

Errors when generating Excel Reports using Exaquantum/MDX

KB-0056-22

Document Summary	
Article Type	Knowledge Base Article
Products Affected	Exaquantum/MDX
Versions Affected	All Versions
Function Affected	MDX Excel Reports that use the Exaquantum Excel Add-in
Available Resolution	Restore DCOM Default Settings
Audience	System Integrators, Administrators and Users
Summary	Users are unable to generate Excel reports in Exaquantum/MDX
Review Date	Document to be reviewed before July 2024

Blank Page

Table of Contents

Table of Contents	1
Chapter 1 Introduction	2
1.1 Audience.....	2
Chapter 2 Error Messages and Log File	3
2.1 Error Message Shown On Screen.....	3
2.2 Error Message Shown In Event Log.....	3
2.3 Batch Update Log File Contents	4
Chapter 3 Root Cause	5
Chapter 4 Work Around Methods	6
4.1 Re-Run IT Security Tool.....	6
4.2 Modify DCOM Permissions For Excel	6
Chapter 5 Modifying Excel DCOM Permissions	7
5.1 DCOM Settings Changes - Component Services.....	7
Chapter 6 Further Reading	10
Copyright and Trademark Notices	11
Highlights.....	12

Chapter 1 Introduction

This document covers the use of the Exaquantum Excel Add-In to generate a report for use within Exaquantum/MDX, during which an on-screen error is displayed, and the user is requested to investigate the Batch Update Log File if it has been configured.

Unexpected errors may be encountered when using the Exaquantum Excel Add-In when creating MDX reports that access Data stored within Exaquantum.

The Root Cause of the error is modified Excel DCOM settings. These can be caused by a Microsoft Update and was first found in (KB5001224).

The issue is solved by restoring the Microsoft Excel DCOM Settings to the values that are set when using Exaquantum default settings, by the use of one of the work-around methods described within this document.

The problem will be apparent wherever the Microsoft Excel Add-In is used, either on the Server or Client.

If the problem is encountered again, for example after any further updates are made to Microsoft Excel in the future, then one of the work-around methods described within this document will need to be used again.

1.1 Audience

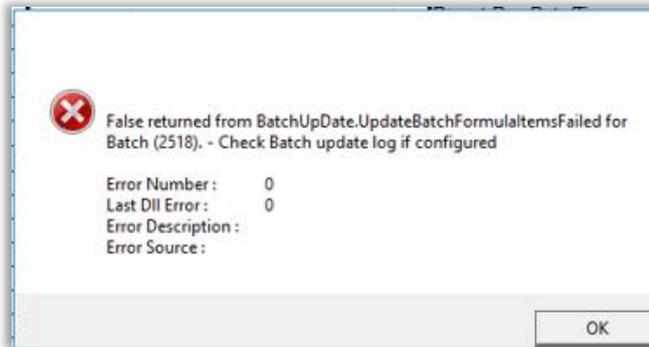
This guide is intended for system integrators, administrators and users.

Chapter 2 Error Messages and Log File

When an Excel Report is run within Exaquantum/MDX either manually or automatically, the following error may be displayed.

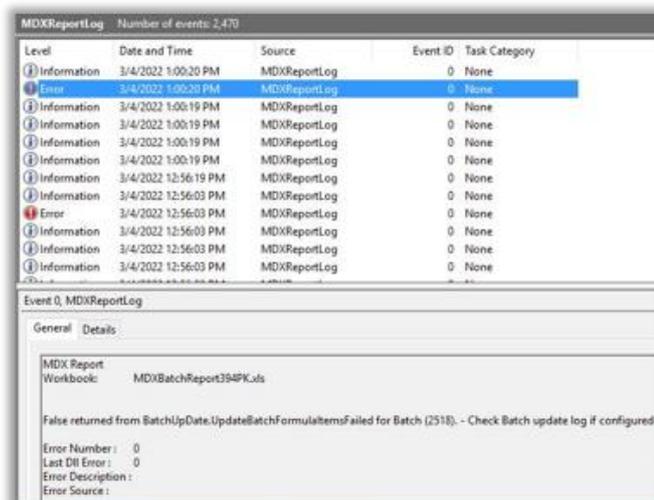
2.1 Error Message Shown On Screen

The message below is shown on screen when the Report being used by MDX is executed.



