Knowledge

Base

Exaquantum/ARA Reporting Subscription Error

Exaquantum/ARA

KB-1082-22

Document Summary	
Article Type	User Guide
Products Affected	Exaquantum/ARA
Versions Affected	Exaquantum/ARA R3.30 and above
Function Affected	SQL Server Reporting Services Report Subscriptions
Available Resolution	Modify Service User Permissions
Audience	System Integrators and Administrators
Summary	An error is seen when users attempt to create Exaquantum/ARA report subscripts in the SQL Server Reporting Services web portal. The error message appears as: **An error has occurred.** ✕ An error occurred within the report server database. This may be due to a connection failure, timeout or low disk condition within the database. OK
Review Date	Document to be reviewed before November 2023

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Chapter 1 Introduction

In Exaquantum/ARA, users can create report subscriptions of the ARA reports using SQL Server Reporting Services. This document will detail an error relating to report subscriptions when a user is attempting to create these report subscriptions and how to resolve it.

1.1 Audience

This guide is intended for system integrators and administrators.

Chapter 2 Issue Detail

2.1 Issue Description

An issue is seen when attempting to create report subscriptions using the web portal of SQL Server Reporting Services (SSRS).

Users that have the Content Manager role in SSRS are able to create report subscriptions.

The following error can be seen when "Create Subscription" is selected:
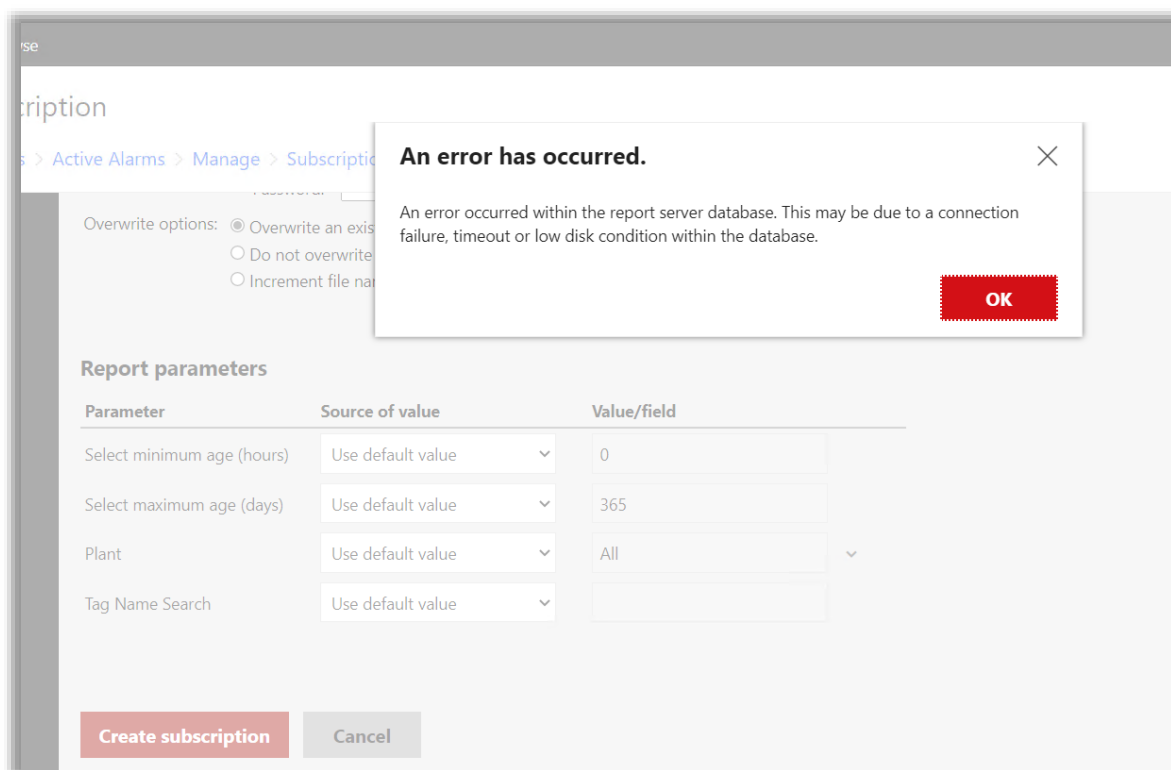
The error message is:
"*An error occurred within the report server database. This may be due to a connection failure, timeout or low disk condition within the database.*"

2.2 Root Cause

This issue will happen if the service user does not have the correct server roles configured within SQL Server.

