Changing the Wonderware Information Server Computer Name

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Introduction

In some cases it is necessary to change the computer name where Wonderware Information Server is installed and running. This *Tech Note* provides the steps needed to get Wonderware Information Server running after the computer name has been changed.

Application Versions

- Wonderware Information Server 4.0 and later.

Procedure

1. Change the computer name of the Wonderware Information Server computer and reboot. In this example, the WIS computer name is changed from **win2k8base** to **dutestit**.

2. Do one of the following:

   • If the computer has WIS installed but not Historian then follow **Tech Note 742 Renaming a Computer that Hosts a Stand-Alone SQL Server Instance**.
   • If the computer has WIS and Historian installed then follow **Tech Note 777 Changing the Server Name for Historian Server 10.0** and **Tech Note 920 Resolving Disabled ActiveFactory Reporting Website for Wonderware System Platform R2**.

3. Open the Registry and change the **ServerName** key to the new computer name in the following folder: **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wonderware\SuiteVoyager\AdminDB**.
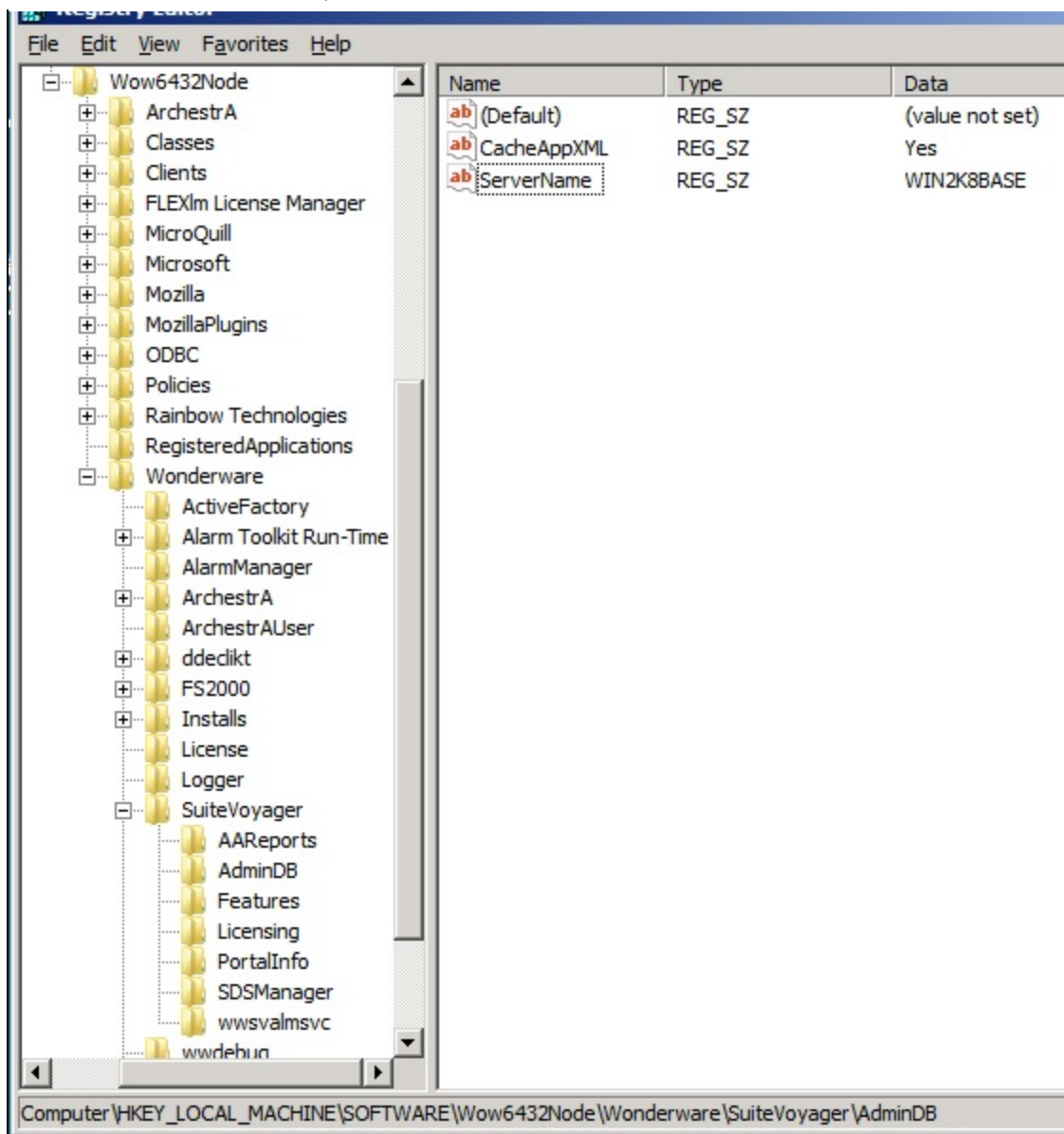
FIGURE 1: ADMINDB/SERVERNAME KEY

4. Change the **Reporting Services** configuration for the new computer by completing the steps in **Tech Note 743 Configuring Reporting Services 2008 Configuration for a New Host Name in Windows 2008 R2**.

