

[Tech Note 703](#)

Installing Wonderware Information Server (WIS) 4.0 on a Non-System Drive

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Introduction

Installing WIS on a non-system drive can be necessary in certain cases. WIS has several dependencies that must be configured when installing on a drive other than the system drive. In most cases the system drive will be **C**. This *Tech Note* outlines the configuration process to ensure a correct installation.

Note: Be sure to read the [Known Issues](#) section at the end of this *Tech Note*.

Application Versions

- Wonderware Information Server 4.x
- Internet Information Services (IIS) 6.x and 7.0
- Microsoft SQL Server 2008 SP1 (32-bit only)
- Microsoft SQL Server 2005 SP3 (32-bit only)
- Microsoft Office 2003 or Microsoft Office 2007
- Microsoft IIS 6.0 or 7.0
- Microsoft Internet Explorer 6.0, 7.0, or 8.0
- Microsoft SQLXML 4.0
- Microsoft .NET Framework 3.5 SP1
- Microsoft SharePoint Services 3.0 SP2

Note: SharePoint Services 3.0 is **required** when you use Multiviews (SharePoint Services 2.0 **is not supported** in WIS 4.0).

Installation Tasks

This installation scenario requires:

- Ensuring IIS is installed on the targeted drive.
- Installing product files.

- Creating Virtual Directories in IIS.
- Setting up remote clients for AFWeb (optional).

Installing WIS 4 on an alternate drive is a three-step process.

Preparation

- Ensure that a compatible version of Historian is already installed and properly running. The Historian can be on the same machine, or on another network machine.
- Ensure that SQL Server 2005 is configured for **SQL Server and Windows Authentication mode**.
- Ensure IIS is correctly installed on the alternate drive. In this example, it is on the **F:** Drive.
- Manually create in advance the full alternate path to install the WIS installation files. For example: `F:\Program Files\Wonderware\Suitevoyager`
- It is strongly recommended to install the **ArchestrA Licensing Server** before and separately from the Wonderware Information Server installation. Begin from `<CD root>\LicenseServer\Setup.exe`.

Ensuring IIS is Installed on the Targeted Drive

When you install to a different drive, you *must* install IIS on the non-system (targeted) drive.

To install IIS 6

1. Copy the `iis6install.txt` to c:\. Modify the file using Wordpad or Notepad by changing the last line to reflect the target location.
2. Save your changes.
3. Un-Install the existing IIS using **Control Panel > Add/Remove Windows Components**. Uncheck **Application Server** and click **Next** to the end.
4. Use the DOS command below to reinstall IIS

```
cmd>sysocmgr/i:%windir%\inf\sysoc.inf /u:c:\iis6install.txt
```

5. Install WIS 4.0 to the **targeted** drive, for example, the **F** drive.
6. Copy the **Scripts** folder from the WIS installation CD to the new virtual directory.

```
From <WIS Installation Drive>:\scripts
```

To

```
<alternate drive>:\Inetpub
```

7. Install the WIS Licensing Server on the WIS Server.
8. Run **Setup.exe** from the WIS installation drive under the **LicenseServer** folder.

```
<WIS Installation Drive>:\LicenseServer\Setup.exe
```
9. Add the **ArchestrAServer.lic** file using the ArchestrA License Manager to enable the Licensing Server.

10. Add the **ArchestrA.lic** file using the ArchestrA License Manager to enable the WIS Portal & Active Factory Reporting Website.

Note: When modifying the Wonderware.OPT file, all entries must be in lowercase.

Installation

1. Begin installing Wonderware Information Server.

To install only Active Factory Web, you only need to select the AFRWS component in addition to the Information Server component (mandatory).

2. During the installation steps, if required change the default install path to the alternate location. For example `F:\Program Files\Wonderware\Suitevoyager`
3. After the installation, launch **Configurator** to ensure Active Factory Language Packs are installed. See Page 45 of the Wonderware Information Server Installation Guide:

*If you exit the installation program without clicking **Configure**, required files, such as the ActiveFactory language packs, are not installed. To install ActiveFactory language packs, run the Wonderware Information Server installation program, select to modify the install, and then remove the ActiveFactory Reporting Website feature. Then run the installation program again and add the ActiveFactory Reporting Website feature. The language packs will be installed.*

4. Use Configurator to configure the specific details of your installation. You can also also start Configurator later by clicking the desktop icon.

