SIMATIC HMI

WinCC V11
Readme WinCC Runtime
Professional V11 SP2 Second Edition
System Manual

Security note 1
Special considerations for Windows 7 2
Installation 3
Runtime 4
Options 5
Legal information

Warning notice system

This manual contains notices you have to observe in order to ensure your personal safety, as well as to prevent damage to property. The notices referring to your personal safety are highlighted in the manual by a safety alert symbol, notices referring only to property damage have no safety alert symbol. These notices shown below are graded according to the degree of danger.

<table>
<thead>
<tr>
<th>DANGER</th>
</tr>
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<tbody>
<tr>
<td>indicates that death or severe personal injury will result if proper precautions are not taken.</td>
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</table>

<table>
<thead>
<tr>
<th>WARNING</th>
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</thead>
<tbody>
<tr>
<td>indicates that death or severe personal injury may result if proper precautions are not taken.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CAUTION</th>
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<tbody>
<tr>
<td>with a safety alert symbol, indicates that minor personal injury can result if proper precautions are not taken.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CAUTION</th>
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<tr>
<td>without a safety alert symbol, indicates that property damage can result if proper precautions are not taken.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NOTICE</th>
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<tbody>
<tr>
<td>indicates that an unintended result or situation can occur if the relevant information is not taken into account.</td>
</tr>
</tbody>
</table>

If more than one degree of danger is present, the warning notice representing the highest degree of danger will be used. A notice warning of injury to persons with a safety alert symbol may also include a warning relating to property damage.

Qualified Personnel

The product/system described in this documentation may be operated only by personnel qualified for the specific task in accordance with the relevant documentation, in particular its warning notices and safety instructions. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding potential hazards when working with these products/systems.

Proper use of Siemens products

Note the following:

<table>
<thead>
<tr>
<th>WARNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Siemens products may only be used for the applications described in the catalog and in the relevant technical documentation. If products and components from other manufacturers are used, these must be recommended or approved by Siemens. Proper transport, storage, installation, assembly, commissioning, operation and maintenance are required to ensure that the products operate safely and without any problems. The permissible ambient conditions must be complied with. The information in the relevant documentation must be observed.</td>
</tr>
</tbody>
</table>

Trademarks

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Disclaimer of Liability

We have reviewed the contents of this publication to ensure consistency with the hardware and software described. Since variance cannot be precluded entirely, we cannot guarantee full consistency. However, the information in this publication is reviewed regularly and any necessary corrections are included in subsequent editions.
Table of contents

1 Security note.................................................................................................................................................5
2 Special considerations for Windows 7..........................................................................................................7
3 Installation.....................................................................................................................................................9
4 Runtime...................................................................................................................................................... 11
   4.1 Notes on operation in Runtime....................................................................................................11
   4.2 Notes on operation of Runtime Professional...............................................................................12
   4.3 Communication............................................................................................................................15
5 Options....................................................................................................................................................... 17
   5.1 DataMonitor.................................................................................................................................17
   5.2 WebNavigator..............................................................................................................................19
Index........................................................................................................................................................... 21
Security note

Security information

Siemens offers IT security mechanisms for its portfolio of automation and drive products in order to support secure operation of the plant/machine. Our products are also continuously developed further with regard to IT security. We therefore recommend that you keep yourself informed about updates and upgrades for our products and always use the latest version of each product. For information on this topic, refer to: http://support.automation.siemens.com (http://www.siemens.de/automation/csi_en_WW) You can register for a product-specific newsletter here.

For the safe operation of a plant/machine, however, it is also necessary to integrate the automation components into an overall IT security concept for the entire plant/machine which corresponds to the state-of-the-art IT technology. You can find information on this under: http://www.siemens.com/industrialsecurity. (http://www.siemens.com/industrialsecurity)

Products used from other manufacturers should also be taken into account here.
Special considerations for Windows 7

Contents

Information that could not be included in the online help.

Permission for the starting Runtime

To start WinCC Runtime Professional or WinCC Runtime Advanced, a user must be a member of the automatically created group, “Siemens TIA Engineer”.

Working with standard user rights

If you are working with standard user rights in Windows 7, "User Account Control (UAC)" cannot be disabled.

The "User Account Control" is enabled in Windows 7 by default.

For more information on the "User Account Control, refer to the online help for Windows 7.

Slow response from the screen keyboard and SmartServer

The following programs may start and respond very slowly under Windows 7 and Windows 2008 servers:

- Microsoft OSK screen keyboard and HMI TouchInputPC
- SmartServer: <Ctrl+Alt+Del> shortcut in the logon dialog

The delay is caused by the callback for the Internet certificate validation.

