

Tech Note 577

Tips for Resolving Demo Mode with ActiveFactory and WIS

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Introduction

This *Tech Note* provides tips to help understand why a you may experience Demo Mode with ActiveFactory and how it can be resolved.

Demo Mode can occur for several reasons on the new ArcestrA Licensing System. Based on your installed license type, the method for license validation varies. This *Tech Note* describes the different license types and provides troubleshooting tips for each type.

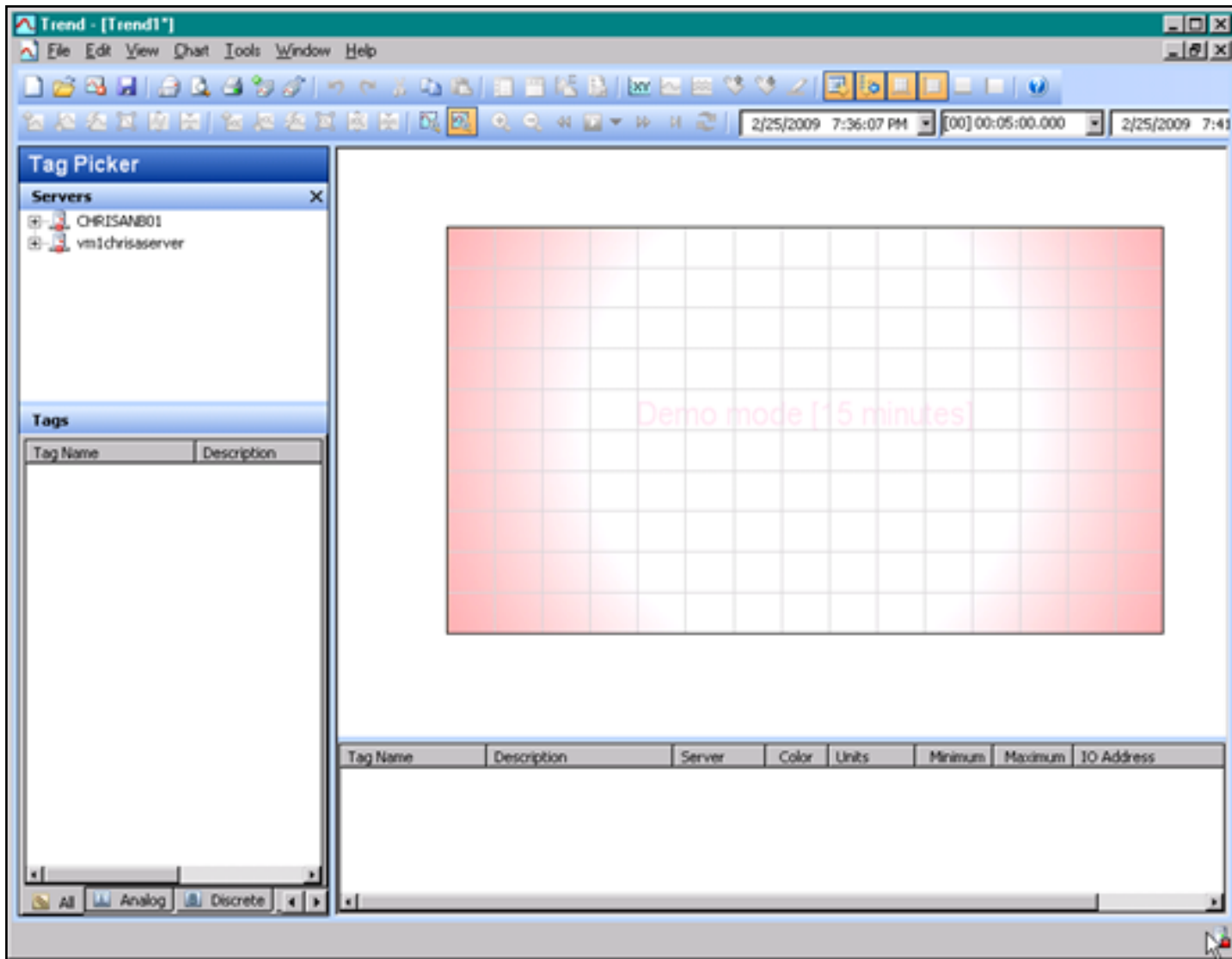


Figure 1: ActiveFactory in Demo Mode

Application Versions

- Wonderware ActiveFactory 9.2
- Wonderware Information Server (WIS) 3.0

Acronyms

- **AF 9.2:** ActiveFactory 9.2 Desktop version
- **WIS 3.0:** Wonderware Information Server 3.0