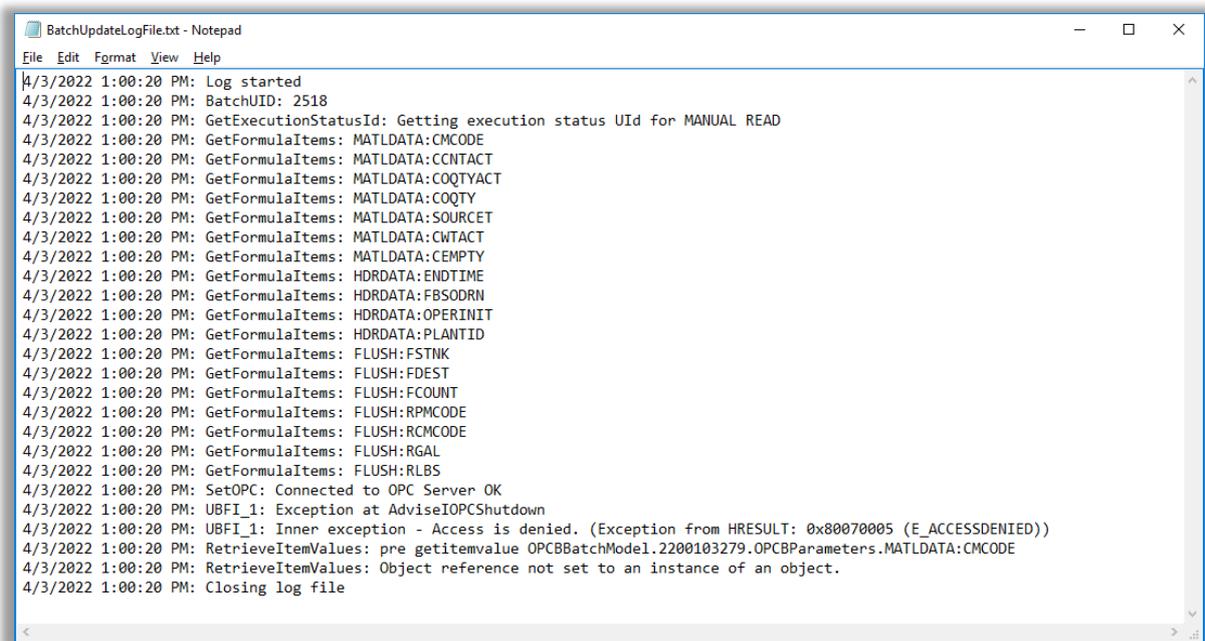
2.2 Error Message Shown In Event Log

The Error Message below is shown within the Event Log when the Report being used by MDX is executed.



2.3 Batch Update Log File Contents

The Batch Update Log File contents are shown below, with an Access Denied error displayed, when the report requested information from the database.



```
BatchUpdateLogFile.txt - Notepad
File Edit Format View Help
4/3/2022 1:00:20 PM: Log started
4/3/2022 1:00:20 PM: BatchUID: 2518
4/3/2022 1:00:20 PM: GetExecutionStatusId: Getting execution status UID for MANUAL READ
4/3/2022 1:00:20 PM: GetFormulaItems: MATLDATA:CMCODE
4/3/2022 1:00:20 PM: GetFormulaItems: MATLDATA:CCNTACT
4/3/2022 1:00:20 PM: GetFormulaItems: MATLDATA:COQTYACT
4/3/2022 1:00:20 PM: GetFormulaItems: MATLDATA:COQTY
4/3/2022 1:00:20 PM: GetFormulaItems: MATLDATA:SOURCET
4/3/2022 1:00:20 PM: GetFormulaItems: MATLDATA:CWTACT
4/3/2022 1:00:20 PM: GetFormulaItems: MATLDATA:CEMPTY
4/3/2022 1:00:20 PM: GetFormulaItems: HDRDATA:ENDTIME
4/3/2022 1:00:20 PM: GetFormulaItems: HDRDATA:FBSODRN
4/3/2022 1:00:20 PM: GetFormulaItems: HDRDATA:OPERINIT
4/3/2022 1:00:20 PM: GetFormulaItems: HDRDATA:PLANTID
4/3/2022 1:00:20 PM: GetFormulaItems: FLUSH:FSTNK
4/3/2022 1:00:20 PM: GetFormulaItems: FLUSH:FDEST
4/3/2022 1:00:20 PM: GetFormulaItems: FLUSH:FCOUNT
4/3/2022 1:00:20 PM: GetFormulaItems: FLUSH:RPMCODE
4/3/2022 1:00:20 PM: GetFormulaItems: FLUSH:RCMCODE
4/3/2022 1:00:20 PM: GetFormulaItems: FLUSH:RGAL
4/3/2022 1:00:20 PM: GetFormulaItems: FLUSH:RLBS
4/3/2022 1:00:20 PM: SetOPC: Connected to OPC Server OK
4/3/2022 1:00:20 PM: UBFI_1: Exception at AdviseIOPCShutdown
4/3/2022 1:00:20 PM: UBFI_1: Inner exception - Access is denied. (Exception from HRESULT: 0x80070005 (E_ACCESSDENIED))
4/3/2022 1:00:20 PM: RetrieveItemValues: pre getitemvalue OPCBatchModel.2200103279.OPCBParameters.MATLDATA:CMCODE
4/3/2022 1:00:20 PM: RetrieveItemValues: Object reference not set to an instance of an object.
4/3/2022 1:00:20 PM: Closing log file
```

