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# 30 tips in 30 minutes for operations control

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# SQL Server Installation Tips - 1/30

## What Microsoft SQL Features should I select for AVEVA Products ?

- Installing Microsoft SQL Server 2019 for AVEVA System Platform Products  
[ARTICLE # 000032660](#)  
[TN10569](#)
- Installing Microsoft SQL Server 2016 for AVEVA System Platform Products  
[ARTICLE # 000032384](#)  
[TN10224](#)
- Installing Microsoft SQL Server 2014 for AVEVA System Platform Products  
[ARTICLE # 000025201](#)  
[TN2959](#)

Installing Microsoft SQL Server 2019 for Wonderware Products [Download as PDF](#)

### Installing Microsoft SQL Server 2019 for Wonderware Products

**PROBLEM**

Title  
Installing Microsoft SQL Server 2019 for Wonderware Products

**SOLUTION**

Summary  
Products included in Wonderware System Platform 2020 such as Historian, Application Server and InTouch support 32-bit and 64-bit versions of SQL Server 2019 Express SSMSE, Standard and Enterprise Editions.  
This article provides step-by-step procedures to install Microsoft SQL Server 2019 Standard edition on a 64-bit Operating System.

**Important Notes:**

- SQL Server 2019 is not supported for versions prior to System Platform 2020. For more information, which product is supported with what SQL Server version, please See the [Technology Matrix](#).

# Application Server Installation Tips - 2/30

## Are you having issue migrating Legacy Galaxy ?

- If your solution includes custom built AOT objects, scripts, or .NET controls, they may rely on these older libraries.
- Make sure to Install **OUT OF SUPPORT REDISTRIBUTIBLES** on GR Node

```
if Deploying code modules on the node C:1DGXY02
```

```
Start MSI Error Dump
```

```
eInstallType :: Install
```

```
MsiInstallProduct() ::Arguments: szPackagePath: C:\Program Files (x86)\Archestra\Framework\FileRepository\CCP1DCS\Vendors\C1DGXY02.msi, szC
```

```
End MSI Error Dump:
```

```
Could not InstallMainMSI:DcomInstallPlatformMsi. Fatal error during installation. (80070643) raised at line 3435 in PimPF.cpp (in D:\ADO\Work\17\src\PlatformInstallManager\WWPim\).  
Could not InstallMainMSI:DcomInstallPlatformMsi. Fatal error during installation. (80070643) caught at line 3439 in PimPF.cpp (in D:\ADO\Work\17\src\PlatformInstallManager\WWPim\).  
Fatal error during installation. (80070643) raised at line 4357 in PimPF.cpp (in D:\ADO\Work\17\src\PlatformInstallManager\WWPim\).  
Fatal error during installation. (80070643) caught at line 4369 in PimPF.cpp (in D:\ADO\Work\17\src\PlatformInstallManager\WWPim\).  
Fatal error during installation. (80070643) raised at line 5410 in PimPF.cpp (in D:\ADO\Work\17\src\PlatformInstallManager\WWPim\).  
Fatal error during installation. (80070643) caught at line 5414 in PimPF.cpp (in D:\ADO\Work\17\src\PlatformInstallManager\WWPim\).  
Fatal error during installation. (80070643) raised at line 12690 in Cdi.cpp (in D:\ADO\Work\92\src\WWCdi\).  
Fatal error during installation. (80070643) caught at line 15124 in Cdi.cpp (in D:\ADO\Work\92\src\WWCdi\).
```

AVEVA System Platform 2023 Installation

Please select which features you want to install, and specify the destination folder.



The following products and/or components will be installed.

<input checked="" type="checkbox"/> AVEVA System Platform	<p>Installs redistributables which are now outside their support lifecycle; not installed by default.</p> <p><b>IMPORTANT:</b> AVEVA recommends NOT to install these components. They are outside their support lifecycle and will not receive fixes in the future. Only install these components if absolutely necessary.</p> <p>If your solution includes custom built AOT objects, scripts, or .NET controls, they may rely on these older libraries.</p> <p>This feature and any children use 1 KB</p>
<input checked="" type="checkbox"/> Out Of Support Redistributables (NOT RECOMMENDED)	
<input checked="" type="checkbox"/> PCS - Runtime	
<input checked="" type="checkbox"/> PCS - Service Repository	
<input checked="" type="checkbox"/> Historian	
<input checked="" type="checkbox"/> Historian Server	
<input checked="" type="checkbox"/> IDAS	
<input checked="" type="checkbox"/> Active Event	
<input checked="" type="checkbox"/> Configuration Tools	
<input checked="" type="checkbox"/> Historian Extensions	
<input checked="" type="checkbox"/> Historian Server Documentation	
<input checked="" type="checkbox"/> PDF Documents	
<input checked="" type="checkbox"/> Historian Search	

Destination Folder

C:\Program Files (x86)

Browse...

View install guide

< Back

Next >

Cancel



# Application Server Tips - 3/30

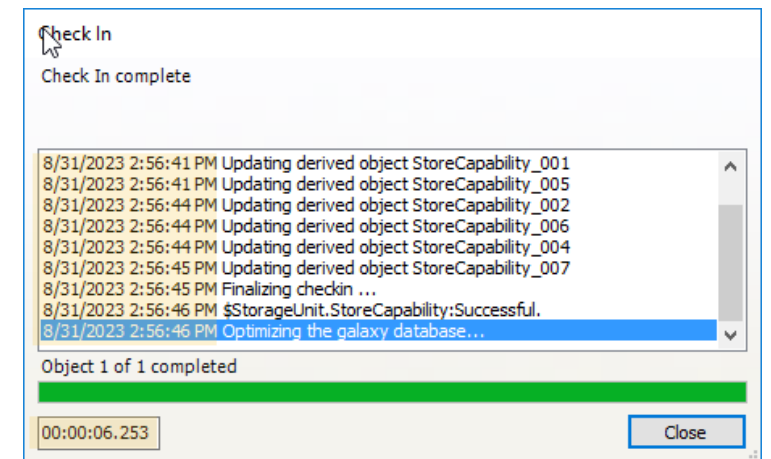
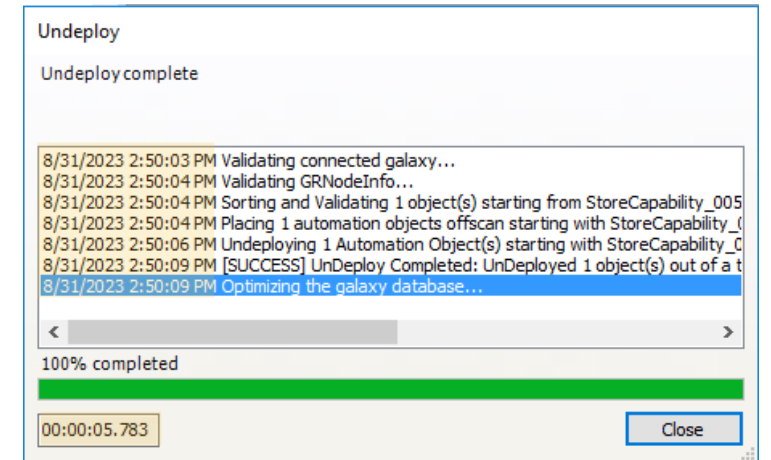
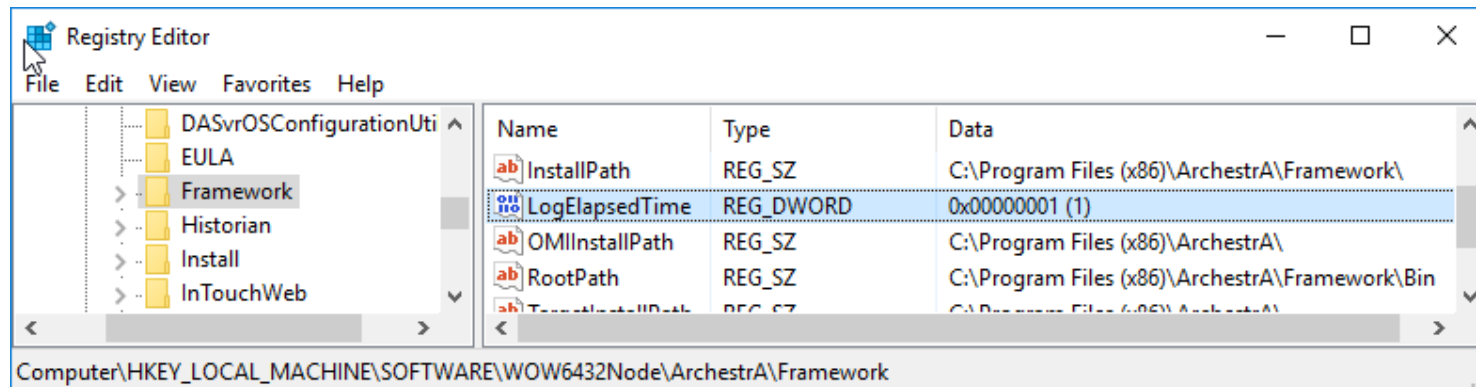
## Can I add a timestamp to the IDE interactions?

