# Honeywell

## Experion PKS
# TPS File Transfer Installation and User's Guide

**Release 431**

# Honeywell

| Document | Release | Issue | Date |
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# Contents

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# 1 About This Document

This document contains information for installing, configuring and using the Honeywell File Transfer application to transfer files from the History Module to a Experion Node.

| Revision | Date | Description |
|---|---|---|
| A | December 2013 | Initial release of the document. |

## 1.1  References

The following list identifies all documents that may be sources of reference for material discussed in this publication.

| Document Title | Doc ID |
|---|---|
| Windows Domain/WorkGroup Implementation Guide | EPDOC-XX148-en-410 |

# 2 Introduction

# 2.1  About File Transfer

The Honeywell File Transfer software package runs on a Honeywell Experion system node connected to a TPS Network and a Plant Information Network. After installing File Transfer on the Experion node and configuring the HM, Honeywell File Transfer appears as a namespace within Windows Explorer. You can use the File Transfer pop-up menu from the right pane to perform operations on History Module files. Additionally, if you need to access the HM files from a non-Experion node, you may copy the HM files to the Experion node's hard drive and map to and access the HM files and folders as you would access any other files or folders from a remote computer.
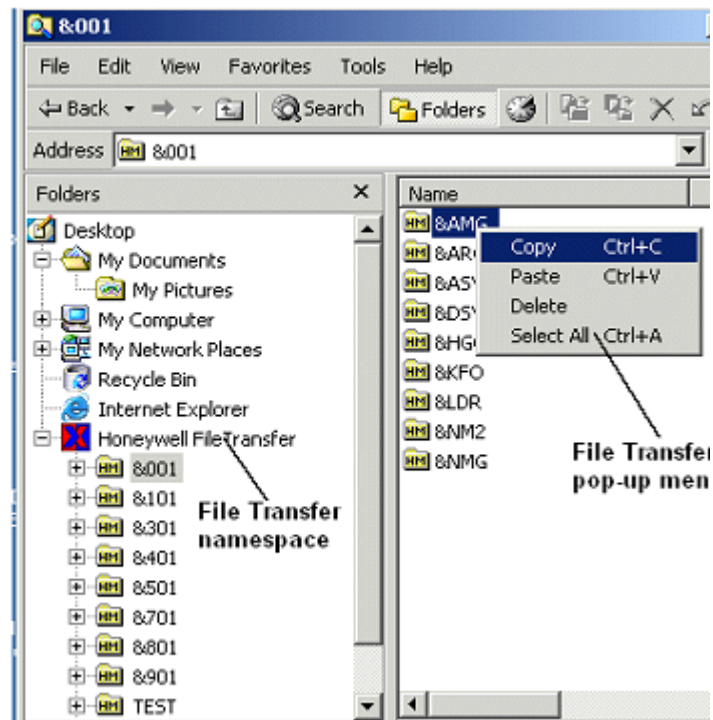


## 2.1.1  Experion Node types

In this document, Experion node refers to the following node types:

* Experion APP node
* Experion Server - TPS (ESVT)
* Experion Station - TPS (EST)

## 2.1.2  File Transfer tasks

You can use File Transfer to perform many of the same operations on HM files that you would perform on files using Windows Explorer. With File Transfer, you can access databases, schematics, and Control Language (CL) application files. Keep in mind, however, that the way in which you perform these tasks may be different between Windows Explorer and File Transfer. The procedures in this document point out these differences. Use File Transfer to perform the following:

* Copy files from the HM to the Experion node
* Copy files from the Experion node to the HM
* Delete files on the HM

- Delete directories/folders on the HM
- Rename files on the HM
- Create new directories/folders on the HM

After copying the HM files to the Experion node, you can then use Microsoft Notepad to open and modify the files.

## 2.1.3  Restrictions

There are some limitations when using File Transfer to manage files. For example, you can configure default access rights for all your HM nodes, or you can apply access rights to Managed Volumes. You cannot, however, apply access rights to individual files or directories/folders. See Section "Security Configuration" on page 24, ' "Security Configuration" on page 24' for more information.

## 2.1.4  File Transfer security

Security for File Transfer, which is based on Windows User IDs instead of a separately maintained list of File Transfer users, is configured using the Security properties page.

# 2.2 Using This Document

**Document Purpose**

This document contains the information needed to install, configure, use, and troubleshoot File Transfer.

**Intended users**

This document is intended for the following users:

- Qualified system network administrators who will install, configure, and maintain File Transfer.
- Engineers, operators, and other users qualified to access the system HMs.

Users accessing HMs from a Experion node should be familiar with the Microsoft Windows environment, particularly Windows Explorer functions.

**Terminology notes**

File Transfer is part of Honeywell's Experion system. This document uses Experion system terminology. The term 'TPS Network' (TPN) is used in place of 'Local Control Network' (LCN).

Within the Microsoft Windows 7 environment, you may use several methods for viewing drives and their contents. For example, you can use the Windows Explorer, My Computer, or the Network Neighborhood. The procedures and examples in this document use Windows Explorer.

**TPS Network HM directories and Windows Explorer HM folders**

This document uses both directory and folder to refer to the containers used to organize HM files. When referring to the HM on the TPS network, the term directory is used. When referring to the HM as viewed in Windows Explorer, the term folder is used.

# 3 Installation and System Administration

**Related topics**

# 3.1  Overview

This section contains procedures for installing and configuring File Transfer.

**Table 1: File Transfer Installation & Configuration Tasks**

| Task | Perform task from | See |
|---|---|---|
| *Install File Transfer* | | |
| Install File Transfer on a Experion node connected to an LCN Network (Server and Client) | Installation wizard | Section "Installing File Transfer" on page 16 |
| Install File Transfer on a non- Experion node (Client only) | Installation wizard | Section "Installing File Transfer" on page 16 |
| *Install File Transfer* | | |
| Configure File Transfer | Configuration Utility | Section "Using the File Transfer Configuration Utility" on page 17 |
| Identify Server location on Client node.<br>**Note**: This is the only configuration required for client nodes. | General Tab | Section "General Configuration" on page 19 |
| Establish HM Drive Letter and path for event log file[1]. | General tab | Section "General Configuration" on page 19 |
| Identify HM Node numbers for File Transfer. | HM Nodes tab | Section "HM Node Configuration" on page 22 |
| Configure security[2]. | Security tab | "Security Configuration" on page 24 |
| Modify types of files that can be transferred[1]. | File Attributes tab | Section "File Attribute Configuration" on page 28 |
| Choose the types of events to record in the File Transfer event logs[1]. | Audit Trail tab | Section "Audit Trail Configuration" on page 30 |
| Verify File Transfer is connected and running. | Windows Explorer & Administrative Tools > Services | Section "Startup and Verification" on page 31 |
| [1]File Transfer service must be stopped and restarted for the configuration change to take effect.<br>[2]Security must be configured. | | |
| Stop or start File Transfer services | Administrative Tools > Services | Section "Stopping/Starting File Transfer" on page 32 |
| Remove File Transfer | Add/Remove Programs | Section "Removing Software" on page 34 |

**Related topics**

"Required software" on page 14
"Who should install File Transfer?" on page 15
"Installation planning for File Transfer" on page 15
"Minimum configuration" on page 15

## 3.1.1  Required software

The Experion control network release must be compatible with Windows 7/Windows Server 2003 and 2008, and the operating system for the Experion Node must be Windows 7/Windows Server 2003 and 2008.

