

# Exaquantum/ARA Installation Does Not Set Archive Permissions

KB-1087-22

Document Summary	
<b>Article Type</b>	User Guide
<b>Products Affected</b>	Exaquantum/ARA
<b>Versions Affected</b>	All
<b>Function Affected</b>	ARA Reporting
<b>Available Resolution</b>	Assign correct User Permissions For Exaquantum Archives
<b>Audience</b>	System Integrators and Administrators
<b>Summary</b>	For new installations of Exaquantum/ARA where Exaquantum Alarm & Events archives already exist, issues with ARA reports can occur when attempting to view raw data from Exaquantum.
<b>Review Date</b>	Document to be reviewed before November 2023

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# Chapter 1 Introduction

In Exaquantum/ARA users can drilldown into ARA Reports to access the raw Alarm & Events from Exaquantum. If Exaquantum archives already exist when a new installation of Exaquantum/ARA is carried out, errors can occur in some ARA reports when a drilldown is selected.

This document will detail the error and how to resolve it.

## 1.1 Audience

This guide is intended for system integrators and administrators.

## Chapter 2 Issue

### 2.1 Issue Description

An issue can be seen when drilldown is used on some ARA reports on the Exaquantum/ARA website. This occurs when a drilldown navigates to the ARA Raw Events report, which extracts data directly from Exaquantum.

An example of drilldown to the ARA Raw Events report is the selection of a specific hour on a report:

Hour
12:00

The error will appear as a generic Exaquantum/ARA error message:

**Error**  
An error has occurred while trying to access the requested web page.  
Contact your system administrator for assistance.

Analysis of the IIS logs on the Exaquantum/ARA Web Server will provide a more specific error:

*"An error has occurred during report processing. --->  
Microsoft.ReportingServices.ReportProcessing.ProcessingAbortedException: An error has occurred during report processing. --->  
Microsoft.ReportingServices.ReportProcessing.ReportProcessingException: Query execution failed for dataset 'ReportData'."*

### 2.2 Root Cause

This issue will happen if the Exaquantum/ARA Data Server is newly installed on an Exaquantum server that has existing Alarm & Events archives. During installation, Exaquantum/ARA will add permissions to the Exaquantum databases for appropriate ARA access. However, Exaquantum/ARA does not add the corresponding permissions to any online Alarm & Events archives.

When a user accesses raw Alarm & Events from Exaquantum, the structure of the Exaquantum databases is such that the online archives are joined to them. As the ARA permissions have not been cascaded to the archives, the ARA Raw Events report will error.

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## Chapter 3 Issue Resolution

### 3.1 Assign correct User Permissions for Exaquantum online archives

1. Stop Exaquantum Services using the Exaquantum Service Manager.
2. Open SQL Server Management Studio on the Exaquantum server and connect to the local Database Engine.
3. Download the RGL\_Correct\_Users\_on\_Archives script from the YMX Affiliates Portal:  
<https://ymx.yokogawa.com/affiliates/tools-scripts>
4. Open the RGL\_Correct\_Users\_on\_Archives.sql file in SQL Server Management Studio on the Exaquantum server.
5. Execute the script. This will set permissions on all online archives the same as the existing QHistorianData permissions.

Users should then be able to drilldown into the ARA Raw Events report as required.

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## Chapter 4 Further Reading

For further information please visit the Yokogawa Marex support website or contact YMX at the [support@ymx.yokogawa.com](mailto: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>

The Exaquantum/ARA User Manual Chapter 5.8 contains detail of report compatibility and drilldown.

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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