

[Tech Note 907](#)

Troubleshooting Wonderware Information Server (WIS) Part Seven: ArcestrA Graphics – Write-back

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Introduction

This troubleshooting guide is the seventh in a projected series.

Write-back is a form of the Data communication between Client and Server. When Write-back request is issued by WIS client, WIS ArcestrA Graphics subsystem checks for the following:

- Write-back Feature line in the WIS Portal License file
- The WIS user role and ArcestrA OS security to control the data write back permission.

Note: AADataSvc is the predefined Virtual Directory which is the entry point for WIS ArcestrA Graphics between IIS and IE clients. We will often use **AADataSvc** in this *Tech Note*.

Application Versions

- WIS 4.0 and later
- Windows 2003 Server SP2
- Windows 2008 Server and later

Case Scenarios

- [No Write-back License Feature Line. Checking the Write-back settings](#)
- [WIS User role](#)
- [ArcestrA Object Security Classification](#)

Scenario: No Write-back License feature Line. Check the Write-back Settings.

When we set a new value from WIS to a writable InTouch tag or ArcestrA user attribute, the Write-back request is sent as **new value**

of data through communication channel through WCF Client (IE), WIS (Portal) and LMXPublisher to Arcestra Galaxy or InTouch. To make this channel open up, the Write-back License feature line has to be applied successfully.

To verify this, open the WIS page (Figure 1 below):

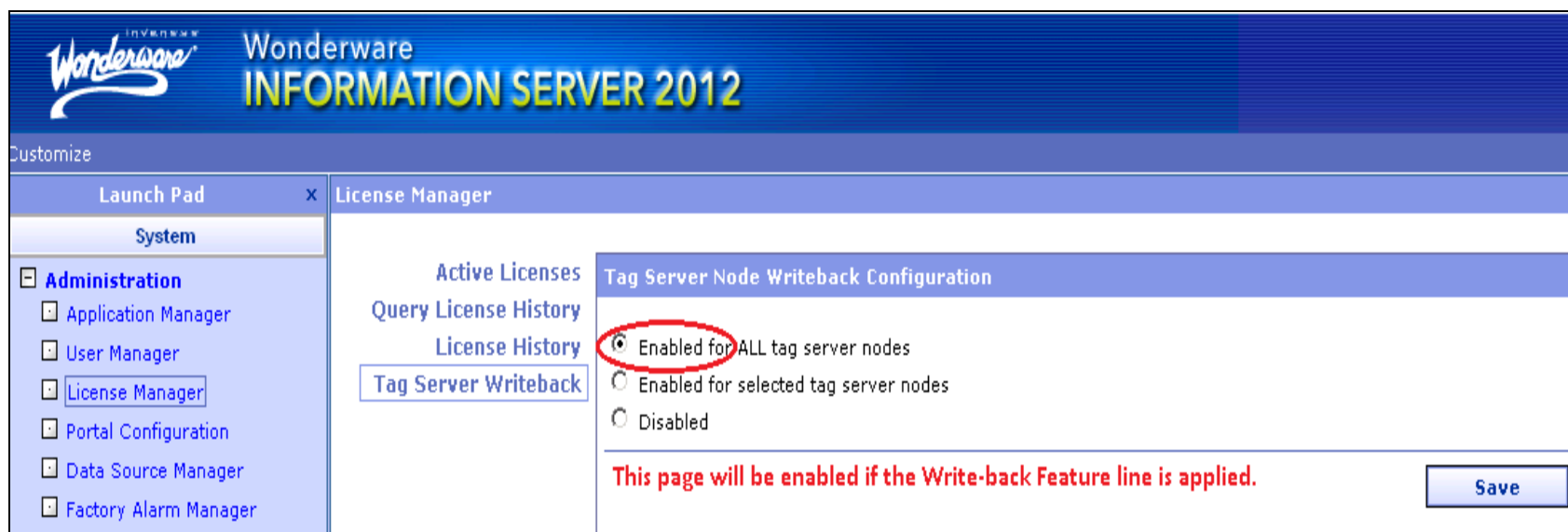


FIGURE 1: TAG SERVER WRITEBACK PORTAL SETTING

If the above page is disabled (grayed out), make sure that the Write-back Feature line, **FEATURE SVoyager_WriteEnable...** (Figure 2 below)

- Is located in the license file and is at **[C]:\Program Files (x86)\Common Files\Arcestra\License\Arcestra.lic**, and
- Has the correct WIS Version number and is not expired.

