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Welcome to ArchestrA System Platform

ArchestrA® System Platform 2012 with InTouch® 2012 is an industrial software platform built on Wonderware’s ArchestrA technology for Supervisory HMI, SCADA, and Production and Performance Management.

ArchestrA System Platform contains an integrated set of services and an extensible data model to manage plant control and information management systems. ArchestrA System Platform supports both the supervisory control layer and the manufacturing execution system (MES) layer, presenting them as a single information source.

Modular applications sit on top of the ArchestrA System Platform. Wonderware® and other third-party integrators are delivering a growing inventory of application components that use ArchestrA System Platform services.
ArchestrA System Platform Services
The following figure shows the core set of services provided by ArchestrA System Platform.

Industrial Domain Services
ArchestrA System Platform offers industrial domain services that are not provided by commercial operating systems or generic IT products. ArchestrA System Platform’s industrial domain services include the following:

- Real-time, peer-to-peer communications and messaging.
- Centralized alarm and event monitoring.
- Data-level security.
- Single global namespace to access data elements anywhere without tag limitations.
- Plant information and supervisory functions.

Software and Device Connectivity Services
ArchestrA System Platform provides cost-effective communication between almost all plant information sources. Diverse systems can be integrated to improve operations and information management.
ArchestrA System Platform includes the following software and device connectivity services:

- Integration of business and manufacturing systems.
- Importing and migrating data from legacy systems and external systems.
- Connectors and communication servers for device control and applications.
- Integration with databases, .NET, XML, and other open IT data sources.

**Information and Data Management Services**

ArchestrA System Platform manages real-time and historical information, including data transformation and storage. Managers and operators have immediate access to key performance indicators (KPIs), event and alarm notifications, and historical data. ArchestrA System Platform also enhances batch management, real-time production monitoring, and access to MES data.

ArchestrA System Platform includes the following information and data management services:

- Content management tools.
- Streaming real-time data.
- A high-performance process historian and production database.

**Information Delivery and Visualization Services**

You can build applications that rely on ArchestrA System Platform’s delivery and visualization services to show manufacturing and business information. ArchestrA System Platform provides the tools to create solutions based on open standards that integrate easily with legacy and new plant systems.
You can use ArchestrA System Platform’s information delivery and visualization services to create applications that support:

- Multiple client interfaces, including thick, Terminal Services Edition (TSE), or Web client.
- Complex graphical user interfaces developed with standard industry tools.
- Application security to protect data and plant operations.
- Alarm troubleshooting tools.
- Information analysis and reporting tools.
- Multiple-language client support.
- Open access to historical data using SQL queries.

**Application Development Services**

You can use System Platform and its underlying ArchestrA technology to build modular industrial software solutions based on open standards. A modular development method gives you the flexibility to build applications from common components that can be reused with minimal rework.

You can use ArchestrA System Platform’s application development services to create applications that include:

- ArchestrA components created from standard templates.
- Component-based ArchestrA symbols.
- A large set of functions for a wide variety of scripts.
- Different development views that show how the application models the actual plant environment, its distribution across a network, and the relationship between application components.

**System Management and Extensibility Services**

The flexibility of ArchestrA System Platform services gives you the ability to deploy, manage, and extend applications on a range of host computing architectures and network topologies.
You can use the following system management and extensibility services to manage your applications:

- An online database that centrally stores configuration data.
- Flexible architecture to deploy applications on different system topologies.
- Remote application installation and administration.
- Dynamic redistribution of server loading.
- Centralized computer diagnostics and network management tools.

**ArchestrA System Platform Functional Components**

The following figure shows a functional representation of System Platform, which incorporates the ArchestrA framework.
The ArchestrA Framework consists of server-side configuration- and deployment-related components. In ArchestrA System Platform, these components include a centralized object repository called Galaxy Repository, an integrated development environment, a data repository, and a Web server for Internet visualization and content management.

**Wonderware Development Studio**
Wonderware Development Studio is your development environment to build applications. It includes the ArchestrA IDE and InTouch HMI. Both products include graphic tools, an extensive set of industrial symbols, and functions that can be included in application scripts.

**Wonderware Historian**
Wonderware Historian is a time-series data optimized plant data historian. It stores plant data from Wonderware I/O Servers, DAServers, and industrial HMI applications. The Historian also contains event, summary, configuration, and system monitoring information. The Historian is tightly coupled to a Microsoft SQL Server database.

**Wonderware Information Server**
Wonderware Information Server is a Web content server to factory information. Wonderware Information Server shows plant floor information from HMI applications, I/O Servers, and Wonderware Historian. Wonderware Information Server delivers interactive HTML pages by converting existing InTouch graphic windows and associated animation so that they can be dynamically rendered and shown on the client computer.

**Device Integration Tools**
The ArchestrA System Platform can connect to a diverse set of data sources to integrate all plant and industrial data. Data sources include OPC Servers, databases, and any application that exposes data from an API such as
XML, SQL, HTTP, or .NET. In addition, Wonderware provides a library of device integration tools that provide data from the factory floor.

- An I/O Server acts as a communication protocol server providing data from PLCs and other factory devices to HMI applications. An I/O Server can be used with any Microsoft Windows program or supervisory application capable of acting as a DDE, FastDDE, OPC, or SuiteLink™ client.

- A DAServer acts as a communication protocol server providing data from a specific vendor’s PLCs and other factory devices. Wonderware offers an extensive family of DAServers for a wide variety of PLC manufacturers.

- A Device Integration (DI) object encapsulates the functionality of a DAServer in the ArchestrA environment. DIObjecets are models of the network and devices associated with a specific HMI application. The hierarchy of the actual devices is the same as the hierarchy of the DIObjecets.

**Wonderware Clients**

Wonderware clients include run-time client computers running ArchestrA components, which include a core infrastructure called Platforms, key software applications (Engines), and objects (Framework Objects) that expose framework related functionality. These components are centrally deployed and administered from ArchestrA System Platform’s server-side products.

- InTouch for System Platform is the visualization client that shows Human Machine Interface (HMI) applications developed with InTouch.

- Wonderware Historian Client shows trending and analysis data obtained from running applications.

- The Reporting Client shows Web-based trends and reports obtained from Wonderware Information Server.
Getting Started
This booklet gets you started with ArchestrA System Platform. It explains the basic procedures to install and initially configure the Wonderware products that make up System Platform. This booklet also includes recommendations and best practices to set up Wonderware products.

The following figure shows a common configuration for System Platform consisting of four separate servers and three client nodes. This booklet explains how to set up a basic installation of Wonderware products on these servers and create a System Platform environment.