5. Replace the old server name with the new server name in all additional places in the Wonderware Information Server. These includes

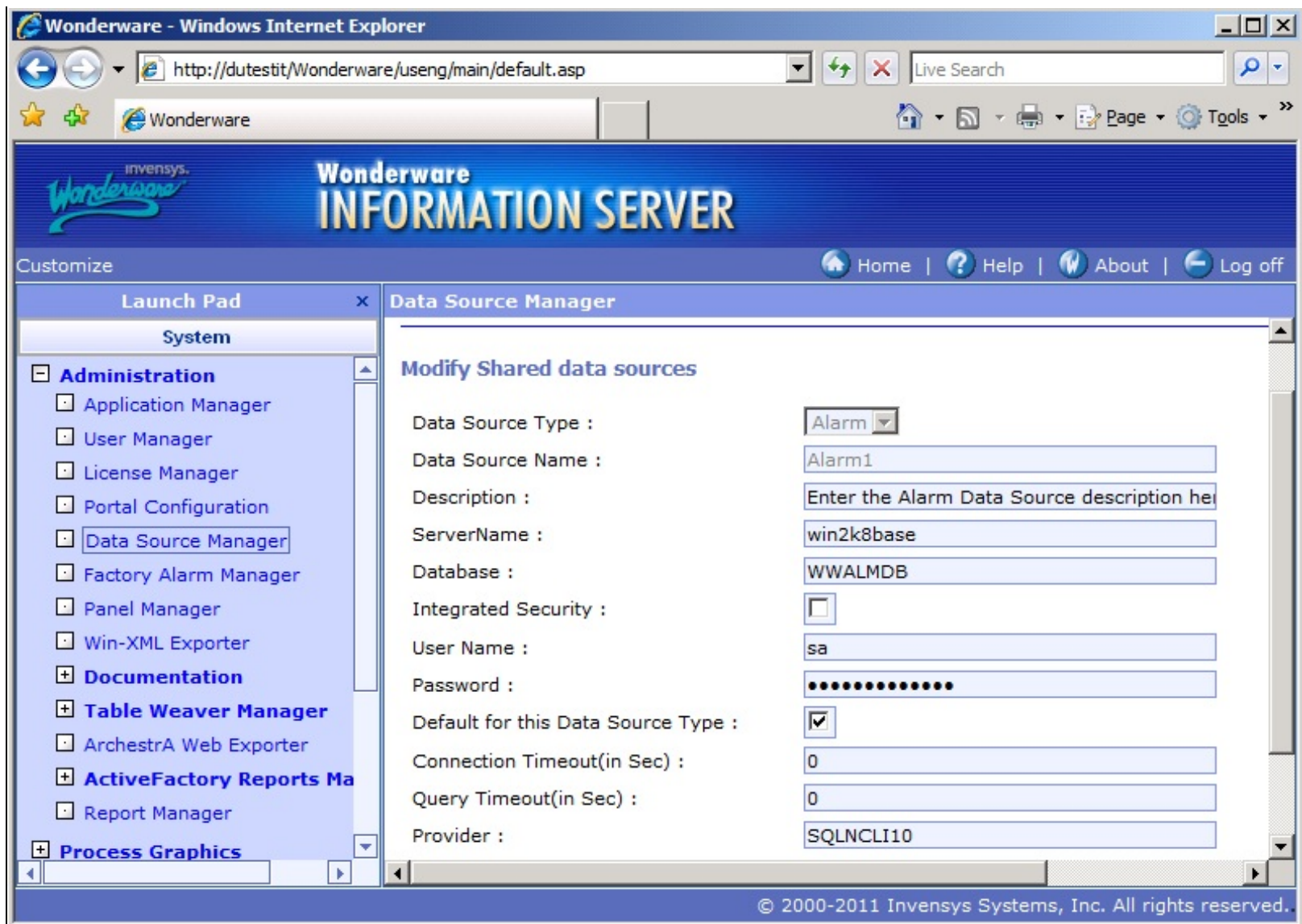- **Data Source Manager** (Figure 2 below)