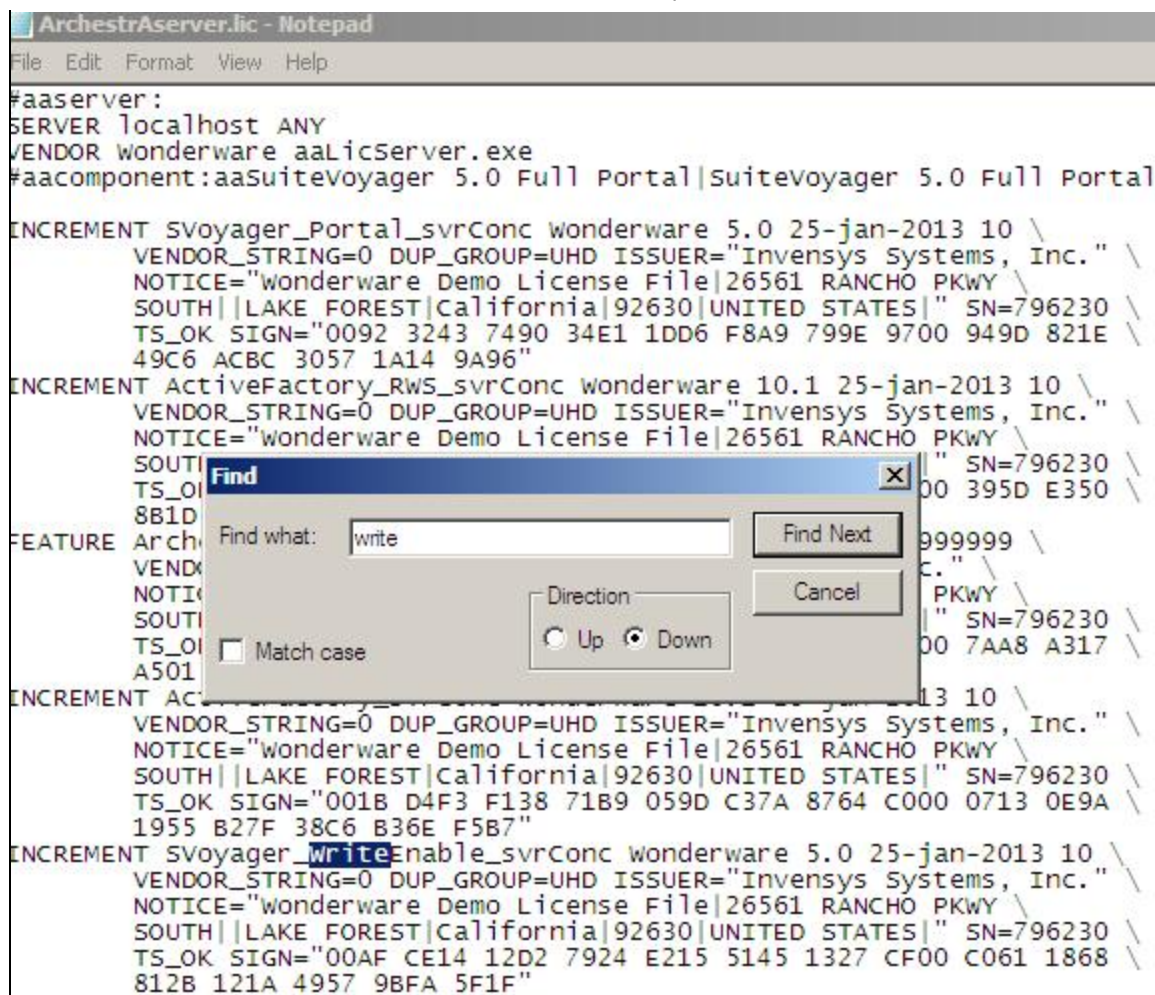


FIGURE 2: WRITEENABLE LICENSE ELEMENT

If you re-install the ArchestrA.lic, re-start the License Server, RdbHandler and refresh the above page, and the page is *still* disabled, please call Wonderware Support for further assistance.

Scenario: WIS User Role

If you have already set **Enabled for All tag server nodes**, but the Write-back function is not working, the next step is to check the WIS User role.

For the default IE settings, you should see the Status bar at the bottom of the web page. WIS tells us what the problem is using the caption bar (Figure 3 below).