For other installation and configuration options, please refer to the Wonderware Application Server User’s Guide and the ArchestrA System Platform Installation Guide.
After you set up these servers in a basic configuration, you can begin creating an application from Automation objects. If you want a quick summary of the key procedures to set up an application, see Creating an Application on page 47. The last section of this booklet includes a table of ArchestrA System Platform references for more information. After you install and initially configure your ArchestrA System Platform environment, refer to that table to get the information you need to begin building your applications.
Installing ArchestrA System Platform 2012 with InTouch 2012

Use the ArchestrA System Platform installation to install the entire suite of Wonderware HMI and Supervisory software products, or only the components you require. The simplified installation process makes installation easier than ever. It walks you through a series of dialogs that allow you to:

- Select the features you want,
- Verify or modify your selections,
- Install prerequisite software,
- Install the ArchestrA System Platform components you have selected.

Following the installation, you will be able to configure your specific components.

What You Need to Install ArchestrA System Platform 2012 Software

You must have the following materials ready to install ArchestrA System Platform 2012:

- ArchestrA System Platform 2012 with InTouch 2012 installation DVD.
- Computer that meets the hardware and software requirements listed in the Wonderware ArchestrA System Platform 2012 Readme.
Prerequisites

The ArchestrA System Platform installation program analyzes the software installed on your computer and lists any software that is required but not currently installed.

**Note** At the start of the installation, the prerequisites check is system-specific rather than product-specific.

You must have the following software installed and enabled on your computer before you install the ArchestrA System Platform:

- Windows Installer 4.5
- Microsoft .NET® Framework 3.5 Service Pack 1

The ArchestrA System Platform installation will install both system-specific and product-specific prerequisites except the supported SQL Server version. You do not have to exit from the ArchestrA System Platform installation procedure to install any other prerequisite software.

**Important** If you are using Windows Server 2008 R2 operating system, the .NET Framework feature must be enabled prior to running the installation.

**To enable the .NET Framework feature**

1. In Control Panel, open Administrative Tools.
2. Open Server Manager, and then click Features.
3. Click Add Features to start the wizard.
In the features list, select the **.NET Framework 3.5.1 Features** check box.
Using the ArchestrA System Platform Installation Process

Before you start installing the Development Studio and other Wonderware HMI and Supervisory component software products, you should have a clear idea whether you want to develop, deploy, and publish your own applications, or require only a run-time environment, to run applications already created and deployed.

The following procedure will guide you through the installation. For more information about the ArchestrA System Platform installation process, see the ArchestrA System Platform Installation Guide.

To install the Development Studio and other ArchestrA System Platform components

1. Insert the ArchestrA System Platform DVD into the computer’s DVD drive.
   
   Start the installation by clicking setup.exe on the DVD from Windows Explorer.

2. Follow the steps in the ArchestrA System Platform procedure to commence the installation and to install system prerequisites, as necessary.

3. The ArchestrA System Platform installation will ask you to select an installation type: either product-based selection or installation by computer roles.

   **Tip** If you are familiar with Wonderware products and their associated components, choose a product-based installation. If you are uncertain about the specific products or components you need, but you know what role your computer will play, choose a role-based installation.
Choose the components you want to install. The following illustration shows the product-based selections.

In a product-based installation, you can install the components shown in the following table.

<table>
<thead>
<tr>
<th>InTouch Development and Runtime</th>
<th>InTouch Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>InTouch Runtime</td>
<td>InTouch Runtime</td>
</tr>
<tr>
<td>InTouch Documentation</td>
<td>InTouch Documentation</td>
</tr>
<tr>
<td>Alarm DB Logger</td>
<td>Alarm DB Logger</td>
</tr>
<tr>
<td>Application Server</td>
<td>Application Server</td>
</tr>
<tr>
<td>FS Gateway</td>
<td>FS Gateway</td>
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<tr>
<td>Sample Applications</td>
<td>Sample Applications</td>
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<tr>
<td>Supplementary Components</td>
<td>Supplementary Components</td>
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<tr>
<td></td>
<td>Bootstrap</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td><strong>InTouch Runtime Only</strong></td>
<td>InTouch Runtime</td>
</tr>
<tr>
<td></td>
<td>InTouch Documentation</td>
</tr>
<tr>
<td></td>
<td>Alarm DB Logger</td>
</tr>
<tr>
<td></td>
<td>Application Server</td>
</tr>
<tr>
<td></td>
<td>(Bootstrap only)</td>
</tr>
<tr>
<td></td>
<td>FS Gateway</td>
</tr>
<tr>
<td><strong>Application Server Runtime</strong></td>
<td>Bootstrap</td>
</tr>
<tr>
<td><strong>Application Server Development</strong></td>
<td>Bootstrap</td>
</tr>
<tr>
<td></td>
<td>IDE</td>
</tr>
<tr>
<td><strong>Application Server Galaxy Repository</strong></td>
<td>Bootstrap</td>
</tr>
<tr>
<td></td>
<td>Galaxy Repository</td>
</tr>
<tr>
<td><strong>Wonderware Historian 2012</strong></td>
<td>The Wonderware Historian</td>
</tr>
<tr>
<td><strong>Wonderware Historian Client 2012</strong></td>
<td>Wonderware Historian Client</td>
</tr>
<tr>
<td><strong>Wonderware Information Server 2012</strong></td>
<td>Information Server</td>
</tr>
<tr>
<td></td>
<td>Active Factory Reporting</td>
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<tr>
<td></td>
<td>ArchestrA Reporting</td>
</tr>
<tr>
<td></td>
<td>Multiviews</td>
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<tr>
<td></td>
<td>Sample Content</td>
</tr>
<tr>
<td></td>
<td>ArchestrA License Server</td>
</tr>
<tr>
<td></td>
<td>Information Server</td>
</tr>
<tr>
<td></td>
<td>Documentation</td>
</tr>
</tbody>
</table>
The following illustration shows the role-based selections.

In a role-based installation, you can install the component groups shown in the following table.

<table>
<thead>
<tr>
<th>Runtime Client</th>
<th>InTouch Runtime</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Application Server</td>
</tr>
<tr>
<td></td>
<td>Runtime</td>
</tr>
<tr>
<td></td>
<td>Historian Client</td>
</tr>
<tr>
<td>Development Workstation</td>
<td>Application Server</td>
</tr>
<tr>
<td></td>
<td>Development</td>
</tr>
<tr>
<td></td>
<td>InTouch Development</td>
</tr>
<tr>
<td></td>
<td>Historian Client</td>
</tr>
<tr>
<td>System Platform Development Server</td>
<td>Application Server (Bootstrap, IDE Galaxy Repository, Documentation)</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>---------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>InTouch Development Historian Client</td>
</tr>
<tr>
<td>Historian Server Node</td>
<td>Application Server Runtime (Bootstrap)</td>
</tr>
<tr>
<td></td>
<td>Historian Server (Historian Server, IDAS, Active Event, Configuration Tools)</td>
</tr>
<tr>
<td></td>
<td>Historian Client</td>
</tr>
<tr>
<td>Historian Client Node</td>
<td>Application Server Runtime (Bootstrap)</td>
</tr>
<tr>
<td></td>
<td>Historian Client</td>
</tr>
<tr>
<td>Information Portal</td>
<td>Application Server Runtime (Bootstrap)</td>
</tr>
<tr>
<td></td>
<td>Informatin Server Portal (Information Server, ActiveFactory Reporting, ArchestrA Reporting, Multiviews, Sample Content, ArchestrA License Server, Information Server Documentation)</td>
</tr>
<tr>
<td>All-in-One Node</td>
<td>Application Server Complete</td>
</tr>
<tr>
<td></td>
<td>InTouch Development Historian Client</td>
</tr>
<tr>
<td></td>
<td>Information Server Portal</td>
</tr>
</tbody>
</table>
5 When the installation asks you to verify your selection, you will have the opportunity to customize your installation.