Refer also to your Software Change Notice for specific release compatibility.

### 3.1.2  Who should install File Transfer?

A qualified network administrator with an Administrator login should install File Transfer.

### 3.1.3  Installation planning for File Transfer

Before installing File Transfer for the first time, determine

- The users who will be allowed to use File Transfer, the TPN volumes they will be allowed to access, and their access rights to each volume.
- The HM nodes (up to ten) that are to be visible from the Experion node.
- An appropriate Server node that the non-Experion client nodes can access.
- A location for log files, if other than the default C:\temp folder.

Configuration options are discussed in the following sections.

### 3.1.4  Minimum configuration

File Transfer provides default entries for all configuration options except the following:

- You must enter at least one HM node (HM Nodes properties page), and
- You must choose a Default Access level (Security properties page).

# 3.2  Installing File Transfer

Use the procedures in this section to install File Transfer on both Experion and non- Experion nodes.

## 3.2.1  Install File Transfer on a Experion or a non-Experion node

> **Attention**
> Uninstall any previous versions of File Transfer before installing the new version and reboot.

Use this procedure to install the Server component of File Transfer on a ES-T or Experion APP node, or the Client component of File Transfer on a non- Experion node.

1   Log in as Product **Administrator,** or a user with the same access level.

2   Insert the **Experion PKS Installation DVD** (R400/R410.1).

3   Open the DVD to locate **setup.exe** (Application) and double click it.
    The Welcome page appears.

4   Click **Next**.
    The **Migration/Clean Install Selection** page appears.

5   Click **Install Clean** and then click **Next**.
    The **License Agreement** page appears.

6   Click **I accept the terms in the License agreement** and then click **Next**.
    The **Setup type of Node to install** page appears.

7   Select **Optional Features** and then click **Next**.
    The **User and License Information** page appears.

8   Under the **Are there Licensed TPS components to install** field, click **Yes**.

9   Under the **TPS Components and License** field, type the **License No**. and the **Authorization** and then click **Next**.

> **Attention**
> With R410 version or later, the **Installation Path Selection** page appears. Select the default path or browse for the required installation path and then click **Next**.

10   From the list of **Optional Features** select **File Transfer** and then click **Next**.

11   Type the **Local Com Server** password and then click **Next**.
     The **Summary** page appears.

12   Select **Install**.
     After the File Transfer Server and Client and the TPN Backup Restore are installed successfully, a message appears informing you to remove the installation media and then reboot the system.

13   Click **Yes** to reboot the machine or click **No** to reboot machine later.

> **Attention**
> • To configure the Configuration Utility for HMs and reboot the machine, refer to HM Node Configuration section.
> • For instructions to implement Remote File Transfer on a node that does not have access to the HM, refer to section "Remote File Transfer" on page 51 ' "Remote File Transfer" on page 51'..

# 3.3  Using the File Transfer Configuration Utility

Use the following procedure from to open the File Transfer Configuration Utility.

> ⚠ **Attention**
> This procedure must be performed at the File Transfer server node.

**1**  Click **Start** > **All Programs** > **Honeywell Experion PKS** > **System Management ,** > **Configuration Utility**.

**2**  Select **Configure** > **File Transfer**
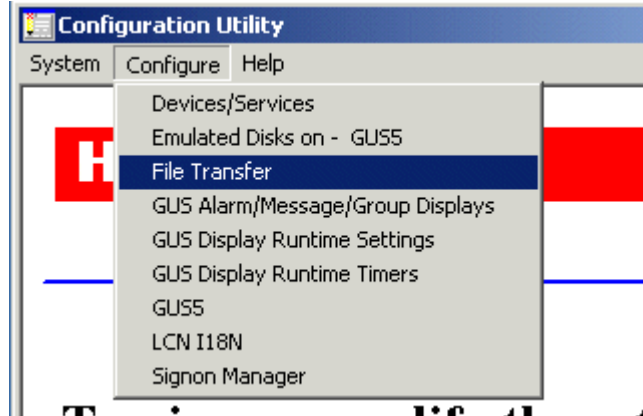


## 3.3.1  File Transfer configuration pages

After opening File Transfer from the Configuration Utility, the following property pages are available.
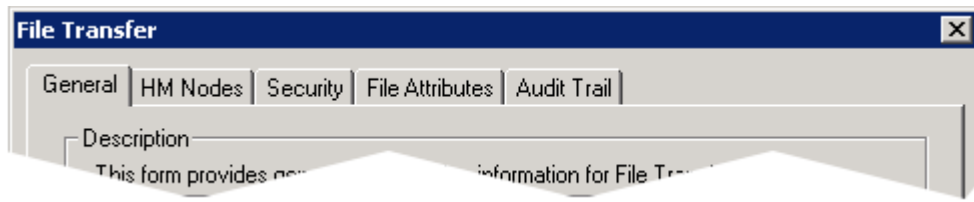


- General
- HM Nodes
- Security
- File Attributes
- Audit Trail

The following sections contain details for using the five File Transfer property pages.

**Note**: The Client-Only installation has only the **General** property page, because other configurations are not applicable in the non-Experion node.

## 3.3.2  File Transfer buttons

Each of the File Transfer property pages contains the following buttons:
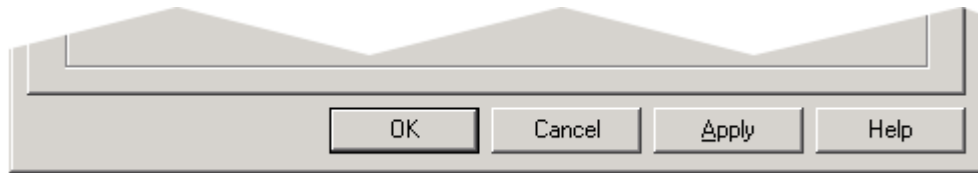
**OK**—Implements choices on all pages and closes configuration dialog.

**Cancel**—Cancels any choices not already implemented by Apply and closes configuration dialog.

**Apply**—Implements choices on all pages, but leaves dialog open.

**Help**—Provides configuration details online.

3 INSTALLATION AND SYSTEM ADMINISTRATION

# 3.4 General Configuration

Use the General properties page to identify the server location and location for the File Transfer LOG file and maximum file size for the log file. While File Transfer runs, it logs exceptional situations in a system log file, which can be used for diagnostic purposes.

See also Section "Audit Trail Configuration" on page 30, ' "Audit Trail Configuration" on page 30' for information on the types of events to log. **Note**: For a Client - Only installation, **Log file info** configuration is not applicable and will be grayed out.

