

DELL OPTIPLEX 3020 Planning Installation and Service Guide

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1 About this guide

This guide contains instructions to install and configure the Experion Flex Station and Console Station nodes on a Dell OptiPlex 3020 workstation.

Revision history

Version	Date	Description
A	May 2014	Initial release

2 Introduction

This guide describes the installation and configuration of the Experion Flex Station and Experion Console Station nodes on a Dell OptiPlex 3020 workstation.



Attention

Currently, only Experion Flex (ES-F) and Experion Console (ES-C) stations software installation is qualified by Honeywell for Dell OptiPlex 3020 workstation.

Related topics

- “Furniture options” on page 8
- “Supported Experion nodes” on page 9
- “Software requirements” on page 10
- “Memory configurations” on page 11
- “Network connections” on page 12
- “Specific slot configuration” on page 13
- “Honeywell keyboards” on page 14
- “Video display” on page 16
- “Specifications” on page 17

2.1 Furniture options

The Dell OptiPlex 3020 workstation can be positioned vertically or horizontally when configured as a desktop unit.

Unsupported furniture options

Dell OptiPlex 3020 workstation cannot be mounted in the following:

- Honeywell consoles: Z/EZ, Classic console, and Icon Series console
- Cabinets: 800mm or 1000mm deep



Attention

- Dell OptiPlex 3020 workstation can be used with Wyse Dual video thin client. The Dell OptiPlex 3020 workstation is not officially qualified for running in a Honeywell cabinet. Running the OptiPlex in Honeywell cabinet would be considered a project special. Using Wyse thin client as RPS solution with Dell OptiPlex 3020 workstation does not represent an official or implied endorsement of the Dell OptiPlex 3020 workstation running in a Honeywell cabinet.
-

2.2 Supported Experion nodes

You can install the following Experion R4xx nodes on Dell OptiPlex 3020 workstation.

- Experion Flex station (ES-F)
- Experion Console station (ES-C)
- Experion Console Extension station (ES-CE)

Dell OptiPlex 3020 workstation does not support Experion R3xx.x / TPS 4xx.x.

2.3 Software requirements

The following are the Experion platform and software models.

Model number	Description
MZ-PCWS06	Single Dual-Core i3-4130 @ 3.4GHz, 3MB L3 cache, 1-500GB SATA HDD (Non-RAID), 1x4GB Unregistered Dual In-Line Memory Module (UDIMM) Non-ECC SDRAM OptiPlex 3020-MT with preloaded Microsoft Windows 7 Professional (32-bit) operating system from Dell.
MZ-PCWS07	Single Dual-Core i3-4130 @ 3.4GHz, 3MB L3 cache, 1-500GB SATA HDD (Non-RAID), 1x4GB UDIMM Non-ECC SDRAM OptiPlex 3020-MT with preloaded Microsoft Windows 7 Professional (64-bit) operating system from Dell.



Attention

Order MZ-PCWS06 when Dell OptiPlex 3020 workstation must be used with Experion R400.x releases. Similarly, order MZ-PCWS07 when Dell OptiPlex 3020 workstation must be used with Experion R410.x/R430 releases.

For migrating from Experion R400.x to Experion R410.x/R430 on a MZ-PCWS06 system, you must have Microsoft Windows 7 Professional (64-bit) operating system. As Honeywell ships the MZ-PCWS06 with Microsoft Windows 7 Professional (32-bit), contact your nearest Dell technical support team for Microsoft Windows 7 Professional (64-bit) operating system media and provide the required details for getting the Microsoft Windows 7 Professional (64-bit) operating system.



Tip

The product key of the Microsoft Windows 7 Professional (32-bit) operating system can be used for Microsoft Windows 7 Professional (64-bit) operating system.

2.4 Memory configurations

1x4GB DDR3 UDIMM Non-ECC 1600MHz, is the standard installed memory for Dell OptiPlex 3020 workstation. The following model number can be used for failure replacement scenario only.

Model number	Description
MZ-PCEM27	4GB 1600 MHz or faster Non-ECC (1x4GB)

Standard memory configuration for 4GB using UDIMM

DIMM socket	Memory size	Total memory
1	4GB	4GB
2	-	-

2.5 Network connections

Each Honeywell-configured Dell OptiPlex 3020 workstation must be connected to an ETHERNET network. Each Dell OptiPlex 3020 workstation is shipped with an on-board Realtek Gigabit Ethernet (LOM) enabled. An optional dual NIC option is available for FTE using two Single Port Broadcom 5722 NetXtreme PCIe Card. The on-board ethernet connection must be disabled in the system BIOS before installing the Broadcom 5722 NIC controller.

Use the following details for ordering and purchasing the Broadcom NetXtreme 5722 NIC adapter.

Honeywell part number	Description
NE-NICS05	PCIe NIC card for OptiPlex workstations

2.6 Specific slot configuration

Honeywell-configured Dell OptiPlex workstation is available in dual video display as a default option. The table in this section defines the slot requirements for Experion and FTE system configurations.

2.6.1 Experion board configuration for single/dual screen

The following table provides the Experion board configuration for single/dual screen systems with FTE.

Slot no	Slot type	Description
1	PCIe x16	Empty
2	PCIe x1	Single port Broadcom NIC adapter
3	PCIe x1	Single port Broadcom NIC adapter
4	PCIe x1	Empty

2.7 Honeywell keyboards

Dell OptiPlex workstations do not support on-board serial port for integrated keyboard (IKB) / operator entry panel (OEP) serial connection. However, refer to the following table for interfacing Honeywell IKB/OEP keyboards with Dell OptiPlex workstations.

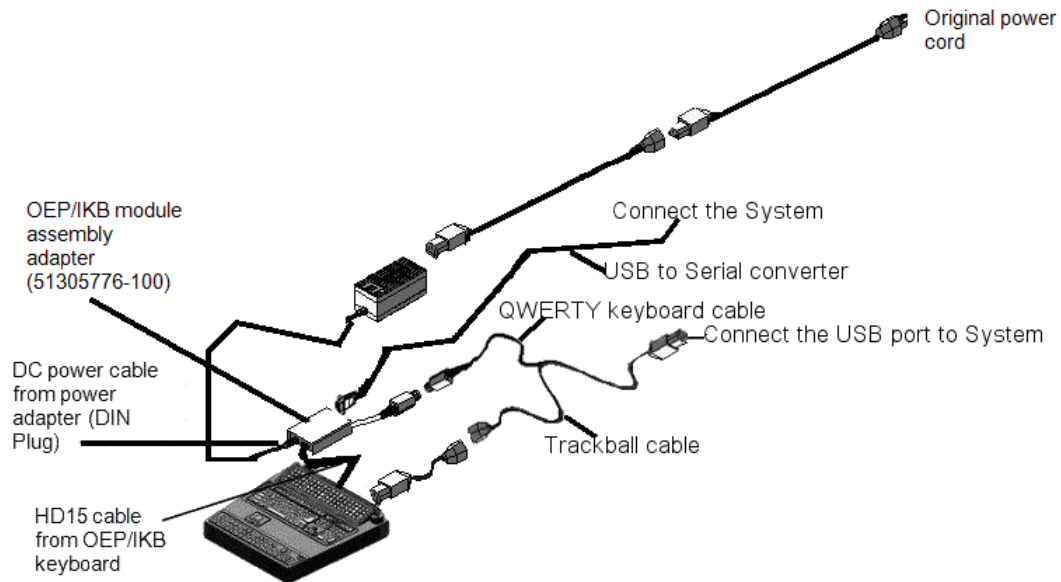
Honeywell keyboard	Interface	Connect to
IKB serial	Serial	Use USB to Serial converter cable (HPN#51153745-100)
	PS/2 for trackball and QWERTY keyboard	Use PS/2 to USB converter cable (HPN#51153979-100)
OEP serial	Serial	Use USB to Serial converter cable (HPN#51153745-100)
IKB USB	USB	Direct connection to Motherboard USB port