6 After you verify and customize your selection, if you have chosen to install an InTouch component, you will be asked to select the language you want to install for your InTouch component. English is selected by default, but you can choose another language.

7 Follow the subsequent installation steps to:
   a. Accept the End User License Agreement
   b. Create a new ArchestrA user account, or specify an existing account.
   c. Install any prerequisites not yet met. The installation checks your system, lists the missing prerequisites, and installs them for you.

8 If you have chosen to install Historian or Wonderware Information Server components, configure them using the Configurator dialog box.

9 The installation proceeds to completion. You must reboot your system when the installation is complete.

Note If you select the GR for installation, and if the supported version of SQL Server is not already installed, you must exit the installation program, install the supported SQL Server version, then resume the installation. We recommend that you install the supported SQL Server version before you begin the ArchestrA System Platform installation program. See the ArchestrA System Platform 2012 Readme for supported software and prerequisites information.
Installing Your Wonderware Product License

Wonderware enforces the use of its products with a software license. After you install a Wonderware product, you must install a single license file, ARCHESTRA.LIC, which contains your customer information, product data, and software features. Until you apply your Wonderware license, you can run the products only in demonstration mode.

You use the ArchestrA License Manager to install the contents of the ARCHESTRA.LIC file to the computer where you have installed the Wonderware HMI and Superevisory software. The ArchestrA License Manager is included as a common ArchestrA component during installation.

To install your Wonderware product license
1. Start the ArchestrA License Manager by doing the following:
   a. Ensure that the ArchestrA System Platform installation DVD is in your DVD drive.
   b. Click Start, and then Programs to show the Wonderware folder.
   c. Click the Wonderware folder, and then click the Common folder to show the list of common utilities.
   d. Click ArchestrA License Manager.
2. Click File, and then Install License File. The Choose a License File to Install dialog box appears.
3. Browse the ArchestrA System Platform installation DVD, select the ARCHESTRA.LIC file, and click Open.
4 The **Destination Computer for Installation** dialog box appears. Type the domain and computer names.

The ArchestrA License Manager copies the ARCHESTRA.LIC file to the C:\Program Files\Common Files\ArchestrA\License folder on the selected computer.

Now you can start creating applications. The next section explains how to start the ArchestrA IDE and create a Galaxy.
Setting Up the Development Studio

The InTouch HMI and the ArchestrA IDE typically are installed together on the ArchestrA System Platform Development Studio. You use the Development Studio to build ArchestrA application objects and InTouch visual applications. The following figure shows the interaction between the ArchestrA IDE and traditional InTouch components. The figure also shows how an InTouch managed application can be created from the Development Studio.

The Development Studio fully integrates the InTouch HMI with ArchestrA symbols to build the visual components of your applications.
This getting started guide emphasizes developing applications with automation objects, which only requires the ArchestrA IDE. Refer to the InTouch HMI Getting Started Guide for the basics of creating visualization applications with the InTouch HMI.

**Using the ArchestrA IDE**
The ArchestrA IDE is the Integrated Development Environment provided by the Wonderware Application Server. You use the ArchestrA IDE to build your applications.

**Starting the ArchestrA IDE**
You can start the ArchestrA IDE from the Windows Start menu or from InTouch Application Manager.

The following procedures show several ways to start the ArchestrA IDE. The procedures vary slightly based on the Windows operating system installed on the Development Studio server.

**To start the ArchestrA IDE from the Windows Start Menu**

1. Click the Windows Start button.
2. Click the ArchestrA IDE icon from the list. The Connect to Galaxy dialog box appears.

If ArchestrA IDE is installed on the same computer as the InTouch HMI, you can start the ArchestrA IDE from the Application Manager.

**To start the ArchestrA IDE from Application Manager**

After starting InTouch Application Manager, do one of the following:

- Click the ArchestrA IDE icon on the toolbar.
- On the File menu, click ArchestrA IDE.
- Press CTRL + I.

The Connect to Galaxy dialog box appears.
Creating a Galaxy
The first time you start the ArchestrA IDE you need to create a Galaxy. After that, you can select the Galaxy in which you are developing applications each time you start the ArchestrA IDE.

To create a Galaxy
1. Start the ArchestrA IDE. The Connect to Galaxy dialog box appears.

2. Click New Galaxy. The New Galaxy dialog box appears.

3. Complete the fields of the New Galaxy dialog box by doing the following:
   • Type the node name of the computer that hosts the Galaxy Repository (GR). The ArchestrA System Platform configuration described in this booklet places the Galaxy Repository on the computer that serves as the Development Studio.
   • Type the name of the Galaxy that you are creating. Four predefined Galaxies are available by default.
Setting Up the Development Studio

- Select **Base_Application_Server.cab** as the type of Galaxy from the drop-down list of the **Galaxy Type** box.

4. Click **Create**. The **New Galaxy** dialog box shows the progress of creating a new Galaxy.

5. Click **Close** after the new Galaxy is created.

6. Click **Connect** to connect to the Galaxy you created. The **ArchestrA IDE** dialog box appears.

The **Template Toolbox** shows the name of the Galaxy you created.

**Note** The next several sections of this booklet explain how to set up the other servers that make up ArchestrA System Platform. After you have set up these servers, **Creating an Application on page 47** explains how to use the ArchestrA IDE to create an application.
Setting Up the ArchestrA System Platform Historian Server

The Wonderware Historian is the ArchestrA System Platform’s high-speed data acquisition and storage system. It stores historical and real-time data. Summary and configuration data are stored in the embedded SQL Server database. Time-series historical data is stored in optimized file structures on disk called history blocks.

The following figure shows a high-level functional view of the Historian’s data storage design.
Wonderware Application Server pushes data to the historian through a service called Manual Data Acquisition Service (MDAS). Client applications use the MDAS service to retrieve historical and real-time data from the historian.

