

Some Quick Solutions to Common Wonderware Questions

InTouch

Message: Key does not enable WindowViewer

This means you have an InTouch for System Platform license, but your InTouch application is not of the type InTouch ViewApplication. The IT4SP license supports Galaxy I/O only, not local I/O via InTouch Access Names.

In InTouch WindowMaker, select Special->Application Type. Check the box for InTouch ViewApplication.

If it does not allow this, it means you have Access Names configured and must delete those first.

If they cannot be deleted, it means you have local I/O tags defined, and you either need to delete those from your database and from any animations, or it means you have the wrong license type, you need a standard InTouch Runtime license.

Message: Another user is editing this application

When WindowMaker is opened, it creates a file called APPEDIT.LOK in the project folder. Its purpose is to prevent another session from editing the same project at the same time. When WM is closed, this file is deleted.

If you copy the contents of an InTouch project while WM is running, you will also copy this APPEDIT.LOK file. So when you open the project on another machine, it thinks someone is already editing the application.

Just delete the file APPEDIT.LOK from the InTouch project folder.

Message: Repository [repository ID] doesn't exist in the local system

This message is often seen when a modern InTouch application's folder has been copied from one development node to another.

Modern InTouch applications are backed by a small galaxy repository, so their application folders cannot be simply copied like a stand-alone InTouch application. The development node must have access to the galaxy as well.

To copy an InTouch application from one development node to another, first launch InTouch Application Manager on the original development node. Right-click on the InTouch application and select Export to export the application as an aaPKG file.

Then copy the aaPKG file to the second development node. On this node, launch InTouch Application Manager. Select File > Import. In the Import InTouch Application dialog box, click the File button and select the aaPKG file. Then complete the wizard to import the application.

DA Servers

DA Servers not listed in SMC

On a running system, you open the SMC and your DAServers are no longer visible.

This is most likely because the password on your Archestra Services account has expired, or demoted to non-Administrator, or similar.

First check the account and fix whatever problem it has – reset the password, make it an Administrator, whatever. It is recommended this password be set to not expire, if permitted.

Run Change Network Account and reset the account to your Archestra Services account credentials. These are likely not different credentials, but still needs to be re-run. It will require the computer to be rebooted.

Note: If you have to set that account to different credentials, you must reset all the Wonderware computers in your architecture to the same new credentials using Change Network Account.

DA Server times out after 2 hours

You are not licensed properly, so the DA Server is in demo mode.

Most newer DAServers use the ARCHESTRA.LIC license file. But older ones still use WWSUITE.LIC. If you don't know which one, install both.

Historian

Data Reception Timeout logger entries

In the SMC Log, you see Data Reception Timeout messages every minute or two.

Each topic in Historian has a 60-second timer during which it must see data change. If it sees no changes, it drops the connection and reconnects. This creates the data reception message, and also puts a NULL in your data history for tags within that topic.

The solution is to make sure each topic has at least one tag that updates regularly, like a heartbeat. This keeps the topic active.

If there are no tags that can update that fast, you can change the default Topic Timeout period to something more reasonable, or turn it off entirely.

Can only see 24 hours of data

This is because you have a consignment license, such as a System Integrator license.

The SI consignment license includes Historian for testing purposes, and as such only allows you to retrieve the last 24 hours of data. Data is stored just fine, you just can't see it. You'll need an actual Historian license, or a 30-day Temp license, to retrieve more than 24 hours.