Installing and Commissioning of Process Historian/Information Server in the PCS 7 Environment

SIMATIC PCS 7

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Preface

Objective of this Document

This document describes, step by step, the workflow on how to install and implement the Process Historian (PH) and the Information Server (IS) within a PCS 7 environment.

Furthermore you will learn how the PH and IS are put into service and, additionally, how you can handle potential troubleshooting.

Core contents

The following main points are described in detail:

- Installation requirements
- Installation of the Operator Station
- Installation of the Process Historian and Information Server
- Commissioning of the installed systems
- A few scenarios and instructions on what can be checked and done if problems arise

Validity

The application description has been created with:

- SIMATIC PCS 7 V8.0 Upd1
- Process Historian V8.0 Upd1
- Information Server V8.0 Upd1

The application description is in principal transferable to:

- SIMATIC PCS 7 V8.0 SP1
- Process Historian 2013
- Information Server 2013
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1 Introduction

This document is based on the following PCS 7 configuration:

Figure 1-1: Overview of the installation task

Operating System and Hardware
For configurations with up to three OS Servers and up to 3000 stored archive values per second in total on the PH it is recommended to use as a hardware base an IPC 847C.

The IPC 847C can be ordered from the PCS 7 V8.0 Catalog as a server machine.

Example
Article number: 6ES7660-2BH68-1DA6
- IPC 847C
- Server2008R2 64Bit
- 1TB Raid5, Hardware Raid5 3 x 1TB
- 100 GB SSD Drive
- 8 GB SDRAM
- Redundant power supply

The Raid 5 disk system has a storage capacity of about 1.8 TB. If you store 1000 tags/s, the disk’s data storage capacity will be good for about 200 weeks. It is possible to perform segmented database backups with the help of the Process Historian Management Console. After backup of the database segments, the relevant data can be deleted from the PH disk, so as to regain free space on the hard drive.

It is possible to use the delivered A1 restore DVD to restore the Operating System Windows Server 2008 R2 64 Bit.

After having restored the Operator System it is possible to install a Process Historian / Information Server with the help of the PCS 7 V8.0 DVD.
NOTE

We recommend installing the operating system and PH / IS software on the 100 GB SSD drive and storing the runtime data on the Raid 5 disc system.

For tag loads of more than 3,000 values/s we recommend the use of a PCS 7 Premium Server or a Fujitsu Siemens Primergy Server as described in the Process Historian Installation Notes.

General installation rules

- The computer name of the PH cannot be “HIST” or “HISTORIAN”, because the SQL Server instance is also named “Historian” by default. Otherwise, the database wizard will probably not run because of SQL Server problems.
- The computer name of the IS cannot be „INFSERVER“, because the SQL Server instance is also named “Infserver” by default and this could cause functional problems.
- All PCS 7 machines should be installed with the same administrator user name and password.

Please read also the PH and IS installation notes and manuals (see chapter 6 “Appendix”).
2 Installation of the Operator Station

2.1 Installation requirements

NOTE The installation requirements regarding the Operating System for an OS Server or an OS Single Station must be fulfilled.

NOTICE The computer SID is a unique security identifier. The Process Historian identifies the OS systems on the basis of their computer SID. Computer, which own the same computer SID and which store data on the PH, cannot be identified unique by the PH. This can lead to malfunctions on the PH.

In cases of cloned computers, the SIDs are not aligned automatically.

Unique computer SIDs are required for faultless functionality in the PCS 7 environment.

2.1 Installation requirements

One can check the installation requirements in the Manual “PC configuration and authorization”.

Additionally one must check the PCS 7 readme file for the latest Information.

The installation notes of the component „PHReady“ must also be checked. One can find the installation notes on the product DVD in the path „<DVD drive>\DVD_2\26_ProcessHistorian___V8.0+Upd1\PHready\InstallNotesPRHIenUS“.

2.2 Introduction

PCS 7 OS Servers and OS Single Stations of PCS 7 V8 are able to store data on the PH in a long term manner. Therefore an additional installation called PH-Ready is necessary to enable the OS Station to communicate with the PH.

There are two installation procedures available:

1. Installing an “OS Server for Process Historian”
2. Additional installation of “ProcessHistorian Ready Component” to an existing OS Server / Single Station

After having installed the PH ready component on the Operator Station a service called CCCAPHSERVER service is installed, which handles the communication to the PH.
2.3 Installation Procedure “OS Server for Process Historian”

1. Put the PCS 7 DVD 1 into the DVD drive.
2. The PCS 7 setup will be started automatically.
3. The installation can also be started with a double click on the “Setup” application from the PCS 7 DVD 1. The Setup application can be found in the DVD root directory. This setup is named “PCS 7 Frame setup” and all PCS 7 components can be chosen via this Setup application.
4. Choose the setup language. Click “Next”.

5. Click “Next” in the “Welcome Screen”.
6. Read the Product notes and click on “Next”.

Figure 2-1

![Setup Screen](image)
2 Installation of the Operator Station

2.3 Installation Procedure “OS Server for Process Historian”

7. Accept the setup agreements. Click “Next”.

Figure 2-2

8. Choose the setup type “Install” if you install the OS Station from the scratch. Click “Next”.

9. Enter the user information “Name” and “Company”. Click “Next”.

10. Choose the setup type “Package installation”. Click “Next”.
Installation of the Operator Station

2.3 Installation Procedure “OS Server for Process Historian”


Figure 2-3

The OS Server software plus the “ProcessHistorian Ready Component” will be installed.