**Setting Up the Historian Server**

The following list shows the key steps to build the ArchestrA System Platform Historian server.

Complete these steps in the following order:

1. Verify hardware and software requirements to install the Wonderware Historian prior to starting the ArchestrA System Platform installation.
2. Run the ArchestrA System Platform installation program.
3. Install the supported version of Microsoft® SQL Server, if not already installed, including Reporting Services.
4. Configure the Historian using the installation program Configurator.
5. The Wonderware Historian requires a valid license to run. Use the ArchestrA License Utility to manage licenses and associated feature lines.

**Planning Considerations**

You should carefully consider how you expect to save your plant data before installing the Historian server. This plan should include the type of network architecture for the historian system, considerations for how much disk space is required for data storage, and the amount of space required for the historian database files and log files.
**Historian Server Hardware and Software Requirements**

Follow these recommendations to prepare the computer designated as the Wonderware Historian:

- The minimum hardware and software requirements for the Wonderware Historian are based on the anticipated application tag count and data throughput. Refer to the Wonderware Historian Readme file for the requirements for the different levels of Historian servers.
- Install Wonderware Historian as the only application on a dedicated computer in your production environment. Do not host any other application on the Historian server.
- If possible, the Historian server should use SCSI drives using hardware RAID. The required disk storage capacity is a function of the anticipated source data throughput and the length of time you want to retain data before archiving it.

**Microsoft SQL Server Database Requirements**

The Historian requires that Microsoft SQL Server Database be installed and running on your system before using the Wonderware Historian. The ArchestrA System Platform installation will check for this prerequisite and prompt you to install the necessary SQL Server software if not already installed.

When configuring the Historian and its SQL Server database, the following considerations apply:

- Install the SQL Server database on the Historian server. Remote instances of a SQL Server database are not supported.
- The database used by the Historian must be the primary instance.
- Install only a single instance of Microsoft SQL Server database on the Historian server.
• The Microsoft SQL Server **Default** instance must be selected. Named instances of a SQL Server database are not supported by the Historian.

• Configure SQL Server to use any case-insensitive dictionary sort order.

• Configure SQL Server to use TCP/IP as its network protocol.
Setting Up the ArchestrA System Platform Web Server

Wonderware Information Server is the ArchestrA System Platform Web Content Server for factory information. Wonderware Information Server shows plant floor information obtained from HMI applications, alarm databases, I/O Servers, and the Wonderware Historian.

The following figure summarizes the typical data sources for information presented by Wonderware Information Server.

Users access information from Wonderware Information Server using Internet Explorer without additional hardware and software requirements.
Wonderware Information Server works with several technologies including Wonderware Historian, Microsoft SQL Server, Internet Information Services (IIS), .NET Framework, SharePoint Services, and Internet Explorer.

Installation Options
You can use Wonderware Information Server to view reports from a variety of data sources, including reports, documents, alarms, and historical and real-time information. You can also view and interact with InTouch application windows that have been converted for use on the web. These windows, called process graphics, show all graphics and animation with real-time links to the factory floor, just as they do in InTouch WindowViewer, but they do not require the InTouch HMI to be installed on the client computer.

You can select from the following features during the Wonderware Information Server install:

- **Information Server.** Consists of the core Wonderware web portal, which you use to manage security, licensing, data sources, process graphics, factory alarms, portal customization, access panels, and so on.

- **MultiViews.** Supports SharePoint Web Part Pages that can combine several distinct types of information together in the same web page, which is arranged in a specific layout.

- **ActiveFactory Reporting.** Allows you to generate reports from published Historian Client (previously known as ActiveFactory™) workbooks and trends.

- **ArchestrA Reporting.** Provides infrastructure and tools that extend SQL Server Reporting Services to better support report development and deployment.
• **Sample Content.** Includes sample configurations and reports to show the system’s capabilities and accelerate application development. The sample content includes a process graphics demo, a SmartSymbol display, content unit samples, and ArchestrA report samples.

• **ArchestrA License Server.** Provides support for licensing infrastructure on the Wonderware Information Server computer. An alternative is not to install this feature and use the License Server from a network location. You use the ArchestrA License Manager to set up a license server for Wonderware Information Server.

**Hardware and Software Requirements**

The following software must be installed on the web server computer before configuring Wonderware Information Server for initial use. The ArchestrA System Platform installation process will review your system configuration and will install the un-met prerequisites, including:

• Microsoft Internet Information Services (IIS) and ASP.NET
• Microsoft SQL Server
• Microsoft .NET Framework

SQL Server can be located anywhere on the same network. Depending on the Wonderware Information Server features you want to use, you must install the following additional software on the web server computer:

• To use MultiViews, you must install and configure Microsoft Windows SharePoint Services.
• To use ArchestrA Reports, you must install and configure Microsoft SQL Server Reporting Services.
• To use ActiveFactory Reporting, you must install Microsoft Excel.

For detailed information on hardware and software requirements for Wonderware Information Server, including required software versions, see the Wonderware Information Server Readme (Readme.html).
**Configuration Overview**

This getting started guide describes how to set up a basic installation of Wonderware Information Server that uses the minimum software requirements and includes these features:

- Core Wonderware Information Server
- ActiveFactory reporting
- Sample reports

To set up a basic installation, complete these steps in the following order:

1. Start with a clean Windows Server computer connected to the network.
2. Install Internet Information Services and ASP.NET. For instructions, see Install Internet Information Services (IIS) and ASP.NET on page 35.
3. Install Microsoft SQL Server.
4. Install Microsoft Excel.
5. Install the Wonderware Information Server product files as part of the ArchestrA System Platform 2012 installation program.
6. Configure the Wonderware Information Server installation. For instructions, see Configure the Wonderware Information Server Installation on page 36.
7. Install the License Server and product licenses. For instructions, see Install the Licenses on page 43.

It is assumed that you have a Historian Client (ActiveFactory) installation on your network that will serve as the source for reports. You can install Historian Client as part of the ArchestrA System Platform installation process.

This Getting Started Guide does not describe all of the installation scenarios available to you or provide detailed information on installation topics.
See the *ArchestrA System Platform Installation Guide* located in the root folder of the ArchestrA System Platform 2012 with InTouch 2012 product DVD for more information, such as:

- Using newer versions of Microsoft Windows Server and Microsoft SQL Server.
- Using a domain controller with Wonderware Information Server.
- Using non-standard firewall settings.
- Configuring a Wonderware Historian data source to use Windows authentication (vs. SQL Server authentication).
- Configuring access to Wonderware Historian data over HTTP.
- Installing and configuring MultiViews.
- Installing and configuring ArchestrA Reporting.
- Upgrading from a previous version of Wonderware Information Server.

**Install Internet Information Services (IIS) and ASP.NET**

After setting up Windows Server on your designated ArchestrA System Platform Web server, install Internet Information Services (IIS) and ASP.NET.