## 3.4.1  General property page on a Experion node (Server and Client installation)



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## 3.4.2  General property page on a non- Experion node (Client Only installation)



## 3.4.3  General property page entries

The following table describes entries for the General configuration page.

| Entry | Description |
|---|---|
| Server location | If the installation type is Client Only, then type in the Remote GUS / Experion APP node name or IP address on which the Server File Transfer is installed. This is the node that is used to access the HM. |
| | If the installation is Server and Client. Leave this blank. |
| Path for LOG file | The default is C:\TEMP. If your temp folder is on a different drive, or you want to maintain log files in a different folder, change the path as needed. |
| | **NOTE:** Verify the specified folder exists. Note: By default, the C:\TEMP folder does not exist on Windows XP/Windows Server 2003. (Not applicable for Client Only installation) |
| Maximum size of the log file | The default is 20,000 lines. When a log file reaches the maximum size, a new log file begins and the previous file is renamed with an extension of .old. Only one old file is maintained. Every time the log reaches the specified size, the existing old file is overwritten. |
| | **NOTE:** (Not applicable for Client Only installation) |

### 3.4.4  Changing general properties

To change this part of the configuration after File Transfer is started, you must first stop File Transfer, make the change, and then restart it.

# 3.5 HM Node Configuration

Use the HM Nodes property page to identify the LCN node number(s) of the HM(s) you want available through File Transfer. You must configure at least one HM before you can run File Transfer.

## 3.5.1 HM property page



## 3.5.2 HM property page entries

The following table describes entries for the HM configuration page. None of the entries contain default values.

| Entry | Description |
|---|---|
| **HM Node Numbers** | Define up to ten HM node numbers on the TPS Network (configured in the Network Configuration File) that should be visible to the Experion node and Plant Information Network. |
| | Configure all HM node numbers of your TPS Network, even if a particular HM node is down at the time of configuration. File Transfer will start successfully if an HM node is down and pick up the missing HM at a later time. |

## 3.5.3 Changing HM nodes

If File Transfer is running when you make any changes to the HM Nodes tab, you must stop and restart File Transfer for the changes to be implemented. Following is an example of the sequence for configuring the HM nodes:

• Close Windows Explorer.

- From the HM Nodes tab, make the changes and click Apply or OK.
- Stop the TPS File Transfer service.
- Start the TPS File Transfer service.
- Open Windows Explorer.

# 3.6  Security Configuration

**Related topics**

## 3.6.1  Planning

Access to TPN files is based on the Windows user login, and can be applied to each TPN volume. All files within a volume will have the same access permissions. Initially, all volumes will allow valid users the Default Access Rights selected on the Security property page. Greater or lesser access rights to selected volumes can be then granted to specific Windows 7 users or groups using the Managed Volumes list from the Security properties page.

To give the employees' access to File Transfer, take one of the following approaches

- Configure the Default Access to protect access to allow valid users to have full access to all volumes, and then limit access to specific volumes.
- Alternatively, configure the Default Access as limited (No access, or Read access), and then configure permissions to specific volumes for users/groups that require higher access.

Consider your security needs before deciding which approach to take. The first approach offers less security than the second approach

## 3.6.2  Defaults

By Default, the Local Administrators and Engineers group is provided full access to the TPN Files.

## 3.6.3  Security property page

Use the Security property page to configure the default access rights to all unmanaged TPN Volumes. Use it also to create a list of managed volumes for which specific access rights can be configured.
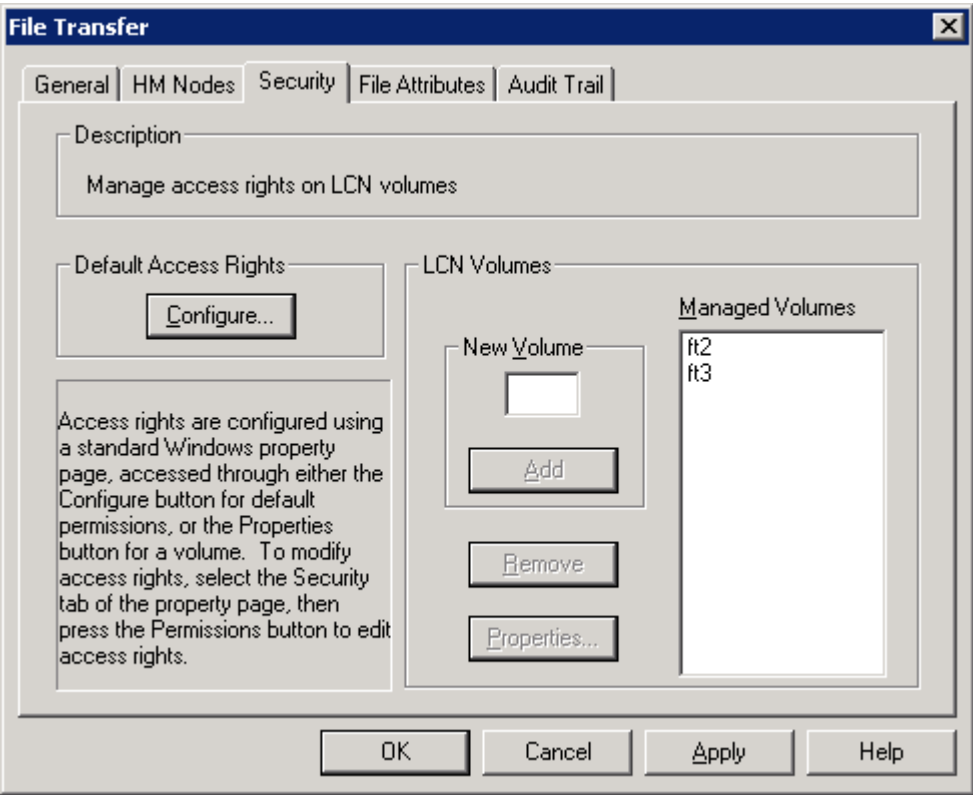
## 3.6.4  Security property page entries

The following table describes entries for the Security configuration page.

| Entry | Description |
|---|---|
| **Default Access Rights** | Default access rights apply control access to all unmanaged volumes. Click the Configure button to change the Default Access Rights. |
| **LCN Volumes** | Entries for managed volumes. See the following procedures in this section: <br>• "Adding a volume" on page 26 <br>• "Configuring security for a managed volume" on page 26 <br>• "Removing a volume" on page 27 |

## 3.6.5  Procedure to Configuring Default Access Rights

Default Access Rights apply control access to all volumes that are **not** listed in the **Managed Volume** list.

Use the following procedure to configure Default Access Rights:

**1**  Click the **Configure** button in the **Default Access Rights** frame. This will bring up the standard Windows property page for the Default access permissions.

**2**  Click **OK** to accept the default permissions, or make changes and then click **OK**.

## 3.6.6  Managing Volume Security

Once File Transfer is started, you do not need to stop it to add or change managed volumes. The following topics explain how to control access to files on the TPN on a volume-by-volume basis.

> **Attention**
> The effects of the Add, Remove, and Properties buttons used in Security configuration are immediate and do not require you to click OK or Apply to take effect.