Supported Feature Lines

ActiveFactory Desktop Version

File types

- ArcestrA.lic
 - Per Seat License
 - ActiveFactory
 - ActiveFactory_Pro

ArcestrAServer.lic (Requires ArcestrA License Server)

- Device License (Requires entry in Wonderware.opt file)
 - ActiveFactory_svrDev
 - ActiveFactory_Pro_svrDev
- User Named License (Requires entry in Wonderware.opt file)
 - ActiveFactory_svrUser
 - ActiveFactory_Pro_svrUser
- Concurrent License
 - ActiveFactory_svrConc
 - ActiveFactory_Pro_svrConc

ActiveFactory Web Version

File types

- ArcestrA.lic
 - Per Seat License
 - ActiveFactory

- ActiveFactory_Pro

ArchestrAServer.lic (Requires ArchestrA License Server)

- Device License (Requires entry in Wonderware.opt file)
 - ActiveFactory_Web_svrDev
 - ActiveFactory_Pro_Web_svrDev
- User Named License (Requires entry in Wonderware.opt file)
 - ActiveFactory_Web_svrUser
 - ActiveFactory_Pro_Web_svrUser
- Concurrent License
 - ActiveFactory_Web_svrConc
 - ActiveFactory_Pro_Web_svrConc

Order of Precedence

By design, AF will attempt to validate the license in this order. The first license available will be used.

1. ActiveFactory
2. ActiveFactory_svrDev
3. ActiveFactory_svrUser
4. ActiveFactory_svrConc

AF Web will attempt to validate the license in this order:

1. ActiveFactory
2. ActiveFactory_Web_svrDev
3. ActiveFactory_Web_svrUser
4. ActiveFactory_Web_svrConc

Description

The per-seat license for ActiveFactory is compatible with all its components including the Web. The ArchestrA.Lic file is only supported with the license ArchestrA License Manager installed. The ArchestrA License Manager is installed with AF 9.2 and WIS 3.0 setup.

Possible Scenarios for Demo Mode

1. **ISSUE:**

Client is using Trend with Remote Desktop

CAUSE:

With ArchestrA.Lic, Terminal Services is not supported. You will immediately encounter demo mode. If you require the use of Terminal services with AF Trend, you will need to use ArchestrAServer.lic

RESOLUTIONS:

a. Do not use Remote desktop.

Or

b. Use a Server-Based license.

2. **ISSUE:**

Installed ArchestrA.lic using License Manager and not ArchestrA License Manager

CAUSE:

If you deploy a managed app that contains the AF Trend control within a symbol, it will run successfully without having to install AF 9.2 on the platform you deployed to. However, you will not have the latest ArchestrA License Manager nor additional retrievalstyle files installed. Once you attempt to install ArchestrA.lic with the old license manager, it will convert the ArchestrA.lic file into wwsuite.lic.

AF 9.2 will not support wwsuite.lic and is hardcoded to look for the archestra.lic file in the path c:\Program Files\Common Files\ArchestrA\License.

RESOLUTIONS:

a. Install AF 9.2 and then reinstall ArchestrA.lic

Or

b. Manually copy **ArchestrA.lic** to the path c:\Program Files\Common Files\ArchestrA\License.

3. **ISSUE:**

Demo mode when using a hardware key.

CAUSE:

Customer has multiple USB hardware keys in the same machine.

RESOLUTION:

Consolidate all hardware keys into one key. There are known issues with having multiple hardware keys in one machine.

