

Issue Preventing HAE Reception

KB-1086-22

Document Summary	
Article Type	Fault Report
Products Affected	Exaquantum/PIMS
Versions Affected	R3.01 or later
Function Affected	Historical A&E (HAE) reception
Available Resolution	Re-registration of the ExaOPC HDA Dynamic Link Libraries
Audience	Administrators
Summary	<p>Retrieval of Historical A&E(HAE) data from a Yokogawa OPC Server fails on the Exaquantum server.</p> <p><code>Q:\Exaquantum\QZOPCAECatchup\OPCHDAServer.cpp</code> Line 327 : OPC access failed : <code>ConnectToOPCHDAServer()</code> - [COM] <code>CoCreateInstanceEx()</code> failed. <code>IOPCHDA_SyncRead</code> interface not queried [NodeName:STN0153,ProgID:Yokogawa.ExaopcHDACS1]hr=0x80004002 : R3.40 : 2022/10/16 10:37:17.918</p> <p>This document describes how to reinstate Exaquantum server access to HAE data on supported OPC Servers.</p>
Review Date	Document to be reviewed before December 2023

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Chapter 1 Introduction

Retrieval of HAE data from a Yokogawa OPC Server fails on the Exaquantum server during History catch-up/OPC Recovery and when using the ZOPHDAClient2 tool.

HAE data is however accessible locally on the Yokogawa OPC Server.

This document describes how to reinstate Exaquantum server access to HAE data on supported OPC Servers.

1.1 Audience

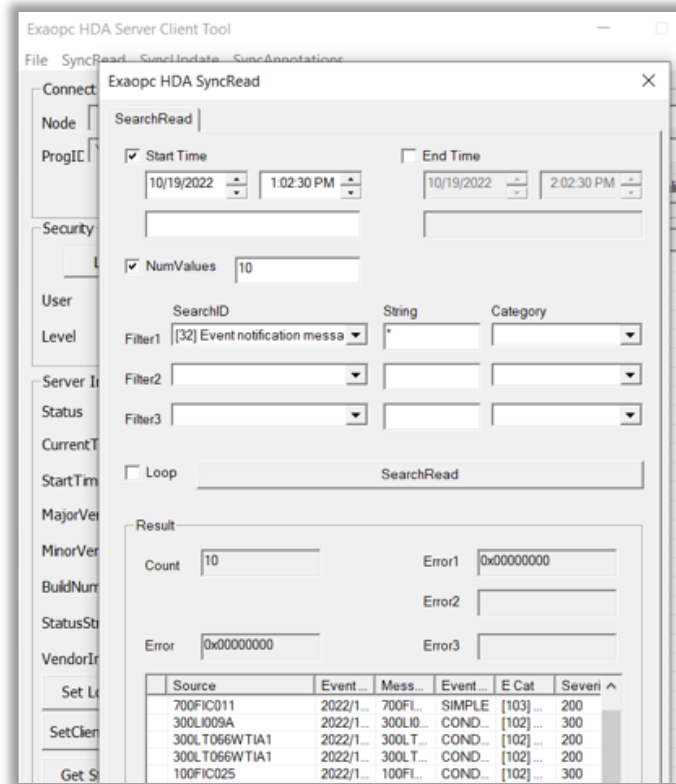
This guide is intended for system administrators.

Chapter 2 Issue and Resolution

2.1 Issue Description

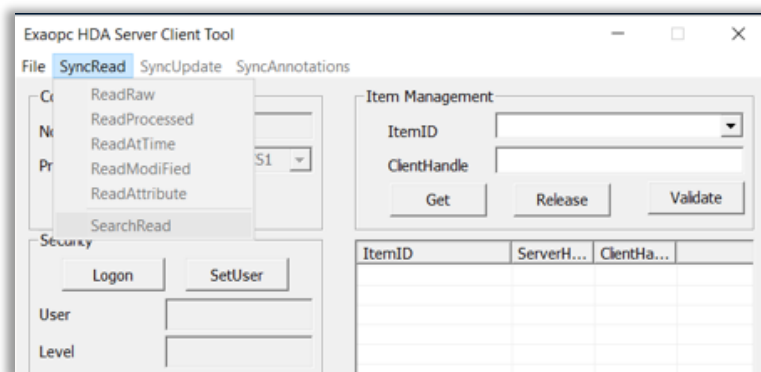
Retrieval of HAE data fails on the Exaquantum server during History catch-up/OPC Recovery.

