

Post Upgrade Issues

Issue #1: After completing the upgrade, Vista will not run. When it is launched, you see the splash screen, but before you get to the login screen, Vista crashes. You see a dialog from the operating system stating that 'Vista has stopped working'.

Cause: This will happen if your ION Enterprise config\cfg\ud directory included a global.log file. Global.log is a file that is created when you add a Global Event Viewer to Vista. The old file format from ION Enterprise 6.0 or earlier is not compatible with PME 7.2.x Vista.

Solution: Delete global.log. You will have to re-add a Global Event Viewer if that is something you want to use in your upgraded system.

Issue #2: After completing a side by side upgrade from ION Enterprise 5.6 or earlier, the ION Site Server service will not run, but crashes after running for a few seconds.

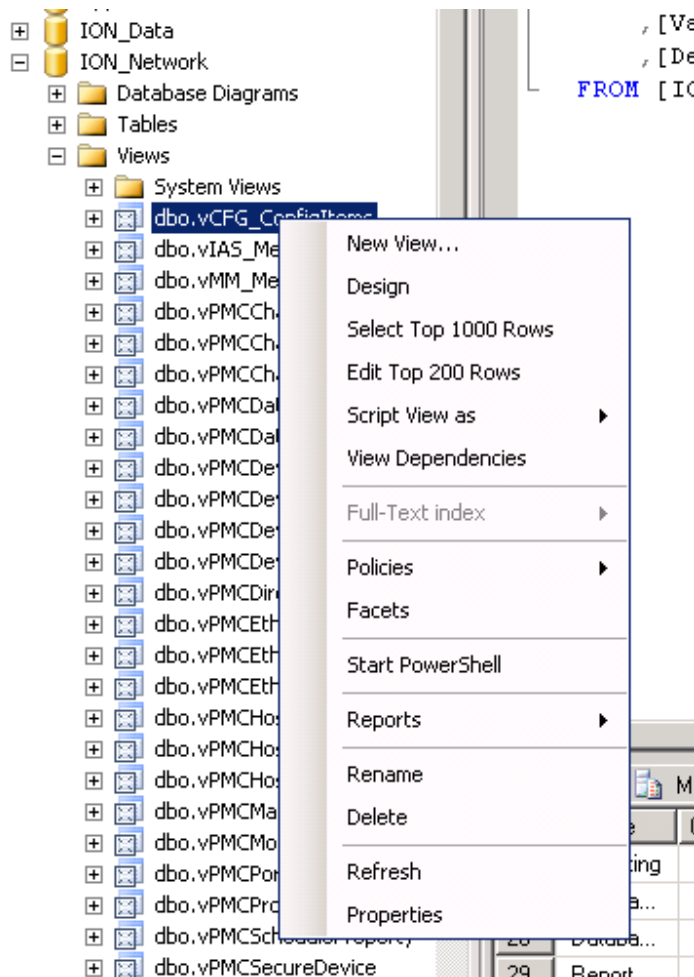
Cause: This will happen if you used the MDI in your old ION Enterprise system to add PC-logging to devices such as a PM700 or a 6200. When you configure logging/calculations for these devices using the MDI, updated versions of the .ion and .xml files that include the logging/calculations information are saved to the config\translators directory. These files are not compatible with the PME 7.2.2 basic modbus driver (xlmod.dll) and cause the ION Site Server service to crash when loaded.

Solution: Delete the copies of the .ion and .xml files in the config\translators. This will force the driver to use the PME 7.2.2 versions of these files in system\translators. You will have to redo any logging/calculations using the MDI.

Issue #3: After completing a side by side upgrade from ION/SPM to PME, attempting to set up a report subscription gives a pop up stating "An unexpected error has occurred. Your request cannot be processed at this time. If the problem persists, contact the Webpage administrator." There is an error in the System Log in Management Console stating "Could not authenticate"

Cause: The Windows IONUser account's password has been modified on the older ION/SPM system and the password in the database was also configured to match the new Windows password.

Solution: Using SQL Server Management Studio, browse to the ION_Network database and expand views. Right click the dbo.vCFG_ConfigItems and Select Top 1000 Rows.



