

Tech Note 993

Problem Activating Intelligence Analytics / Tableau Server 8.0 with Non-English Regional Settings

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Topic#: 002821

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Introduction

When installing a WW-Intelligence license onto a system with non-English Regional Settings, you might encounter an activation problem saying: **The license key you entered is for Wonderware Server, which doesn't match the product you want to activate** (Figure 1 below).

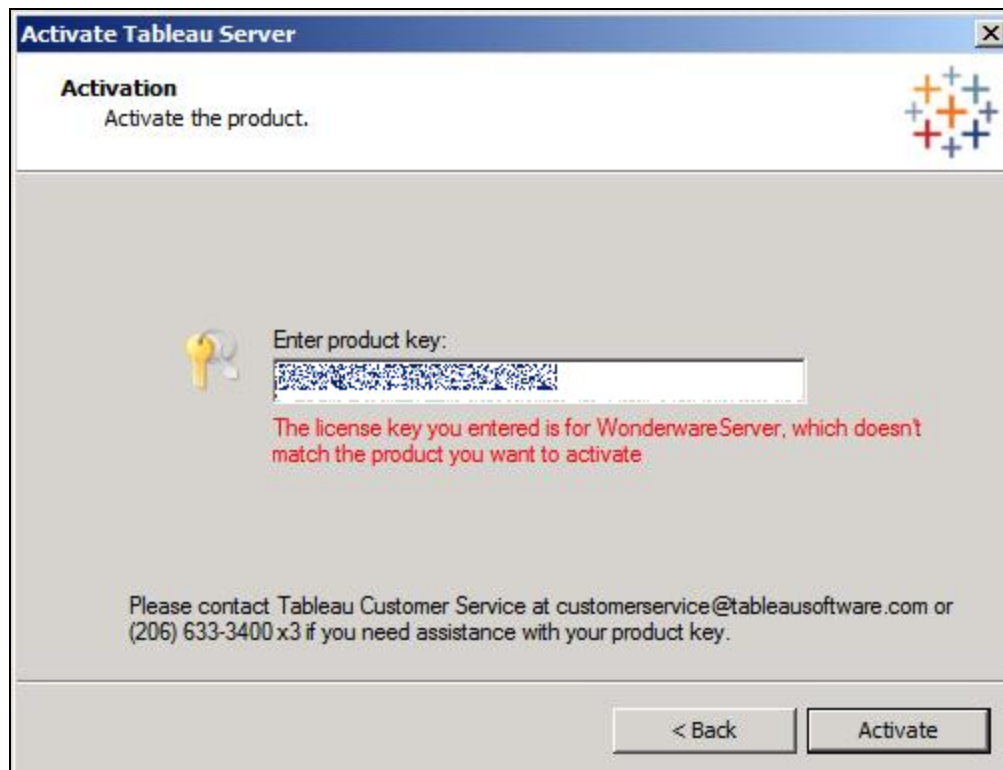


FIGURE 1: ACTIVATION ERROR

Notice the title bar indicates **Activate Tableau Server** rather than **Activate Intelligence Analytics**.



FIGURE 2: CAPTION BAR IS INCORRECT

Application Versions

- Wonderware Intelligence 1.5 SP1 (aka **Wonderware Intelligence 2012**)
- Tableau Server 8.0

Cause

The root cause of the issue is with localization and the **Tableau-oem.dll** file of Tableau Server version 8.0.

When installing an OEM build such as Wonderware Intelligence Analytics, the Tableau-oem.dll is not copied and placed into the **C:\Program Files (x86)\Tableau\Tableau Server\8.0\bin\res** sub-folder of the local language.

The application then defaults to a standard English build and presents the installer with the error message shown above. If you change the Regional Settings to English the install temporarily succeeds but errors out once you change them back.

Workaround

Tableau Software has acknowledged this as an issue and is planning to correct this in a future release.

In the meantime, complete the following steps for a workaround:

1. Install the OEM build (aka Wonderware Intelligence) as normal, but skip the activation of the license.
2. Navigate to the **C:\Program Files (x86)\Tableau\Tableau Server\8.0\bin** folder.
3. Copy the **tableau-oem.dll** file from that folder.