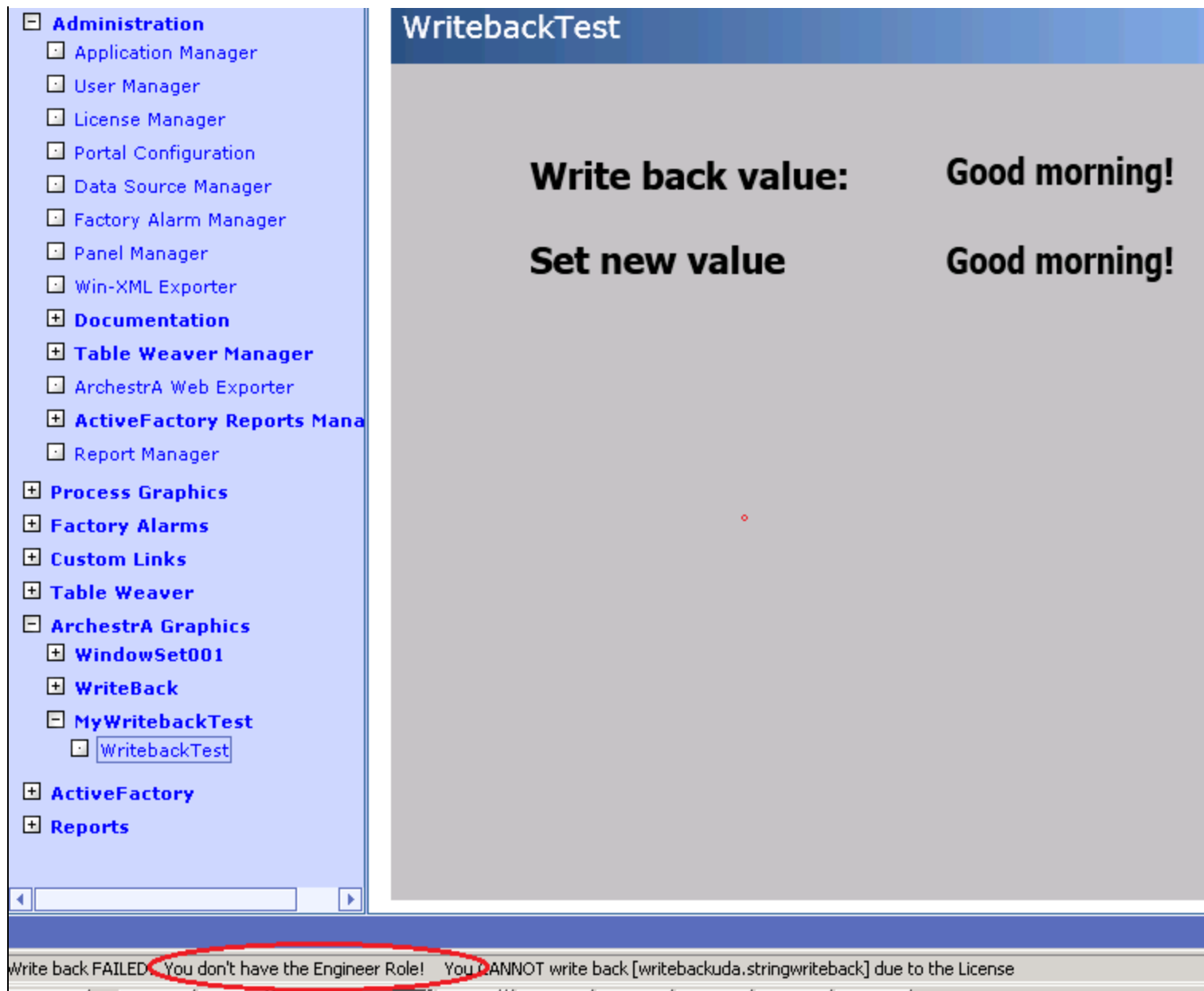


FIGURE 3: IE STATUS BAR DISPLAYS THE PROBLEM

Do the following to Diagnose/Repair

In this case, you must add the current user to the **Engineer Role** of the WIS COM+ Application (Figure 4 below).

1. Open **Administrator Tools/Component Services** and expand **Computers/My Computer**.

2. Expand **COM+ Applications**, then **System Application/Wonderware SuiteVoyager**.
3. Expand the **Engineer** item, then right-click and click **Properties**.

