Exaquantum History Catch-up failure from ExaOPC-RD

KB-1094-22

Document Summary	
Article Type	User Manual
Products Affected	Exaquantum/PIMS/ExaOPC-RD
Versions Affected	R2.85 or later
Function Affected	History Catch-up
Available Resolution	Increase ExaOPC-RD HDA Timeout
Audience	Administrators
Summary	Exaquantum History Catch-up from ExaOPC-RD Server fails with the following error in the application event log: Q:\Exaquantum\QOpcManager\QOPCDAManager\OPCHDAServer.cpp Line 221 : OPCDAManager general error : : GetItemHandles() failed, node = OPCSERVER, progid = Yokogawa.ExaopcHDARD1 hr = 0x8001011f : R3.30 : 2022/10/05 07:58:10.981 This can be resolved by increasing the ExaOPC-RD HDA timeout .
Review Date	Document to be reviewed before January 2024

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KB-1094-22 Exaquantum History Catch-up failure from ExaOPC-RD
Exaquantum/PIMS/ExaOPC-RD R2.85 or later
Issue 1.0 20th December 2022

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Chapter 1 Introduction

History catch-up from ExaOPC-RD, after a period of Exaquantum downtime, fails leading to an aborted start-up.

HDA data for the downtime period is still available and accessible locally on the ExaOPC Servers used in the ExaOPC-RD pair(s).

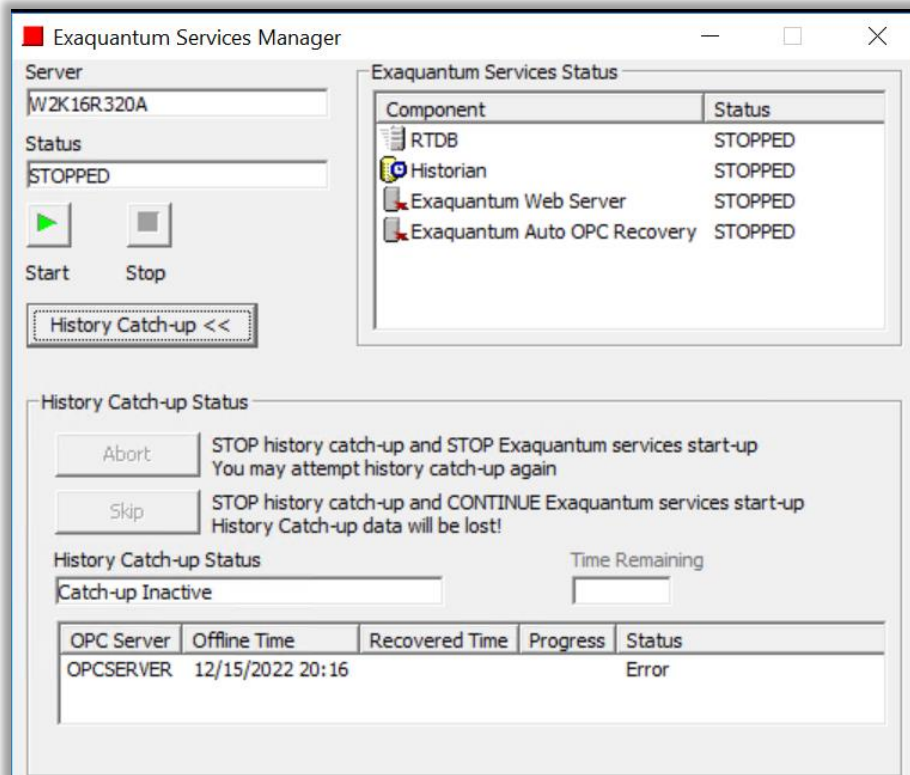This document describes how to resolve the History Catch-up issue.

1.1 Audience

This guide is intended for system administrators.

Chapter 2 Issue and Resolution

2.1 Issue Description

Retrieval of HDA data from ExaOPC-RD fails on the Exaquantum server during History Catch-up resulting in an aborted Exaquantum start-up.

Exaquantum can only be started by disabling History Catch-up on Start-up.

The issue is caused by the ExaOPC-RD Server failing to get information about the historized tags from the ExaOPC Servers comprising the redundancy pairs, in a timely manner.

2.2 Logged Errors

Exaquantum errors with EventID:62915 are logged in the application event log:

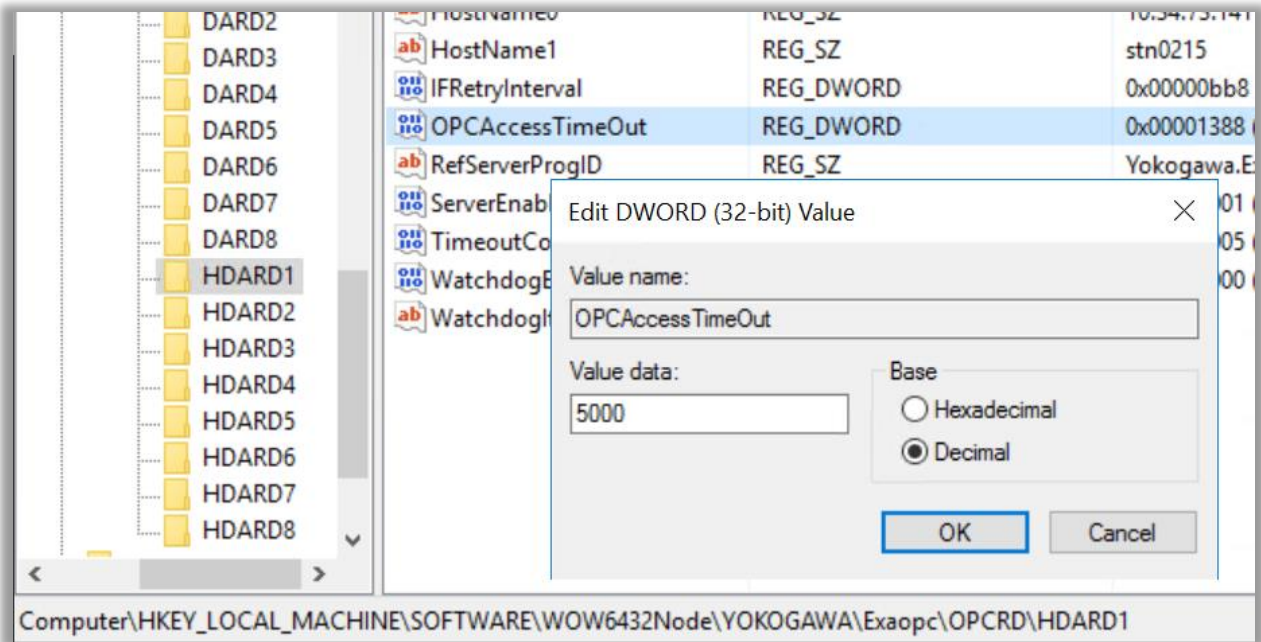Q:\Exaquantum\QOpcManager\QOPCDAManager\OPCHDAServer.cpp