The Access Is Denied error shown in the Batch Update Log file prevents data stored within Exaquantum being used within the Report.

Chapter 3 Root Cause

The Root Cause of the error is modified Excel DCOM settings. These can be caused by a Microsoft Update and was first found in (KB5001224).

Chapter 4 Work Around Methods

As the issue is caused by the application of a Microsoft Excel Update which may be repeated, it is not possible to provide a preventative fix.

If any future Microsoft Excel Update is applied , then one of the Work Around methods described may need to be carried out again.

4.1 Re-Run IT Security Tool

The IT Security Tool can be run at any time to reset the DCOM Permissions to a Default setting that allows Exaquantum/MDX Reports to be generated successfully once more.

Running the IT Security Tool on a server will require a restart of the Exaquantum services, which will need to be scheduled.

For details regarding the use of the IT Security Tool see the following document:

Exaquantum Engineering Guide (IM 36J04A15-02E).

Volume 2 – Network Configuration

Chapter 6 - IT Security

Section 6.2.3 - How to Use IT Security Setting Tool

4.2 Modify DCOM Permissions For Excel

Change DCOM Security Tab Access Permissions from Customise to Default.

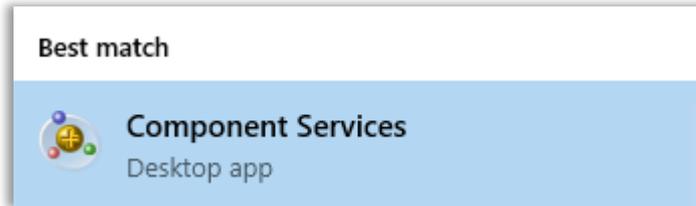
The required steps are detailed in Chapter 5.