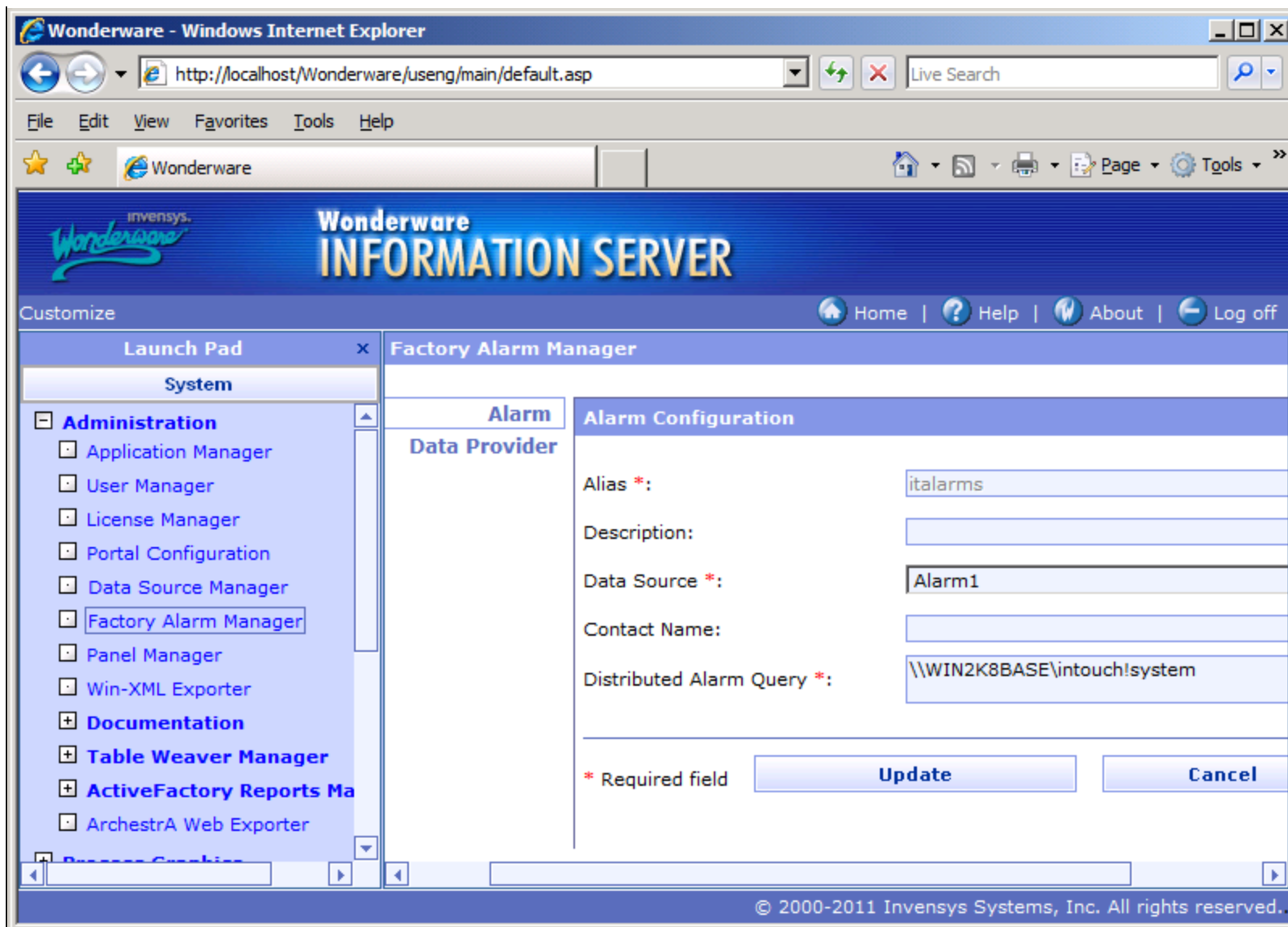**FIGURE 2: DATA SOURCE MANAGER**

- Factory Alarm Manager (Figure 3 below)