Configuration

The ActiveFactory Reporting Website does not support a data source that uses Windows authentication (page 53 of the Wonderware Information Server Installation Guide). The **Mixed** authentication mode was used in the **Preparation** section, so you should have no trouble when defining a new Historian Data Source during ActiveFactory Reporting configuration.

Note: Check the SMC Log frequently during the configuration process.

The screenshot shows a dialog box titled "New Historian DataSource Form". It contains several fields for configuration:

- Data Source Name: Historian1
- Database Server Name: MyServerName
- Database Name: Runtime
- Integrated Security: (highlighted with a red box and a red arrow pointing to it)
- Historian User Name: sa
- Historian User Password: [masked]
- Connection Timeout: 0
- Query Timeout: 0
- Provider: SQLNCLI
- Has HTTP mode:
- URL Connection: [empty]

At the bottom of the dialog are "OK" and "Cancel" buttons. A red text box with a black border is overlaid on the "Integrated Security" checkbox, containing the text "Cannot select this option for AFWRS".

FIGURE 1: Do NOT SELECT THE INTEGRATED SECURITY OPTION WHEN CONFIGURING NEW HISTORIAN DATA SOURCE

Under Historian Configuration, you are prompted to enter Server, SQL Admin User Name and Password. In theory, Domain\Username should work if the user is an administrator on the machine.

However if it doesn't work you can create a local administrator on the machine and use these credentials. You may need to add the SYSADMIN role in SQL Server to the **BUILTIN\Administrators** group using SQL Server Management Studio.

See page 47 of the Wonderware Information Server Installation Guide specifically for SQL Server 2008.

Known Issues

The Default Data Source for the Historian (default name of Historian1) Uses an Unsupported Authentication Mode

(Default) Data Source **Historian1** is provided for use in ActiveFactory Reporting uses Windows Authentication mode. ActiveFactory Reporting requires that this data source use SQL Authentication.

Skipping WSS Exclude Path Settings

The **Unable to Update...** error message below occurs if Sharepoint Services is not installed. MS Sharepoint Services 3.0 is only required if Multiviews are selected during the WIS Installation. It is a warning only and can be safely ignored if Multiviews was not selected. The .NET Framework 3.5 SP1 is always required.

Unable to Update Localization Table in Wonderware Information Server Database

This error message typically appears if a previous attempt of running Configurator failed.

Simply rebooting the server seems to correct this issue.

Removing Unnecessary Delay During Page Load

This information applies to all WIS and ActiveFactory Clients.

1. Open Internet Explorer and click **Tools > Internet Options**.
2. Click the **Advanced** tab and make sure the **Check for publisher's certificate revocation** and **Check for server certificate revocation** options are **unchecked** (Figure 1 below).