Chapter 5 Modifying Excel DCOM Permissions

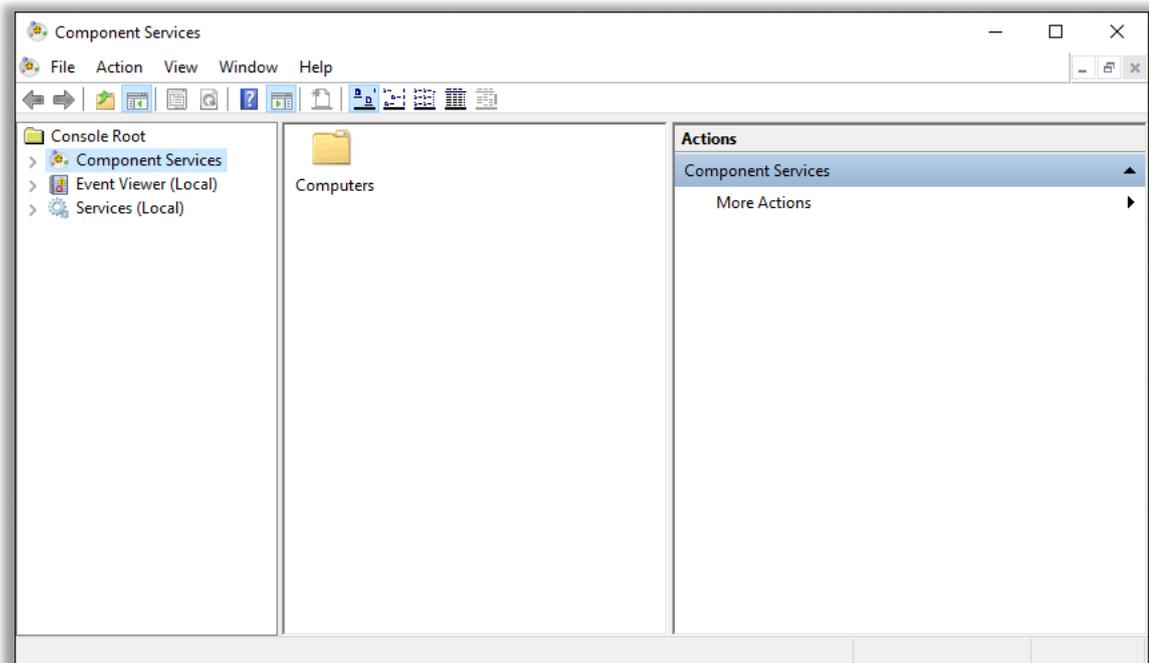
To modify the DCOM access permissions for Microsoft Excel, the following steps need to be run by a user with Administrator Rights.

5.1 DCOM Settings Changes - Component Services

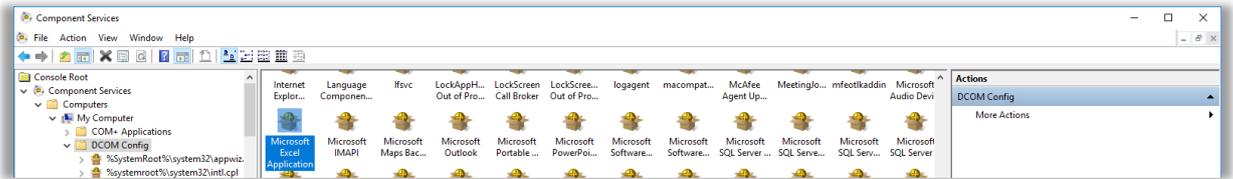
- 1) Select Component Services by pressing the Windows Key (), then type **component services** and select the Component Services application (Similar to below).



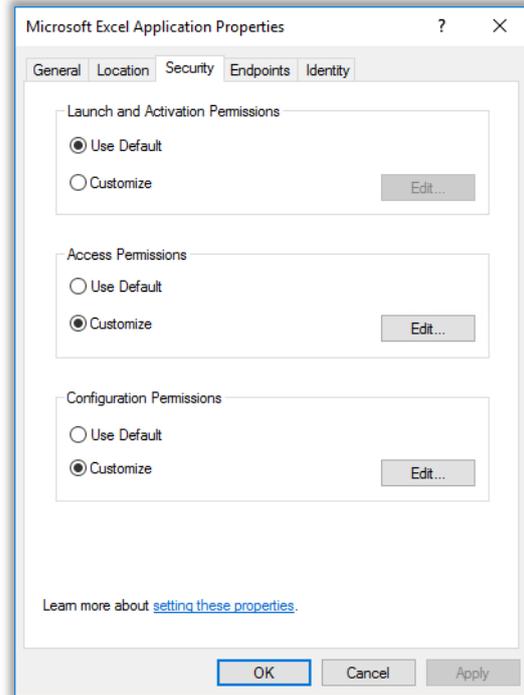
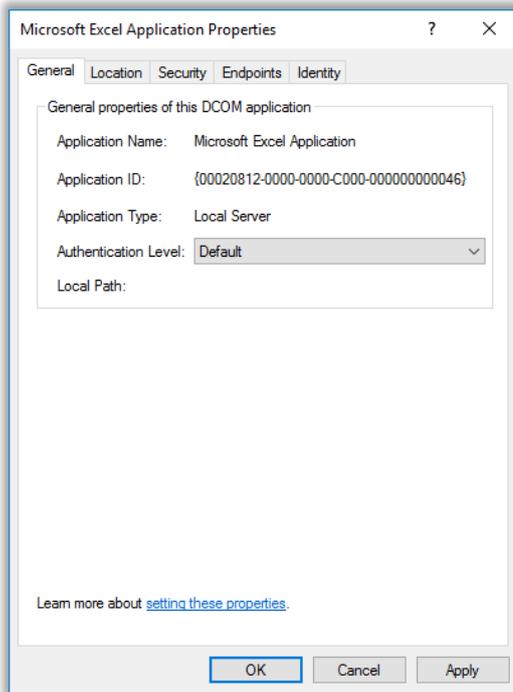
- 2) Once the Component Services Application has opened, the following screen will appear.



