

Tech Note 560

Configuring Regional Settings for the Operations and Performance (Factelligence) Middleware Server

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Introduction

This *Tech Note* explains the procedure to define the regional settings for an Operations and Performance (Factelligence) v3.4 Middleware server.

This *Tech Note* is particularly useful for implementations where the regional settings are utilizing non-US standard date formats, etc. In particular, customers using MS Windows 2003 Server Enterprise editions seem to experience the most problems when the Middleware regional settings are not configured properly.

Note: This procedure should not be done on an operating production system, since database communications must be interrupted to complete the procedure.

Application Versions

- Operations and Performance (Factelligence) Middleware 3.4

Overview

It is very important for Factelligence clients to be utilizing the same regional settings as the Middleware server through which they are accessing the database. If there is a need for multiple client regional settings to access one database, there should be one Middleware server per region.

Complete the following tasks in the order they appear.

Define the Middleware Identity User Account

Define a user account that will enable Middleware to function even when a user is not logged into the Middleware server.

- If the Middleware and database server are installed on the same system, this can be a local user account.
- If the Middleware and database are on separate systems, this needs to be a domain user account with privilege on both systems (see [Tech Note 557 – Enabling Cross-Machine Distributed Transactions Between Factelligence Nodes](#) for more information on this type of setup).

The password should be set to never expire to help prevent unexpected system interruptions. This can be the same user account that is running your *Wonderware Factelligence Service* and/or *Wonderware Factelligence Factory Connector* service.

Configure the Middleware Application

1. After Factelligence Middleware is installed, login to the Middleware server as this new account.

2. Go to **Administrative Tools/Component Services**.
3. Expand Component Services/Computers/My Computer/COM+ Applications and locate the **FACTELLIGENCE** COM+ Application (Figure 1 below).

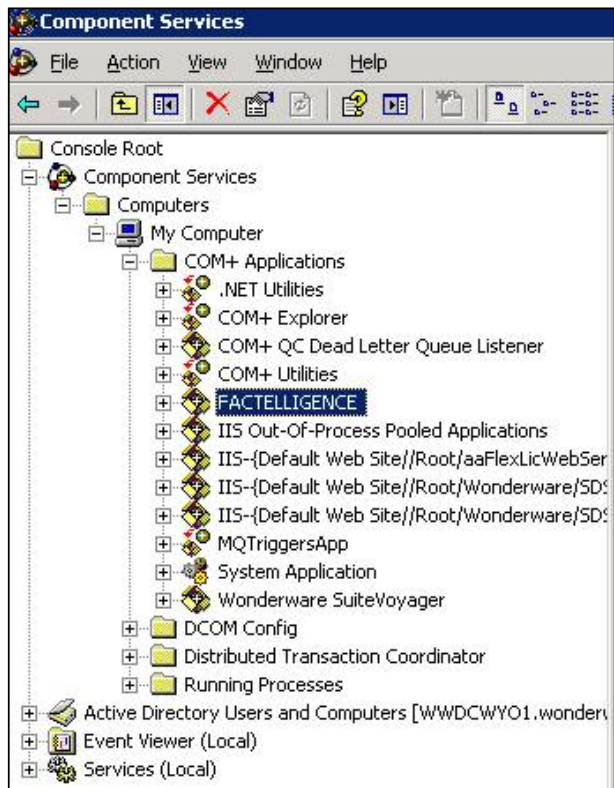


Figure 1: Factelligence Component Service

4. Right-click **FACTELLIGENCE** and select **Properties**.
5. Click the **Identity** tab, then click **This User** and enter the account information for the user you have created.
6. Click **OK** (Figure 2 below).



Figure 2: FACTELLIGENCE COM+ Identity Properties

Set the Middleware Identity User Account's Region

1. Login to the Middleware server using the new account.
2. Open Control Panel and select **Regional and Language Options**. Choose your Regional Standards and customize them if required (Figure 3 below).

