

## Exaquantum Regional Settings

KB-0051-22

Document Summary	
<b>Article Type</b>	Knowledge Base Article
<b>Products Affected</b>	Exaquantum
<b>Versions Affected</b>	Exaquantum R3.30
<b>Function Affected</b>	Exaquantum Processing Data
<b>Available Resolution</b>	Change of Regional Settings on Server
<b>Audience</b>	Administrators
<b>Summary</b>	<p>Processing of Exaquantum data stops Application logs show error due to an insert conflicting with a Check constraint in QHistorian data tables regarding the timestamp</p> <pre>RDBWriter.cpp Line 355 : General Information. : Failed first try execution, Error #0: (80040e2f)The INSERT statement conflicted with the CHECK constraint "CK_EXAOPCCAMSOperationRecord". The conflict occurred in database "QHistorianData", table "dbo.EXAOPCCAMSOperationRecord", column "TimeStamp". : R3.10 : 2021/12/21 05:27:43.571</pre> <pre>RDBWriter.cpp Line 355 : General Information. : Failed first try execution, Error #0: (80040e2f)The INSERT statement conflicted with the CHECK constraint "CK_EXAOPCCAMSSimpleEventProcessAlarm". The conflict occurred in database "QHistorianData", table "dbo.EXAOPCCAMSSimpleEventProcessAlarm", column "TimeStamp". : R3.10 : 2021/12/21 05:42:35.318</pre>
<b>Review Date</b>	Document to be reviewed before September 2023

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# Chapter 1 Introduction

When Exaquantum is not updating as expected the Windows application logs show errors regarding Exaquantum INSERT conflicts for EXAOPCCAMSOOperationRecords and EXAOPCCAMSSimpleEventProcessAlarms.

## 1.1 Audience

This guide is intended for System Administrators.

## Chapter 2 Error in Application Logs

### 2.1 Errors

Below shows the two errors seen that highlight the issue regarding an insert statement that has conflicted with a Check constraint on a Exaquantum table in QHistorian data database

```
RDBWriter.cpp
Line 355 : General Information. : Failed first try execution, Error #0: (80040e2f)The INSERT statement conflicted with the CHECK constraint "CK_EXAOPCCAMSOOperationRecord".
The conflict occurred in database "QHistorianData", table "dbo.EXAOPCCAMSOOperationRecord", column "TimeStamp". : R3.10 : 2021/12/21 05:27:43.571
```

```
RDBWriter.cpp
Line 355 : General Information. : Failed first try execution, Error #0: (80040e2f)The INSERT statement conflicted with the CHECK constraint
"CK_EXAOPCCAMSSimpleEventProcessAlarm". The conflict occurred in database "QHistorianData", table "dbo.EXAOPCCAMSSimpleEventProcessAlarm", column "TimeStamp". :
R3.10 : 2021/12/21 05:42:35.318
```

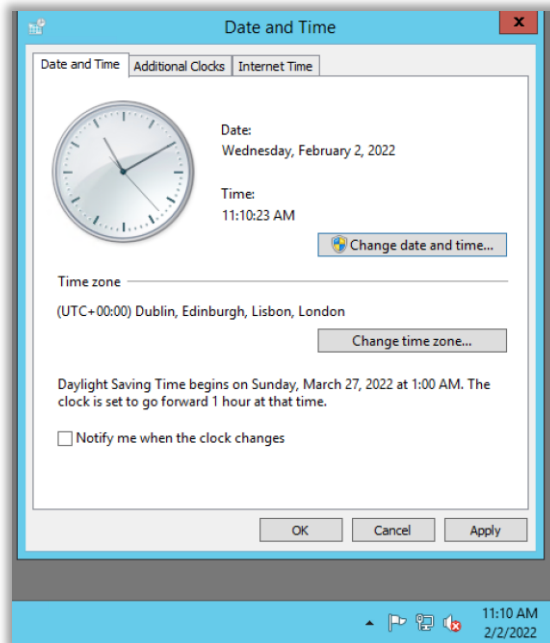
The result of this error is that Alarms are not being processed by Exaquantum which means any application installed for alarm or safety management will stop processing data.

These Errors happen due to the regional settings made on the Exaquantum/SFM server.