Line 221 : OPCDAManager general error : : GetItemHandles() failed, node = OPCSERVER, progid = Yokogawa.ExaopcHDARD1 hr = 0x8001011f : R3.30 : 2022/10/05 07:58:10.981

2.3 Resolution

To address the issue, increase the ExaOPC-RD HDA timeouts on the Exaquantum server as follows:

Server	Registry name	Increased setting	Default setting
HDARD1/2	OPCAccessTimeOut	20 seconds (20000 Decimal)	5 seconds

The keys for each server in each RD pair are located under HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\YOKOGAWA\Exaopc\OPCRD\

The Exaquantum services should be stopped and the server restarted for the changes to take effect.

2.4 Additional Steps (if required)

If the issue persists:

- With the same error (EventID:62915):

  Q:\Exaquantum\QOpcManager\QOPCDAManager\OPCHDAServer.cpp

  Line 221 : OPCDAManager general error : : GetItemHandles() failed, node = OPCSERVER, progid = Yokogawa.ExaopcHDARD1 hr = 0x8001011f : R3.30 : 2022/10/05 07:58:10.981

  the HDARD1/2 timeout registry key (OPCAccessTimeOut) should be adjusted further by a few more seconds.

  The Exaquantum services should be stopped and the server restarted each time a change is made.
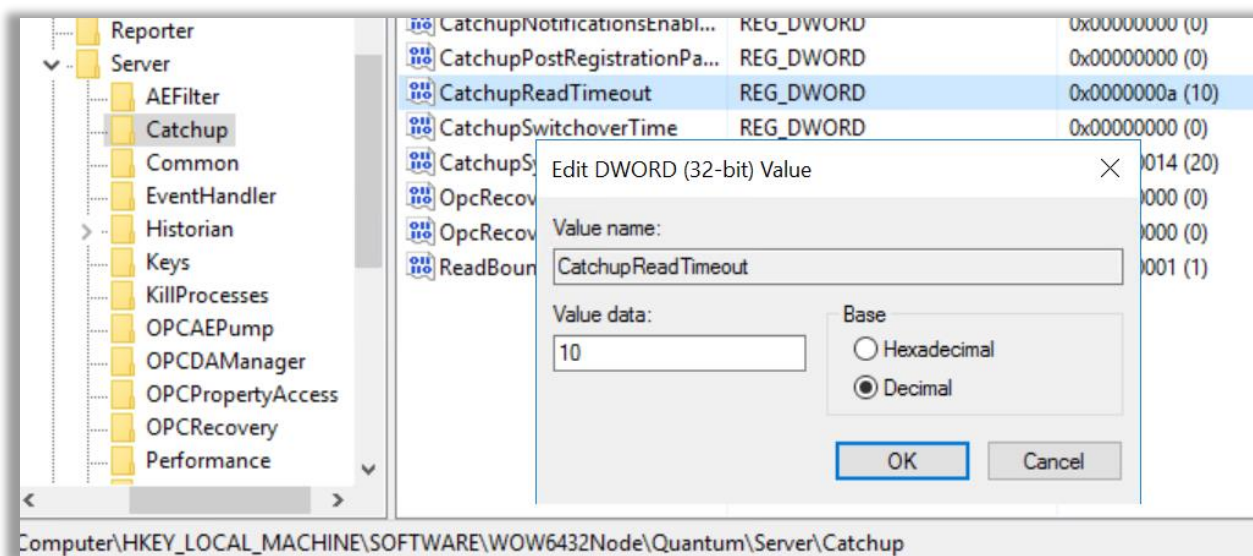
- With a different error (EventID:58423):

  Q:\Exaquantum\QHDABroker\HDAServHandler.cpp

  Line 309 : Request for HDA data timed out : OPCSERVER ProgID=Yokogawa.ExaopcHDARD1 : R3.30 : 2022/11/30 06:32:50.878

  The Exaquantum History Catch-up timeout needs to be adjusted.

  This can be achieved by changing the value of HKLM\SOFTWARE\WOW6432Node\Quantum\Server\Catchup\CatchupReadTimeout registry key.

  The value is set to 10 by default and increments of 5 are suggested up to a maximum value of 30.

  Each change should be accompanied by a restart of the Exaquantum services.

If the issue is not resolved, please contact support at support@ymx.yokogawa.com

Chapter 3 Further Reading

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