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Emonitor®

INSTALLATION MANUAL
INSTALLING EMONITOR SOFTWARE WITH A GUPTA SINGLE USER DATABASE

Allen-Bradley · **Rockwell Software**

Rockwell Automation

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1 Introduction

This chapter introduces you to the Emonitor® software, and gives an overview of the installation process.

Overview

This installation guide offers information on the entire installation process, including software installation, database server and client installation, database maintenance, and database connection information.

This installation guide is intended for first-time installations or upgrades from earlier versions of Emonitor software. It also contains reference information for later use.

Your satisfaction with the products we provide is our highest priority. Thank you for letting us help you with your machinery information needs.

Emonitor system requirements

- an Intel Pentium™ 4, Pentium 4-compatible, or greater microprocessor
- 1 GB of RAM (more is better)
- a DVD drive
- 200 MB of space available on the hard drive, or more depending on the size of your database
- VGA or SVGA graphics card
- 17 inch or larger computer monitor (screen)
- Microsoft® Windows® 7 Professional, Enterprise, or Ultimate operating system.

In addition, you must have Administrator rights on the computer where you are installing Emonitor or any Emonitor components.

Database system requirements

Gupta SQLBase is the new name for the Centura database software.

The requirements for the computer running the Gupta SQLBase single-user database are the same as those for Emonitor (listed above).

Note that Emonitor system performance may be reduced by running the Emonitor OPC Server with a large database. In this case, upgrading the database server computer may resolve the problem.

Planning for the installation

Be sure to perform the following tasks before installing Emonitor for the first time.

FIND THE SERIAL NUMBER AND PRODUCT KEY ON THE ACTIVATION CERTIFICATE.

Emonitor requires that you activate your software using license files. As part of the Emonitor installation process, you must install the FactoryTalk Activation software. If you are using a single-user version of Emonitor on a single computer you can install the FactoryTalk Activation Server software on the same computer as Emonitor.

The FactoryTalk Activation Manager replaces the old parallel port security keys and the CD Activation Key. The FactoryTalk Activation Manager is installed with Emonitor, and requires the Serial number and Product Key to activate your software. The Activation Certificate is included with your Emonitor Install DVD.

For more information on FactoryTalk Activation, refer to the FactoryTalk Activation documentation.

1. Insert the Emonitor Install DVD into your computer.

2. After the Autorun screen appears, click **Documentation**. The list of available documentation appears in your default HTML browser.

3. Click **FactoryTalk Activation**.

> You must have Adobe Reader installed on your computer to read the documentation (documents are in PDF format). To install Adobe Reader, click **Extras** on the Emonitor Install screen, and then click **Adobe Reader**.

MAKE SURE A COMPUTER CAN ACCESS THE INTERNET.

FactoryTalk Activation requires an activation file, also called a license file. Unless you are using a hardware dongle (usually a USB key), you must use the FactoryTalk Activation Manager to request one or more license files from the Rockwell software licensing website. If the computer running Emonitor does not have Internet access, you must contact Rockwell Automation Technical Support to get the activation file by phone. Refer to the FactoryTalk Activation document for more information.

CHECK YOUR AVAILABLE DISK SPACE.

Disk space requirements vary depending on which components you need to install. For a guideline, the Emonitor software requires about 170 megabytes (MB) of disk space. There

are additional disk space requirements depending on your database setup. Be sure to check with your database administrator about these requirements and about backing up your database.

BE SURE YOU HAVE THE CORRECT VERSION OF THE DATABASE SOFTWARE INSTALLED.

■ On the computer hosting the Emonitor software:
Before installing Emonitor, make sure the database version is compatible. You might need to consult with your database administrator to verify which version of the database server you are using. The Gupta SQLBase database version supported by Emonitor is SQLBase version 9.0.1.

BE SURE YOU HAVE WINDOWS 7 PROFESSIONAL INSTALLED.

Before installing Emonitor, you need to have the Windows 7 Professional, Enterprise, or Ultimate operating system installed on your computer. Emonitor version 3.70 is supported on the 32-bit versions of Microsoft Windows 7 Professional, Enterprise and Ultimate. Emonitor version 3.70 is not supported on the Windows NT, Windows Vista, Windows 2000 Pro, Windows 2000 Server, Windows XP, Windows Server 2008 or 64-bit versions of Windows 7 operating systems.

Upgrading from a previous version

Emonitor version 3.70 runs only on the Windows 7 operating system. This means that you cannot directly upgrade Emonitor running on an earlier version of Windows (Emonitor 3.50 was not supported on Windows 7). Instead, you must follow these steps:

1. Install Emonitor version 3.70 on a computer running Windows 7,

2. Move your Emonitor database and Emonitor configuration files to the computer where you installed Emonitor version 3.70.

Refer to the chapter titled *Upgrading from a previous version*. A new feature of the upgrade process is that the installation program asks if you want to back up your Emonitor configuration files. This includes all the data collector INI files, as well as any configuration files for any of the Emonitor programs (such as the Emonitor Scheduler and the Emonitor Online components). This allows you to protect your configuration files during an upgrade, and then bring them back into the new version.

If you are upgrading from a version of Emonitor prior to 3.20 (including Emonitor for Windows (EFW), Odyssey, or IQ 2000), please contact Customer Support for assistance. Additional steps are required to upgrade from the 16-bit to 32-bit software. See *Statement of Technical Support* on page 4 for contact information.

What to read next

To learn about new features and improvements in Emonitor, read the *Emonitor Product Release Notes*. These are located on the Emonitor Install DVD (insert the DVD and then click **Documentation**).

To get started quickly, read the *Emonitor Getting Results Guide*. The *Emonitor Getting Results Guide* introduces you to the software, and shows you how to use the online help included with the software. This Guide is also located on the Emonitor Install DVD.

Refer to the online help for detailed instructions on using all the functions of the software. The online help system also includes explanations for all the commands and controls. Just press F1 to access the online help at any time in Emonitor.

If you are using data collectors with a walk-around system, you may receive an additional *Data Collector User's Guide* for each of those interfaces. If you are using an online system, read the *Emonitor Online Getting Results Guide* and the *Emonitor Enterprise Online Condition Monitor Getting Results Guide* (on the Emonitor Install DVD and in the Emonitor program directory). You may receive additional manuals for the hardware you use for data collection. These manuals are delivered as PDF files on the CD that comes with the data collector or other hardware. You can also reference the data collector online help files installed with Emonitor from the Help menu in Emonitor.

Statement of Technical Support

Technical Support

If you cannot connect to the Internet or cannot find answers to your questions in this help file or on the Technical Support Web site, call Technical Support.

- Phone: 440-646-3434 in North America

- Technical Support hours of operation: 8:00 AM - 5:00 PM

If you are not located in North America and want to contact Rockwell Automation Technical Support by telephone, access the web address http://www.rockwellautomation.com/support/, select your region and country under Get Support Now, and then click Get Support for information about contacting your local support organization.

When you call you should be at your computer and be prepared to give the following information:

- The product version number

- The type of hardware you are using

- The exact wording of any messages that appeared on your screen

- A description of what happened and what you were doing when the problem occurred

- A description of how you tried to solve the problem

For information about all Rockwell Automation products or for technical support, select one of the following:

http://www.rockwellautomation.com/rockwellsoftware/

http://www.rockwellautomation.com/support/

http://rockwellautomation.custhelp.com/

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- INSTALLING EMONITOR SOFTWARE WITH A GUPTA SQLBASE SINGLE-USER DATABASE
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2 Installing Emonitor

This chapter guides you through the installation process for Emonitor. If you are upgrading from an existing version, refer to Chapter 3, *Upgrading from a previous version*.

> When you upgrade from an earlier version of the Emonitor software (version 2.3 and earlier), the Process data type is replaced with the new Numeric data type for existing measurement definitions.