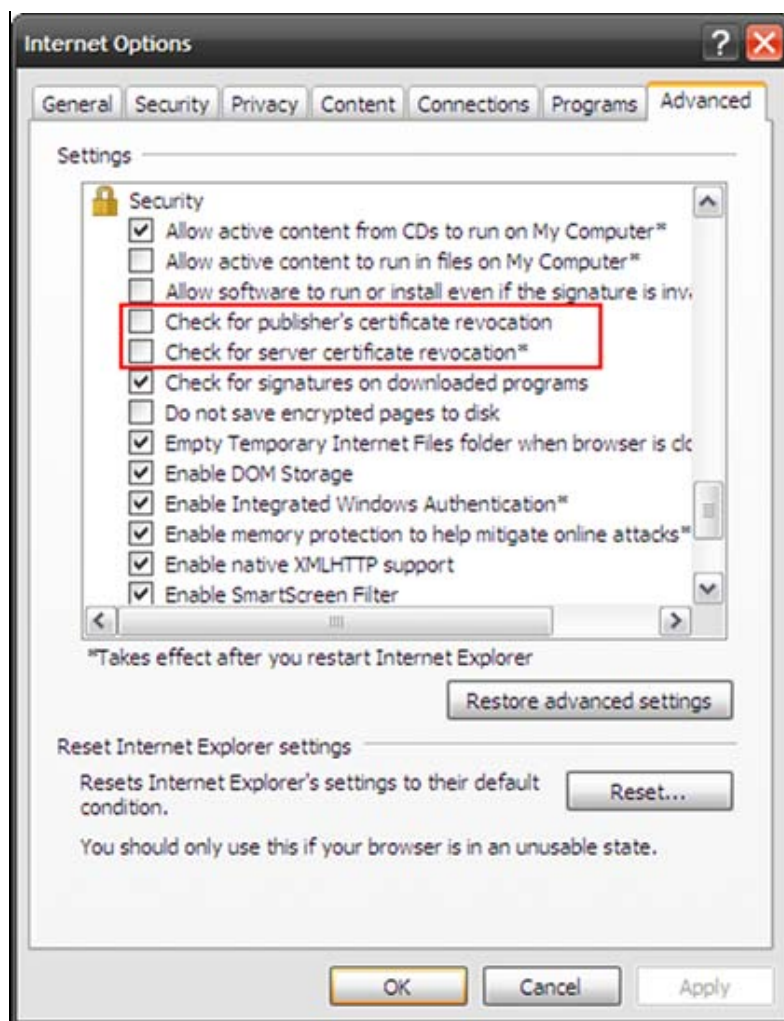


FIGURE 2: CHECK CERTIFICATE AND CERTIFICATE REVOCATION (ALL CLIENTS)

3. Click **OK** to save and exit the configuration.

Downloading the Client Tools

1. Add the WIS and the AFWeb URL addresses to the list of trusted sites.
2. If the first visit to the AFWeb web site does not prompt you to download the **ClientSetup.msi** file, or you cannot install it because you do not have administrative rights, the file can be installed manually by an IT administrator.

The file comes from the WIS Server location at: `<drive>:\Inetpub\Wwwroot\Wonderware_library\bin\ClientSetup.msi`

For example if we installed the Wonderware virtual directory on F instead of C the path is:

`F:\Inetpub\Wwwroot\Wonderware_library\bin\ClientSetup.msi`

3. Copy **ClientSetup.msi** from the server to your client machine and execute it **LOCALLY** with Administrator permissions.

Missing the Scripts Folder

If you don't copy the `\scripts` folder to `<drive>:\inetpub`, you will see the following error in the SMC Log and in Configurator:

```
"wsvlicmgr.exe" service not found in the specified location "G:\Inetpub\Scripts\FWebSvr\Alarms\wsvlicmgr.exe".
"wsvlicmgr.exe" service not found to unregister.
```