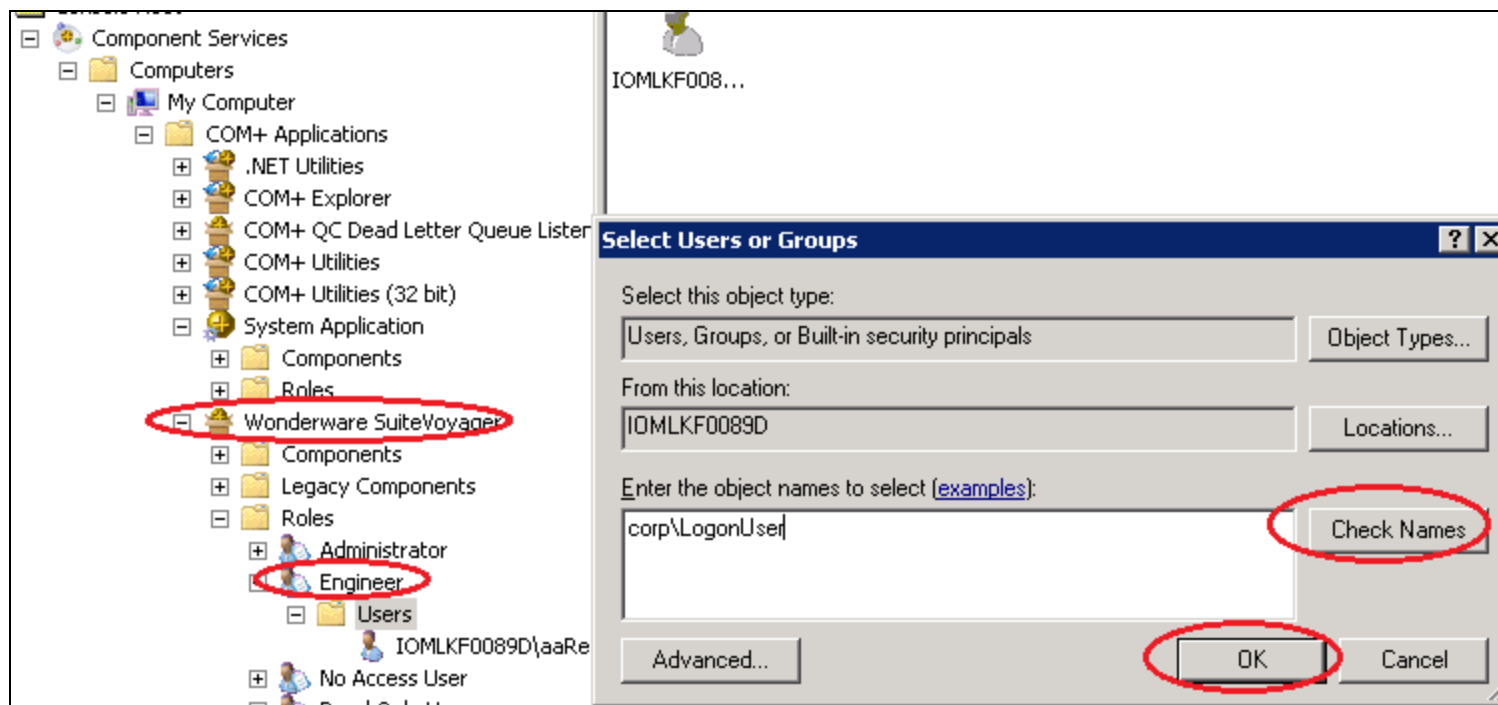


FIGURE 4: ADDING THE LOGONUSER TO THE ROLE

If you do not see the Status Bar

When you troubleshoot the Write-back failed issue, make sure to turn on the IE Status Bar (Figure 5 below).

- Right-click the tab bar and click **Status Bar**.