FIGURE 3: FACTORY ALARM MANAGER CONFIGURATION
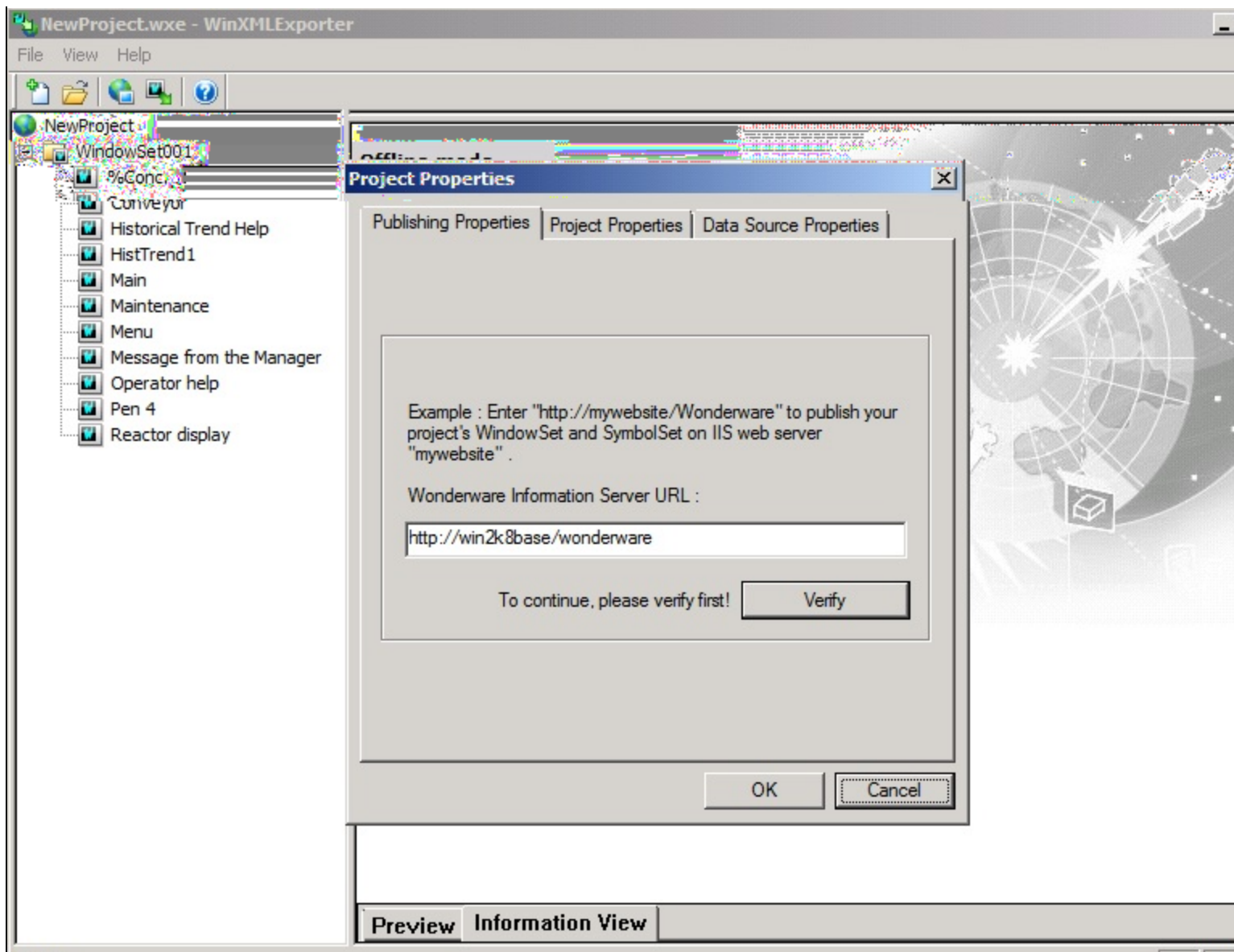
- WinXML Exporter (Figure 4 below)