155	4/12/2010	11:35:31 AM	908	2356	Info	Information Server	Executing :cscript.exeC:\WINDOWS\system32\jsext.vbs /RmFile G:\Inetpub\wwwroot\Wonderware\DHFrameWork\jwvDa
156	4/12/2010	11:35:32 AM	908	2356	Info	Information Server	Executing :cscript.exeC:\WINDOWS\system32\jsext.vbs /RmFile G:\Inetpub\wwwroot\jvfw.dll
157	4/12/2010	11:35:33 AM	908	2356	Info	Information Server	Executing :cscript.exeC:\WINDOWS\system32\jsext.vbs /RmFile G:\Inetpub\wwwroot\fsoutpst.dll
158	4/12/2010	11:35:34 AM	908	2356	Info	Information Server	Unconfiguration of Web Service Extensions is complete.
159	4/12/2010	11:35:34 AM	908	2356	Info	Information Server	Unconfiguration of Alarm_License Service has started.
160	4/12/2010	11:35:34 AM	908	2356	Info	Information Server	stopping 'rdbhandler.exe' service
161	4/12/2010	11:35:34 AM	908	2356	Wa...	Information Server	Service wsvlicmgr was not found on computer '.'.
162	4/12/2010	11:35:34 AM	908	2356	Info	Information Server	'rdbhandler.exe' service stopped
163	4/12/2010	11:35:34 AM	908	2356	Error	Information Server	"wsvlicmgr.exe" service not found in the specified location "G:\Inetpub\Scripts\FWebSvr\RDB\rdbhandler.exe".
164	4/12/2010	11:35:34 AM	908	2356	Error	Information Server	"rdbhandler.exe" service not found to unregister.
165	4/12/2010	11:35:34 AM	908	2356	Info	Information Server	stopping 'wsvlicmgr.exe' service
166	4/12/2010	11:35:34 AM	908	2356	Wa...	Information Server	Service wsvlicmgr was not found on computer '.'.
167	4/12/2010	11:35:34 AM	908	2356	Info	Information Server	'wsvlicmgr.exe' service stopped
168	4/12/2010	11:35:34 AM	908	2356	Error	Information Server	"wsvlicmgr.exe" service not found in the specified location "G:\Inetpub\Scripts\FWebSvr\Alarms\wsvlicmgr.exe".
169	4/12/2010	11:35:34 AM	908	2356	Error	Information Server	"wsvlicmgr.exe" service not found to unregister.
170	4/12/2010	11:35:34 AM	908	2356	Info	Information Server	stopping 'wsvlicmgr.exe' service
171	4/12/2010	11:35:34 AM	908	2356	Wa...	Information Server	Service wsvlicmgr was not found on computer '.'.
172	4/12/2010	11:35:34 AM	908	2356	Info	Information Server	'wsvlicmgr.exe' service stopped
173	4/12/2010	11:35:34 AM	908	2356	Error	Information Server	"wsvlicmgr.exe" service not found in the specified location "G:\Inetpub\Scripts\FWebSvr\License\wsvlicmgr.exe".
174	4/12/2010	11:35:34 AM	908	2356	Error	Information Server	"wsvlicmgr.exe" service not found to unregister.
175	4/12/2010	11:35:34 AM	908	2356	Info	Information Server	Unconfiguration of Alarm_License Service is complete.
176	4/12/2010	11:35:34 AM	908	2356	Info	Information Server	Unconfiguration of COM+ has started.
177	4/12/2010	11:35:34 AM	908	2356	Wa...	Information Server	'Wonderware SuiteVoyager' is not able to shutdown
178	4/12/2010	11:35:34 AM	908	2356	Error	Information Server	One of the specified objects cannot be found (Exception from HRESULT: 0x80110809)

FIGURE 3: ERROR FOR MISSING SCRIPTS FOLDER CONTENT

Error 1720: Problem with Windows Installer Package

When attempting to install the ActiveFactory Web client components (**ClientSetup.msi**) on the client machine you can receive the following error message. The client attempts to configure Firewall exceptions, but if the Firewall is off, the process fails.

```
[Event ID 11720] Error 1720 There is a problem with this Windows Installer package. A script required for this install to complete could not be run. Contact your support personnel or package vendor.
```

This because the Windows Firewall is disabled or set to **Off**. When the Windows Firewall is off the setup file cannot insert program exceptions into the firewall's configuration. This causes the setup to fail and terminate abnormally.