Server License (ArchestrAserver.lic)

Description

The server license for AF is compatible with all components. In order to install this license, you must already have installed the ArchestrA License Server, which is available on the Wonderware Information Server 3.0 and ActiveFactory 9.2 CDs.

1. **ISSUE:**

You never added the ArchestrA License Server to ArchestrA License Manager.

CAUSE:

If you are using AF 9.2 Desktop version, it will depend on ArchestrA License Manager to determine where the License Server is installed.

AF Web Components in WIS 3.0 acquire license information using the webservice **<http://Webserver/aaflexlicwebservice/aaflexlicwebservice.asmx>**. ArchestrA License Manager is not required for thin clients.

RESOLUTION:

- a. Go to Start > All Programs > Wonderware > Common > ArchestrA License Manager.
- b. Add the License Server if it does not exist

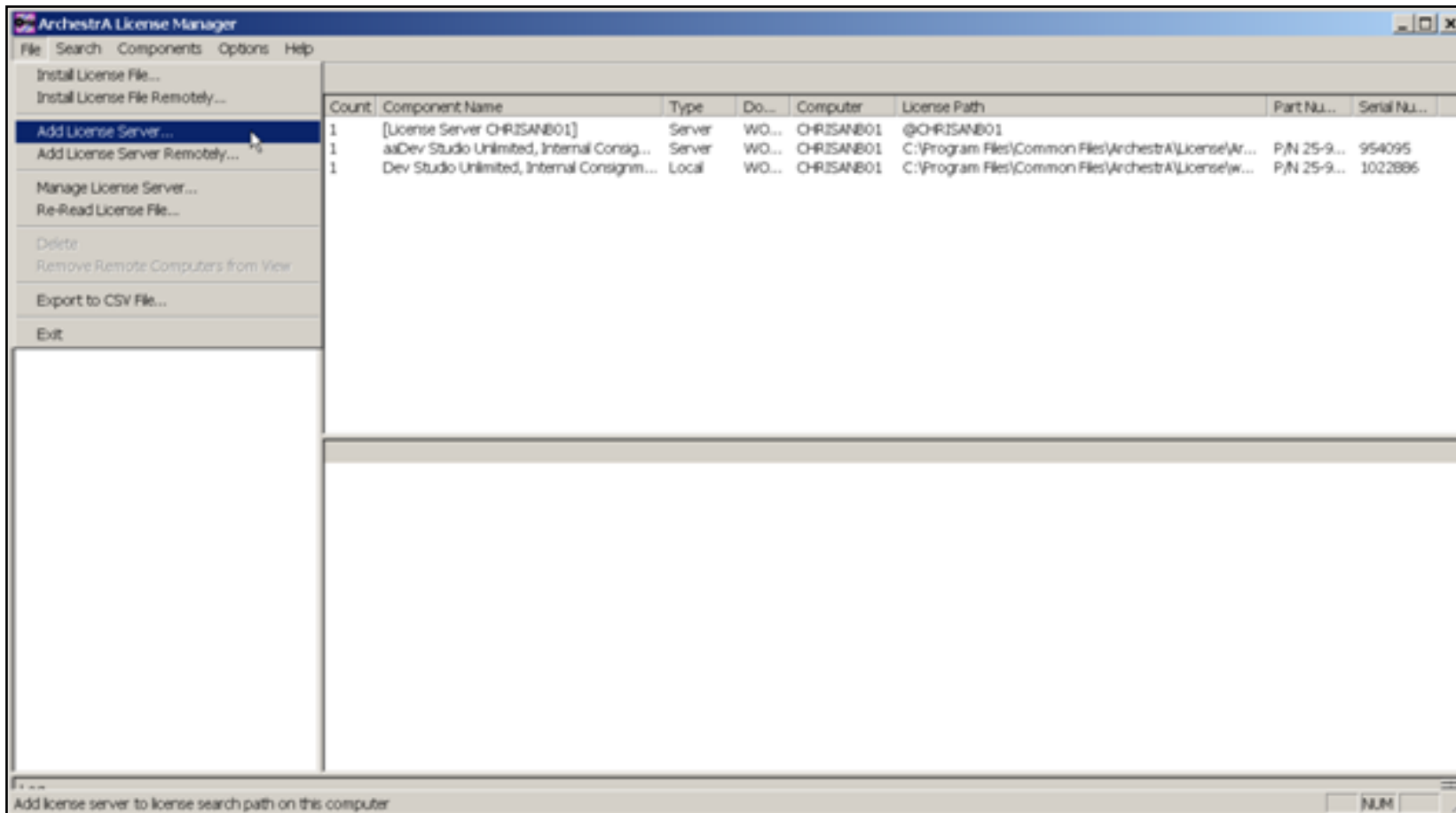


Figure 2: Adding a License Server to Archestra License Manager

2. **ISSUE:**

Client uses Trend with Remote Desktop.

CAUSE:

When using Remote Desktop, the AF controls validate their license with the License Server by passing the interactive device and user name (i.e chrisa@chrisanb01). In the log file snippet below, **chrisa** is the windows login and **chrisanb01** is the device name.

You can monitor all activity from the **ArchestraServer.log** file on the License Server. The file is located at **C:\Program Files\Archestra\License Server**.

In Figure 3 (below), you can see how it first attempted to find if device name **chrisanb01** is in the Wonderware.opt file. In this case it was not found and it is noted.

Log Sample:

```
11:25:35 (Wonderware) DENIED: "ActiveFactory_svrDev" chrisa@chrisanb01 (User/host not on INCLUDE list for feature. (-39,349))