Installing FactoryTalk Activation Manager

Emonitor requires that you activate your software using license files. As part of the Emonitor installation process, you must install the FactoryTalk Activation Manager. For more information on FactoryTalk Activation, refer to the FactoryTalk Activation documentation. To display the documentation, follow these steps:

1. Insert the Emonitor Installation DVD into the DVD drive of your computer. It should auto-start and display the Autorun screen. If the Autorun screen does not appear, start the Windows Explorer and navigate to your DVD drive. Double-click autorun.exe on the Emonitor DVD to run the installation program.
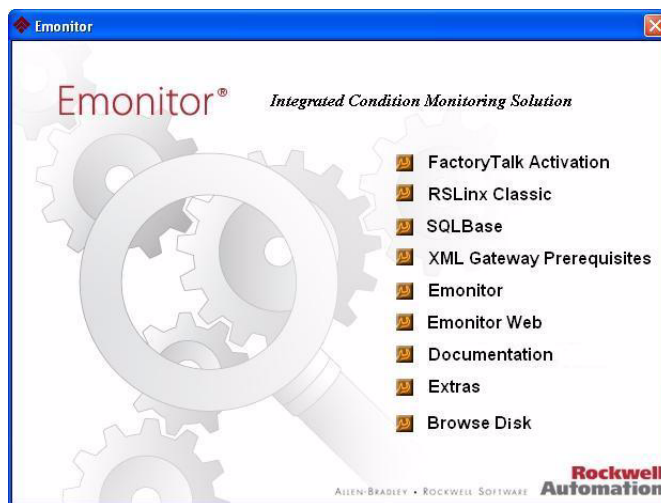
> If you are running the DVD from another computer, you must map the DVD to a drive on your local computer.

2. After the Autorun screen appears, click **Documentation**. The list of available documentation appears in your default HTML browser.

3. Click **FactoryTalk Activation**.

4. After reviewing the FactoryTalk Activation documentation, return to the Autorun screen.

5. From the Autorun screen, click **FactoryTalk Activation** to install the FactoryTalk Activation Manager from the DVD drive.

6. When finished, click **Back** to return to the main Autorun screen.

Installing RSLinx Classic

You must install RSLinx® Classic if you want to import measurements from certain online instruments:

■ Use XM/DYN Online Data to import data from XM and XM DYN modules into the Emonitor database

■ Use Logix Online Data to import data from the Logix family of controllers into the Emonitor database.

You must install RSLinx Classic before you install Emonitor. RSLinx Classic installs the FactoryTalk Services Platform, which includes the latest Windows Firewall Configuration Utility. This utility configures the Windows firewall to work with Rockwell Automation products.

Installing the software

If you already have RSLinx Classic version 3.60 or later installed, you do not have to perform these steps.

1. From the Autorun screen, click **RSLinx Classic**.

2. Follow the steps as directed by the RSLinx Classic installation wizard.

3. Click **RSLinx Classic** and follow the directions that appear on the screen.

4. When the installation is complete, return to the Autorun screen and continue the installation process.

Installing SQLBase

With the Gupta SQLBase single-user version of Emonitor, all of the database software (server and client) resides on the same machine. The Gupta SQLBase software must be installed before you can install Emonitor.

Gupta SQLBase is the new name for the Centura database software.

As always, if you are upgrading, back up your database directories to ensure that you have a backup copy (see *Backing up your data* on page 32). Then go to Chapter 3, *Upgrading from a previous version*.

Getting information from Gupta's website

You can obtain helpful information from Gupta's website at http://www.guptaworldwide.com/.

Installing the software

If you already have the Gupta SQLBase software 9.0.1 or later installed, you do not have to perform these steps.

1. From the Autorun screen, click **SQLBase**.

1. The Gupta SQLBase installation program starts. Click **Next** to continue.

2. Accept the license agreement, and then click **Next**.

3. Enter the Product Media Code:
   132C8A2B-C296EAD6-3D4F990E-B7D930F7
   and then click **Next**.

4. Select the directory for the Gupta SQLBase database software, and then click **Next**.

5. Select the installation type (All SQLBase components, or Custom), and then click **Next**.

6. Enter the name of the database server if you want to change it (the default server name is Server1), and then click **Next**. The installation program then copies the database files to your computer.

7. Select **No** when prompted to restart your computer, and then click **Finish**. Rebooting your computer at this time is not required.
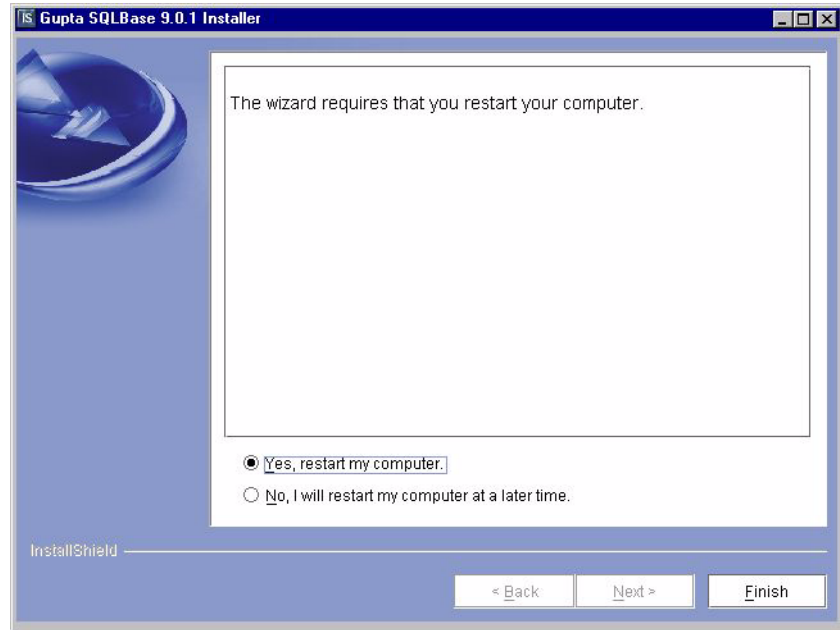
8. After the computer restarts, start the Emonitor Installation program again, and continue with the installation process as described below.

> The Gupta SQLBase server runs as a Windows service, and automatically starts when you start Windows. You can change this so the Gupta SQLBase server only starts when an Emonitor program or service starts. For more information, see *Running the Gupta SQLBase Server as a program* on page 31.

Installing the XML Gateway prerequisites

When installing Emonitor version 3.70 on the Windows 7 Professional, Enterprise, or Ulitmate operating system, you do not need to install any additional software for the CMMS XML Gateway, and can skip this step.

9.

Installing Emonitor

This installation is intended for first-time installations. If you are upgrading from a previous version of Emonitor, see the chapter *Upgrading from a previous version*.

The installation program installs all Emonitor components by default. You can, however, customize your selections during the installation.

The CD Activation Key that was used to define the available features in Emonitor 3.00 and earlier versions has been replaced by FactoryTalk Activation described in *Installing FactoryTalk Activation Manager* on page 7.

Portable systems use walk-around data collectors for collecting data, and all Emonitor components can be installed on one computer. Online systems use networked systems that monitor and collect data, and Emonitor can be installed on different computers to increase efficiency. You may also use a combination of portable and online systems, and use different computers for each part.

This section walks you through the installation step-by-step with specific information available when needed. This section goes through a typical installation for a portable system.

Exit any running applications before starting the Emonitor installation program.

The Emonitor installation program requires that you reboot your computer after installing the software.

1. From the main Autorun screen click **Emonitor**. Follow the instructions on the screen.

2. Select your database type at the Database Selection dialog, and then click **Next**.

3. Some database types ask you to confirm or select your database version. Click **Next** to continue.

4. Select the **XML Gateway** if you want to install the Emonitor CMMS XML Gateway, and then click **Next**.

5. The next dialog shows the system requirements. If your system passes, click **Next**. See *Emonitor system requirements* on page 1 for more information.

6. Choose the directory where you want to install Emonitor. Click **Browse** to change the destination directory.

7. Select the program folder on the Start menu for Emonitor, then click **Next**.

8. Click **Next** to accept the configuration. The installation program begins copying files to your computer.

9. The installation program installs the Windows Firewall Configuration Utility. The Firewall Configuration program then runs to automatically modify the Windows Firewall settings to allow the following Emonitor components to operate: Emonitor OPC Server and OPC Enumerator, SQL Server, DCOM, Enlive, and the Emonitor Online programs (Enwatch/6600 Setup, Online Data Console, Create Loadfile, Load and Unload). Then the DCOM Security configuration program runs to complete the modifications.

> ℹ️ The message "The Windows Firewall configuration interface is unavailable" may appear if the Windows Firewall is disabled. If you are using some other software or hardware firewall, you may need to manually configure it to allow the Emonitor programs to communicate.

10. The installation is nearly complete. Select **Yes, I want to restart my computer now** and click **OK** to restart your computer. The Emonitor installation is now complete.

