Tech Note 1039
Tips for Resolving Demo Mode with Historian Client and WIS

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Introduction

This *Tech Note* provides tips to help understand why you might experience Demo Mode with Historian Client/Active Factory, and how Demo Mode can be resolved.

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

FIGURE 1: ACTIVEFACTORY IN DEMO MODE

Application Versions

- Wonderware Historian Client 10.1
- Wonderware Information Server (WIS) 5.0

Note: ActiveFactory and Historian Client names are used interchangeably in this *Tech Note*.

Supported Feature Lines

Historian Client Desktop Version

License File	Description	Application
ArchestrA.lic	Per Seat License	• ActiveFactory • ActiveFactory_Pro
ArchestrAServer.lic (Requires ArchestrA 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

License File	Description	Application
ArchestrA.lic	Per Seat License	• ActiveFactory • ActiveFactory_Pro
ArchestrAServer.lic (Requires ArchestrA 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

Order of Precedence

By design, **Historian Client** attempts to validate the license in this order. The first available license will be used.

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

AF Web attempts to validate the license in this order:

1. ActiveFactory
2. ActiveFactory_Web_svrDev
3. ActiveFactory_ Web_svrUser
4. ActiveFactory_ Web_svrConc

Per Seat License (ArchestrA.lic)

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 Historian Client 10.1 and WIS 5.0 setup.

Possible Scenarios for Demo Mode

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 and the feature line in the license must include TS_OK (Terminal Services).

RESOLUTION

- Do not use Remote desktop.

  Or

- Use a Server-Based license and the feature line in the license must include **TS_OK**

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.

Historian Client 10.1 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.

RESOLUTION

- Install Historian Client and then reinstall ArchestrA.lic

  Or

- Manually copy **ArchestrA.lic** to **C:\Program Files\Common Files\ArchestrA\License**.

ISSUE

Demo mode when using a hardware key.

CAUSE

Multiple USB hardware keys are used on 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 Historian Client 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 5.0 and Historian Client 10.1 CDs.

Possible Scenarios for Demo Mode

ISSUE

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

CAUSE

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

AF Web Components in WIS 5.0 acquire license information using the webservice http://Webserver/aaflexlicwebservice/aaflexlicwebservice.asmx. ArchestrA License Manager is not required for thin clients.

