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OI Server services do not always start when multiple instances are configured

SITUATION

After a reboot, OI Server services do not always start when multiple instances are configured.

- The service displays a red "X" in the SMC
- The Status is stuck at **Starting**
- The service is running but the **Certificate** icon is missing in SMC
- Random log flags can also be turned on automatically

This issue is caused by a dll from the logger component. The dll name is **LoggerDll.dll**. The issue is present if the dll's **Date modified** value is later than 11/20/2018.

Name	Date modified	Type	Size
LoggerDLL.dll	2/18/2019 12:31 A...	Application extens...	58 KB

Figure 1: DLL Date modified value

SYMPTOMS

The following screenshots show symptoms of the issue:

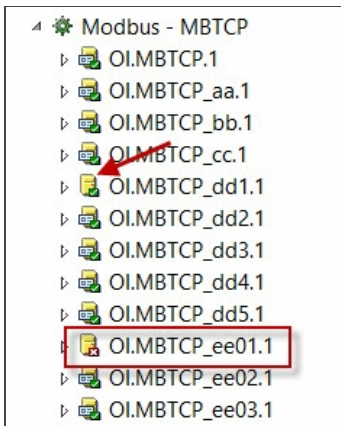


Figure 2: Multiple instances + certificate shows red x

MBTCP_dd3	Running	Automatic	Local System
MBTCP_dd4	Running	Automatic	Local System
MBTCP_dd5	Running	Automatic	Local System
MBTCP_ee01	Starting	Automatic	Local System
MBTCP_ee02	Running	Automatic	Local System
MBTCP_ee03	Running	Automatic	Local System
MBTCP_ee04	Running	Automatic	Local System
MBTCP_ee05	Running	Automatic	Local System

Figure 3: Status is always Starting

ACTION

AVEVA Tech Support has confirmed that the dll version packaged in System Platform 2017 U3 doesn't have the issue. The Modified date of the dll is **11/19/2018**.

Hotfix L00155644 is available to correct this issue. Please contact your technical support representative to obtain this fix.