## 3.6.7  Mapping Windows file permissions to TPN volume permissions

The access permissions to the files and directories on a TPN volume will be mapped into the Windows file permissions, which are not identical. To set permissions to the TPN volume, use the Windows File Permissions dialog box. The following table lists how the Windows permissions map to the TPN volume permissions.

| Windows file permission | Maps to TPN volume permission |
|---|---|
| Read | TPN Read Access |
| Write | TPN Write Access |
| Execute | TPN Protect Access |
| No Read, Write or execute | TPN No Access |

## 3.6.8  Configuring default access rights

1   Access File Transfer in the Configuration Utility.

2   Select the **Security** property page.

3   Click **Configure** in the Default Access Rights area.

4   Select the **Security** tab from the Windows Default Properties page.

5   Configure security according to your administrative requirements.

## 3.6.9  Adding a volume

1   Access File Transfer in the Configuration Utility.

2   Select the **Security** property page.

3   Type a volume name in the New Volume field.

4   Click **Add**.

5   To establish specific access rights for the volume, see ' "Configuring security for a managed volume" on page 26.'

## 3.6.10  Configuring security for a managed volume

Use the following procedure to change the access rights for a managed volume.

1   From the Security page, choose an existing volume from the Managed Volumes list.

2   Click Properties to display the properties page for the managed volume.
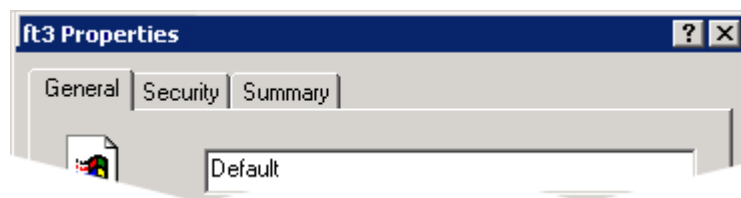


3   Select the Security tab from the managed volumes properties page. The Microsoft Windows security page appears.
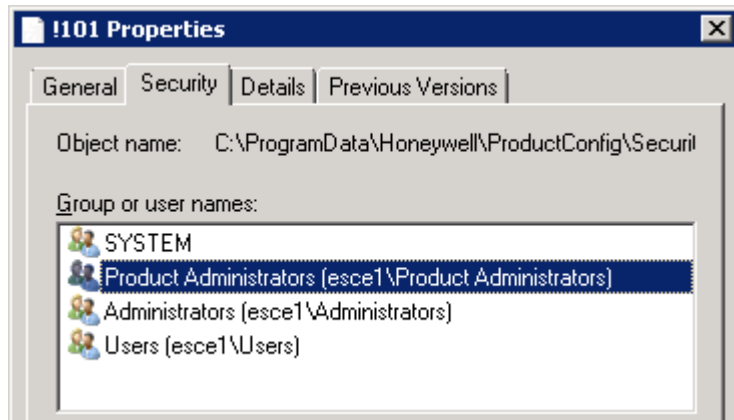
4   Configure security for the users and groups that are allowed to access the managed volume.

5   Click **OK** to return to the File Transfer Security tab.

## 3.6.11  Removing a volume

Use the following procedure to remove a volume from the Managed Volumes list.

1   Select the volume name in the list.

2   Click **Remove**.
    The volume and all configured security permissions are removed immediately. If the volume is later re-added, security permissions must be reconfigured.

# 3.7 File Attribute Configuration

Use this property page to configure the types of files that can be transferred and to establish how the different files will be handled between the TPN and the Experion Node.

## 3.7.1 File Attributes property page
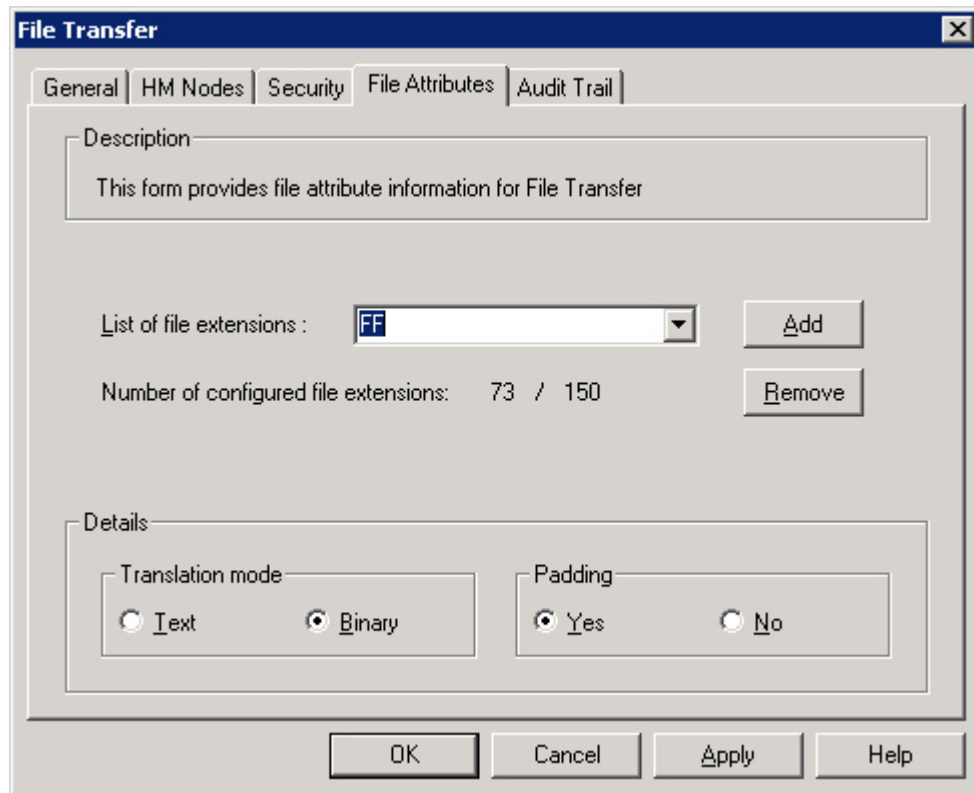


## 3.7.2 File Attributes property page entries

The following table describes entries for the File Attributes configuration page.

| Entry | Description |
|---|---|
| **List of file extensions** | Lists HM file extensions. Add other HM file extensions (up to 150 total) for which you want to specify translation mode and padding. Remove extensions only if you are *certain* that files of that type will never be used on your network. |
| **Translation attributes** | Identifies, by TPS Network file type, the type of translation that occurs when a file is copied from the HM to the Experion node:<br><br>• Text: Files that contain information that can be edited by an ASCII editor are copied in a way that is compatible with ASCII editors.<br><br>• Binary: Non-editable files (for example, DS files that are for the Picture Editor) are copied in a binary way to the Experion node. |

| Entry | Description |
|---|---|
| **Padding** | Defines the compression approach for binary files when copying TPS Network- linked files that have variable record size to the Experion node.<br><br>• Yes—makes sure that the file size is maintained when a file is copied.<br>• No—the unused space of the TPS Network file is compressed so that the resulting file is smaller.<br><br>By default, the padding switch is turned on so that the true file size is reflected on the TPS Network and the Experion nodes. |

**Attention**

Do not change the translation attribute of a file type.

