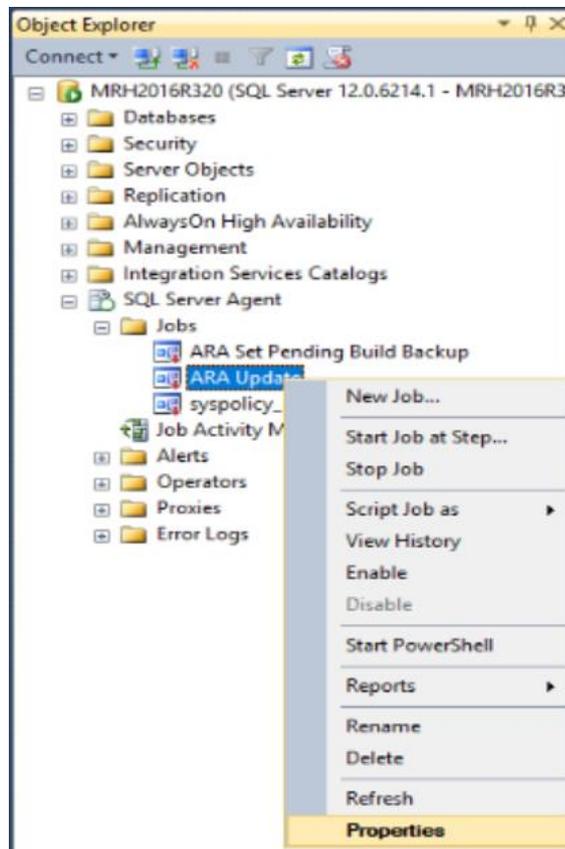
To Restart the SQL Server Agent right click and select Restart.



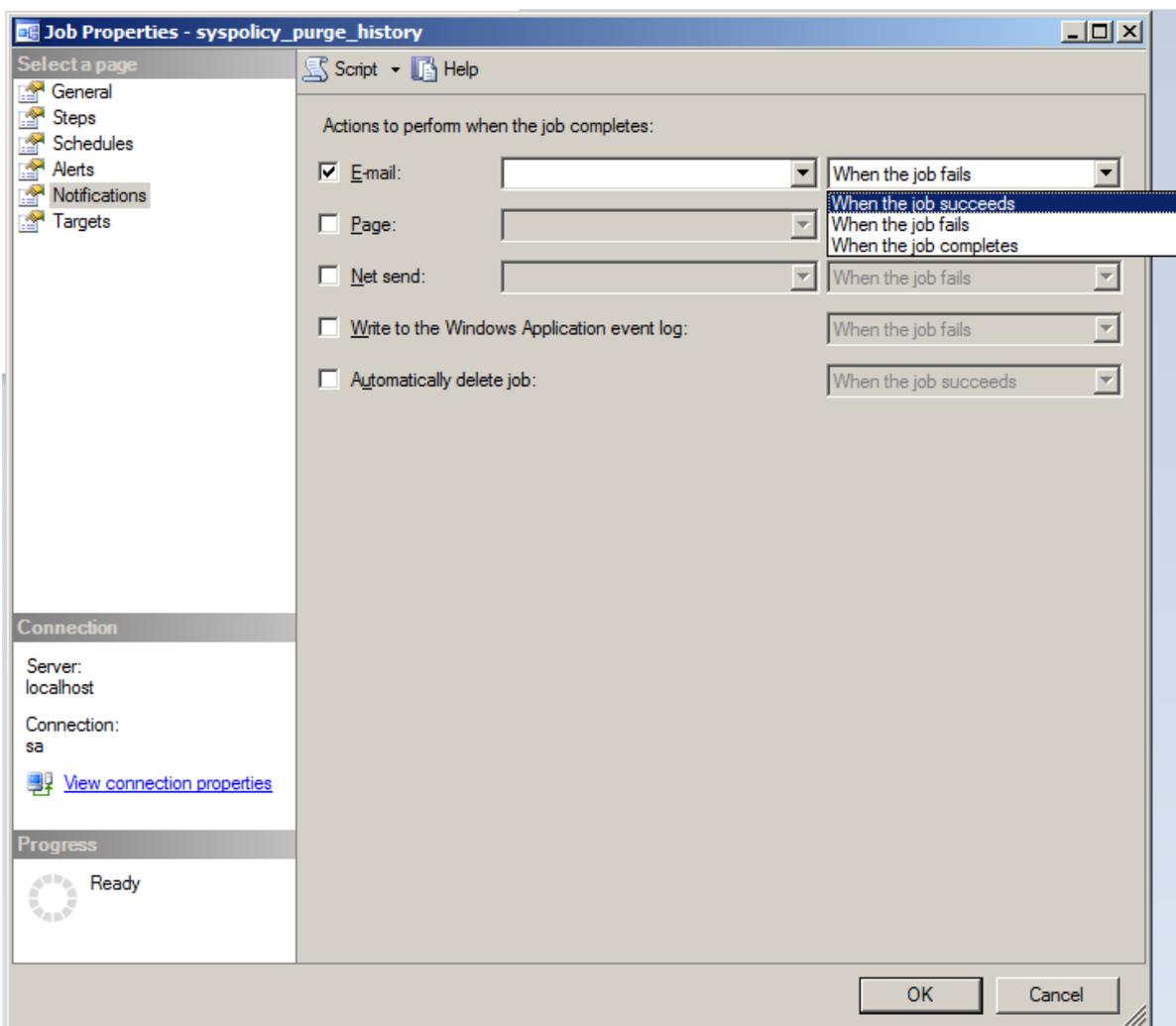
## 2.4 Define a SQL Server Notification

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.



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



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 Update completes, if this works as expected change to When the job fails.

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## 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](mailto: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