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Introduction

When installing a WW-Intelligence license onto a system with non-English Regional Settings, you might encounter an activation problem saying: The license key you entered is for Wonderware Server, which doesn't match the product you want to activate (Figure 1 below).

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reServer, which doesn't
e@tableausoftware.com c cey.

FIGURE 1: ACTIVATION ERROR

Notice the title bar indicates Activate Tableau Server rather than Activate Intelligence Analytics.

GOOD	+' + '+ + + +
BAD	+++++++++++++++++++++++++++++++++++++++

FIGURE 2: CAPTION BAR IS INCORRECT

Application Versions

- Wonderware Intelligence 1.5 SP1 (aka Wonderware Intelligence 2012)
- Tableau Server 8.0

Cause

The root cause of the issue is with localization and the Tableau-oem.dll file of Tableau Server version 8.0.

When installing an OEM build such as Wonderware Intelligence Analytics, the Tableau-oem.dll is not copied and placed into the C:\Program Files (x86)\Tableau\Tableau Server\8.0\bin\res sub-folder of the local language.

The application then defaults to a standard English build and presents the installer with the error message shown above. If you change the Regional Settings to English the install temporarily succeeds but errors out once you change them back.

Workaround

Tableau Software has acknowledged this as an issue and is planning to correct this in a future release.

In the meantime, complete the following steps for a workaround:

- 1. Install the OEM build (aka Wonderware Intelligence) as normal, but skip the activation of the license.
- 2. Navigate to the C:\Program Files (x86)\Tableau\Tableau Server\8.0\bin folder.
- 3. Copy the tableau-oem.dll file from that folder.

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] Tableau 🔺	Name *		Date modified		Туре	Size
📗 Tableau Server	tabinstallck.exe		7/24/2013 4:3	35 PM	Application	1,440 KB
3.0	💷 tableau.exe		7/24/2013 4:3	36 PM	Application	1,795 KB
i admin	tableau.lic	tableau.lic 7/2		34 PM	LIC File	1 KB
apache	tableau_libFNP.dll		7/24/2013 4:3	36 PM	Application extension	4,595 KB
ji bin	🚳 tableau-oem.dll		7/24/2013 11	: 19 PM	Application extension	3 KB
backgrounder	ablicbridge.dll	Open with		6 PM	Application extension	1,339 KB
int	🚳 tablicjava.dll	Scan for threats		3 PM	Application extension	2,008 KB
plugins	itabmetrics.dll	Restore previou	sversions	5 PM	Application extension	413 KB
repo-jars	🔛 tabmigrate.exe			9 PM	Application	342 KB
repo-migrate-	tabmigrate.jar	Send to	•	4 PM	JAR File	27,881 KB
📔 res	(tabmixins.dll	abmixins.dll		5 PM	Application extension	5,659 KB
🔰 de_DE	atabnativeapijava.dll	Сору		3 PM	Application extension	3, 190 KB
📗 es_ES	Tabprocjava.dll			9 PM	Application extension	393 KB
📗 fr_FR	tabprogress.jar	Delete Rename		4 PM	JAR File	10 KB
)ja_JP	+ tabprotosrv.exe			5 PM	Application	1,731 KB
📕 ko_KR	tabrono ovo	Properties	7/74/2012 42		Application	247 48

FIGURE 3: COPY THE TABLEAU-OEM.DLL FILE

4. Navigate to the sub-folder underneath C:\Program Files (x86)\Tableau\Tableau Server\8.0\bin\res that corresponds to your Regional Settings.

For example, for French you would choose ...\bin\res\fr_FR, for Spanish you would choose ...\bin\res\es_ES, for Japanese you would choose ...\bin\res\ja_JP, etc.

5. Paste the tableau-oem.dll file into the local language folder.

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leps mig.occ	Undo Rename Share with New Properties	Ctrl+Z			

FIGURE 4: PASTE THE DLL FILE TO THE LOCAL LANGUAGE FOLER

- 6. Go to Windows Start -> All Programs -> Tableau Server 8.0 -> Manage Product Keys.
- 7. Activate the product normally.

R		Manage Product Keys			X	1
wwuser	Intelligence 2012 Dem	Product Key	Product	License Expires	Maintenance Expires	
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Computer	Intelligence Analytics					
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67				Activate Intelligence Ana	alytics	×

file:///C|/inetpub/wwwroot/t002821/t002821.htm[11/12/2013 3:47:59 PM]

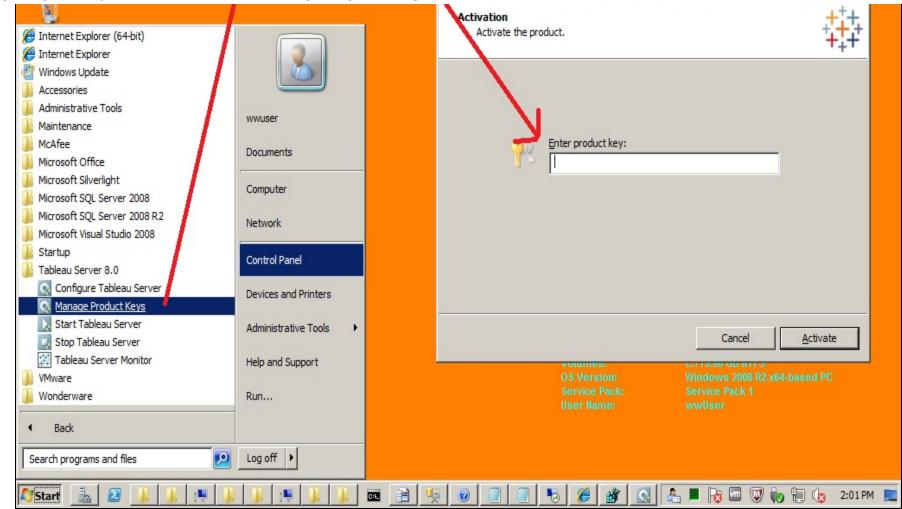


FIGURE 5: ACTIVATE THE PRODUCT

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