

PRODUCT SERVICE ADVISORY

Rockwell Software OPC-Based Products

Ref: ACIG 2007-02-002

Date: February 2007

Dear Rockwell Automation Customer,

The purpose of this Product Service Advisory is to inform you of a functional issue that exists with all OPC-based products (including competitive offerings) that use DCOM when running on Windows 2000 Professional or Server, or Windows Server 2003 or Windows 2003 SP1. The Rockwell Software products that may be affected include RSView Enterprise (SE and Studio), RSView32, RSView32 Active Display, RSLinx Classic, RSLinx Enterprise, RSSql, RSBatch, RSOPC Gateway, and the FactoryTalk Automation Platform (FTAP).

This Advisory explains the functional issue and the steps being taken to rectify the situation.

-Issue Overview-

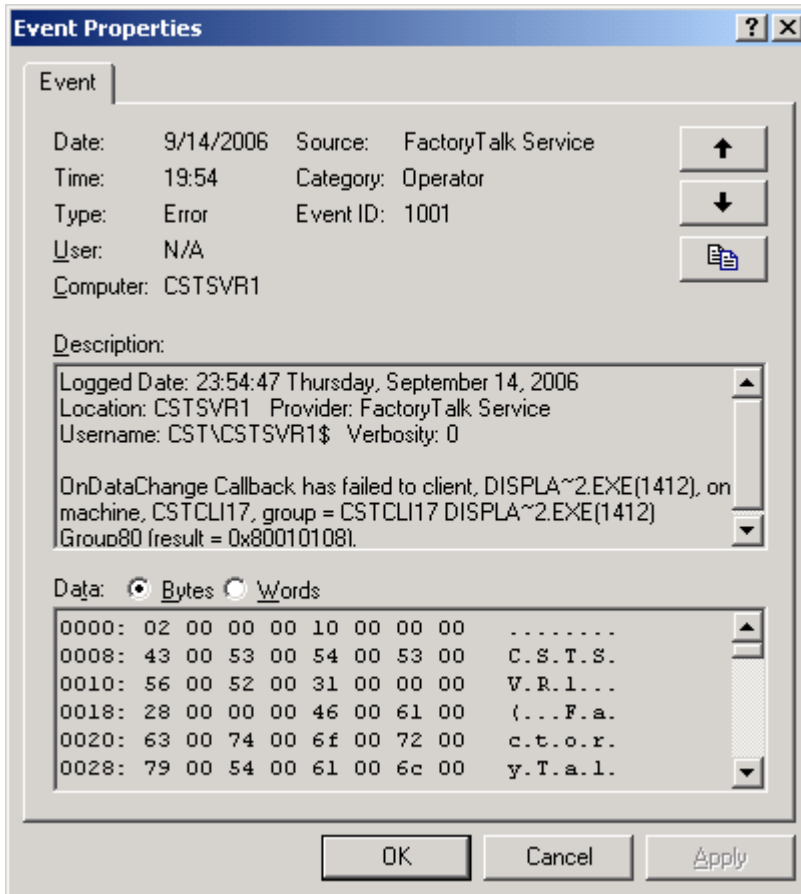
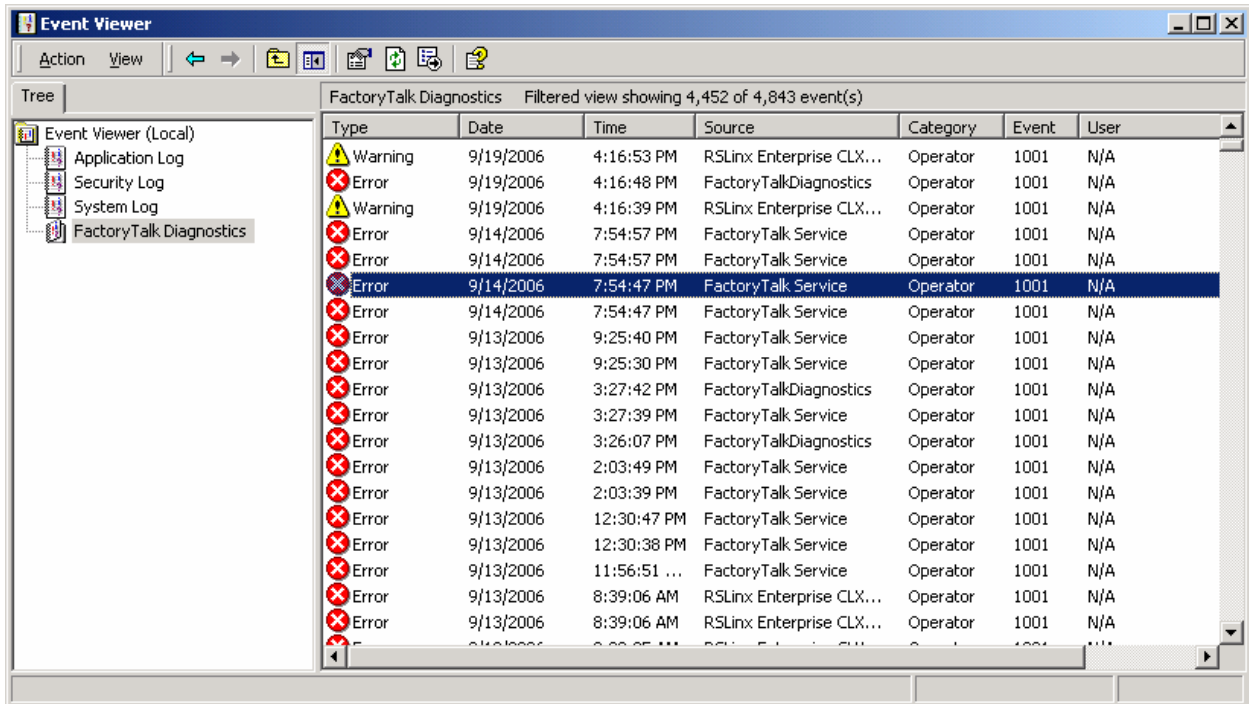
- Many manufacturers using Windows 2000 Professional and Server, Windows Server 2003, or Windows Server 2003 SP1 with Rockwell Software products are experiencing DCOM 108 (also known as RPC_E_DISCONNECTED) errors.
- These DCOM 108 errors are causing manufacturers' client stations and applications to be temporarily disconnected, unresponsive, or slow.