FIGURE 4: WINXMLEXPORTER CONFIGURATION
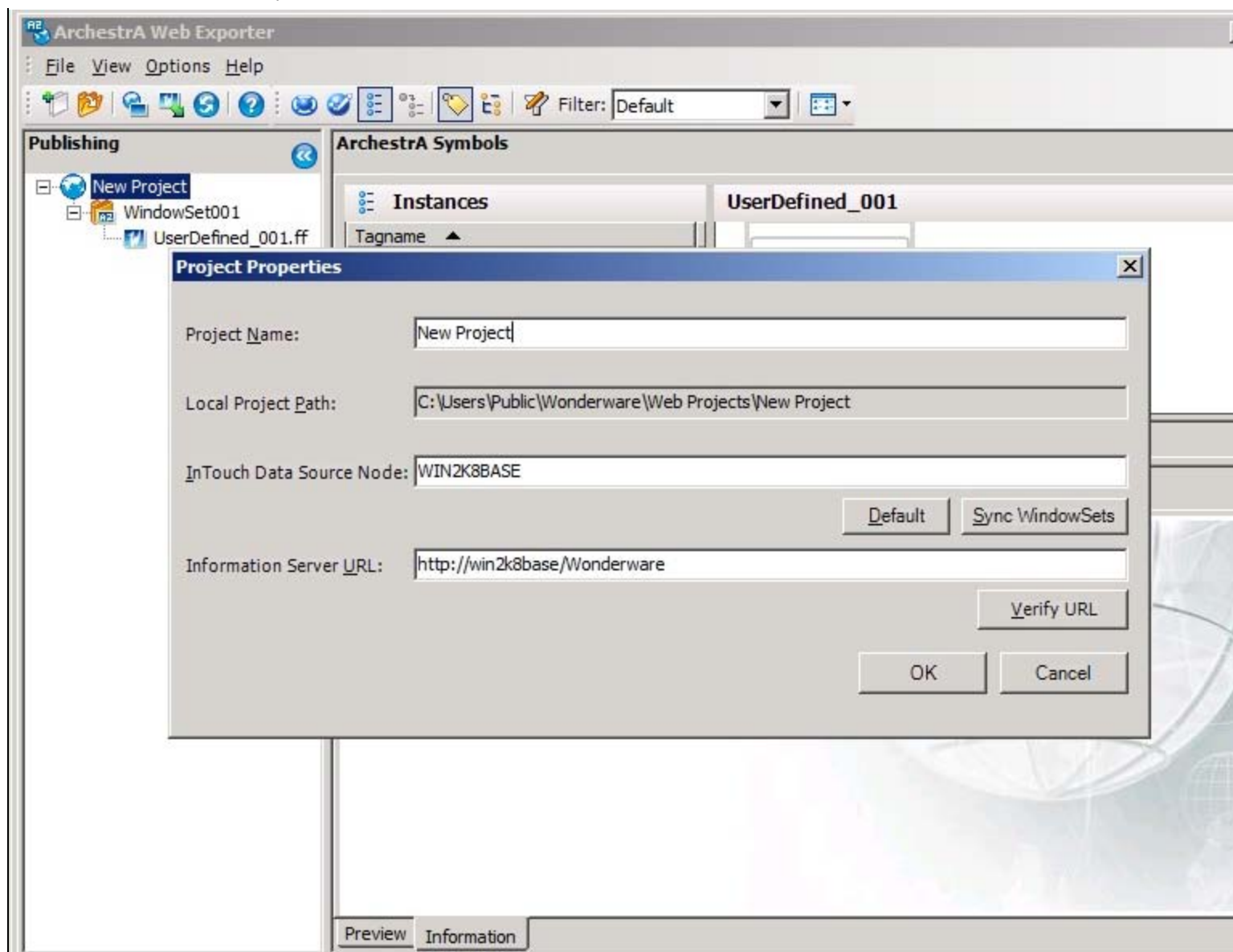
- Archestra Web Exporter (Figure 5 below)