Installing the EDS files

If you are want to use Emonitor Online with, or import data from, XM or XM DYN modules into Emonitor, you must install the latest EDS files for the XM and XM DYN modules. EDS files are simple text files that are used by network Configuration Tools such as the Emonitor Online Configuration Utility to describe products so that you can easily commission them on a network. EDS files describe a product device type, revision, and configurable parameters.

> ℹ️ You must install RSLinx Classic 3.60 or later before you can install EDS files.

1. Start the EDS Hardware Installation Tool. Click Start > Program Files > Rockwell Software > RSLinx > Tools > EDS Hardware Installation Tool.

2. In the EDS Hardware Installation Tool, click **Add**.

3. Select **Register a directory of EDS files**.

4. Click **Browse**, and navigate to the Emonitor program directory and click **OK**. The default directory is C:\Program Files\Rockwell Software\Emonitor.

5. Click **Next**. The Tool installs all the EDS files in the Emonitor program directory. Some EDS files may show minor errors that do not have any functional impact, such as "The help string has exceeded the maximum length." Click **Next.**

6. Continue to click **Next** to complete the EDS Wizard, and finally click **Finish**.

Installing online components

ℹ️ This section only applies to Emonitor Online systems. If you do not have Emonitor Online, you can skip this section and go to *Setting up Scheduler to automate tasks* on page 13.

You can run all the components of the online system onto a single computer or you can use several computers for an online system. If you are using a multi-user database, you can designate certain computers as Unload Stations and Viewing Stations, as illustrated in this diagram. For Emonitor with a single-user database, the Viewing Station, Database Server, and Unload Station are all on the same computer.
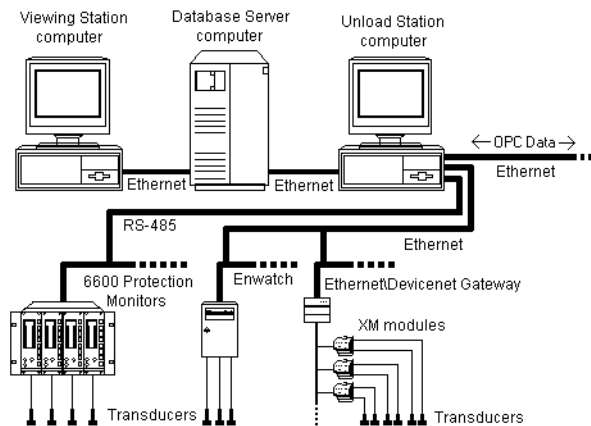
For more information on the Emonitor Online system, please refer to the *Emonitor Online Getting Results Guide*, and the help for the Online Data Management Console (Click **Start > Programs > Rockwell Software > Emonitor > Help > Online Data Management Console**).

Setting up Scheduler to automate tasks

You can use the Scheduler program to automate many data-related tasks. A task automated in Scheduler is called an *event*. A *Scheduler profile* defines not only the event, but also when and how often the event should occur. The Scheduler has two parts:

■ The Scheduler program that allows you to create and edit profiles.

■ The Scheduler service that runs in the background and launches (executes) the scheduled profiles. The Scheduler service must be running in order to execute scheduled profiles.

The Emonitor Scheduler service is disabled by default. In order to launch (run) scheduled tasks, including importing data, you must enable the Scheduler service.

To start the Scheduler service

You must have Administrator privileges to start the Scheduler service.

1. Click **Start > Control Panel > Administrative Tools > Services**.

2. Select **Services (local)** in the left side of the Services window.

3. Select **SchedulrSvc** in the right side of the Services window.

4. The SchedulrSvc **Startup Type** should be **Automatic**. If it is **Manual** or **Disabled**, right-click on SchedulrSvc and select **Properties**. In the Properties dialog box, set **Startup Type** to **Automatic**, and then click **OK**.

5. The SchedulrSvc **Status** should be **Started**. If it is **Stopped**, right-click on SchedulrSvc and select **Start**.

> We strongly recommend that you leave the Startup Type for the SchedulrSvc as "Automatic" in the Services console. This starts the Scheduler service automatically when Windows starts.

After you have enabled the Scheduler service, it starts when you start Windows. Scheduled events are executed only when the Scheduler service is running. You can use the Scheduler on any computer in an Emonitor Online system (both Viewing station and Unload station computers).

> The Emonitor Scheduler is installed as part of the Emonitor software. Since Scheduler profiles are stored in the central Emonitor database, all scheduler profiles are launched on all computers in an Emonitor Online system that are running the Scheduler service. This may not be a problem if you are using Scheduler only for data import tasks on one or two computers. If you are using Scheduler for additional kinds of tasks, such as Emonitor database maintenance, running the same scheduled task from multiple computers can place a significant load on the Database Server computer. Refer to the Scheduler help for more information (**Start > Programs > Rockwell Software > Emonitor > Help > Scheduler**).

These steps show you how to set up two different online profiles. The first is the **Online Import Event**, which looks for unload files (containing data from the data collection instruments) in the unload directory and sends the information to the Emonitor database. The second is the **Storage Limit Updater**, which allows you to limit data storage to specific parameters and specify a time during low database usage, saving disk space and time (a database maintenance task). Follow these steps to set up online profiles using Scheduler.

> For more information on setting up different kinds of Scheduler profiles, refer to the Scheduler online help.

1. Start Scheduler (**Start > Programs > Rockwell Software > Emonitor > Utilities > Scheduler**) and click **Add**.
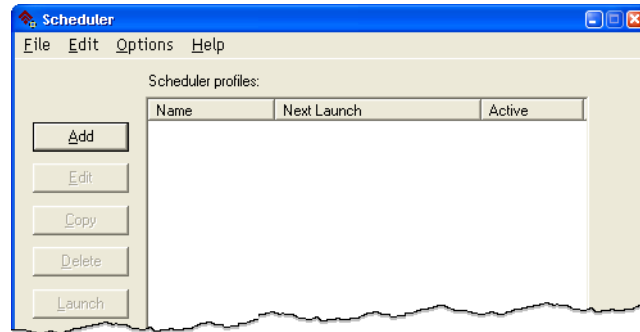
2. On the Profile dialog, enter the **Profile Name**, such as Storage Limit Updater or Online Import Event. You can enter notes about the profile as well. Select **Enable profile for scheduling**. Click **Next** to continue.

3. On the Response dialog, select **Scheduled time/date/frequency**.

    ■ For the Storage Limit Updater, click **Next** and then skip to step 7.

    ■ For the Online Import Event, select **File change notification** and click **Settings**.

4. Click **Add File**. Select the UD directory under your Emonitor program directory. In the **File name** box, enter *.ulf. This tells Scheduler to look for unload files in the unload directory. Click **Open**.

5. The unload files appear in the **Monitored Files** list. Click **OK** to continue.

6. Click **Next** on the Response dialog.

7. On the Events dialog, click **Add Event**.

8. Enter the **Executable file** and the **Command line** using the following guidelines, then click **OK**. This example used the default Emonitor installation directory. If you installed Emonitor in a different directory, use the path to your Emonitor program directory.

    For Online Import Event:

    Executable file: `C:\Program Files\Rockwell Software\`
      `Emonitor\didaemon.exe`
    Command line: `C:\Program Files\Rockwell Software\`
      `Emonitor\odonline.edi`

For Storage Limit Updater:

Executable file: `C:\Program Files\Rockwell Software\ Emonitor\stglimit.exe`

Command line (must be one of the following):

■ `/all` - Remove all measurement data, system event log data and alarm event log data outside the storage limits.

■ `"/list:list name"` - Remove measurement data which are saved to a list with "list name" and are outside the storage limits. Note: "list name" is case sensitive, and must be enclosed in quotes if the list name contains a space.

■ `/alarm` - Remove alarm event log data outside the storage limits.

■ `/system` - Remove system event log data outside the storage limits.

9. Click **Next** to continue.

10. On the Frequency dialog, set the **Date** and **Time** you want to launch the profile. Click **Finish**.

The profile is now added to Scheduler. The executable file and command line information for the various database import and update programs is also included in the online help for the Scheduler program. You can display the Scheduler help by pressing F1, or from the Start menu (**Start > Programs > Rockwell Software > Emonitor > Help > Scheduler**).

You can find more information on using the Scheduler in an Emonitor Online system in the help for the Online Data Management Console. Click **Start > Programs > Rockwell Software > Emonitor > Help > Online Data Management Console** in the section on "Setting up the Emonitor Online System".

3 Upgrading from a previous version

This chapter guides you through the process of upgrading from an earlier version of the Emonitor software.

