Tech Note 613 Avoiding Slow Startups on Wonderware ActiveFactory 9.x Clients Without Internet Access

All Tech Notes, Tech Alerts and KBCD documents and software are provided "as is" without warranty of any kind. See the Terms of Use for more information.

Topic#: 002370 Created: June 2009

Introduction

This Tech Note is provided courtesy of Wonderware PacWest.

Computers with Wonderware ActiveFactory 9.x clients installed, and which do **NOT** have access to the Internet can exhibit extremely slow start up behaviors. This is caused by the fact that the Windows operating system attempts to

- Verify the product certificate.
- Check whether the certificate used to sign application libraries is on a Revoked list provided by the certification authority.

In other words, Wonderware ActiveFactory is a set of Microsoft .NET libraries. These libraries are digitally signed by Wonderware using a certificate issued by a root certificate authority. Examples of root certificate authorities are Verisign, Thawte, GoDaddy and others.

Note: Root certificate authorities maintain lists of revoked certificates. Certificates may be revoked if they are used by software identified as malicious. The Windows operating system checks at application startup to see if the certificate used to sign the application being started is on the list of revoked certificates.

This *Tech Note* explains changing the default Internet properties to ensure that the Wonderware ActiveFactory components do not take time when attempting to connect to the Internet on startup.

Application Versions

• Wonderware ActiveFactory 9.x

Procedure

1. Open Microsoft Internet Explorer.

🛢 Welcome to the Wond	erware PacWest Web Site - Microsoft Internet Explorer 🖃 🗖 💈
File Edit View Favorites	s Tools Help
ろ 🕤 👻 🙋 www.pacw	vest.wonderware.com 💌 🗲 🗙 🛛 Google
😭 🏟 🔡 🗸 🎖 Google	e 🖉 Welcome to the 🗙 🏠 🔹 🗟 👻 🖶 👻
Wonder	Customer Care: 1888-449-0494 🚱 Tec
PacWest	
About Wonderw	Home vare Products & Technology Applications & Solutions Solu
About Wonderw Home <u>PacWest</u> <u>Regional Menu</u>	
About Wonderw Home PacWest Regional Menu Contact Us	vare Products & Technology Applications & Solutions Solu Wonderware PacWest, the North Wonderware Software S
About Wonderw Home <u>PacWest</u> <u>Regional Menu</u>	vare Products & Technology Applications & Solutions Solu Wonderware PacWest, the North
About Wonderw Home <u>PacWest</u> <u>Regional Menu</u> <u>Contact Us</u> About Us	vare Products & Technology Applications & Solutions Solu Wonderware PacWest, the North Wonderware Software S
About Wonderw Home PacWest Regional Menu Contact Us About Us News and Events	vare Products & Technology Applications & Solutions Solu Wonderware PacWest, the North Wonderware Software S Highlights
About Wonderw Home PacWest Regional Menu Contact Us About Us News and Events Compatible Products	vare Products & Technology Applications & Solutions Solu Wonderware PacWest, the North Wonderware Software S Highlights Fundamentals of Wonderware
About Wonderw Home PacWest Regional Menu Contact Us About Us News and Events Compatible Products System Integrators	vare Products & Technology Applications & Solutions Solu Wonderware PacWest, the North Wonderware Software S Highlights
About Wonderw Home PacWest Regional Menu Contact Us About Us News and Events Compatible Products System Integrators Training	vare Products & Technology Applications & Solutions Solu Wonderware PacWest, the North Wonderware Software S Highlights Fundamentals of Wonderware

FIGURE 1: OPEN INTERNET EXPLORER

2. From the main menu select **Tools > Internet Options**.

🥔 Welcome to the Wonderware PacWest Web Site - Microsoft Internet Explorer 🖃 🗔 🔀			
File Edit View Favorites	Tools Help		
Carlos - 🖉 http://www	Delete Browsing History		
	Pop-up Blocker	• *	
🔀 🛠 🔠 🕶 🞖 Google	Phishing Filter	▶ e X 🔄 🔄 T 🗟 T 🖶 T	
	Manage Add-ons	•	
	Subscribe to this Feed	er Care: 🔤 🛪 888-449-0494 🔇 Tec	
4.0000	Feed Discovery	Er Care: 000-449-0494 0 Tec	
Wonder	Windows Update	_	
	Windows Messenger IE7Pro Preferences		
PacWest		_	
	Internet Options	Home	
About Wonderwa	are Products & Techno	ology Applications & Solutions Solu	
Home		57 11	
PacWest	Wondom	unto Daciliant the North	
Regional Menu	Wonderware PacWest, the North Wonderware Software S		
Contact Us		wonderware Software S	
About Us 🔹 🕨	Highlights		
News and Events 🔹 🕨			
Compatible Products 🕨			
System Integrators 🕨	Europ	amentals of Wonderware	
Training 🕨 🕨			
Technical Support		and Active Factory 🗸	
<	Ш	>	
Enables you to change settings.		😳 🔍 100% 🔻 💡	

FIGURE 2: TOOLS > INTERNET OPTIONS

- 3. Click the Advanced tab and scroll down to the Security section.
- 4. Uncheck the Check for publisher's certificate revocation option and click OK.

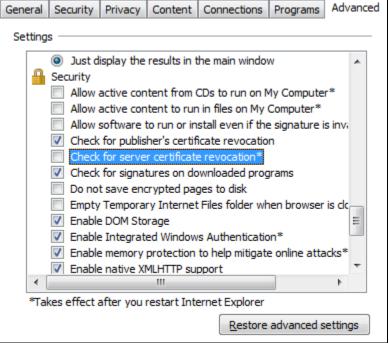


FIGURE 3: Advanced Tab Option Selections

5. Repeat these steps on each machine that lacks access to the Internet.

H. Wells

Tech Notes are published occasionally by Wonderware Technical Support. Publisher: Invensys Systems, Inc., 26561 Rancho Parkway South, Lake Forest, CA 92630. There is also technical information on our software products at Wonderware Technical Support.

For technical support questions, send an e-mail to support@wonderware.com.

Back to top

© 2009 Invensys Systems, Inc. All rights reserved. No part of the material protected by this copyright may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying, recording, broadcasting, or by anyinformation storage and retrieval system, without permission in writing from Invensys Systems, Inc. Terms of Use.