11:25:35 (Wonderware) DENIED: "ActiveFactory_svrDev" chrisa@chrisanb01 (User/host not on INCLUDE list for feature. (-39,349))
11:25:35 (Wonderware) UNSUPPORTED: "ActiveFactory_svrUser" (PORT_AT_HOST_PLUS ) chrisa@chrisanb01 (License server system does not support this feature. (-18,327))
11:25:35 (Wonderware) UNSUPPORTED: "ActiveFactory_svrUser" (PORT_AT_HOST_PLUS ) chrisa@chrisanb01 (License server system does not support this feature. (-18,327))
11:25:35 (Wonderware) UNSUPPORTED: "ActiveFactory_svrConc" (PORT_AT_HOST_PLUS ) chrisa@chrisanb01 (License server system does not support this feature. (-18,327))
11:25:35 (Wonderware) UNSUPPORTED: "ActiveFactory_svrConc" (PORT_AT_HOST_PLUS ) chrisa@chrisanb01 (License server system does not support this feature. (-18,327))
```

Figure 3: Sample Log File ArchestrAServer.log

RESOLUTION:

There are several rules to know before making entries in the **Wonderware.opt** file:

- Make sure the Wonderware.opt file contains the correct user or device name. Consider users that are connected through Remote Desktop.
- All user names and passwords must be in **lowercase letters**.
- Do not include domain extensions, just user names.
- IP Addresses can be used, except for ACP Thin clients. See the **Archestra License Manager Readme** for details.
- If you have a 5 user license, it will only read the first 5 users. You cannot list 10 users in the Wonderware.opt file and expect only 5 of them to be used at a time.
- After making any change to the Wonderware.opt file, you must restart the Archestra License Server service. To restart the service, go to the Archestra License Manager, right-click on **Server**, then select **Stop License Server**. Then repeat and select **Start License Server**.