- Create a text file, insert the following and save it with .reg extension, then double click on node where you want it to exist (IDE)
- Windows Registry Editor Version 5.00

```
[HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\ArchestrA]
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\ArchestrA\Framework]
```

```
"LogElapsedTime"=dword:00000001
```



---

# Application Server Tips - 4/30

Is there a way to find all my checked out objects?

- Yes, use the following SQL query:

```
SELECT tag_name  
FROM gobject  
WHERE checked_out_by_user_guid IS NOT NULL
```

---

# Application Server Tips - 5/30

Is there a way to check in all my checked out objects via a SQL query?

- Yes, use the following SQL query:

```
UPDATE gobject  
SET checked_out_package_id = 0, checked_out_by_user_guid = NULL
```

---

# Application Server Tips - 6/30

After I restore a Galaxy backup, is there a way to mark all objects as undeployed?

- Yes, use the following SQL query:

```
UPDATE gobject  
SET deployed_package_id = 0, deployed_version = 0
```



---

# Application Server Tips - 7/30

How to find all objects on platform?

```
SELECT internal_common_obj.tag_name
FROM gobject INNER JOIN internal_common_obj
  ON gobject.gobject_id = internal_common_obj.myplatform
WHERE internal_common_obj.myplatform in
  (select gobject_id from gobject where tag_name = 'winplatform_001')
```

---

# Application Server Tips - 8/30

How to find all Attributes/UDAs with Alarming enabled?

```
SELECT *  
FROM internal_all_alarms_view
```

# Application Server Tips - 9/30

How to find all Attributes/UDAs with History enabled?

```
SELECT g.tag_name + '.' + p.primitive_name
      AS name, p.gobject_id, p.package_id, p.mx_primitive_id
FROM  dbo.gobject AS g
      INNER JOIN dbo.primitive_instance AS p
              ON p.gobject_id = g.gobject_id AND p.execution_group = 18
      INNER JOIN dbo.primitive_definition AS pd
              ON p.primitive_definition_id = pd.primitive_definition_id
      AND pd.primitive_name <> ''
      INNER JOIN dbo.package AS pkg
              ON p.gobject_id = pkg.gobject_id
              AND p.package_id = pkg.package_id
              AND pkg.package_id = g.checked_in_package_id
WHERE (g.is_template = 0) AND (g.namespace_id = 1)
```

# Application Server Tips - 10/30

## How to expand the tree view in the IDE?

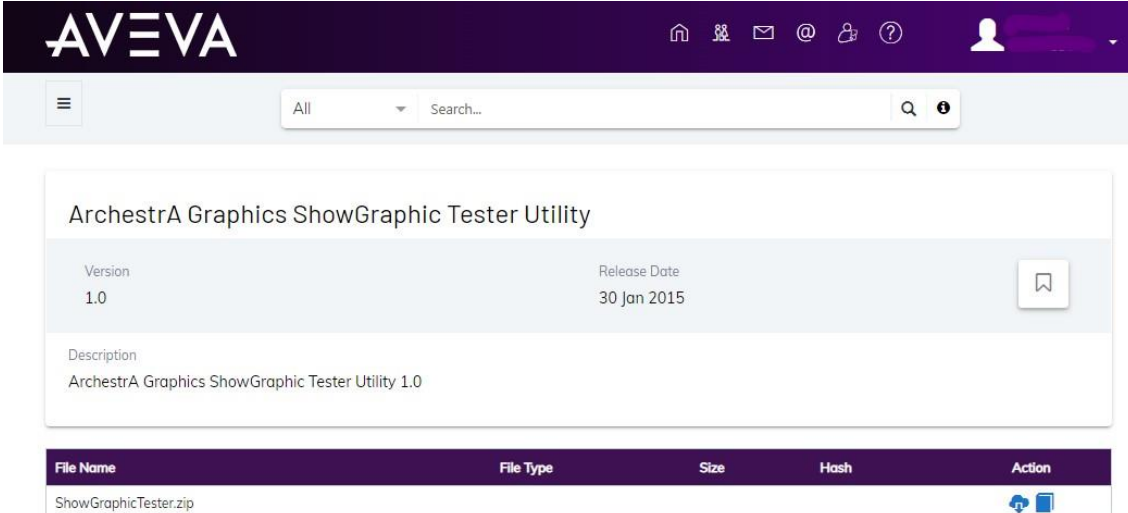
- Press the asterisk “\*” key at the parent level




# Scripting Tips - 11/30

## Trouble writing ShowGraphic() script ?

- Use ArcestrA Graphics ShowGraphic Tester Utility 1.0 from support website



The screenshot shows the AVEVA support website interface. At the top, there is a dark purple header with the AVEVA logo on the left and navigation icons (home, search, mail, user, help) on the right. Below the header is a search bar with a dropdown menu set to 'All' and a search icon. The main content area displays the product details for 'ArcestrA Graphics ShowGraphic Tester Utility'. The details include the version '1.0' and the release date '30 Jan 2015'. Below this is a description: 'ArcestrA Graphics ShowGraphic Tester Utility 1.0'. At the bottom of the page, there is a table with columns for 'File Name', 'File Type', 'Size', 'Hash', and 'Action'. The table contains one entry: 'ShowGraphicTester.zip' with a download icon in the 'Action' column.

File Name	File Type	Size	Hash	Action
ShowGraphicTester.zip				

### Associated Products

- Utilities

# Object Viewer Tips - 12/30

## Find an objects PID

The screenshot shows the Object Viewer application interface. The left pane displays a tree view of objects under 'Test2', including 'WinPlc', 'AppEngine\_001', 'Area\_001 [Area\_001]', 'UserDefined\_001 [UserDefined\_001]', and 'AppEngine\_Rich1'. The 'AppEngine\_001' object is selected. The right pane shows a list of attributes for the selected object, with 'Engine.\_ProcessId' highlighted, showing a value of 13004. A context menu is open over the 'Options' menu, with 'Include hidden' checked. The search bar at the top right contains the path 'AppEngine\_001.Engine.\_ProcessId.value'.