FIGURE 5: ARCHESTRA WEB EXPORTER CONFIGURATION

Troubleshooting

Problem

ArchestrA Reports is not working. Even after following Reporting Services Configuration the Archestra Reports may not work and you will see the errors shown in Figures 6 and 7 below).
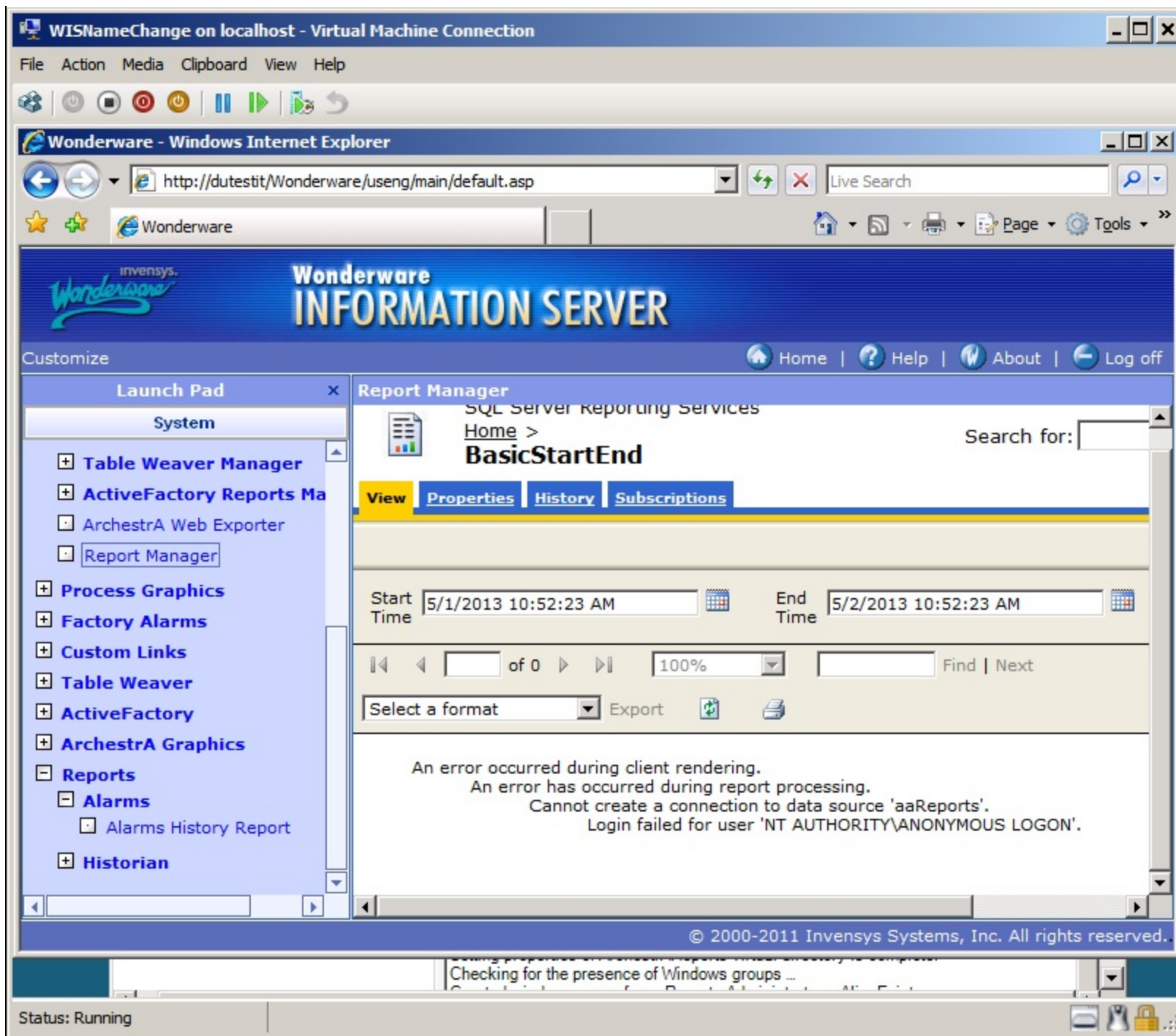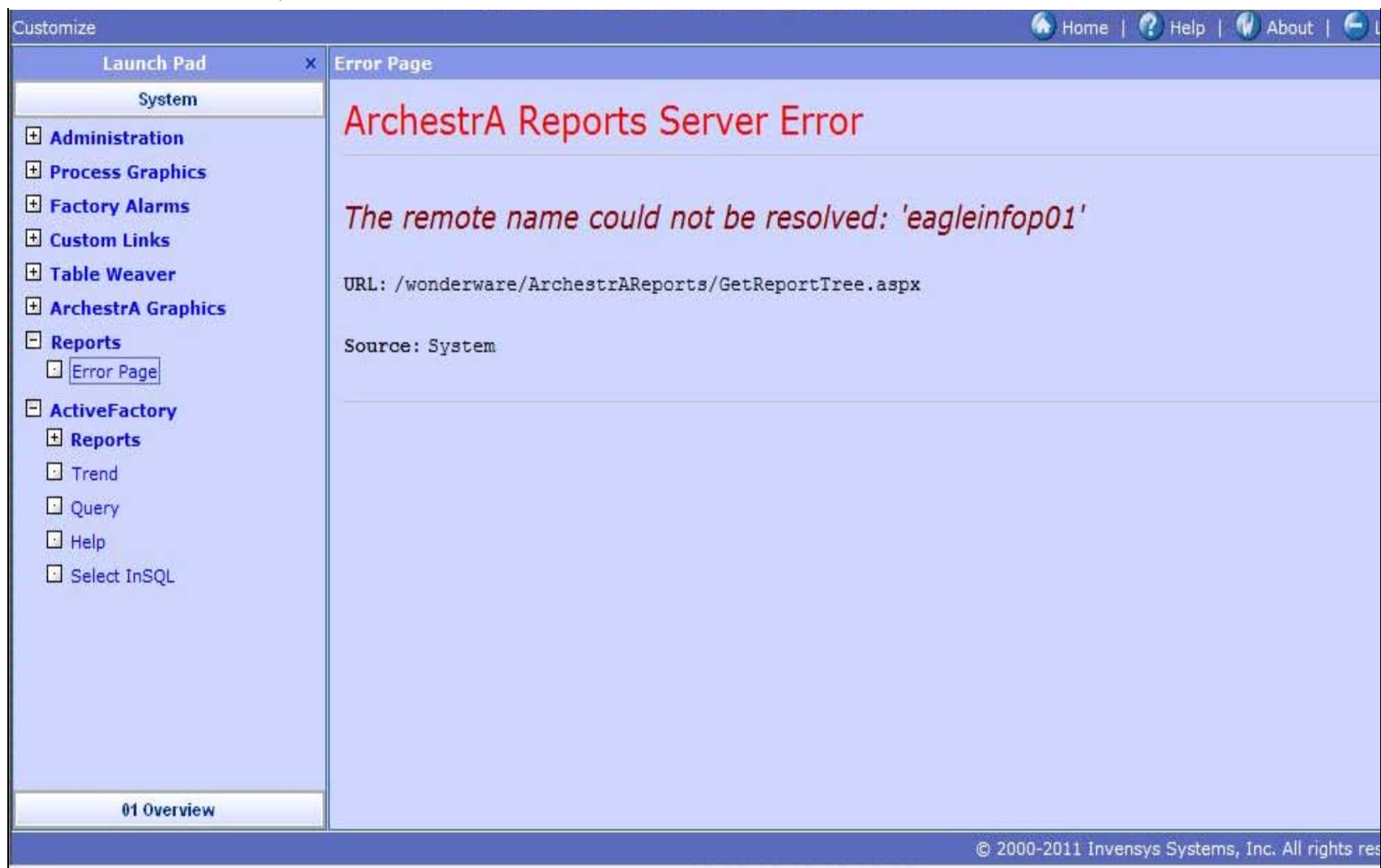
FIGURE 6: ARCHESTRA REPORTS ERROR MESSAGE