Under the item column, search for “reportServerPassword” and “subscriptionDeliveryPassword”. Ensure the corresponding Value field to the right is set to the default “IONisgreat!”

Databa...	General Settings	RemoteCacheServerPort	8080	8080
Report ...	General Settings	reportServerUsername	IONUser	IONUser
Report ...	General Settings	reportServerDomain		
Report ...	General Settings	reportServerPassword	IONisgreat!	IONisgreat!
Report ...	General Settings	reportServerParameterLangu...	en-us	en-us
Report ...	General Settings	reportServerRootURL	http://[ServerName]/[ReportServer]	http://[ServerName]/[ReportServer]
Report ...	General Settings	reportServerConfigurationSer...	http://[ServerName]/[ReportServer]/reportservice2005...	http://[ServerName]/[ReportServer]/reportservice2005...
Report ...	General Settings	reportServerConfigurationTim...	300	300
Report ...	General Settings	reportServerExecutionServic...	http://[ServerName]/[ReportServer]/ReportExecution2...	http://[ServerName]/[ReportServer]/ReportExecution2...
Report ...	General Settings	subscriptionDeliveryUser	IONUser	IONUser
Report ...	General Settings	subscriptionDeliveryDomain		
Report ...	General Settings	subscriptionDeliveryPassword	IONisgreat!	IONisgreat!
Region...	General Settings	Culture		

Issue #4: After completing a side by side upgrade from ION Enterprise 5.5 or later, devices with custom device types built in the MDI have performance issues

Cause: When older versions of the MDI added a new device type to the database, it set the IONBufferSize_bytes column to 4096. It should be set to 32768. ION meters are limited to a 4k buffer size, but modbus devices are not. Restricting the modbus devices to a 4k buffer can really impact performance by generating much unnecessary communications traffic, particularly noticeable in bigger system.

Solution: To correct this, execute the following query on the ION_Network database:

```
UPDATE DeviceType
```

```
SET IONBufferSize_bytes = 32768
```

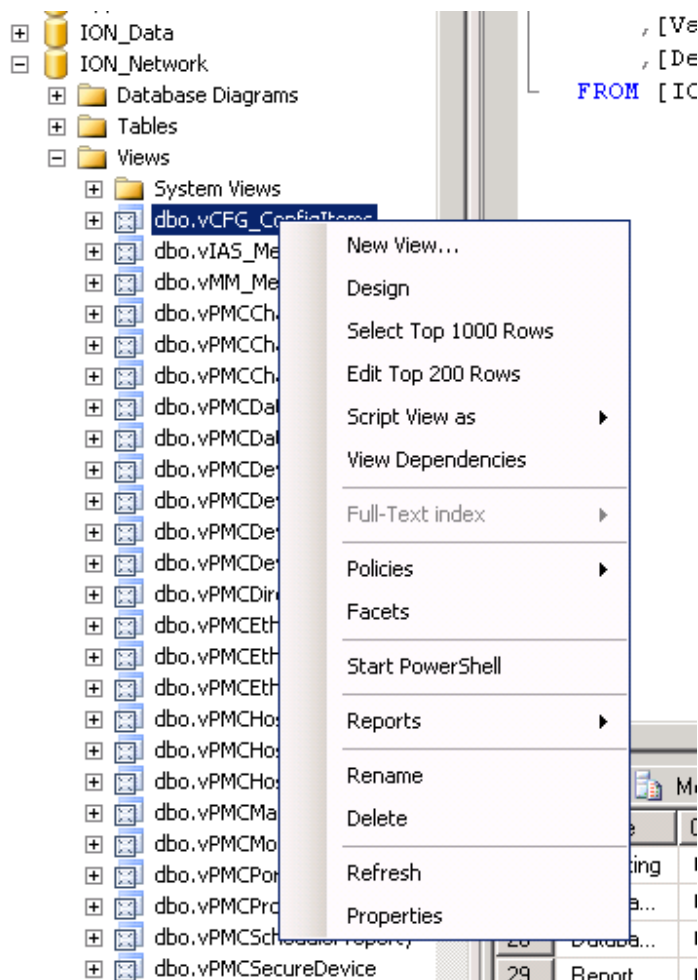
```
WHERE TranslatorID IN
```

```
(SELECT ID FROM Translator WHERE Name = 'MODRTU' OR Name = 'MODTCP')
```

Issue #5: After a side by side upgrade from ION/SPM to PME generating a report yields “The requested report contains more data than the system can display. You can reduce the amount of data to display by: reducing the number of Sources, reducing the number of Measurements or narrowing the Date Range. Please adjust the inputs and rerun the report.”