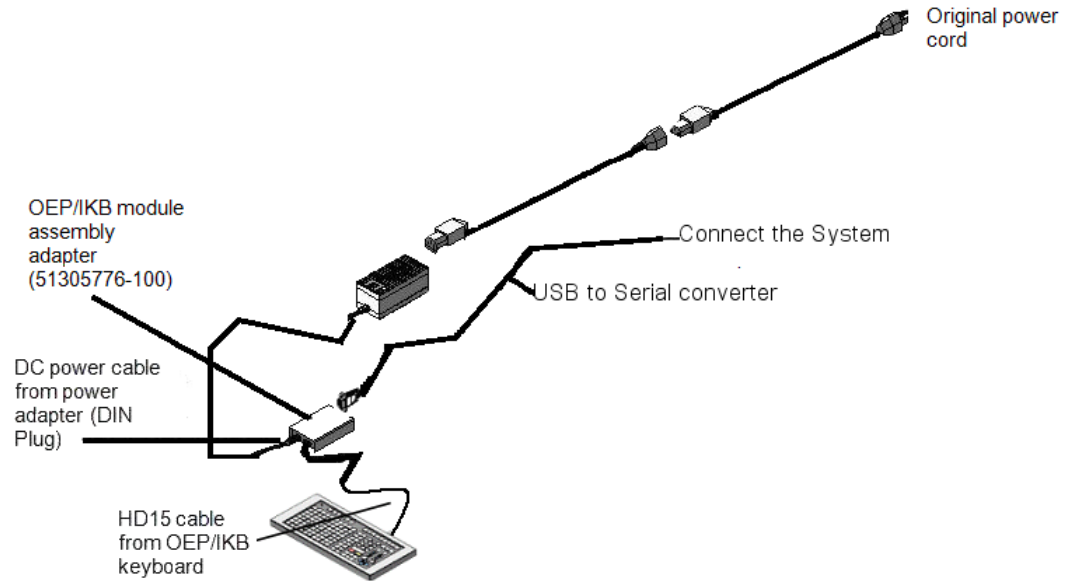
Attention

- You must purchase the following separately.
 - HPN #51153745-100 “USB to Serial adapter cable”
 - HPN #51153979-100 “PS/2 to USB adapter cable” or use the following vendor model number:
 - Belkin #F5U119vE1 “USB-to-PS/2 Adapter”

The following image illustrates a IKB serial connection.



The following image illustrates a OEP serial connection.



2.8 Video display

Dell OptiPlex 3020 workstation supports two monitor configuration using on-board video ports (Video Graphics Array (VGA) and display port). It does not support additional video cards for dual monitor configuration and quad monitor configuration.

You must purchase the Display Port (DP) to VGA or DP to Digital Visual Interface (DVI) converter for the display port separately from the supplier. The following table describes the Dell part number for purchasing the DP to VGA or DP to DVI adapter cables.

Dell part number	Description
330-4685	DP to VGA adapter cable
330-1269	DP to DVI adapter cable

2.9 Specifications

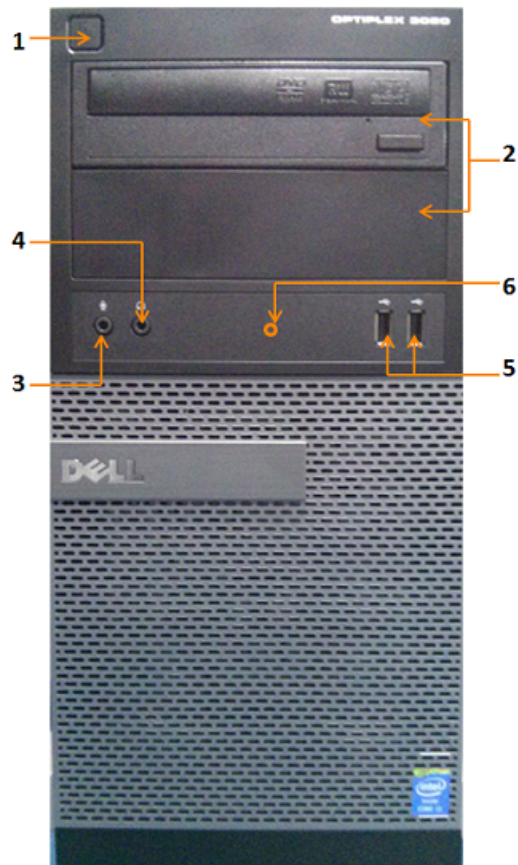
Microprocessor	Specification
MZ-PCWS06, MZ-PCWS07	Single Dual-Core i3-4130 @ 3.4GHz, 3MB L3 cache or better
Chipset	Intel® H81 Express Chipset
Expansion slots	Specification
Bus type	3- PCIe x1 1 - PCIe x16
Memory	Specification
DIMM slots	2
Standard SDRAM	1600MHz DDR3 SDRAM, up to 16GB
Network interface	Specification
Networking	Integrated Realtek® RTL8151GD
Power Supply Unit (PSU)	Specification
PSU	Standard 290W PSU Active PFC or optional 290W up to 90% Efficient PSU (80 PLUS Gold); ENERGY STAR compliant, Active PFC
Drive bays	Specifications
Internal	2 internal 3.5"
External	2 external 5.25"
External peripherals	Specifications
Keyboard	Dell USB Entry Keyboard, Dell Multimedia Pro Keyboard
Mouse	Dell USB Optical Mouse, Dell Laser Mouse
Graphics option	Integrated Intel® HD Graphics 4600/ HD Graphics 4400/ HD Graphics,base on CPU Type
Audio	Specifications
Audio type	Integrated Realtek ALC3220 High Definition Audio
I/O ports	Specification
Front I/O	2 external USB 2.0 port, 1 Microphone-in, 1 Headphone-out
Rear I/O	VGA *1/DP*1/RJ45*1/USB3.0*2/USB2.0*4/Line in(MIC) *1/Line out *1
Form factor	Specifications
Form Factor/Configuration	Mini-Tower
Height	14.2 '' (36 cm)
Width	6.9'' (17.5 cm)
Depth	16.4'' (41.7 cm)
Shipping weight (pounds/kilograms- includes packaging materials)	20.68 / 9.4 kg

3 Workstation overview

This section provides an overview of the workstation.

3.1 Front view

The following image illustrates the front view of the Dell OptiPlex 3020 workstation.

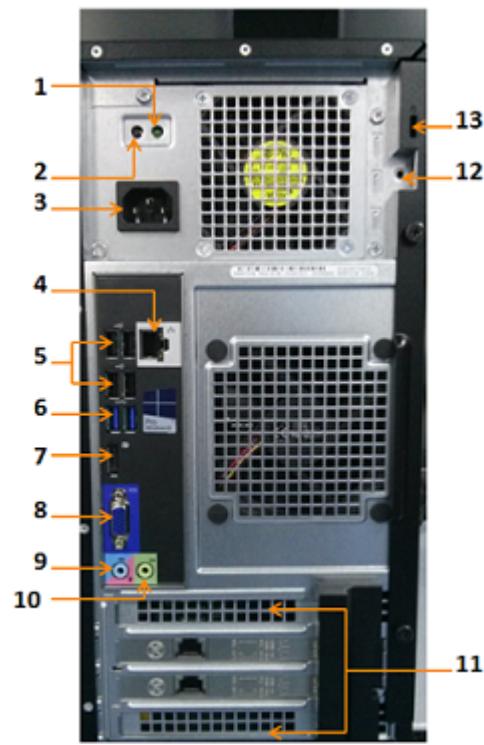


The following are the explanation for the items in the image.