FIGURE 7: ARCHESTRA REPORTS SERVER ERROR

Solution

- Uninstall and then reinstall the ArchestrA Reporting feature of Wonderware Information Server. To uninstall the ArchestrA Reporting feature, uncheck that feature (Figure 8 below).
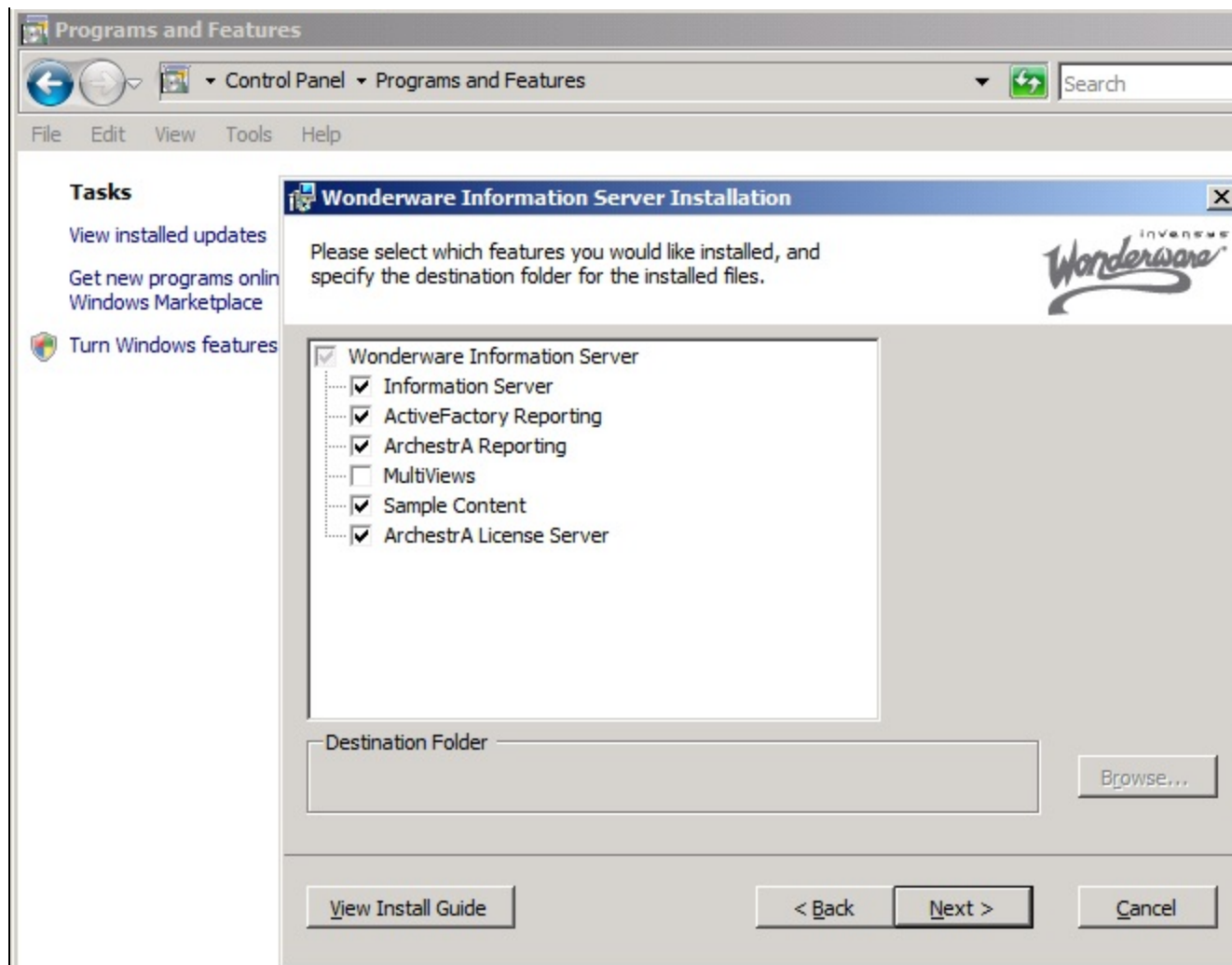
FIGURE 8: WIS UNINSTALL

Problem

Historian Client Trend hangs when clicking **Trend** under ActiveFactory in the Portal, or in localhost/afweb.

