

Ignition Slowdown: Common Issues and Solutions

Here at Nor-Cal, we know that SCADA systems play a vital role in monitoring and controlling critical infrastructure. However, just like any other complex system, they can encounter occasional hiccups. Here we will dive into three common issues faced by SCADA users that provides step-by-step solutions to keep your system running smoothly. We'll also explore some proactive tips to prevent these issues from arising in the first place.

1. Ignition Running Slow? Check Your Memory Usage!

Symptoms:

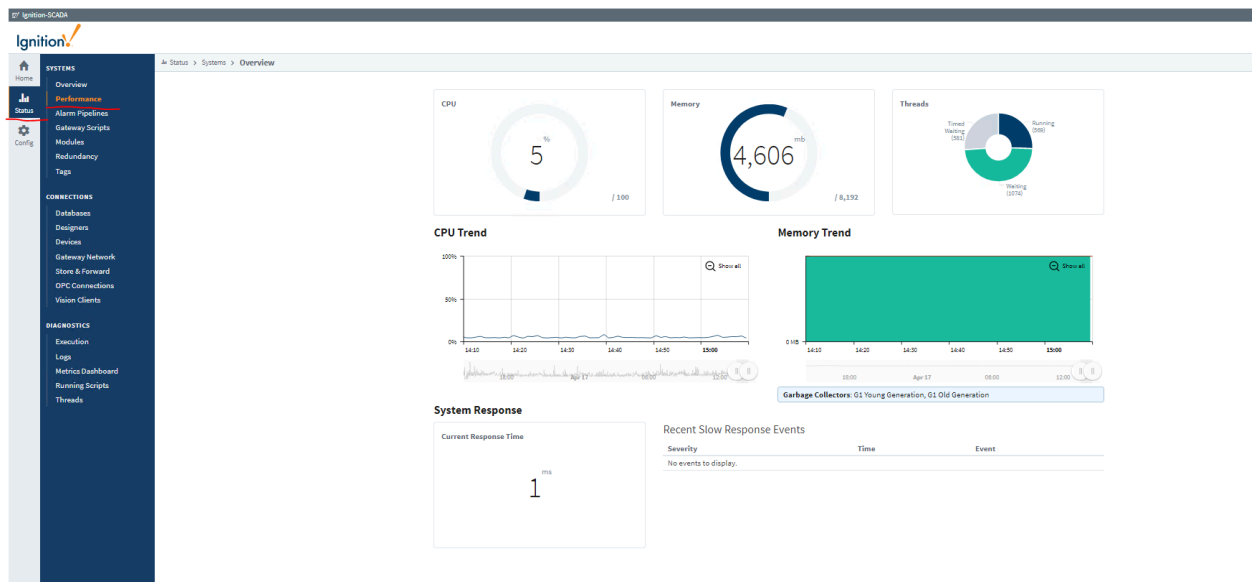
You might experience a sluggish HMI (Human-Machine Interface) or even a complete freeze if your Ignition Gateway doesn't have enough memory.

Cause:

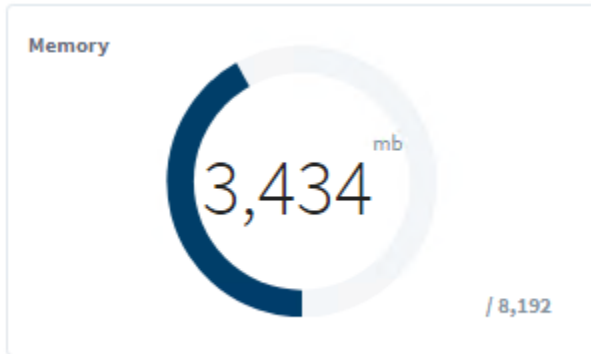
Similar to any application on your server, Ignition relies on allocated memory from your local drive (C: or D:) to run its backend processes. Insufficient memory allocation can lead to performance issues.

Solution:

Monitor Your Memory Usage: Log in to your Ignition Gateway's web interface and navigate to the "Status" tab. Click on the "Performance" section.



Here, you'll see the current memory usage and the total allocated memory amount.



Increase Memory if Needed: If your memory usage regularly spikes above 75% of the allocated amount, consider increasing the memory for your Ignition Gateway. Refer to [Inductive Automation's Guide for detailed instructions](#).

Proactive Tip: Regularly monitor your memory usage and plan for future growth. Consider allocating slightly more memory than you currently need to accommodate future system demands.