1. Power button
2. Optical drive bay
3. Microphone connector
4. Headphone connector
5. USB 2.0 connectors (2)
6. Hard-drive activity light

3.2 Rear view

The following image illustrates the rear view of the Dell OptiPlex 3020 workstation.

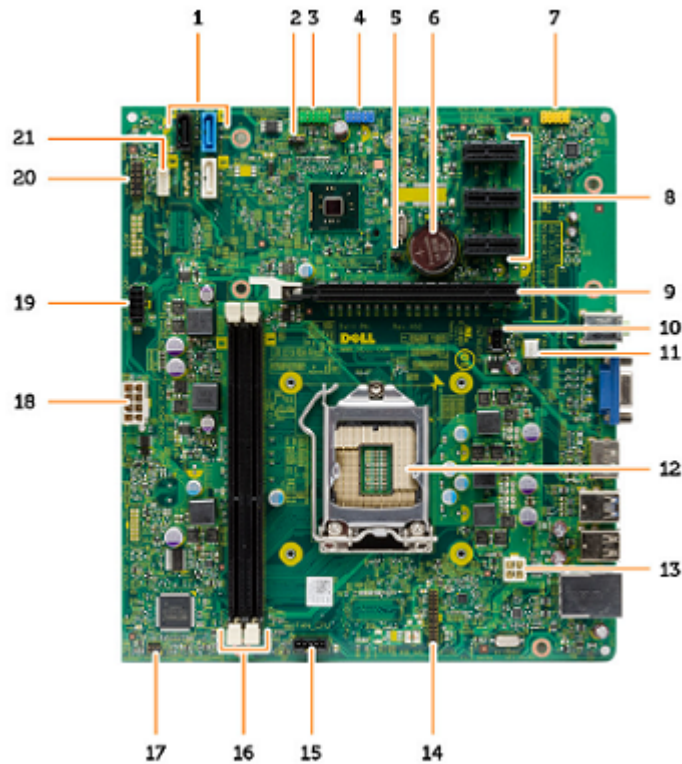


The following are the explanation for the items in the image.

1. Power supply diagnostic light
2. Power supply diagnostic button
3. Power cable connectors
4. Network connector
5. USB 2.0 connector
6. USB 3.0 connector
7. DisplayPort connector
8. VGA connector
9. Line-in/microphone connector
10. Line-out connector
11. Expansion card slots(4)
12. Padlock ring
13. Security cable slot

3.3 System board

The following image illustrates a system board of Dell OptiPlex 3020 workstation.



Number	Description
1	SATA connectors
2	Password reset jumper
3	Front USB2.0 connector
4	Internal USB connector
5	RTCRST reset jump
6	Coin-cell battery
7	Front audio connector
8	PCI-ex1 connector
9	PCI-ex16 connector
10	Intrusion switch connector
11	System fan connector
12	Processor socket
13	CPU power connector
14	PS2 serial port connector
15	CPU fan connector
16	Memory connector
17	Power switch connector
18	ATX power connector

Number	Description
19	HDD_ODD power cable connector
20	HDD_LED connector
21	Speaker connector

4 Installing Experion on Dell OptiPlex 3020 workstation

Related topics

“Introduction” on page 26

“Preparing for an Experion installation” on page 27

“Installing Experion on a Dell OptiPlex workstation” on page 33

“Post-installation tasks” on page 38

4.1 Introduction

Dell OptiPlex workstations are purchased directly from Dell. For installing the target operating system on the Dell OptiPlex workstations, use the OEM installation method of Dell. The following Experion nodes are installed on *Other Honeywell Platforms*.

- Experion Console (ES-C)
- Experion Flex (ES-F)
- Console Extension Station (ES-CE)

The following are the limitations of *Other Honeywell Platforms*.

- Use of an LCNP card is not supported.
- Ensure that the required hardware drivers are installed on your computer.

4.1.1 Prerequisite

- Depending on the Experion release, ensure that the appropriate Microsoft Windows 7 Professional (32-bit), or Microsoft Windows 7 Professional (64-bit) operating system is installed.
- Ensure that your operating system is installed with the necessary drivers. If the drivers are not installed, visit the Dell website <http://www.dell.com/support/my-support/us/en/04?c=us&l=en&s=bsd> and download the necessary drivers for your operating system.
- Broadcom Network Interface Card must be in PCIe slot 2 and slot 3 (NIC).
- If you want to use the Experion Software Installation Server(ESIS) for installing Experion then you must first set up an ESIS repository. For information about setting up ESIS, refer to the *Experion Software Installation User's Guide*.

**Attention**

- The Experion PKS System Initialization media is not applicable for this installation.
-

4.2 Preparing for an Experion installation

Related topics

- “Setting the BIOS” on page 27
- “Uninstalling default applications” on page 27
- “Downloading drivers from Dell website” on page 27
- “Verifying the time and time zone settings” on page 28
- “Setting up screen resolution and color quality” on page 29
- “Rename the network physical adapters” on page 29
- “Setting up NIC adapter settings” on page 30
- “Changing the network firewall settings” on page 31
- “Setting up a user account” on page 31

4.2.1 Setting the BIOS

Ensure to perform the BIOS settings before initiating Experion installation.

To set the BIOS

- 1 Turn on the system.
- 2 Press **F2** to log in to system BIOS.
- 3 Perform the following BIOS settings.
 - a In **System Configuration** > **Integrated NIC** change the value to **Disabled**.
 - b In **System Configuration** > **SMART REPORTING** change the value to **Enable**.
 - c In **Performance** > **Intel Speed Step** change the value to **Disabled**.
 - d In **Performance** > **C-states control** change the value to **Disabled**.
 - e In **Performance** > **HyperThread control** change the value to **Disabled**.
 - f In **Power Management** > **Deep Sleep control** change the value to **Disabled**.
 - g In **Virtualization Support** > **Virtualization control** change the value to **Disabled**.
 - h In **Maintenance** > **SERR messages** change the value to **Disabled**.

4.2.2 Uninstalling default applications

Dell systems are shipped with default applications that are not supported by Experion. You must uninstall the following applications if they are installed on your system.

- McAfee Antivirus
- Internet Explorer version 10 (IE10)
- Adobe Reader
- Adobe Flash Player 11 ActiveX

4.2.3 Downloading drivers from Dell website



Attention

Honeywell-configured Dell OptiPlex 3020 workstation with model number MZ-PCWS06 /MZ-PCWS07 are pre-loaded with Microsoft Windows 7 Professional operating system and all necessary drivers. You must download the drivers listed in this section only during operating system reload scenario.

To download drivers from Dell website

- 1 Log onto the <http://www.dell.com/support/home/us/en/04?c=&l=&s=bsd?c=us>.
The **Welcome to Dell Support** page appears.
- 2 In **Support for Enterprise IT**, click **Start Here**.
The **Support for Enterprise IT Users** page appears.
- 3 In **or choose a product category** field, click **Desktops**.
The **Product Support** page appears.
- 4 In **Choose your Dell Desktops** field, click **OptiPlex**.
The **Product Support** page appears.
- 5 In **Choose your Dell OptiPlex** field, click **OptiPlex 3020**.
The **Product Support for OptiPlex 3020** page appears.
- 6 Click the **Drivers & Downloads** tab.
The **Drivers & Downloads** page appears.
- 7 In **Refine your results** list, select the appropriate operating system.
A list of drivers supported by the operating system appears.
- 8 Download the following drivers.
 - Audio
 - Chipset
 - Network
 - Video
 - USB
 - Dell OpenManage Client Instrumentation Application
 - Intel(R) Management Engine Components Installer

Next steps

After downloading the drivers, perform the following:

1. Install the target operating system using the Dell reinstallation operating system media.
2. Run the downloaded drivers prior to initiating Experion installation. Follow the on-screen instruction for installing the drivers.

