# **DAServer Does Not Appear in the DAServer Manager of the System Management Console (SMC)**

#### Legacy Tech Note #

576

## SUMMARY

Sometimes, after successfully installing a Wonderware DAServer, the DAServer is not available in the DAServer Manager in the System Management Console. This *Tech Note* discusses reasons why this may occur and how to correct issues that are causing this problem.

This problem can occur due to one or more of the following reasons.

- Integral DCOM Components have problems with their DCOM Identity credentials.
- The account used during the DAServer installation does not have local administrator privileges.
- · Part of the hierarchy in the DAServer Manager is missing.
- <u>Data Execution Prevention is enabled on the computer</u>. This setting can prevent the System Management Console (SMC) from working properly.
  - For XP, Server 2003, and earlier OS.
  - For Vista, Windows 7, Server 2008 and later OS.
- · There is a problem with the information entered for the ArchestrA network account.

### SITUATION

# Tasks

This information lists a series of tasks you can complete to diagnose and fix the problems.

#### Verify the Identity Credentials for Integral DCOM Components

- 1. Open Component Services (Start > Run > DCOMCNFG)
- 2. Navigate to Component Services > Computers > My Computer > DCOM Config
- 3. Locate DAS\_Agent component, right-click and choose Properties and go to the Identity tab
- 4. It should be set to '**This User**' and the user name and password should match the account that is used in the Change Network Account Utility (Start > Programs > Wonderware > Common > Change Network Account)
- 5. Re-enter the password to confirm that it is correct, press OK to save.
- 6. Repeat steps 3 through 5 for the IOSrvCfgPersist DCOM component
- 7. Reboot and see if the problem is resolved.
- 8. If the problems remains, continue with the steps in the remainder of this Tech Note

#### Verify the Login Account Used During the DAServer Installation is a Local Administrator

#### To determine if a user is a local administrator

- 1. Open Control Panel, then Administrative Tools > Computer Management.
- 2. In the Computer Management console, expand Local Users and Groups, then Groups.
- 3. Double-click **Administrators** to view the Administrators list. The account used to install your DAServer should be a member of this group.

File Action View Window Help          Image: System Tools       Image: System Tools         Image: Storage       Image: Storage         Image: Storage	📕 Computer Management		X
Computer Management (Local)   System Tools   Vent Viewer   Shared Folders   Coal Users and Groups   Performance Logs and Alerts   Storage   Disk Defragmenter   Disk Management   Disk Management   Administrators   Members:   Administrator   Administrator   Members:   Administrator   Administrator   Services and Applications	🗐 File Action View Window H	telp	_8×
Computer Management (Local) System Tools Event Viewer Shared Folders Local Users and Groups Users Groups Device Manager Storage Disk Defragmenter Disk Management Disk Management Description: mplete and unrestricted access to the computer/domain Members: Members: Members: Administrator Services and Applications Members: Administrator Members: Administrator Services and Applications Members: Administrator Members: Administrator Members: Administrator Members: Administrator Members: Members: Administrator Members: Members:<	← → 🖻 🖬 🗙 📽 🗟	?	
Services and Applications       Members:         Administrator       archestra         S-1-5-21-2029962293-1724003950-681283205-1196         S-1-5-21-2029962293-1724003950-681283205-512         S-1-5-21-2029962293-1724003950-681283205-9323         wwwadmin2         wwwsecureit         www.ser2         Members:         Add	Computer Management (Local) System Tools Event Viewer Shared Folders Local Users and Groups Users Users Device Manager Storage Removable Storage Disk Defragmenter Disk Management Services and Applications	Name         Description           Image: Administrators         Administrators have complete and u           Image: Backup Operators         Backup Operators can override secu           Administrators         Administrators Properties           Image: General matrix administrators         Administrators           Image: Description:         mplete and unrestricted access to the computer/dominant	? X nain
What's This?       Add		Members: Administrator S Administrator S archestra S 5-1-5-21-2029962293-1724003950-681283205-1196 S 5-1-5-21-2029962293-1724003950-681283205-512 S 5-1-5-21-2029962293-1724003950-681283205-9323 Wwwadmin2 Wwwsecureit Www.secureit Www.secureit	
		What's This?	
OK Cancel Apply		OK Cancel App	oly

Figure 1: Verify the Administrator Account Used to Install Your DAServer

If this user is not an Administrator, the DAServer was not installed properly.

4. Log into an account with Local Administrator privileges, and *uninstall* the DAServer.

**Note:** You may want to go through the rest of the tech note before re-installing the DAServer to make sure there are no other issues that will prevent the DAServer from appearing in the SMC.

#### Verify that No Part of the Hierarchy is Missing from the DAServer Manager

- 1. Expand the DAServer Manager root in the SMC.
- 2. Under the DAServer Manager root you should see a group called Default Group (Figure 2 below).

