# Tech Note 966 Changing the Wonderware Information Server Computer Name

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#### Introduction

In some cases it is necessary to change the computer name where Wonderware Information Server is installed and running. This *Tech Note* provides the steps needed to get Wonderware Information Server running after the computer name has been changed.

### **Application Versions**

• Wonderware Information Server 4.0 and later.

#### Procedure

- 1. Change the computer name of the Wonderware Information Server computer and reboot. In this example, the WIS computer name is changed from **win2k8base** to **dutestit**.
- 2. Do one of the following:

• If the computer has WIS installed but not Historian then follow Tech Note 742 Renaming a Computer that Hosts a Stand-Alone SQL Server Instance.

• If the computer has WIS and Historian installed then follow Tech Note 777 Changing the Server Name for Historian Server 10.0 and Tech Note 920 Resolving Disabled ActiveFactory Reporting Website for Wonderware System Platform R2.

3. Open the Registry and change the **ServerName** key to the new computer name in the following folder: **HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Wonderware\SuiteVoyager\AdminDB**.



FIGURE 1: ADMINDB/SERVERNAME KEY

- 4. Change the **Reporting Services** configuration for the new computer by completing the steps in **Tech Note 743 Configuring Reporting Services 2008 Configuration for a New Host Name in Windows 2008 R2**.
- 5. Replace the old server name with the new server name in all additional places in the Wonderware Information Server. These includes
- Data Source Manager (Figure 2 below)

🖉 Wonderware - Windows Internet Explorer						
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Wonderware INFORMATION SERVER						
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<ul> <li>Administration         <ul> <li>Application Manager</li> <li>User Manager</li> <li>License Manager</li> <li>Portal Configuration</li> <li>Data Source Manager</li> <li>Factory Alarm Manager</li> <li>Panel Manager</li> <li>Win-XML Exporter</li> <li>Documentation</li> <li>Table Weaver Manager</li> <li>ArchestrA Web Exporter</li> <li>ActiveFactory Reports Ma</li> <li>Report Manager</li> </ul> </li> </ul>	Data Source Type : Data Source Name : Description : ServerName : Database : Integrated Security : User Name : Password : Default for this Data Source Type : Connection Timeout(in Sec) : Query Timeout(in Sec) : Provider :	Alarm  Alarm Alarm Alarm Alarm Center the Alarm Data Source description hel win2k8base WWALMDB Sa Sa Sa Source Sa Courter				
	 	2000-2011 Invensys Systems, Inc. All rights reserved				

FIGURE 2: DATA SOURCE MANAGER

• Factory Alarm Manager (Figure 3 below)



FIGURE 3: FACTORY ALARM MANAGER CONFIGURATION

• WinXML Exporter (Figure 4 below)



FIGURE 4: WINXMLEXPORTER CONFIGURATION

• Archestra Web Exporter (Figure 5 below)

Reference and the Archestra Web Exporter	
File View Options Help	
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Local Project <u>P</u> ath:	C:\Users\Public\Wonderware\Web Projects\New Project
<u>I</u> nTouch Data Source Node	WIN2K8BASE
	Default Sync WindowSets
Information Server URL:	http://win2k8base/Wonderware
	Verify URL
	OK Cancel
Preview	✓ Information

FIGURE 5: ARCHESTRA WEB EXPORTER CONFIGURATION

# Troubleshooting

### Problem

ArchestrA Reports is not working. Even after following Reporting Services Configuration the Archestra Reports may not work and you will see the errors shown in Figures 6 and 7 below).



FIGURE 6: ARCHESTRA REPORTS ERROR MESSAGE



#### FIGURE 7: ARCHESTRA REPORTS SERVER ERROR

### Solution

• Uninstall and then reinstall the ArchestrA Reporting feature of Wonderware Information Server. To uninstall the ArchestrA Reporting feature, uncheck that feature (Figure 8 below).

File Edit View Tools	I Panel - Programs and Features Help	👻 🔂 Search
<b>Tasks</b> View installed updates Get new programs onlin Windows Marketplace	Wonderware Information Server Installation Please select which features you would like installed, and specify the destination folder for the installed files.	Warderware
	Wonderware Information Server         ✓ Information Server         ✓ ActiveFactory Reporting         ✓ ArchestrA Reporting         ✓ MultiViews         ✓ Sample Content         ✓ ArchestrA License Server	
		Browse,

FIGURE 8: WIS UNINSTALL

# Problem

Historian Client Trend hangs when clicking **Trend** under ActiveFactory in the Portal, or in localhost/afweb.

# Solution

Resolved by running Historian Client Trend, then deleting/adding Server names in Tools/Servers (Figure 9 below).

Trend - [Trend1*]	t Tools Window Help		_
	erver List Configuration		
日本たる国	Server connection	Server list	M 🔽 [00] 00:0
Tag Picker	Server: WIN2K8BASE	WIN2K8BASE WIN-IR63U9R6LPU	
·····································	Use Integrated security		
	Login ID: wwUser		
	Password:		
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FIGURE 9: TREND SERVER NAME CONFIGURATION

#### References

- Tech Note 742 Renaming a Computer that Hosts a Stand-Alone SQL Server Instance
- Tech Note 743 Configuring Reporting Services 2008 Configuration for a New Host Name in Windows 2008 R2
- Tech Note 777 Changing the Server Name for Historian Server 10.0
- Tech Note 920 Resolving Disabled ActiveFactory Reporting Website for Wonderware System Platform R2

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