Chapter 3 Issue Resolution

To resolve this issue, identify the SQL Server Reporting Services service user and add additional SQL Server roles.

3.1 Resolution Procedure

1. Check the service user for SQL Server Reporting Services using the Windows Services app:
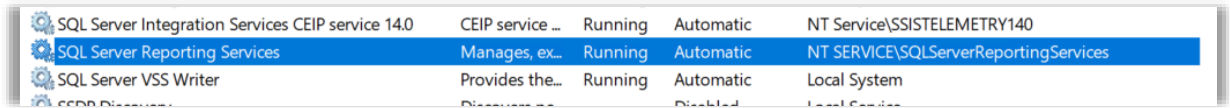
2. Open SQL Server Management Studio, connect to the Database Engine and expand the Security folder.

3. Expand Logins and locate the service user for SQL Server Reporting Services. Right click this user and select Properties.
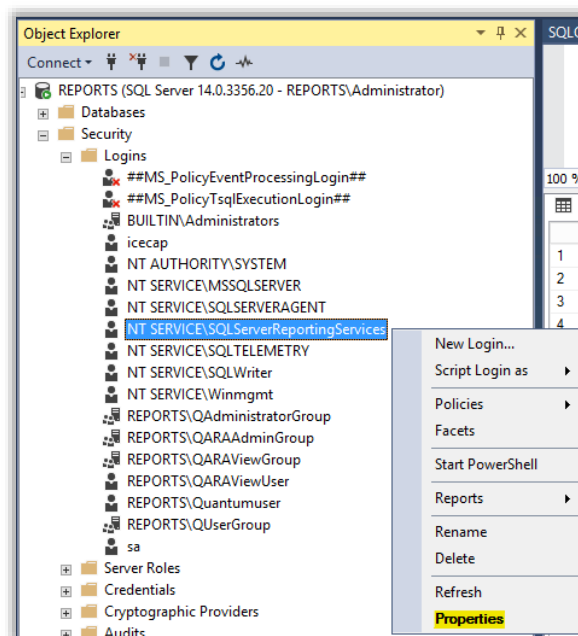
4. Select the Server Roles option in the left menu and add the **public** and **sysadmin** roles.
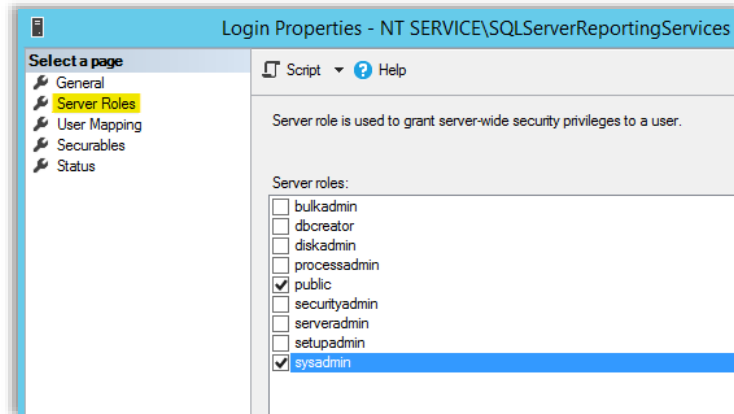
5. Close SQL Server Management Studio and restart the SQL Server Reporting Services service.

   Users can then re-attempt to create the ARA report subscription(s) as required.

Chapter 4 Further Reading

For further information please visit the Yokogawa Marex support website or contact YMX at the support@ymx.yokogawa.com email address.

The Yokogawa Marex support website is available at https://ymx.yokogawa.com/support

The Yokogawa Marex Knowledgebase is available at https://ymx.yokogawa.com/knowledge-base

Exaquantum/ARA Engineering Guide Chapter 13 has details of creating SQL Server Reporting Services report subscriptions for the ARA reports.

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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