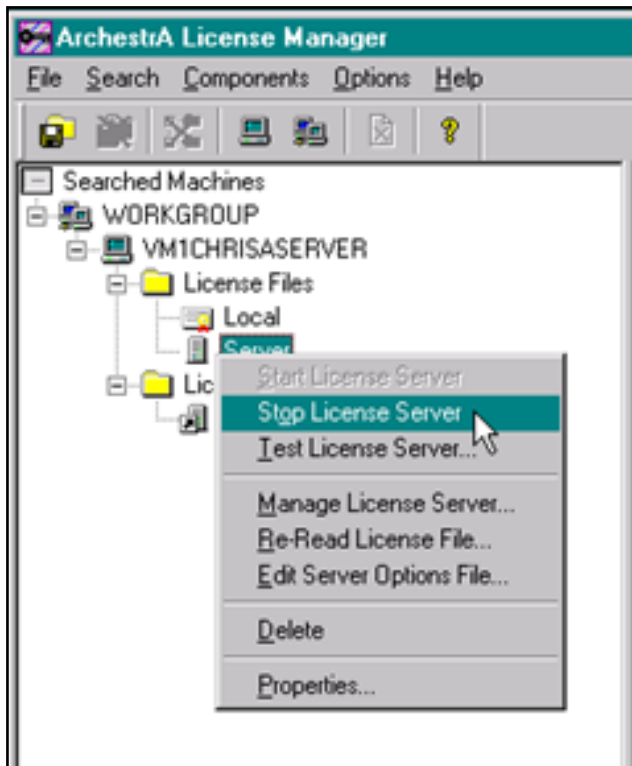


Figure 4: Restarting the ArchestraA License Server

3. **ISSUE:**

Trend runs in Demo Mode when using on WIS or AFWeb portal nodes.

When using the web client components for AF, you can experience Demo Mode even if you have verified all users in the Wonderware.opt file and have even verified that the license works using the AF desktop version.

CAUSE:

AF Web components look for a valid license using the **aaFlexLicWebService**. This web service is installed with WIS. The link to this web service is **http://servername/aaflexlicwebservice/aaflexlicwebservice.asmx**.

RESOLUTION:

If you are experiencing Demo Mode, first attempt to visit this URL in your browser on the client (Figure 5 below).