Attribute Name	Value	Timestamp
ConfigVersion	2	
ContainedName		
Container		
Engine._BindReference	No Data	
Engine._CanGoOnScan	true	
Engine._ExternalName	Engine	09/28/2009
Engine._InternalName	Engine	09/28/2009
Engine._ProcessId	13004	
Engine._RetrieveObjectInfo	0	
Engine._StartupReasonEnum	Starting_AfterD...	
Engine._StartupTypeEnum	Auto,SemiAuto,...	
Engine._UploadAttributes	No Data	
Engine.AlarmsThrottled	false	
Engine.AlarmThrottleLimit	2000	
Engine.AsyncScriptsRunningCnt	0	09/28/2009
Engine.AsyncScriptsWaitingCnt	0	09/28/2009
Engine.AsyncScriptThreadMax	5	
Engine.CheckPointFailed.Condition	false	
Engine.CheckpointPath		
Engine.DataNotifyFailureConsec...	0	
Engine.EngineAlarmRate	0	
Engine.EngineFailureTimeout	30000	

AttributeReference	Value	Timestamp	Quality	Status
AppEngine_001.Scheduler.ScanCyclesCnt	135924	09/28/2009 9:07:05.67...	C0:Good	Ok
AppEngine_001.Scheduler.TimeIdleAvg	0.0	09/30/2009 10:15:38.6...	C0:Good	Ok
.....	No Data		00:Bad	Config...
UserDefined_001.timeElapsed	30003.0	09/30/2009 11:13:57.6...	C0:Good	Ok
UserDefined_001.testSleep	true	09/30/2009 10:14:59.7...	C0:Good	Ok
.....	No Data		00:Bad	Config...

# Object Viewer Tips - 13/30

## Watch Window

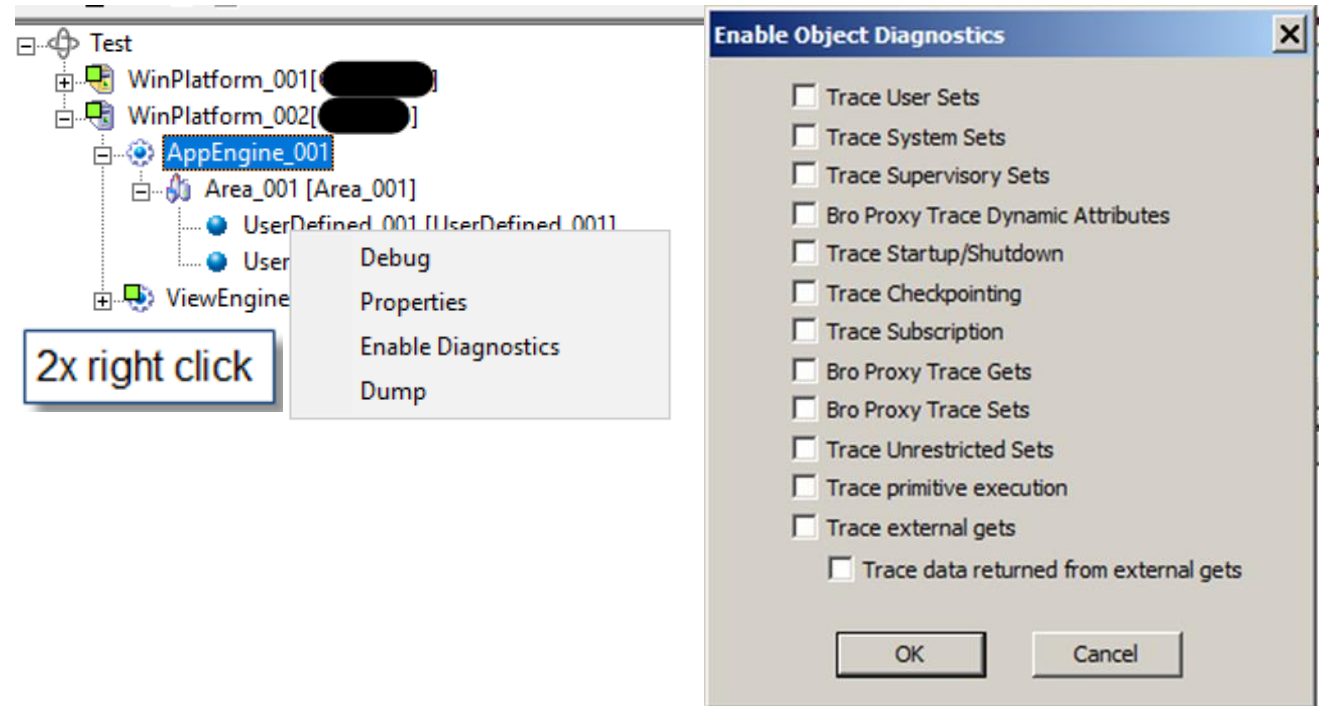
- XML file – Editing
- Notepad++
- XML Plugin

```
<VisualLMXTestTool>
  <Watch Tab="Platforms">
    ...
    <ReferenceString>GR.EngineFailureAlarm.Condition</ReferenceString>
    <ReferenceString>GR.Scheduler.ScanOverrunsCnt</ReferenceString>
    <ReferenceString>_____</ReferenceString>
    <ReferenceString>
  </ReferenceString>
  <ReferenceString>WinPlatform_test2.EngineFailureAlarm.Condition</ReferenceString>
  <ReferenceString>WinPlatform_test2.Scheduler.ScanOverrunsCnt</ReferenceString>
  <ReferenceString>_____</ReferenceString>
  <ReferenceString>
  </ReferenceString>
</Watch>
<Watch Tab="Engines">
  <ReferenceString>_____ Platform = GR _____</ReferenceString>
  <ReferenceString>Eng_Plant.Engine._ProcessID</ReferenceString>
  <ReferenceString>Eng_Plant.Scheduler.ScanPeriod</ReferenceString>
  <ReferenceString>Eng_Plant.Scheduler.ScanOverrunsCnt</ReferenceString>
  <ReferenceString>Eng_Plant.Scheduler.TimeIdleAvg</ReferenceString>
  <ReferenceString>Eng_Plant.Scheduler.CheckPointPeriod</ReferenceString>
  <ReferenceString>Eng_Plant.Engine.AsyncScriptsWaitingCnt</ReferenceString>
  <ReferenceString>_____</ReferenceString>
  <ReferenceString>
</ReferenceString>
```

# Object Viewer Tips - 14/30

## Top Secret Debug Dialog Menu

- Dump the attributes values to the SMC!
- Select the desired check box to see the log messages in SMC Logger
- To stop seeing the messages, just click on the OK button with no check boxes being selected



