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Root Cause and solutions for Major issues faced in the Colgate Goa WW Upgradation

This Document contains the major issues faced in the upgradation of the wonderware products at Colgate Goa,

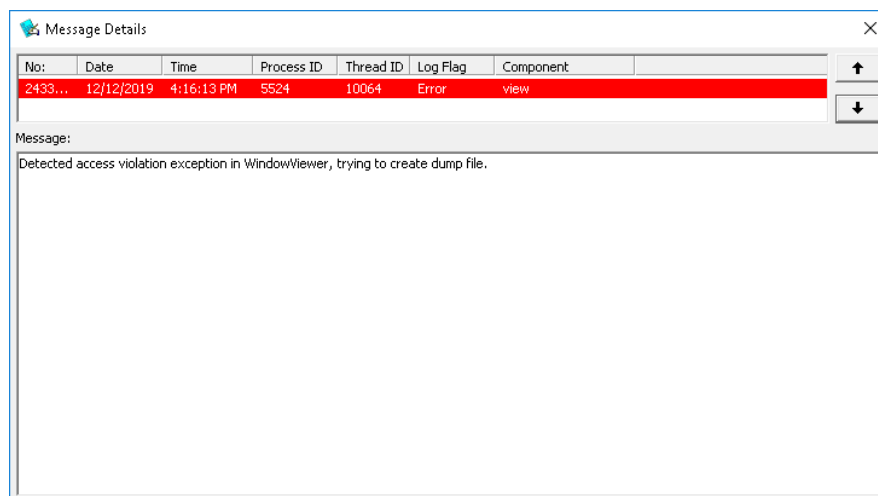
Products	InTouch 17.3.1, Historian 17.3.1, InBatch 12.0, Historian InSight
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It contains following issues

SR 76410318	Window Viewer crash while loading data from InBatch Material DB OLE Object
SR 76410324	Historian InSight Dashboard Showing Blank Page while sharing link.
SR 76410306	Can't Historize tags from InTouch Running on Thin Client
SR 63511532	InBatch ActiveX not showing Unit
SR 103166266	Can't Release (InBatch)MOM Client
NA	Can't Configure InBatch History Components

Window Viewer crash while loading data from InBatch Material OLE Object.

Summary : InTouch Window Viewer Crashes when trying to load data from the InBatch Material OLE Object





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On the SMC log we will get message "Detected access Violation exception in Window viewer, trying to create dump file"

Software versions:-

InTouch Version:-17.3.1

InBatch Version:- Batch management 2017

OS version: Windows server OS 2016

Root cause: In Quick function "BuildProductSelectList" script We have declared and initialized the %Materials object which is derived from "%MaterialDB". So it should be release before releasing "%MaterialDB" object.

Solution : In Quick function "BuildProductSelectList" script we modified it and we released %Material before releasing "%MaterialDB" object.

{ Create OLE Automation object }

LogMessage("Creating the OLE object for MaterialDB");

OLE_CreateObject(%MaterialDB, "Wonderware.MaterialSrv.wwMaterialDB.1");

DIM Count1 AS REAL;

DIM Item AS MESSAGE;

DIM I AS INTEGER;

LogMessage("Querying the Materials");

%MaterialDB.QueryMaterials();

{%Materials = %MaterialDB.Materials;}

LogMessage(" Getting the count of Materials");

Count1 = %MaterialDB.Materials.Count;

LogMessage("Removing the all items from ProductSelectCombo");

wcClear ("ProductSelectCombo");

LogMessage("Start Adding the Material items to ProductSelectCombo");

FOR I = 1 TO Count1



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```
%Mat = %MaterialDB.Materials.Item(I);
Item = %Mat.Name;
IF %Mat.Type == 2 THEN
    wcAddItem ( "ProductSelectCombo", %Mat.Id + " => " + Item);
    LogMessage( "Added the item to ProductSelectCombo." );
ENDIF;
NEXT;
LogMessage("End Adding of Material items to ProductSelectCombo" );