12. The PCS 7 components to be installed are shown in a splash screen. Click “Next”.
2 Installation of the Operator Station

2.3 Installation Procedure “OS Server for Process Historian”

13. Accept the license agreement and click “Next”.

Figure 2-4

14. Accept the system settings and click “Next”.

15. Click on the “Install” button.

16. Wait until the installation is completed.

17. Reboot the machine.
2 Installation of the Operator Station

2.3 Installation Procedure “OS Server for Process Historian”

18. After having rebooted the machine the CCCAPHServe Service Configuration Wizard will start. Click on “Next”.

Figure 2-5

![Service Configuration Wizard](image)

19. Enter the same user name and password as used for the PH installation and click on “Next”.

Figure 2-6

![Service Configuration Wizard](image)
2 Installation of the Operator Station

2.3 Installation Procedure “OS Server for Process Historian”

20. Click on “Finish”.

**Result**

The Service “CCCAPHServer” has been installed on the OS and runs with the necessary credentials.
2.4 Installation Procedure “OS Single Station for Process Historian”

The installation procedure is similar to the installation of the “OS Server for Process Historian”. In the dialog “Program Packages” you have to choose the option “OS Single Station for Process Historian”.

Figure 2-9
2.5 Installation Procedure of “ProcessHistorian Ready”

The installation procedure is similar to the installation of “OS Server for Process Historian”, except that the option “User-defined installation” should be selected.

In the dialog “Programs”, choose the option “ProcessHistorian Ready Component”.

![Figure 2-10](image1)

![Figure 2-11](image2)
3 Installing the Process Historian / Information Server

3.1 Installation Requirements PH

The installation requirements regarding the PH must be fulfilled. The requirements can be found in the document “InstallNotesPRHienuS.chm”.

One can find the install notes on the product DVD in the folder <DVD drive>:\DVD_2\26_ProcessHistorian\V8.0+Upd1\PHServer”.

NOTE

The installation requirements regarding the IS must be fulfilled. The requirements can be found in the document “InstallNotesINFSVenuS.chm”.

One can find the install notes on the product DVD in the folder <DVD drive>:\DVD_2\27_InformationServer\V8.0+Upd1\ISClient” and <DVD drive>:\DVD_2\27_InformationServer\V8.0+Upd1\ISServer”.

NOTE

The computer SID is a unique security identifier. The Process Historian identifies the OS systems on the basis of their computer SID.

Computer, which own the same computer SID and which store data on the PH, cannot be identified unique by the PH. This can lead to malfunctions on the PH.

In cases of cloned computers, the SIDs are not aligned automatically.

Unique computer SIDs are required for faultless functionality in the PCS 7 environment.

Also the PH/IS machine needs a unique SID.

NOTICE

The Process Historian and Information Server can be installed on the same computer or on two separate machines. If PH and IS are installed on the same computer, the installation requirements and settings for both systems must be fulfilled. This document refers to the combined installation of PH and IS.

3.1 Installation Requirements PH

- A Process Historian server can run on Windows Server 2008 R2 SP1 64-bit in the Standard and Enterprise editions.
- Process Historian requires the Microsoft Message Queuing services.
- Sufficient free storage space must be available on the PC for Process Historian Server installation.
- DotNet Framework 4.0. The DotNet Framework 4.0 will be installed during PH Setup. The setup program checks the availability of a DotNet Framework 3.5. DotNet Framework 3.5 must be installed before the installation of PH and IS.

3.2 Installation Requirements IS

The Information Server can be installed on different systems.
The following table lists the Microsoft operating systems and software components.

Table 3-1

<table>
<thead>
<tr>
<th>Software</th>
<th>Logical address width</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Server 2003 SP2</td>
<td>32-bit</td>
</tr>
<tr>
<td>Windows Server 2008 SP2</td>
<td>32-bit</td>
</tr>
<tr>
<td>Windows 7 SP2</td>
<td>32-bit and 64-bit</td>
</tr>
<tr>
<td>Windows Server 2008 R2 SP1</td>
<td>64-bit</td>
</tr>
</tbody>
</table>

- The Information Server requires the Microsoft Message Queuing services.
- The Information Server requires Internet Information Services (IIS).
- DotNet Framework 4.0. The DotNet Framework 4.0 will be installed during PH Setup. The setup program checks the availability of a DotNet Framework 3.5. DotNet Framework 3.5 must be installed before the installation of PH and IS.
- Visual Studio Tools for Office (VSTO Runtime)
  - Since PCS 7 V8.0 SP1 the component VSTO is installed automatically by the PCS 7 setup.

### 3.3 Installation Requirements IS Client

#### 3.3.1 Internet Explorer IS Client requirements

- The same operating systems as for the Information Server are supported.
- Internet Explorer V8.0
- Internet Explorer V9.0

#### 3.3.2 Office IS Client requirements

- The same operating systems as for the Information Server are supported.
- Information Server Office add-in (Office add-in requires VSTO Runtime)
- Visual Studio Tools for Office (VSTO Runtime)
- Internet Explorer V8.0
- Internet Explorer V9.0
- Visual Studio Tools for Office (VSTO Runtime)
- Since PCS 7 V8.0 SP1 the component VSTO is installed automatically by the PCS 7 setup.

Supported Office versions

- Microsoft Office 2003 SP3 (32 Bit)
- Microsoft Office 2007 SP2 (32 Bit)
- Microsoft Office 2010 SP1 (32 Bit)
3 Installing the Process Historian / Information Server

3.4 Installation of Microsoft Message Queuing

3.4 Installation of Microsoft Message Queuing

The Process Historian implements the Microsoft Message Queuing services which are part of the operating system. MS Message Queuing, however, is not included in the standard Windows installation and must be installed separately, if required. The Windows installation CD is required to complete the installation.

Note

In principle, Process Historian is enabled for operation within a domain or workgroup. Please note, however, that domain group policies and restrictions in the domains may hamper installation. In this case, remove the computer from the domain before installing Microsoft Message Queuing, Microsoft SQL Server 2005 and WinCC. Log on to the computer concerned locally with administrator rights. Carry out the installation. After successful installation, the WinCC computer can be registered in the domain again. If the domain group policies and domain restrictions do not impair the installation, the computer does not need to be removed from the domain during installation. Note however that domain group policies and restrictions in the domain may also affect proper operation. If these restrictions cannot be overcome, operate the WinCC computer in a work group. If necessary, contact the domain administrator.