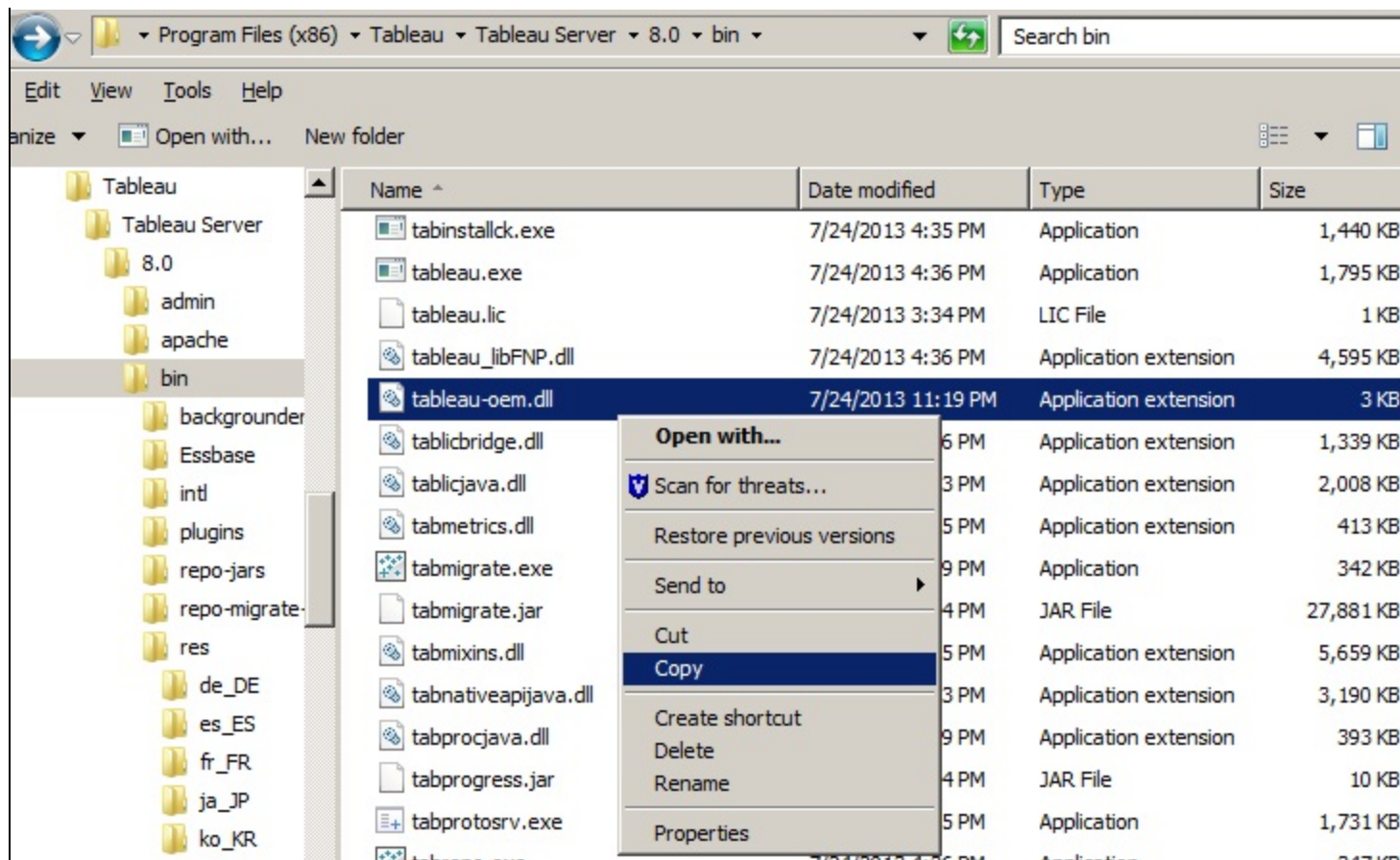


FIGURE 3: COPY THE TABLEAU-OEM.DLL FILE

- Navigate to the sub-folder underneath **C:\Program Files (x86)\Tableau\Tableau Server\8.0\bin\res** that corresponds to your Regional Settings.

For example, for French you would choose **...\bin\res\fr_FR**, for Spanish you would choose **...\bin\res\es_ES**, for Japanese you would choose **...\bin\res\ja_JP**, etc.

- Paste the **tableau-oem.dll** file into the local language folder.