> ⚠️ Emonitor version 3.7 has been tested on, and is supported on, Windows 7 Professional, Enterprise, and Ultimate (32-bit versions only). Emonitor 3.7 is not supported, and may not install or run as expected, on any other Windows operating system.

> ℹ️ If you have a version of Emonitor earlier than version 3.20 (some earlier versions were called Emonitor for Windows - EFW - or Odyssey), please contact Customer Support for assistance. You must perform several additional steps to upgrade to the current Gupta SQLBase database software (see *Statement of Technical Support* on page 4).

> ℹ️ When you upgrade from a previous version of the Emonitor software that uses the Process data type, the Process data type is replaced with the new Numeric data type for existing measurement definitions.

Emonitor 3.7 runs only on the Windows 7 operating system. This means that you cannot upgrade your previous version of Emonitor (3.5 and earlier); instead, you must install Emonitor 3.7 on the computer running Windows 7. As part of this process, you must move your Emonitor database and Emonitor configuration files from the computer with the earlier version of Emonitor to the computer where you will install Emonitor version 3.70.

If you are upgrading from Emonitor 3.60 on Windows 7, you do not have to move your files from the computer running Emonitor 3.60. You can upgrade to Emonitor version 3.70 by running the Emonitor Installation program on that computer.

Your Scheduler, Enwatch/6600 Online Data, XM Emonitor Gateway, Enterprise Online Configuration Utility, and Emonitor OPC Client, and Emonitor OPC Server configuration files from previous versions of Emonitor should work with the new version of Emonitor. You will need to move these configurations to the new computer. You will also need to create new data sources in the Online Data Management Console after you install Emonitor 3.7. For more information, refer to the Online Data Management Console help after you complete the upgrade (click **Start > Programs > Rockwell Software > Emonitor > Help > Online Data Management Console**).

Backing up your Emonitor configuration files

Emonitor uses configuration files that are stored outside of the Emonitor database. These files contain the settings for a number of Emonitor programs, including the Scheduler, Enwatch/6600 Online Data, XM Emonitor Gateway, Enterprise Online Configuration Utility, and Emonitor OPC Client, and Emonitor OPC Server. If you are upgrading from

Emonitor version 3.5 or earlier, and want to use these configuration files with Emonitor version 3.70, you must copy them from your current Emonitor installation to the computer running Emonitor version 3.70. If you are upgrading from Emonitor 3.60 on the same computer, you do not need to manually back up your configuration files.

The default directories for the configuration files are listed below. If you have stored configuration files in different directories, make sure that you back up the files from those directories as well.

> If you are backing up configuration files for RSMACC EOL, make sure that the .DCF file names do not conflict with the same file types from Emonitor Online. If necessary, rename the .DCF files from RSMACC EOL.

- DCF Files (Windows XP)
  For Emonitor Online:
  C:\Program Files\Rockwell Software\Emonitor\[PROFILE_NAME].DCF
  For RSMACC EOL:
  \Program Files\Rockwell Software\RSMACCEOL

- EOL Files (Windows XP)
  For Emonitor Online:
  C:\Program Files\Rockwell Software\Emonitor\[PROFILE_NAME].EOL
  For RSMACC EOL:
  \Program Files\Rockwell Software\RSMACCEOL

- OnlineDataConsole.xml (Windows XP)
  C:\WINDOWS\system32\OnlineDataConsole.xml

- Templates (Windows XP)
  C:\Program Files\Rockwell Software\Emonitor\English Templates
  C:\Program Files\Rockwell Software\Emonitor\Metric Templates

- Load and Unload directories (Windows XP)
  C:\Program Files\Rockwell Software\Emonitor\LD
  C:\Program Files\Rockwell Software\Emonitor\UD

- Online directory (Windows XP)
  C:\Program Files\Rockwell Software\Emonitor\Online

- New EDS files are installed when you install Emonitor 3.70 on the computer running Windows 7; however, you must back up any custom EDS files.

- INI, EDI and EAX Files (Windows XP)
  C:\Program Files\Rockwell Software\Emonitor\

Backing up your Emonitor database

See *Backing up your data* on page 32 for instructions.

Installing Emonitor version 3.70 on Windows 7

If you are upgrading from Emonitor 3.50 or earlier, install Emonitor version 3.70 on the computer running the Windows 7 operating system. See Chapter 2, *Installing Emonitor* for instructions. If you are upgrading from Emonitor 3.60 on Windows 7, see "Running the Emonitor upgrade program" on page 20.

Installing the EDS files

If you are want to use Emonitor Online with, or import data from, XM or XM DYN modules into Emonitor, you must install the latest EDS files for the XM and XM DYN modules. EDS files are simple text files that are used by network Configuration Tools such as the Emonitor Online Configuration Utility to describe products so that you can easily commission them on a network. EDS files describe a product device type, revision, and configurable parameters.

> You must install RSLinx Classic 3.60 or later before you can install EDS files.

1. Start the EDS Hardware Installation Tool. Click Start > Program Files > Rockwell Software > RSLinx > Tools > EDS Hardware Installation Tool.

2. In the EDS Hardware Installation Tool, click **Add**.

3. Select **Register a directory of EDS files**.

4. Click **Browse**, and navigate to the Emonitor program directory and click **OK**. The default directory is C:\Program Files\Rockwell Software\Emonitor.

5. Click **Next**. The Tool installs all the EDS files in the Emonitor program directory. Some EDS files may show minor errors that do not have any functional impact, such as "The help string has exceeded the maximum length." Click **Next.**

6. Continue to click **Next** to complete the EDS Wizard, and finally click **Finish**.

Restoring your Emonitor database

> Make sure you shut down Emonitor before restoring your database files.

Copy the database files to the computer where you installed Emonitor version 3.70. The default database directories are:

C:\Program Files\Gupta>SQLBase901\Econfig
C:\Program Files\Gupta>SQLBase901\Entek

Running the Emonitor upgrade program

If you are upgrading from Emonitor version 3.60 on Windows 7, you can use the installation program on the Emonitor DVD to upgrade your Emonitor software.

⚠️ Make sure you follow these steps before upgrading.
1. Unload all data collectors before upgrading. You will not be able to unload them after the upgrade.

2. Back up your databases before upgrading to the latest version (see *Backing up your data* on page 32).

3. If you are upgrading from Emonitor 3.2, shut down the SQLBase server (locally for single-user systems and at the server for multi-user systems). After shutting down the server, delete any LOG files in the database directories (\Centura\Entek and \Centura\Econfig for the single-user version).

Exit any running applications before starting the Emonitor upgrade program.

⚠️ The Emonitor upgrade program requires that you reboot your computer after upgrading the software.

1. Insert the Emonitor Installation DVD into the DVD drive of your computer.

ℹ️ If you are running the DVD from another computer, you must map the DVD to a drive on your local computer.

Emonitor requires that you activate your software using license files. As part of the Emonitor upgrade process, you must install or upgrade the FactoryTalk Activation software. For more information on FactoryTalk Activation, refer to the FactoryTalk Activation documentation. To display the file, follow these steps:

a. Insert the Emonitor Install DVD into your computer.

b. After the Autorun screen appears, click **Documentation**. The list of available documentation appears in your default HTML browser.

c. Click **FactoryTalk Activation**.

d. When finished, click **Back** to return to the main Autorun screen, and then click **FactoryTalk Activation** to upgrade the FactoryTalk Activation software. If you already have the latest version of the software, you can skip this step.

5. When finished, click **Back** to return to the main Autorun screen, and then click **RSLinx Classic** to upgrade RSLinx® Classic. If you want to use XM/DYN Online Data to import data from XM modules, or Logix Online Data to import data from the Logix family of controllers, RSLinx Classic version 3.60 or later must be installed on the same computer. Follow the instructions on the screen to install or upgrade RSLinx Classic. If you already have the latest version of the software, you can skip this step.

The XM/DYN Online Data and Logix Online Data software require the RSLinx Classic software. It is recommended that you upgrade RSLinx before you upgrade Emonitor.

6. When finished, click **Back** to return to the main Autorun screen, and then click **SQLBase**. Follow the instructions on the screen. If you already have the latest version of the software, you can skip this step.

Do not remove your existing version of the SQLBase database software before installing the new Gupta SQLBase 9.0.1 software. If you want to remove the SQLBase software, you can uninstall it after you verify that the Emonitor upgrade completed properly.

