Exaquantum/Batch

Exaquantum/Batch - Services Not Starting

KB-0042-22

Document Summary	
Article Type	Frequently Asked Question
Products Affected	Exaquantum/Batch
Versions Affected	R3.10 And Earlier
Function Affected	Exaquantum/Batch Services
Available Resolution	R3.10.10 Formal Release
Audience	System Integrators and Administrators
Summary	Exaquantum/Batch Services fail to start and show as Stopped in the Exaquantum Services Manager application.
Review Date	Document to be reviewed before July 2024

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Table of Contents

Chapter 1 Introduction

Under certain circumstances when starting Exaquantum Services using the Exaquantum Services Manager application, the Exaquantum/Batch Services will 'Time-Out' after a period and the status will return to 'Stopped'.

1.1 Audience

System Integrators and Administrators.

Chapter 2 Batch Services Not Starting

In the case when both of the following conditions are true it will take longer for the Exaquantum/Batch services to start

- Server is registered in a Domain

- Server has no access to the Internet

This is due to the fact that when the Exaquantum/Batch services start they attempt to verify the Publisher information to ensure that it is valid. This requires access to the internet. As the timeout for the network access request is greater than the service start timeout, the service fails to start.

The following three services are affected by this problem.

- Exaquantum/Batch Automatic BDC

- Exaquantum/Batch Custom BDC

- Exaquantum/Batch Report Server

Note the Exaquantum/Batch Services will need to be restarted for the configuration changes to take effect see section 2.3.

2.1 Required Configuration Changes for R3.10

Additional information can be found by referring to the following Document
Exaquantum Batch R3.10 Release Notes (IM 36J04B20-01E).
Chapter 1 Installation – Section 7

As the request for Publisher verification cannot be made under these circumstances it is
necessary to disable this check. To disable this for all three services on a
Exaquantum/Batch R3.10 system follow the procedure below.

For earlier version see section 2.2 below.

1. Log in to the Exaquantum/Batch Data Collection Server as a user with Administrator
   rights.

2. Mount the Exaquantum/Batch Installation Media.

3. Copy the following files from the "<Installation Media>:\Tools\Config files" folder on the
   installation media to the correct folder.

Config File Name	Target Location
QBAutoBDC.exe.config	<InstallDir>\Data Collection Components
QBCustomBDC.exe.config	<InstallDir>\Data Collection Components
QBReportServer.exe.config	<InstallDir>\Report Server

Where <InstallDir> is the folder where Exaquantum/Batch is installed
(By default, "C:\Program Files(x86)\Yokogawa (64-bit processors) or "C:\Program
Files\Yokogawa (32-bit processors))

2.2 Required Configuration Changes for versions prior to R3.10

As the request for Publisher verification cannot be made under these circumstances it is necessary to disable this check. To disable this for all three services on a Exaquantum/Batch system prior to R3.10 follow the procedure below.

1. Log in to the Exaquantum/Batch Data Collection Server as a user with Administrator rights.

2. Run Notepad using the Run As Administrator option.

3. Enter the following lines into the notepad edit window.

    <configuration>

      <runtime>

        <generatePublisherEvidence enabled="false"/>

      </runtime>

    </configuration>

4. Using the SaveAs option from the file menu save the contents using the following filenames.

    <InstallDir>\Data Collection Components\QBAutoBDC.exe.config

    <InstallDir>\Data Collection Components\QBCustomBDC.exe.config

    <InstallDir>\Report Server\ QBReportServer.exe.config

    Where <InstallDir> is the folder where Exaquantum/Batch is installed
    (By default, "C:\Program Files(x86)\Yokogawa (64-bit processors) or "C:\Program Files\Yokogawa (32-bit processors))

2.3 Restarting Exaquantum/Batch Services

After the configuration changes made in either Section 2.1 or 2.2 the Exaquantum/Batch Services can be manually re-started individually using the Windows 'Services' manager or all the services can be stopped and then restarted with the Exaquantum Services Manager.