Further information about configuration of a domain group and user group see in the entry under “Integration in a domain”:

3 Installing the Process Historian / Information Server

3.4 Installation of Microsoft Message Queuing

Procedure for Windows Server 2008 R2 SP1

1. Select “Start > Administrative Tools > Server Manager” to start the Server Manager.

2. Click “Features” with your right mouse button. Choose “Add Features” from the context menu.
3. Activate the option "Message Queuing", and the sub-options "Message Queuing Services" and "Message Queuing Server".

Figure 3-3
3.5 Installing the Internet Information Server (IIS)

This description is for Windows Server 2008 R2 64 Bit.

Requirement
You are logged on as administrator.

Procedure
1. Select "Start > Administrative Tools > Server Manager".
2. Right mouse click on "Roles", choose Menu "Add Roles".

![Add Roles Wizard](image1)

3. Choose "Server Roles Menu" in the dialog “Add Roles Wizard” and check "Web Server (IIS)".

![Add Roles Wizard](image2)
3 Installing the Process Historian / Information Server

3.5 Installing the Internet Information Server (IIS)

4. Click on the “Next” button.
5. Choose the menu item “Role Services”.
6. Activate under "Web Server(IIS) > Role Services > Application Development”.
   - .NET Extensibility
   - ASP.NET
   - ISAPI Extensions
   - ISAPI Filters

Figure 3-6
3 Installing the Process Historian / Information Server

3.5 Installing the Internet Information Server (IIS)

7. Activate under "Web Server(IIS) > Role Services > Security"
   - Basic Authentication
   - Windows Authentication

Figure 3-7

8. Click on the "Next" button.
9. Click on the "Install" button.

Result

The Internet Information Service (IIS) has been installed.

NOTE

If the Internet Information Service (IIS) is installed on an operating system other than Windows 2008 R2 SP1, the procedure may deviate from the above description. The Process Historian installation notes include a description on how the IIS can be installed if other operating systems are used.
3 Installing the Process Historian / Information Server

3.6 Installing DotNet Framework 3.5

Procedure

1. Select "Start > Administrative Tools > Server Manager".
2. Right mouse click on “Features”, choose the menu item “Add Features”.

Figure 3-8

4. Click on the button “Add Required Features”.

Figure 3-9

5. Click on “Next”.
6. Click on “Install”.

Result

The DotNetFramework 3.5.1 has been installed.
3.7 Internet Explorer Settings for the IS

Procedure

1. Open the MS Internet Explorer. Right mouse click on the Internet Explorer icon > “Run as Administrator”.
2. Select “Tools > Internet Options”.
3. Select the “General” tab and define the homepage “http://<Computer Name>/Informationserver”. (Use this setting if the IS web application is configured as a virtual directory).

Figure 3-10
3 Installing the Process Historian / Information Server

3.7 Internet Explorer Settings for the IS

4. Select the “Security” tab.

Figure 3-11

![Internet Options Security Tab](image)

5. Click on “Trusted sites” and add “http://<Computer Name of Informationserver>” to the trusted sites.

Figure 3-12

![Trusted Sites](image)

6. “Enable Protected Mode” mustn’t be checked.
7. Click on the button “Custom level in the menu “Security”. Enable “Automatic prompting for file downloads” for the trusted sites.

Figure 3-13

8. Open the “Advanced” tab and check the option “Play animations in webpages” in the “Multimedia” options list.

Figure 3-14

9. Click on “Apply”.

10. Click on “OK”.

---

PH Installation
Entry-ID: 66579062, V1.6, 11/2016
NOTE

Disable the feature “Check for publisher’s certificate revocation” in the Internet Explorer by selecting “Internet Options > Advanced > Security”. If the check is enabled, the starting of the Process Historian Management Console may be delayed and error messages may occur.

3.8 Installation procedure for a combined PH / IS

1. Insert the installation CD and start the PCS 7 setup program. The installation CD will be started automatically if your system is configured accordingly.
2. Select the installation language and click “Next”.

Figure 3-15

3. Click “Next” in the “Welcome Screen”.
4. Read the product notes and click on “Next”.
3 Installing the Process Historian / Information Server

3.8 Installation procedure for a combined PH / IS

5. Accept the setup agreements. Click “Next”.

Figure 3-16

6. Choose the setup type “Install” if you install the PH / IS from the scratch. Click “Next”.

7. Enter the user information “Name” and “Company”. Click “Next”.

8. Choose “Package installation”. Click “Next”.

----

PH Installation
Entry-ID: 66579062, V1.6, 11/2016
9. Choose the program package “Process Historian and Information Server V8.0” for the combined installation of the PH and IS on one machine. Click on “Next”.

Figure 3-17

10. Click on “Next” in the screen “Programs to be installed”.

Figure 3-18
11. Check the license agreement for the MS SQL Server 2008 R2 and click on “Next”.

Figure 3-19

12. Accept the changes to the system settings and click “Next”.

Figure 3-20
3.8 Installation procedure for a combined PH / IS

13. Click on “Install”.

![Installation window](image)

**Figure 3-21**

14. Reboot the system.

**Result**

The PH Software plus the IS Software are being installed.

**NOTE**

If you want to install PH and IS on separate computers, choose the program package “Process Historian V8.0” or “Information Server V8.0”.

---

PH Installation
Entry-ID: 66579062, V1.6, 11/2016  33
3.9 Configuration of the PH database

After the PH has been installed and the system has been rebooted, the database installation Wizard starts.

**NOTE**
The wizard for creating the Process Historian database is used solely for creating and implementing the initial configuration of the Process Historian database. The Process Historian database installation wizard opens once the PCS 7 Setup has been completed. The installation wizard is used to create the initial PH database. If you start the Database Installation Wizard manually and choose the same network path, the existing database will be deleted.

