# **Recoverable OPC Drop Outs**

Recoverable OPC drop outs are a long standing problem that has been experienced by a number of customers over the past 2-3 years. The symptoms of the problem are a disconnection occurring between OPC server(s) and the Exaquantum server. To help recognise this problem, the error messages that are logged are reproduced later in this FAQ.

To minimise the loss of data that used to occur when the disconnection took place, Exaquantum was modified to recognise that the disconnection had occurred and to immediately re-establish the connection automatically. This interim solutions has been successful in alleviating the problem until a permanent solution to the problem could be found.

Now, after intensive investigation by Yokogawa companies in conjunction with Microsoft, the cause of the problem has been identified.

## Cause

Microsoft Management Console (MMC) is used to host tools that manage the hardware, software and network components of the Windows system. MMC is also used to host the Exaquantum Administration Tools.

The cause of the problem has been identified as running the Exaquantum Administration Tools with another snap-in (for example SQL Server Enterprise Manager) inside the same session.

After browsing Exaquantum Administration Tools and the other snap-in (SQL Server Enterprise Manager) on closing the MMC session, the process (mmc.exe) does not disappear form the process list. After 15 minutes to 1 hour recoverable OPC drop outs will occur.

## Workaround

The workaround is to run the Exaquantum Administration tools with no other snap-in added. Under these conditions, mmc.exe will close down successfully.

#### **Permanent Solution**

The solution to this problem is still under investigation by Microsoft.

How to identify recoverable OPC drop outs

The following sequence of messages can be seen repeating in the Exaquantum server application event log.

Recoverable OPC drop outs can be experienced for both DA and AE data either simultaneously or individually. The error messages are different depending on which type of drop out is occurring.

## DA Data Drop Out Error Messages

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	Information	14/05/2003	16:54:41	Quantum	QHistorian	62116	S-1-5-21-1644	EXAQUANT
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## AE Data Drop Out Error Messages

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	S Error	14/05/2003	18:11:26	Quantum	QHistorian	62093	S-1-5-21-1644	EXAQUANT
	Information	14/05/2003	16:54:41	Quantum	QHistorian	62116	S-1-5-21-1644	EXAQUANT
	8 Error	14/05/2003	16:54:31	Quantum	QHistorian	62096	5-1-5-21-1644	EXAQUANT
	SError	14/05/2003	16:54:31	Quantum	Ohistorian	62096	5-1-5-21-1644	EXAQUANT

## **Clients Drop Outs**

It is also possible of the OPC drop out condition to affect clients. There are two errors that have been encountered on clients as a result of the OPC drop out problem:

#### **Get Dates Failed**

This error can be displayed on the UI when the condition occurs: "Get Dates Failed" "Error Number: 2147219497 (Get Dates Failed)"

## Failed to create Server Session Object

This error appears in the client Application Event Log when the condition occurs: Failed to create Server Session Object:<server name>hr=0x80010108 This is the same error code that is seen for OPC drop outs on the Exaquantum Server.