-Issue Description of DCOM 108 Error-

Many manufacturers using Windows 2000 Professional and Server, Windows Server 2003, or Windows Server 2003 SP1 with Rockwell Software products are experiencing DCOM 108 (also known as RPC_E_DISCONNECTED) errors and may not realize it. The symptoms of this error vary and are dependent on the products and configurations used. Servers using RSView SE HMI Server, RSLinx Classic, RSLinx Enterprise, or a non-Rockwell OPC Server, that are experiencing the DCOM 108 error will have one or more occurrences of the following error in their FactoryTalk Diagnostic Event Log:

- OnDataChange Callback has failed... 0x80010108
- OnWriteComplete Callback has failed ... 0x80010108
- OnReadComplete Callback has failed ... 0x80010108

A specific FactoryTalk Diagnostic event record is shown in the screens captures below.



On client computers running RSView SE Client, users will see that the HMI display goes to “wireframe” either temporarily or permanently, performance degrades over time, or the system becomes unresponsive. Client computers running other products such as RSSql, RSBatch, or RSOPC Gateway will see similar issues that will be manifested in ways typical for those products when they are temporarily disconnected from their data source.

This functional issue is subtle, happens over a period of time, and most adversely affects larger distributed systems (the larger the system, the more likely it is to happen). Once the failure mode begins, it continues to get worse over time and can cause many undesirable side effects, including potential failure of servers. This functional issue can start due to a number of reasons, but it is known that abruptly disconnecting any client machine from the network can trigger the issue to occur. This means that customers with faulty or intermittent network connections are especially vulnerable.

Operating systems are affected by the DCOM 108 includes; Windows 2000 Professional and Server, Windows Server 2003, and Windows Server 2003 SP1. This functional issue does not affect Windows XP or Windows CE.

The DCOM 108 issue found in these operating systems is in the very core of the RPC (Remote Procedure Call) subsystem, which DCOM depends on, and can negatively affect any products that use DCOM. It also may have some adverse effects to local COM processing for the affected operating systems and products.

-Product Identification-

This functional issue is not specific to Rockwell Software products. OPC-based products (including competitive offerings) that use DCOM can be negatively affected by this issue. The Rockwell Software products that may be affected include RSView Enterprise (SE and Studio), RSView32, RSView32 Active Display, RSLinx Classic, RSLinx Enterprise, RSSql, RSBatch, RSOPC Gateway, and the FactoryTalk Automation Platform (FTAP).

Products **that may be affected** by this Mandatory Product Service Advisory include the following when running on Windows 2000 Professional or Server, or Windows Server 2003 or Windows 2003 SP1:

- RSView Enterprise (SE and Studio) – 9701-*
- RSView32 – 9301-*
- RSView32 Active Display – 9505 - *
- RSLinx Classic, Enterprise, RSOPC Gateway – 9355 - *
- RSBatch – 9358 - *
- RSSql – 9356 - *

You will find your product release number and version number on the product’s disc labels.

Affected ship dates are October, 2001 to present.

-Issue Correction-

The functional issue described above has been determined to be a defect in the following Microsoft Windows operating systems: Windows 2000 Professional and Server, Windows Server 2003, and Windows Server 2003 SP1.

- Rockwell Automation and Microsoft have worked closely with one of our mutual customers to identify and correct the DCOM 108 error, resulting in a Microsoft update for the Microsoft Operating Systems affected.
- The update for all Windows Operating Systems affected is available directly through Microsoft support via <http://support.microsoft.com/kb/924432>.
- The updated code will be incorporated into Windows Server 2003 SP2.

The update is available now for Windows 2000 Professional or Server, and Windows Server 2003 or Windows 2003 SP1. The corrected code will be incorporated Windows Server 2003 SP2.

-Requested Customer Action-

Each notified customer should take the following actions:

- Confirm that they have the affected products.
- Take appropriate action to get the Microsoft update installed on all applicable machines. If customers require any further technical assistance, they should contact Rockwell Automation Technical Support (440-646-3223 or RACleAskTheExpert@ra.rockwell.com) or their local Rockwell Automation Sales and Support office.
- If the customer has transferred ownership of the affected product to another company or individual, the known customer should immediately contact their local Rockwell Automation Sales and Support office with contact information for the new owner of the affected product and forward the notification to the new owner of the affected product.

We require and appreciate your immediate cooperation in this matter. If you have any questions, please contact us.