1. Click “Next” on the Welcome Screen.

![Process Historian Database Installation Wizard](image)
2. Click on the “Update” button and then on the “Next” button.

Figure 3-24

3. Assign the RAM used by the SQL Server as recommended. The RAM settings can be changed later with help of the SQL Server Management Studio. Click on “Next”.

Figure 3-25
3 Installing the Process Historian / Information Server

3.9 Configuration of the PH database

4. Choose “Installation on the master server” and click “Next”.

Figure 3-26

NOTE

“Installation on the standby server” must not be used in V8.0 Upd1.

5. Choose the installation mode “Standard”. Don’t change the database name HistorianStorage. Click on “Next”.

Figure 3-27
6. Define the settings for the estimated “Tag Logging data load” and “Alarm Logging data load” and click on “Next”.

Figure 3-28

NOTE
If there is an OS Station in runtime mode, you can use the internal OS tag "@TLGRT_AVERAGE_TAGS_PER_SECOND" to evaluate how many tags are stored per second on the OS Server in average.

NOTE
It is also possible do use the Process Object View to evaluate the amounts of tags which are relevant in the long term.

7. Use the Windows Explorer to define a folder structure on the target drive where you want to create the PH Database.
8. Define the DB storage path with help of the browser button. Click on "Next".

9. Click on "Finish".
3.9 Configuration of the PH database

**Result**

The Database Installation Wizard creates the HistorianStorage DB.

![Figure 3-31](image)

**Figure 3-31**

![Figure 3-32](image)

**Figure 3-32**

**NOTE** Check this dialog for possible errors by using the scroll bar. If there are errors in the dialog the “HistorianStorage” data base has been created not correctly. In this case start the data base installation wizard manually. You will find the procedure in chapter “Troubleshooting”.

---

PH Installation
Entry-ID: 66579062, V1.6, 11/2016
3.10 Database Segmentation

The total segment count and the prepared segment count can be configured with the help of the following rule.

Total segment count = prepared segment count * 2 + 2

If you like to create 1 prepared database segment, you can define a total runtime segment count of 4. This is the recommended setting for IPC 847C.

NOTE

The Segmentation should be done in the first 5 minutes after the database Wizard was finished. Otherwise the default settings of 3 prepared segments and a total segment count of 8 will be used.

For the correct function of the PH and the PH Management Console a PH base license and a PH tag license must be available. Without these licenses correct segmentation will not be possible.

Procedure:

1. Select “Start > All Programs > Siemens Automation > SIMATIC > Process Historian > Process Historian UI” to open the process control management console.

Figure 3-33
2. Select “Segmentation” and enter a prepared segment count of 1 and a total segment count of 4. Click on “Update settings”.

Result

Segmentation has been completed.
3.11 Configuration of the PH Redundancy Service

With PH V8.0 Upd1 there is no PH redundancy possible. Anyhow, the prepared service is already available and after the installation of the PH the Configuration Wizard will start.

1. Click on “Next” in the Welcome Screen.

![Figure 3-36](Welcome Screen)

2. Enter the user name and password for the SIMATIC Process Historian Redundancy Service. It is recommended to use the same user name and password as used for the installation of the PH / IS and the OS systems.

![Figure 3-37](Service Configuration Wizard)
3 Installing the Process Historian / Information Server

3.11 Configuration of the PH Redundancy Service

3. Click on “Finish”.

Figure 3-38

4. Click on “Close” to finish the Service configuration.

Figure 3-39

The SIMATIC Information Server Setup will be started.

5. Click on “Exit” after the whole procedure has been finished successfully.

Result

The PH redundancy service has been configured.
3.12 Configuration of the IS Web Site

The Configuration Manager starts automatically and runs at the first restart after the installation of the Information Server. A dialog is displayed during automatic configuration in which you specify how the Information Server is started. You can specify whether the Information Server shall be called as a new website or a virtual directory. The Configuration Manager makes all necessary settings for the operation of the Information Server. You need to restart the PC once the installation of the Configuration Manager is complete.

Figure 3-40

1. When the wizard has reached the point “Configure web server IIS”, choose the setting “New Website”.
2. Wait until all steps are successfully completed.
3. Click on “Exit”.
4. Reboot the system.

Result

The Information Server website has been created.

NOTE

Check in this dialog that all actions have been executed successfully. If not the website has been created not correctly and you have to restart the configuration manager wizard. You will find the procedure in chapter “Troubleshooting”.

NOTE
The system creates two websites. Depending on which website is active you have to use different URLs.

Figure 3-41
3.13 Installing an Information Server Client

3.13.1 Installing an Internet Explorer IS Client

An IS Client based on an Internet Explorer doesn't need any additional installation. The Internet Explorer requirements must be fulfilled and the necessary settings must be done.

3.13.2 Installing an MS Office IS Client

Prerequisite
The Microsoft Office applications Word and or Excel must be installed in a supported version.

Procedure
   There are two installation applications available:
   - vstor40_x86.exe -> for 32 Bit Operating Systems
   - vstor40_x64.exe -> for 64 Bit Operating Systems

   The Microsoft Installation requirements must be fulfilled.
   Installation of VSTO V4.0.
2. Start vstor40_xyz.exe with a double click.

   Figure 3-42

   ![Microsoft Visual Studio 2010 Tools for Office Runtime (x64) Setup](http://example.com/mvsto.png)

   This wizard will guide you through the installation process.

3. Click on “Next”.

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3.13 Installing an Information Server Client

4. Read the License Terms and then activate the checkbox “I have read and accept the license terms”. Click on Install.

Figure 3-43

5. Click on “Finish” in the dialog “Setup Complete”.

Figure 3-44
3 Installing the Process Historian / Information Server

3.13 Installing an Information Server Client

Installation of Office Add-in

1. Open the Internet Explorer and connect to the Information Server.
2. Click on the download button of the Office Add-in.