LogMessage("Release the OLE MaterialDB Object." );
IF OLE_IsObjectValid(%MaterialDB) THEN
    OLE_ReleaseObject(%MaterialDB) ;
    LogMessage( "MaterialDB Destroyed" );
ENDIF;
LogMessage("End the releasing of OLE MaterialDB Object." );
*****
```

Historian InSight Dashboard Showing Blank Page while sharing link.

Summary : Historian InSight Dashboard Showing Blank Page while sharing link.

Root cause: User details were missing while loading the chart, now it has taken care to get the user details

Solution : Installing L00155995 will resolve this issue.

Can't Historize tags from InTouch Running on Thin Client

Summary : Historian does not historize tags from InTouch application running on the Thinclient

System Architecture

Terminal Server : SWINGPOCTSE1

InTouch Terminal Client : FLEXOCFV01 (InTouch App is Running on This Node)

Historian Node : SWINGPOCSQL1

Historian Version : Historian 17.3.1



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ArcheStrA System Management Console (SWINGPOCSQL1)									
<div>Historian</div> <div>Historian Group</div> <div>SWINGPOCSQL1</div> <div>Management Console</div> <div>Status</div> <div>Data Acquisition</div> <div>Replication</div> <div>Clients</div> <div>History Blocks</div> <div>Configuration Editor</div> <div>System Configuration</div> <div>Parameters</div> <div>Data Acquisition</div> <div>I/O Server Types</div> <div>System Driver</div> <div>IDAS - swingpocsql1</div> <div>\\swingpocsql1\\abcip</div> <div>\\swingpocsql1\\abcip</div> <div>\\wingocmm01\\VIEW</div> <div>\\FLEXOCFV01\\VIEW</div> <div>Topic : TagName</div> <div>Manual Tags</div> <div>Storage</div> <div>Tag Configuration</div> <div>Replication</div> <div>Public Groups</div> <div>Private Groups</div> <div>Operations Integration Server Manager</div> <div>Log Viewer</div>									
Computer	Topic	Protocol	Tags	Status	Values	Rate	Co...		
SWINGPOCSQL1	\\SWINGPOCSQL1\\SysDrv\\System	SuiteLink	221	Receiving	87,59...	117.65	1		
swingpocsql1	\\swingpocsql1\\abcip\\GODCM1_BAT	SuiteLink	4	Receiving	597,8...	1.98	913		
swingpocsql1	\\swingpocsql1\\abcip\\GODCM2_BAT	SuiteLink	4	Receiving	802,0...	1.98	833		
swingpocsql1	\\swingpocsql1\\abcip\\GODCM3_BAT	SuiteLink	4	Receiving	129,9...	0.00	4,611		
swingpocsql1	\\swingpocsql1\\abcip\\GODCM4_BAT	SuiteLink	4	Receiving	934,4...	1.49	185		
swingpocsql1	\\swingpocsql1\\abcip\\GODCM5_BAT	SuiteLink	5	Receiving	561,1...	0.00	998		
swingpocsql1	\\swingpocsql1\\abcip\\GODCWIP_BAT	SuiteLink	28	Receiving	9,327...	12.90	2		
swingpocsql1	\\swingpocsql1\\abcip\\GODCPA_BAT	SuiteLink	4	Receiving	318,3...	1.98	1,959		
swingpocsql1	\\swingpocsql1\\abcip\\GODCTF_BAT	SuiteLink	67	Receiving	6,116...	9.42	2		
swingpocsql1	\\swingpocsql1\\abcip\\GODCAO_BAT	SuiteLink	14	Receiving	1,901...	2.48	3		
swingpocsql1	\\swingpocsql1\\abcip\\GODCUTL_BAT	SuiteLink	1	Receiving	647,1...	0.99	2		
swingpocsql1	\\swingpocsql1\\abcip\\GODCPO_BAT	SuiteLink	4	Receiving	552,6...	0.00	1,265		
swingpocsql1	\\swingpocsql1\\abcip\\GODCM1_BAT	SuiteLink	36	Receiving	6,503...	2.48	2		
swingpocsql1	\\swingpocsql1\\abcip\\GODCTF_BAT	SuiteLink	116	Receiving	12,50...	8.93	3		
swingpocsql1	\\swingpocsql1\\abcip\\GODCWIP_BAT	SuiteLink	103	Receiving	17,00...	18.35	2		
swingpocsql1	\\swingpocsql1\\abcip\\GODCM2_BAT	SuiteLink	71	Receiving	7,735...	9.92	2		
swingpocsql1	\\swingpocsql1\\abcip\\GODCM3_BAT	SuiteLink	78	Receiving	4,158...	6.45	2		