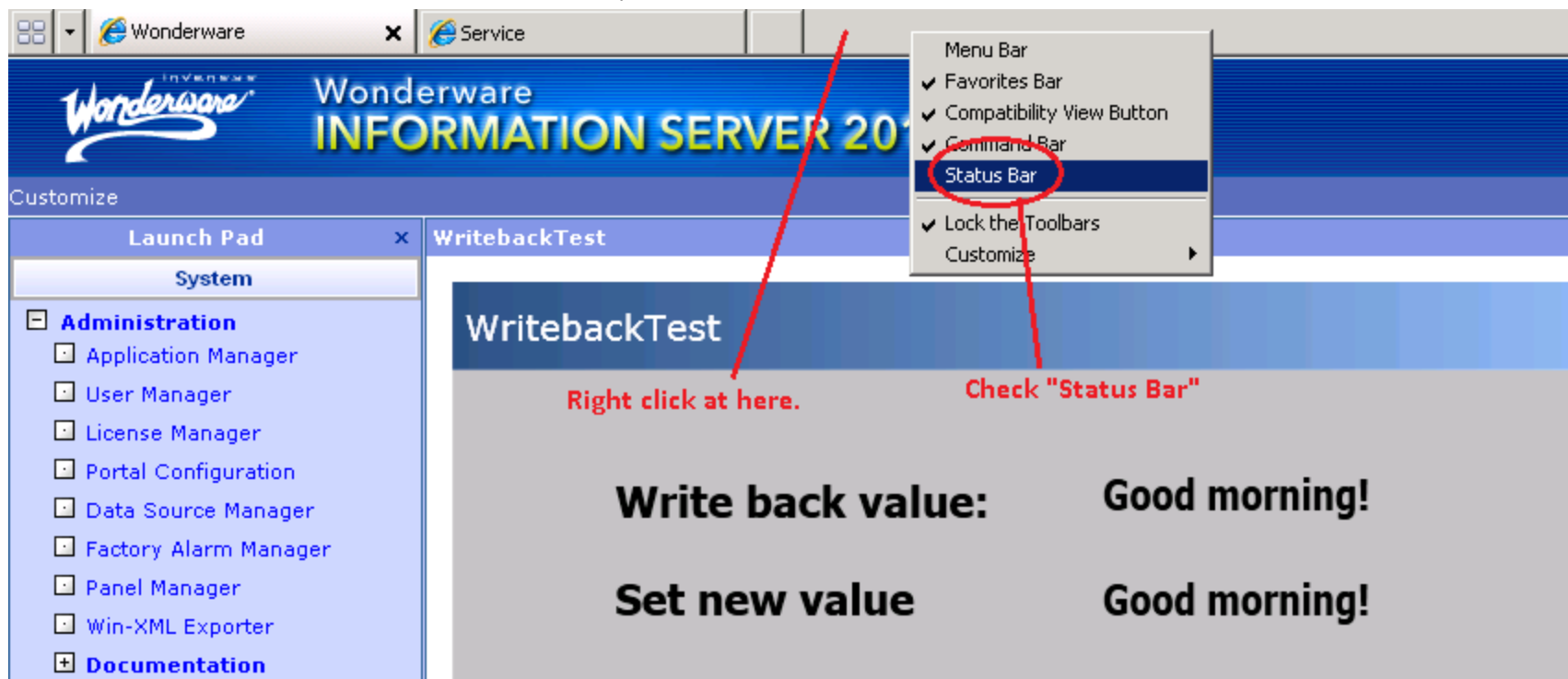


FIGURE 5: ENABLE STATUS BAR

1. After you make/save any changes on the WIS Server side, delete the IE Cache (Figure 6 below) and try the write-back again.