4.2.4 Verifying the time and time zone settings

The system time and time zone settings must remain consistent during installation. Before starting installation, ensure that the time and time zone settings are the same on both server and client nodes (Console stations, Flex stations, and so on).

Support for the latest fixes for Daylight Savings Time are included with the Experion software. However, because of the recent global time zone adjustments, it may be necessary to reset the time zone settings during some installation scenarios.

To change the time zone

- 1 Click the time and date displayed in the task bar.
- 2 Click **Change date and time settings**.
The **Date and Time** dialog box appears.
- 3 Click **Change time zone**.
- 4 Select the correct **Time zone** and click **OK**.
- 5 Click **Apply** and **OK**.

4.2.5 Setting up screen resolution and color quality

To set up screen resolution and color quality for Microsoft Windows 7 Professional (64-bit)

- 1 In **Control Panel** window, click **Appearance and Personalization**.
The **Appearance and Personalization** window is displayed.
- 2 In **Display**, select **Adjust screen resolution**.
The **Screen Resolution** window is displayed.
- 3 From **Resolution** drop-down list, select the resolution as **1280x1024 (recommended)**
Or
Move the slider to the resolution required. Ensure that the resolution is at least 1024x768 or higher.
- 4 Click **Apply**.
- 5 Click **Keep changes** to retain the new resolution.
- 6 Click **Advanced Settings** and click the **Monitor** tab.
- 7 From the **Colors** drop-down list, select the color as **True Color (32 bit)**.
- 8 Click **OK**.
- 9 Click **Yes** to confirm the color quality change, and click **OK**.
- 10 Close the **Display** window.

4.2.6 Rename the network physical adapters

To rename the network physical adapters

- 1 In the command prompt window, type **ipconfig/all** and press **ENTER**.
A list of all the IP configurations are displayed.
- 2 Examine the Local Area Connections and the physical addresses to determine the lowest physical address.
- 3 Determine the lowest physical address associated with the NIC (for example, Local Area Connection). This adapter is the Yellow adapter.

```

C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Users\expadmin>ipconfig /all

Windows IP Configuration

    Host Name . . . . . : FTE-ConsoleStat
    Primary Dns Suffix . . . . . : domain.local
    Node Type . . . . . : Hybrid
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No
    DNS Suffix Search List. . . . . : domain.local

Ethernet adapter Local Area Connection 2:

    Connection-specific DNS Suffix . : 
    Description . . . . . : Intel(R) Gigabit ET Dual Port Server Adapter #2
    Physical Address. . . . . : 00-1B-21-6F-E8-1B
    Dhcp Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . : Yes
    Autoconfiguration IPv4 Address . . : 169.254.87.42 (Preferred)
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 
    NetBIOS over Tcpip . . . . . : Enabled

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . : 
    Description . . . . . : Intel(R) Gigabit ET Dual Port Server Adapter
    Physical Address. . . . . : 00-1B-21-6F-E8-1A
    Dhcp Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . : Yes
    Autoconfiguration IPv4 Address . . : 169.254.249.195 (Preferred)
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 
    NetBIOS over Tcpip . . . . . : Enabled

C:\Users\expadmin>

```

- 4 Similarly determine the highest physical address.
- 5 Click **Start > Control Panel**.
The **Control Panel** window is displayed.
- 6 Click **Network and Internet > Network and sharing Center > Change Adapter Settings**.
The **Network Connections** window is displayed.
- 7 Right-click the Local Area Connection that has the lowest physical address and choose **Rename**.
- 8 Rename it as FTE Yellow.
- 9 Right-click the Local Area Connection that has the highest physical address and choose **Rename**.
- 10 Rename it as FTE Green.
- 11 In the command prompt window, type **ipconfig/all** and press **ENTER**.
A list of all the IP configurations are displayed.
- 12 Verify that the lowest physical addresses has Yellow in the adapter name and the next physical address is labeled Green.

4.2.7 Setting up NIC adapter settings

To perform NIC adapter settings

- 1 Click **Start > Control Panel**.
The **Control Panel** window is displayed.
- 2 Click **Network and Internet > Network and sharing Center > Change Adapter Settings**.
The **Network Connections** window is displayed.

- 3 Right-click one of the FTE network connections (Yellow or Green) and choose **Properties**.
- 4 In the **Advanced** tab, perform the following procedure for Broadcom and Intel adapters .
Broadcom adapters
 - a **IPv4 Checksum Offload** and ensure the value is set to **Rx & Tx Enabled**.
 - b Click **IPv4 Large Send Offload v2** and verify/change the value to **Disabled**.
 - c **Jumbo Packet** and verify/change the value to **Disabled**.
 - d **Jumbo MTU** and verify/change the value to **1500**.
 - e **Receive Side Scaling** and verify/change to **Disabled**.
 - f **Link Speed & Duplex** and verify/change the value to **100Mb full**.**Intel adapters**
 - a **Jumbo Packet** verify/change the value to **Disabled**.
 - b **Large Send Offload (IPv4)** verify/change the value to **Disabled**.
 - c **Large Send Offload (IPv6)** verify/change the value to **Disabled**.
 - d **Receive Side Scaling** verify/change the value to **Disabled**.
 - e **Link Speed Tab** and verify/change the value to **100Mbps/Full Duplex**.
- 5 Click **OK**.
- 6 Click **Close** from the **Adapter Properties** window.
- 7 Repeat this procedure for the second adapter.

4.2.8 Changing the network firewall settings

To change the network settings from public to private network

- 1 Choose **Start > Control Panel**.
- 2 Click **Network and Internet > Network and Sharing Center**.
The **Network and Sharing Center** window is displayed.
- 3 In the left pane, click **Change advanced sharing settings**.
The **Advanced sharing settings** window is displayed.
- 4 Make the following changes for both Home or Work (private) option and public network.
 - a In **Network discovery** section, select **Turn on network discovery** option.
 - b In **File and printer sharing** section, select **Turn on file and printer sharing** option.
 - c Click **Save Changes**.

4.2.9 Setting up a user account

To set up an user account

- 1 Create a local account using a name of your choice as follows:



Tip

The account must be a member of only the Local Administrators group and not a member of any of the Honeywell groups that are created by the Experion security package.

- a Right-click **My Computer** on your desktop, and choose **Manage**.
The **Computer Management** window is displayed.
- b In the left pane, select **Local Users and Groups**, and click **Users** folder.
- c In the right pane, from **Users** click **More Actions > New User**.
The **New User** dialog box is displayed.

- d Specify the user name and password and select the **Password Never Expires** check box.
 - e Click **Create**.
 - The new user account is created.
 - 2 Disable the standard Windows **Administrator** account.
 - 3 Assign Administrator privileges to the new user account.
 - a Right-click the newly created user, and choose **Properties**.
 - b In the **Member of** tab, click **Add**.
 - The **Select Groups** dialog box is displayed.
 - c Enter the name of the user/group and click **OK** in the **Select Groups** dialog box.
 - d Click **OK** in the **Member Of** tab.
 - 4 Log off and then log on using the created account.

4.3 Installing Experion on a Dell OptiPlex workstation

Prerequisites

Ensure that you enable Windows firewall before you begin installation.

To connect to ESIS repository using ESIS from USB drive

- 1 Insert the USB drive or removable hard drive (containing the ESIS repository) into your machine.
- 2 Browse to the ESIS repository location in the USB drive/removable hard drive.
- 3 Double-click **setup.exe** at the root of the ESIS repository path.
The **Welcome** page is displayed.
- 4 In the **Welcome** page of the ESIS Install utility, click **Product Install Only**.
- 5 When you are prompted for Windows credentials.
 - a Type the <Domain Name>\Username and **Password** if you belong to a domain and if you have share permissions.
 - b Type the <ESISServer IP>\Username and **Password** if you belong to a workgroup and if you have share permissions.
 - c Clear the **Remember Password** check box.