7. When finished, return to the main Autorun screen. Even if you are using the XML Gateway with your Emonitor system, you do not need to click **XML Gateway Prerequisites**. The correct versions of the software are included as part of Microsoft Windows 7.

8. When finished, click **Back** to return to the main Autorun screen, and then click **Emonitor**. Follow the instructions on the screen.

9. The installation program detects that installed Emonitor components are not up to date.
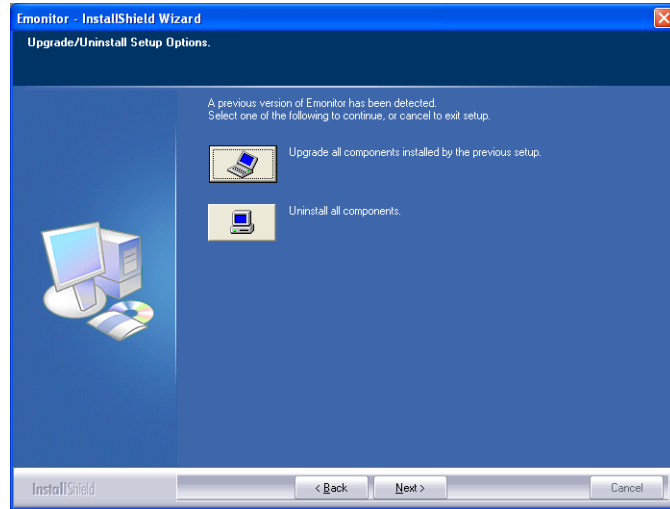
- ■ **Upgrade all components installed by the previous setup.** This option installs the upgraded version with the same configuration as your existing installation.

- ■ **Remove all installed components.** This option removes the Emonitor software from your computer. You will not be able to run Emonitor after you remove the software; however, the Emonitor database, other data files, and configuration files remain on your computer.

    Click **Upgrade all components installed by the previous setup**. If you see a message about a read-only file having been detected, click **Yes** to continue.

10. Enter or select the folder where the installation program stores the Emonitor configuration files. This includes all the data collector INI files, as well as any configuration files for any of the Emonitor programs (such as the Emonitor Scheduler and the Emonitor Online components). This allows you to protect your configuration files during an upgrade, and then bring them back into the new version.

11. After backing up your configuration files, the installation program removes the old version of Emonitor, and then requires that you restart your computer. Select **Yes, I want to restart my computer now** and click **OK** to restart your computer. After you restart the computer, the installation program continues.

12. Select the XML Gateway if you want to install or upgrade the Emonitor CMMS XML Gateway, and click **Next**.

13. The next dialog shows the system requirements. If your system passes, click **Next**.

14. Choose the directory where you want to install Emonitor. Click **Browse** to change the installation directory.

   > You can choose a different directory in which to install Emonitor, but the previous installation will no longer work. The installation program will not upgrade your previous installation or install a new database.

15. Select the program folder on the Start menu for Emonitor, then click **Next**.

16. Click **Next** to accept the configuration. Setup begins copying files to your computer.

17. The installation program installs the Windows Firewall Configuration Utility. The Firewall Configuration program then runs to automatically modify the Windows Firewall settings to allow the following Emonitor components to operate: Emonitor OPC server and OPC enumerator, SQL Server, DCOM, Enlive, and the Emonitor Online programs (Enwatch/6600 Online Data, Online Data Console, Create Loadfile, Load and Unload). Then the DCOM Security configuration program runs to complete the modifications.

   > The message "The Windows Firewall configuration interface is unavailable" may appear if the Windows Firewall is disabled. If you are using some other software or hardware firewall, you may need to manually configure it to allow the Emonitor programs to communicate.

18. The upgrade is nearly complete. Select **Yes, I want to restart my computer now** and click **OK** to restart your computer. The Emonitor software upgrade is now complete.

19. Install the EDS files. Emontior 3.70 works with the new XM module firmware. See *Installing the EDS files* on page 19.

Restructuring the database

After any upgrade, you must restructure the database. This adds the necessary data and structure information to your current database, allowing you to run the new version of the program. When you start Emonitor, the restructure program automatically starts if it is needed. Follow these steps the first time you start Emonitor after performing an upgrade.

   > Make sure you follow these steps before restructuring your database.
   > 1. Back up your databases before upgrading to the latest version (see *Backing up your data* on page 32).
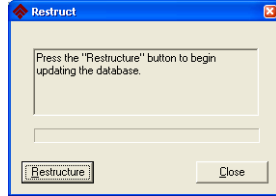   > 2. Make sure no users are connected to the database.

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1. Start your Emonitor software from the **Start** menu on any client computer (**Start > Programs > Rockwell Software > Emonitor > Emonitor**). Click **Yes** to update your database.
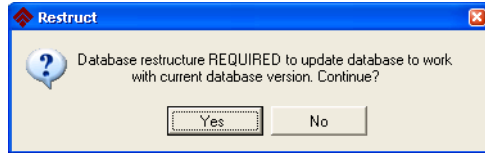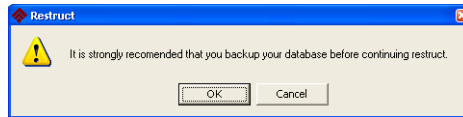

   After you enter the Admin user name and password, the restructure program automatically starts. The default Admin username and password are "admin" and "password".
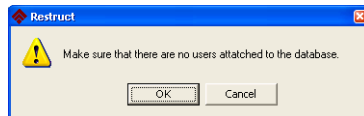
2. Click **Restructure** to begin the update process.


3. Make sure you have backed up your database, then click **OK** to continue.

4. Make sure that no users are still attached to the database, then click **OK** to continue.

> ⚠ Allow plenty of time to restructure your database. It may appear to stop or be locked up, and stay at 99% for a long time. Do not try to restart your computer during restructure–just be patient and let the program finish.

5. When the process is finished, click **Close**. You can now run the new version of Emonitor.
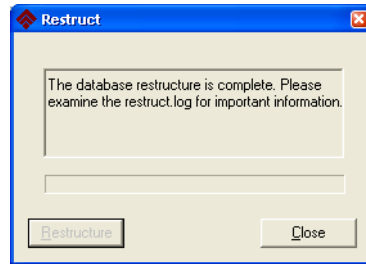
The amount of time needed for this process depends on your processor speed and the amount of RAM available.

Restoring your Emonitor configuration files

After you have restored the Emonitor database files, restore the Emonitor configuration files.

⚠ Note that the default directories for Emonitor version 3.70 configuration files on Windows 7 are different than they were on versions prior to 3.60.

⚠ If you are restoring configuration files from RSMACC EOL version 2.50, make sure that the .DCF and .EOL file names do not conflict with the same file types from Emonitor Online. If necessary, rename the .DCF and .EOL files from RSMACC EOL. We recommend using different .DCF and .EOL files for Emonitor EOL version 3.70 and Emonitor Online version 3.70.

The default directories for the Emonitor 3.70 configuration files are listed below.

■ DCF Files (Windows 7)
C:\Users\Public\Documents\Rockwell Software\Emonitor\[PROFILE_NAME].DCF

■ EOL Files (Windows 7)
C:\Users\Public\Documents\Rockwell Software\Emonitor\[PROFILE_NAME].EOL

- OnlineDataConsole.xml (Windows 7)
  C:\Users\Public\Documents\Rockwell Software\Emonitor\OnlineDataConsole.xml

  ℹ️ Edit the XML files and change all instances in the document from:
  <XMProfile>C:\Program Files\Rockwell Software\Emonitor\

  to:

  <XMProfile>C:\Users\Public\Documents\Rockwell Software\Emonitor\

- Templates (Windows 7)
  C:\Users\Public\Documents\Rockwell Software\Emonitor\Templates\English
  C:\Users\Public\Documents\Rockwell Software\Emonitor\Templates\Metric

- Load and Unload directories (Windows 7)
  C:\Users\Public\Documents\Rockwell Software\Emonitor\UD
  C:\Users\Public\Documents\Rockwell Software\Emonitor\ld

- Online directory (Windows 7)
  C:\Users\Public\Documents\Rockwell Software\Emonitor\Online

- EDS files are installed with Emonitor 3.70. If you backed up any custom EDS files, restore them to:
  C:\Program Files\Rockwell Software\Emonitor\

- INI, EDI and EAX Files (Windows 7)
  C:\Program Files\Rockwell Software\Emonitor\
  (This is the same directory as for Emonitor 3.5)

Changing paths in odonline.edi

After you restore the odonline.edi file, you must edit the file to update the path information.

