

## QARAViewUser denied security access under “current security context”

KB-1085-22

Document Summary	
<b>Article Type</b>	User Guide
<b>Products Affected</b>	Exaquantum/ARA
<b>Versions Affected</b>	Any
<b>Function Affected</b>	Exaquantum/ARA Website
<b>Available Resolution</b>	Re-install Exaquantum/ARA
<b>Audience</b>	System Integrators and Administrators
<b>Summary</b>	The Exaquantum/ARA website is unavailable due to a permissions issue on a database. The website will display an IIS error indicating <i>the server principal “QARAViewUser” is not able to access the database under the current security context.</i>
<b>Review Date</b>	Document to be reviewed before December 2023

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# Chapter 1 Introduction

In Exaquantum/ARA users can access ARA data via the Exaquantum/ARA website and its reports.

After upgrade and migration tasks, in rare circumstances the ARA website can become unavailable due to a security issue.

An IIS error will be displayed stating *the server principal “QARAViewUser” is not able to access the database under the current security context.*

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

## 1.1 Audience

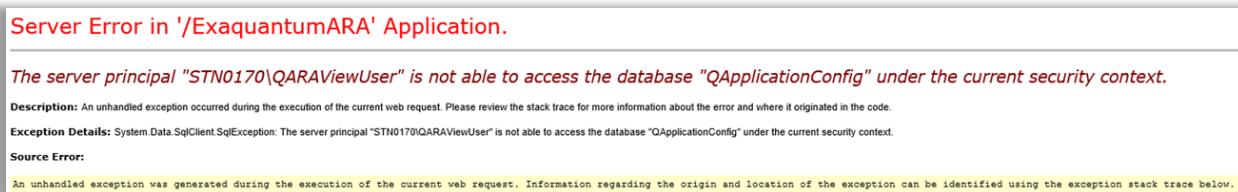
This guide is intended for system integrators and administrators.

## Chapter 2 Issue

### 2.1 Issue Description

A security issue can be seen when accessing the Exaquantum/ARA website. This occurs in rare circumstances after the Exaquantum/ARA software is upgraded to a more recent release or is migrated to new hardware.

The issue will be displayed on the Exaquantum/ARA server as an IIS error:



*Note in the above error message “STN0170” is the local Exaquantum/ARA server hostname.*

The server principal “QARAViewUser” is the Windows User on the localhost that is configured as the IIS Application Pool identity for the Exaquantum/ARA website. If this identity has been changed from default, then the non-default identity will be the server principal in the error message.

### 2.2 Root Cause

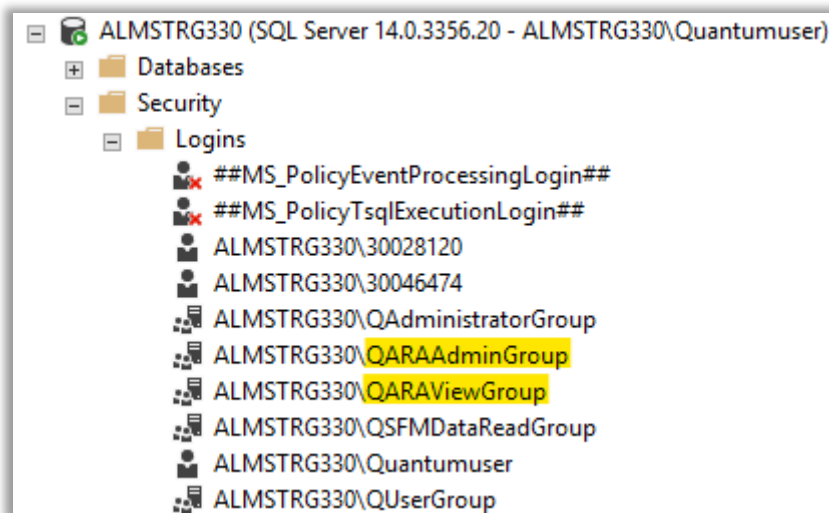
This issue will happen if the Windows Security Identifiers (SID) of Exaquantum/ARA service Users or Groups become mismatched between the Windows logins on the localhost and the database mapped logins.

## Chapter 3 Issue Resolution

### 3.1 Delete the existing server principals and reinstall Exaquantum/ARA

Note in the below example “ALMSTRG330” is the local Exaquantum/ARA server hostname.

1. Uninstall both Data and Web components (as applicable) on the Exaquantum/ARA Data Server.
2. Open SQL Server Management Studio on the Exaquantum/ARA Data Server and connect to the local Database Engine.
3. Expand the Security folder and then the Logins folder.
4. Remove the following server principals:
  - QARAAdminGroup
  - QARAViewGroup
  - QARAViewUser (if present)

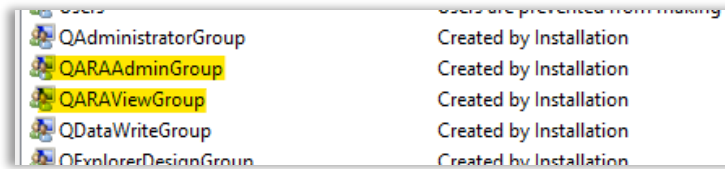


5. Delete the following Windows User Login:
  - QARAViewUser

Name	Full Name	Description
30028120	30028120	
Administrator		Built-in acc
EXA	EXA	
Guest		Built-in acc
QARAViewUser		RS connecti
Quantumuser	Quantumuser	

6. Delete the following Windows Security Groups:

- QARAAdminGroup
- QARAViewGroup



7. Reinstall Exaquantum/ARA Data and Web components (as applicable) on the Exaquantum/ARA Data Server.

Users should then be able to view the Exaquantum/ARA Website 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 8 contains detail of report compatibility and drilldown.

The Microsoft website contains a module detailing SIDs:

<https://learn.microsoft.com/en-us/windows-server/identity/ad-ds/manage/understand-security-identifiers>



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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