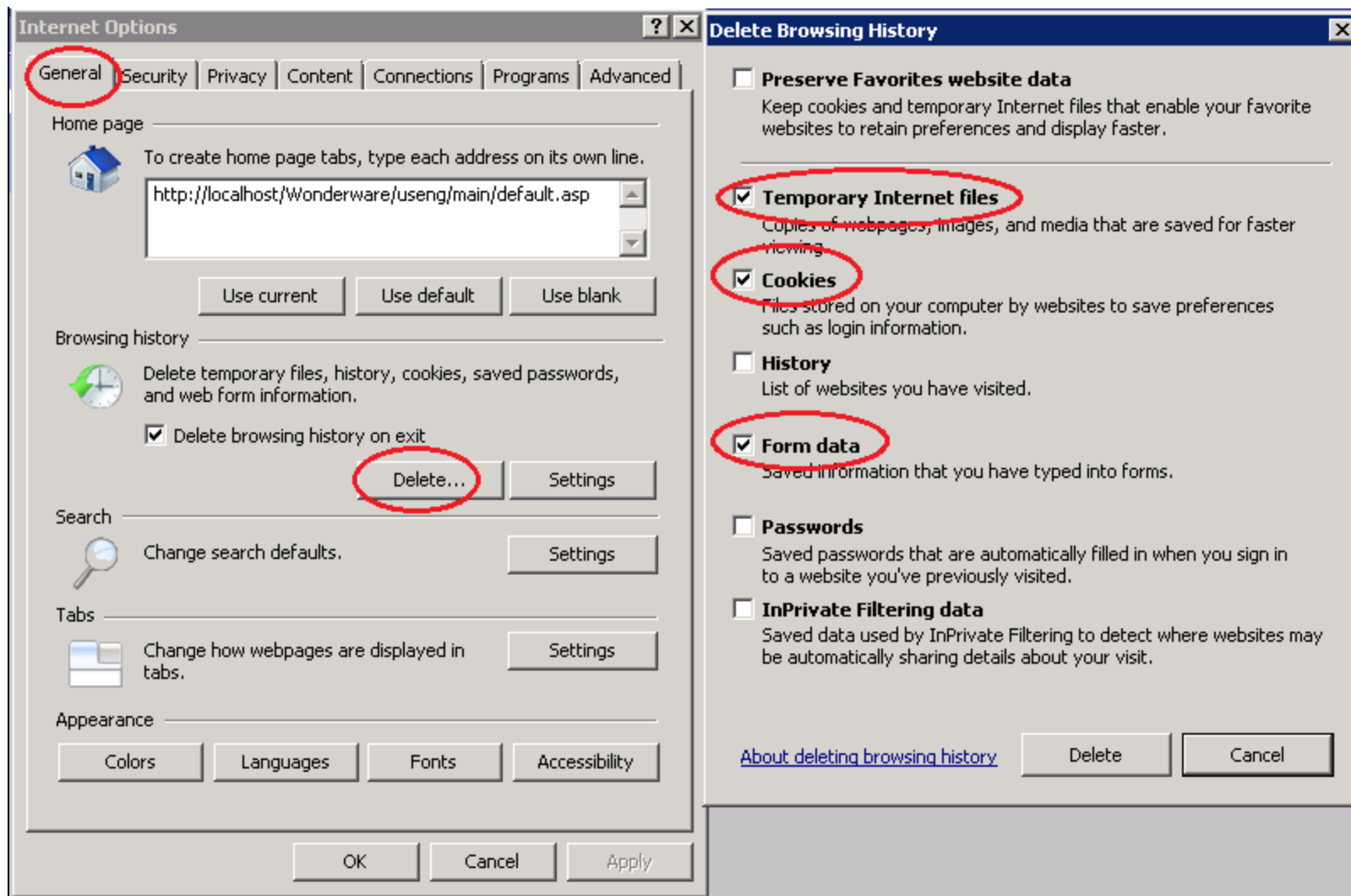


FIGURE 6: DELETING THE IE CACHE

Scenario: Archestra Object Security Classification

Object Security Classification settings will also impact WIS Write-back availability.

Using the Configure classification attribute and the Write-back requires that the deployed Object be in the **Running-Off-Scan** mode.

In this example we have a userdefined object with a UDA with the **Configure** Security classification:

- Object: **UserDefined_001**
- UDA: **d2 (Integer / User Writable/ Configure)**

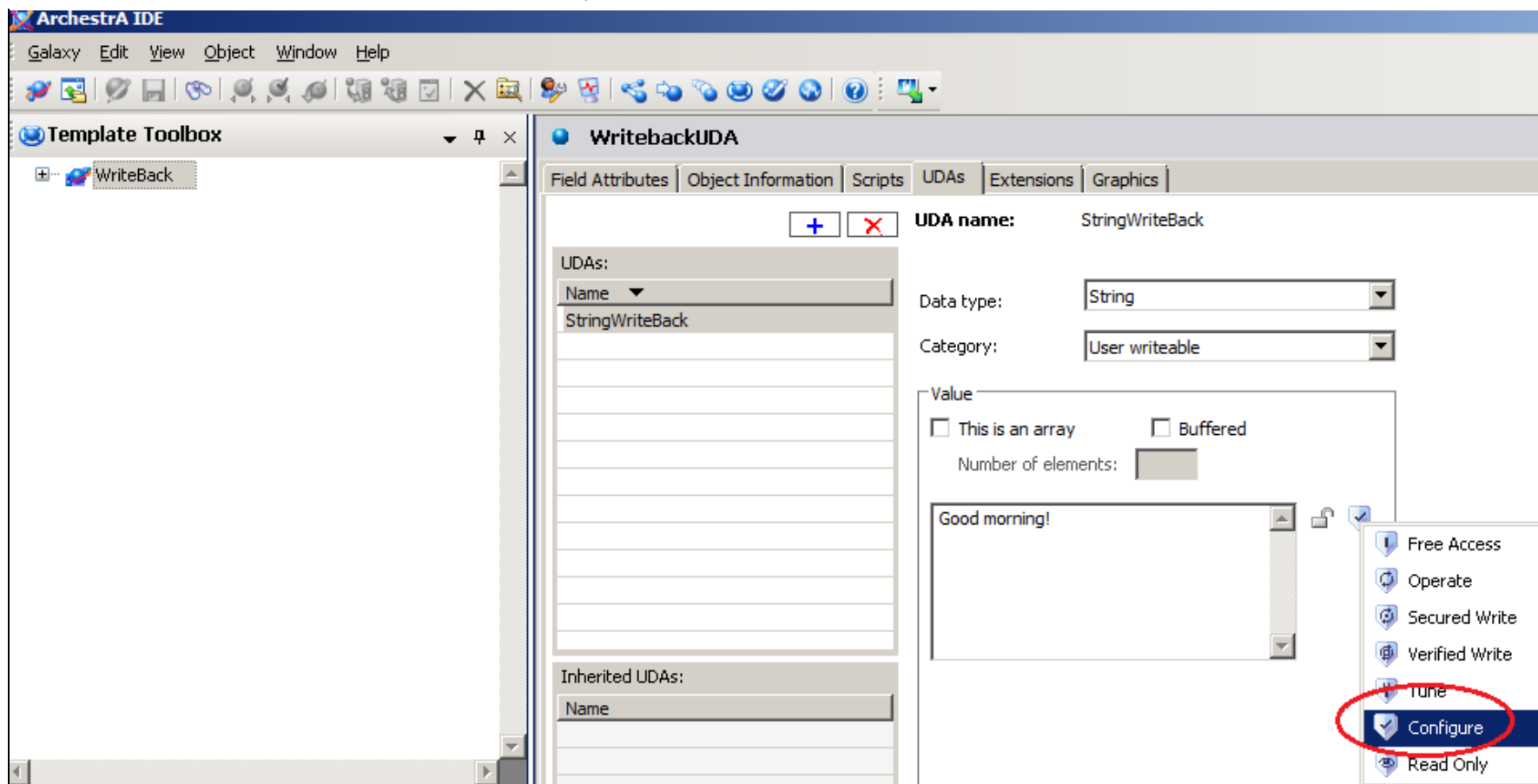


FIGURE 7: THE UDA SECURITY CLASSIFICATION CONFIGURE SETTING

Changing the value when the Object is **On-Scan** from the Portal fails (Figure 8 below).