1. Shut down Emonitor if it is running.

2. Open C:\Program Files\Rockwell Software\Emonitor\odonline.edi with Windows Notepad or some other text editor.

3. Edit C:\Program Files\Rockwell Software\Emonitor\odoonline.edi as follows:

`[Source]`

`DataFileConfigFile=C:\Program Files\Rockwell Software\Emonitor\odonline.ini`

`DataFileDir=C:\Users\Public\Documents\Rockwell Software\Emonitor\ud`

`DataFiles=C:\Users\Public\Documents\Rockwell Software\Emonitor\ud\*.ulf`

`[Options]`

`BackupPathnameOnError=C:\Users\Public\Documents\Rockwell Software\Emonitor\online\backup\`

`LogFilePathname=C:\Users\Public\Documents\Rockwell Software\Emonitor\online\online.log`

4. Restart the Scheduler and OLDM_Service services.

   a. Click Start > Control Panel > Administrative Tools > Services.

   b. Select Services (local) in the left side of the Services window.

   c. Select SchedulrSvc in the right side of the Services window.

   d. If the SchedulrSvc Status is Started, right-click on SchedulrSvc and select Stop.

   e. Right-click on SchedulrSvc and select Start.

   f. Select OLDM_Service in the right side of the Services window.

   g. If the OLDM_Service Status is Started, right-click on OLDM_Service and select Stop.

   h. Right-click on SchedulrSvc and select Start.

-
-
- INSTALLING EMONITOR SOFTWARE WITH A GUPTA SQLBASE SINGLE-USER DATABASE
-
-
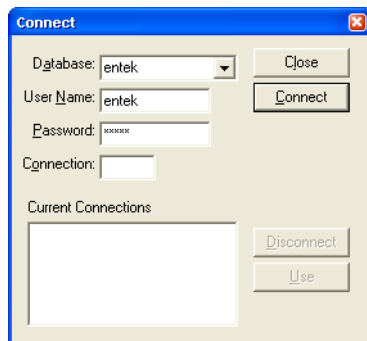
4 Database maintenance

This chapter describes specific procedures for maintaining your database. These steps will help your database speed and efficiency. Note that the procedures in this document apply to Emonitor installations using the single-user or network (multi-user) versions of the Gupta SQLBase database software.

Using SQLTalk Interactive

SQLTalk is the Gupta SQLBase program that allows you to communicate directly with your database. Some of the procedures in this document require that you use SQLTalk.

1. Make sure that all users are logged out of Emonitor, and that no one is accessing the database with SQLTalk or another utility.

2. From the **Start** menu, click **Programs > Gupta > SQLBase 9.0.1 > SQLTalk Interactive SQL**.

3. From the **Session** menu, click **Connect**, or press F2. The **Connect** dialog appears.

4. Enter the database name, username, and password for your database. For the Entek database, the default user name is entek, and the default password is euser. For the EConfig database, the default username is also entek, and the default password is also euser. The name and password are not case-sensitive. Passwords are encrypted.

5. Click **Connect** to connect to the database. Your database name should appear in the **Current Connections** box.

6. Select the database in the **Current Connections** box and click **Use**, and then click **Close**.

Checking the integrity of your database

A database is a file, or set of files, stored on your computer. In rare instances, a database can be damaged or corrupted. If this happens, you may not know about it until you attempt to recall information from the damaged part of the database. In some cases, you may not discover the damage for days, weeks, or months.

For this reason, it is important that you regularly check the integrity of your databases, for both the Entek and the Econfig databases.

1. If you are using a network version of Emonitor, make sure that all users are logged out of Emonitor, and that no one is accessing the database with SQLTalk or another utility.

2. Start SQLTalk as described in *Using SQLTalk Interactive* on page 29.

3. In the Input Window (the top pane), type the following, including the semicolon:

    check database;

4. Press Shift+F2 to execute the command, or click **Execute Command** from the **Session** menu. If the check is successful, SQLTalk displays the message:

    DATABASE CHECKED

    If any other message appears, your database may be corrupt. Contact Customer Support immediately for assistance. Run this command on both the Entek and the Econfig databases.

Speeding up database access

You can also use SQLTalk Interactive to speed up database access by optimizing the database. To do so, follow these steps.

1. If you are using a network version of Emonitor, make sure that all users are logged out of Emonitor, and that no one is accessing the database with SQLTalk or another utility.

2. Start SQLTalk and connect to the Entek database. See *Using SQLTalk Interactive* on page 29.

3. In the Input Window (the top pane), type the following, including the semicolon:

    update statistics on database;

4. Press Shift+F2 to execute the command, or click **Execute Command** from the **Session** menu. If the check is successful, SQLTalk displays a message similar to this one depending on the number of rows in your database:

    STATISTICS UPDATED ON 44,410 ROWS

This command may take some time depending on the size of your database, so please be patient. Run this command on both the Entek and the Econfig databases.

Running the Gupta SQLBase Server as a program

By default, the Gupta SQLBase Server runs as a Windows service. This means the Server starts when you start Windows, and you cannot close the SQLBase Server program (the Exit button is disabled). You can change the way the Server starts, so that it only starts when it is needed by Emonitor.

1. If you are using a network version of Emonitor, make sure that all users are logged out of Emonitor, and that no one is accessing the database with SQLTalk or another utility.

2. Start the Gupta SQLBase Management Console. Select **Start > Program Files > Gupta > SQLBase 9.0.1 > SQLBase Management Console**.

3. Expand the Console Root by double clicking it.
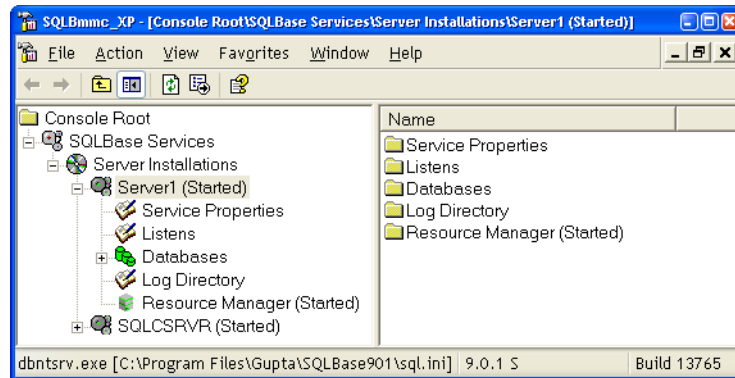
4. Right-click the database server name. The default name is **Server1**. Select **Stop** to stop the database server.

5. Right-click Service Properties. Select **Startup Type > Disabled**. This means the database server will only start when you start Emonitor.

   You can also run the SQLBase Server as a service without displaying the Server Console. Right-click Service Properties, and then select **Server Console > Off**.

6. Close the SQLBase Management Console. The next time you start Windows, the SQLBase Server will not automatically start. It will only start when you start Emonitor, or manually start the server by selecting **Start > Program Files > Gupta > SQLBase 9.0.1 > SQLBase Database Engine**.

Backing up your data

How often should I back up my data?

You should back up as often as you can afford to lose data. If you can lose a week's worth of data, back up once a week. If you need to have all of your data from each day, back up daily.

What files and directories do I need to back up?

ⓘ The name of the directory that contains the SQLTalk database has changed from Centura to Gupta. The new database directory for Gupta SQLBase 9.0.1 is \Program Files\Gupta\SQLBase901.

The Gupta SQLBase database directories should be backed up. These database directories contain the individual Gupta SQLBase database files (.dbs). Typically the database directories are stored in subdirectories of the main Gupta SQLBase directory. Simply copy the directories and files within the directories.

ⓘ The default database directories are:

C:\Program Files\Gupta>SQLBase901\Econfig

C:\Program Files\Gupta>SQLBase901\Entek

For example, to back up the Entek database, you would copy the Entek directory which contains the entek.dbs file (copy both the .dbs file and any other files that are in the directory).

You also need to back up the Econfig directory containing the Econfig database.

What is the correct backup procedure for SQLBase databases?

1. Shut down Emonitor.

2. From the **Start** menu, point to **Programs**, then to **Gupta**, then to **SQLBase 9.0.1**, then click **SQLTalk Interactive SQL**.

3. From the **Session** menu, click **Connect**, or press F2.

4. Enter the database name, username and password for your database. The default user name is ENTEK, and the default password is EUSER.