## 3.7.3  Changing file attributes

To change this part of the configuration after File Transfer is started; you must first stop File Transfer, make the change, and then restart it. See Section "Stopping/Starting File Transfer" on page 32, ' "Stopping/Starting File Transfer" on page 32.'

# 3.8 Audit Trail Configuration

Your administrative needs may call for more detail than is normally captured. Use this property page to specify the additional information you want recorded in the File Transfer event logs. File Transfer events can be found in the Event Viewer (in the Administrative Tools program group). Look for events with a source of File Transfer.

## 3.8.1 Audit Trail property page

Choose any events you want logged. Details are provided after the following figure.
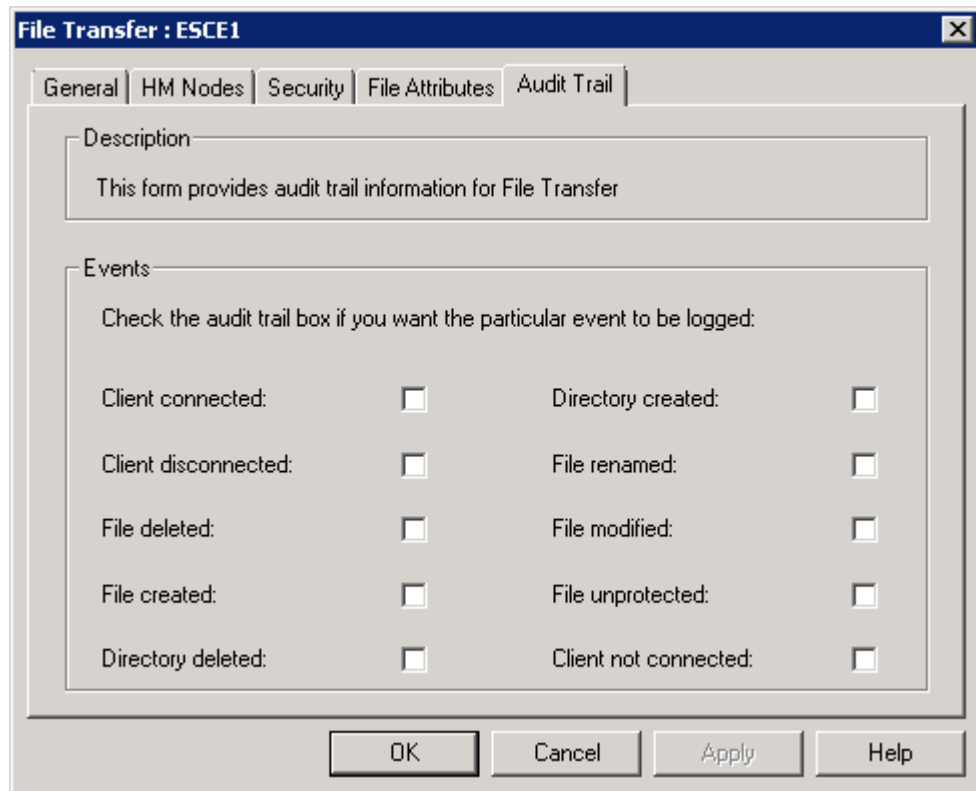


## 3.8.2 Changing audit trail configuration

To change this part of the configuration after File Transfer is started; you must first stop File Transfer, make the change, and then restart it. See Section "Stopping/Starting File Transfer" on page 32, ' "Stopping/Starting File Transfer" on page 32.'

# 3.9  Startup and Verification

**Related topics**

"Requirements for transferring files" on page 31

"Verify File Transfer service is started" on page 31

## 3.9.1  Requirements for transferring files

In order to use File Transfer, the following conditions must be met:

- The TPS network side must be up and running, and the
- The File Transfer service on the File Transfer server must have a status of Started.

> **Attention**
> The status in the Services window does not update automatically. You must start the Honeywell File Transfer service after the TPS Network is up and running.

## 3.9.2  Verify File Transfer service is started

If the TPSNetwork side of the node is not running, the File Transfer service will not start, and will enter the Paused state while waiting for the TPSNetwork side of the node to transition to the running state.

1  If the configuration process has not been completed, do so now.

2  Verify the TPSNetwork side of the node is running.

3  Click **Start**, point to **Settings**, and then click **Control Panel**.

4  Double-click **Administrative Tools**, and then double-click **Component Services.**

5  In the console Tree, select **Services**.

6  Click the **Name** column to sort the services and locate the **TPS File Transfer** service.

7  Right-click **File Transfer** and select **Start**.

8  If the service status is **Started**, File Transfer is ready.

9  If the service status is **Paused**, the TPSNetwork side of the node is not running. When it starts up, the service will change to the **Started** state.

> **Tip**
> Depending on the number of HMs configured, it may take a minute or more for the service to start. Click the **Refresh** button or select **Refresh** from the **Action** menu to verify you are viewing the most recent status.

# 3.10 Stopping/Starting File Transfer

**Related topics**

## 3.10.1 When to stop File Transfer

If you make any changes to the TPS Network HM, you must stop and restart File Transfer to view the changes in the File Transfer namespace. Additionally, you need to stop File Transfer and then restart it to activate configuration changes for the following property pages:

- General
- HM Nodes
- File Attributes
- Audit Trail

You do not need to stop File Transfer when configuring Security although some administrative functions, such as maintenance, may also require stopping File Transfer.

## 3.10.2 Stop File Transfer

Use this procedure to stop File Transfer.

1  Notify users that the program is to be stopped.
2  Click **Start**, point to **Settings**, and then click **Control Panel**.
3  Double-click **Administrative Tools**, and then double-click **Services**
4  In the console Tree, select **Services**.
5  Click the **Name** column to sort the services and locate the TPS **File Transfer** service.
6  Right-click **Service** and select **Stop**.
7  Close the **Services** dialog

## 3.10.3 Start File Transfer

By default, the TPS File Transfer service is set to automatically start. If the service was stopped for any reason, you may restart it using the following procedure.

1  Click **Start**, point to **Settings**, and then click **Control Panel**.
2  Double-click **Administrative Tools**, and then double-click **Services**
3  In the console Tree, select **Services**.
4  Click the **Name** column to sort the services and locate the **TPS File Transfer** service.
5  Right-click **Service** and select **Start**.
6  Close the **Services** dialog

## 3.10.4  Additional information

For more information on Services, refer to the Microsoft Windows Help by clicking the Help button in the Services dialog.

