

## [Tech Note 778](#)

# Wonderware Information Server (WIS) 4.0 SP1 Upgrade Tips

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## Introduction

This *Tech Note* provides tips and workarounds for known issues that can occur while upgrading to WIS 4.0 SP1.

**Note:** This *Tech Note* may change as Wonderware Tech Support engineers discover new issues and workarounds. The objective is to provide a smooth upgrade experience.

## Application Versions

- Wonderware Information Server (WIS) 4.0 SP1

## Issues List

- [Wonderware Information Server Fails to Upgrade the ActiveFactory Reporting Feature](#)
- [Wonderware Information Server Fails to Start the aaHistClientReportService](#)
- [HTTP Mode Does Not Work with SQL Server 2008 Installed on the Wonderware Historian Server 10.0 Machine](#)
- [After Installing WIS 4.0 SP1, all Fields in the Configurator are Grayed Out](#)

## Known Issues and Their Workarounds

### Wonderware Information Server Fails to Upgrade the ActiveFactory Reporting Feature

When configuring this feature, you can see the following error:

```
Error in GetRegValueFrmXMLFile: Could not find a part of the path 'C:\Documents and Settings\administrator.ROOT\Local Settings\Temp\SvInstallTemp\ConfigBackUpFile.xml'.
```

## Possible Causes

- Roaming profiles is enabled, which causes temp files to be deleted after logging off.

- The end user installed WIS as **UserA**. Later they log onto the machine as **UserB** to Configure ActiveFactory Feature and cannot.

## Recommendations

After installing WIS 4.0, backup the file located in this directory:

**C:\Documents and Settings\<(User performing install)\Local Settings\Temp\SvlInstallTemp\ConfigBackUpFile.xml**

If the error appears when configuring WIS, restore the backed-up **ConfigBackUpFile.xml**. If problem still persists, contact [Wonderware Tech Support](#).

## Wonderware Information Server Fails to Start the aaHistClientReportService

You see the following error/warning message:

```
Unable to start aaHistClientReportingService service. Time out has expired and the operation has not been completed.
```

## Possible Causes

- When defining the Historian data source, **HTTP mode** was checked. The Configurator does NOT start the **aaHistClientReportingService** when HTTP mode is enabled in the DataSource.

