

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.

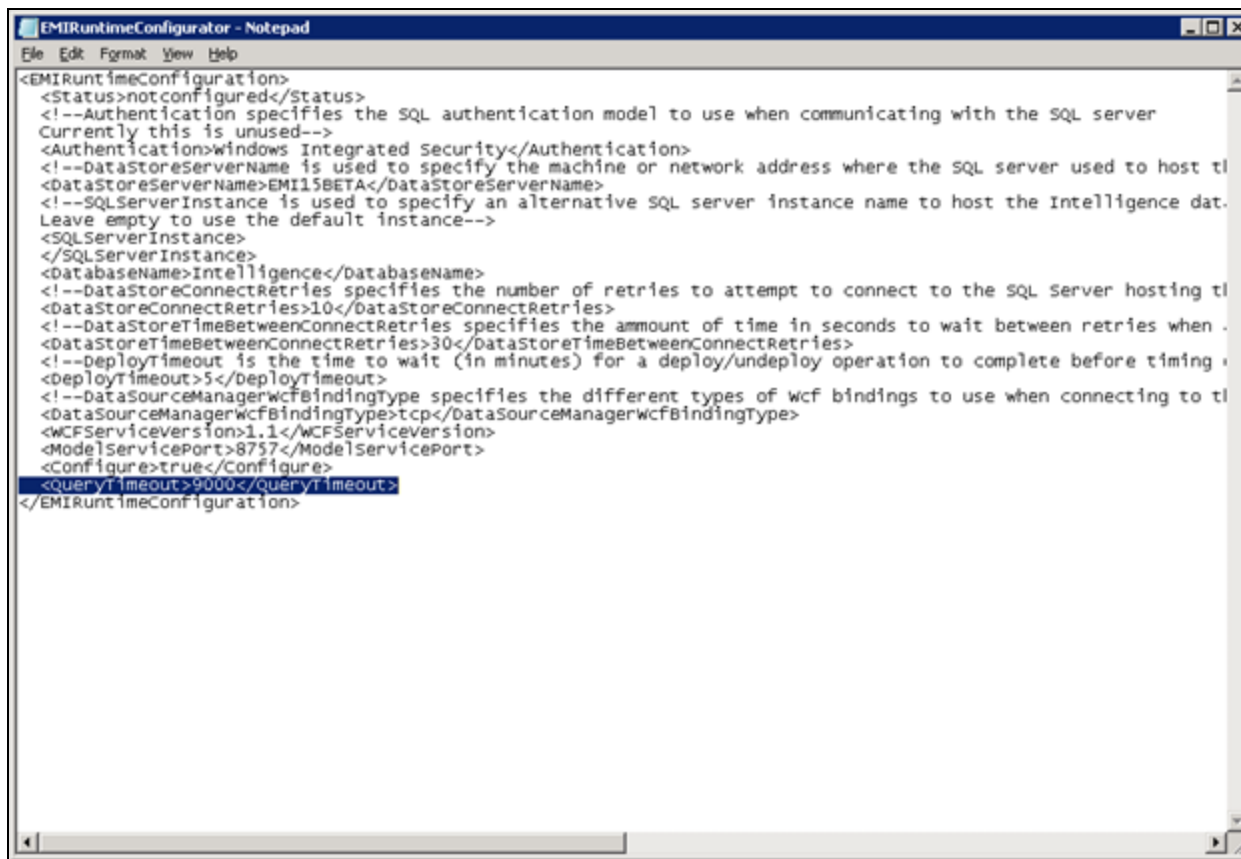
1. Make a backup copy of this file.
2. Right-click the file and click **Edit with Notepad**.
3. Add the QueryTimeout element as shown in Figure 1 (below). It is

```
<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.

A screenshot of a Notepad window titled "EMIRuntimeConfigurator - Notepad". The window contains XML configuration code for the Intelligence Service. The code includes various parameters such as Authentication, DataStoreServerName, SQLServerInstance, DatabaseName, DataStoreConnectRetries, DataStoreTimeBetweenConnectRetries, DeployTimeout, DataSouceManagerwcfBindingType, WCFServiceVersion, and ModelServicePort. The line "<QueryTimeout>9000</QueryTimeout>" is highlighted in blue. The XML structure is as follows:

```
<EMIRuntimeConfiguration>
  <Status>notconfigured</Status>
  <!--Authentication specifies the SQL authentication model to use when communicating with the SQL server
  Currently this is unused-->
  <Authentication>windows Integrated Security</Authentication>
  <!--DataStoreServerName is used to specify the machine or network address where the SQL server used to host the
  Intelligence data-->
  <DataStoreServerName>EMI15BETA</DataStoreServerName>
  <!--SQLServerInstance is used to specify an alternative SQL server instance name to host the Intelligence data.
  Leave empty to use the default instance-->
  <SQLServerInstance>
  </SQLServerInstance>
  <DatabaseName>Intelligence</DatabaseName>
  <!--DataStoreConnectRetries specifies the number of retries to attempt to connect to the SQL server hosting the
  Intelligence data-->
  <DataStoreConnectRetries>10</DataStoreConnectRetries>
  <!--DataStoreTimeBetweenConnectRetries specifies the amount of time in seconds to wait between retries when
  connecting to the SQL server-->
  <DataStoreTimeBetweenConnectRetries>30</DataStoreTimeBetweenConnectRetries>
  <!--DeployTimeout is the time to wait (in minutes) for a deploy/undeploy operation to complete before timing
  out-->
  <DeployTimeout>5</DeployTimeout>
  <!--DataSouceManagerwcfBindingType specifies the different types of wcf bindings to use when connecting to the
  Intelligence data-->
  <DataSouceManagerwcfBindingType>tcp</DataSouceManagerwcfBindingType>
  <WCFServiceVersion>1.1</WCFServiceVersion>
  <ModelServicePort>8757</ModelServicePort>
  <Configure>true</Configure>
  <QueryTimeout>9000</QueryTimeout>
</EMIRuntimeConfiguration>
```

FIGURE 1: QUERY TIMEOUT PARAMETER CONFIGURATION

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