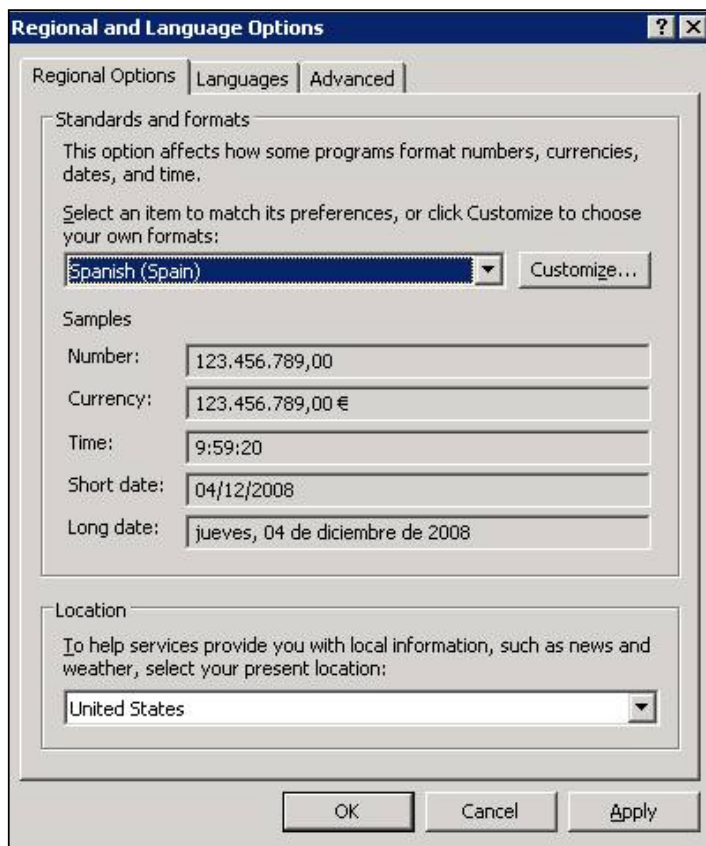


Figure 3: Customize Regional and Language Options

3. Click the Advanced Tab and select the **Apply all settings to the current user account and to the default user profile** option.
4. Click **OK** (Figure 4 below).

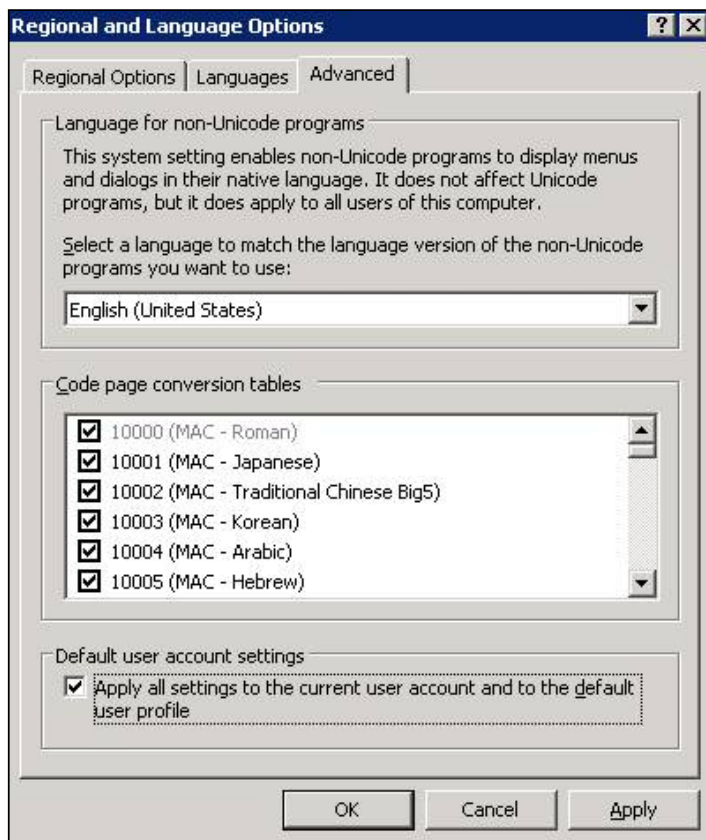


Figure 4: Apply All Settings...Option

Shutdown and Restart All Factelligence Services and Middleware.

1. Go back to **Component Services** and navigate to **Services**.
2. Stop the **Wonderware Factelligence Service** and **Wonderware Factelligence Factory Connector Services** if they are running (Figure 5 below).