RESOLUTION

1. Go to **Start > All Programs > Wonderware > Common > ArchestrA License Manager**.
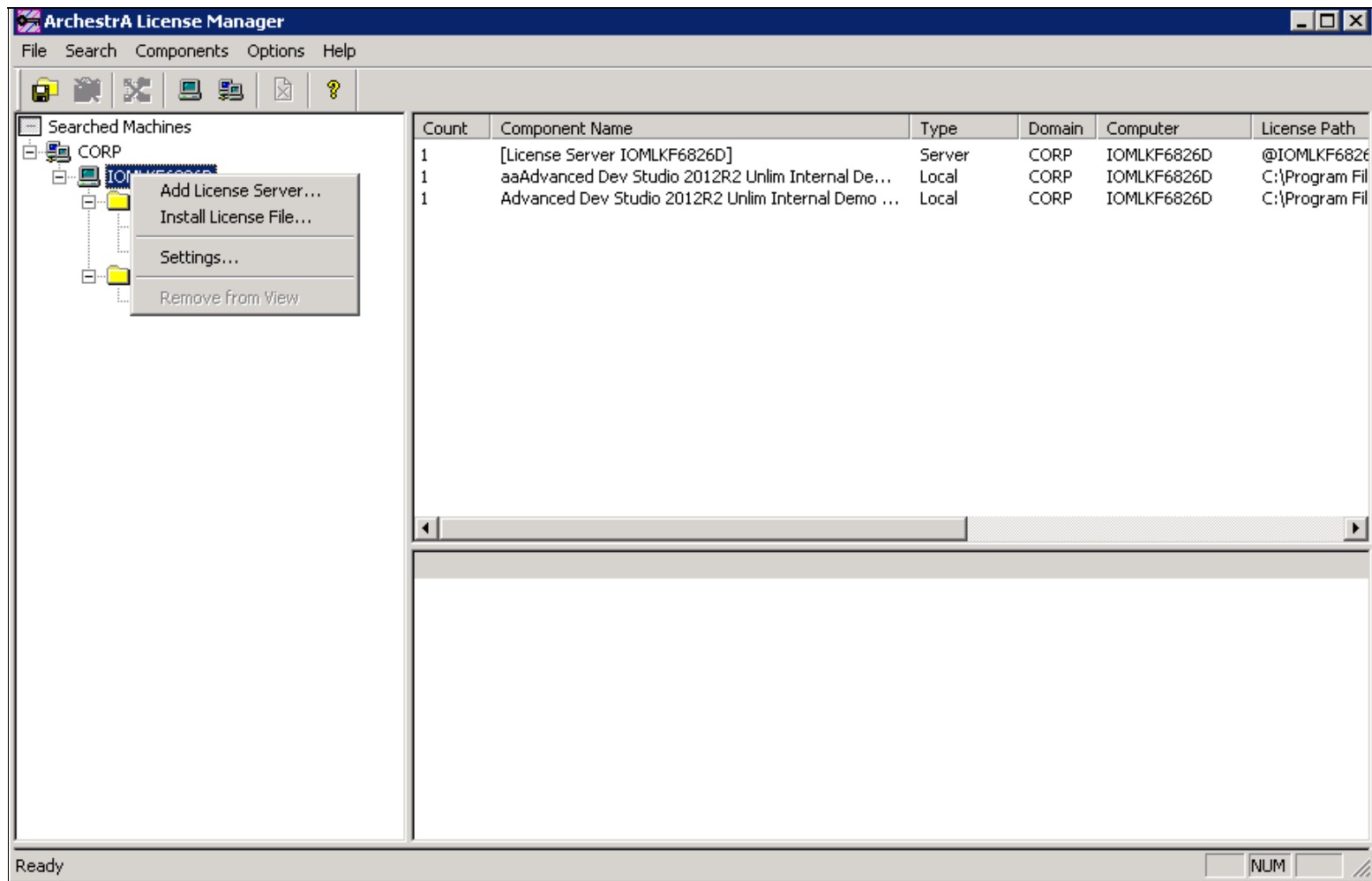2. Add the License Server if it does not exist. (Figure 2 below).

FIGURE 2: ADDING A LICENSE SERVER TO ARCHESTRA LICENSE MANAGER

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 **ian.whitelaw@iomlkf6824l**). In the log file snippet below, ian.whitelaw is the windows login and iomlkf6824l 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\Common Files\ArchestrA\License Server**.

In Figure 3 (below), you can see how it first attempted to find if device name (**iomlkf3824l**) is in the **Wonderware.opt** file. In this case it was not found and

it is noted.


```
File  Edit  Format  View  Help
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_web" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241  (License
server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_web" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241  (License
server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_Pro_web" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(License server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_Pro_web" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(License server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) DENIED: "ActiveFactory_web_svrDev" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(User/host not on INCLUDE list for feature. (-39,349:10054 ""))
16:36:43 (wonderware) DENIED: "ActiveFactory_web_svrDev" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(User/host not on INCLUDE list for feature. (-39,349:10054 ""))
16:36:43 (wonderware) DENIED: "ActiveFactory_Pro_web_svrDev" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(User/host not on INCLUDE list for feature. (-39,349:10054 ""))
16:36:43 (wonderware) DENIED: "ActiveFactory_Pro_web_svrDev" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(User/host not on INCLUDE list for feature. (-39,349:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_web_svrUser" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(License server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_web_svrUser" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(License server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_Pro_web_svrUser" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(License server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_Pro_web_svrUser" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(License server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_web_svrConc" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(License server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_web_svrConc" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(License server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_Pro_web_svrConc" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(License server system does not support this feature. (-18,327:10054 ""))
16:36:43 (wonderware) UNSUPPORTED: "ActiveFactory_Pro_web_svrConc" (PORT_AT_HOST_PLUS    ) ian.whitelaw@iomlkf68241
(License server system does not support this feature. (-18,327:10054 ""))
```

