Tech Note 787
Resolving Wonderware Intelligence Dimension Query TimeOut Exceptions

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Introduction

This *Tech Note* describes the solution on how to resolve exceptions related to QueryTimeout during deploy, redeploy or refresh of a Dimension.

Application Version

- Wonderware Intelligence 1.5 and later

Issue

When the volume of data to handle in a dimension is relatively large (typically tens of thousands records or more), you can get the following exception message in the logger:

> Transform execution failed. Could not make updates for mappings with skip value, timeout period elapsed prior to completion of the operation or the server is not responding, OR
> Simple Transform Query execution failed due to Timeout expired. The timeout period elapsed prior to completion of the operation or the server is not responding. Increase the Dimension Refresh rate and try again.

As a result of this exception, the data is not populated to the Intelligence database.

Resolution

Add QueryTimeout parameter with value **9000** in the **EMIRuntimeConfigurator.xml** file. This file is located at **C:\Program Files\Wonderware\Intelligence\Bin**.

QueryTimeout defines the time (in seconds) that the software allows the database transformation and merge commands to execute. When the runtime starts, the QueryTimeout value is picked from this file.
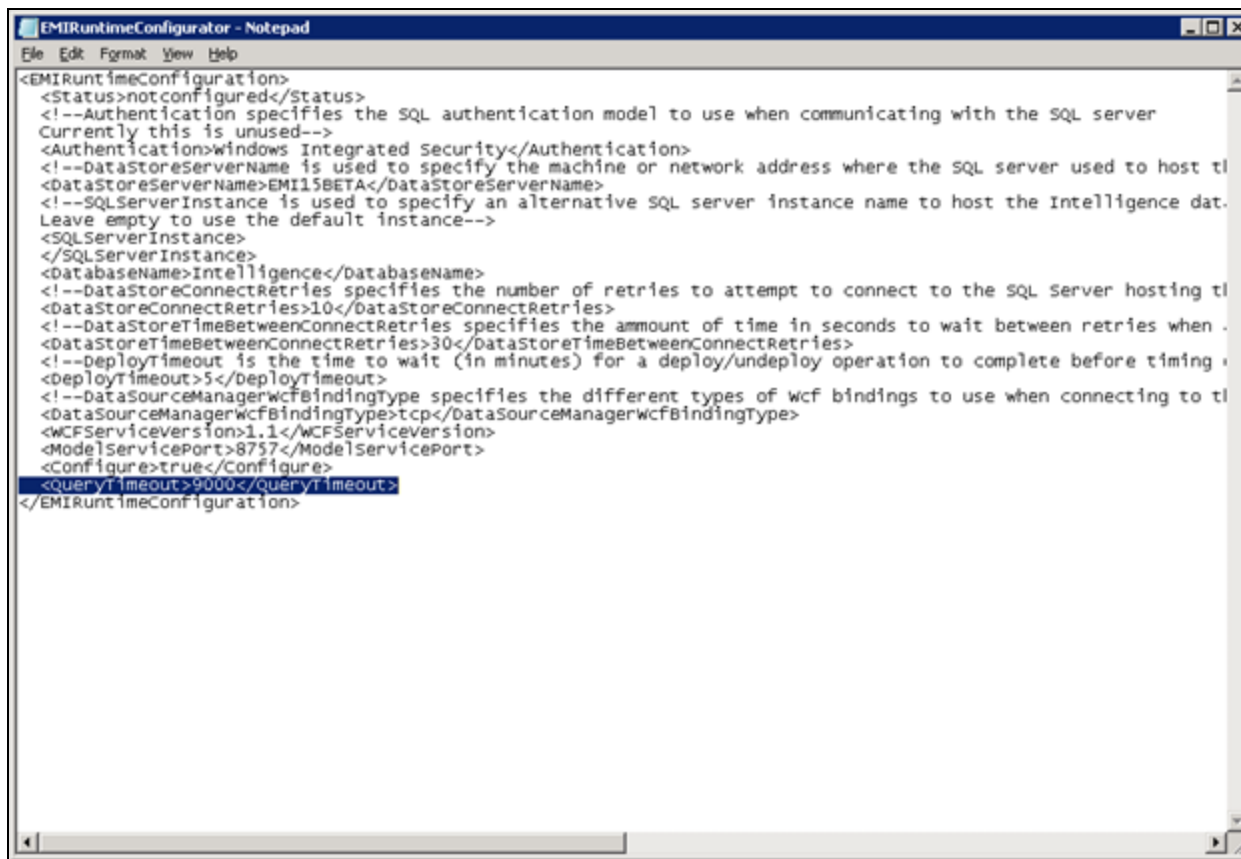
1. Make a backup copy of this file.

2. Right-click the file and click **Edit with Notepad**.

3. Add the QueryTimeout element as shown in Figure 1 (below). It is

   `<QueryTimeout>9000</QueryTimeout>`

4. Save the changes and close Notepad.

5. After making changes to the configuration file, restart the Intelligence Service to ensure that the update has been applied successfully.

Note: Lab Tests proved that a QueryTimeout of 9000 seconds and a dimension refresh rate of 2 hrs is more than sufficient to execute a query that has 8 million rows and thirty three columns worth of data in the dimension table, prior to refresh or redeploy.

FIGURE 1: QUERY TIMEOUT PARAMETER CONFIGURATION

S. Mariyala

For technical support questions, send an e-mail to **wwsupport@invensys.com**.

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