5. Click **Connect**. Your database name should appear in the **Current Connections** box.

6. Click **Close** to close the **Connect** dialog.

7. In the Input Window (top pane), type the following, including the semicolon:

```
check database;
```

8. Press Shift+F2 to execute the command. If the check is successful, SQLTalk displays the message:

```
DATABASE CHECKED
```

If any other message appears, your database may be corrupt. Contact Customer Support immediately for assistance. Repeat these steps for the Econfig database.

9. Type the following in the Input window (top pane), including the semicolon:

```
Update statistics on database;
```

10. Press Shift+F2 to execute the command. After SQLTalk executes the command, it displays a message similar to this one depending on the number of rows in your database:

```
STATISTICS UPDATED ON 13,443 ROWS
```

11. Repeat this command on the Econfig database. After the Update Statistics command is finished, select **File > Exit** to exit SQLTalk.

12. Shut down the SQLBase engine (locally for single-user systems and at the server for multi-user systems).

13. Back up the database subdirectories with your own backup software, or copy the subdirectories to a network drive that is backed up. After backing up the database directories, simply restart Emonitor (on single-user installations). For multi-user installations, you must restart the database engine software before launching Emonitor.

14. Remember to rotate the storage media (tapes or disks) in order to ensure that you have at least one good previous backup set aside. This will help prevent the accidental overwriting of the previous good backup with a bad one. A recommended back up strategy would be to create separate tapes or disks that are used for annual, quarterly, monthly and weekly backups.

Using the correct storage media for your data

To help prevent database corruption, do not run your database from removable storage media such as Zip, JAZZ, Bernoulli, SyQuest, or SuperDISK drives. These removable storage devices are excellent for backing up or copying databases, but are not suited to the constant I/O requirements of the database engine.

Adding a new database

You may want to add another database to your system. You can use one Econfig database for your configuration data and have multiple other databases for storing data similar to the Entek database.

ℹ️ Before you add a new database, you must restart your computer at least once since you installed Emonitor, in order to restart the Gupta SQLBase server.
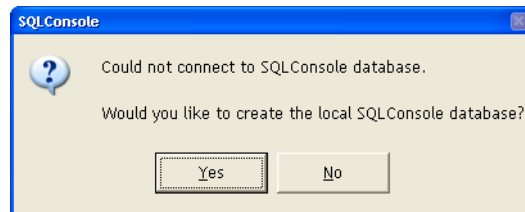
Add the SQLBase server to the SQLConsole display

You only have to follow this procedure once to add the server to the SQLConsole display. If the server name appears in the SQLConsole display, you can skip these steps. The default server name is SERVER1.

1. Start the Gupta SQLBase server if it is not running. Select **Start > Programs > Gupta > SQLBase 9.0.1 > SQLBase Database Engine**.

2. Start the **SQLConsole** by selecting it from **Start > Programs > Gupta > SQLBase 9.0.1 > SQLConsole DBA Utility**.

3. The first time you run the SQLConsole, a message appears:
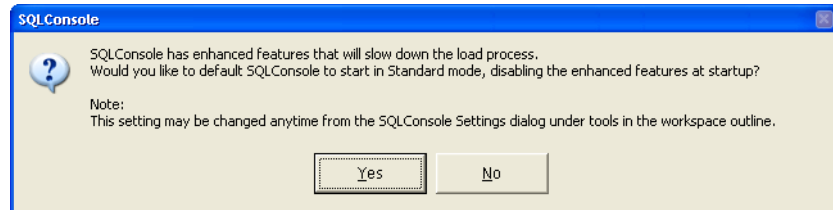
Select **No** to run in Enhanced mode.

4. Click **Yes** at the next dialog to create a local SQLConsole database.

5. Click **Yes** at the next dialog to use the default database name (SQLSCRVR), and leave the password blank.

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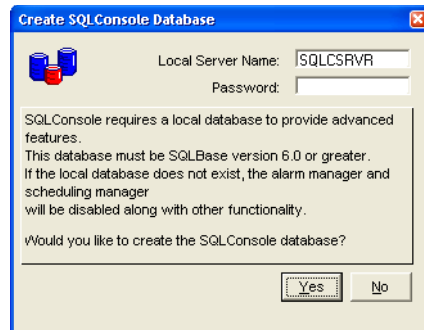
6. The SQLConsole appears. Double click **Tools**, and then double-click **Connection Manager**.
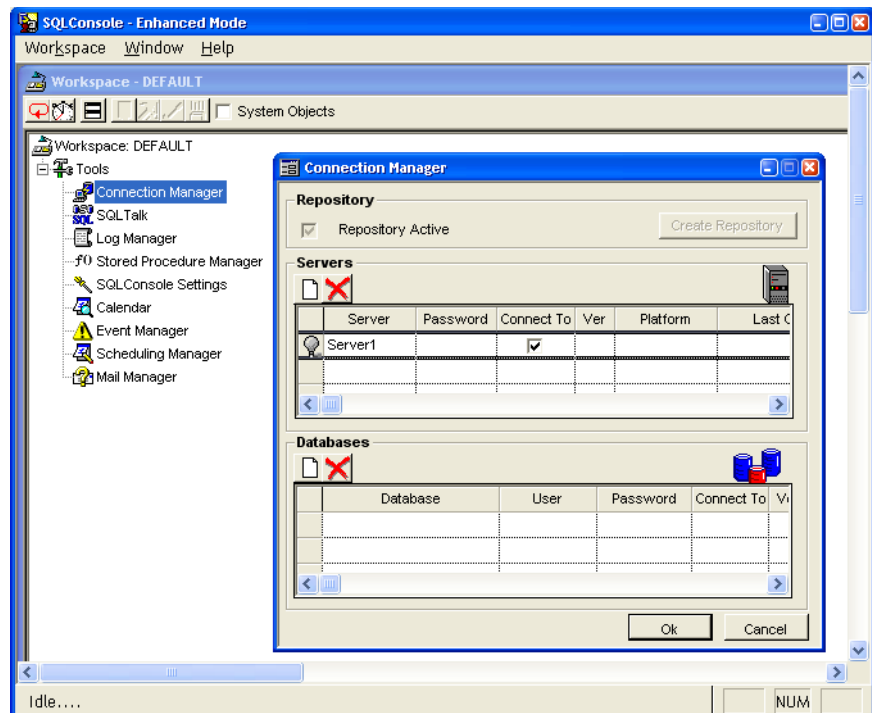
7. In the Connection Manager dialog, enter the SQLBase server name, and then click OK. The default server name is **Server1** ("server", followed by the number 1).

8. Exit and then restart SQLConsole.

9. The name of the SQLBase server appears in the tree below Tools.
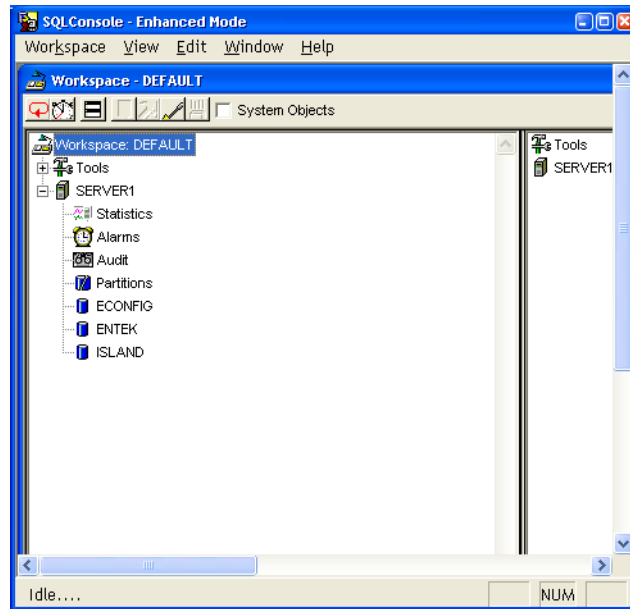
Add the new database

If the SQLBase server name appears in the SQLConsole display, you can add a new database to the server.

1. Create a directory in the \Program Files\Gupta\SQLBase901 folder with the name for your database. You have to have a separate directory for each database.

2. Copy entek.dbs from the product directory (\extras\emonitor) on the Emonitor DVD into the new directory. The product directories are located in the Extras folder on the DVD.

3. Right-click on the entek.dbs file on your computer and click **Properties**. Change the Attributes by clearing the **Read-only** checkbox. Click **OK**.

