

Power Monitoring Expert 7.2.x, StruxureWare Power Monitoring Expert 7.0.1, ION Enterprise 6.0 SP1 - 10 Steps - Extra guidelines when deploying Engineering clients

ION/SPM/PME relies on NetBIOS name resolution. The code assumes machines can be reached by their NetBIOS name

1. Make sure the installation on the client is made using a Administrator account (see the installation guide notes)

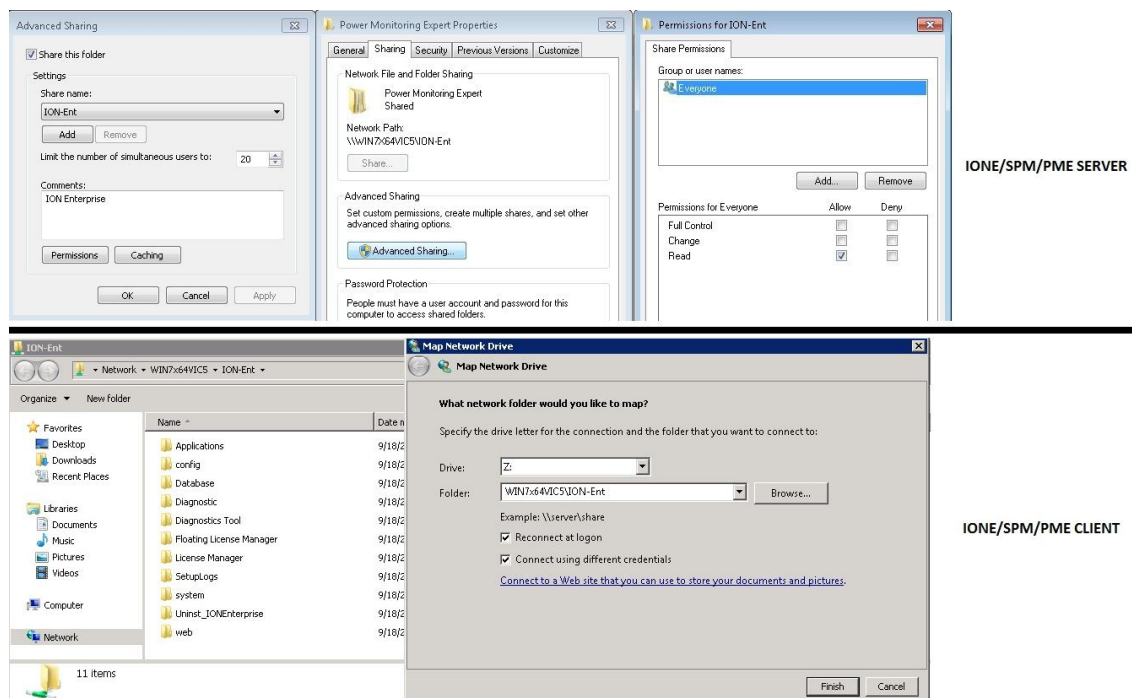
Configuring your operating system

Ensure that you log on to your supported Windows system as the Administrator of the system and not just as a user with administrator privileges.

Run the Windows Update service to install the latest security patches and hotfixes from Microsoft.

2. Make sure the client machine can "see" the shared folder of the server – "**\\server_name\ION-Ent**". As well, map a network drive on the client machine and point to the Primary ION-Ent share - this will avoid further error in SPM/PME ("Cannot locate the Primary File share" in the "Check Primary Server" step)

Type the name of the server if it doesn't appear in the SPM/PME installer - step "Select Primary Server".



Victor MARINCUS | **Schneider Electric** | Global Expert Technical Support Engineer – ION SW & HW
Email: victor.marincus@schneider-electric.com

3. Try to ping the server by name: “**ping server_name -t**”. Does the server respond? Add entries to your hosts file (on the client and on the server machine) so that they can “see” each other.

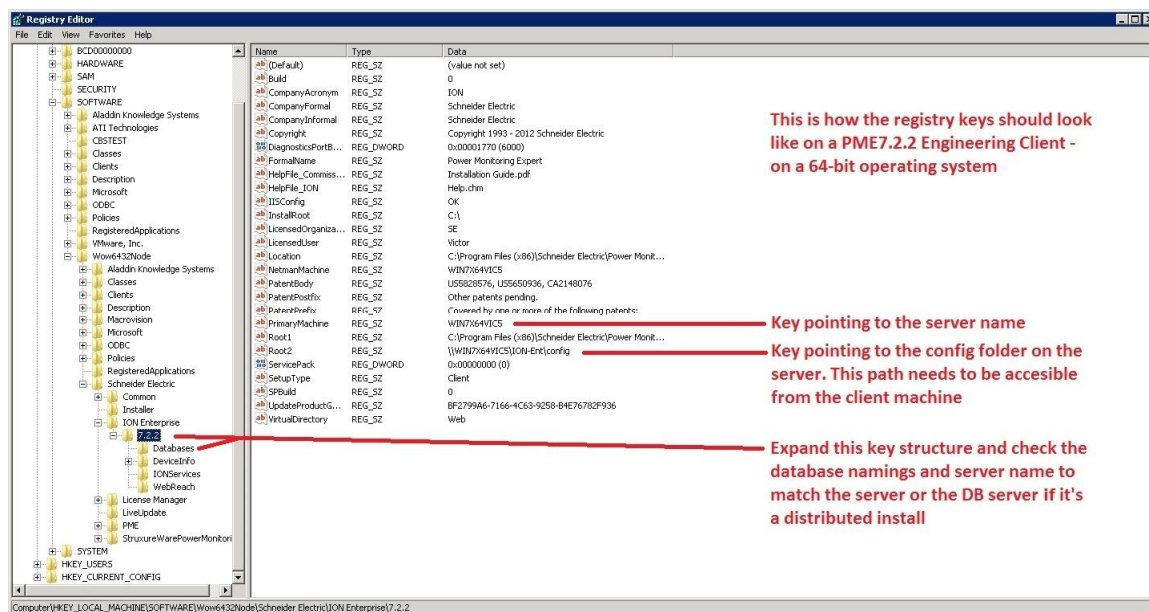
An example of the original host file is listed in this article:

<http://support2.microsoft.com/kb/972034/en-us>

4. Check if the SPM/PME registry got created on the SPM/PME Client machine (see a similar registry from a SPM/PME client below)

“**HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Schneider Electric\ION Enterprise\7.x.x**” – for x64 bit machine

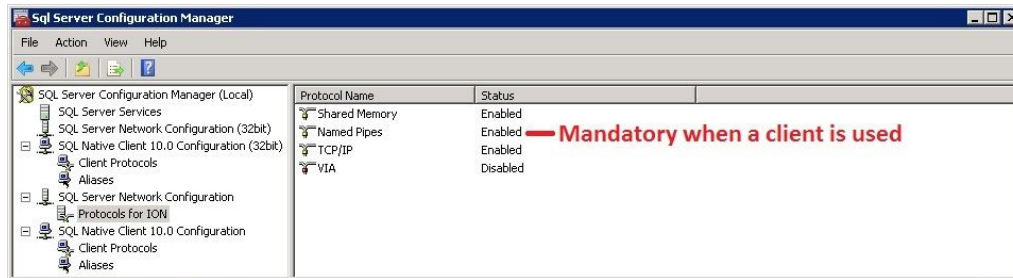
“**HKEY_LOCAL_MACHINE\SOFTWARE\Schneider Electric\ION Enterprise\7.x.x**” – for x32 bit machine



5. Check if the “**DatabaseRegistry.reg**” exists on the server (location: ...**Schneider Electric\ION Enterprise\config**) and can be read by the client machine. As well, check if its configuration is correct.

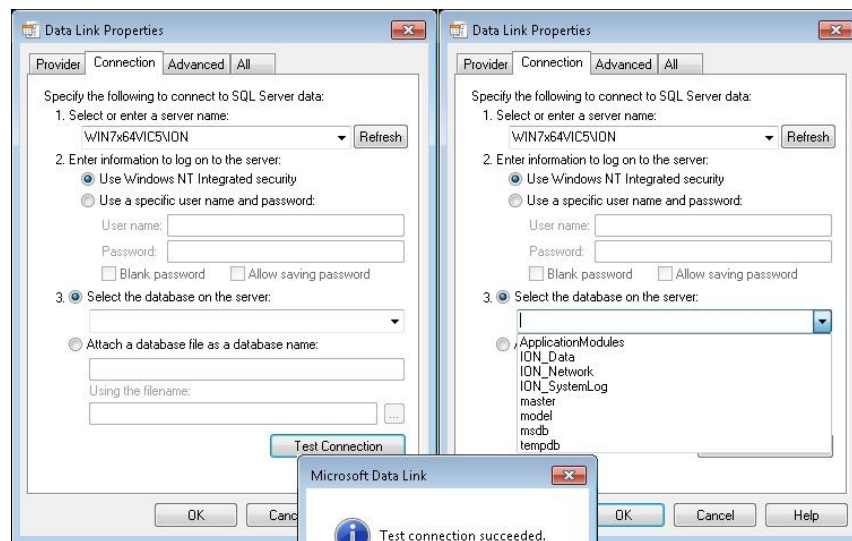
6. Enable **Named Pipes and TCP/IP protocols on the server** so that a client PC can connect to the SQL instance. Use SQL Server Configuration Manager to accomplish this. As well, refer to this article:

http://blogs.msdn.com/b/sql_protocols/archive/2007/03/31/named-pipes-provider-error-40-could-not-open-a-connection-to-sql-server.aspx



7. Create an **“.udl” file (data link)** on the client machine to test the SQL connection with the server’s SQL instance.

Ref. to: [http://msdn.microsoft.com/en-us/library/e38h511e\(v=vs.71\).aspx](http://msdn.microsoft.com/en-us/library/e38h511e(v=vs.71).aspx)



8. If there is a Windows/Antivirus firewall enabled on the server or on the client, disable it for a moment. Please note that on operating systems like Windows 7 there are multiple zones where the firewall needs to be disabled (depending on which network connection is used)

Alternatively refer to the Installation guide and **add ALL the ports listed to the firewall exceptions**. Get familiar with inbound and outbound rules.

Ref. to: [http://technet.microsoft.com/en-us/library/dd421709\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/dd421709(v=ws.10).aspx)

Ref. to: <http://support2.microsoft.com/kb/972034>

9. **Analyze the SQL logs** (via SQL Management Studio) on the server and see if it sense for some client connection or not – analyze the error message if any.

10. Observe the **Windows Events** both on Server and Client.