Attention

If you enter incorrect credentials, an error occurs after the first reboot of Experion installation or migration. Then, you have to enter the correct credentials to connect to the ESIS share.

- 6 Click **Next**.
The **Welcome** page is displayed.



Attention

- It may take a few seconds to display the **Welcome** page.
- If a **Microsoft User Account Control** is displayed, select **Allow**. The **Dialog Manager** starts after **setup.exe** prepares the installation environment.

- 7 Click **Next**.
The **Migration/Clean Install Selection** page is displayed.
- 8 Click **Install Clean** and then click **Next**.
The **License Agreement** page is displayed.
- 9 To continue with Experion installation, go to *To continue with Experion installation*.

To connect to the ESIS repository using ESIS from a network share

- 1 Choose **Start > Run**.
The **Windows Run** dialog box is displayed.
- 2 Type \\<<ESISServer IP><ShareName> and press **ENTER**.
The **Welcome** dialog box is displayed.
- 3 In the **Welcome** dialog box of the ESIS Install Utility, if you are prompted for the Windows credentials, perform the following:
 - a Type the <Domain Name>\Username and **Password** if you belong to a domain and if you have share permissions.
 - b Type the <ESISServer IP>\Username and **Password** if you belong to a workgroup and if you have share permissions.
 - c Clear the **Remember Password** check box.

**Attention**

If you enter incorrect credentials, an error occurs after the first reboot of Experion installation or migration. Then, you have to enter the correct credentials to connect to the ESIS share.

- 4 Double-click **setup.exe** at the root of the \<ShareName>.
You are prompted for user name and password. Perform one of the following:
 - Type the <Domain Name>\Username and Password if you belong to a domain.
 - Type the <ESISServer IP>\Username and Password if you belong to a workgroup.
- 5 If prompted for user account control, click **Allow**.
- 6 If you are prompted for the Windows credentials, perform the following:
 - a Type the <Domain Name>\Username and Password if you belong to a domain and if you have share permissions.
 - b Type the <ESISServer IP>\Username and Password if you belong to a workgroup and if you have share permissions.
 - c Clear the **Remember Password** check box.
- 7 Click **Next**.
The **Welcome** page is displayed.
- 8 In the **Welcome** page of the ESIS Install utility, click **Product Install Only**.
- 9 When you are prompted for Windows credentials.
 - a Type the <Domain Name>\Username and Password if you belong to a domain and if you have share permissions.
 - b Type the <ESISServer IP>\Username and Password if you belong to a workgroup and if you have share permissions.
 - c Clear the **Remember Password** check box.

**Attention**

If you enter incorrect credentials, an error occurs after the first reboot of Experion installation or migration. Then, you have to enter the correct credentials to connect to the ESIS share.

- 10 Click **Next**.
The **Welcome** page is displayed.

**Attention**

- It may take a few seconds to display the **Welcome** page.
- If a **Microsoft User Account Control** is displayed, select **Allow**. The **Dialog Manager** starts after **setup.exe** prepares the installation environment.

- 11 Click **Next**.
The **Migration/Clean Install Selection** page is displayed.
- 12 Click **Install Clean** and then click **Next**.
The **License Agreement** page is displayed.
- 13 To continue with Experion installation, go to *To continue with Experion installation*.

To install Experion using DVD

- 1 Insert the Experion PKS Installation media.
- 2 Right-click the CD-ROM drive and select **Run Experion Media Browser**.
- 3 On the **Honeywell Experion PKS Installer** page, click **Install/Migrate Experion PKS** to begin installation.

**Attention**

- Click **Yes** if a **User Account Control** page is displayed.
- If **Honeywell Experion PKS Installer** screen does not appear, using Windows Explorer browse to the drive (or folder) and run **setup.exe** at the root of the media to start the Installer

The **Welcome to the Honeywell Experion PKS Installation Setup** wizard is displayed.

- 4 Read the information on the page, and click **Next**.

The **Experion PKS Dialog manager** is displayed.

- 5 The **Experion PKSDialog manager** has the following options.
 - If you are performing a fresh Experion R431 installation, select **Install Clean**.
 - If you are migrating from a previous release to Experion R431, select **Continue Migration**.

**Attention**

- Select the **Configure Current Machine with already existing configuration files** option if you want to configure your system with existing configuration files.

Select **Install Clean** and click **Next**.

A migration warning message is displayed.

- 6 Click **Yes** to continue installation of Experion.

The **License Agreement** page is displayed.

- 7 To continue with Experion installation, go to *To continue with Experion installation*.

To continue with Experion installation

- 1 Read the **EULA** and select **I accept the terms in the License agreement**. Click **Next**.

The **Setup type of Node to install** page is displayed.

Experion product node types supported on *Other Honeywell Platforms* are.

- Server (ESV)
- eServer
- Console Station (ES-C)
- Console Station TPN Connected (ES-T)
- Console Extension Station (ES-CE)
- Flex Station (ES-F)
- Collaboration Station
- Application Server (EAS)
- Optional Features
- PC Universal Station (PCUS)
- EHG (Experion Hiway Gateway)

**Attention**

- The third NIC (DHEB) must be used only for EHG. Otherwise, disable the third NIC.
- Though these nodes are supported on *Other Honeywell Platforms*, Honeywell qualifies the installation of the following nodes on *Other Honeywell Platforms*.
 - **Flex (ES-F)**
 - **Console (ES-C)**
 - **Server (ESV)**

You must select Flex (ES-F) or Console (ES-C), or Server (ESV) nodes while installing Experion on *Other Honeywell Platforms*.

- 2 Select the Experion node type you want to install and click **Next**.

! Attention

This step is applicable only for **Server (ESV)** node.

A message containing the redundancy information of the node being installed is displayed. This redundancy information is based on the machine name. Click **Yes** to proceed with the current redundancy type or click **No** to change it. You can change the redundancy type by changing the machine name. Click **Next**.

The **User and License Information** page is displayed. Specify the customer name and company name in the **Name** and **Company Name** fields respectively.

3 Click Next.

The **Installation Path(s) Selection** page is displayed.

4 Click Change to define the paths, and click **Next**.

Select the appropriate EPN, supervisory and/or auxiliary networks.

RSLinx option is applicable only if PCIC card is available on your system RSLinx must be installed manually after completion of Experion installation.

5 Click Next.

The **Experion Network Selection** page is displayed.

6 Based on your requirement click FTE or Ethernet.**7 Click Next.**

The **Feature and Options Selection** page is displayed. Select the method of Experion installation.

! Attention

- Based on the node selected, the feature and options for that node are available.
- By default, selected features are installed for a node. You can select additional optional features.

- Select **Typical** to install the default optional components for a node.

- Select **Custom** to add **Add-on** or **Licensed features** components in addition to the **Typical** install. Select appropriate options to install the **Add-on** and **Licensed features** components.

8 Click Next.

The **Experion Server Name** page is displayed.

9 Type the name of the server in the Server Name field.**10 Click Next.**

The **Experion Accounts Password Entry** page is displayed.

! Attention

This step is applicable for **Console (ES-C)** node (on Other Honeywell platforms) only.

The **Experion Server Name** dialog box is displayed.

Perform the following steps in the **Experion Server Name** dialog box.

1. Enter the name of the server in the **Server Name** field.
2. Select the **Server is Redundant** check box if you have redundant servers.

! Attention

If redundant, type the base name without the 'a' or 'b' suffix.

11 Type passwords for all the accounts created during installation.

The **Experion PKS Software Installation Settings** page is displayed.

! Attention

Passwords of local accounts must be configured to be the same on all nodes in the Experion cluster.

Click **Next**.

The **Summary** page is displayed.

- 12 Review the summary of the settings you selected, and click **Install**.

The **Experion PKS Status Display** page is displayed.