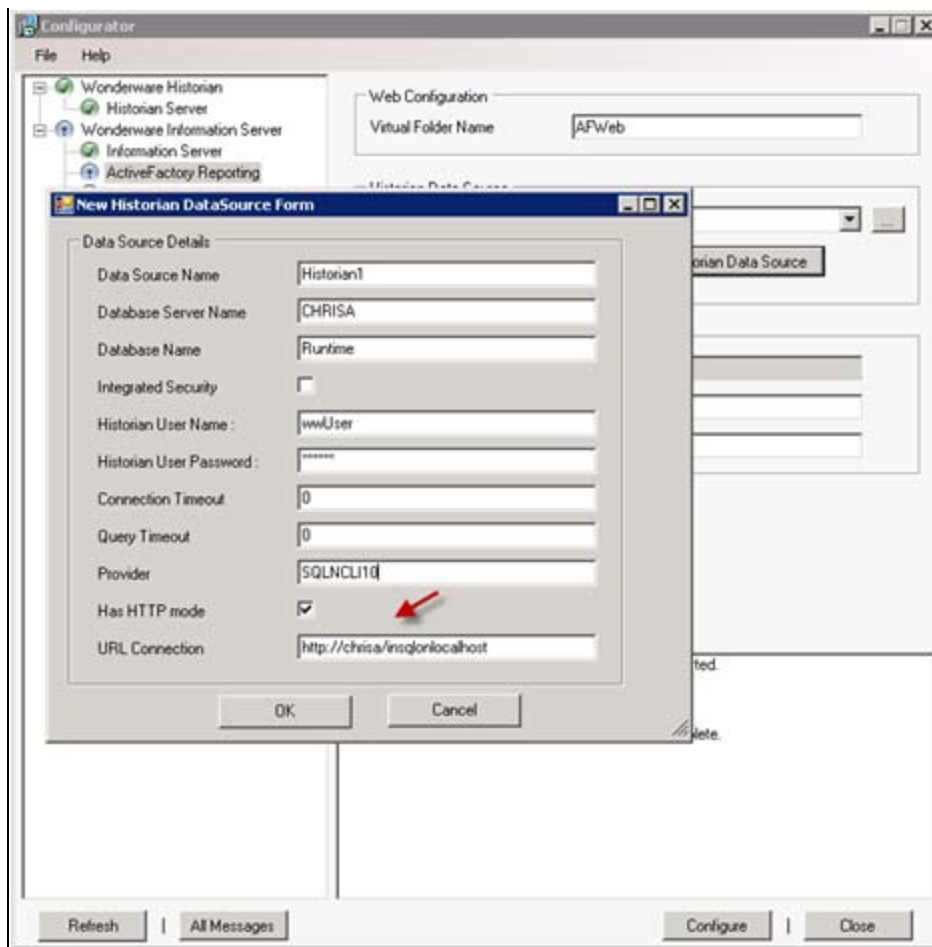


FIGURE 1: HTTP MODE SETTING FOR HISTORIAN DATA SOURCE

## Recommendations

When configuring the ActiveFactory feature, disable HTTP mode. After successfully configuring the ActiveFactory feature, you can go to the Wonderware portal and re-enable HTTP mode in **Administration > Data Source Manager**.

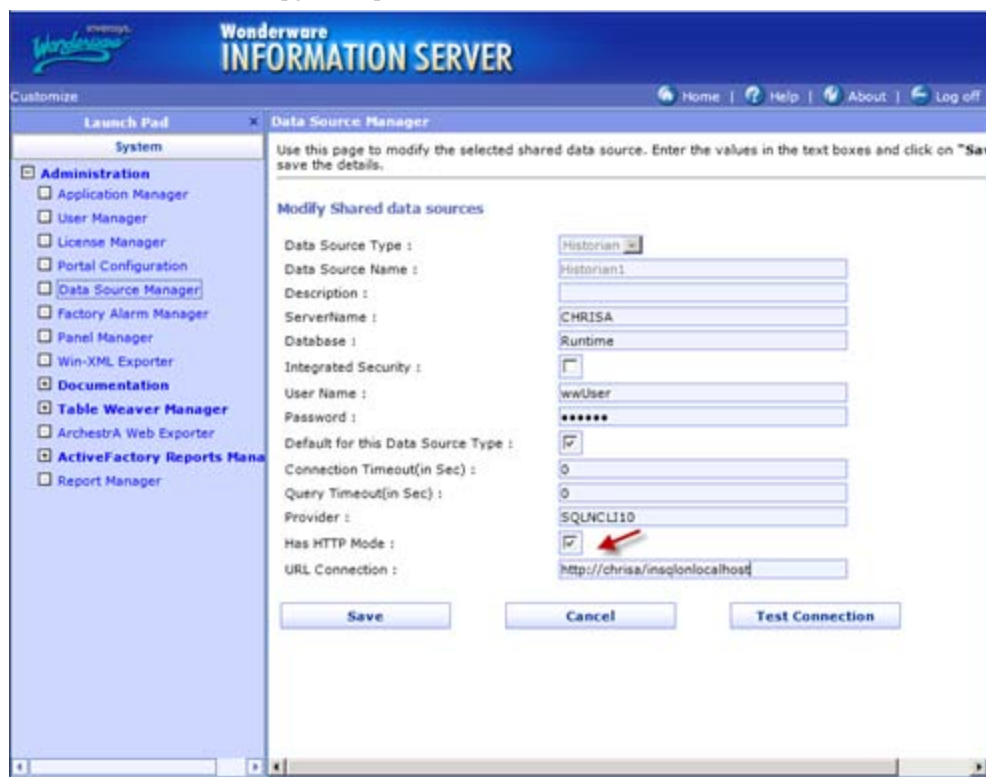


FIGURE 2: HTTP MODE IN WIS DATA SOURCE MANAGER

## HTTP Mode Does Not Work with SQL Server 2008 Installed on the Wonderware Historian Server 10.0 Machine

### Possible Causes

- SQL Server 2008 no longer supports SQLXML 3.0. In particular, the new database format does not support SQLXML 3.0 because of the new DateTime2 datatype. Furthermore, SQLXML 4.0 has deprecated support for HTTP mode.

### Recommendations

In order to be able to use SQLXML 3.0 with Historian Server 10.0 on SQL Server 2008, the Database Compatibility Level must be changed to version **SQL Server 2005 (90)**.