InQuira InfoCenter - DAServer Does Not Appear in the DAServer Manager of the System Management Console (SMC)

🖋 SMC - [ArchestrA System Management Console (DSCHELL3)/DAServer Manager/Default Group/local]			
✓ SMC - [ArchestrA System Management Console         File       Action       Yiew       Help         ←       →       ●       ●       ●         ✓ ArchestrA System Management Console (DSCHELL3)         →       ●       ●       ●         ✓ DAServer Manager       ●       ●       ●         ✓ DAServer Manager       ●       ●       ●         ✓ Default Group       ●       ●       ●         ●       ●       ●       ●       ●         ✓ Galaxy       ●       ■       Log Viewer       ●         ●       ●       ●       ●       ●         ●       ●       ●       ●       ●	(DSCHELL 3) DAServer Manager D Name ArchestrA.DASABTCP.1 ArchestrA.FSGateway.1 ArchestrA.DASABDHPlus.1 ArchestrA.DASABDHPlus.1 ArchestrA.DASABABCP.1 ArchestrA.DASMBSerial.2 ArchestrA.DASOMFINSEnet.1 ArchestrA.DASSIDirect.1 ArchestrA.DASSIDirect.1 ArchestrA.DASADPlicomIO.1 ArchestrA.DASADPlicomIO.1 ArchestrA.DASABCIP.4 ArchestrA.DASMBTCP.1	efault Group\local]	
	~		

Figure 2: DAServer Manager Default Group

- 3. If the Default Group is missing, highlight DAServer Manager and then right-click.
- 4. Click New > Node Group.

🖉 SMC - [ArchestrA System Management Console (DSCHELL3)\DAServer Manager]					
File Action	File Action View Help				
⇔ ⇒   €					
🧭 ArchestrA	🧭 ArchestrA System Management Console (DSCHELL3) Name				
DAS	About DAServer Manager		Default Group		
tog : transf	New	Node Group	- alaxy		
	View •				
-					
	Refresh Evport Lict				
-					
	Help				
Creat <mark>e a new</mark>	Create a new node group				

Figure 3: Create New Node Group

- 5. Type **Default Group** when prompted for a name.
- 6. Expand Default Group. A node called Local should appear under the Default Group root.

If the Local node is missing, highlight Default Group.

7. Right click and select New > Node.

🌠 SMC - [ArchestrA System Management Console (DSCHELL 3)\DAServer Manager\Default Group]				
File Action View H	File Action View Help			
$\Leftrightarrow \Rightarrow   \texttt{E} \texttt{I}   \times$				
ArchestrA System Man.	agement Console (D5CHELL3) New Node Group New Node Group	Name local lode		
Create a new node under the group				

- Figure 4: New Node
- 8. When prompted for a name, type Local.
- 9. Expand the new node. If there are no other problems, the newly-installed DAServer should now appear in the list. If the DAServer is now working correctly, your work is complete and you do not need to read the rest of this *Tech Note*.

#### Verify that Data Execution Prevention is Disabled - Windows XP, Server 2003 and Earlier Operating Systems

Note: For more information on Data Execution Prevention, see <u>Technote 437</u>: <u>Unable to Open Logger under Windows XP SP2 and</u> <u>Windows 2003 SP1</u>.

To disable Data Execution Prevention, you must modify the **boot.ini** file. This is an operating system file that is usually hidden and readonly. You can configure Windows Explorer to see the file location and to modify this file.

- 1. Open Windows Explorer and navigate to the C: drive. The boot.ini file should appear in the root directory of the C: drive.
- 2. If this file does not appear click the Tools menu and click Folder Options. Click the View tab.
- 3. Select Show hidden files and folders.
- 4. Uncheck Hide protected operating system files.



Figure 5: Configure Windows Explorer

- 5. Click OK. You should now be able to locate the boot.ini file.
- 6. Right-click **boot.ini** and click **Properties**.
- 7. On the General tab make sure that **Read-only** is unchecked.

boot.ini Properties			
General Security Summary			
<b>P</b>	boot.ini		
Type of file:	Configuration Settings		
Opens with:	S Notepad		
Location:	C:\		
Size:	215 bytes (215 bytes)		
Size on disk:	4.00 KB (4,096 bytes)		
Created:	Wednesday, August 11, 2004, 3:00:57 PM		
Modified:	Monday, September 22, 2008, 4:04:50 PM		
Accessed:	Today, March 08, 2009, 12:28:25 PM		
Attributes:	■ <u>Read-only</u> Idden <u>Advanced</u>		
	OK Cancel Apply		

- Figure 6: Configure Read-only
- 8. On the Security Tab make sure that the user you are logged in as has privileges to modify the file.
- 9. If you have made changes to the properties apply them.
- 10. Open the file using WordPad or Notepad. Look at the noexecute parameter in the last line in the file.
- 11. If this parameter is set to OptIn, OptOut or AlwaysOn, change it to AlwaysOff as shown in Figure 7 (below).