**To install IIS and ASP.NET**

1. Log on to the computer as an administrator.
2. Open the **Control Panel**, and then click on **Add or Remove Programs**.
3. Click **Add/Remove Window Components**. The **Windows Components Wizard** dialog box appears.
4. Select the **Application Server**, and then click **Details**.
5 Verify that ASP.NET and Internet Information Services (IIS) are selected.

6 Select Internet Information Services (IIS) and click Details.

7 Select the following subcomponents of Internet Information Services:
   - Common Files
   - Internet Information Services Manager
   - SMTP Service (this is a listed requirement for SharePoint Services, but Information Server can also work without this option installed)
   - World Wide Web Service

8 Click OK to return to the Windows Components Wizard dialog box.

9 Click Next to begin installing the subcomponents you selected. If requested, insert your Windows Server installation CD to complete the installation.

Configure the Wonderware Information Server Installation

You use the Configurator utility to set up Wonderware Information Server, such as creating the databases and configuring the pre-requisite software. The Configurator provides detailed feedback on the status of the configuration process.
You can run the Configurator as part of the ArchestrA System Platform installation process. You also can run the Configurator as needed after the installation.

**To configure the Wonderware Information Server**

1. Open the Configurator if it is not already open. On the **Start** menu on the Windows Taskbar, point to **Programs, Wonderware**, then to **Common**, and then click **Configurator**. The Configurator main window appears.

2. In the left pane, expand **Wonderware Information Server**. A list of Wonderware Information Server features appears. The icon to the left of the feature name shows the feature’s configuration status.

When you click a feature name, configuration options appear in the right pane.

Status and error messages appear in the window in the bottom right of the dialog box. For more information about a message, including possible actions you need to take, simply double-click the message text in the window.
3 Configure Information Server. For more information, see Configure the Core Wonderware Information Server on page 38.

4 Configure ActiveFactory Reporting. For more information, see Configure ActiveFactory Reporting on page 40.

5 Configure Sample Content. For more information, see Configuring Sample Content (Optional) on page 43.

6 When you are done, click Close.

**Configure the Core Wonderware Information Server**

The Configurator checks for and sets up the necessary pre-requisites before configuring the core Wonderware Information Server. For more information, see the *ArchestrA System Platform Installation Guide*.

**To configure the core Wonderware Information Server**

1 In the left pane, click Information Server. The configuration options appear in the right pane.

```
Web Configuration

Virtual Folder Name: Wonderware

Database Configuration

Server: SQLSERVER1
Authentication Mode: Windows
User Name: DOMAIN1\wisadmin
Password: ************

Application Account

User Name: DOMAIN1\wisadmin
Password: ************

License Status

Server License: UNKNOWN
Write Enable License: UNKNOWN

License Manager
```
2 In the **Virtual Folder Name** box, type the virtual folder name. The virtual folder name is the address you enter in Internet Explorer to access Wonderware Information Server. The virtual folder name is case-insensitive, can be any characters other than /,*,?, and \. The maximum length is 240 characters. For example, if you specified MyInfoServer, run-time users would type http://<computername>/MyInfoServer to access Wonderware Information Server.

3 In the **Database Configuration** area, specify the SQL Server host on which you want to create the Wonderware Information Server database that is used to store administration and configuration information. Do the following:

   a In the **Server** box, type the name of the SQL Server host.

   b Select the authentication mode you want to use. Click **Windows** to log on to SQL Server using your current Windows login account, or click **SQL** and type your SQL Server username and password. The account you specify must be an administrative SQL Server account.

   **Note** This account information is only used by the installation to create the administration database. It is not stored on the computer in any way or used by the Wonderware Information Server at any later time.

4 In the **Application Account** area, type the user account information used by portal components to log on and run as Windows services. The account you specify must have sufficient rights on the domain to retrieve a list of domain users. Otherwise, domain users do not appear in the **User Manager** page of Wonderware Information Server.

5 In the **License Status** area, verify the licensing status. If no valid license is found, click **License Manager** to install the license. For more information, see Install the Licenses on page 43.
6 Click **Configure**. A green check appears in the left pane when Wonderware Information Server is successfully configured.

**Configure ActiveFactory Reporting**
The Configurator checks for and sets up the necessary pre-requisites before configuring ActiveFactory Reporting. For more information, see the *ArchestrA System Platform Installation Guide*.

**Note** Be sure that Microsoft Excel is not running while you configure ActiveFactory Reporting.

**Note** ActiveFactory Reporting does not support a data source that uses Windows authentication.

**To configure ActiveFactory Reporting**
1. Open the Configurator utility.
2. In the left pane, click **ActiveFactory Reporting**. The configuration options appear in the right pane.

The pre-requisites are checked.

3. In the **Virtual Folder Name** box, type the report web site name.
4 In the **Historian Data Source** area, specify the name of the Wonderware Historian to use as the source of report data. You can either select an existing data source from the list or click **Define New Historian Data Source** to define a new one. For more information, see Defining a New Historian Data Source on page 42.

5 In the **Historian Configuration** area, provide an administrative SQL Server account that the Configurator will use to log on to the Wonderware Historian and configure the database to support ActiveFactory Reporting. This account is not saved and is not used post configuration.

6 Click **Configure**. A green check appears in the left pane when ActiveFactory Reporting is successfully configured.
Defining a New Historian Data Source
You can define a new Wonderware Historian data source using the Configurator. The instructions provided in this section describe how to add a simple data source.

To define a new Historian data source
1. In the configuration pane, click Define New Historian Data Source.
   The New Historian DataSource Form page appears.

2. Specify the Historian data source. Do the following:
   a. In the Data Source Name box, type name of the Wonderware Historian as you would like it to appear for Wonderware Information Server users.
   b. In the Database Server Name box, type the name of the Wonderware Historian.
   c. In the Database Name box, type Runtime.
3. Provide a valid SQL Server user name and password in the Historian User Name and Historian User Password boxes.
4 Accept the default values for the remaining options.
5 Click OK.

**Configuring Sample Content (Optional)**
At your option, you can add and configure the sample content during installation.
The Configurator will add and configure the following sample content:
- FactorySuite database
- Data Sources
- Process Graphics
For the Process Graphics sample to update the live data, you must run InTouch WindowViewer™ on the Wonderware Information Server computer.
For the Trend Content Units to work, the ActiveFactory Reporting feature must be installed and configured.

**Install the Licenses**
The License Server is installed by default as part of Wonderware Information Server. You must run the ArchestrA License Manager to install the required licenses.

