

Frequent failure of ExaOPC-CAMS A&E OPC Server

KB-1093-23

Document Summary	
Article Type	Fault Report
Products Affected	ExaOPC-CAMS (NTPF100-S61)
Versions Affected	R3.75, R3.76
Function Affected	A&E Server
Available Resolution	Upgrade to R3.77 or later
Audience	Administrators
Summary	<p>Access to the ExaOPC-CAMS A&E OPC Server becomes intermittent with the server frequently failing and the following application error is logged in the ExaOPC Server's application event log:</p> <pre style="background-color: #f0f0f0; padding: 5px;"> Faulting application name: ZOPAE.EXE, version: 3.75.0.0, time stamp: 0x5698cc3d Faulting module name: ntdll.dll, version: 6.1.7601.24545, time stamp: 0x5e0eb751 Exception code: 0xc0000005 </pre>
Review Date	Document to be reviewed before January 2024

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Table of Contents

Table of Contents	1
Chapter 1 Introduction	2
1.1 Audience.....	2
Chapter 2 Issue and Resolution	3
2.1 Issue Description	3
2.2 Issue Confirmation	3
2.3 Logged Errors	3
2.4 Crash Dump.....	4
2.5 Intermittent Client Connection Problem.....	4
Chapter 3 Resolution.....	5
3.1 Issue Resolution	5
Chapter 4 Further Reading.....	6
Copyright and Trademark Notices	7
Highlights.....	8

Chapter 1 Introduction

Access to the ExaOPC-CAMS A&E OPC Server prior to R3.77 becomes intermittent with the A&E OPC server frequently failing.

An Application Error (EventID:1000) is logged in the application event log for ZOPAE.exe.

This document describes how to resolve this issue.

1.1 Audience

This guide is intended for system administrators.

Chapter 2 Issue and Resolution

2.1 Issue Description

Access to the ExaOPC-CAMS A&E OPC Server becomes intermittent with the connection from any A&E client frequently failing with an Application Error (EventID:1000) logged in the application event log for ZOPAE.exe.

2.2 Issue Confirmation

To confirm that the issue experienced matches the issue covered in this article, following actions must be performed:

1. Confirm the error messages shown in the [Logged Errors](#) section, match the ones you currently see.
2. Confirm that a recent crash dump has been created as shown in the [Crash Dump](#) section.
3. If the OPC A&E Server is currently in fault state, a client will fail to connect as shown in [Intermittent Client Connection Problem](#).

2.3 Logged Errors

Errors with EventID:1000 and Source: Application Error are logged in the application event log on the ExaOPC-CAMS Server:

Faulting application name: ZOPAE.EXE, version: 3.75.0.0, time stamp: 0x5698cc3d

Faulting module name: ntdll.dll, version: 6.1.7601.24545, time stamp: 0x5e0eb751

Exception code: 0xc0000005

Fault offset: 0x0002e496

Faulting process id: 0x7a0

Faulting application start time: 0x01d8dc0030a655c2

Faulting application path: C:\EXA\Program\ZOPAE.EXE

Faulting module path: C:\windows\SysWOW64\ntdll.dll

Report Id: 6f3e3e1d-47f3-11ed-bd02-00000000012c

Faulting package full name: %14

Faulting package-relative application ID: %15

Errors about the ExaOPC-CAMS A&E Server are also logged in the ExaOPC's BOSLOG under \EXA\LOG\BOSLOG\

2022/10/09 18:57:15.106 +02:00,ERROR,0x27211003,<BOSSVC> EXAOPC Process

Failed.,C:\EXA\Program\ZOCBosSvc.exe:3288:BosSvcMain:2793,0x2110:BosSvcMain:2792:"ZOPAE.EXE /D LIBZOTAEVPCAMS.DLL [0xc0000005]"

2.4 Crash Dump

A crash dump is generated each time the CAMS OPC A&E Server (ZOPAE.EXE) crashes. The last three crash dumps are kept in the

C:\ProgramData\Yokogawa\IA\iPCS\Products\WER\ folder:

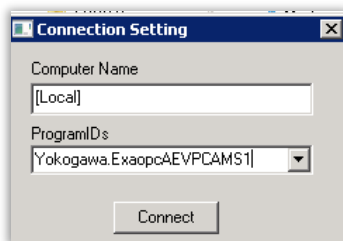
Name	Date modified	Type	Size
ZOPAE.exe(1).1952.dmp	09/10/2022 19:57	Dump File	170,539 KB
ZOPAE.exe.1832.dmp	09/10/2022 19:57	Dump File	178,415 KB
ZOPAE.exe.1952.dmp	09/10/2022 19:57	Dump File	170,543 KB

2.5 Intermittent Client Connection Problem

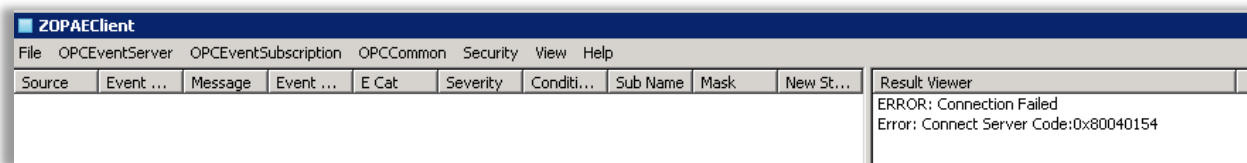
Clients fail to connect to the CAMS OPC A&E Server with 0x80040154 (Class not registered).

On the ExaOPC Server Start ZopAECleint.exe located under the \exaopc\tools\ folder in the ExaOPC installation directory.

Select the CAMS ProgID from the drop-down list or type Yokogawa.ExaopcAEVPCAMS1 and press the “Connect” button.



You will be presented with the following error:



Chapter 3 Resolution

3.1 Issue Resolution

The problem has been addressed in ExaOPC-CAMS R3.77 and upgrading to R3.77 or later will resolve it.

The server will attempt to recover automatically and this will be recorded in the ExaOPC BOSLOG. However, it might still fail again shortly afterwards.

Restarting the OPC server might provide a short reprieve but again there is no guarantee the issue will not return.

Chapter 4 Further Reading

For more information on ExaOPC R3.77 release, please refer to the following document:

- NT02-NE9018 NTPF100 Exaopc Interface Package Release Note ExaOPC R3.77

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