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. (Keep in consideration some thin clients can add characters to the windows login.)
- 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.
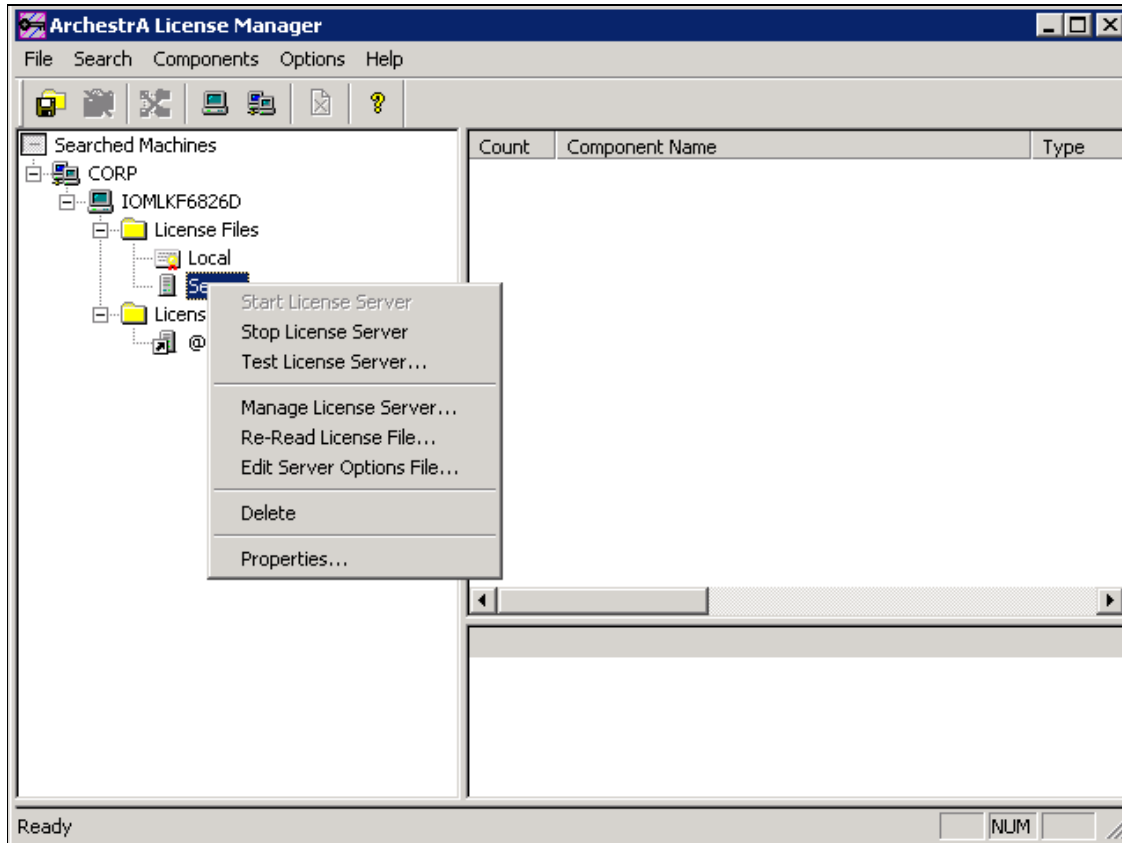
FIGURE 4: STOPPING AND STARTING THE LICENSE SERVER