Figure 3-45

3. Click on “Run” to install the Office Add-in.

Figure 3-46
3 Installing the Process Historian / Information Server

3.13 Installing an Information Server Client

4. Click on “Next”.

Figure 3-47

5. Click on Next.

Figure 3-48
3 Installing the Process Historian / Information Server

3.13 Installing an Information Server Client

6. Click on “Next”.

Figure 3-49

7. Read the IS Add-in License Agreement and click on “Next”.

Figure 3-50
3 Installing the Process Historian / Information Server

3.13 Installing an Information Server Client

8. Click on “Next”.

Figure 3-51

9. Click on “Install”.

Figure 3-52
3 Installing the Process Historian / Information Server

3.13 Installing an Information Server Client

10. Click on “Finish”.

Figure 3-53

Testing the Office Add-in

1. Start Microsoft Excel.
2. Open the menu “Information Server > Configuration > Server configuration”.

Figure 3-54

3. Type “<Computername of the IS>/Informationserver” and click “OK” (If the IS web application has been installed as a virtual directory. If installed as a default web site, the computer name is sufficient.)

Figure 3-55
4. Enter user name and password of the IS user and click “OK”.

Figure 3-56

5. Click on the menu “Information Server > Excel Workbook > Tags > Insert tag…”.

Figure 3-57
3 Installing the Process Historian / Information Server

3.13 Installing an Information Server Client

6. Choose a process tag and "drag & drop" it into an excel cell.

Figure 3-58

7. Click on menu "Information Server > Excel Workbook > Run".

Figure 3-59

Result

The PH values have been read into Excel cells.

Figure 3-60
3.14 PH Engineering in a PCS 7 Project

As a base project we use the PCS 7 getting started project “color_gs” to implement the PH.

Procedure

1. Retrieve the project on the Engineering system.
2. Adapt the Hardware Configuration of the color_gs project to your local installation according to the known PCS 7 procedures.
3. Enter a new SIMATIC PC Station.

4. Open the object properties of the new PC Station and define the computer name. The computer name must be the name of the PH machine.
3 Installing the Process Historian / Information Server

3.14 PH Engineering in a PCS 7 Project

5. Open the PH Hardware Configuration and insert a “Process Historian” object.

Figure 3-63

6. Save the PH Hardware configuration.

7. Open the Object Properties of the OS Server and activate the checkbox “Transfer to external archive server”.

Figure 3-64

**NOTE**

If you are working with an ES / OS Single Station, you have to use the button “Assign archive server” to define the PH for the OS Single Station.
8. Open the “Process Object View” and define all available Archive Tags as “Long-term archiving”.

![Figure 3-65]

**NOTE**
All long-term relevant OS archive tags of an OS Station will be stored on the PH, if a PH is configured.

9. Compile and download the OS.

**Result**
The OS is configured to store the long-term relevant archive tags on the PH.
3.15 Configuring a PH for several multiprojects

If you want several PCS 7 multiprojects (MP) to archive their long-term relevant data on a PH, you have to install a PC station with a Process Historian application into each MP. The computer name of the PC station must be equivalent to the computer name of the PH in each MP. In each OS that archives data to the PH, the computer name of the PH will be written to the file ProcessHistorian.cfg. The file ProcessHistorian.cfg is located in the root directory of the OS project.

NOTE
There is another ProcessHistorian.cfg file in the folder "C:\Users\Public\Public Documents\Siemens\WinCC". This file is merely a template. Do not enter the name of the PH computer into this file.

3.16 Checking the Internet Information Server settings

Scenario

PH and IS are installed. The OS Server stores data on the PH. If you connect with the IE IS Client to the IS it isn’t possible to create reports.

Figure 3-66

HTTP Error 404.0 - Not Found
The resource you are looking for has been removed, had its name changed, or is temporarily unavailable.
Recommended System Checks and actions

1. Check if the Information Server Website has been created. Open the Server Manager, navigate to “Roles > Web Server (IIS) > Internet Information Service (IIS) Manager” and check whether the Information Server Website exists. If the Website doesn’t exist, run the IS configuration Wizard manually to create the Website.

Figure 3-67

2. Check the IIS Settings. Open the Server Manager, navigate to “Roles > Web Server (IIS)”, open the context menu with your right mouse button and click on “Add Role Services”.

Figure 3-68
3. Installing the Process Historian / Information Server

3.16 Checking the Internet Information Server settings

3. Compare the settings with the following screenshots.

Figure 3-69

![Select Role Services](image)

Figure 3-70

![Select Role Services](image)
4. The IS Configuration Wizard creates two websites. Check which website is active and if the correct URL is used.
3.17 DotNetFramework 4.0

Scenario

The Information Server Web side isn’t working if one connects with an Internet Explorer IS Client.

Possible reason

The DotNetFramework 4.0 isn’t registered.

3.17.1 Registration Check of DotNetFramework 4.0

1. Open the Server Manager on the IS. Navigate to “Roles > Web Service (IIS) > Internet Information Service > ISAPI and CGI Restrictions”.

Figure 3-72
3 Installing the Process Historian / Information Server

3.17 DotNetFramework 4.0

2. Click on “Open Feature”.

Figure 3-73

3. Check whether the DotNetFramework 4.0 is registered.

Figure 3-74

3.17.2 Manual registration of the DotNetFramework

If the DotNetFramework is installed, you can find it in the following installation path: 
<WindowsDir\Microsoft.NET\Framework64\version number>

Example

Figure 3-75
3 Installing the Process Historian / Information Server

3.17 DotNetFramework 4.0

For manual registration you have to open a DOS box and change to DotNetFramework directory.

Figure 3-76

Run the command `asptnet_regiis.exe -i` and press the Enter key.

Figure 3-77

The registration starts and will be completed after a few seconds.