Cause: There is a maxNumberOfRecords threshold that is set in the ION_Network database in PME after switching from using SQL Server Reporting Services to Local Mode Reporting. The number is set by default to 250000 and any reports attempting to retrieve more than this number of records will generate an error.

Solution: This number can safely be increased to up to 500000 without causing issues to the report. In SQL Server Management Studio, expand the ION_Network database. Under Views, right click dbo.vCFG_ConfigItems.



Search for MaxNumberOfRecords under Item and change it's corresponding value field to the right to 500000.

25	Reporting	General Settings	LoadProfilePower_Active	Active Power	Active Power
26	Reporting	General Settings	LoadProfilePower_Reactive	Reactive Power	Reactive Power
27	Reporting	General Settings	LoadProfilePower_Apparent	Apparent Power	Apparent Power
28	Reporting	General Settings	MaxNumberOfRecords	250000	250000
29	Database	General Settings	RemoteCacheServerName	Localhost	Localhost
30	Database	General Settings	RemoteCacheServerPort	8080	8080

Issue#6: There is no new data coming into PME after a side by side upgrade from ION/SPM to PME. There is an error in the SystemLog in Management Console stating "failed to write node into to database because 'Procedure of function LS_ProcessDevice has too many arguments specified'. Will retry in 60s."

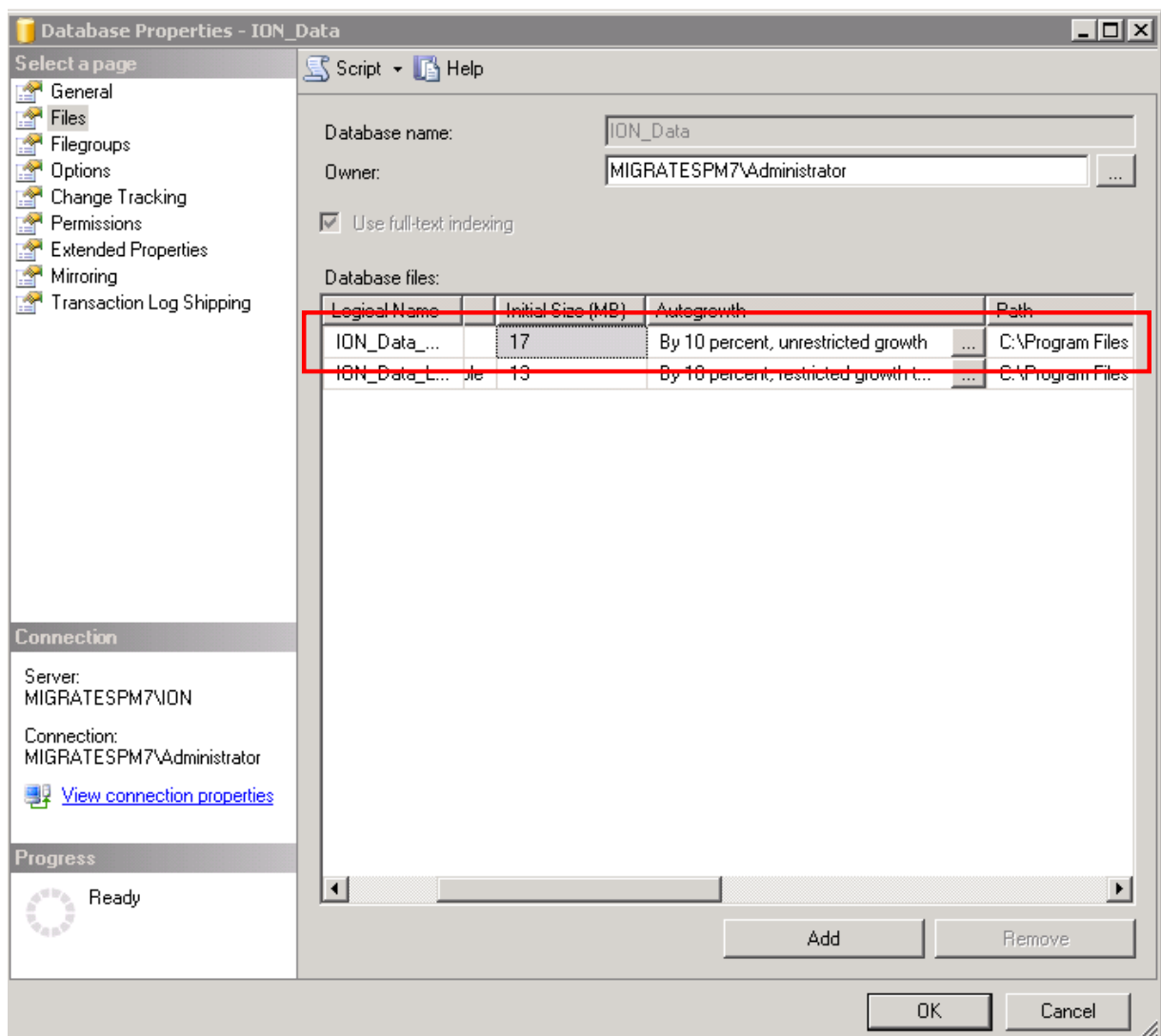
Cause: There is a step in the upgrade where the LogInserter and QueryServer Node needs to be opened in Designer and the server name needs to be replaced with the new server. This is incorrectly configured.

