Tech Note 760
Solving the Historian IDAS Deadlock Problem

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Introduction

Historian can rarely run into the "deadlock" issue with IDAS and Remote IDAS. Once IDAS is in that state, IDAS cannot be started.

This *Tech Note* should help you resolve the deadlock problem so that you can quickly reestablish the communications to your Historian data sources.

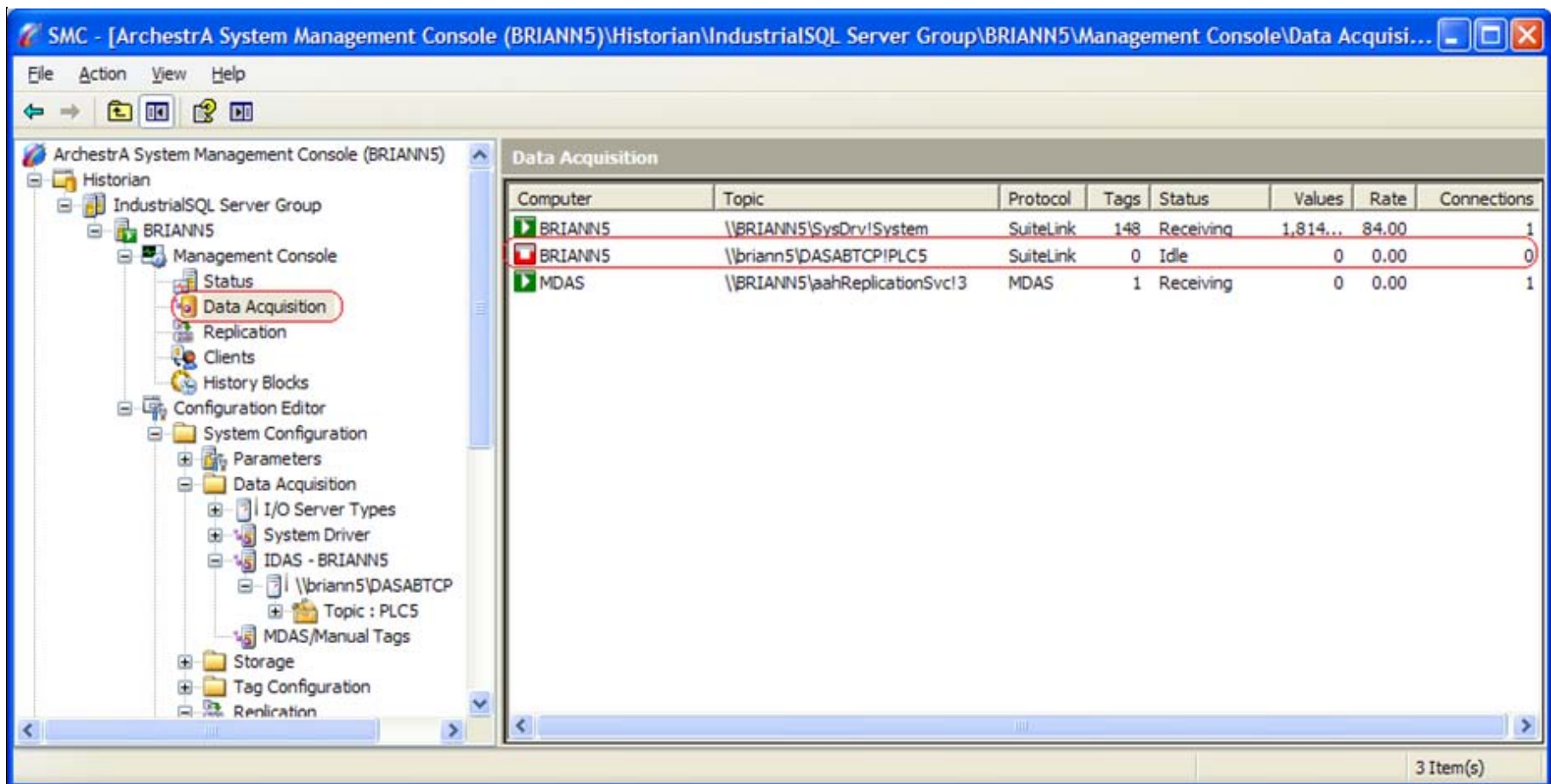Figure 1 (below) shows the SMC Historian Data Acquisition attribute when IDAS is stopped:

FIGURE 1: SMC HISTORIAN DATA ACQUISITION ATTRIBUTE SHOWING IDLE STATUS

If you also see the following typical errors in the ArchestrA LogViewer, there is a very good chance that you are experiencing the IDAS deadlock:

```
aahCfgSvc ERROR: Failed to re-initialize topic (\\NodeName\DAServerName|Topic, xxxx, This operation returned because the timeout period
expired., 0) [NodeName; aahCfgSvc.cpp; 6543; 1]
aahCfgSvc ERROR: Failed to get IDAS configuration version (IDAS; Error; Response error) (NodeName, 1460, This operation returned because the
timeout period expired., 0) [NodeName; aahCfgSvc.cpp; 3251; 1]
```

Application Versions

- Historian 10.0 and later

- Remote IDAS 10.0 and later

- Microsoft SQL Server 2005 and later

Resolution

Complete the following steps on the machine running the IDAS (either the local or remote IDAS machine.) If the problem happens on a remote IDAS machine, you will complete the steps on the remote machine.