Figure 3-78
4 Commissioning

4.1 Startup sequence

4 Commissioning

The following explanations show how the commissioning of a PH / IS is performed. It is not necessary to load the Process Historian and the Information Server from the Engineering Station.

4.1 Startup sequence

During the commissioning the PH has to be started before the OS Servers. Additionally the PH has to be in the operating state “active” before the OS systems are started. If the PH were started after the OS Servers it can happen that the OS system doesn't establish correctly the necessarily Message Queues.

When using redundant OS systems the OS Servers mustn't be started at the same time during the commissioning. First the Master OS Server has to be started and afterwards – some minutes later – the Standby OS Server. With a simultaneous start of the OS systems it can happen that the PH doesn't recognize the redundancy of the OS system.

4.2 Process Historian

Requirements

- The Process Historian must be installed.
- The Database Installation Wizard has created the HistorianStorage database.
- The PH DB segmentation is defined.
- The following licenses must be available:
  - Process Historian Server license
  - Process Historian Archive license
- All PH Services are running:
  - SIMATIC Process Historian Service
  - Process Historian Maintenance Service
  - Process Historian Discovery Service
- The PH is in an active status.
- PH Ready (CCCAPHSERVER Service) is installed on the OS Server and started.
- PH is configured in the PCS 7 project
- The OS project has been downloaded to the target OS Server.
Procedure

1. Open the Process Historian Management Console on the PH / IS and click on the “Process Historian Management” node.

Figure 4-1

No physical source is connected and no tags and alarms are stored. A source is every OS System which stores data on it. The PH will receive the configuration data from every configured runtime OS System.

In case of a redundant OS, both physical machines are counted as source. Both physical machines will transmit their archive configuration data. In case of a redundant OS, only the current master OS sends runtime data to the PH.
2. Start the downloaded OS project with the WinCC Explorer on the OS Server.

Figure 4-2

The PH receives configuration data of the OS

The OS is connected to the PH

The OS Server sends the configuration data to the PH. One can see that one source (OS Server) is connected to the PH.

3. Start OS runtime.

Figure 4-3

Tags are stored on the PH

Alarms are stored on the PH
4.3 Information Server

Requirement

- The Process Historian must be active.
- The Information Server must be installed.
- The Configuration Manager has created the website.
- The Internet Explorer settings have been done.
- The following licenses must be available:
  - Information Server license
  - Information Server – Client Access license

Procedure

1. Start the Internet Explorer. Use http://<computername/Informationserver> to connect to the IS.

2. Enter the same user name and password as used during the installation procedure.
3. Click on “Administration” Menu
4. Enter in the input Field “Data source” <Computer name>|Historian.
5. Enter your user credentials.
6. Click on “Show projects”.
7. Activate the available projects.
8. Click on “Connect”.

Figure 4-6
4 Commissioning

4.3 Information Server

Result

You have connected a PH data source with the IS.

Figure 4-7

9. Change to the “Reporting” dialog
10. Use a standard report template to access data stored in the PH. Click on the template “Table” in the “Tags” menu.

Figure 4-8
11. Define the Project, Start Time, End Time and choose a Tag name.

Figure 4-9

12. Click on “Show report”.

Result

The report has been generated and is displayed in an overlay window.

Figure 4-10
5 Troubleshooting

5.1 Manual start of the PH Database Installation Wizard

5 Troubleshooting

This chapter is a description of a few scenarios and a guideline what can be checked and done in such situations. Good computer knowledge is required because not every single click is described.

5.1 Manual start of the PH Database Installation Wizard

If the HistorianStorage database has been corrupted, the Database Installation Wizard can be started manually. If you choose a network path where a HistorianStorage database already exists, the existing DB will be deleted and all data will be lost!

After installation of the PH, the Database Installation Wizard can be found under "C:\Program Files\SIEMENS\ProcessHistorian\bin\DatabaseInstallationWizard.exe".

Figure 5-1

The Wizard can be started with a double click.
5.2 Manual start of the IS ConfigurationManager Wizard

The ConfigurationManager Wizard creates the Information Server website. If the website is corrupt because of some reason, the ConfigurationManager.exe can be started with a double click and the website will be generated from the scratch. The Configuration Manager can be found under "C:\Program Files (X86)\SIEMENS\InformationServer\ConfigurationManager".

Figure 5-2
5.3 Checking an PH ready OS Installation

Scenario

The operator station is configured to store long-term relevant archive tags on the PH. The OS is downloaded and in runtime. The PH is in runtime, but no tags and alarms are stored on the PH.

Recommended System Checks and actions

1. Ping the PH computer with the PH computer name from the OS. If the ping isn’t successful, solve the network issue.
2. Check if the Service CCCAPHServer Service has been started on the OS.

3. The Service CCCAPHServer Service must be started under the same user name and password as the Process Historian Computer.
Because the “SIMATIC Process Historian” Service on the PH is started with local system account.

4. Check the outgoing message queues on the OS. The message queues must have been created and be in a “Connected” state, see Figure 5-4.

If the Message Queues can’t connect, this can be identified with the Server Manager > Features > Message Queues by the status “Waiting to connect”.

Figure 5-5

Figure 5-6

Figure 5-7
5 Troubleshooting

5.3 Checking an PH ready OS Installation

Possible Reason

Un-authenticated RPC calls are disabled on the PH. Un-authenticated RPC calls must be enabled on the PH. This can be performed with help of the Server Manager “Server Manager > Features > Message Queues > Properties > Server Security”.

Figure 5-8

![Enable RPC calls](image)

The checkbox “Disable un-authenticated RPC calls” mustn’t be set.

5. Check if the file ProcessHistorian.cfg has been created and if the correct PH computer name is used.

The Engineering System is generating a ProcessHistorian.cfg file for every OS project which stores data on the PH. This file is placed in every OS and it contains the PH computer name and the names of the message queues. The file ProcessHistorian.cfg is located in the root directory of the OS project.