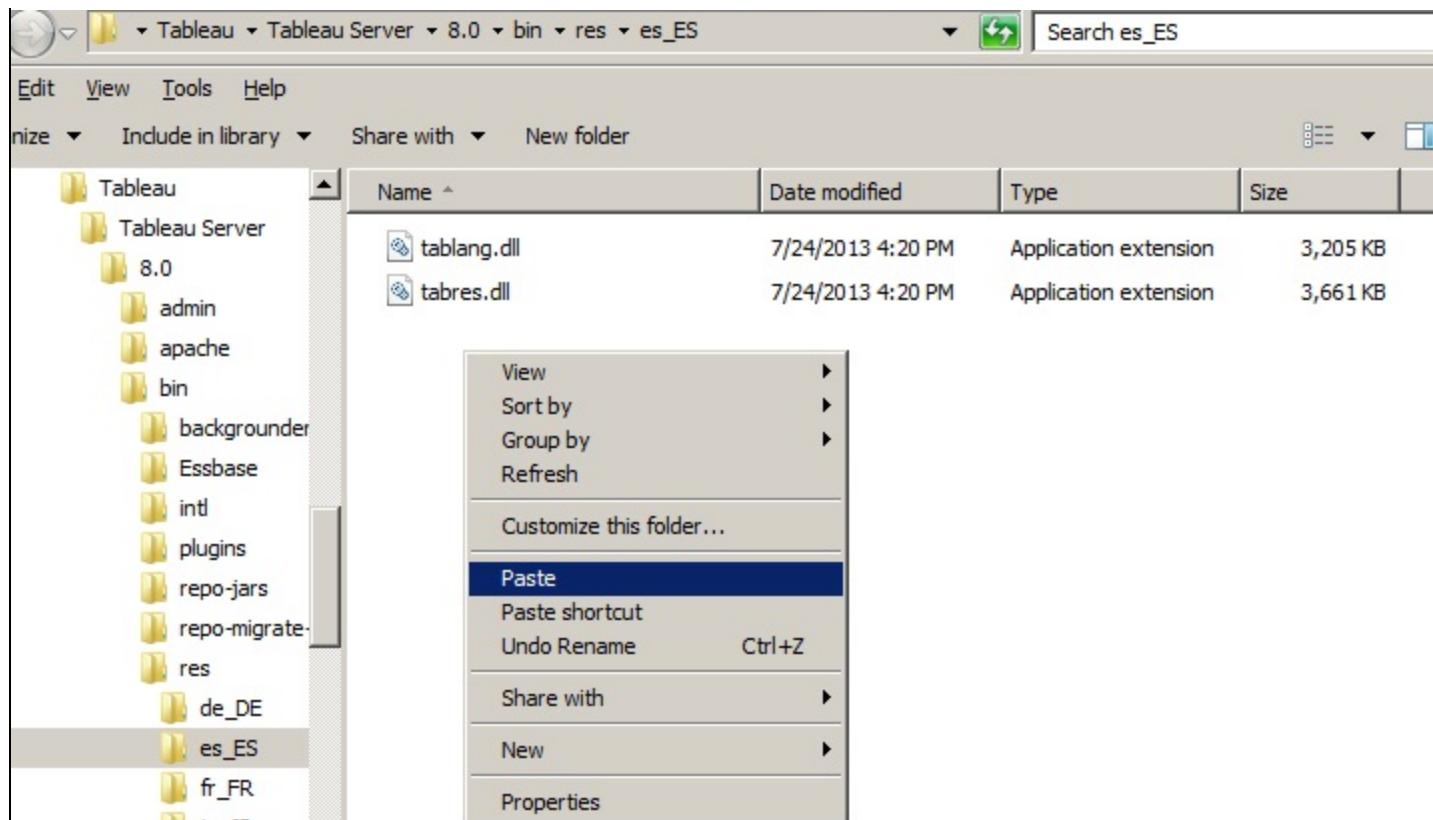
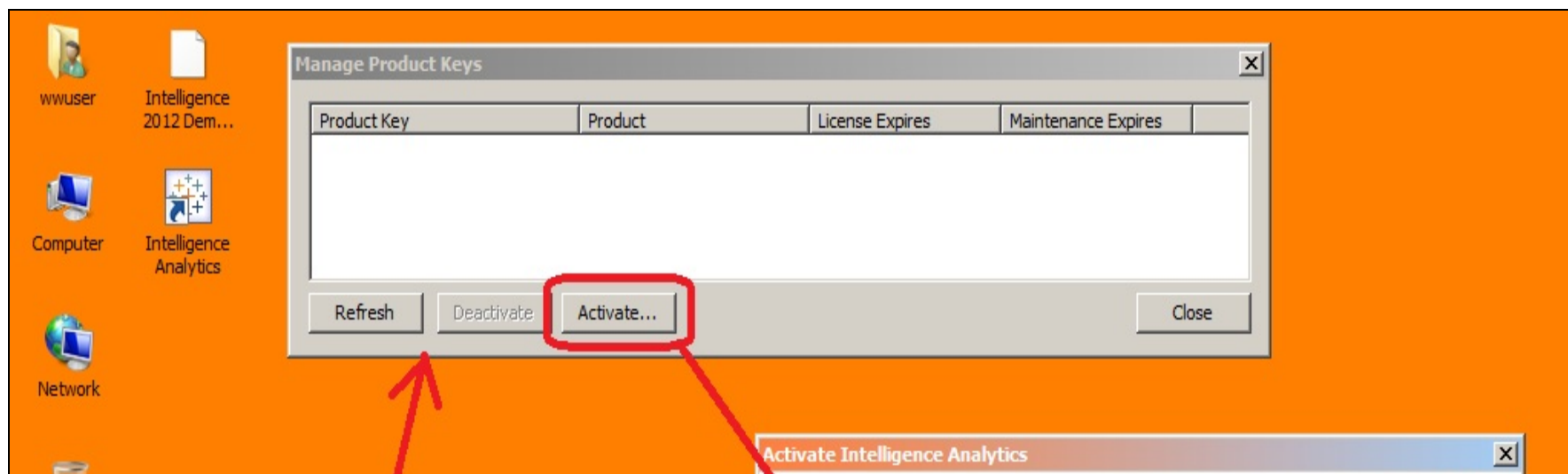