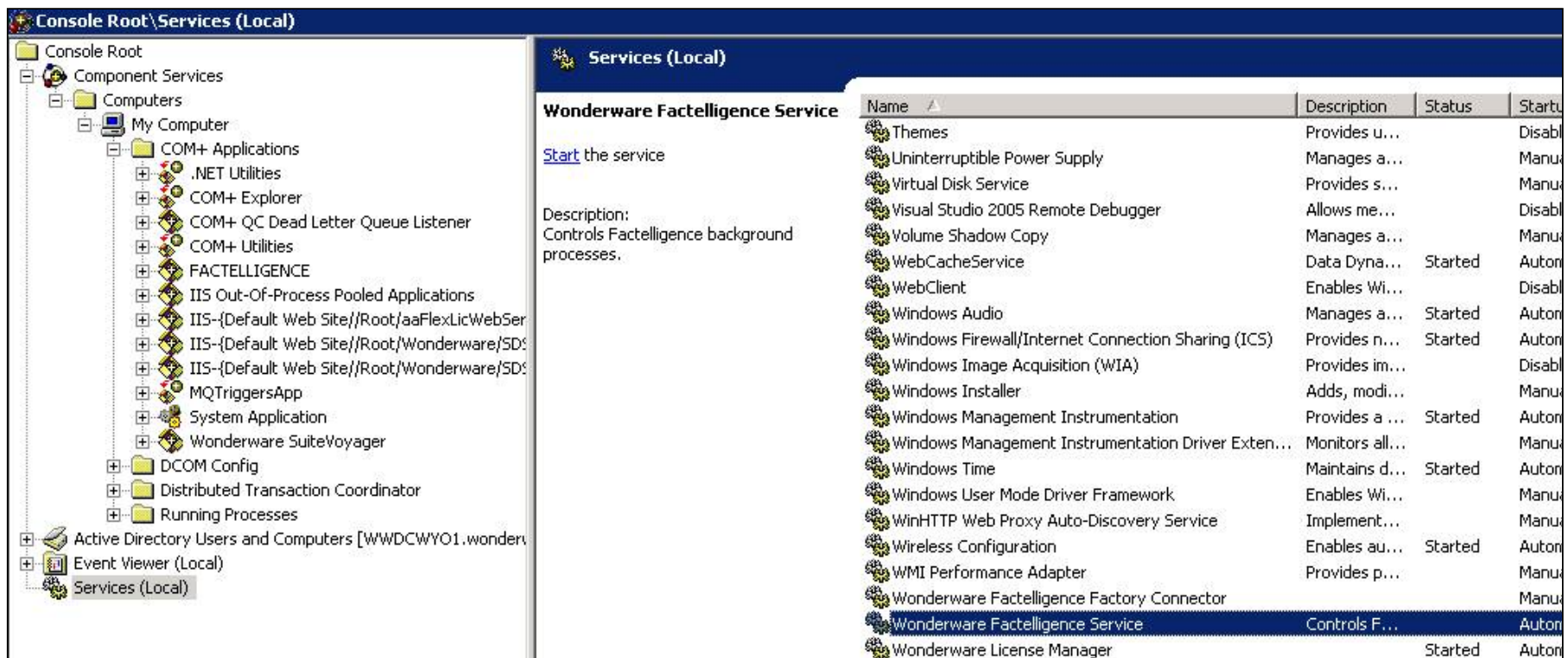


Figure 5: Wonderware Factelligence and Factory Connector Service Shutdown and Restart

3. Right-click on the **FACTELLI GENCE** COM+ Application (Middleware) and click **Shut down** (Figure 6 below).

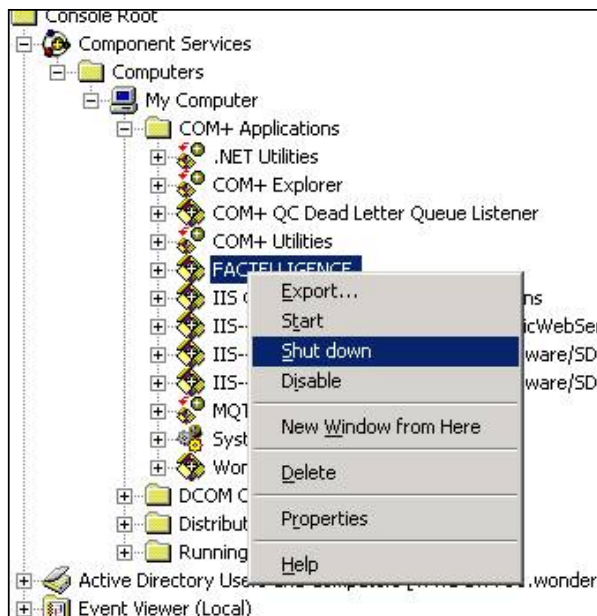


Figure 6: Shut down COM+ Services

4. Right-click the FACTELLIGENCE COM+ Application (Middleware) and click **Start**.
5. Start the **Wonderware Factelligence Service**.
6. Start the **Wonderware Factelligence Factory Connector Service** (if used).
7. Log out of the server.

Note: Make sure all of the Windows accounts for client users also use the same regional settings as your COM+ Identity User.

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