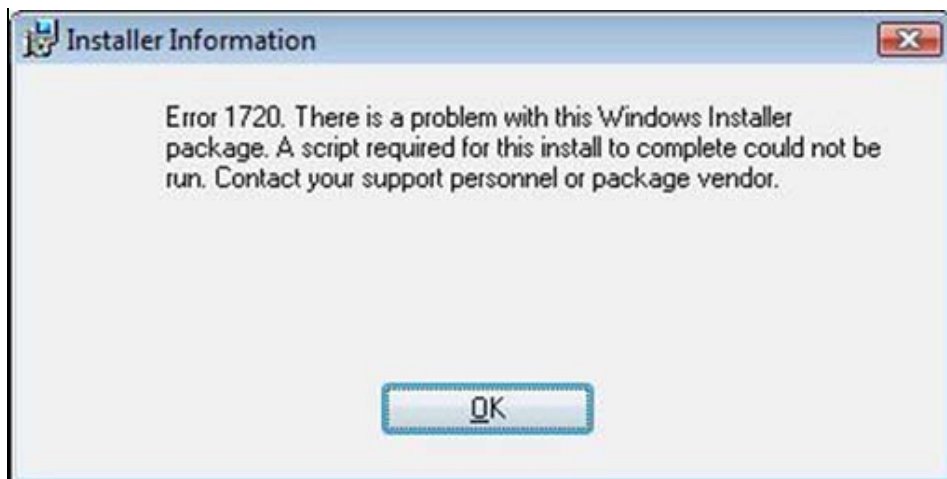


FIGURE 4: ERROR WHEN TRYING TO CONFIGURE FIREWALL EXCEPTIONS

The following detailed message is generated when MSI Debug is active. The content is copied from the Verbose Log in the **ClientSetup.msi** installation log with Windows Firewall Disabled:

```
DEBUG: Error 2888: Executing the Binary view failed
Internal Error 2888. Binary
DEBUG: Error 2835: The control ErrorIcon was not found on dialog ErrorDialog
Internal Error 2835. ErrorIcon, ErrorDialog
Error 1720. There is a problem with this Windows Installer package. A script required for this install to complete could not be run. Contact your support personnel or package vendor. Custom action AddPorts.E4C35A64_B2D8_49FE_814C_06EA059F0CCF script error -2147023143, : Line 120, Column 5, MSI (s) (84:00) [16:30:32:723]: Product: Arcestra License Server -- Error 1720. There is a problem with this Windows Installer package. A script required for this install to complete could not be run. Contact your support personnel or package vendor. Custom action AddPorts.E4C35A64_B2D8_49FE_814C_06EA059F0CCF script error -2147023143, : Line 120, Column 5.
```

1. Temporarily turn on the Windows Firewall and re-run the installation package.
2. After it installs successfully, you can turn off the Windows Firewall.

Setup Does Not Re-Execute After a Failed Installation

When WIS is installed, it creates the following branch:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wonderware\Arcestra\Plugins\Wonderware Information Server]
```

Each component is listed in another child branch. For example, **AFRWS** for Active Factory Reporting Website and **SUITEVOYAGER_SERVER** for the WIS Portal.

Each child branch includes a key called **FeatureStatus**. This key indicates whether the initial configuration was completed or not.

the Key Value should be changed from **configured** to **notconfigured** in the following scenarios:

- If the software thinks that the installation was completed but in fact wasn't.
- If there is a need to force a re-initialization.

Here is an example for Active Factory Web.

```
"Location"="G:\Program Files\Wonderware\SuiteVoyager\Configuration\ActiveFactoryReportingFeature.dll"
"Type"="Form"
"Classname"="ActiveFactoryReportingFeature"
"ThreadingModel"="1"
"FeatureStatus"="configured"
```


ActiveFactory Web Client Does Not Detect AF Licensing Server

Contact [Wonderware Technical Support](#) and request Hot Fix **1932**. For details, see [Tech Alert 136 Wonderware Information Server \(WIS\) Trend License Problem](#).

Resources

Contents of iis6install.txt

```
[Components]
aspnet = on
complusnetwork = off
dtnetwork = off
bitsserverextensionsisapi = off
bitsserverextensionsmanager = off
iis_common = on
iis_ftp = off
fp_extensions = off
iis_inetmgr = on
iis_nttp = off
iis_smtp = on
iis_asp = on
iis_internetdataconnector = off
sakit_web = off
tswebclient = off
iis_serversideincludes = off
iis_webdav = off
iis_www = on
appsrv_console = on
[NetOptionalComponents]
```

```
[InternetServer]
PathWWWRoot=F:\Inetpub\wwwroot
```

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