If the ProcessHistorian.cfg hasn’t been created, check your PCS 7 engineering.

NOTE

If the OS Single Station is running on the ES, one has to use the button “Assign Archive Server” which is available in the Object Properties of the OS.
5 Troubleshooting

5.3 Checking an PH ready OS Installation

Figure 5-9
5.4 Checking the PH installation

Scenario:
The operator station is configured to store long-term relevant archive tags on the PH. The OS is downloaded and in runtime. The PH ready configuration has been checked on the OS, but no tags and alarms are stored on the PH.

Recommended System Checks and actions

1. Ping the OS computer with the OS computer name from the PH. If the ping isn’t successful, solve the network issue.
2. Check if the PH is in an “active” state. If the PH isn’t “active”, try to switch the PH into an “active” state with help of the PH Management Console. To do so, click on “Start” and “Go”.

Figure 5-10
5 Troubleshooting

5.4 Checking the PH installation

3. Check with help of the Automation License Manager and with the PH MMC whether all necessary Licenses are available. The PH doesn’t work in demo mode without licenses.

![Image](image1.png)

Figure 5-11

4. Check the PH MMC menu “Diagnosis” for PH errors to solve the issues.

5. Check if the message queues on the PH have been created. Open the Server Manager and navigate to “Features > Message Queuing > Private Queues”.

![Image](image2.png)

Figure 5-12
Example

If the message queues have been created on the PH and receive tag data, but the data is not written to the PH database, the Number of Messages of the "phtlgrtdata" message queue will rise.

In that case the PH must be switched to an “active” state.

Figure 5-13
5 Troubleshooting

5.4 Checking the PH installation

6. Check if the database “HistorianStorage” has been created. Open the SQL Server Management Studio, “Start > All Programs > Microsoft SQL Server 2008 R2 > SQL Server Management Studio”.

Figure 5-14

7. Connect to the SQL Server instance “<computer name>\HISTORIAN”.

Figure 5-15
8. Check if the Database “HistorianStorage” is available. If the Database isn’t available, run the “Database Installation Wizard”.

Figure 5-16

9. Check if the PH has already received configuration data from the OS. Navigate with help of the SQL Server MMS to the view "HistorianStorage > Views > IS.VTagBrowsing" and use the context menu “Select Top 1000 Rows”.

Figure 5-17

If you get results with data, the PH has received the configuration data of the OS. If you get no results with help of this SQL query, but the PH seems to be OK, check the OS. Restart the PH. If possible restart the OS. And check again, if the PH receives configuration data from the OS.
5.5 Checking the MS Reporting Services

Scenario

PH and IS are installed. The OS Server stores data on the PH. However, if you connect with the IE IS Client to the IS, it isn’t possible to create reports.

Figure 5-18

Recommended System Checks and actions

1. Check if IS Report Server has been started. If it is possible to operate the “Stop” button, the report Server has been started.

Figure 5-19
Troubleshooting

5.5 Checking the MS Reporting Services

2. Check the settings of the Web Service URL.

Figure 5-20


Figure 5-21
5 Troubleshooting

5.5 Checking the MS Reporting Services

4. Check the Report Manager URL.

Figure 5-22
5.6 Logfiles

The following log files are available for diagnose purposes regarding PH, IS and PH-Ready. Some Log files are available in the ProgramData Path. This Path must be checked as visible in Windows Explorer.

5.6.1 Process Historian

C:\ProgramData\Siemens\Logs\ProcessHistorianUI.diagnostic.log
C:\ProgramData\Siemens\Logs\Processhistorian.diagnostics.log
C:\ProgramData\Siemens\Logs\MaintenanceServer.diagnostics.log
C:\ProgramData\Siemens\Logs\DiscoveryService.diagnostics.log

5.6.2 Information Server

C:\ProgramData\Siemens\Automation\Logfiles\SIMATIC Information Server AddIn.log
C:\Program Files (x86)\SIEMENS\InformationServer\log\Informationserver.log
C:\Program Files (x86)\SIEMENS\InformationServer\log\Configurator.log

5.6.3 PH-Ready on the OS

The PH-Ready Log files are located on the OS under the path
C:\ProgramData\Siemens\Logs\PH-Ready.diagnostics.log.
5 Troubleshooting

5.7 Manual rerun of the PH Database installation Wizard

5.7 Manual rerun of the PH Database installation Wizard

The database installation wizard can be found in the following path:
C:\Program Files\SIEMENS\ProcessHistorian\bin\DatabaseInstallationWizard.exe

The Wizard can be started with a double click.

NOTE
If you rerun the database installation wizard and define the same storage path as the existing database is using, the existing database will be deleted and all data will be lost.

Procedure


2. Close the “Process Historian Discovers UI” with a right mouse click on the relevant icon in the task bar. Choose the context menu “Close”.

3. Double click on “C:\Program Files\SIEMENS\ProcessHistorian\bin\DatabaseInstallationWizard.exe”.

4. Follow the procedure described in chapter “Configuration of the Process Historian database”.

Figure 5-23

Figure 5-24
5 Troubleshooting

5.8 Manual rerun of the IS Configuration Manager Wizard

5.8 Manual rerun of the IS Configuration Manager Wizard

The IS Configuration Manager Wizard can be found in the following path:
“C:\Program Files (x86)\SIEMENS\InformationServer\ConfigurationManager\ConfigurationManager.exe”.

Procedure

1. Start the wizard with a double click. The wizard starts without any other action to generate the IS website.

Figure 5-25

2. The IS asks for a system restart. Click on “No”.

Figure 5-26

3. Before you restart a PH / IS system, perform a manual “Shutdown” of the PH with help of the PH Management Console.

4. Restart the System.

NOTE When you rerun the Configuration Manager Wizard, the default settings will be changed.
5 Troubleshooting

5.9 Switching the Information Server to a standard website

5.9 Switching the Information Server to a standard website

If the website was generated as a Virtual Directory during the installation of the Information Server, you can use the following instructions to switch the website to "New website" (Default Website).