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).
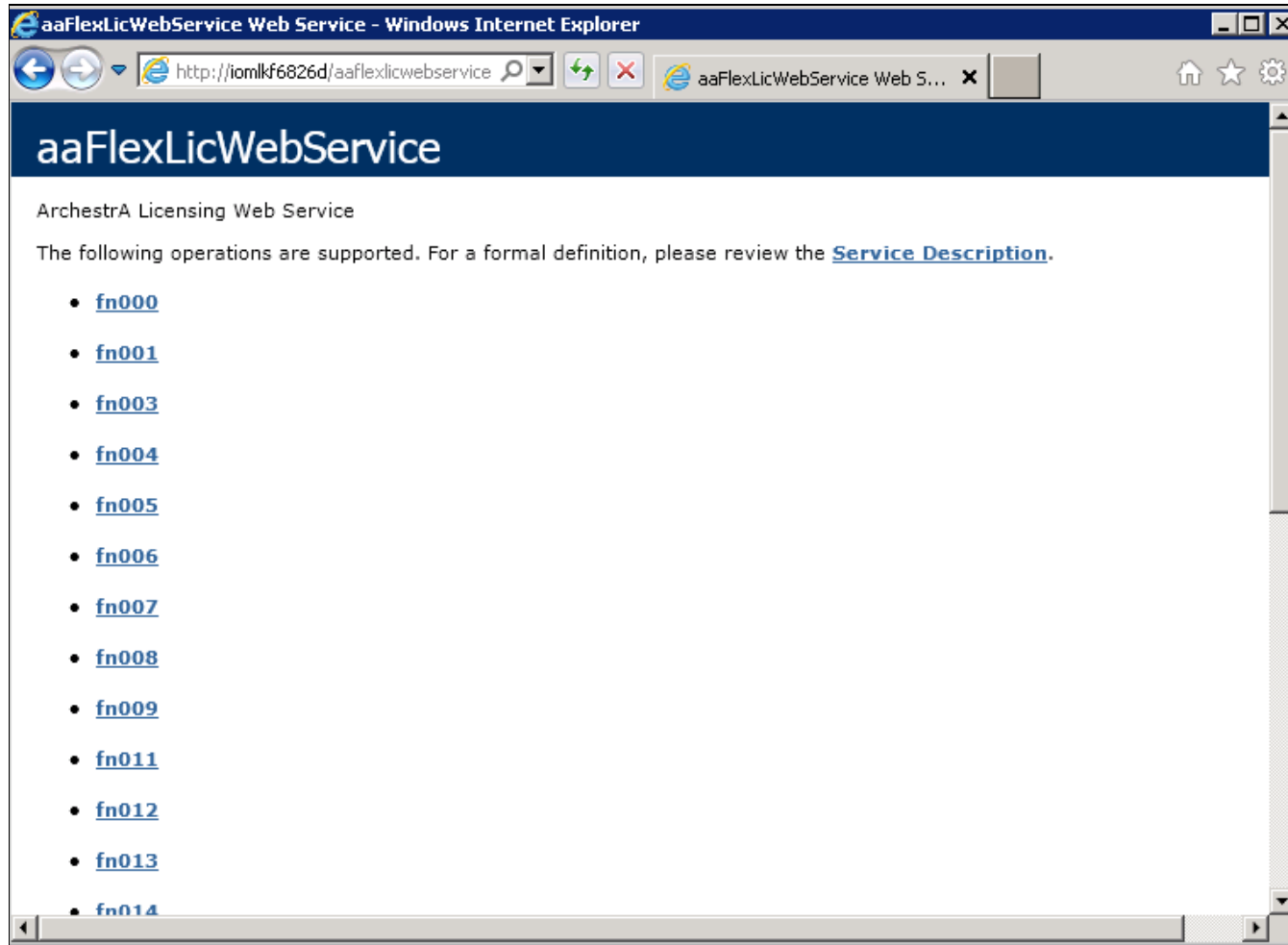
FIGURE: 5 aaFlexLicWebService Website