Solution: Open LogInserter and QueryServer nodes in Designer verify Data Source is set to <Database Server>\<SQL Instance> name. It gets commonly set to Application Server name in distributed install

Issue#7: After a side-by-side upgrade to PME, using a datalog viewer in Vista the old data is missing and only new data is getting logged.

Cause: If there is a database growth restriction set on the ION_Data database, the database manager will still state the database upgraded successfully without giving any errors. The database will still have all the old data in its old schema.

Solution: Remove any database size restrictions set on ION_Data using SQL Server Management studio. Right-click the ION_Data database, and select the properties option. In the files tab, ensure autogrowth on ION_Data.mdf is set to unrestricted growth as shown below:



Issue#8: Vista is pulling in data through datalog viewer but Webreach is not pulling in data. There is an error in WebReach stating "Error with provideHTML. Error with GenerateHTML. WebReachHistoricalASP in GetQuery: -2147218290 Cannot execute connection. ActiveX component can't create object."

Cause: When computer name was updated after the database upgrade, the computer name was not entered in with uppercase. The machine name in all database tables needs to be in uppercase for the software to pick it up

Solution: This article outlines the process to resolve this: <http://download.powerlogic.schneider-electric.com/C1257C930050C6EF/All/257C3F004C0B20656E5F555300209708?Opendocument>

Issue#9: There are errors in the ION_SystemLog stating “Connection Broken” every couple of seconds.

Cause: The TCP connections are broken as part of routine operation if there are errors/packets somehow get out of sync. The Modbus TCP protocol is to break and re-establish the TCP question if there is any doubt as to the correctness of a response. In ION-E 6.0, this message was written to the Console in Diagnostics Viewer instead of the ION_SystemLog, which is preferable to having the SystemLog being flooded with “connection broken” messages.

Solution: Apply Power Monitoring Expert 7.2.2 Cumulative Update 2.

Issue #10: ION_Network database doesn’t upgrade stating an “Insufficient Disk Space” error, despite having sufficient disk space on all drives for the upgrade

Cause: This can happen due to two issues. The Utilities.SQLServer.dll file is not in the Power Monitoring Expert/system/bin folder. The other issue is when there is an 'extra' SchedulerTick table associated with a schema called ION that was failing the upgrade right at the beginning.

Solution: Ensure the Utilities.SQLServer.dll file is placed in the Power Monitoring Expert/system/bin folder. For the second cause, run this SQL command on the ION_Network database in SQL Server Management Studio:

```
DROP TABLE [ION_Network].[dbo].[SchedulerTick]
```