5.9.1 Deleting the IS Website

1. Open the Internet Information Service (IIS) Manager via the Start menu "Start-\run-inetmgr"
2. Navigate to "Sites". Mark the "Information Server" and select the context menu "Remove".
3. Navigate to "Sites >Default Web Site". Mark the "Information Server" and select the context menu "Remove".
4. Check the status of the standard website (Default Web Site) in the area "Actions".
5. If the standard website is not running, you can start it from the "Manage Web Site" menu via the "Start" button.

Figure 5-27

5.9.2 Deleting the Configuration with Registry Editor

1. Open the Registry Editor via the Start menu "Start-\run-regedit"
2. Delete the following entries if present:
   a. HKEY_LOCAL_MACHINE\Software\Siemens\InformationServer\Installed Version
5 Troubleshooting

5.9 Switching the Information Server to a standard website

b. HKEY_LOCAL_MACHINE\Siemens\InformationServer\IsVirtualDirectory

c. HKEY_LOCAL_MACHINE\SOFTWARE\Siemens\InformationServer\Reporting\PublicFolder

3. Delete the following entries if present:

d. HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\SIEMENS\InformationServer\InstalledVersion

e. HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\SIEMENS\InformationServer\IsVirtualDirectory

f. HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\SIEMENS\InformationServer\Reporting\PublicFolder

5.9.3 Restarting the Configuration Assistant

The IS Configuration Assistant can be accessed from the following directory path: "C:\Program Files (x86)\SIEMENS\InformationServer\ConfigurationManager\ConfigurationManager.exe".

Procedure

Start the Configuration Assistant via the context menu "Run as administrator". Wait until the program has completed all the configuration steps successfully.

1. Choose the selection point "New website:" in the dialog box "IIS configuration" and click the "OK" button.

Note: It may happen that the dialog box opens in the background. You can select the dialog box and bring it to the front by using the <alt><tab> shortcut.

2. Restart the computer.
5 Troubleshooting

5.9 Switching the Information Server to a standard website

The standalone "Information Server" website will be created and running after the computer restarts. This can be checked from the Internet Information Service (IIS) Manager.

Figure 5-29

5.9.4 Opening the IS website in the web browser

Since the Information Server had been previously run as a virtual website in its previous configuration, the URL to connect to the Web server is http://<computername>/informationserver.

By switching to a standard website, the URL has now changed. The Information Server can be called after switching to http://<computername>.

Furthermore, the individual data sources (projects) must be re-connected to the newly created website. To this end, the old data sources must be deleted and re-connected.
5 Troubleshooting

5.10 Starting the PHControl Message Queue

5.10 Starting the PHControl Message Queue

In rare cases it can occur that after starting the OS runtime or restarting the Process Historian, the PHControl Message Queue remains in a "Waiting to connect" state.

Figure 5-30

In this case, the Message Queuing service of the Process Historian has to be restarted.

Procedure

1. Start the Server Manager
2. Navigate to the "Configuration\Services\Message Queuing" service
3. Open the context menu for the "Message Queuing" service and run the "Restart" function.

Figure 5-31
5 Troubleshooting

5.10 Starting the PHControl Message Queue

Result

The PHControl Message Queue connects successfully after restarting.

Figure 5-32
6 Appendix

6.1 Service and Support

Industry Online Support
Do you have any questions or need assistance?
Siemens Industry Online Support offers round the clock access to our entire service and support know-how and portfolio.
The Industry Online Support is the central address for information about our products, solutions and services.
Product information, manuals, downloads, FAQs, application examples and videos – all information is accessible with just a few mouse clicks at:
https://support.industry.siemens.com/

Technical Support
The Technical Support of Siemens Industry provides you fast and competent support regarding all technical queries with numerous tailor-made offers – ranging from basic support to individual support contracts. You send queries to Technical Support via Web form:
www.siemens.com/industry/supportrequest.

Service offer
Our range of services includes, inter alia, the following:
- Product trainings
- Plant data services
- Spare parts services
- Repair services
- On-site and maintenance services
- Retrofitting and modernization services
- Service programs and contracts
You can find detailed information on our range of services in the service catalog:
https://support.industry.siemens.com/cs/sc

Industry Online Support app
You will receive optimum support wherever you are with the “Siemens Industry Online Support” app. The app is available for Apple iOS, Android and Windows Phone:
https://support.industry.siemens.com/cs/ww/en/sc/2067
6.2 Links and Literature

Table 6-1

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<td>(3)</td>
<td>Process Historian V8.0 Update 1, Process Historian Administration</td>
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<tr>
<td>(4)</td>
<td>Information Server V8.0 Update 1, Information Server Administration</td>
</tr>
<tr>
<td>(8)</td>
<td>Information Server 2013 - Administration</td>
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NOTE
After installing a PH, you can find the documentation on the local installation path "C:\ProgramFiles\SIEMENS\ProcessHistorian\Documents".

After installing an IS, you can find the documentation on the local installation path "C:\ProgramFiles(x86)\SIEMENS\InformationServer\Documents".
6.3 Change documentation

Table 6-2

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<td>First version</td>
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<td>V1.1</td>
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<td>Correction of figure 5-6</td>
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<td>V1.2</td>
<td>06/2013</td>
<td>Restructuring of chapter 3</td>
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<td>V1.3</td>
<td>02/2014</td>
<td>Chapter 5.9 “Switching the Information Server to a standard website” and 5.10 “Starting the IS website in the web browser” added</td>
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<td>V1.5</td>
<td>06/2014</td>
<td>New notice fields in chapter 2 “Installation of the Operator Station” and in chapter 3 “Installing the Process Historian / Information Server”</td>
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<td>11/2016</td>
<td>Additional information and link about configuration of a domain group and user group, chapter 3.4</td>
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