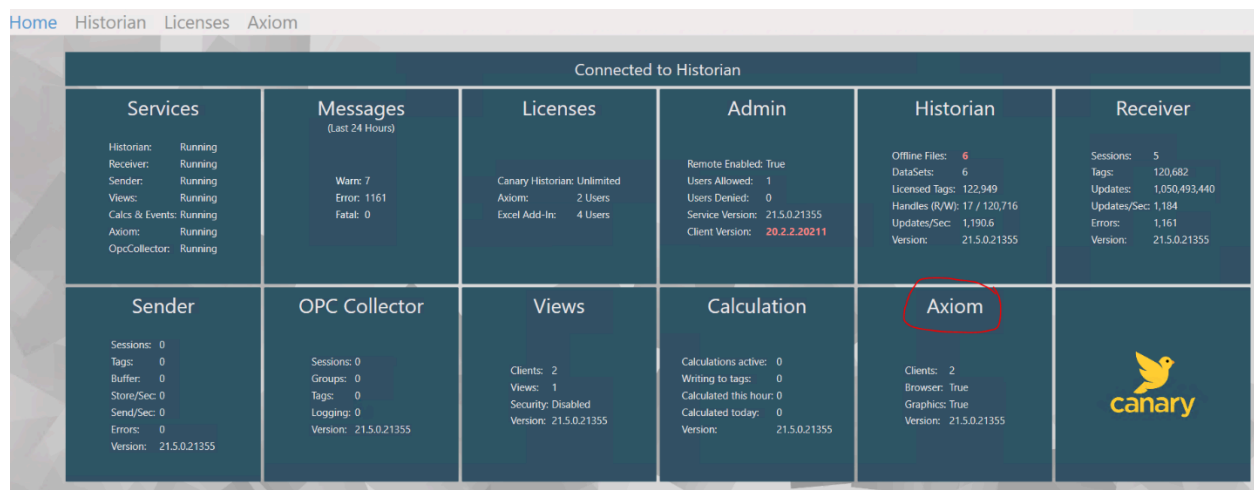
2. Free Up Unused Licenses!

Problem:

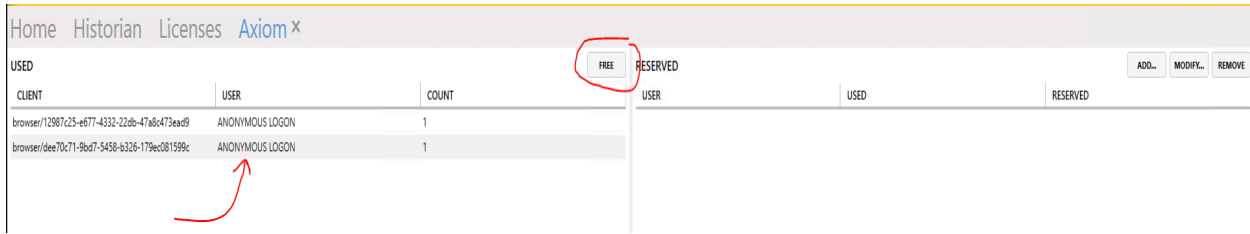
If all licenses appear in use, new users won't be able to access Canary Axiom.

Solution:

Identify Inactive Users: Log in to the Canary Axiom application and navigate to the "Axiom Tile." This section displays the total number of licenses, how many are currently in use (reserved), and which users have active sessions.



Free Up Unused Licenses: If you see licenses assigned to inactive users, click "FREE" on their sessions to release those licenses and make them available for others.



USED			RESERVED			ADD..	MODIFY..	REMOVE
CLIENT	USER	COUNT	USER	USED	RESERVED			
browser/12987c25-e677-4332-22db-47a8c473ead9	ANONYMOUS LOGON	1						
browser/dee70c71-9bc7-5458-b326-179ec081599c	ANONYMOUS LOGON	1						

Proactive Tip:

Establish a clear policy for license usage within your team. Consider implementing a time-out feature that automatically releases licenses after a period of inactivity.