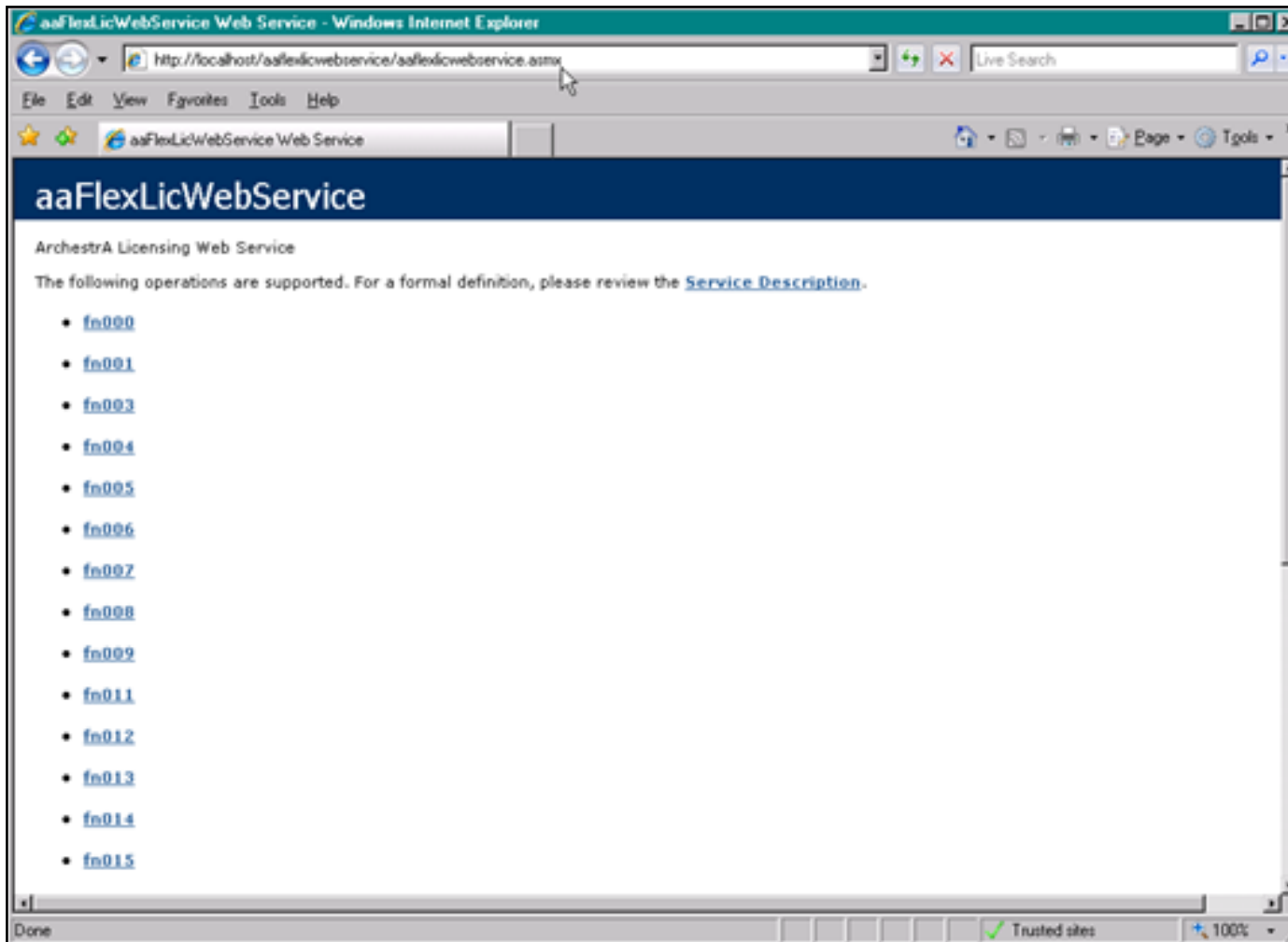


Figure 5: aaFlexLicWebService Portal for ArchestraA License Server

If you do not see a similar screen, you must enable **Anonymous Access** to this webservice. Do the following:

1. Go to Start > Run and type **inetmgr**, then press **Enter**.
2. Right-click **aaFlexLicWebService** under Defalut Web Sites and click **Properties**.