Remedy:

Locate the following files on the product DVD under:
Support\Windows7\CRL_Check or CD_RT\ Support\Windows7\CRL_Check\ :

- DisableCRLCheck_LocalSystem.cmd
- DisableCRLCheck_CurrentUser.cmd

1. Run the "DisableCRLCheck_LocalSystem.cmd" file with administrator rights. Select the command "Run as administrator" from the shortcut menu of the file.

2. Reboot the PC.

If the problem persists, follow these steps:
1. Double-click the file and run the "DisableCRLCheck_CurrentUser.cmd" file with user rights.
2. Reboot the PC.

<table>
<thead>
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<th>NOTICE</th>
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<tbody>
<tr>
<td>The callback for the certificate validation is disabled for all users or PCs. To restore the original state, perform the following files:</td>
</tr>
<tr>
<td>- RestoreDefaults_LocalSystem.cmd</td>
</tr>
<tr>
<td>- RestoreDefaults_CurrentUser.cmd</td>
</tr>
<tr>
<td>You can find the files in the following directory of product DVD:</td>
</tr>
<tr>
<td>- Support\Windows7\CRL_Check bzw. CD_RT\Support\Windows7\CRL_Check\</td>
</tr>
</tbody>
</table>
Installation

Contents

Information that could not be included in the online help.

Parallel installation of WinCC V11 and other SIMATIC HMI products

The parallel installation of WinCC V11 with versions of WinCC prior to WinCC V7.0 SP2 is not permitted. The parallel installation of WinCC V11 with WinCC V7.0 SP2 or WinCC V7.0 SP3 is only permitted for:

- WinCC V11 Basic
- WinCC V11 Runtime Advanced

Parallel installations in the TIA portal

You will be prevented from starting the TIA portal if you perform a non-permitted parallel installation of STEP 7 and WinCC.

The following parallel installations are permitted in the TIA portal:

- STEP 7 V11 and WinCC V11
- STEP 7 V11 SP1 and WinCC V11 SP1
- STEP 7 V11 SP1 with WinCC V11 SP2
- STEP 7 V11 SP2 and WinCC V11 SP1
- STEP 7 V11 SP2 with WinCC V11 SP2

A dialog opens during installation to inform you of any inconsistencies in your parallel installation.

The following parallel installations are permitted:

- WinCC V11 and RT Advanced V11
- WinCC V11 and RT Professional V11
- WinCC V11 SP1 and RT Advanced V11 SP1
- WinCC V11 SP1 and RT Professional V11 SP1
- WinCC V11 SP2 and RT Advanced V11 SP2
- WinCC V11 SP2 and RT Professional V11 SP2

The Engineering System and Runtime must always be of the same version after an installation.

Operating system message for SIMATIC USB drivers

An operating system message relating to the SIMATIC USB driver is issued on the operating system Windows Server 2003 R2 StdE SP2.
This message must be acknowledged with "Yes" as soon as possible after the message has been issued. The message may be in the background and therefore not be immediately visible. After a certain period of time, the setup continues with the next component. The SIMATIC USB drivers are then not installed and can not be used.

Installation on a computer with regional setting "Turkish"

If the computer is operated with the regional setting "Turkish" at the time of the installation, WinCC Runtime Professional cannot be started.

Hotfix for SIMATIC NET

Install hotfixes for the following products:

● SIMATIC NET CD V8.0 SP1 for Windows 7: Hotfix 1 for SIMATIC NET CD V8.0 SP1

You can find the hotfixes in the Service & Support area of the Siemens web site under the entry ID 12660737.

Installed version WinCC Runtime Professional V11.0

If you are using the Windows 7 operating system and installed WinCC RT Professional V11.0 and the Simatic Logon component, remove the Simatic Logon component in the corresponding Control Panel dialog before you install SP 2.

Upgrading Runtime Professional V11 SP1 to Runtime Professional V11 SP2

If upgrading Runtime Professional V11 SP1 to Runtime Professional V11 SP2, remove the following selection from the installation dialog:

● Migration
● Runtime Advanced

On completion, you can select "Runtime Professional" in the installation dialog.

Security settings in the Security Controller

You can find the "Security Controller" in the start menu under "Start > Programs > Siemens Automation". You can display and print security settings using the program.

However, do not use "Edit > Make settings" and/or the function "Make setting" in the menu.
4.1 Notes on operation in Runtime

Contents

Information that could not be included in the online help.

CAUTION

Ethernet communication

In Ethernet-based communication, end users themselves are responsible for the security of their data network. The proper functioning of the device cannot be guaranteed in all circumstances; targeted attacks, for example, can lead to overload of the device.

Special characters in the user view

Special characters, such as / " § $ % & ' ?, are not permitted when entering a name or the password in the user view.

Language behavior - Layout of screen keyboard

The layout of the screen keyboard is not switched when the runtime language changes.