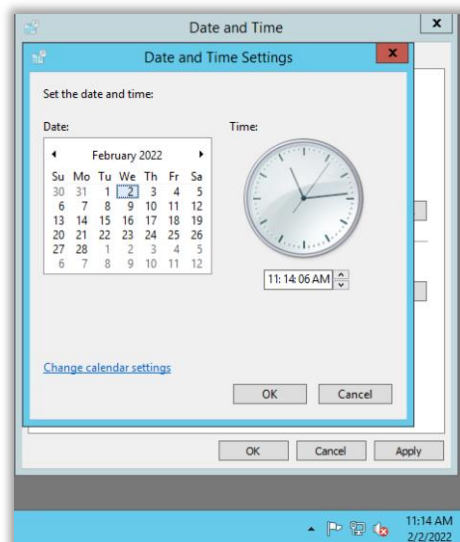
## Chapter 3 Regional settings

### 3.1 Accessing regional Settings on a Server

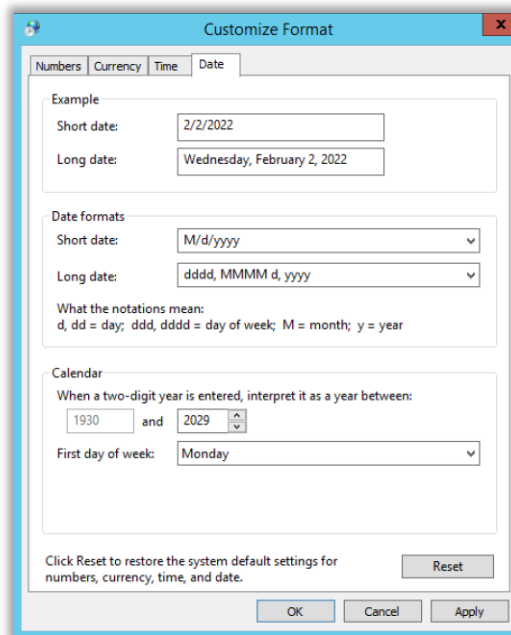
1. Log on to server as Local Administrator to make sure the user logged in has permission to edit the current region and time settings of the server
2. Select the time in bottom right of server screen to display the following window



3. Select the Change date and time box to show the following window and select Calendar settings

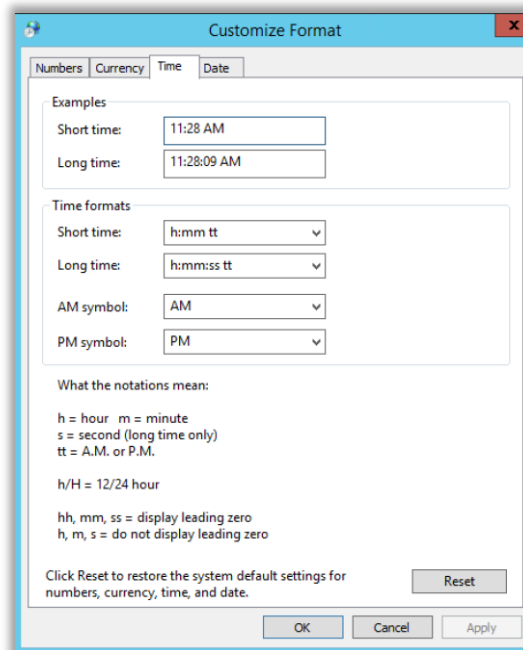


### 3.1.1 Editing the Date format

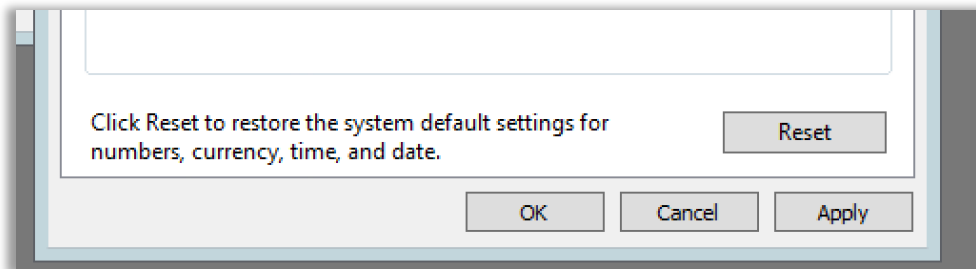


1. Change the date formats Short data and Long date to:  
**Short date:** M/d/yyyy  
**Long date:** dddd,MMMM,yyyy
2. These settings are the supported settings for Exaquantum
3. Once **Date** tab is changed select the **Time** tab at the top of the format window