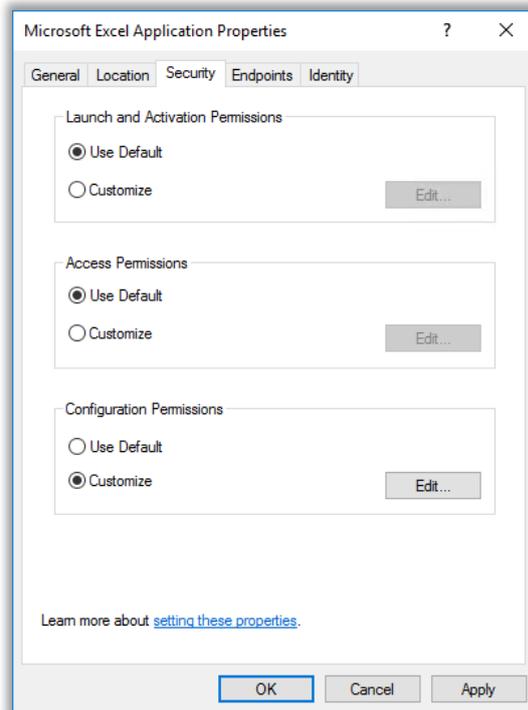
- 3) Under Component Services – Computers – My Computer – DCOM Config Select the Microsoft Excel Application.



- 4) Right-Click on the Microsoft Excel Application, Select Properties and Select the Security Tab.



- 5) On the Security Tab under the Access Permissions section, select the Use Default Button.



- 6) Click Apply and then OK to close the properties dialogue box.
- 7) Restart Microsoft Excel for the changes to take effect.

Chapter 6 Further Reading

Exaquantum Engineering Guide -Volume 2 – Network Configuration (IM 36J04A15-02E).
If you have any questions or queries about the information contained in this document, then please contact Yokogawa Marex at support.ymx@yokogawa.com

Copyright and Trademark Notices

© 2022 Yokogawa Electric Corporation

■ All Rights Reserved

The copyright of the programs and online manuals contained in the software medium of the Software Product shall remain with YOKOGAWA.

You are allowed to print the required pages of the online manuals for the purposes of using or operating the Product; however, reprinting or reproducing the entire document is strictly prohibited by the Copyright Law.

Except as stated above, no part of the online manuals may be reproduced, transferred, sold, or distributed to a third party in any manner (either in electronic or written form including, without limitation, in the forms of paper documents, electronic media, and transmission via the network).

Nor it may be registered or recorded in the media such as films without permission.

■ Trademark Acknowledgements

- CENTUM, ProSafe, Exaquantum, Vnet/IP, PRM, Exaopc, Exaplog, Exapilot, Exasmoc and Exarqe are registered trademarks of Yokogawa Electric Corporation.
- Microsoft, Windows, Windows Server, SQL Server, Excel, Internet Explorer, SharePoint, ActiveX, Visual Basic, Visual C++, and Visual Studio are either registered trademarks or trademarks of Microsoft Corporation in the United States and other countries.
- Adobe and Acrobat are registered trademarks of Adobe Systems Incorporated and registered within particular jurisdictions.
- Ethernet is a registered trademark of XEROX Corporation.
- All other company and product names mentioned in this manual are trademarks or registered trademarks of their respective companies.
- We do not use TM or ® mark to indicate those trademarks or registered trademarks in this manual.
- We do not use logos in this manual.

Highlights

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

- **Summary of Changes**

This is Issue 2.0 of the document related to Product Library version 2.0.

- **Detail of Changes**

The changes are as follows:

Chapter/Section/Page	Change
Front page	Review Date updated
Page 10	Email address updated