

Explanation of messages provided by the Stale Alarm Reset Tool

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| Document Summary | |
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| Article Type | Knowledge Base Article |
| Products Affected | Exaquantum/ARA |
| Versions Affected | Exaquantum/ARA R3.30 and all previous versions |
| Function Affected | Exaquantum/ARA Longstanding and Active Alarm Data |
| Available Resolution | Explanation of Messages and possible solution |
| Audience | Administrators |
| Summary | Explanation of messages provided by the stale alarm reset tool |
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Table of Contents

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|---|----------|
| Table of Contents | 1 |
| Chapter 1 Introduction | 2 |
| 1.1 Audience | 2 |
| Chapter 2 Stale Alarm Reset Tool | 3 |
| Chapter 3 Console Window Messages | 4 |
| 3.1 Alarm closed and no longer on the server..... | 4 |
| 3.2 Alarm was not closed as it was active | 4 |
| 3.3 The item ID does not conform to the server's syntax | 4 |
| Chapter 4 Further Reading..... | 5 |
| Copyright and Trademark Notices | 6 |
| Highlights | 7 |

Chapter 1 Introduction

When Running the Stale Alarm Reset Tool you see messages in the console. This article will explain the messages that are seen when the tool is run.

1.1 Audience

This guide is intended for System Administrators.

Chapter 2 Stale Alarm Reset Tool

- The Stale Alarms Reset Tool uses OPC to verify the status of Exaopc alarms that Exaquantum/ARA currently considers to be Active
- Active alarms are those that appear in the Active Alarms Report or in the Long Standing Alarms Report when the Active filter is selected
- Any Exaopc alarms that are no longer active will be closed by the tool.
- The closed alarms will be removed from the ARA Active Alarms Report immediately and from the ARA Long Standing Alarm Report the next time that ARA processes.
- The tool will not close alarms with unprocessed raise or recover events. It will leave ARA to reset the alarm during normal processing. Therefore, the tool will only close an alarm that has returned to normal if there are no raise and recover events in the Exaquantum storage tables between when ARA last processed and when the tool is run.

The tool will not run unless ARA has processed all available alarm and event (A&E) messages, and so the following conditions will stop the tool from closing active Exaopc alarms:

1. There is still historical data to process (reverse processing pending)
2. The last hour has not been processed (running too far behind real time)
3. There is a pending refresh of the cube or database (rebuild of ARA data pending)
4. ARA will process in the next 5 minutes (possible overlap of the tool and ARA processing)

Chapter 3 Console Window Messages

The tool will only show three types of messages

- Alarm closed and no longer on the server
- Alarm was not closed as it was active
- The item ID does not conform to the server's syntax

3.1 Alarm closed and no longer on the server

When viewing the console window, the message in red appears that the alarm has been read and that it was closed with a TimeStamp shown of closure.

Below is an example of what is seen in the console window

"Alarm 'IVG21A_____22B.IOP' from OPC server 'GRDWET' was closed at 12-May-22 18:31:39 because **the alarm is no longer active on the server**"

This is standard functionality of the Stale Reset Tool

3.2 Alarm was not closed as it was active

When viewing the console, the following message in red may be seen

"Alarm 'OFM45B_____22D.ALM' from OPC server 'GRDWET' **was not closed because the alarm was active on the server** at 12-May-22 18:31:39"

This message is standard functionality of the tool.

The tool has checked the Alarm server and DCS and the alarm is still active on the server, so it has not been closed.

3.3 The item ID does not conform to the server's syntax

When viewing the console, the following message in red may be seen.

Active alarm 'LDF1445_____23G.ALM' could not be synchronized because value from OPC item ' GRDWET. LDF1445_____23G.@ALRM' at UTC '12-May-22 18:31:39 has a bad quality: **The item ID does not conform to the server's syntax.**

This message is from the OPC foundation Client API and tells us that the tag does not exist or the user running the tool does not have permission to read the tag.

Chapter 4 Further Reading

Exaquantum/ARA Product Technical Note TN NTPC00219-01E

Support calls are to be emailed to YMX Customer services with all relevant call logging document filled in: 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 1.0 of the document related to Product Library version 1.0.

- **Detail of Changes**

The changes are as follows:

| Chapter/Section/Page | Change |
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