This page indicates the feature being installed/run, approximate time remaining for the feature installation and a description/message area that gives information of the installation.

- System restarts automatically.
- If it fails to automatically restart, restart the system manually.
- After restart, it may be necessary to start the services manually. Verify whether the Experion services are running properly in Service Control panel.

- 13 If you are installing CAB.

- a The message **The CAB DVD is required to continue the install. Insert the DVD into the drive (source drive letter) and press Yes to continue or Press No to terminate** is displayed.
- b Insert the Microsoft Visual Studio CAB Developer media (optional, required only if CAB is selected) and click **Yes** to begin CAB installation.
- c On completion of CAB installation, the message **The Experion Installation DVD is required to continue the install. Please insert it into drive (source drive letter) and press YES to continue or Press NO to terminate** is displayed.
- d Insert the Experion PKS Installation media and click **Yes**.
The Experion installation continues.

- 14 Insert the Experion PKS Installation media and continue with Experion installation.

The installation continues and the system restarts automatically after sometime.

- 15 The message **The Experion Installation DVD is required to continue the install. Insert the DVD into drive (source drive letter) and press YES to continue or Press No to terminate** is displayed. Insert the Experion PKS Installation media and click **Yes**.

The Experion installation continues.

- 16 If you are installing Support Software.

The message, **The Experion Support DVD is required to continue the install. Insert it into the drive (source drive letter) and press Yes to continue or Press No to terminate** is displayed. Insert the Experion Support Software R431.1 media and click **Yes**.

- The Support Software installation begins.
- After the Support Software installation is complete, the system restarts automatically.

- 17 The Experion installation continues.

After the installation complete, the **Install Complete** message is displayed. Click **Yes** to restart the system.

Next steps

After successful completion of Experion installation, go to *Post-installation tasks* .

4.4 Post-installation tasks

Related topics

- “Adding a node to a Windows domain or workgroup” on page 38
- “Configuring the computer for use within a Windows domain” on page 38
- “Configuring the Domain or Workgroup” on page 39
- “Configuring FTE Device Index post-installation if Experion is running with FTE” on page 39
- “Setting up host files” on page 40
- “Installing the Microsoft security updates” on page 41
- “Installing the Experion software updates” on page 43
- “Installing the latest antivirus software” on page 43
- “Defragmenting the hard disk” on page 44
- “Setting up time synchronization” on page 45
- “Installing Microsoft Excel” on page 46
- “Installing remote desktop services” on page 46
- “Re-connecting the modem and entering user settings” on page 46
- “Backing up your system” on page 46

4.4.1 Adding a node to a Windows domain or workgroup

Prerequisites

- For adding a node to Windows domain.
 - You must have a Windows domain controller installed and operational.
 - You must have an operational DNS server.
 - The node being added has DNS and (optionally) WINS server information configured.

To add a node to a Windows domain or workgroup

- 1 Click **Start > Control Panel > System and Security > System**.
- 2 Click **Change Settings**.
The **System Properties** dialog box is displayed.
- 3 On the **Computer Name** tab, click **Change**.
The **Computer Name Changes** dialog box is displayed.
- 4 Select the respective **Domain** or **Workgroup** of the system.
- 5 Click **OK** to acknowledge the message, and then restart the computer.
- 6 Log on to the computer using a Windows account with local administrator rights.

4.4.2 Configuring the computer for use within a Windows domain

Refer to the *Network and Security Planning Guide* for detailed information on the following topics.

- Selecting to use domains or workgroups.
- Understanding security in Experion users.

! Attention

- User accounts created during installation DO NOT have permission to be users of the Experion software. User accounts must be created and assigned Experion privileges.
- To use Experion, you must create at least one account for each Experion role used at the site. It is recommended to create one account per user of Experion and assign each account the specific role or roles that the users must have.
- DO NOT create an account with both Experion roles and Windows System Administrator Role.
- If an R430.1 node is installed using Experion Support and Maintenance (ESM) generated configuration files, change the password of **SecureCommsSvc** account (if the account exists) using *PWDUtil.exe* and then start the installation/migration.

4.4.3 Configuring the Domain or Workgroup

Refer to the Windows Domain and Workgroup Implementation Guide. For planning information, refer to Windows Domain and Workgroup Planning Guide. For operation system migration information, refer the appropriate operating system-specific implementation guide Windows Domain Implementation Guide for Windows Server 2008 R2/Windows Domain Implementation Guide for Windows Server 2012. for detailed information on the following topics.

- Installing a domain controller and implementing Experion domain security.
- Adding a computer to a domain including the required step to link Experion security to the domain (Link Domain Groups command).
- Creating user accounts and assigning Experion permissions.

4.4.4 Configuring FTE Device Index post-installation if Experion is running with FTE

! Attention

- Use this section only if you are NOT using Experion PKS System Initialization media.
- For more information about setting up the FTE Device index after Experion installation, refer to the *Fault Tolerant Ethernet Installation and Service Guide*.

Setting up the FTE Device Index after Experion installation

- 1 In the **Control Panel** section, select **Network and Internet** > **Network and Sharing Centre**. The **Network and Sharing Centre** window is displayed.
- 2 Select **Change adapter settings** in the left pane.
- 3 Right-click one of the FTE network connections (Yellow or Green) and choose **Properties**.
- 4 Click **Continue to the User Account Control Prompt**.
- 5 Select **Honeywell FTE Mux-IM Protocol Driver**, and choose **Properties**.
- 6 Verify the **FTE MUX-IM Protocol Driver Properties** dialog box and select the **Configure** tab.
- 7 In the left pane, select the **Honeywell FTE Adapter #1**.
Set the values for the following:

- **Device Index Value** for the machine - Change the value to a unique number from 1-511.

Verify the values for the following:

- The **IPMC Destination Address** (this is the multicast address assigned to the FTE Community default as **234.5.6.7**)
- **UDP Destination Port**, default value is **51966**
- **UDP Source Port**, default value is **47837**

**Attention**

You can modify the **IPMC Destination Address**, **UDP Source Port**, and **UDP Destination Port**. However, it is recommended to retain the default settings.

- 8 From the **Network Connections** window, select the **Honeywell FTE Adapter #1**, right-click the adapter, and choose **Properties**.
- 9 Click **Continue to the User Account Control Prompt** if it appears.
- 10 Verify the **FTE Adapter #1 Properties**: Select **Internet Protocol Version 4 (TCP/IPv4)** and select **Properties**.
- 11 Verify IP Address and other IPV4 Settings. Correct any values that are incorrect or missing and then click **OK**.
- 12 Log out and log in back as local administrator.
- 13 Wait until the machine has completed all the process starts and network connections and then verify Network Settings using **ipconfig/all** command from a command window. If FTE Mux Driver is working correctly, Honeywell FTE MUX-IM Virtual Miniport Driver is displayed in the **ipconfig** command.

4.4.5 Setting up host files

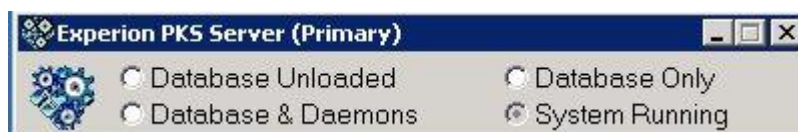
You must identify the computer name and associated IP address of each Experion server and Console station in the *hosts* file. Both server and client computers require a modified *hosts* file with identical entries, to edit the *hosts* file on one computer and then copy it to each computer in the Experion system. The *hosts* file is located in *%SystemRoot%\system32\drivers\etc* path where *%SystemRoot%* is usually *C:\WINDOWS*.

**Attention**

In case of redundant server pair, if you are planning to perform a server hardware change or operating system re-installation of one or both servers, ensure to perform the following steps for updating the hosts file. Not performing these steps may lead to Loss of View (LOV) and overwriting of system repository data on the primary server with the data available on the backup server.