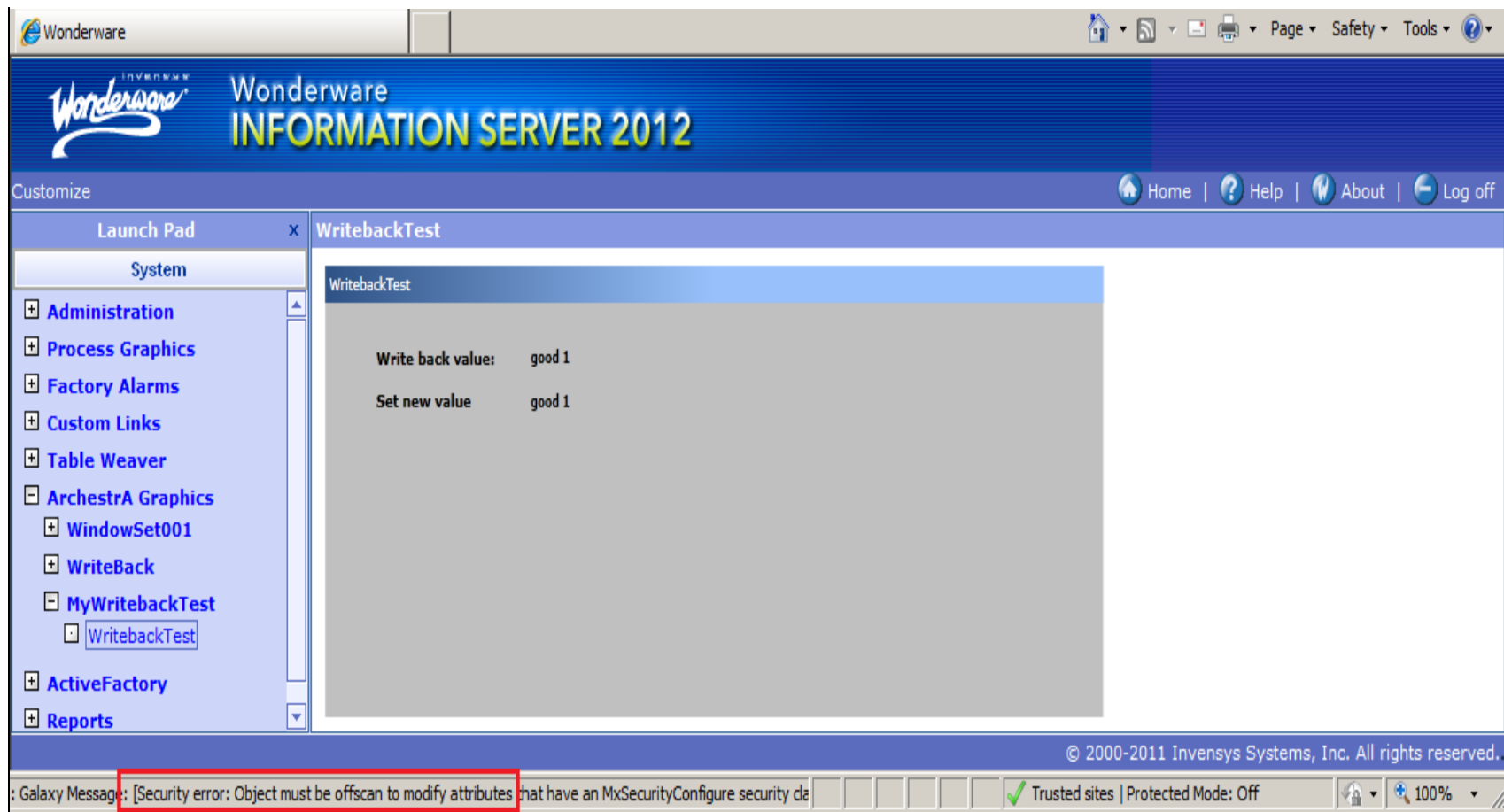


FIGURE 8: CANNOT WRITE-BACK FROM PORTAL: OBJECT IS ON-SCAN

After changing the AppEngine to **Running Off Scan** mode, the write-back is successful.

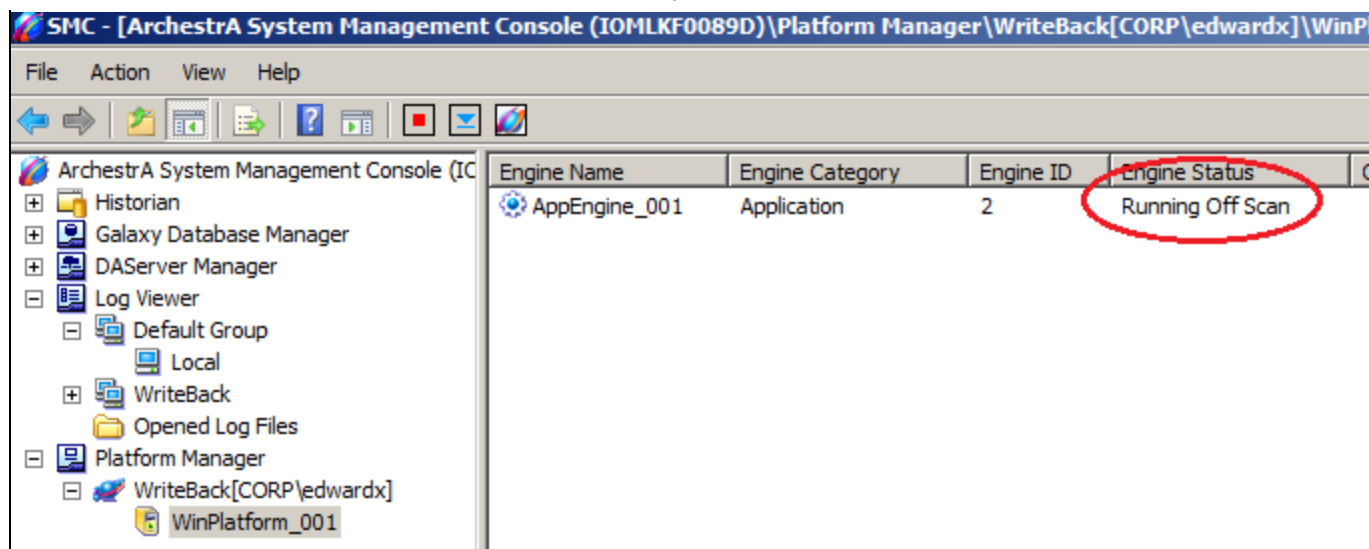


FIGURE 9: ENGINE RUNNING OFF SCAN

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