# 3.11  Removing Software

**Related topics**

"Remove File Transfer" on page 34

## 3.11.1  Remove File Transfer

To remove the File Transfer program, perform the following steps:

1  Notify users that the program is to be stopped.

2  Click **Start**, point to **Settings**, and then click **Control Panel**.

3  Double-click **Administrative Tools**, and then double-click **Services**

4  In the console Tree, select **Services**.

5  Click the **Name** column to sort the services and locate the TPS **File Transfer** service.

6  Right-click **Service** and select **Stop**.

7  Close the **Services** dialog

8  If Windows Explorer is open, close it.

9  Click **Start**, point to **Settings**, and then click **Control Panel**.

10  Double-click **Add/Remove Programs.**

11  Select **Honeywell File Transfer** from the Currently Installed Programs list, and click **Remove**.

12  Click **Yes** to confirm the removal of File Transfer software.

# 4 Using File Transfer

This section contains information and procedures for using File Transfer to transfer files from the TPSNetwork History Module to the Experion node. Once files are transferred to a Experion node, you can access the files from a non- Experion node upon which the client portion of File Transfer has been installed. This section also has several sections on managing the history module directories and files.

# 4.1  HM Directory and File Considerations

**Related topics**

"Directory structure restrictions" on page 36

"Naming conventions" on page 36

"Viewing changes to the TPSNetwork HM" on page 37

## 4.1.1  Directory structure restrictions

The directory structure on the History Module is different and more limited than the folder structure in Microsoft Windows.

- On an HM, a drive is divided into volumes, which form a first level of directories. These volumes are created when initializing the HM and cannot be changed afterwards.
- The volumes can contain from 0 to 63 directories, which form a second level of directories.
- Only these two levels of directories (of which one is fixed) exist on a History Module.

Because of this HM structure, actions made from the Explorer of the Experion node are limited as shown in the following figure.
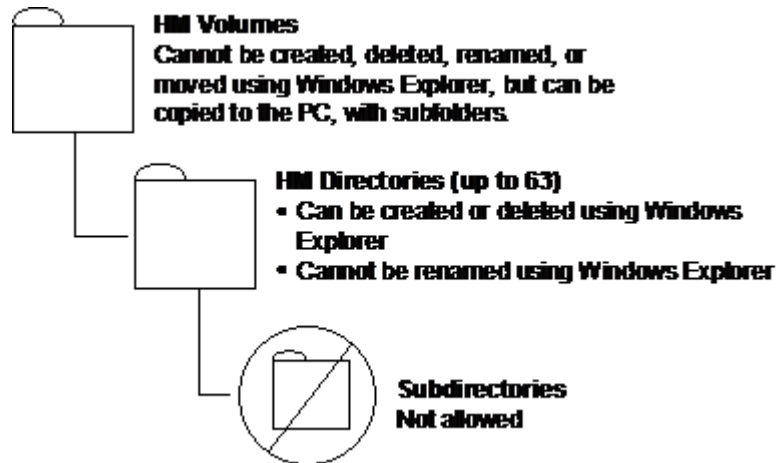


## 4.1.2  Naming conventions

Conventions for HM directory and file names are explained in the following table.

| Item | Convention |
|---|---|
| File and directory names | • Alphanumeric characters (A-Z, 0-9) and the underscore character (_) are allowed.<br>• Letters in a pathname can be capital or lower case (all are treated as capital letters). |
| Directory name | • Consists of one to four characters (defined above).<br>• Ampersand (&) or exclamation point (!) characters can be used, but are reserved for Honeywell-supplied directories.<br>• Extensions are *not* allowed.<br>Example: USER |

| Item | Convention |
| --- | --- |
| File name | Consists of one to eight characters (defined above), followed by a period (.), then an extension of one or two alphanumeric characters. (Single letter extensions X, Y, and Z can include an underbar as a second character, as in X_.).<br><br>Example: BOILER.EB. |

## 4.1.3 Viewing changes to the TPSNetwork HM

When File Transfer is started at the Experion node, File Transfer reads the HM directory structures from the configured HMs that is currently active. If changes are made to an HM on the TPS Network, the TPS File Transfer service must be stopped and restarted in order to view the changes in the File Transfer namespace. See Section "Stopping/Starting File Transfer" on page 32, ' "Stopping/Starting File Transfer" on page 32' for step-by-step procedures.

# 4.2  Performing Actions on Files and Folders

> ⚠ **CAUTION**
>
> When you choose to overwrite a file in the HM, File Transfer first deletes the original file, and then copies the latest file to the HM.
>
> If an error occurs during the copy of the latest file, then File Transfer does not restore the original file. The user must correct the problem that caused the abort of the file copy operation, and then copy the latest file again to the HM location.
>
> This behavior differs from previous releases.

## 4.2.1  Using File Transfer commands in Windows Explorer

Perform all tasks in this section at the Honeywell File Transfer namespace accessed through Windows Explorer, or right-click on the Honeywell File Transfer shortcut on the desktop. To use the File Transfer pop-up menu (shown in the following figure) right-click the HM file or folder in the right pane of Windows Explorer.
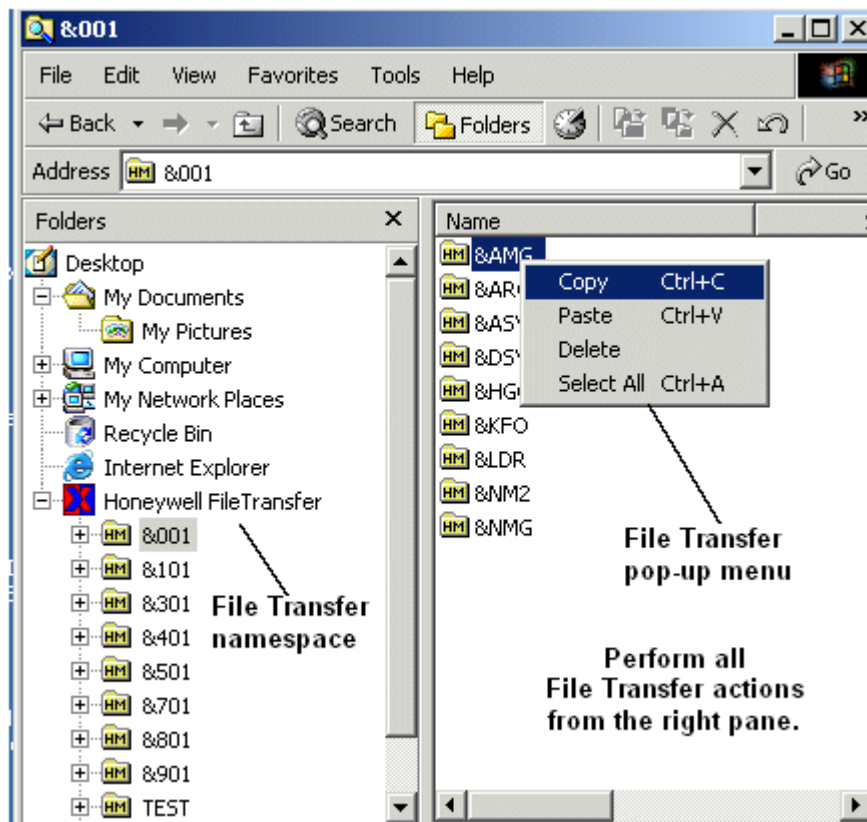
## 4.2.2  Using drag and drop