1. Using SQL Server Management Studio, right-click on the Runtime database and select Properties.
2. Select **Compatibility level** and choose **SQL Server 2005 (90)**.

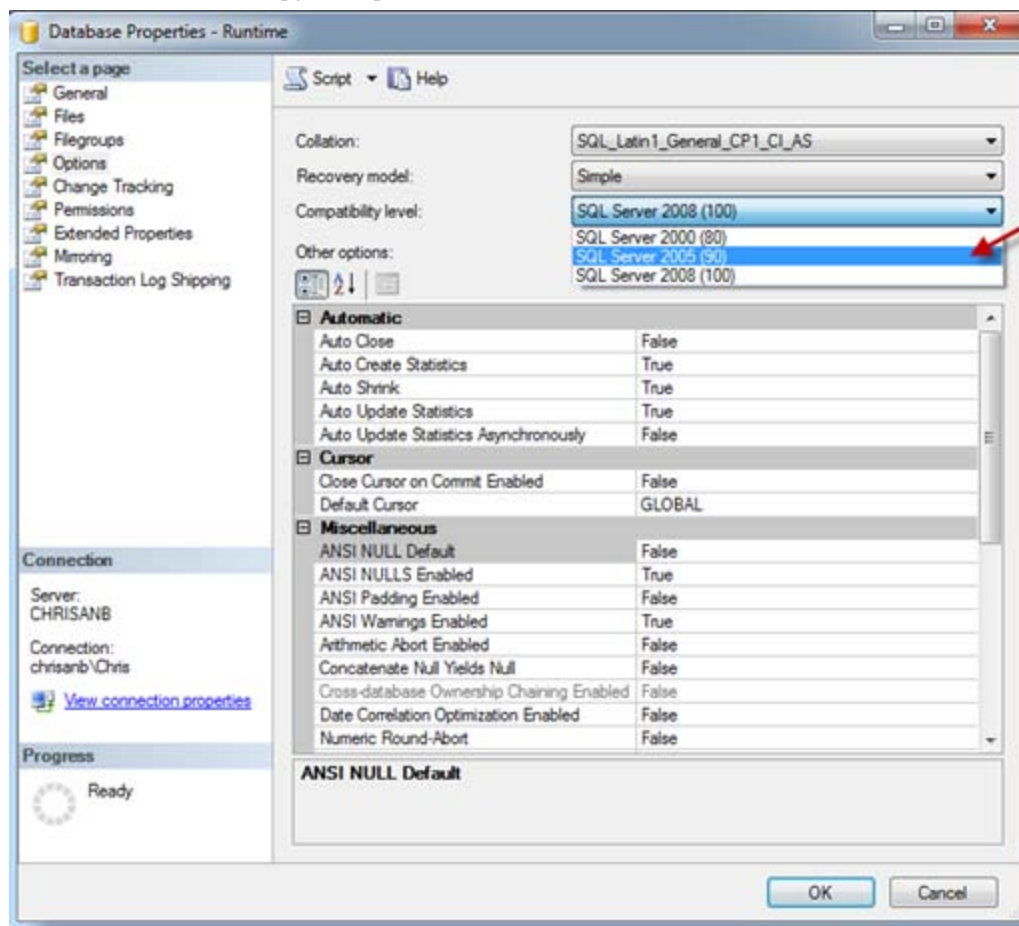


FIGURE 3: SQL SERVER COMPATABILITY LEVEL

## After Installing WIS 4.0 SP1, all Fields in the Configurator are Grayed Out

### Possible Causes

When WIS 4.0 SP1 is installed, it detects if a prior installation has been performed. If it detects any features in the system, it creates a registry key called **DoUpgrade** for each feature. This forces the Configurator to perform an upgrade.

### Recommendations

In the past with WIS 4.0, based on prior resolutions, some customers manually deleted the **DoUpgrade** key to resolve certain issues. Even though this action has been a solution, it now causes more problems with SP1 and is no longer recommended.

The only reason you might need to delete this key is when you install WIS 4.0 and never configure any features, then *immediately* you install WIS 4.0 SP1. In this case, you may delete the **DoUpgrade** key for each feature located here:

[HKLM\Software\Wonderware\Archestra\plugins\Wonderware Information Server]

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