4. Rename the entek.dbs file to the name of the directory. In this picture, the new database and directory are named Newtest.
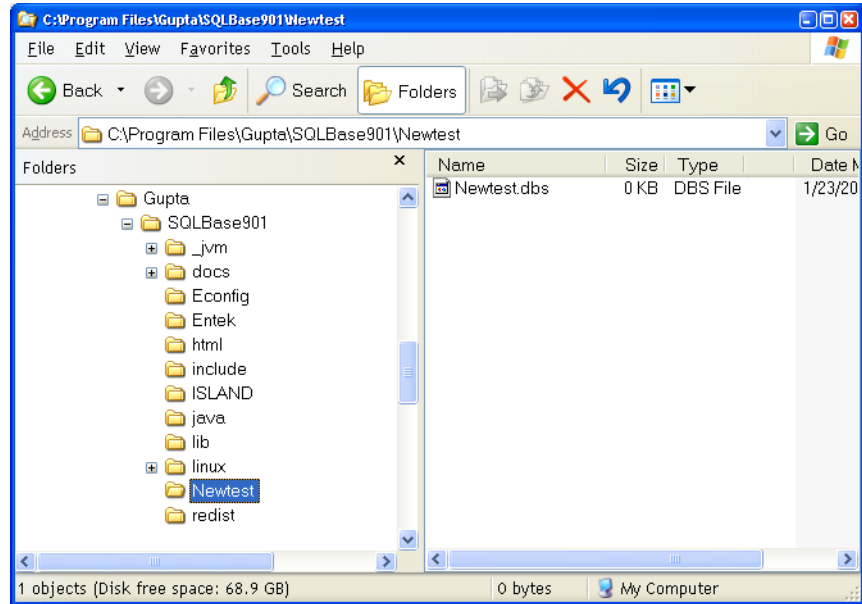
5. Start the **SQLConsole** if it is not running (select **Start > Programs > Gupta > SQLBase 9.0.1 > SQLConsole DBA Utility**).

6. Right-click the server name in the SQLConsole display, and then select **Manage Database > Install.**

7. Enter the name of the new database that you created steps 1-4, and then click **Install**. The new database appears in the tree under the database server name.
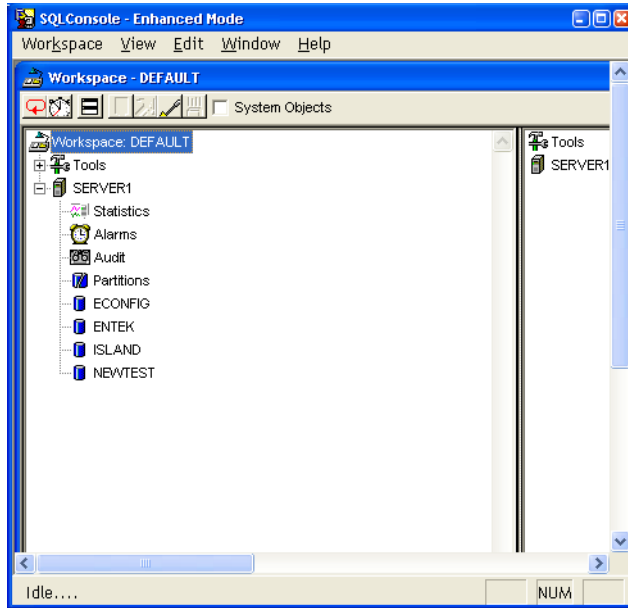
5 Troubleshooting

This chapter offers troubleshooting information for Emonitor installations.

Troubleshooting database connections

What version ODBC driver should I use?

Use Gupta SQLBase ODBC driver version 9.00.01 or later. The previous version does not work with this version of Emonitor.

Why am I getting a configuration file error?
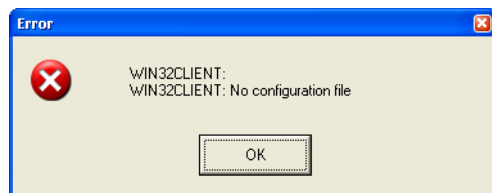
There could be several reasons for this type of error. Here is a list of potential fixes.

■   Make sure that you have only one copy of SQL.INI on your computer.

■   Make sure that the SQL.INI file has not been renamed or deleted.

■   If you log in to your computer, make sure that you used the correct login name and password.

Why can't I connect to the database?

If you cannot connect to databases after installing, ensure that your databases have been added to the server configuration and that they are enabled. See *Adding a new database* on page 34 for more information.

If you still can't connect to the database, check the SQL.INI file to make sure the line that says DBDIR=C:\Program Files\SQLBase901 actually points to the installed location of the SQLBase database.

Why can't it find the ERROR.SQL file?
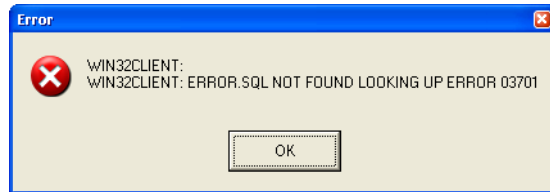
If you get an error like this, check your path by typing PATH at an MS-DOS prompt. If your path does not contain the SQLBase program directory, Emonitor cannot find the needed database files. Also, check to make sure error.sql is in the SQLBase directory and has not been renamed.

My other SQLBase programs cannot find the SQL.INI file.

The Emonitor installation program renames any SQL.INI, MESSAGE.SQL, or ERROR.SQL file that it finds in your path. If other SQLBase programs are affected by this, you must rename these other files before attempting to run the other program that uses SQLBase.

Do I add DBNTSRV to the Windows Firewall exceptions?

If you do not reboot after installing the SQLBase and Emonitor software, a message appears when you start Emonitor, asking if you want to add DBNTSRV to the Windows Firewall exceptions. In order for Emonitor to communicate with the database, you must allow DBNTSRV to be added to the exceptions list.

Troubleshooting during the installation

Client-server applications like Emonitor can be complicated. This section is provided to give you a guide if things don't go quite right the first time.

Do I have to install certain online components to certain computers?

No. The current Emonitor installation program installs all Emonitor components to each computer if you are using a multi-user version of Emonitor. The single-user version of Emonitor with SQLBase has all components on the same computer.

## Why can't I run the Emonitor installation program on Windows 2000, XP, or 7?

The current version of Emonitor cannot be installed or run on any version of Windows 2000, Windows XP, or Windows 7 Home.

In order to install the program on a computer running Windows 7 Professional, Enterprise, or Ultimate, you have to have Administrator rights. You might have to ask your computer staff to give you administrator rights in order to install Emonitor.

What happens if the computer gets turned off in the middle of an installation?

If your computer crashes or gets turned off in the middle of the installation, the uninstall procedure will not work. Use these steps to complete the installation.

1. Remove the Emonitor DVD and reboot your computer.

2. After the computer reboots, insert the Emonitor DVD back in the DVD drive.

3. Begin the installation process again. When you see a dialog similar to the following, select **Add or reinstall components**.
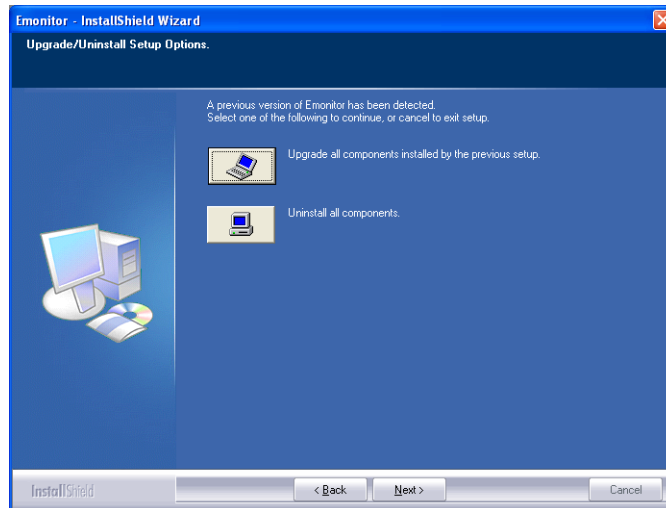
4. Follow the installation process as described in Chapter 2, *Installing Emonitor*.

Troubleshooting FactoryTalk Activation

If you experience any problems with the FactoryTalk Activation, refer to the FactoryTalk Activation online help file, installed when you installed FactoryTalk Activation. Click the Windows **Start** button, then select **Programs > Rockwell Software > FactoryTalk Activation > FactoryTalk Activation Manager**, and then click **Help** in the FactoryTalk Activation Manager window.

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