

Exaquantum/Batch Reports Fail After Upgrading Excel

KB-0063-22

Document Summary	
Article Type	User Guide
Products Affected	Exaquantum/Batch
Versions Affected	All Versions
Function Affected	Exaquantum/Batch Reporting
Available Resolution	Re-Install / Upgrade In-Place Procedure
Audience	System Integrators and Administrators
Summary	Exaquantum/Batch Reports Fail To Complete
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Chapter 1 Introduction

Exaquantum/Batch Reports (Standard and User Designed) will fail to run correctly after completing an in-place upgrade of Microsoft Office.

This will still be the case even if you Un-Install and then Re-Install Exaquantum/Batch after the upgrade of Microsoft Office.

1.1 Audience

This guide is intended for System Integrators and Administrators.

Chapter 2 Available Corrective Methods

There are two methods that can be used to allow reports to be run in Exaquantum/Batch after an in-place upgrade of Microsoft Excel has been completed.

1. Re-install from Scratch
2. Modify Existing Configuration

2.1 Re-Install From Scratch

Rebuild the environment from scratch (With no previous Version of Office installed). Install Required Version of Microsoft Office, followed by Exaquantum and Exaquantum/Batch.

2.2 Modify Existing Configuration

This procedure can be followed without the need to re-install Microsoft Office, Exaquantum and Exaquantum/Batch.

2.2.1 QTM_PROCESS Account

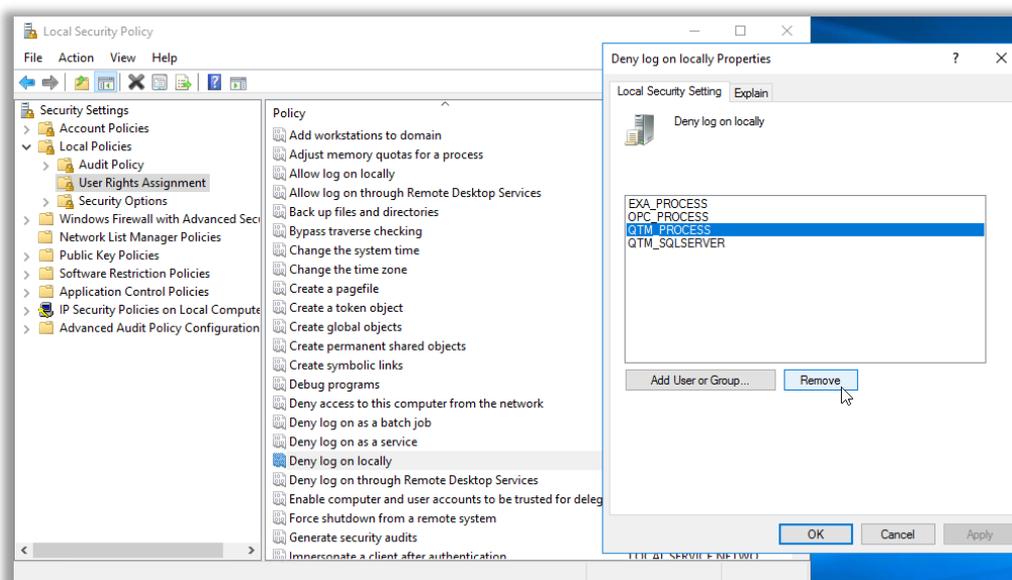
Use the **CreateQTMProcess** Tool from the Tools Folder on Disk 1 of the Exaquantum Installation media with the **-p** option to set a known password. (See Section 2-12 of the Exaquantum R3.30 Installation Guide - IM 36J04A13-01E-023).

This will need to be performed using an Admin Command Prompt when logged in to the **Local Administrator** account.

Note this command will not work as expected if the Local Administrators account is not used.

2.2.2 Local Security Policy

Use the Local Security Policy editor and remove the QTM_PROCESS account from the **Deny Log On Locally** option.



2.2.3 Log-In as QTM_PROCESS

Login to the QTM_PROCESS account using the **Password** that was set in step 2.2.1.

2.2.4 Start Excel

Start Excel interactively.