In order to use drag and drop functionality within the Honeywell File Transfer namespace, you must open two Explorer windows as shown in the picture.
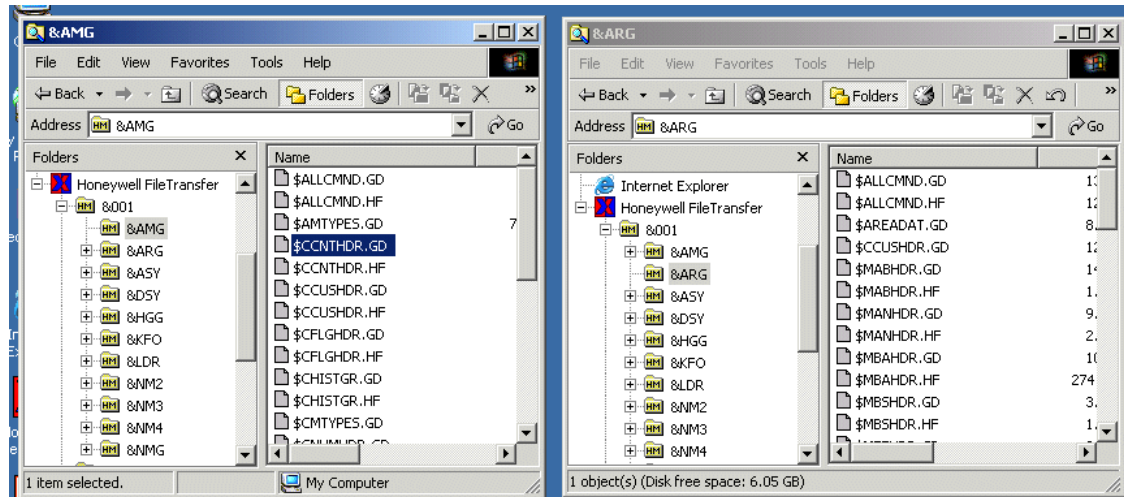
## 4.2.3  Creating new folders on the HM

You cannot create a folder directly on the TPSNetwork. Use the following procedure to create a folder using Windows Explorer and then copy it to the TPSNetwork:

1  From Windows Explorer, create a folder on the Experion node, and give it a name that is suitable for the TPSNetwork**.**

2  From Windows Explorer, right-click the folder and select **Copy**.

3  Navigate to the Honeywell File Transfer namespace.

4  From the left pane, select the HM volume in which the folder will be placed.

5  Right-click in the right pane and select **Paste**.

## 4.2.4  Changing file names and file extensions

You cannot rename files or change the file extensions directly on TPSNetwork. Use the following procedure to change file names and extensions on the HM.

1  Open Windows Explorer and navigate to the Honeywell File Transfer namespace.

2  From the left pane, select the HM folder that contains the file to be changed.

3  From the right pane, right-click on the file to be changed and select **Copy**.

4  Select a local folder on the Experion Node, right-click and select **Paste**.

5  From Windows Explorer, right-click the file, select **Rename** and type in the new name.

6  Right-click the newly named file and select **Copy**.

7  Return to the Honeywell File Transfer namespace and from the left pane, select the HM folder that contained the file to be changed.

8  Right-click in the right pane and select **Paste**.

9  From the right pane, right-click on the original version of the file and select **Delete**.

## 4.2.5  Copying folders and files from the HM to the Experion node

Use the following procedure to copy folders and files from the HM to the Experion Node.

1  Open Windows Explorer and navigate to the Honeywell File Transfer namespace.

    **2** From the left pane click on the

- Volume that contains the folder you will be copying, or the
- Folder that contains the file you will be copying.

    **3** From the right pane, right-click on the folder or file and select **Copy**.

    **4** Select a local folder on the Experion node, right-click and select **Paste**.

## 4.2.6  Copying folders and files from the Experion node to the HM

Use the following procedure to copy folders and files from the Experion Node to the HM.

    **1** From Windows Explorer, right-click the folder or file and select **Copy.**

    **2** Return to the Honeywell File Transfer namespace and from the left pane, select the

- Volume in which the folder will be placed, or the
- Folder in which the file will be placed.

    **3** Right-click in the right pane and select **Paste**.

## 4.2.7  Deleting folders and files on the HM

Use the following procedure to remove files and folders from the HM.

    **1** Open Windows Explorer and navigate to the Honeywell File Transfer namespace.

    **2** From the left pane click on the

- Volume that contains the folder you will be deleting, or the
- Folder that contains the file you will be deleting.

    **3** From the right pane, right-click on the folder or file and select **Delete** or press the **Delete** key.

## 4.2.8  Moving folders and files on an HM

With two instances of Windows Explorer open, use the drag-and-drop function to move folders or files on the HM.

    **1** Open two instances of Windows Explorer.

    **2** In the first Windows Explorer, navigate to the Honeywell File Transfer namespace in the left pane and click on the

- Volume that contains the folder you will be moving, or the
- Folder that contains the file you will be moving.

    **3** In the second Windows Explorer, navigate to the Honeywell File Transfer namespace and destination volume or folder.

    **4** Drag the folder or file from the right pane of the first Windows Explorer to the destination volume or folder to the right pane of the second Windows Explorer.

    **5** From the left pane of the Honeywell File Transfer namespace, click on the original volume or folder.

    **6** From the right pane, right-click on the original version of the folder or file and select **Delete**.

> **Attention**
> Before selecting **Delete,** verify that a copy of your folder or file exists in another location.

# 4.3  File Transfer Commands

**Related topics**

## 4.3.1  TPS File Transfer commands

"Table 2: File Transfer Commands" lists File Transfer commands and proper syntax. This is the same information available online.

**Table 2: File Transfer Commands**

| *Ftattr* - Display file attributes | | |
|---|---|---|
| **Syntax** | FTATTR ! \<vol>[dir][\file] | |
| **Where** | vol | History module volume |
| | dir | Directory on the History Module |
| | file | Specific file on the History module |
| *Ftcopy* - Copy one or more files to another location. | | |
| **Syntax** | FTCOPY source destination [/Q] | |
| **Where** | Source | Specifies the file or files to be copied. |
| | Destination | Specifies the directory or filename for new file(s). |
| | /Q | Overwrites existing files without being prompted. |
| **Comments** | A TPN path must start with '!'.  A PC path can be a relative or an absolute path.  All paths must be in quotation marks if the path contains a character.  Do not include a backslash in the quotation mark. | |
| **Example** | FTCOPY '! \&source\*.*' 'C: \&destination' | |
| *Ftdel* - Delete one or more files | | |
| **Syntax** | FTDEL ! \<vol>[dir]\file | |