**To install the licenses**
1 Start the the ArchestrA License Manager from the Configurator or from the Start menu. License Manager will ask for a license file (.lic) to install.
2 Select the ArchestrA.lic license file and click OK.
3 Select the ArchestrAServer.lic license file and click OK.
4 Repeat the selection process for all available license files.
5 The **Configure Named User/Device Licenses** dialog box may or may not appear, depending on the license you are installing. If it appears, continue to Step 6.
6 Click **Copy to Clipboard** then click **Edit Option File**.
   You will be asked to create the options file, which will be called **Wonderware.opt**.

7 Click **Yes** and paste the contents of the clipboard into the **Wonderware.opt** file.

8 Paste the command template in the **Wonderware.opt** file and modify the INCLUDE statements for each of the named device or named user license component.

9 **Save** the changes and **Exit** after making your changes.

10 Restart the license server to propagate the information in the license:
   - In the License Manager browser, right click the server and select **Stop License Server** from the popup menu. If this item is disabled, then the server is already stopped.
   - Right click the server again and select **Start License Server** from the popup menu.
You can go to the Wonderware Information Server home page using the **Start, All Programs** menu. The Wonderware Information Server home page is automatically created after installing and configuring the Wonderware Information Server. The home page has pre-configured links to administration and runtime functions.

The default URL to the Wonderware Information Server web site is:

```
http://<WebServer>/<VirtualDirectoryName>
```

where

*<WebServer>* is the name of the web server on which Wonderware Information Server is installed and

*<VirtualDirectoryName>* is the virtual directory name chosen for Wonderware Information Server at the time of configuration. The default name for this virtual directory is "Wonderware."
Setting Up the ArchestrA System Platform Web Server
Creating an Application

This section provides an overview of how to create an application with the ArchestrA IDE located on the ArchestrA System Platform Development Studio. You can create both visualization applications with the InTouchHMI or object applications with the ArchestrA IDE.

For more information and a complete description of how to create an application, see the Wonderware Application Server User’s Guide located on your software DVD.

This booklet explains the basic procedures necessary to create a production application with application objects. If you want to learn more about creating visualization applications, see the InTouch HMI Getting Started Guide included in your InTouch distribution case.

Here are the major tasks to create a basic ArchestrA application with objects:

- Create a plant model that represents your actual production processes.
- Build your deployment infrastructure with ArchestrA system objects.
- Create your plant process by adding Application objects to your Model view.
- Configure your system and application objects to save historical data to the Wonderware Historian.
- Deploy the Galaxy containing your application objects.

The remainder of this section explains how to complete these tasks to create an ArchestrA application with automation objects.
Creating a Plant Model

With the ArchestrA System Platform Development Studio, you can create a working model of your plant manufacturing environment. A plant model consists of objects that represent your actual plant. You configure these objects to your own specifications and create templates from them that you can propagate from one area to another. After you create your plant model, applications can be easily extended or replicated based on the model you created.

Here are the basic steps to create a plant model:

- Create a template toolset to store your derived templates.
- Derive a template from the $Area object.
- Derive instances from your derived Area template.
- Arrange the area instances to model your plant layout.
- Create application object templates and instances.
- Arrange the application object instances within the model view to match your plant layout.

To create a template toolset
1. Open the ArchestrA IDE on your Development Studio server.
2. Click Template Toolbox tab.
3. Right-click on the Galaxy you created earlier and select New Template Toolset from the action menu to create a toolset.
4. Assign a name to your template toolset.

To derive a template from the $Area object and create Area instances
1. In the Template Toolbox, right-click on the $Area template and select New, and then Derived Template.
2. Right-click on the derived template and select Rename to assign a name to it.
3. Move your derived Area template to the template toolset you created earlier.
4. Click the Model tab to show the Model view.
5 Create a new instance of your derived Area template by dragging it from your template toolset and dropping it in the Model view.

The new Area instance appears beneath your Galaxy in the Model view.

6 Assign a new name to the derived Area instance you created.

7 Repeat steps 2 through 6 to create other instances of your Area template needed to represent all areas of your plant model.

8 From the Model view, drag those instances you want to be sub-areas by dropping them on the area instances that will contain them.

Creating Application Objects

Application objects represent actual objects in your production environment. There are different types of Application objects based on the types of data associated with their attributes. Also, you assign application objects to specific areas within your model that represents your actual production process.

Follow the same general procedural steps you used to create your areas within your plant model.

1 Derive a template from a base application template.

2 Rename your derived application object template and place it in your template toolset.

3 Move the application template to the Model view.

The instance appears in the Unassigned Area of the Model view.

4 Edit the application object instance and assign values to the object’s attributes.

The next section explains how to configure your application instances to save historical data to the Historian.
Saving Historical Data from Application Objects

Your Galaxy can be configured to store history data to one or more ArchestrA System Platform Historians that are part of the same network. Each application engine in the Galaxy is configured with the node name of the Historian server stored as an attribute of the application engine.

Wonderware Historian requires a Historian tag to be configured in its database for each attribute whose values will saved as historical data by an Automation object. There is a one-to-one relationship between an object’s attribute and a tag in Wonderware Historian.

Here is a summary of the main steps to save historical data from ArchestrA automation objects:

- Configure a WinPlatform object to use a Store & Forward folder.
- Configure an AppEngine object to save data to the Historian.
- Configure an automation object to save attribute values to the Historian.

The following procedures explain how to complete these steps.

To configure a WinPlatform Object Store & Forward folder

1. Double-click on an instance of a WinPlatform object to open the configuration editor.
2. In the Network address box, type the node name of the computer containing the Store & Forward folder.
3. In the History Storeforward directory box, type the folder path and name of the Store & Forward folder.
4. Click Save and then Close.
5. Check in the WinPlatform object.
To configure an AppEngine object to save historical data

1. Double-click on the AppEngine instance to open the configuration editor.
2. Select the **Enable storage to historian** check box.
3. In the **Historian** box, type the node name of the Historian server.
4. Click **Save** and then **Close**.
5. Check in the AppEngine instance.

To configure an automation object to save historical data

1. Select an automation object whose attribute values you want to save to the Historian. The configuration editor appears.
2. Click the configuration editor tab containing the **Historize** area.
3. Set values to the historical attributes of your automation object.
4. Click **Save** and then **Close**.
5. Check in the automation object.

**Deploying your Galaxy**

Deploying your Galaxy copies the objects you created from the ArchesrA IDE to your ArchesrA System Platform run-time environment.

You deploy object instances to place an application into production, to process your plant data, or update an existing application.
Here are the major tasks to deploy your Galaxy:

- Create an instance of the $WinPlatform system object.
- Create an instance of the $AppEngine system object.
- Create an instance of the $Area system object.
- Assign the System objects to areas in the Model view.
- Create a deployment model by assigning your areas to their respective AppEngine instances in the Deployment view.
- Deploy your Galaxy.

