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Problem:

Received pop-up Error Message “ERROR: !SystemAlert! The Alarm Queue <alarm queue name> has overflowed. At Least One Alarm May Have Been Lost”

Here is the most common reason for the Alarm Queue Overflow

1. Insufficiently sized alarm queues are generally the cause. You will need to resize the queues to handle the worse-case scenario (i.e. lost all communications to I/O).
2. Status Check: Launch the ALMSTAT application and select “Q” to view the current alarm status.
  - a. If there are any \*LOST\* entries, you MUST RESTART iFIX to clear the alarm queues
  - b. Exception: HISTORY alarm service overflows
  - c. Close ALMSTAT
3. Note the Configuration size [CfgSize] for the queue(s) with the lost alarms.
4. RESOLUTION:
  - a. Open the System Configuration Utility [SCU]: select *Alarm Configuration*, then click the *Advanced* button;
  - b. From the *Advanced Alarm Configuration*: click the *Queue Configuration* button, then the *Yes* button (CAUTION popup);
  - c. On the *Alarm Queues Configuration*: select *Reset Sizes*, then the *Maximum* button; enter a value to manage the most alarms for this SCADA server or;
  - d. Manually set the queues from within the *Advanced Alarm Configuration*.
5. Select OK to save the configuration; OK again to close the *Advanced Alarm Configuration*, OK once again to exit from the *Alarm Configuration* and finally, save and close the SCU.
6. Restart iFIX.
7. Check ALMSTAT to confirm all is normal.

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Products: GE Proficy iFIX all versions. 5.8 and below
Version History: