

Tech Note 725

Running InTouch® and AlarmDBLogger Services on Vista and Later Operating Systems

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InTouch 10.1 SP3 Patch 01 and Wonderware Application Server 3.1 SP3 Patch 01 Enhancement Summary

The AlarmDBLogger has been enhanced to run as a Service in Windows Vista and later operating systems primarily to support Galaxy Alarms and InTouch Alarms from Terminal sessions.

Prior to InTouch 10.1 SP3 Patch 01 and WAS 3.1 SP3 Patch01, it wasn't possible to start alarm DBLogger as a Service on Windows Vista and later Operating Systems. This limitation has been addressed in InTouch 10.1 SP3 Patch 01 / WAS 3.1 SP3 Patch 01 .

Note: The limitation on View as a service still exists.

You can now configure Alarm DB Logger manager to run as a service in any of the supported operating systems. This is made possible in order to support environments where it is not feasible/typical for an operator to be logged in to the "console" session. With this change, Galaxy Alarms as well as InTouch alarms from Terminal (RDP) Sessions can be logged into the alarm database.

The following limitations still apply.

1. The combination of Alarm DB Logger configured as a service and InTouch running locally as a console application is **not** supported. If InTouch needs to run in the Console session, the AlarmDB Logger must be run as a **Normal Application**.
2. If Alarm DB Logger is configured to run as a service and is configured to log Galaxy Alarms, it cannot simultaneously log alarms from an InTouch application running in the console. It can however, log alarms for any InTouch application running as a session.

Supported Queries When AlarmDbLogger is Configured as a Service

For InTouch alarms from Terminal Sessions

```
\\<TerminalServerNodeName> : <TerminalSessionIPAddress>\InTouch!$System
```

Where:

- **TerminalServerNodeName** is the computer name of the Terminal Server Node
- **TerminalSessionIPAddress** is the IPAddress of the TS Client initiating the session. This is the session IP of the alarm provider. This is not the IP address of the terminal server.

For example

- Terminal Server Computer name: **TSNode1**
- Terminal Server IP Address: **10.2.1.1**
(As returned by an < ipconfig > command executed from the console)
- Terminal Session IP Address: **10.2.1.67**
(This is the IP address of the terminal client as returned by an < ipconfig> command executed from the terminal session. You can also rely on the InTouch function **TSEGetClientId ()** executed from the InTouch Application in a Terminal Session.

For Galaxy alarms

- For alarms from local platform: `\Galaxy!<AreaName>`
- For alarms from remote platforms: `\\<RemoteNodeName>\Galaxy!<AreaName>`

Application Versions

- InTouch 10.1 SP3 **Patch 01** and later
- Wonderware Application Server 3.1 SP3 **Patch 01** and later
- Microsoft Vista and later Operating Systems
- Microsoft Server 2008 and later Operating Systems

Introduction for Original InTouch 10.1 SP3 Release

Note: The following information is presented to preserve legacy functionality *prior to* InTouch 10.1 SP3 Patch 01 and Wonderware Application Server 3.1 SP3 Patch 01.

The InTouch HMI and AlarmDBLogger cannot be configured to run as services in Windows Vista or later operating systems. This includes Windows Server 2008, Windows Server 2008 R2, and Windows 7 operating systems. In these operating systems, services are no longer allowed to interact with the desktop. Services now run in Session 0, and interactive processes (such as the InTouch HMI and AlarmDBLogger) run in a Session ID greater than 0.

This *Tech Note* describes an alternative which allows the user to autologon on startup, auto-start View and Alarm related processes and then lock the desktop. The locking of the Desktop is an optional security step in case the user being auto-logged on is not present when the computer is rebooted.

Please note that if this user is logged off, all processes auto-started by this user will stop. Also, if another user logs on concurrently, you can start duplicate instances of the same processes. So, the ideal scenario for these suggestions to function is to keep the logged on user the same as the one specified for AutoLogOn.

Instructions

Complete these steps to set up the batch file. The entire content is reproduced below for copy/paste purposes.

1. Configure the AutoLogin of a well-known user in the Windows registry. For this example, it is DomainX\UserX.
2. Put the .bat file on the node at which you want to Autostart Wonderware applications. For example C:\bat\WonderwareAutoStart.bat.
3. Copy the .bat file and paste it as a shortcut in C:\Users\UserX\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup.

BAT File Contents

You can copy/paste the following into a batch file, or use its individual components separately as needed.

```

:: Tested on Window7 x64
:: May work with earlier Operating Systems, but directory paths will be different and must be adjusted
::
:: INSTRUCTIONS:
:: (1) Configure AutoLogon of well-known user (for this example, we used user DomainX\UserX) in Windows Registry
:: (see: Knowledge Base article Q315231 located at http://support.microsoft.com/kb/315231 )
:: (see: Wonderware Tech Note 49 - General Configuring Automatic Log Ons for Windows NT )
::
:: (2) Place this bat file on the node that you want to autostart WW programs, for example C:\bat\WonderwareAutoStart.bat
:: Copy C:\bat\WonderwareAutoStart.bat file and paste a shortcut to it in
:: C:\Users\UserX\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup
:: (Note1: replace UserX with your user name)
:: (Note2: above path is for Windows7, adjust accordingly for Vista or Windows XP)
:: (Note3: I chose to put batfile shortcut in specific user's (e.g. UserX's) startup folder and not in "all users"
:: startup folder so on "server" machines (Win2003Svr and Win2008R2) if a 2nd user remote
:: desktop's in to the machine as a different user (not UserX) the first session will continue to run fine
:: and we won't kick off the bat file a 2nd time.
::
:: (3) use dos> dir /X *. command to find the 8.3 name of your root "program files" directory
:: and replace \PROGRA~2\ below with yours if yours is different
::
:: REFERENCES - Wonderware Tech Notes (http://wdn.wonderware.com)
:: 049 - General Configuring Automatic Log Ons for Windows NT
:: 348 - InTouch Autostart of the InTouch® Alarm Utilities

@echo on
:: VIEW start - Spawns view off ("start" command allows bat file to complete and not just wait on this command)
start C:\PROGRA~2\Wonderware\InTouch\view.exe

:: wait 5 seconds for prior command to complete (may not be needed at all, but it's a cool example of how to wait)
ping -n 5 127.0.0.1 > NUL

:: ALMPTR start - The "-q" is recognized to autostart the alarm printer
start C:\PROGRA~2\Wonderware\InTouch\almprt.exe -q C:\Data\AlarmPrinterConfiguration\AlarmPrinterConfig1.alc

:: WWALMLOGGER start
start C:\PROGRA~2\Wonderware\InTouch\wwalmlogger.exe

:: Write execution time of this bat file to log for later examination (if needed)
echo %date% %time% >> C:\Data\Bat\BatFileLastRunTime.txt

:: wait 25 seconds, then lock desktop if so desired (uncomment the rundll32 command)
ping -n 25 127.0.0.1 > NUL
rundll32.exe user32.dll, LockWorkStation

```

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