Tag values exceed the maximum length

You enter a character string in a string tag via an I/O field. If the character string exceeds the configured number of tags, the character string will be shortened to the configured length.

Empty message texts

Runtime is running with a project. The project is saved on a network drive.

In the event of interruptions to the network drive connection, Runtime may attempt to load message texts from the network drive.

In the event of disconnection, the alarm window or the alarm view remains empty.

To avoid this, copy the project to a local drive before the starting the project in Runtime.

Hewlett-Packard keyboard driver

On HP notebooks, WinCC V11 SP2 leads to incompatibilities with the HP keyboard driver, possibly resulting in a blue screen. These incompatibilities are avoided by improving a driver within WinCC V11 SP2 Second Edition.
4.2 Notes on operation of Runtime Professional

Contents

Information that could not be included in the online help.

User authorizations within the operating system

1. All user must be added to the "SIMATIC HMI" user group. This also applies to users who want to open WinCC projects remotely.
2. The storage folders of the projects must have the NTFS authorizations "SIMATIC HMI" with full access and "SIMATIC HMI Viewer" with read access. The authorizations must be inherited for all subordinate objects.
3. Members of the Windows user group "SIMATIC HMI" should not simultaneously be members of the Windows user group "SQLServer2005MSSQLUser$<Computename>$WINCC". The members of this group have administrator rights to the SQL server. Therefore remove all Windows users from this group for whom restricted access to the WinCC database is sufficient.

Windows 7 / Windows Server 2008: Locking key combinations

If you want to lock key combinations under Windows 7 or Windows Server 2008, you must change the group policies in the administrative tools of the operating system.

A detailed description of this can be found in the FAQ with the entry ID "44027453" in the SIMATIC Customer Online Support:

Internet: WinCC FAQ 44027453 (http://support.automation.siemens.com/WW/view/en/44027453)

Undocked toolbars

If the setting "Always on Top" is used for the Windows taskbar, undocked toolbars can be hidden behind the Windows taskbar in Runtime. Follow the steps below to show the toolbars again:

1. Select the "Properties" command in the shortcut menu of the taskbar.
2. Deselect "Keep taskbar on top of other windows".

Fault in the connection between the server and the client

If the connection between the server and client is faulty, check the settings of the PG/PC interface. TCP/IP(Auto) should not be used for the "Interface Parameter Assignment Used". Used fixed IP addresses instead.

Fault in the connection between the server and the client

If the computer is simultaneously used as a server with the Engineering System and a client cannot establish the connection to the server, you should check the releases set on the server.
1. Exit Runtime on the server.
2. Select the command "Find computer..." in the shortcut menu of the network environment on the desktop of the server.
3. Enter the name of the server as the computer to be found.
4. Open the computer found to recognise the released directories.
5. Remove all the releases that begin with "WinCC_Project_HMI". Information on this is available in the documentation for the operating system.

This malfunction is caused by the use of the command "Save as..." in conjunction with the startup of the Runtime of this new project. You can make copies of the projects for backup purposes using the "Save as..." command. You should, however, continue to work with the original project.

**Language setting for Runtime Professional**

With Runtime Professional, illegible texts may occur during runtime if the settings in the operating system for "Language for non-Unicode programs" do not match the selected Runtime language. This setting must also be the same on the client and the server for client/server applications.

Therefore, first check in the Control Panel under "Regional and Language Options > Advanced" whether the setting for "Language for non-Unicode programs" is the same as the Runtime language.

**Starting WinCC Runtime Professional**

If Engineering System and Runtime are operated on a computer, Runtime or simulation for a project opened in the engineering system should only be started and ended via the TIA portal. Other options, for example, the symbol in the taskbar information area, should not be used.

**Setting the services for the SQL server**

In order to ensure the full functionality of the SQL server for WinCC and WinCC Runtime, you have to check the SQL server settings.

1. Start "Programme > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager" in the start menu.
2. Click "SQL Server 2005 Services" in the tree.
3. Check the services "SQL Server (WinCC)" , "SQL Server (WINCCPLUSMIG)" and "SQL Server Browser". "Automatic" must be entered for "Start Mode". "LocalSystem" must be entered for "Log On As". Change the settings, if necessary.
4. Click "SQL Server Network Configuration" in the tree.
5. Click "Protocols for WinCC".
6. Check the "TCP/IP" protocol. "Enabled" must be entered for "Status". Change the settings, if necessary.
"Report system error" in WinCC Runtime Professional

The "Report system error" functionality is limited in WinCC Runtime Professional in conjunction with an S7-300 or S7-400. In an alarm view, only one alarm is ever displayed for each diagnostics type. Alarms on other errors of the same diagnostics type are not displayed.