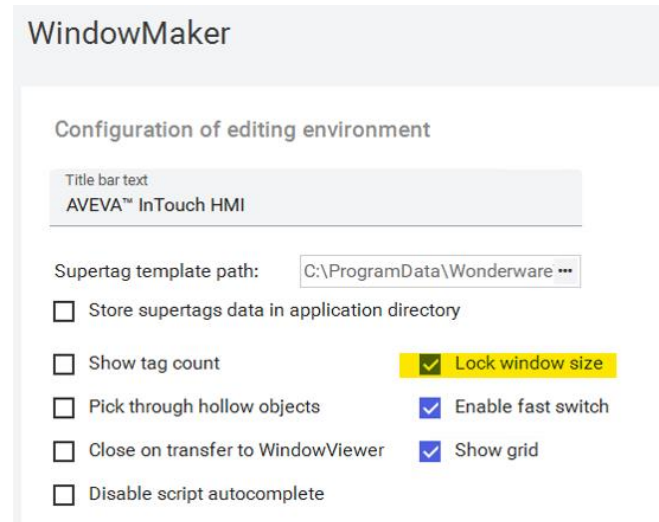


# InTouch Tips - 15/30

## How to lock InTouch window size ?

### OPTION1

- Select LOCK WINDOW SIZE from File > Configure > WindowMaker



### OPTION2

- In InTouch.INI file make ScaleForResolution=0

```
*INTOUCH.INI - Notepad
File Edit Format View Help
LanguageBaseID=1033
InTouchView=0
EnableScreenResolution=1
ViewPortX=1920
ViewPortY=1200
ScaleForResolution=0
ShowCanvas=1
```

---

# InTouch Tips - 16/30

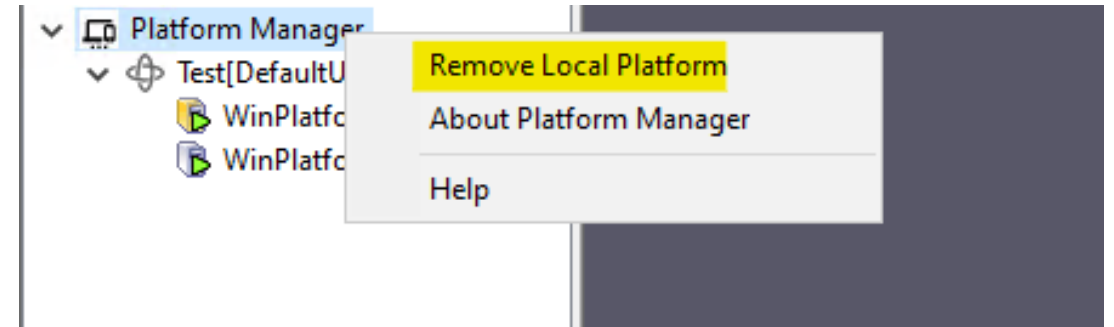
How can I speed up WindowMaker Launch?

- In the master application folder location:
  - Standalone App : e.g. C:\WWAPP or D:\WWApp
  - Managed/Published : On Galaxy Server – C:\Program Files (x86)\ArchestrA\Framework\FileRepository\\ObjectFileStorage\CheckedIn
- Find the “InTouch.INI” file
- Open it with notepad and add the following line under the [InTouch] section
  - LoadAllActivexOnStartup=0
- Save the file and restart WindowViewer

# SMC Tips - 17/30

## How to remove local platform?

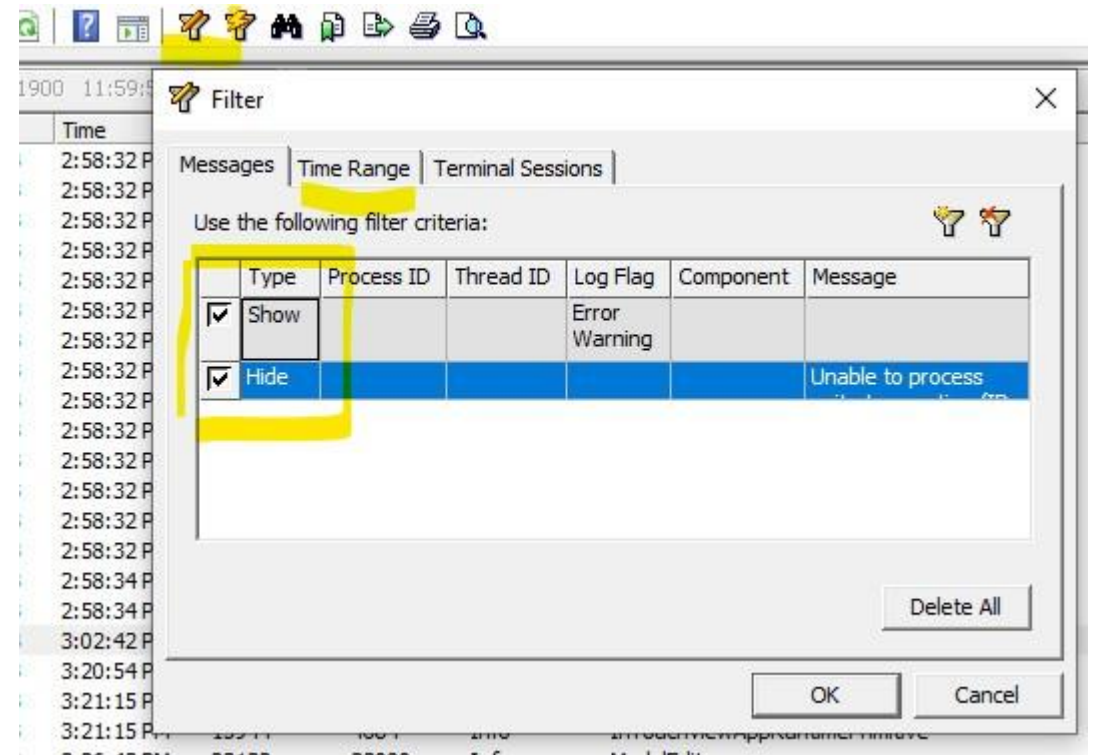
- In the newer version from System Platform 2012 R2 onwards, platform can be removed from the SMC
- Do not use Platform Killer with the new System Platform



# SMC Tips - 18/30

## Can you filter the log file?

- Set the Filters
- Show / Hide
- Component
- Message Content
- By a Terminal Server Session
- By Time



# SMC Tips - 19/30

## Using the log viewer to help troubleshoot?

- Fast Mark
- Use CTRL + R to “clear the log”
- Use log flags for more information
- Use filtering to hide extraneous messages and narrow the scope

SMC - [ArchestrA System Management Console (GR)\Log Viewer\Default Group\Local]

File Action View Help

ArchestrA System Manager

- Historian
- Galaxy Database Manager
- Operations Integration Ser
- Log Viewer
  - Default Group
    - Local
    - Alpha
      - GRPlatform(GR)
      - Opened Log Files
    - Platform Manager