swingpocsql1	\\swingpocsql1\\abcip\\GODCPA_BAT	SuiteLink	33	Receiving	10,36...	0.99	2		
swingpocsql1	\\swingpocsql1\\abcip\\GODCFL_BAT	SuiteLink	33	Receiving	3,565...	0.00	4,125		
swingpocsql1	\\swingpocsql1\\abcip\\GODCM4_BAT	SuiteLink	46	Receiving	8,564...	7.94	2		
swingpocsql1	\\swingpocsql1\\abcip\\GODCM5_BAT	SuiteLink	123	Receiving	8,898...	5.95	2		
swingpocsql1	\\swingpocsql1\\abcip\\GODCAO_BAT	SuiteLink	1	Receiving	646,7...	0.99	3		
swingpocsql1	\\swingpocsql1\\abcip\\GODCPO_BAT	SuiteLink	3	Receiving	596,4...	0.99	143		
swingpocsql1	\\wingocmm01\\VIEW\\TAGNAME	SuiteLink	46	Receiving	413,1...	3.97	1		
swingpocsql1	\\FLEXOCFV01\\VIEW\\TagName	SuiteLink	34	Connecting	0	0.00	0		
SWINGPOCSQL1	\\SWINGPOCSQL1\\aah\\Replication(17.3.100)2	HCAL	11,...	Receiving	1,452...	0.00	1		
SWINGPOCSQL1	\\SWINGPOCSQL1\\aah\\IDAS(17.3.100)4	HCAL	36,...	Receiving	106,2...	76.25	1		

In logger it was showing Connection attempt to to view on FLEXOCFV01 REFUSED, SLSSVC not running But slssvc (wonderware suite link service) was running in both terminal server and terminal client, we tried to restart that service and window viewer, but still we are facing that issue.

Message Details

No:	Date	Time	Process ID	Thread ID	Log Flag
3602...	11/28/2019	3:37:17 PM	12148	7944	Info

< >

Message:

connection attempt to to VIEW on FLEXOCFV01 REFUSED, SLSSVC not running, resources out at server, dup IP # problem?

Solution :



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1. On the Historian Server, use Windows Explorer to go c:\Windows\System32\Drivers\ETC\ and use Notepad to open and populate HOST file with the corresponding IP addresses and TS session names.
2. Go to the Configuration editor – Data acquisition – I/O Server type and Right Click on the I/O server type and Create New I/O server

Application name: View10.64.246.230 (ViewThinClientIP)

Exe Name: view

3. Now Go to IDAS and Create New I/O Server

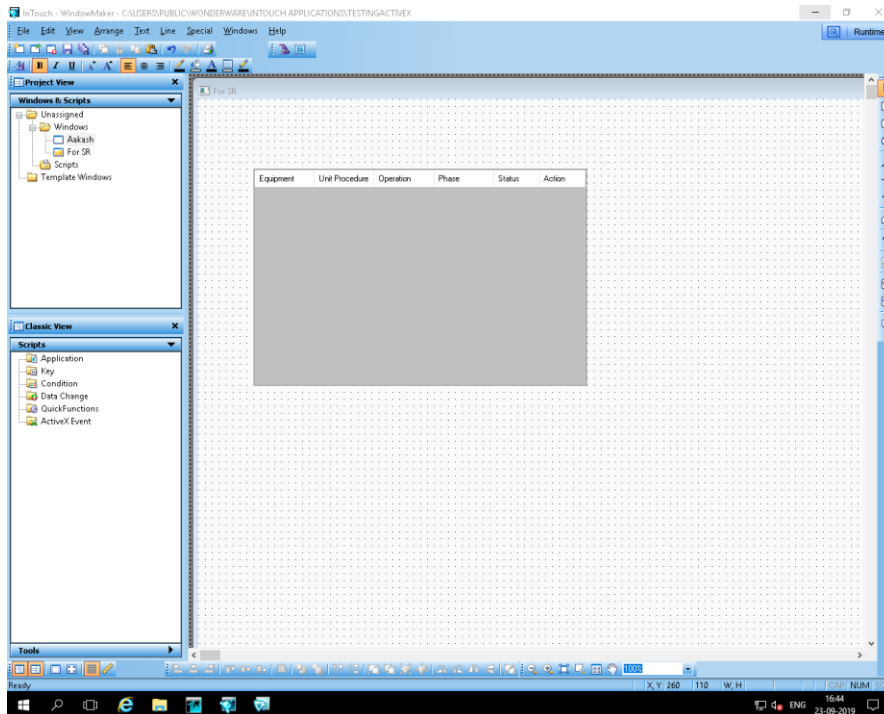
I/O server location: SWINGPOCTSE3 (ThinServer Name)

I/O Server Type: Select View10.64.246.230

4. After adding new I/O server add topic and tags and now you will be able to get data from InTouch Application Running on Thin Client.

InBatch ActiveX not showing Unit

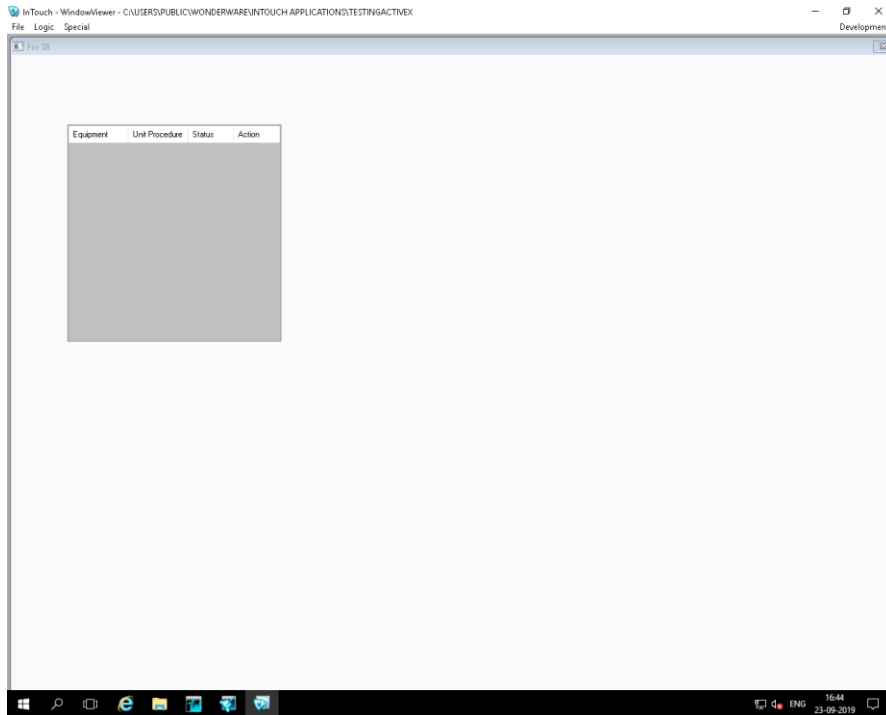
Summary : InBatch ActiveX not showing Unit will not show unit column in the InTouch 17.3.1 in Runtime





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Unit Column missing in Runtime



Solution : Installing Hotfix L00153094 will resolve this issue

Copy HFL00153094_Install.zip file to the machine's local file system (i.e. C:\Batch Management Hot Fixes\HFL00153094_Install.zip) and unzip file to a directory.

On Batch Management Server and Runtime Client Machines

1. Open folder <Drive>:\<Program Files Folder>\Wonderware\Batch Management\Bin
2. Open the command prompt and execute the following command to Unregister the old OcxBatch component `regsvr32 -u "C:\<Program Files Folder>\Wonderware\Batch Management\bin\OcxBatch.ocx"`
3. Make a backup copy of "GuiBinder.dll" and "OcxBatch.ocx"
4. Copy extracted "GuiBinder.dll" and "OcxBatch.ocx" from "<Extracted Folder>\HFL00153094_Install\" to bin directory. This should replace the file you just backed up.



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5. Open the command prompt and execute the following command to register the new OcxBatch component