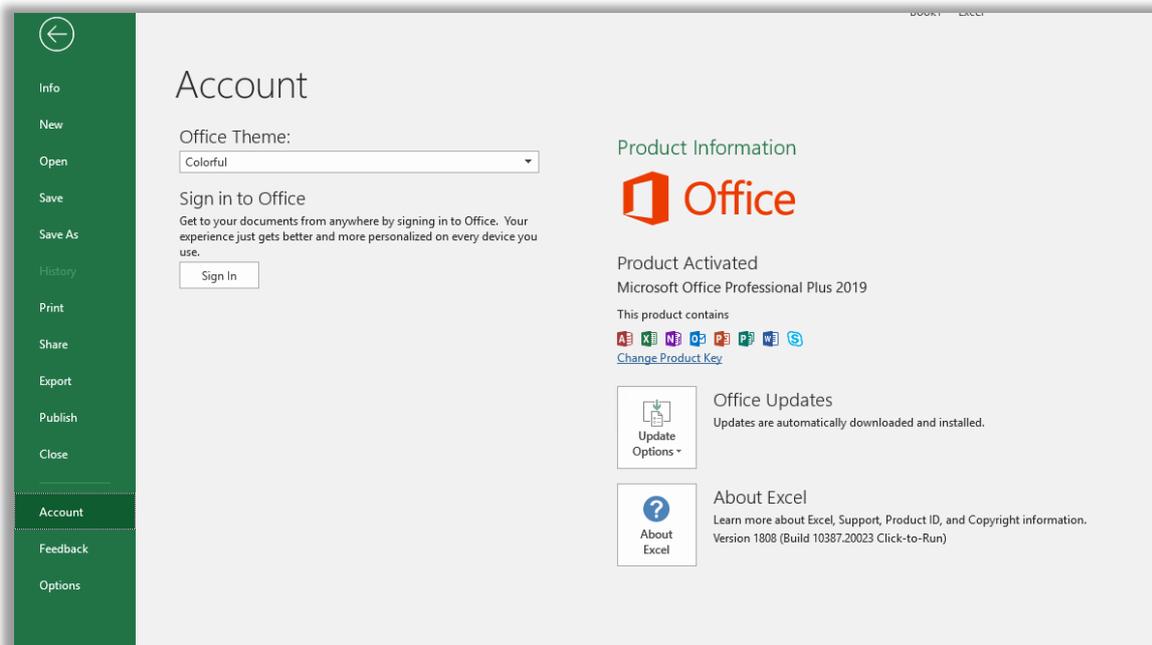
This will show several pop-up messages which need a response and then require closing.

Note

No reporting is possible if any pop-ups are displayed so once the initial popups have been closed, then Excel should be re-opened to ensure that it starts correctly without any pop-up messages being shown.

2.2.5 Activation

At this stage unless Office is correctly **activated**, as shown clearly on the account page when logged in as the QTM_PROCESS, it will not work.



It is known that Microsoft say that Office can be used without activation for a time, but YMX experience is that this does not apply when running under automation.

2.2.6 Log-Out as QTM_PROCESS

Once Excel is starting interactively and correctly when logged in as the QTM_PROCESS account, then the QTM_PROCESS account should be logged out.

Repeat step 2.2.1 but without the -p switch to reset the password back to the default. This will also re-add the account to the **Deny Log on locally** property.

Reboot the server.

2.2.7 IT Security Tool

After the reboot of the server, it would be good practice to re-run the IT Security Setting tool to ensure that everything gets reset not just items affected by the QTM_PROCESS password change.

This will of course require a second reboot of the server.

Exaquantum/Batch Reports should now run as expected.

Chapter 3 Further Information

For more details regarding the use of the CreateQTMPProcess tool, please refer to the following document – R3.30 Exaquantum Installation Guide (IM 36J04A13-01E-023).

Chapter 2 Pre-installation Preparation.

Section 2-12 (Page 28) – CreateQTMPProcess / How to Use This Tool.

If you have any questions or queries about the information contained in this document, then please contact Yokogawa Marex at support.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 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 6	Email address updated