Start Time: 9/22/2023 12:38:43 PM End Time: 12/31/2100 11:59:59 PM

No.	Date	Time	Process ID	Thread ID	Log Flag	Component	Message
695502	9/22/2023	12:39:35 PM	7044	7048	Trace	BRO	CPrimitiveProxy::SetAttribute - quality <UNRECOGNIZED : O
695503	9/22/2023	12:39:35 PM	7044	7048	Trace	BRO	CPrimitiveProxy::SetAttribute - timestamp 65535:65535:628
695504	9/22/2023	12:39:35 PM	7044	7048	Trace	BRO	CPrimitiveProxy::SetAttribute - EXIT status <success -1 cate
695505	9/22/2023	12:39:35 PM	7044	7048	Trace	BRO	CPrimitiveProxy::SetAttribute - ENTER
695506	9/22/2023	12:39:35 PM	7044	7048	Trace	BRO	CPrimitiveProxy::SetAttribute - attribute handle <primitiveId
695507	9/22/2023	12:39:35 PM	7044	7048	Trace	BRO	CPrimitiveProxy::SetAttribute - value <dim count 0> DATA T
695508	9/22/2023	12:39:35 PM	7044	7048	Trace	BRO	CPrimitiveProxy::SetAttribute - quality <UNRECOGNIZED : O
695509	9/22/2023	12:39:35 PM	7044	7048	Trace	BRO	CPrimitiveProxy::SetAttribute - timestamp 65535:65535:628
695510	9/22/2023	12:39:35 PM	7044	7048	Trace	BRO	CPrimitiveProxy::SetAttribute - EXIT status <success -1 cate
695511	9/22/2023	12:39:55 PM	3424	19840	Info	aaIDE	CoQueryAuthenticationServices - AuthenticationSVC count [
695512	9/22/2023	12:39:55 PM	3424	19840	Info	aaIDE	IDE Started
695513	9/22/2023	12:39:57 PM	3424	19840	Info	WWPackageManager	GetTargetComputerName: strNodeName = GR,strComputer
695514	9/22/2023	12:40:03 PM	16784	7996	Mark	Log Viewer	Mark
695515	9/22/2023	12:40:06 PM	3424	19840	Info	WWPackageManager	GetTargetComputerName: strNodeName = GR,strComputer
695516	9/22/2023	12:40:09 PM	4716	6868	Info	WWPackageServer	GR Connected Client ID: {94C88178-72F6-4F77-84C8-4B06FD2
695517	9/22/2023	12:40:09 PM	4716	6868	Info	WWPackageServer	CreateOrModifyArchestrAShare - called from(D:\BldSrc\1\14
695518	9/22/2023	12:40:09 PM	4716	6868	Info	WWPackageServer	CreateOrModifyArchestrAShare - share exists already will a
695519	9/22/2023	12:40:09 PM	4716	6868	Info	WWPackageServer	CreateOrModifyArchestrAShare - security ACL applied succe
695520	9/22/2023	12:40:09 PM	4716	6868	Info	WWPackageServer	CreateOrModifyArchestrAShare - share created successfully
695521	9/22/2023	12:40:09 PM	4716	6868	Info	WWPackageServer	CreateOrModifyArchestrAShare - called from(D:\BldSrc\1\14
695522	9/22/2023	12:40:09 PM	4716	6868	Info	WWPackageServer	CreateOrModifyArchestrAShare - share exists already will a
695523	9/22/2023	12:40:09 PM	4716	6868	Info	WWPackageServer	CreateOrModifyArchestrAShare - security ACL applied succe
695524	9/22/2023	12:40:09 PM	4716	6868	Info	WWPackageServer	CreateOrModifyArchestrAShare - share created successfully
695525	9/22/2023	12:40:10 PM	3424	19840	Info	WWPackageManager	Successfully connected to Galaxy Repository. Solution pack i
695526	9/22/2023	12:40:10 PM	3424	19840	Info	WWPackageManager	Connected Client ID: {94C88178-72F6-4F77-84C8-4B06FD2
695527	9/22/2023	12:40:22 PM	3424	19840	Info	ArchestrA.Visualization.Services....	Connection established to server.
695528	9/22/2023	12:40:22 PM	3424	19840	Info	ArchestrA.Visualization.Services....	Connection established to server.
695529	9/22/2023	12:40:22 PM	7496	21000	Info	GalaxyBrowserImpl	Received the response for the unregistered filter 5321a9c4-

Connected Filtered

# Troubleshooting Tips - 20/30

## How to check if the engine is overloaded?

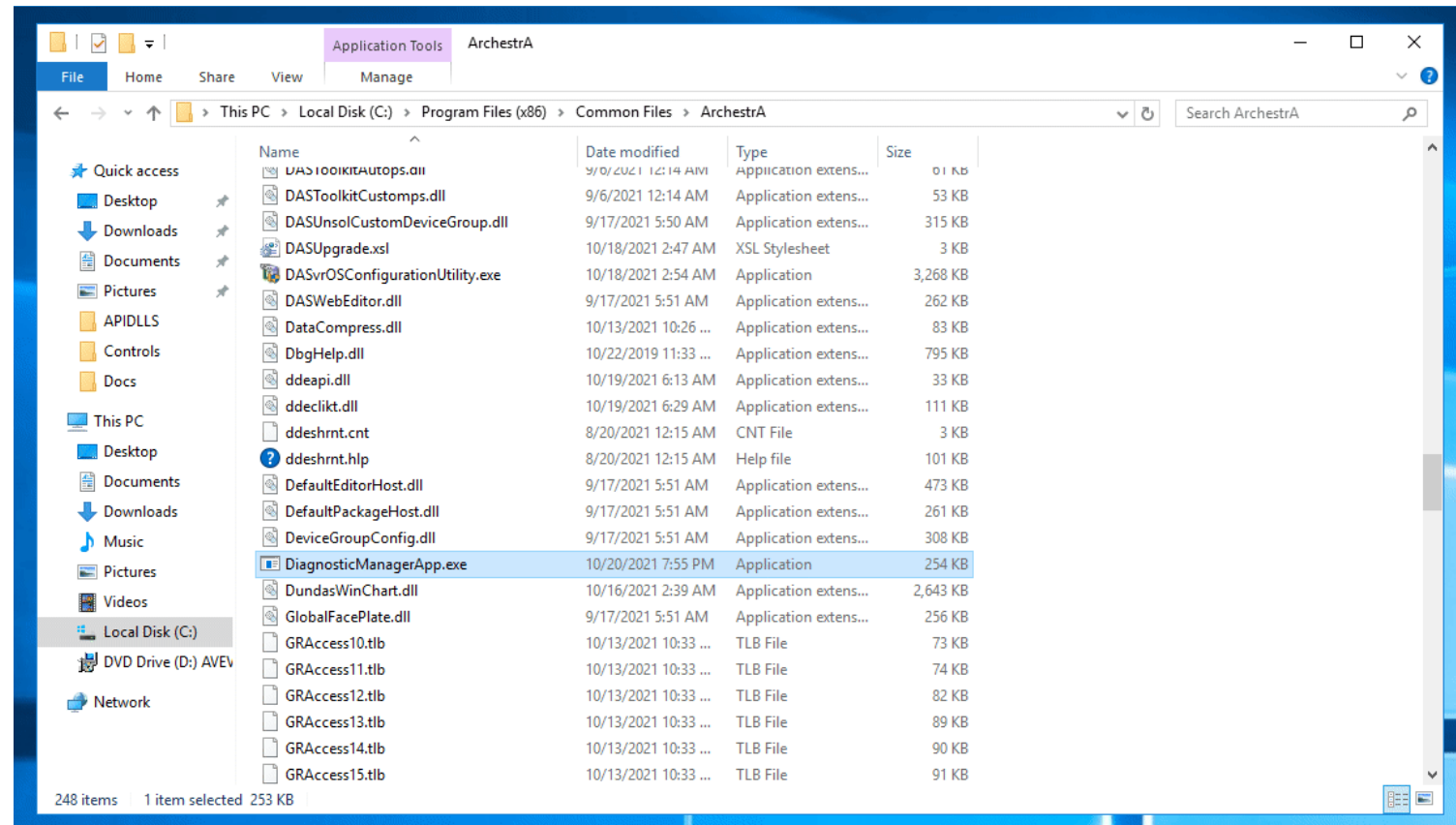
- Monitor following attributes for your engine