4/10/2015



Figure 7: /noexecute=alwaysoff

- 12. Save the file, and restore the file attributes to their previous settings using Windows Explorer.
- 13. Restore the Folder Options to their previous settings.

These changes take effect when you restart the computer. However, the following task in the next section also requires a reboot. Complete those steps before restarting the computer.

# Verify that Data Execution Prevention is Disabled - Windows Vista, Windows 7, Windows Server 2008 and Later Operating Systems

Beginning with Windows Vista, the boot.ini file no longer exists, so the procedure to configure DEP is different.

If DEP is enabled, you can manage the settings by doing the following:

- 1. On your desktop, right-click Computer and click Properties.
- 2. Click Advanced System Settings.
- 3. Click the **Performance Settings** button.
- 4. Click the Data Execution tab

To completely disable DEP as we need to do in this case, the boot parameters must be edited using Microsoft's BCDEdit command line utility.

- 1. Open a command prompt by clicking Start > Run, then type CMD and press enter.
- 2. To disable DEP (Always Off), type this command:

bcdedit.exe /set {CURRENT} nx AlwaysOff

3. If for some reason you need to re-enable DEP (Always On), type this command:

bcdedit.exe /set {CURRENT} nx AlwaysOn

4. These changes take effect when you restart the computer. However, the following task in the next section also requires a reboot. Complete those steps before restarting the computer.

Note: If you disable DEP and you are not able to start Windows, run Windows in safe mode and enable DEP again, using the command above. Start Windows in safe mode by pressing F8 during bootup.

#### Verify the Information for the ArchestrA Network Account is Correct

All computers that have ArchestrA-enabled software installed must be able to communicate with each other. Communication is enabled through an ArchestrA-specific user account set up during the installation of an ArchestrA component on each computer.

You must use the same account on each computer that requires communication with other computers in an ArchestrA environment. The account must be a part of the Local Administrators group *on each computer* and the password should not expire. It is not necessary to log in as this account or to use this account to install Wonderware software.

To determine which account is used as the ArchestrA network account, use the Change Network Account Utility.

#### 1. Click Start > All Programs > Wonderware > Common > Change Network Account.

Change Network Account	
This utility will update the user account You can create a new local account or account. This utility will force a reboot a	needed for off node communications. can use an existing Domain/Local at the end.
Domain or Local Machine Name:	A051
<u>U</u> ser Name:	wwAdmin
<u>P</u> assword:	
<u>C</u> onfirm Password:	
	Create Local Account
ОК	Cancel <u>H</u> elp

Figure 8: Change Network Account

If the password you typed in the Change Network account utility for this account is incorrect or too short, the DAServer Manager or Log Viewer may not work properly.

Wonderware does not require the password to be a certain length; however, on some computers a password shorter than 8 characters can cause problems. You may need to make the password at least 8 characters if you are otherwise unsuccessful at getting the DAServer to appear in the DAServer Manager.

- 2. If you have not uninstalled the DAServer by this point, uninstall it.
- 3. Re-type the password for the ArchestrA network account. This will cause the computer to reboot.

#### **Re-install the DAServer**

If you have made changes to the boot.ini file or to the ArchestrA network account, you should have uninstalled the DAServer and restarted the computer by this point in the *Tech Note*. If you have uninstalled the DAServer, reinstall it at this time.

The DAServer should now appear in the DAServer Manager under the Local node.

If it still does not appear, add another node to the Default Group in the DAServer Manager.

- 1. Highlight the **Default Group**.
- 2. Right-click it and click New > Node.
- 3. When you are prompted for a name, type the computer's network name instead of Local.

Ø SMC - [ArchestrA System Management Console (	DSCHELL 3)\DAServer Manager\Default Group] 📃 🗖 🗙
File Action View Help	
ArchestrA System Management Console (DSCHELL3)  DAServer Manager  Default Group  Galaxy  Dog Viewer  Platform Manager  New Node  Node Name: AOS1  OK	Name  I local  Browse  Cancel
Create a new node under the group	

Figure 9: Create a New Node Using its Computer Name

4. Expand the node with the same name as the computer; the DAServer should appear in the list. Once it appears under the node with the computer name, it should also appear under **local**.

If the DAServer does not appear in the DAServer Manager after following this procedure, contact <u>Wonderware Technical Support</u> for assistance.

#### **MORE INFORMATION**

Revised 01Apr2015 by D. Scott