To create a $WinPlatform object

1. In the Template Toolbox, derive a template by right-clicking on the $WinPlatform system object and select New, and then Derived Template.
   A new derived WinPlatform object appears in the Template Toolbox.
2. Right-click on your derived WinPlatform template, select Rename, and then type a new name for it.
3. Move your derived template to your template toolset that you created earlier.
4. Derive a new instance from the derived WinPlatform object. The new instance appears in the Unassigned Area of the Model view.
   The instance appears in the Unassigned Area of the Model view.
5. Assign a new name to the WinPlatform instance in the Model view.
6. Drag the WinPlatform instance to the area of your plant model that contains all other areas you created.
7. Edit the WinPlatform instance and assign any instance-specific information like the node name.
To create an $AppEngine object
1 In the Template Toolbox, derive a template by right-clicking the $AppEngine system object and select New, and then Derived Template.
A new derived AppEngine object appears in the Template Toolbox.
2 Edit the derived template and specify any standard template information.
3 Right-click on your derived AppEngine template, select Rename, and then type a new name for it.
4 Derive a new instance from the derived AppEngine object.
The new instance appears in the Unassigned Area of the Model view.
5 Edit the AppEngine instance within any instance-specific information, such as the name of the Wonderware Historian node.

To create an $Area object
1 In the Template Toolbox, derive a template by right-clicking the $Area system object and select New, and then Derived Template.
2 A new derived Area object appears in the Template Toolbox.
3 Edit the derived template and specify any standard template information.
4 Right-click on your derived Area template, select Rename, and then type a new name for it.
5 Derive a new instance from the derived Area object.
The new instance appears in the Model view below the Unassigned Area.
6 Edit the Area instance within any instance-specific information.

The system objects instances you created need to be assigned to their areas within the Model View. The next procedure explains the step to assign WinPlatform and AppEngine objects to your deployment model.
To create the Deployment model

1. Select the **Deployment** tab to show the Deployment view.

   The Deployment view shows the areas, system objects, and application objects you created earlier.

   The Area you created will appear under **Unassigned Host**.

2. Drag the AppEngine instance to the area in which you placed the WinPlatform instance.

3. Drag your areas to their respective AppEngine instances. You should see a hierarchy.

4. Drag your AppEngine instance and drop it on the area that represents your platform.

5. Select all other areas and assign them to the AppEngine instance.

   You should see a hierarchy of the AppEngine instance beneath your platform object. All other areas should be indented beneath the AppEngine instance.
To deploy your Galaxy

1. On the Deployment view, right-click your platform instance, and then select **Deploy**. The **Deploy** dialog box appears.

   ![Deploy dialog box](Image)

   The **Cascade Deploy** check box should be selected by default.

2. Keep the default values of the **Deploy** dialog box and click **OK**. The dialog box shows the progress of the deployment.

3. Click **Close** when the Galaxy has been deployed. After you deploy your application, the Model and Deployment views show your instances in their deployed state.
Getting More Information

The ArchestrA System Platform library consists of a set of online books and help. Each Wonderware product that is part of ArchestrA System Platform includes individual documentation about using the product.

ArchestrA System Platform documentation is offered in two different media:

- Portable Document File (PDF), which can be viewed with Adobe® Reader®. Each book is included on the product installation DVD as a PDF file.
- Online help, which can be viewed while an application is running.

The PDF books and online help include a table of contents, an index, and a search function to find information quickly.

Wonderware product information uses a task-based approach. This means that books and help are organized by the typical tasks to install, configure, and use a Wonderware product.

Getting More Information About Wonderware Application Server

The following table describes the Application Server documentation library, delivered as PDFs. Online help is available from within the application.

<table>
<thead>
<tr>
<th>Publication Name (file name)</th>
<th>Description</th>
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<tbody>
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<tr>
<td>---------------------------------------------</td>
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</tr>
<tr>
<td>Application Server Scripting Guide (Scripting.pdf)</td>
<td>Reference for the scripting language in Application Server.</td>
</tr>
<tr>
<td>Guide to the ArchestrA Alarm Control (aaAlarmClientControl.pdf)</td>
<td>Explains how to configure the alarm control (client) to show current and historical alarms and events in a grid.</td>
</tr>
<tr>
<td>Guide to the ArchestrA Trend Client (aaTrendClient.pdf)</td>
<td>Explains how to configure a chart to trend real-time data values.</td>
</tr>
<tr>
<td>Galaxy Database Manager User’s Guide (galaxymanagement.pdf)</td>
<td>Explains how to backup and restore the Galaxy database.</td>
</tr>
<tr>
<td>Log Flag Editor Utility Guide (LogFlagEditor.pdf)</td>
<td>Explains how to turn on and off certain diagnostics logging messages.</td>
</tr>
<tr>
<td>Publication Name (file name)</td>
<td>Description</td>
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<tr>
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</tr>
<tr>
<td><strong>Wonderware ArchestrA License Manager Guide</strong> (LicenseManagerGuide.pdf)</td>
<td>Explains how to use the ArchestrA License Manager to manage the license required for the running application.</td>
</tr>
<tr>
<td><strong>InTouch HMI and ArchestrA Integration Guide</strong> (ITAAIntegration.pdf)</td>
<td>Explains how you can use the ArchestrA Integrated Development Environment (IDE) to manage InTouch applications so that you can use symbols you create in the ArchestrA Symbol Editor. This guide is available on the InTouch HMI installation CD.</td>
</tr>
<tr>
<td><strong>ArchestrA GRAccess Toolkit API User's Guide</strong> (GRAccess.pdf)</td>
<td>Explains how to use the GRAccess programmable object model to configure an ArchestrA Galaxy in .NET and COM.</td>
</tr>
<tr>
<td><strong>MXAccess Toolkit User's Guide</strong> (MXAccess.pdf)</td>
<td>Explains how to use the MXAccess programmable object model to write .NET and COM programs that automate reading and writing data values in the attributes of ArchestrA objects.</td>
</tr>
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## Getting More Information About InTouch HMI

The following table describes the InTouch documentation library, delivered as PDFs. Online help is available from each application.