AttributeReference	Value
AppEngine_001.Scheduler.ScanOverrunsCnt	0
AppEngine_001.Scheduler.ScanCyclesCnt	978
AppEngine_001.Scheduler.TimeIdleAvg	484.2059
AppEngine_001.Scheduler.ScanPeriod	500
AppEngine_001.Engine.AsyncScriptsRunningCnt	0
AppEngine_001.Engine.AsyncScriptsWaitingCnt	0
AppEngine_001.Engine.AsyncScriptThreadMax	5

# Troubleshooting Tips - 21/30

## Diagnostic Manager App?

- Included in SP 2017 U3 and later
  - C:\Program Files (x86)\Common Files\Archestra\DiagnosticsManagerApp.exe
- Purpose
  - Configure settings for dump files and Get info on installed HF's
  - Tool to collect diagnostic info such as SMC, Event logs, and dump files



# Troubleshooting Tips - 22/30

## How to Test Database Security/Connectivity?

- Right click on desktop and create a new text document then rename it with .UDL extension
  - (e.g. Test.udl)
- Double click the newly created .UDL file
- Specify type of DB Access
- Specify DB Server Name
- User ID
- Password
- Select Database
- Click on “Test Connection”





# Troubleshooting Tips - 23/30

## Enabling Minidump on AOS Servers

- If there are exception errors occurring and the AppEngine crashes, a minidump can be collected for troubleshooting and analysis.

Tech Note 000022648

Troubleshooting Application Server: How to Enable MiniDump on AOS Servers

Download as PDF

Troubleshooting Application Server: How to Enable MiniDump on AOS Servers

### PROBLEM

#### Title

Troubleshooting Application Server: How to Enable MiniDump on AOS Servers

### SOLUTION

#### Summary

The following procedure enables Application Server to generate a minidump when an exception error occurs, if it ever terminates abnormally or crashes. This procedure is particularly useful for instances when aaEngine.exe crashes due to faulting scripts or for some other unknown reason. This will help expedite troubleshooting the issue. This *Tech Note* provides 2 different methods for generating the MiniDump.

- Using the .reg file
- Using Application Server Scripting

# Troubleshooting Tips - 24/30

## Platform Common Services

- Launch the “Common Services Portal” from the Windows Start Menu
- Open the Service Status page and check the status of services
- Open the Troubleshooting page and press the SCAN button to run the diagnostics

The screenshot shows the 'Service Status' page in the AVEVA Common Services Portal. It features a table with columns for Instance, Application, Status, and Start Time. Below the table is an 'Endpoints' section with a table for Contract and Version. The page includes a refresh indicator and a note about manual restarts.

Instance	Application	Status	Start Time
<input type="checkbox"/> Default [redacted].Authentication	ArcheStrA	Running	2 weeks ago
<input type="checkbox"/> Default [redacted].MxDataProvider	ArcheStrA	Running	2 weeks ago
<input type="checkbox"/> DiscoveryService	PCS Framework	Running	2 weeks ago
<input type="checkbox"/> ConfigurationService	PCS Framework	Running	2 weeks ago
<input type="checkbox"/> Watchdog	PCS Framework	Running	2 weeks ago

Contract	Version

This page will be automatically refreshed every 5 seconds.

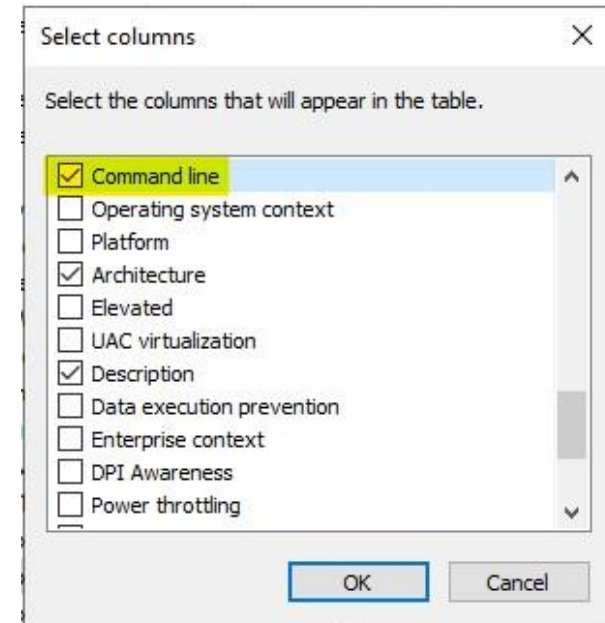
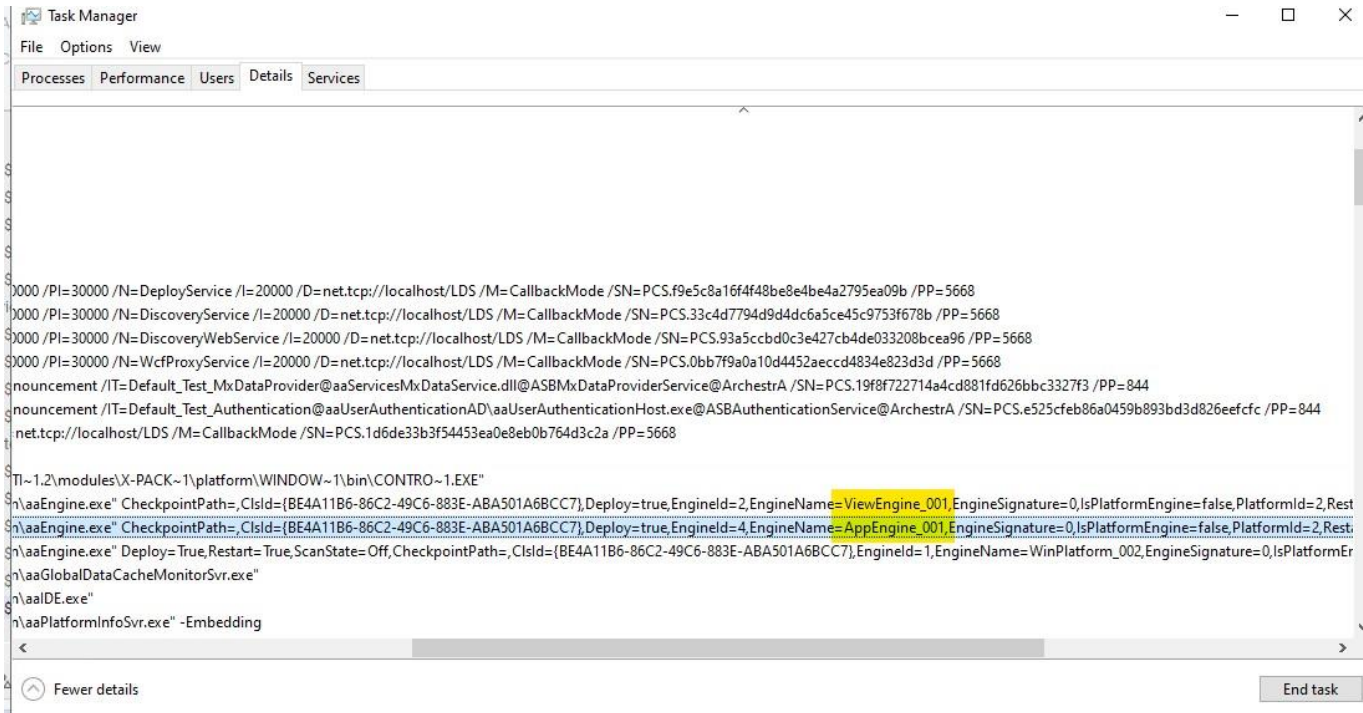
Rarely, services will need to be manually restarted due to certificates expiring. PCS managed certificates expire after 18 months. For more information, refer to the documentation.