### 3.1.2 Editing the Time Format



1. Edit the current servers **Time Formats** to show:
  - Short time:** h:mm tt
  - Long time:** h:mm:ss tt
  - AM symbol:** AM
  - PM symbol:** PM
2. These settings are the supported settings for Exaquantum
3. Once completed select Apply to confirm changes



4. Once applied select OK to close all Time formatting windows

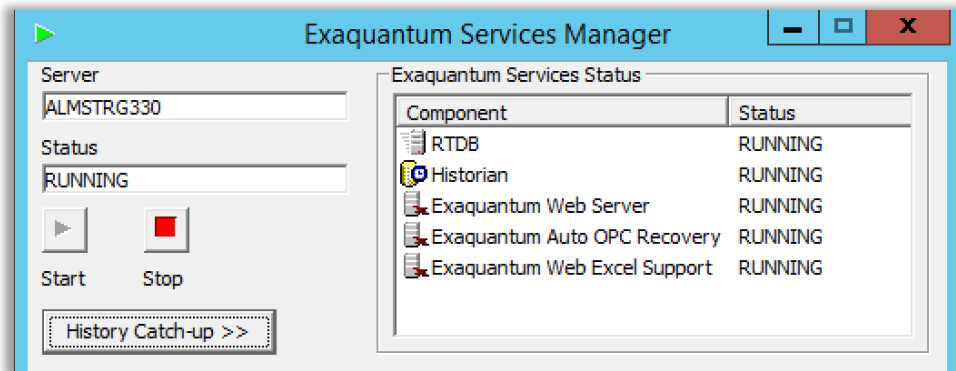


## Chapter 4 Stopping Exaquantum and Restarting the Server

To complete the update of the regional settings and for the new settings to take affect Exaquantum will need to be stopped and the Server restarted the following section shows how this is done.

### 4.1 Stopping Exaquantum services

1. Open the Exaquantum services application and select stop



**If you are using Exaquantum SFM then it is recommended to wait approximately thirty minutes after shutting down the Exaquantum services; this will allow SFM enough time to process any outstanding SER trips**

**Important: Failure to comply with the above instructions can result in an application error/failure when SFM is restarted due to mismatched trips raised and not processed.**

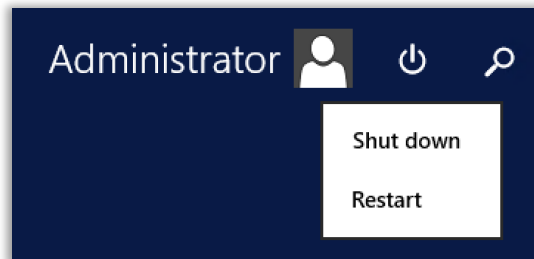
Please Contact customer services if this issue occurs. There are procedures on the pending trips tables of SFM that will allow normal processing to resume.

## 4.2 Restarting the Server

1. Select the power options from the start menu on the server desktop



2. Select the restart option when the power button is selected



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## Chapter 5 Actions After Server Restart

1. Start the Exaquantum services as mentioned in Chapter 4 section 4.1 of this article.

**Note:** You may need to allow the Exaquantum catch-up to complete (if configured) for the services to show as running.

2. Review the Windows application log. There should be no errors as mentioned in Chapter 2 of this Article.

**Note:** Confirm after the server and Exaquantum restart that there are no errors regarding failure to process alarms to Exaquantum as per Chapter 2 of this article.

3. If using Exaquantum/SFM allow SFM to process for next 10 minutes and then check reporting has updated in SFM to show alarms that were not being processed.

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## Chapter 6 Further Reading

Support calls are to be emailed to YMX Customer services with all relevant call logging document filled in: [support@ymx.yokogawa.com](mailto:support@ymx.yokogawa.com)

Exaquantum/SFM User Manuals and Engineering guides can be found at the following Location <https://ymx.yokogawa.com/affiliates/safety-management-products>

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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