1. On the server where you are performing the hosts file updates, perform the following steps.
 - a. Click **Start > All Programs > Honeywell Experion PKS > Server > Start-Stop Experion PKS Server**.

The **Experion PKS Server (Primary)** dialog box appears.



- b. In **Full** mode of the **Start-Stop Experion PKS Server** window, click **Database Unloaded** or **Database Only**.
 - c. Update the existing hosts file then click **Save**.
 - d. Set the server to **Database & Daemons**.
2. On the other server of the redundant pair (not the one on which hosts file are updated), open **Station** and verify the link on **Redundancy Status** page to be OK (appears in green).
3. Set the server on which the hosts file was updated to **System Running**.

To edit the *hosts* file in Notepad.

1. Go to **All Programs > Accessories**.
2. Right-click Notepad, and choose **Run as Administrator**.

The following server naming conventions are used in the host file examples provided.

- Standalone server network name: SERVER
- Redundant primary server network name: SERVER A
- Redundant secondary server network name: SERVER B
- Console station XX network name (where XX = 01 - 10): CSTNXX

The following examples show system configurations and the entries that must be included in the *hosts* file. The examples assume that the system contains two Console stations. Replace network addresses and network names with value appropriate for your configuration. Any text following “#” (without quotes) on a single line is a comment and may be omitted from the hosts file.

Example 1: Standalone (non-redundant Cluster Server system) with Single Link (Single LAN / FTE)

Network address	Network name	Node type
127.0.0.1	localhost	
192.168.0.1	SERVER	# Server
192.168.0.3	CSTNE	# Console Station
192.168.0.5	CSTNF	# Console Station

Example 2: Redundant (redundant Cluster Server system) with Single Link (Single LAN / FTE)

Network address	Network name	Node type
127.0.0.1	localhost	
192.168.0.1	SERVERA SERVERA0	# Server A
192.168.0.3	SERVERB SERVERB0	# Server B
192.168.0.5	CSTNE	# Console Station
192.168.0.7	CSTNF	# Console Station

Example 3: Standalone (non-redundant Cluster Server system) with Dual Links (Dual LAN)

Network address	Network name	Node type
127.0.0.1	localhost	
192.168.0.1	SERVER SERVER0	# Server
12.1.0.1	SERVER1	
192.168.0.3	CSTNE CSTNE0	# Console Station 01
12.1.0.3	CSTNE1	
192.168.0.4	CSTNF CSTNF0	# Console Station 02
12.1.0.4	CSTNF1	

Example 4: Redundant (redundant Cluster Server system) with Dual Link (Dual LAN)

Network address	Network name	Node type
127.0.0.1	localhost	
192.168.0.1	SERVERA SERVERA0	# Server A
12.1.0.1	SERVERA1	
192.168.0.2	SERVERB SERVERB0	# Server B
12.1.0.2	SERVERB1	
192.168.0.3	CSTNE CSTNE0	# Console Station 01
12.1.0.3	CSTNE1	
192.168.0.4	CSTNF CSTNF0	# Console Station 02
12.1.0.4	CSTNF1	

4.4.6 Installing the Microsoft security updates

Install the Microsoft security updates that are applicable to the operating system installed on this system. Go to the Honeywell Process Solutions website for more information. If you are a new user, you can register for access at this site.

Attention

- You must access the Honeywell Process Solutions website from a secured computer, rather than from a node within your Experion system.
- To access zip file, save the file in the local drive and then open.

To access the Honeywell Process Solutions website

- 1 In a web browser, type the following URL.
<https://www.honeywellprocess.com/support>
The **Product Support** page appears.
- 2 If you are a new user, register at this website. Click **Register**, and follow the on-screen instructions.
- 3 If you are already registered, type your user name and password, and click **Login** to login.
Your account logon name appears in the top-right of the page.

To download and install the security updates

- 1 In the **Search** box, type the following search phrases to locate security-related information:

Search for	Description
Microsoft Security Hot-fixes Honeywell Qualification Matrix	This matrix provides recommendations for the installation of Microsoft security updates for each HPS product.
Microsoft Security Updates ISO	Monthly releases of an ISO image that contains the HPS Update Manager application and HPS qualified Microsoft updates. For more information about the HPS Update Manager, search for HPS Update Manager on the HPS website.
Experion Patch Update Matrix	This spreadsheet identifies the updates/patches that need to be installed onto the system.

In addition, you can locate the security-related information in the **Latest Update Matrix** listed below the **Search** box.

- 2 If the security update cannot be located in the list displayed, you can search using the **Search** toolbar.
- 3 To search with **Advanced** link, click the **Advanced** link in the **Search** toolbar.
The **Advanced Support Document Search** page appears.
- 4 Type the details of the security update.

4.4.7 Installing the Experion software updates

You must download and install Experion server, Quick Builder, HMIWeb, Configuration Studio, and Experion TPS integration (if applicable) software updates from the Honeywell Process Solutions website. If you are a new user, you can register for access at this site.



Attention

- Controller and tools updates must not be installed until the migration of the entire system is complete.



Attention

- You must access the Honeywell Process Solutions website from a secured computer, rather than from a node within your Experion system.
- To access zip file, save the file in the local drive and then open.

To access the Honeywell Process Solutions website

- In a web browser, type the following URL.
<https://www.honeywellprocess.com/support>
The **Product Support** page appears.
- If you are a new user, register at this website. Click **Register**, and follow the on-screen instructions.
- If you are already registered, type your user name and password, and click **Login** to logon.
Your account logon name appears in the top-right of the page.

To download and install hotfix

- In **Search Support Documentation**, type **hotfix**.
The hotfixes and other non-security updates are displayed. These are the latest hotfixes from Microsoft that are approved for use in Experion.



Attention

- To download the latest Experion patches, refer to the spreadsheet available at the following link <http://www.honeywellprocess.com/library/support/software-downloads/Experion/experion-update-matrix.zip>.

4.4.8 Installing the latest antivirus software



Attention

- This post-installation task is applicable for all the nodes.

Verify that the latest antivirus software is installed and patched to the proper version for your operating system. You can find the latest antivirus solution information at.

<http://www.honeywellprocess.com>



Attention

- You must access the Honeywell Process Solutions website from a secured computer, rather than from a node within your Experion system.
- To access zip file, save the file in the local drive and then open.

To access the Honeywell Process Solutions website

- In the web browser, type the following URL.
<https://www.honeywellprocess.com/support>
The **Product Support** page appears.

2. If you are a new user, register for access at this site. Click **Register**, and follow the instructions on the screen.
3. If you are already registered, type your username and password, and then click **Login**.

Your account login name appears in the top-right of the page.

To apply the latest antivirus notification

1. Open the **Product Support** page.
2. To view and download the latest antivirus notifications, click **Latest Notifications**.

Or

In addition, you can search for the latest notification using the search modes available in the **Product Support** page. The following table describes the search options. Choose any one of the following option and then perform the corresponding steps.

Option	Description
Search Support Documentation To use this option you must have an active support contract.	<ol style="list-style-type: none"> 1. Click Advanced. The Advanced Support Document Search page is displayed. 2. Type all the details about the document or use wildcards to search for the notification. Click Search. For example, if you are searching for Anti-virus Software Guidelines, type the information and click Search. The document is displayed.
Search by Product and Subscribe to Notifications This provides the complete information about a specific product. In addition you can also subscribe to this page for alerts where a notification is sent to you about the published document.	<ol style="list-style-type: none"> 1. Type the name of the product. The related products are displayed. 2. Click the required product with the release. The Documentation, Notifications, Software Downloads and Security Updates for the particular product are displayed. For example, type Experion R431, and select Experion R431 in the list of products displayed. The page displays the Documentation, Notifications, Software Downloads and Security Updates tabs that list all the support documents related to Experion R431.