```
regsvr32 "C:\<Program Files Folder>\Wonderware\InBatch\bin\OcxBatch.ocx"
```

4. Launch InBatch Environment Display and start using the application.

Note:

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In case of Redundant Batch Server follow the above steps in Master and Backup nodes.

On Batch Management IDE components Machine

1. Open folder <Drive>:\<Program Files Folder>\Wonderware\Batch Management\AppObjects

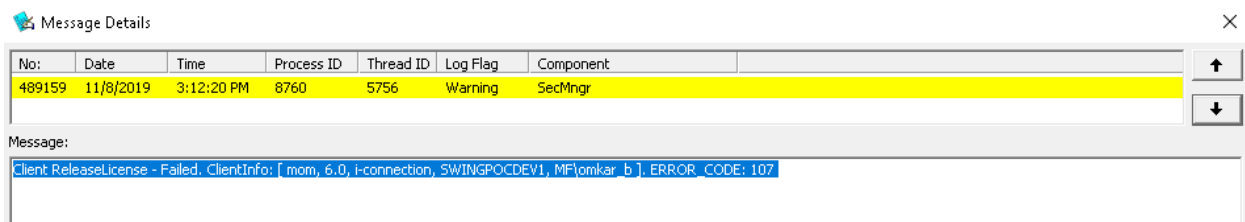
2. Make a backup copy of "IBGuiControls.Net.dll"

3. Copy extracted "IBGuiControls.Net.dll" from "<Extracted Folder>\HFL00153094_Install\" to AppObjects directory. This should replace the file you just backed up.

4. Launch ArchestrA IDE and re-import "IBGuiControls.Net.dll" as Client Control for scripting.

Can't Release (InBatch) MOM Client.

Summary: Sometimes we can face MOM Client Release failed while using Thin Client. And we will get warning in the logger "MOM Client Release failed".



Solution: Previously we were using licence server version 3.4.0 which comes by default with InBatch 2017 on InBatch server and licence server 3.5.1 on licence server.

Sissy suggested to upgrade InBatch licence server from 3.4.00000 to 3.5.1 after that licence server up-gradation on InBatch, everything seems to work fine.



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But after upgradations still sometimes we are facing issue of InBatch MOM client Release fail for that AVEVA has requested hotfix justification form and they will release hotfix for it.

Can't Configure InBatch History Components

Summary : InBatch History Components failed to configure.

Root cause: Rollback History schema and Report changes made in the new version of the Batch Management v12.0 so we need to rollback changes to resolve issue.

Solution : we need to install Hot Fix L00154018 to rollback