If the Exaquantum/Batch Services are started manually, then this should result in the Windows Services Manager screen looking similar to the example that is shown below, with the Exaquantum/Batch Services shown as 'Running'.
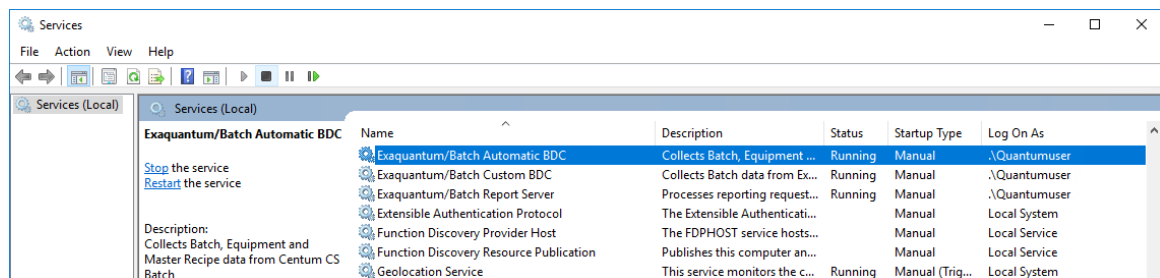
If the Exaquantum/Batch Services are Stopped/Started using the Exaquantum Services Manager, then the resulting Exaquantum Services Manager screen should look similar to the example that is shown below, with the Exaquantum/Batch Services shown as 'Running'.
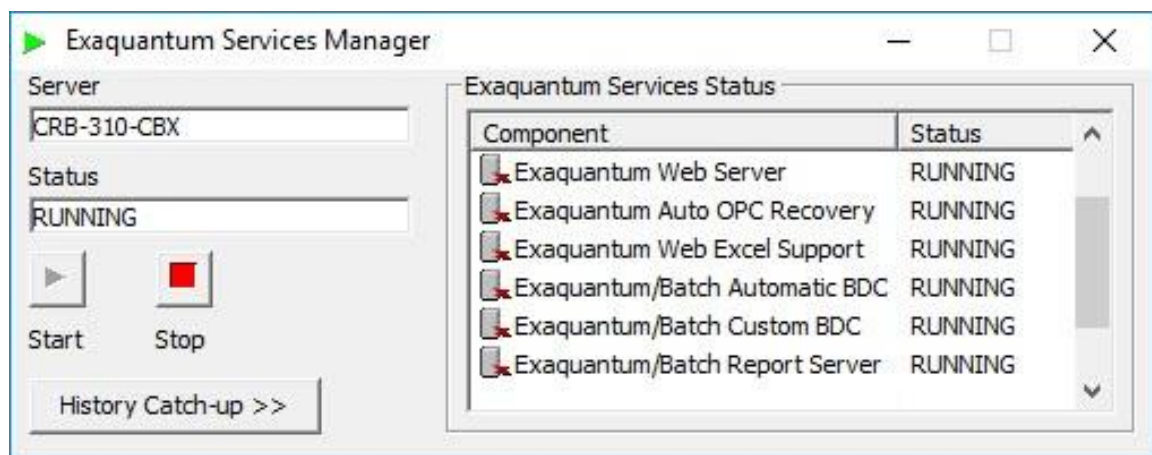
Chapter 3 Further Reading

Additional information can be found by referring to the following Document

Exaquantum Batch R3.10 Release Notes (IM 36J04B20-01E).

For a full explanation of the .NET Publisher Verification mechanism refer to the Microsoft documentation using the following link:

https://docs.microsoft.com/en-us/dotnet/framework/configure-apps/file-schema/runtime/generatepublisherevidence-element

If you have any queries about this guide then please contact support.ymx@yokogawa.com

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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 2.0 of the document related to Product Library version 4.0.

▪ **Detail of Changes**

The changes are as follows:

Chapter/Section/Page	Change
Front page	Review Date updated
Page 7	Email address updated