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

1. Go to **Start > Run**, type **inetmgr**, then press **Enter**.
2. In the features view (Figure 6 below), expand the Server name in connections, expand **Sites**, expand **Default Web Site**.
3. Highlight **aaFlexLicWebService**. To the right under **/aaFlexLicWebService Home – IIS**, double-click **Authentication**.
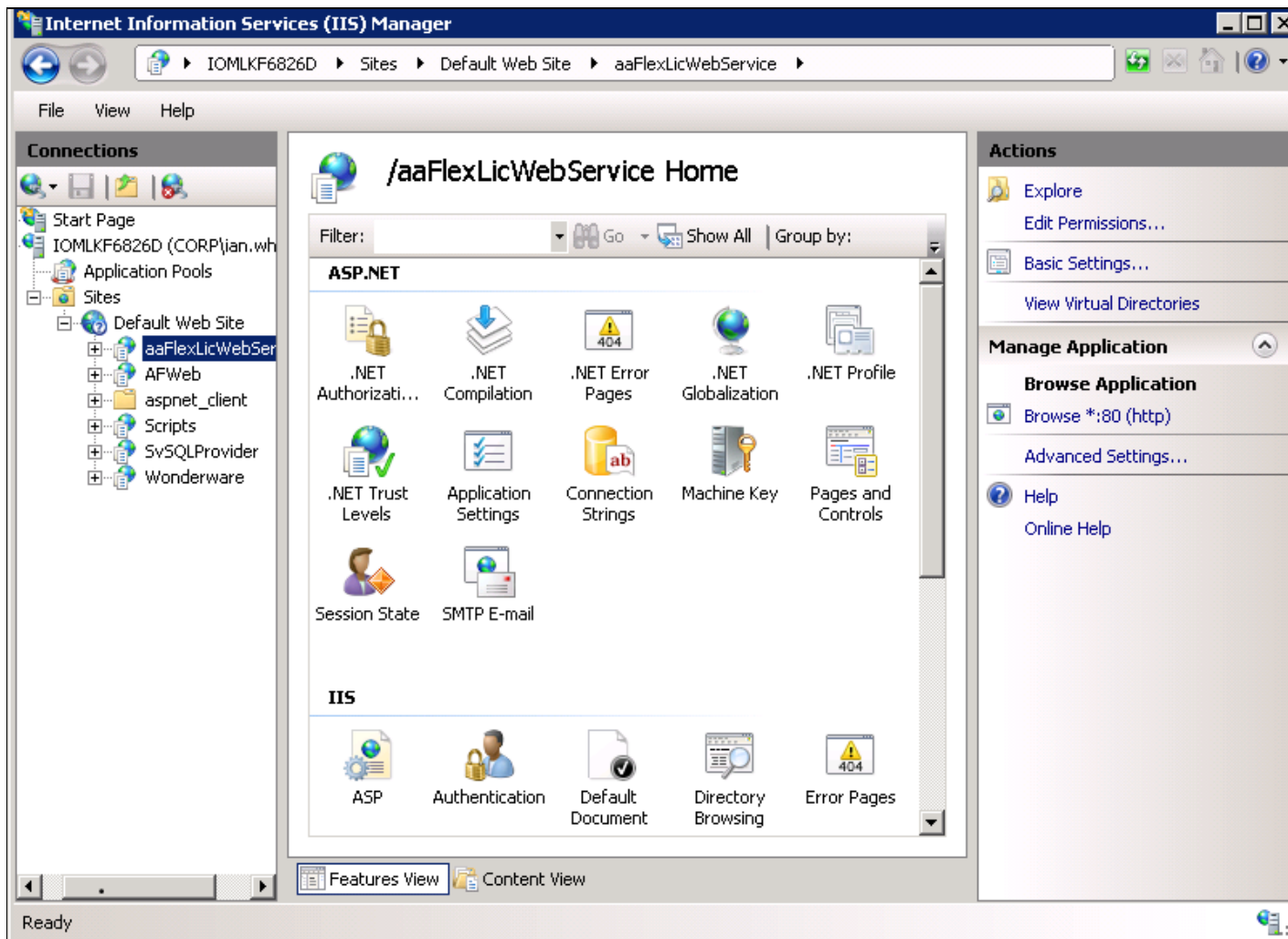
FIGURE 6: IIS UI

