

WHEN STARTUP CAN'T WAIT

RESTORING CRITICAL HISTORIAN DATA, AFTER HOURS

During critical process startup activities, the control system stopped historizing data. PHV showed no live or historical values, indicating the Advanced Continuous Historian with PI was no longer writing data. Without historian data, the startup couldn't continue, and every hour of delay meant real operational and financial risk. Waiting until morning wasn't an option.

- Operators lost visibility into process performance
- Startup verification halted
- Confidence dropped
- Downtime risk increased by the minute

IMMEDIATE AFTERHOURS ACTION

R.E. Mason engaged right away. Initial checks showed no obvious errors:

- Clean Windows Event Logs
- Normal system diagnostics
- No clear PI historian faults

With startup on hold, the team expanded the investigation beyond the application layer. The breakthrough came quickly when the team found two key drives on the ACH node were completely full. With no disk space available, PI Historian couldn't write data without clear errors.

Once unnecessary files were removed, startup continued that same evening.

- PI Historian immediately resumed writing data
- PHV came back online
- Historization was fully restored

As the customer shared: ***"As soon as the disk space was cleared, everything came back online. We really appreciate the quick response during startup."***

REAL RESULTS, REAL SAVINGS

Because the customer called R.E. Mason's emergency support, savings exceeding **\$120,000** were realized in preventing additional downtime.

Immediate wins

- Startup completed without further delay
- Historian data fully restored
- Stress reduced across operations

Long-term improvements

- Increased awareness of historian disk space monitoring
- Reduced risk of future PI outages
- Greater confidence in support responsiveness

Let R.E. Mason be the team that answers when it matters most.