<table>
<thead>
<tr>
<th>Publication Name (file name)</th>
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</thead>
<tbody>
<tr>
<td><strong>The InTouch HMI Concepts and Capabilities Guide (ITConcepts.pdf)</strong></td>
<td>Describes all of the features and main concepts in the InTouch HMI without going too deep into the technical and procedural details.</td>
</tr>
<tr>
<td><strong>The InTouch HMI Application Management and Extension Guide (ITAppManagement.pdf)</strong></td>
<td>Describes how to create and manage InTouch applications locally and in a network environment. It also covers application-level functionality, such as security. This guide describes how to run an InTouch application in different environments, such as with Terminal Services, on a Tablet PC, and using multiple monitors.</td>
</tr>
<tr>
<td><strong>The InTouch HMI Data Management Guide (ITDataManagement.pdf)</strong></td>
<td>Describes how to work with data items in the InTouch HMI and connect your application to the physical devices in your plant environment.</td>
</tr>
<tr>
<td><strong>The InTouch HMI Visualization Guide (ITVisualization.pdf)</strong></td>
<td>Describes how to develop the graphical operator interface of an InTouch application. This guide includes information on how to create visualization windows, how to draw and animate graphic elements, and how to use wizards and ActiveX controls in your application.</td>
</tr>
<tr>
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<td>Description</td>
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<tr>
<td><strong>The InTouch HMI SmartSymbols Guide</strong> (ITSmartSymbols.pdf)</td>
<td>Describes how to create reusable templates for graphic symbols that can save you a lot of engineering time and effort.</td>
</tr>
<tr>
<td><strong>The InTouch HMI and ArchestrA Integration Guide</strong> (ITAAIntegration.pdf)</td>
<td>Describes how to integrate the InTouch HMI and ArchestrA technology to develop more robust applications that use richer graphics.</td>
</tr>
<tr>
<td><strong>The InTouch HMI Alarms and Events Guide</strong> (ITAlarmsandEvents.pdf)</td>
<td>Describes how to configure alarms for your data items, how to view and acknowledge alarms, and how to use the alarm clients and utilities supplied with the InTouch HMI.</td>
</tr>
<tr>
<td><strong>The InTouch HMI Scripting and Logic Guide</strong> (ITScriptsandLogic.pdf)</td>
<td>Describes how to write scripts in the InTouch HMI to automate common tasks and processes. This guide includes a reference of the InTouch scripting language and functions.</td>
</tr>
<tr>
<td><strong>The InTouch HMI Supplementary Components Guide</strong> (ITSupplementary.pdf)</td>
<td>Describes software components that you can optionally install and use with the InTouch HMI. You can set up connectivity to SQL databases, do statistical process control, trend data, and manage recipes. The supplementary components also include a library of symbols, such as meters, valves, and pumps.</td>
</tr>
<tr>
<td><strong>InTouch HMI Documentation Addendum</strong> (ITAddendum.pdf)</td>
<td>Contains recent updates to the InTouch documentation.</td>
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</table>
Getting More Information About the Wonderware Historian

The following table describes the Wonderware Historian documentation library, delivered as PDFs. Online help is available from within the application.

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<tr>
<td><strong>Wonderware Historian Concepts Guide</strong></td>
<td>This guide provides an overview of the entire Wonderware Historian system and describes each of the subsystems in detail.</td>
</tr>
<tr>
<td>(HistorianConcepts.pdf)</td>
<td></td>
</tr>
<tr>
<td><strong>Wonderware Historian Administration Guide</strong></td>
<td>This guide describes how to administer and maintain an installed Wonderware Historian, such as configuring data acquisition and storage, managing security, and monitoring the system.</td>
</tr>
<tr>
<td>(HistorianAdmin.pdf)</td>
<td></td>
</tr>
<tr>
<td><strong>Wonderware Historian Database Reference</strong></td>
<td>This guide provides documentation for all of the Wonderware Historian database entities, such as tables, views, and stored procedures.</td>
</tr>
<tr>
<td>(HistorianDatabase.pdf)</td>
<td></td>
</tr>
<tr>
<td><strong>Wonderware Historian Glossary</strong></td>
<td>This guide provides definitions for terms used throughout the documentation set.</td>
</tr>
<tr>
<td>(HistorianGlossary.pdf)</td>
<td></td>
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## Getting More Information About the Wonderware Information Server

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<tr>
<td><strong>Wonderware Information Server Administration Guide</strong> (WISAdminGuide.pdf)</td>
<td>This guide describes how to install Wonderware Information Server, administer and maintain an installed Wonderware Information Server, and how to access factory information over the internet/intranet through Wonderware Information Server. The installation section includes hardware and software requirements and migration instructions. The administration section includes information on configuring data sources, managing security, and performing customizations, accessing factory information over the internet/intranet through the Wonderware Information Server, and using the TableWeaver and reporting features.</td>
</tr>
<tr>
<td><strong>Wonderware Information Server Win-XML Exporter Guide</strong> (WISExporter.pdf)</td>
<td>This guide describes how to use the Wonderware Information Server Win-XML Exporter to convert InTouch application windows to web pages, and publish them to the Wonderware Information Server software. This guide also describes how to best design InTouch windows so that they can be successfully converted.</td>
</tr>
<tr>
<td>Publication Name (file name)</td>
<td>Description</td>
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| **ArchestrA Web Exporter Guide**  
(aaWebExporter.pdf) | This guide describes how to use the ArchestrA Web Exporter to publish ArchestrA Symbols and InTouch Windows to Wonderware Information Server. This guide also describes how to add, delete and modify WindowSets and TableWeaverSets of the project and preview them in the preview window of the ArchestrA Web Exporter. |
Getting Technical Support

Wonderware Technical Support consists of a global team of qualified Certified Support Providers. If you have questions or concerns about ArchestrA System Platform, contact Wonderware Technical Support.

**Telephone:**  
U.S. and Canada  
**800-966-3371**  
7 a.m. to 5 p.m Pacific Time  
Outside the U.S. and Canada  
**949-639-8500**

For local support in your language, contact a Wonderware-certified support provider in your area or country.  
Refer to the following web address for a local distributor or sales office in your area:  
http://us.wonderware.com/aboutus/contactsales

**Fax:**  
**949-639-1545**

**E-mail:**  
Customer First members, send an e-mail message to our priority address:  
custfirstsupport@wonderware.com  
Customers without a support agreement, send an e-mail message to:  
wwsupport@invensys.com

**Web:**  
Registered customers, submit your questions to our Support web site.  
Refer to the following web site for instructions to register for Wonderware technical support:  
Getting Product Training

Wonderware offers a training course for ArchestrA System Platform and individual courses for the products that make up ArchestrA System Platform. Training courses are held at our training facilities in Lake Forest, California, as well as at regional offices worldwide. On-site customer training programs are also available at your site.

**Telephone:** U.S. and Canada 866-998-7246

Outside the U.S. and Canada 949-639-8508

**Mail:** Wonderware/Invensys Systems
26561 Rancho Parkway South
Lake Forest, CA 92630
Attn: Training Department

**E-mail:** training.wonderware@invensys.com

**Web:** For training in your language, contact a Wonderware-Certified Training Provider in your area or country. Refer to the following web address that lists Certified Training Providers in various countries:
http://global.wonderware.com/EN/Pages/WonderwareContactTraining.aspx

You can view Wonderware’s current training schedule and register for classes at:
http://global.wonderware.com/EN/Pages/WonderwareTrainingOpportunities.aspx

You can also send an e-mail message or contact us by phone for more information about training fees, class length, materials, and logistics.