1. Delete all the **idatacfg-... IDAS** configuration files on the IDAS machine in folder

   C:\Documents and Settings\All Users\Application Data\Archestra\Historian\IDAS

   Also delete all subfolders.
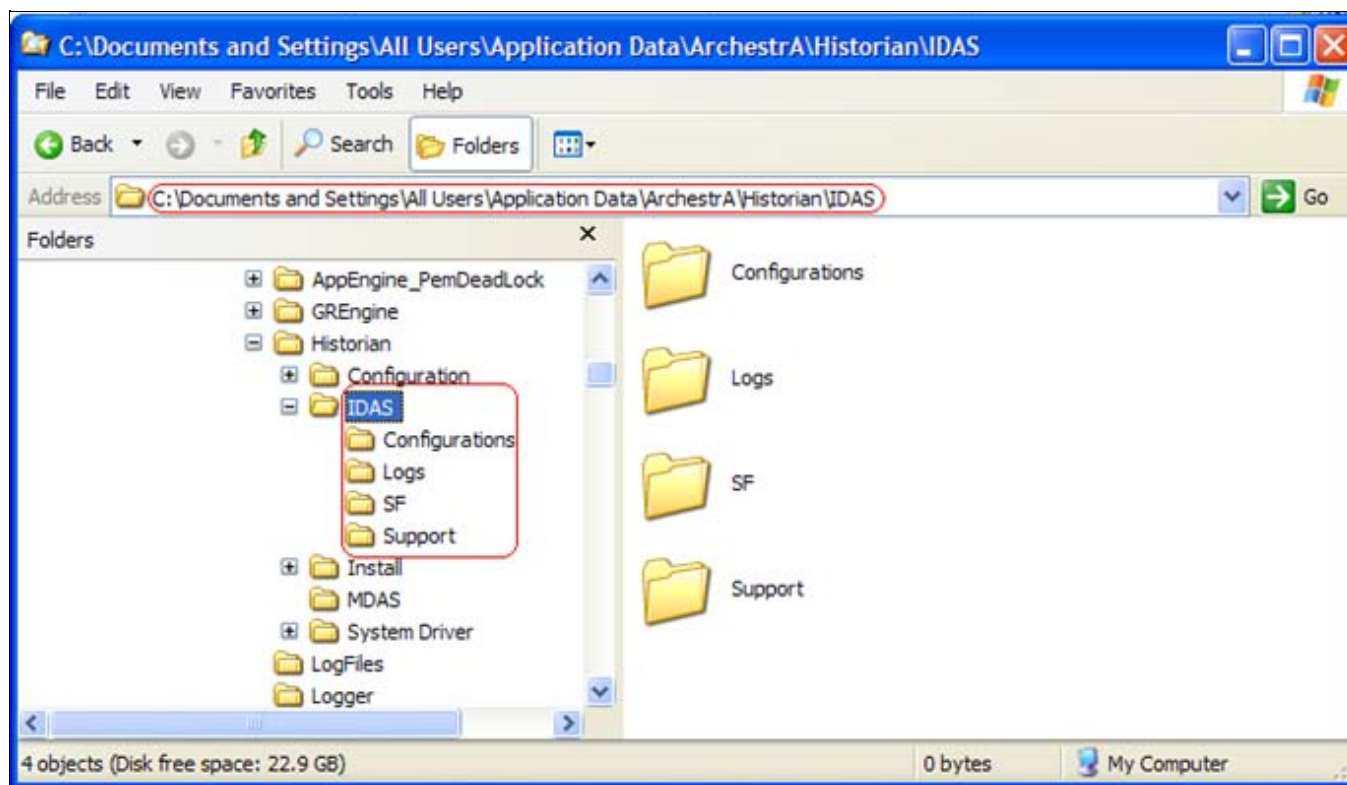
FIGURE 2: IDAS AND SUBFOLDER DELETION

2. Restart that IDAS on its machine using one of the following methods:
   1. Kill the **aahIDASSvc.exe** process using the Task Manager. The Wonderware Historian Configuration service will restart it automatically within one minute.

   2. Go to the Control Panel – Services applet and stop the Wonderware Historian DataAcquisition service. The Wonderware Historian Configuration service will restart it automatically.

3. After IDAS restarts it is configured "from scratch" by the Wonderware Historian Configuration service. You will see a new configuration file called **idatacfg_computername** created in **C:\Documents and Settings\All Users\Application Data\ArchestrA\Historian\IDAS\Configurations**.

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