4. Under the aaFlexLicWebService Authentication page, make sure **Anonymous Authentication** status is **Enabled** (Figure 7 below).
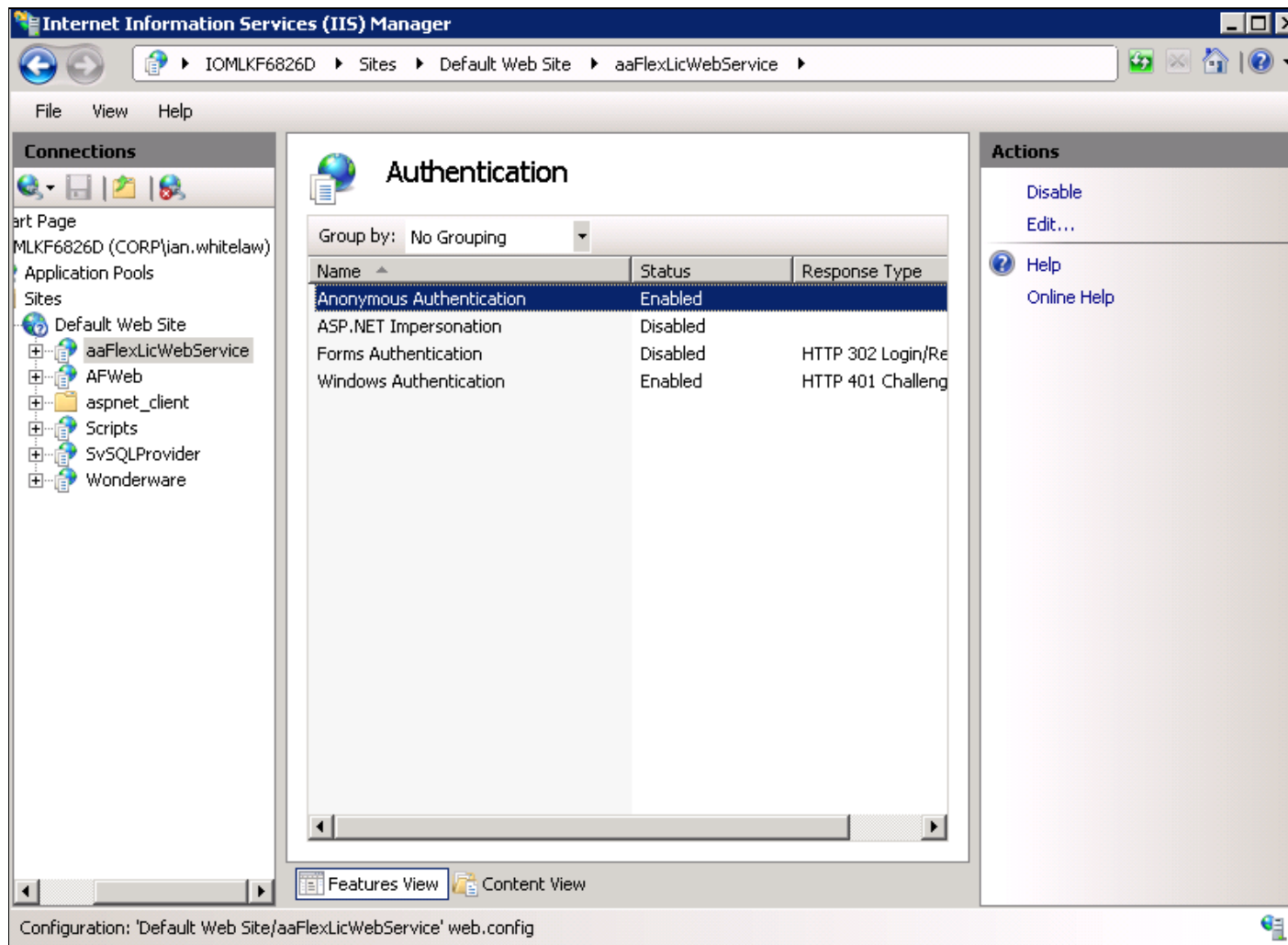
FIGURE 7: IIS UI AUTHENTICATION VIEW

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

Historian Client/Active Factory client components do not support ports other than **80** or **433**. It will fail to redirect.

I. Whitelaw

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For technical support questions, send an e-mail to **wwsupport@invensys.com**.

 Back to top