FIGURE 4: PASTE THE DLL FILE TO THE LOCAL LANGUAGE FOLDER

6. Go to **Windows Start -> All Programs -> Tableau Server 8.0 -> Manage Product Keys**.
7. Activate the product normally.



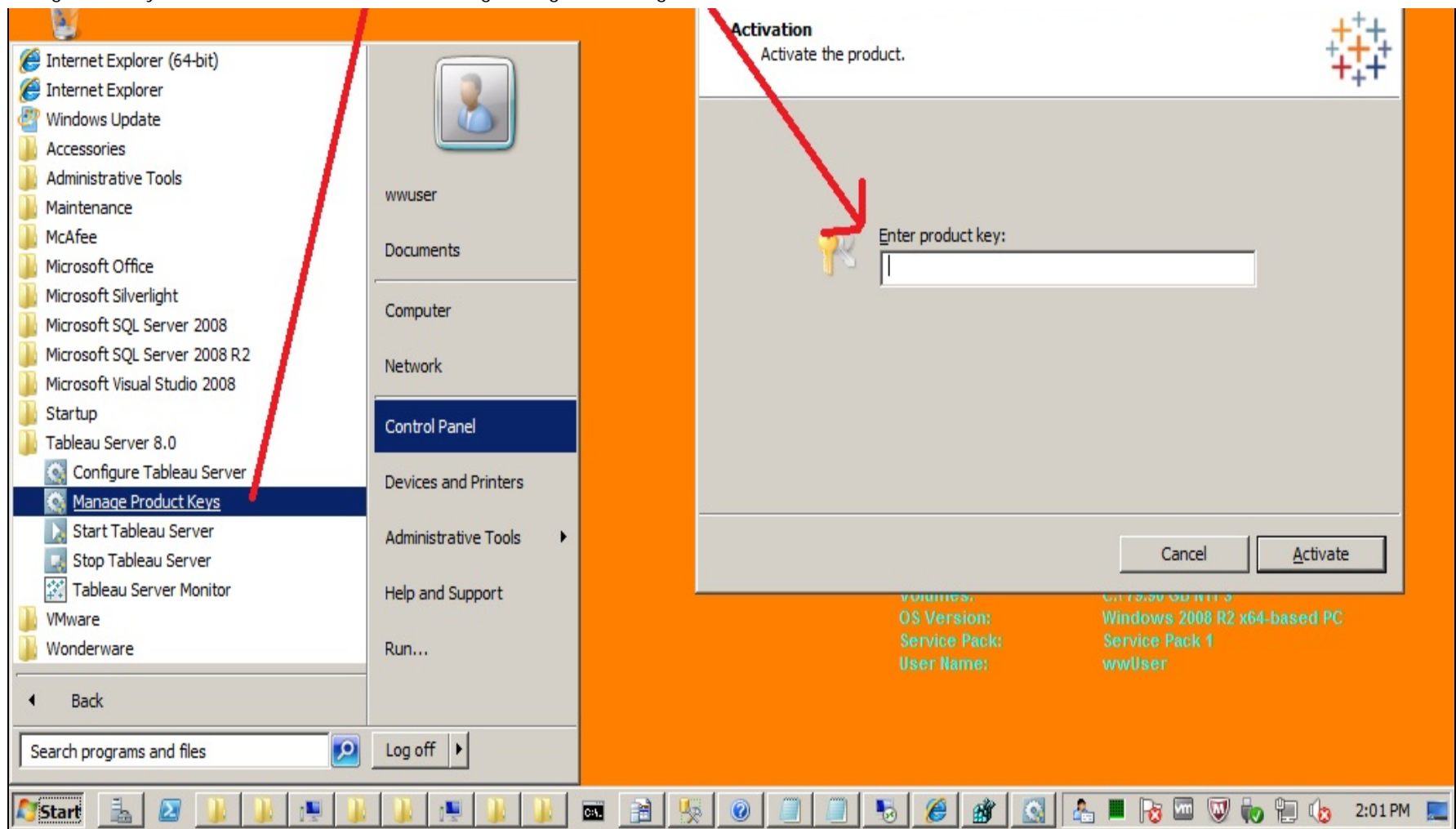


FIGURE 5: ACTIVATE THE PRODUCT

C. Boutcher

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