The screenshot shows the 'Troubleshooting' page in the AVEVA Common Services Portal. It includes a 'Scan' button and a status bar with Success, Warning, and Alert indicators. Below is a table of diagnostic results with columns for Indicator, Description, and Status.

Indicator	Description	Status
Version	7.0.0	✓
Machine Role	Service Repository node	✓
Machine Name	C1DETS03	✓
Registry Key		✓
Solution	Unable to determine the Default PCS Solution from the configuration. For more information, see the "Repairing or Re-installing Platform Common Services" section of the AVEVA™ Common Services Portal User Guide.	! Alert
Transport Permissions		✓
Registry Permissions		✓
File System Permissions		✓
Port Sharing		✓
Windows Services		✓
Core Services	5 Process(es)	✓
Discovery		✓
Management Server	https://[redacted].com	✓

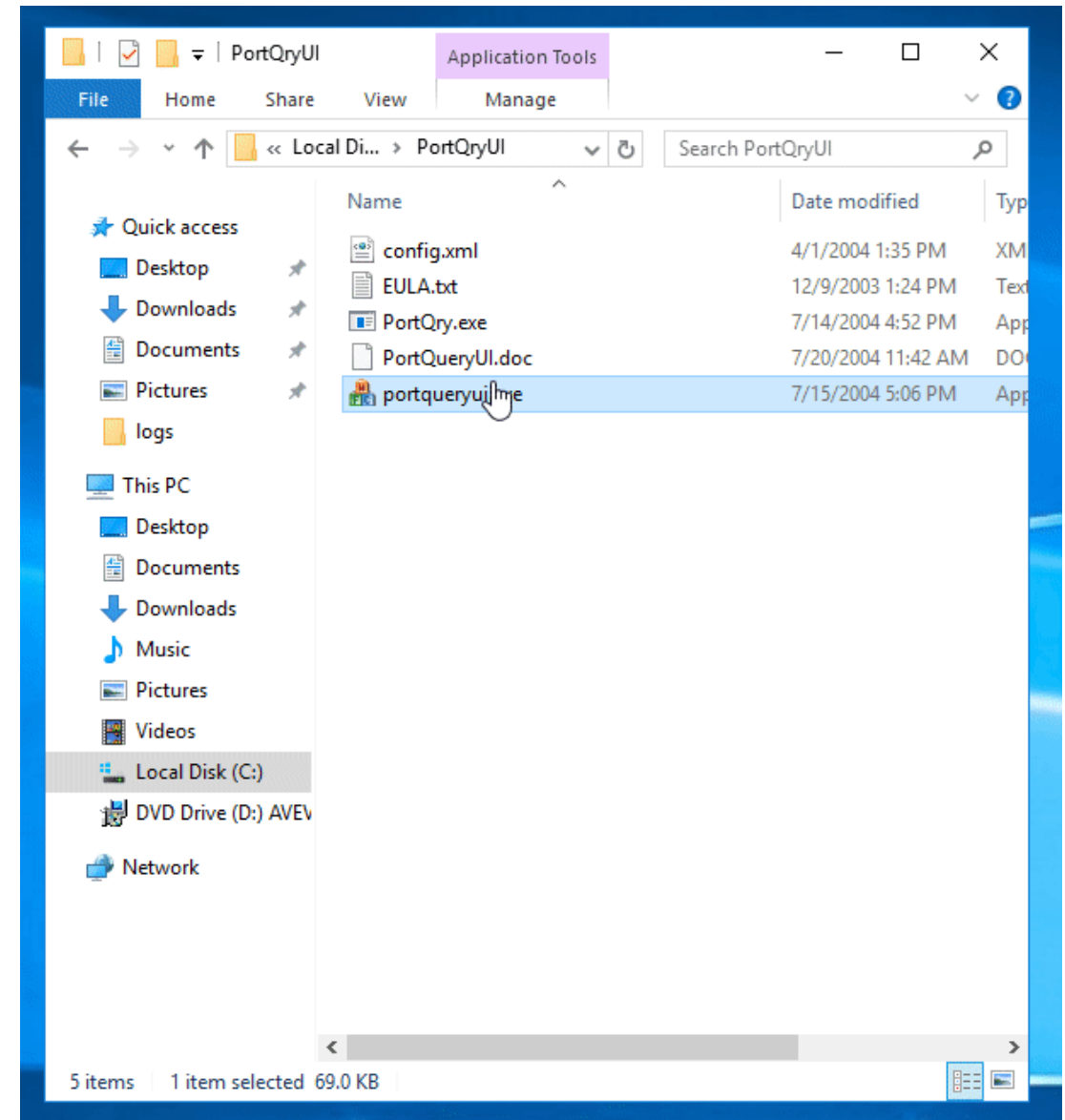
# Troubleshooting Tips - 25/30

## Task Manager PID



# Troubleshooting Tips - 26/30

- Port Query UI Utility from Microsoft
- PortQryUI is a utility that you can use to help troubleshoot TCP/IP connectivity issues. This utility reports the port status of target TCP and UDP ports on a local computer or on a remote computer.
- If the output shows “**Filtered**”, this indicates the port is blocked else it would be displayed as **LISTENING**
- In this example we test the SuiteLink port (5413)
- Initially it is listed as **LISTENING**
- We enable a firewall rule and the port that was listening switched to **FILTERED**
- When the rule is disabled again, the port returns to listening



# Support Website Tips - 27/30

## Which Article I should follow to trouble shoot my issue from Support Website ?

- Follow Articles which says “Expert Reviewed”

### Search Results

#### Deployment Issue

Other | Relevance: 146.664 | Aug 5, 2020

Hi, When I try to Log In to Deployment in the Studio, my attempts either time out or this is an error. I checked the Services and Citect Deployment Server Service is running, however the Log On As value is NT SERVICE\CitectDeploymentServer. Is this correct or should it be logged on as another user?

#### Deployment issue (Cannot find the target PC)

Other | Relevance: 99.875 | Nov 29, 2017

I'm trying to deploy a platform to a remote PC, but having issues. Error: Failed to deploy WinPlatform\_002 : Cannot find the target PC on the network. I have seen multiple articles and tech notes on this and have tried everything in those articles. I can ping each machine from the other. I have trie

#### Resolving the InTouchViewApp Deployment Issue (a.k.a. 'Orange Icon')

000012549 | Support Article **Expert Reviewed** | Relevance: 93.885 | Dec 25, 2015 | Legacy #: FAQ6455 | Application Server, InTouch

FAQ6455 : Resolving the InTouchViewApp Deployment Issue (a.k.a. 'Orange Icon') PRODUCTS:{2} #Application Server #InTouch

#### Resolving the InTouchViewApp Deployment Issue (a.k.a. Orange Icon)

000022791 | Support Article **Expert Reviewed** | Relevance: 93.885 | Jun 3, 2015 | Legacy #: TN459 | Application Server, InTouch

TN459 : Resolving the InTouchViewApp Deployment Issue (a.k.a. Orange Icon) PRODUCTS:{2} #Application Server #InTouch

#### Malware and Virus infection can cause serious deployment issue.

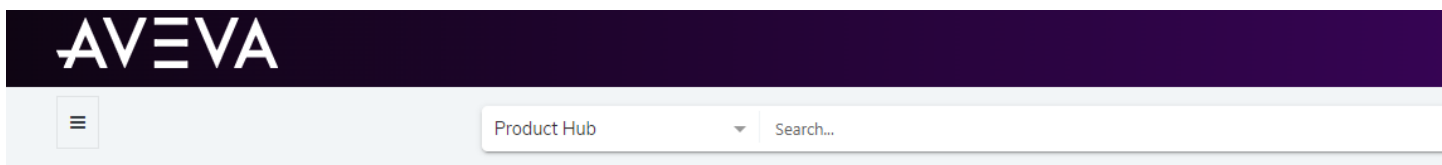
000023455 | Support Article **Expert Reviewed** | Relevance: 88.572 | Jan 14, 2016 | Legacy #: TN1162 | Application Server

TN1162 : Malware and Virus infection can cause serious deployment issue. PRODUCTS:{1} #Application Server

# Support Website Tips - 28/30

Is there a place to download AVEVA Wonderware software?