3. Locate the required notification.
4. Once you locate the required notification, click **Download**.

The required notification is downloaded on your computer.

4.4.9 Defragmenting the hard disk

Prerequisites

- Ensure that other applications (Experion Server, SQL Server, and so on.) are not running on your computer because, this may require restarting the computer.

Considerations

- It is recommended that you add this task to your system's maintenance schedule, so that it is performed during control shutdowns.
- You can upgrade the default fragmentation utility included with Windows to the full version. Executive Software's Diskeeper includes a scheduler, and can defragment folders and pagefiles when a computer restarts. Defragmentation tasks affect the control system if they are set to run automatically with the scheduler. Care must be taken when scheduling defragmentation tasks. For more details, choose **Start > All**

Programs > Accessories > System Tools > Disk Defragmenter, to refer to the Windows Help for Disk Defragmenter using the path.



Attention

Do Not perform this procedure on Flex station. Proceed to To defragment the hard disk procedure.

To stop the services on servers and Console stations

- 1 Choose **Start > All Programs > Honeywell Experion PKS > Server > Start-Stop Experion PKS Server**. The **Experion PKS Server** dialog box is displayed.
- 2 To stop the services of the Experion server, in **Full** mode of the **Start-Stop Experion PKS Server** window, select **Database Unloaded**.
- 3 Close all windows.
- 4 To stop the Experion PKS Control Data Access server services, perform the following steps.
 - a On the desktop, right-click **Computer** and select **Manage**. The **Server Manager** window is displayed.
 - b Expand **Configuration > Services** in the left pane.
 - c Click **Services**. A list of services is displayed in the right-pane.
 - d Right-click **Experion PKS Control Data Access server services**, and choose **Stop**. The **Stop Other Services** confirmation dialog box is displayed.
 - e Click **Yes** to stop other dependency services.
- 5 For systems using ControlNet, perform the following procedures.
 - a Right-click **Harmony** and choose **Stop**.
 - b Close the **Server Manager** window.

To defragment the hard disk

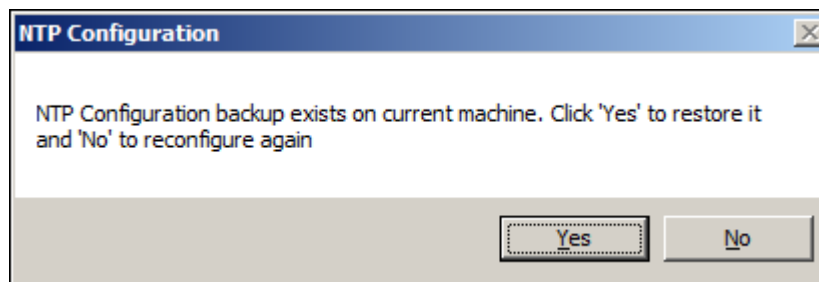
- 1 Right-click **Computer** and choose **Properties**.
- 2 In the left pane, click **Performance Information and Tools**. The **Performance Information and Tools** window is displayed.
- 3 In the right pane, click **Advanced Tools**. The **Advanced Tools** window is displayed.
- 4 Click **Open Disk Defragmenter**. The **Disk Defragmenter** dialog box is displayed.
- 5 Select the disk and then click **Analyze disk**. This analyzes the fragmentation level of the drive. The defragmented disk is displayed in Date, Time, Percentage of fragmented disk format.
- 6 Once the analysis is complete click **Defragment Disk** to start defragmenting the hard disk. Depending on the level of fragmentation and usage, the task may take time to complete.
- 7 When the defragmentation is complete, close the **Disk Defragmenter** dialog box.
- 8 Close the **Local Disk Properties** window.
- 9 Restart the system.

4.4.10 Setting up time synchronization

After completing the migration, you must synchronize the time between the node and the time server. You must log on to the migrated node with Windows System Administrator permission.

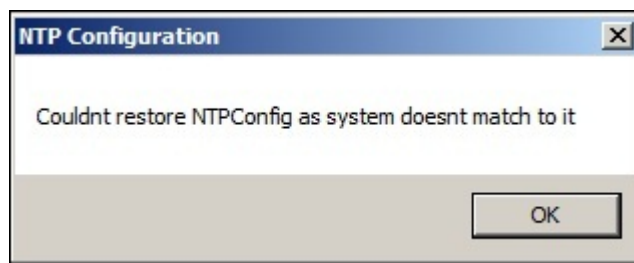
To run the NTPConfig utility

- 1 In Windows Explorer, navigate to *C:\Program Files (x86)\Honeywell\Experion PKS\Utilities\NTPSetup*. For custom installation path, navigate to *<User selected path>\Honeywell\Experion PKS\Utilities\NTPSetup*.
- 2 Right-click **NTPConfig.exe** and select **Run as administrator**. The **NTP Configuration** dialog box is displayed.
- 3 To restore previous NTP configuration settings, click **Yes**.



The previous NTP configuration settings are restored.

- 4 If NTP configuration settings is not restored due to a file mismatch, then the following message is displayed.



- 5 Click **OK**.
If the NTP configuration settings are not restored, refer to the *Experion Supplementary Installation Tasks Guide* and *Experion Server and Client Planning Guide* to reconfigure the NTP settings.

4.4.11 Installing Microsoft Excel

For more information about installing Microsoft Excel, see the *Supplementary Installation Tasks Guide*.

4.4.12 Installing remote desktop services

For more information about installing a remote desktop services (previously known as terminal services), see the *Supplementary Installation Tasks Guide*.

4.4.13 Re-connecting the modem and entering user settings

The modem must be reconnected to the computer after a product hardware change or an operating system install or reinstall. For more information, refer to *Supplementary Installation Task Guide*.

4.4.14 Backing up your system

Other Honeywell Platforms hardware is supported with EBR R400. You must create a custom recovery media for restoring the backup of *Other Honeywell Platforms* to the same platform. For more information, refer to the *EBR User's guide*.

! Attention

- You can restore *Other Honeywell Platforms* to another platform of the same type or on the same platform only. Restoring any Honeywell-qualified platform to *Other Honeywell Platforms* is not supported.
-

5 Migration support

For migration information, depending on the release, refer to the section *Migrating an Experion node and installing the operating system without Experion PKS System Initialization media in the* appropriate migration guide.

6 Notices

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6.1 Documentation feedback

You can find the most up-to-date documents on the Honeywell Process Solutions support website at:

<http://www.honeywellprocess.com/support>

If you have comments about Honeywell Process Solutions documentation, send your feedback to:

hpsdocs@honeywell.com

Use this email address to provide feedback, or to report errors and omissions in the documentation. For immediate help with a technical problem, contact your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC) listed in the “Support and other contacts” section of this document.

6.2 How to report a security vulnerability

For the purpose of submission, a security vulnerability is defined as a software defect or weakness that can be exploited to reduce the operational or security capabilities of the software.

Honeywell investigates all reports of security vulnerabilities affecting Honeywell products and services.

To report a potential security vulnerability against any Honeywell product, please follow the instructions at:

<https://honeywell.com/pages/vulnerabilityreporting.aspx>

Submit the requested information to Honeywell using one of the following methods:

- Send an email to security@honeywell.com.
- or
- Contact your local Honeywell Process Solutions Customer Contact Center (CCC) or Honeywell Technical Assistance Center (TAC) listed in the “Support and other contacts” section of this document.

6.3 Support

For support, contact your local Honeywell Process Solutions Customer Contact Center (CCC). To find your local CCC visit the website, <https://www.honeywellprocess.com/en-US/contact-us/customer-support-contacts/Pages/default.aspx>.

6.4 Training classes

Honeywell holds technical training classes on Experion PKS. These classes are taught by experts in the field of process control systems. For more information about these classes, contact your Honeywell representative, or see <http://www.automationcollege.com>.