Solution

Resolved by running Historian Client Trend, then deleting/adding Server names in **Tools/Servers** (Figure 9 below).
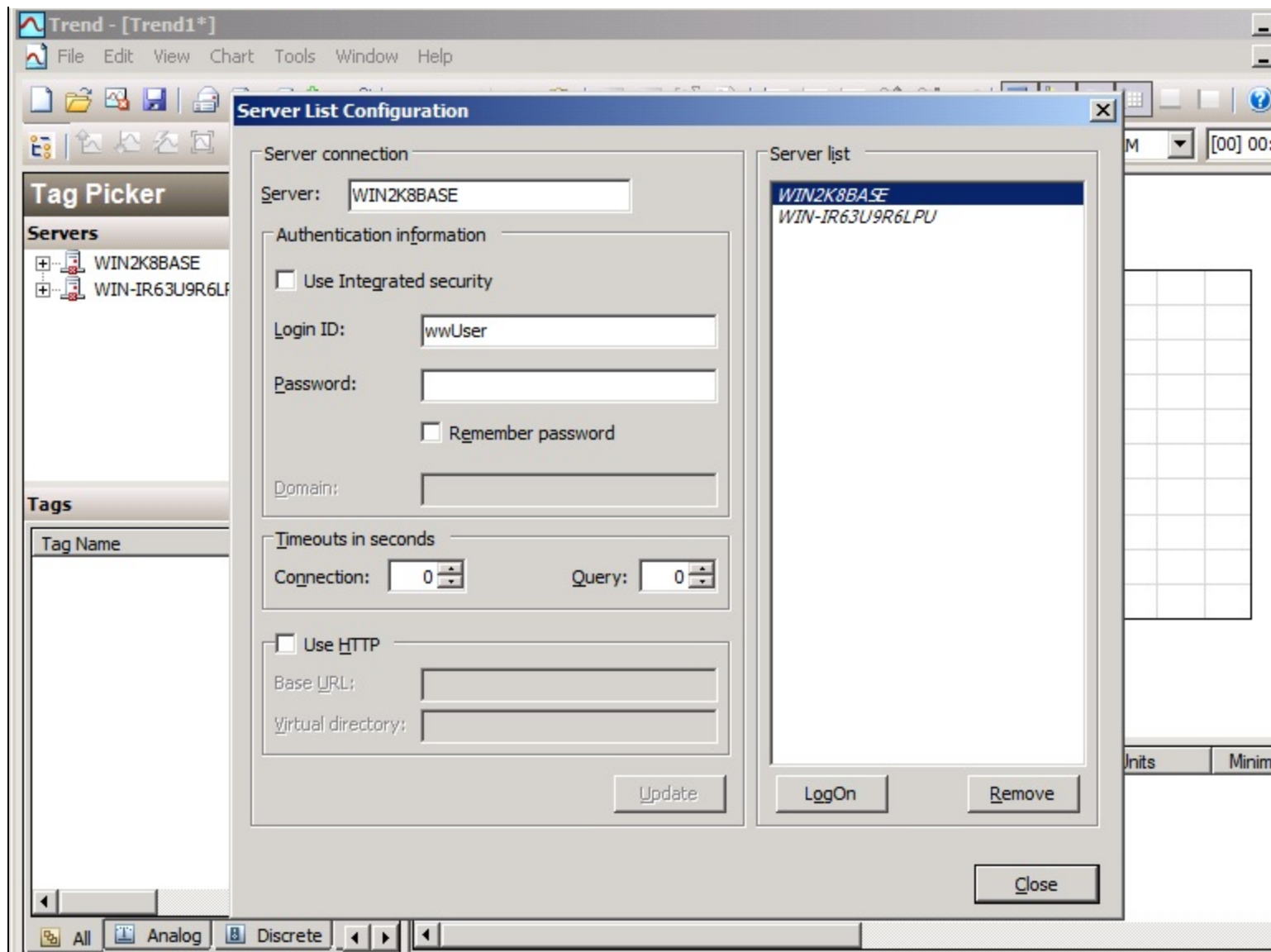
FIGURE 9: TREND SERVER NAME CONFIGURATION

References

- **Tech Note 742 Renaming a Computer that Hosts a Stand-Alone SQL Server Instance**

- **Tech Note 743 Configuring Reporting Services 2008 Configuration for a New Host Name in Windows 2008 R2**

- **Tech Note 777 Changing the Server Name for Historian Server 10.0**

- **Tech Note 920 Resolving Disabled ActiveFactory Reporting Website for Wonderware System Platform R2**

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