Faceplate instances in a screen

The number of faceplate instances per screen is not limited. However, you should be aware of the fact that the number of faceplate instances used, or the use of scripts in the faceplate instances, will have an impact on performance.
4.3 Communication

Contents

Information that could not be included in the online help.

Communication via routing

The communication from the connection partners in various subnets can be routed via the following links: PROFINET, PROFIBUS, MPI.
5.1 DataMonitor

Contents

Information that could not be included in the online help.

Approved versions of Microsoft Office

The following versions of Microsoft Office are approved for "Excel Workbooks":
- Office 2003 SP3
- Office 2007 SP2
- Office 2010 SP1 (32-bit version)

The use of the 64-bit version of Office 2010 is not enabled.

Installing Internet Information Service

When installing IIS, specify the following settings for the DataMonitor server in addition to the settings defined in the Online Help:
- WWW Services > Application development features > .NET Extensibility:
- WWW Services > Application development features > ASP.NET:
- WWW Services > Security > Windows Authentication:

Installation on a PC with Microsoft Office 2003 SP2

An error alarm that is output at the end of the setup of "Excel Workbook Wizard" on a computer running Microsoft Office 2003 SP2 indicates that an update for Office 2003 has failed. Proceed as follows:
1. Open the "InstData\KB907417\Media" directory on the medium containing the installation files for WinCC Runtime Professional.
2. Start the update in accordance with the operating system language.
3. Restart the Setup of WinCC Runtime Professional to install the "Excel Workbook Wizard".

Removal of WinCC Runtime

If you also want to use DataMonitor after removing WinCC Runtime Professional, you have to perform a repair of the installation as follows:
1. Open the system controller.
2. Double-click on "Add/Remove Programs".
3. Select "SIMATIC WinCC/DataMonitor client" in the list of programs installed.
4. Click on the "Change/Remove" button.
5. Select the setting "Repair" in the WinCC DataMonitor setup.

Excel Workbooks and Excel Reports

The regional settings of the operating system must match the Office language installed on the computer running Excel Workbooks and Excel Reports. You may also have to adapt the system account settings.

To configure the regional and language settings for system accounts in Windows 7 and Windows 2008(R2), select the "Regions and Language > Administration" dialog in the Control Panel.

Opening Excel workbooks on a computer not connected to the internet

If you want to use the DataMonitor client on a computer not connected to the internet, you must deactivate certificate checking. To do this, follow these steps:
1. Open Internet Explorer.
2. Select the "Internet options" command from the "Tools" menu.
3. Click "Advanced".
4. In the field “Security” deactivate the setting "Check for publisher's certificate revocation".

Opening Excel workbooks with Excel 2010

Due to safety settings, the automatic connection of an Excel workbook with the server does not work in Excel 2010.

If you wish to enable automatic connection, deactivate the "Enable protected view for files originating from the internet" and "Enable Protected View for files located in potential unsafe locations" settings in Excel 2010 under "Files > Options > Trust Center > ProtectedView".

Name of the user groups

The name of the user groups differs at certain locations of the Online Help from the actually created user groups. The following assignment is valid:

SIMATIC Report Administrators corresponds to DM_Admin
SIMATIC Report Users corresponds to DM_User
5.2 WebNavigator

Contents

Information that could not be included in the online help.

Removal of WinCC Runtime

If you also want to use WebNavigator after removing WinCC Runtime Professional, you have to perform a repair of the installation as follows:

1. Open the system controller.
2. Double-click on "Add/Remove Programs".
3. Select "SIMATIC WinCC/WebNavigator client" in the list of programs installed.
4. Click on the "Change/Remove" button.
5. Select the setting "Repair" in the WinCC/WebNavigator setup.

Access via Web client

A user can only get access via a Web client if a screen released for Web access has been assigned to him as the start screen in the user administration.

To release a screen for Web access:

1. Select the "Properties" command in the shortcut menu of a screen.
2. Activate the "Web access" option under "Properties > Web access".

To assign a start screen to a user:

1. In the user administration, select the user to whom you would like to assign a start screen.
2. Click "Properties > General" > Web options > Settings in the Inspector window to specify a start screen. You can only select screens which have been released for Web access.

Virus scanner Trend Micro OfficeScan

It is not recommended to use the virus scanner of Trend Micro OfficeScan in combination with WebNavigator, as this virus scanner may have an adverse impact on screen loading times.
Index

H
Hewlett-Packard
   Keyboard driver, 11

K
Keyboard driver
   Hewlett-Packard, 11

L
Language behavior
   Screen keyboard, 11

M
Maximum length
   Tag, 11

P
Permitted characters
   User view, 11

S
Screen keyboard
   Language behavior, 11
   Security Controller, 10
   Security settings
      Security Controller, 10

T
Tag
   Maximum length, 11

U
User view
   Permitted characters, 11