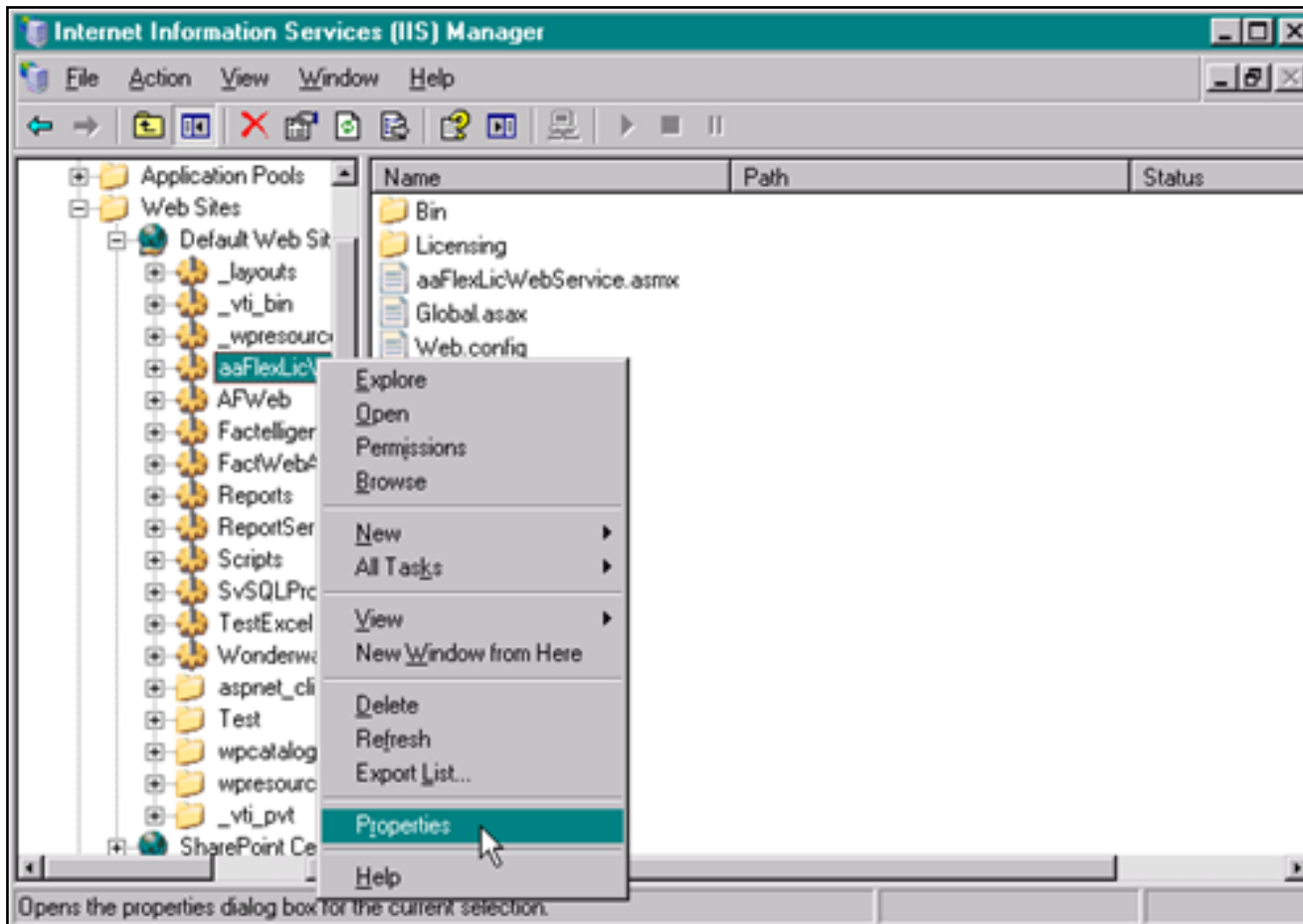


Figure 6: Internet Information Services Manager

3. Go to the **Directory Security** Tab and click **Edit** under **Authentication and access control**.

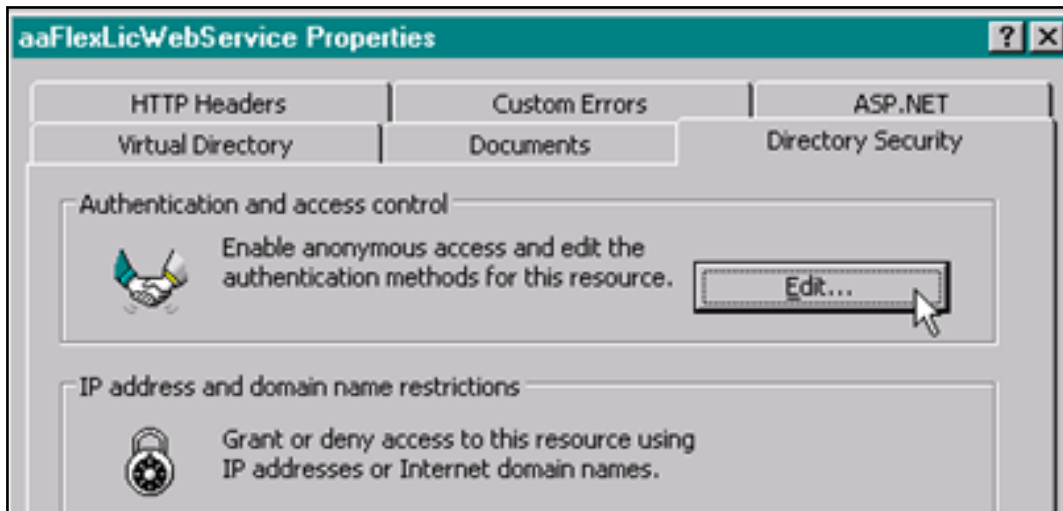


Figure 7: aaFlexLicWebService Properties in IIS Manager

4. Ensure that **Enable Anonymous Access** is checked.

4. **ISSUE:**

Trend runs in Demo mode when placing the WIS portal on a custom port (i.e. **http://servername:8080/Wonderware**)

CAUSE:

When using the AF Web Client components, redirection to the **aaFlexLicWebservice** will fail on custom ports.

RESOLUTION:

AF 9.2 client components do not support ports other than **80** or **443**. It will fail to redirect.

C. Azer

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