- <https://softwaresupportsp.aveva.com/#/producthub>
- <https://softwaresupportsp.aveva.com/#/connectivityhub>



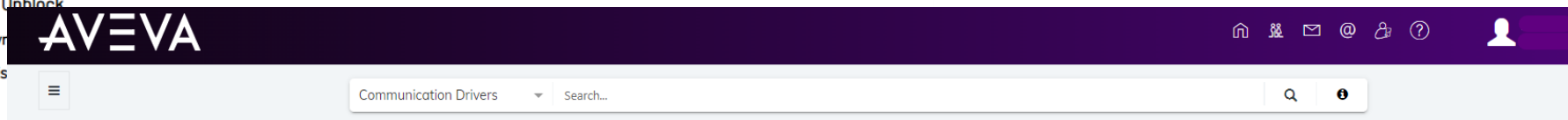
## Product Hub

This page lists all product, Service Pack, Update and utility releases, including product documentation and videos. You can sort the columns and refine the list using the options in the left panel. Click the **Related KB Articles** button to view the KB articles related to the selected products.

**Important:** Since Windows regards downloaded files as potentially unsafe, it will block the file from executing after it has been downloaded. Before unzipping the \*.zip or mounting the \*.iso file, unblock the file by right-clicking to access Properties, then click **Unblock**.

Looking for Wonderware connectivity servers and Citect driver down

Looking for product bundles, Industry Applications and Aquis/Termis



## Communication Drivers

This page lists all OI, DA and other connectivity applications, including product documentation and videos. You can sort the columns and refine the list using the options in the left panel. Click the **Related KB Articles** button to view the KB articles related to the selected products.

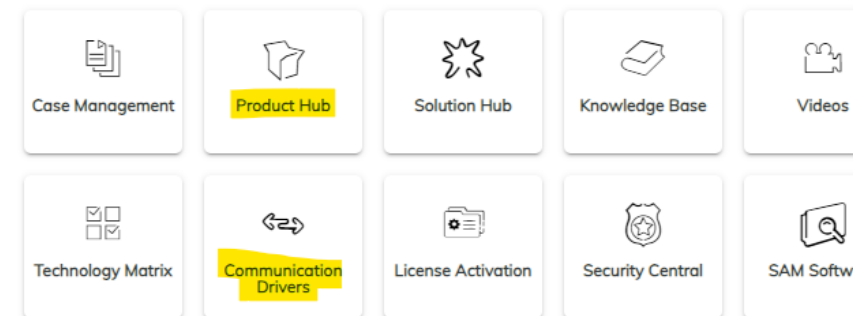
**Important:** Since Windows regards downloaded files as potentially unsafe, it will block the file from executing after it has been downloaded. Before unzipping the \*.zip or mounting the \*.iso file, unblock the file by right-clicking to access Properties, then click **Unblock**.

Looking for product downloads? Click [HERE](#).

Looking for product bundles, Industry Applications and Aquis/Termis downloads? Click [HERE](#).

## Knowledge & Support Center

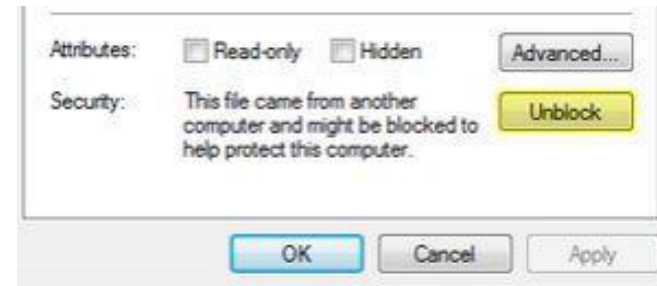
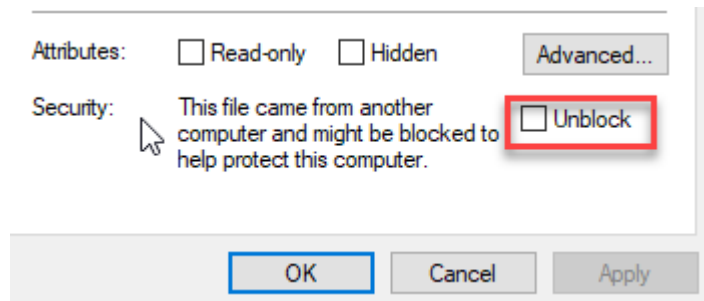
Customize



# OS Tips - 29/30

## Is my downloaded file blocked?

- Right click and select properties on the ZIP or ISO file
- At the bottom of the properties interface the Security section may appear
  - If there is a button or check box for Unblocking, click it and then click Apply/OK



# Batch Management Tips - 30/30

## How to configure Batch Management Redundancy

- Installing and Configuring InBatch Redundancy

ARTICLE # 000022352

### Installing and Configuring InBatch Redundancy

Download as PDF

#### Installing and Configuring InBatch Redundancy

##### PROBLEM

##### Title

Installing and Configuring InBatch Redundancy

##### SOLUTION

##### Summary

This *Tech Note* explains installing and configuring the redundancy option for Wonderware® InBatch to ensure batch control redundancy.

While Redundancy is easy to install, you must install and configure a number of programs first. Prior to beginning the installation process, please review the InBatch Redundancy checklist shown in [Appendix A](#). In addition, you must install redundancy on *both* the Primary and Secondary/Backup servers when you install InBatch.

**Note:** This *Tech Note* assumes that you have a basic understanding of InBatch, and familiarity with basic network installation and configuration steps.



# Questions?

Please wait for the microphone.  
State your name and company.



# Please remember to...

Navigate to this session in the mobile app to complete the survey.



# Thank you!

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#### ABOUT AVEVA

AVEVA is a world leader in industrial software, providing engineering and operational solutions across multiple industries, including oil and gas, chemical, pharmaceutical, power and utilities, marine, renewables, and food and beverage. Our agnostic and open architecture helps organizations design, build, operate, maintain and optimize the complete lifecycle of complex industrial assets, from production plants and offshore platforms to manufactured consumer goods.

Over 20,000 enterprises in over 100 countries rely on AVEVA to help them deliver life's essentials: safe and reliable energy, food, medicines, infrastructure and more. By connecting people with trusted information and AI-enriched insights, AVEVA enables teams to engineer efficiently and optimize operations, driving growth and sustainability.

Named as one of the world's most innovative companies, AVEVA supports customers with open solutions and the expertise of more than 6,400 employees, 5,000 partners and 5,700 certified developers. The company is headquartered in Cambridge, UK.

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