Data can be seen natively on the Yokogawa OPC Server using the SearchRead function of



ZOPHDAClient2 tool:

However, the SearchRead function is not available when using the ZOPHDAClient2 tool on the Exaquantum server:



2.2 Logged Errors

Exaquantum errors with EventID:57988 are logged in the application event log:

Q:\Exaquantum\QZOPCAECatchup\OPCHDAServer.cpp

Line 327 : OPC access failed : ConnectToOPCHDAServer() - [COM] CoCreateInstanceEx() failed. IOPCHDA_SyncRead interface not queried [NodeName:STN0153,ProgID:Yokogawa.ExaopcHDACS1]hr=0x80004002 : R3.40 : 2022/10/16 10:37:17.918

Q:\Exaquantum\QZOPCAECatchup\OPCHDAServer.cpp

Line 335 : OPC access failed : ConnectToOPCHDAServer() - [COM] CoCreateInstanceEx() failed. IOPCHDA_Server interface not queried [NodeName:STN0153,ProgID:Yokogawa.ExaopcHDACS1]hr=0x80004002 : R3.40 : 2022/10/16 10:37:17.919

Q:\Exaquantum\QZOPCAECatchup\OPCHDAServer.cpp

Line 344 : OPC access failed : ConnectToOPCHDAServer() - [COM] CoCreateInstanceEx() failed.

RDAEProxyLib::IRDAEProxyExtension interface not queried

[NodeName:STN0153,ProgID:Yokogawa.ExaopcHDACS1]hr=0x80004002 : R3.40 : 2022/10/16 10:37:17.919

2.3 Resolution

The issue is caused by a problem with the registration of some ExaOPC dynamic link libraries (dlls) on the Exaquantum server.

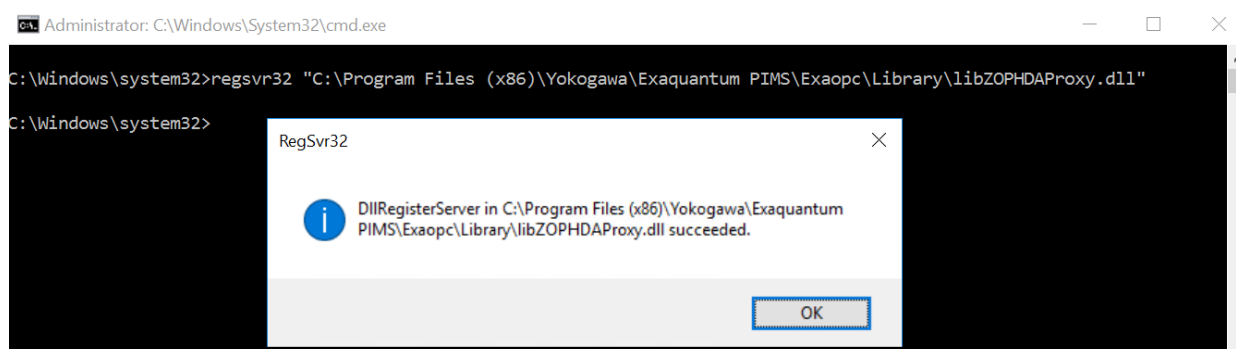
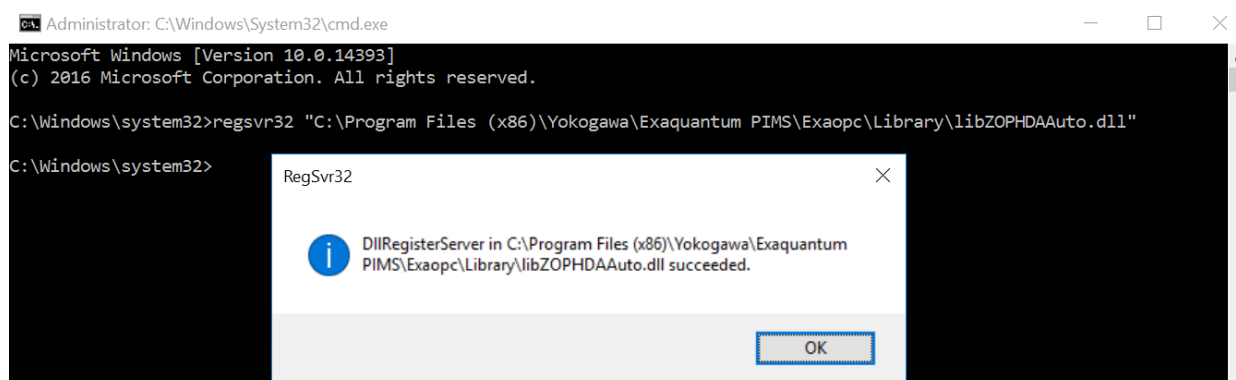
To resolve, re-register the following dlls on the Exaquantum server:

<Exaquantum PIMS installation directory>\Exaopc\Library\libzophdaauto.dll

<Exaquantum PIMS installation directory>\Exaopc\Library\libzophdaprox.dll

To do this:

1. Open an administrative prompt on the Exaquantum server.
2. Use the regsvr32 command to re-register each dll using the full path to its location as shown in the examples below:



3. Use the ZOPHDAClient2 tool on the Exaquantum server to verify that Historical A&E data can now be accessed on the OPC Server.
4. Restart the Exaquantum services.

Chapter 3 Further Reading

For more information on using ZOPHDAClient2 tool to verify access to Historical A&E data on the Yokogawa OPC Server please refer to the following knowledge base article:

- “KB-0024-21 Verify A&E Data is Available Through HDA”, available from the affiliate section of www.ymx.yokogawa.com/support

More support is available at www.ymx.yokogawa.com/support or from support@ymx.yokogawa.com email address.

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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