3. SCADA System Not Receiving CAISO Dispatch Signals? Check Your ADS Certificate!

Problem:

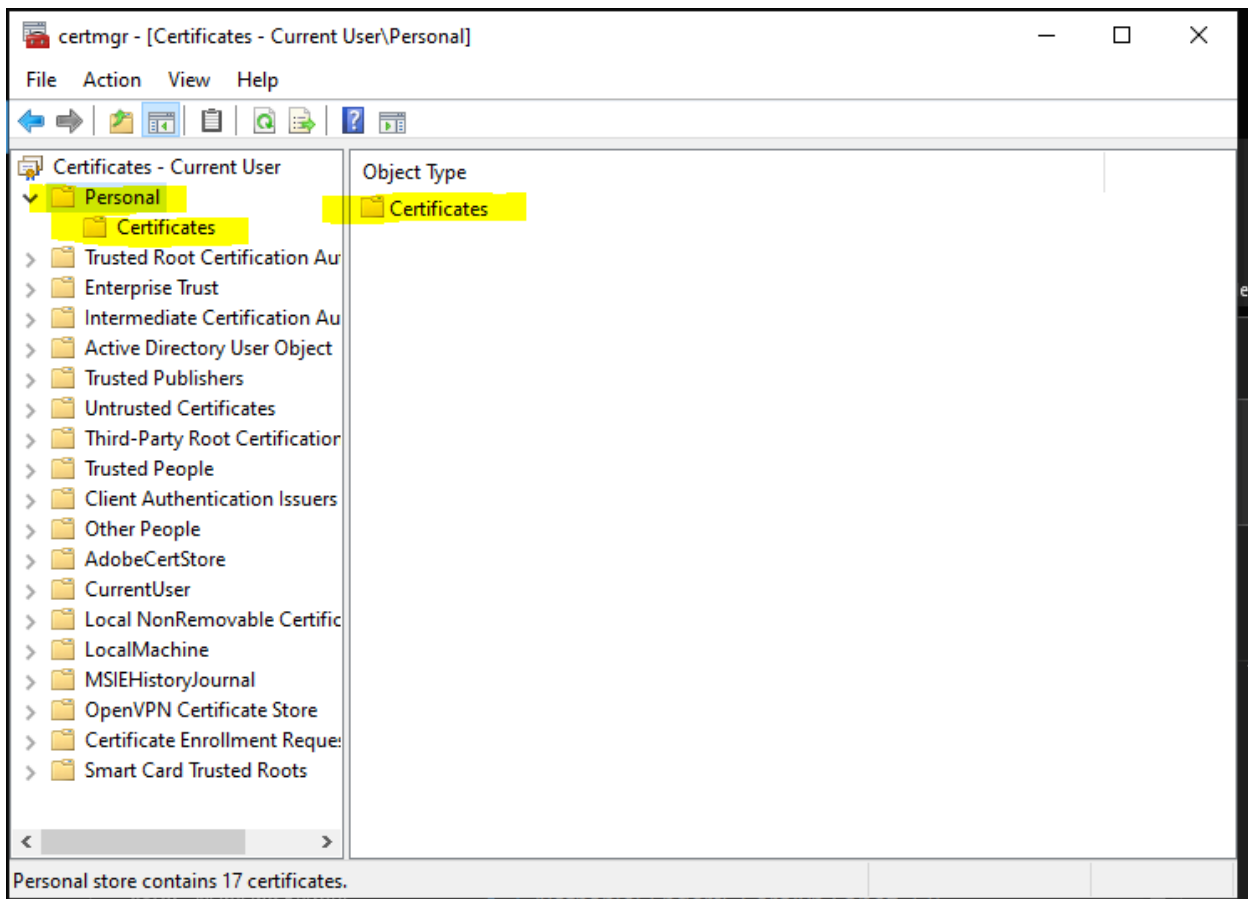
An expired Automatic Dispatch System (ADS) certificate can disrupt communication between your SCADA system and CAISO, preventing the system from receiving crucial dispatch signals.

Understanding ADS:

ADS is a web-based service offered by CAISO (California Independent System Operator) for dispatching remote control signals to SCADA systems. These signals are essential for complying with various CAISO grid management requirements. Many operation teams integrate ADS directly into their SCADA systems for seamless and automated retrieval of dispatch signals.

Solution:

Check Certificate Expiration: Open the "Manager User Certificates" application to view all installed certificates and their expiration dates.



Renew Expiring Certificates:

If a certificate is nearing its expiration date, contact CAISO to obtain a new one before the current one expires.

Install New Certificate:

Once you have the new certificate, a NorCal representative can assist you with the installation process and ensure smooth ADS functionality.

Proactive Tip:

Schedule regular reminders to check the expiration dates of your ADS certificates well in advance. This proactive approach ensures uninterrupted communication and avoids potential disruptions in receiving critical dispatch signals.

By following these steps and incorporating the proactive tips, you can significantly reduce the likelihood of encountering these common SCADA system issues.

Remember, a well-maintained SCADA system is a reliable SCADA system! [Contact Nor-Cal](#) today to chat about your upcoming project and pipelines!