Hello NAME,

Thank you for contacting Ovation Product Support today. Below is a recap for your record; please reference the Call Record Number below to request or provide an update on this case.

|  |  |
| --- | --- |
| ***Product Support record number:*** |  |
| ***Customer Name:*** |  |
| ***Customer Support Specialist:*** |  |
| ***Urgency Level:*** | *[Critical, Major, Minor] to be defined by GSC Engineer* |
| ***Call Subject:*** |  |
| ***Affected SW Version:*** |  |

**Problem Details**

General questions to be asked to the customer

* Why the customer is calling Product Support?
* Which is the Affected SW version or versions?
* What is the complexity level of the cybersecurity solution (AV, Standalone, Light, Full PWCS)?
* When did you notice the issue for the 1st time?
* Were any configuration changes being performed?
* Have patches been recently applied?
* What troubleshooting steps have been tried?
* Is the plant running at this moment?
* Is this issue affecting your production?
* Is there a deadline for getting the issue resolved?

Work over the phone

* Describe the troubleshooting steps executed
* Mention suggestions/instructions given.

**Instructions**

To start troubleshooting this situation with your OPH, we would need to collect some files first. Could you please share the following files so we can start investigating the situation?

1. OPH gather:

Go to the OPH server  
Navigate to D:\OvHist\Tools\gather\ and double-click on OVH\_Gather.bat file.  
It will compile some files and then will copy them into the WORK folder.  
Zip and send the following folder: D:\OvHist\Tools\gather\Work

2. Screenshots of the Historian Diagnostics app

You can launch the tool from the binoculars icon on your system tray, or the Start menu as follows:

Start -> Programs -> Ovation Process Historian -> Historian Diagnostics  
Note  
The binoculars icon displays in the system tray is generally green, which means that the historian process is running properly. If the binoculars icon turns red, there is a problem with the historian software.

3. OPH server error log (Ovh\_log\_file.0):

Locate the following file in the OPH server: D:\OvHist\bin\Ovh\_log\_file.0

4. OPH Scanner error log

Go to Scanner drop and go to:  
C:\OvHist\bin\Ovh\_log\_file.X (where X can be a number like 0, 1, 2…)

5. OPH config file @ DBS:

From Developer Studio open the Historian Configuration tool (at System level / Configuration / Historians / Ovation Process Historian Servers / right-click on the OPH server/ Engineer)  
In the Historian Configuration tool go to the Home tab and select the Export option.  
Save the document as a .xml file.

6. A partial export:

* From the Database Server:
* Go to Start -> Run window -> Type CMD
* Go to C:\TMP folder (create it if it not exists)
* In the command prompt type:

ovptexport.exe -u ptadmin/ptadmin@ptdb -o filename.exp

(change "filename" for the export name)

* Add the files to the OneDrive folder or attach it to this email.

Thank you for reaching out to Ovation Product Support; please let us know if you have further concerns or comments.

Best regards,