| Where | vol | History module volume |
|---|---|---|
| | dir | Directory on the History Module |
| | file | Specific file on the History module |
| **Comments** | All paths must be in quotation marks if the path contains a character.<br><br>Do not include a backslash in the quotation mark. | |
| **Example** | FTDEL !test \file.xx<br><br>FTDEL !\test \*.xx<br><br>FTDEL !\test \file.* | |
| *Ftdir* - Display a list of files or directories in a volume or directory. | | |
| **Syntax** | FTDIR [!\][vol] [\dir][\file] | |
| **Where** | vol | History module volume |
| | dir | Directory on the History Module |
| | file | Specific file on the History module |
| **Comments** | If path is not specified, then all volumes listed under the root will be displayed.<br><br>You may also use a wildcard '*' or '?' to filter the files to be listed. | |
| *Ftmkdir* - Create a directory | | |
| **Syntax** | FTMKDIR ! \<vol>\dir | |
| **Where** | vol | History module volume |
| | dir | Directory on the History Module |
| | *Ftmove* - Move and rename files | |
| **Syntax** | FTMOVE source destination [/Q] | |
| **Where** | Source | Specifies the file or files to be moved. |
| | Destination | Specifies the destination directory or filename for the file(s). |
| | /Q | Overwrites existing files without being prompted. |

| Comments | A TPN path must start with '!'. | | |
|---|---|---|---|
| | A PC path can be a relative or an absolute path. | | |
| | All paths must be in quotation marks if the path contains a character. | | |
| | Do not include a backslash in the quotation mark. | | |
| **Example** | FTMOVE '! \&source\*.*' 'C: \&destination' | | |
| *Ftren* - Rename a file or files | | | |
| **Syntax** | FTREN ! \<vol>[\dir] \filename1 filename2 | | |
| **Where** | vol | History module volume | |
| | dir | Directory on the History Module | |
| | filename1 | Name of file to be renamed | |
| | filename 2 | Renamed file | |
| **Comments** | Do not provide a full path for filename2 | | |
| *Ftrmdir* - Remove (delete) a directory | | | |
| **Syntax** | FTRMDIR ! \<vol>\dir | | |
| **Where** | vol | History module volume | |
| | dir | Directory on the History Module | |
| **Comments** | The directory to be removed must be empty. | | |
| *Ftsearch* - List files, directories and volumes that match the criteria in a directory<volume> and its subdirectories. | | | |
| **Syntax** | FTSEARCH !\ [<vol>][\dir] \filename | | |
| **Where** | vol | History module volume | |
| | dir | Directory on the History Module | |
| | filename | Name of file | |

| Example | Ftsearch !\h?n*.* |  |
|---|---|---|
|  | Ftsearch ! \vol1\honeywell.x ? |  |
| *Ftxcopy* - Copy a directory including all files and subdirectories from TPN to TPN or TPN to PC or PC to TPN or PC to PC. |  |  |
| **Syntax** | FTXCOPY source destination [/Q] |  |
| **Where** | Source | Specifies the file or files to be copied. |
|  | Destination | Specifies the directory or filename for new file(s). |
|  | /Q | Overwrites existing files without being prompted. |
| **Comments** | The source and destination must be a directory and not a filename. |  |
|  | A TPN path must start with '!'. |  |
|  | A PC path can be a relative or an absolute path. |  |
|  | All paths must be in quotation marks if the path contains a character. |  |
|  | Do not include a backslash in the quotation mark. |  |
| **Example** | FTXCOPY 'C: \&source' '! \&destination' |  |

## 4.3.2  Viewing online help for File Transfer commands

**1**  Enter the following command at the MS-DOS command prompt:
   *CD C:\Program Files\Honeywell\TPS\TPSXfer*

**2**  At the command prompt, type a file transfer command followed by /?
   For example:

```
C:\WINNT\system32\cmd.exe                                          _ □

C:\Program Files\Honeywell\TPS\TPSXfer>ftcopy /?
Copy one or more files to another location.

FTCOPY source destination [/Q]

        source            Specifies file or files to be copied.
        destination       Specifies directory or filename for new file<s>.
        /Q                Overwrite all existing files without asking questions.

TPN path must start with '!'. PC path can be relative path or absolute path.

Path must be put in qutation marks if the path contains charater '&'. But don't
put a backslash before a qutation mark. For example

        FTCOPY "!\&source\*.*" "C:\&destination"

Following examples are illegal.
        FTCOPY C:\&source !\&destination
        FTCOPY "!\&source\*.*" "C:\&destination\"
```

### 4.3.3  Using MS-DOS to search the HM for specific files

The Windows Explorer search option cannot be used to find specific HM files within the Honeywell File Transfer namespace. Use the following procedure to find specific HM files.

1   Select **Start** > **Run** and type **cmd** in the **Run** window.

2   Enter the following command at the MS-DOS command prompt:
    *CD C:\Program Files\Honeywell\TPS\TPSXfer*

3   At the command prompt, type **ftsearch** followed by the search criteria.
    For example:

```
C:\Program Files\Honeywell\TPS\TPSXfer>ftsearch !\h?n*.*
\USR1\DIA1\HPNXOUR.DO
\USR2\S145\HMNL.EF
\USR2\S145\HMNL.DY
\USR2\S145\HMNL.DB
\USR2\S145\HMNL.UL
\USR2\S145\HMNL.SL
6 files found
C:\Program Files\Honeywell\TPS\TPSXfer>
```

# 4.4 Using the AT Scheduler Command for Batch Files

**Related topics**

## 4.4.1 Using the AT Scheduler Command for Batch Files Purpose

Users may find the DOS AT Scheduler command useful for performing periodic File Transfer operations. For instance, the AT Scheduler is very useful for launching batch (.bat) files that copy files from the HM to a Experion Node PC at defined times. To view specific examples of batch commands, see ' "Example commands for batch files" on page 46' in this section.

## 4.4.2 Using the AT command with File Transfer and batch files

The AT Scheduler uses the Schedule NT/2000/XP Service to execute commands (such as batch files) at specified times. For complete information on the syntax and use of the AT command, start the Microsoft MS-DOS Command Prompt and enter the following command:

help at

## 4.4.3 Updating your batch files

Because this version of TPS File Transfer uses different commands located in a different folder than the previous version, you will need to update your existing batch files with the new commands and location. "Table 1: File Transfer Installation & Configuration Tasks" lists the File Transfer commands, all of which are located at

*C:\Program Files\Honeywell\TPS Experion\TPS Xfer*

For additional help using these commands, type the command name followed by /? at the TPS Xfer folder command prompt.

## 4.4.4 Example commands for batch files

Following are three specific examples of commands that can be used within a batch file. See also Section "File Transfer Commands" on page 41, ' "File Transfer Commands" on page 41.'

| *Example 1* | |
|---|---|
| **Purpose:** | Use the **ftcopy** command and the command's full path enclosed in quotes to copy a specific file from an HM directory to a folder on the **C** drive. You must use quotes because of the space between Program and Files. |
| **Results:** | The **apm05.xx** file from the **mcs** directory will be copied to the **test** folder on the **C** drive. The HM volume name is **fast**, which must be specified. |
| | 'C:\Program Files\Honeywell\TPS\TPS Xfer\ftcopy.exe' !\fast\mcs\apm05.xx c:\test |
| *Example 2* | |

| Purpose: | Use the **ftcopy** command with the path environment variable for the File Transfer batch commands to copy files in an HM directory to a folder on the C drive. The path environment variable is updated when File Transfer is installed. Wildcards are used to copy everything in the specified directory. |
|---|---|
| Results: | All files in the **gene** directory on the HM will be copied to the **backup** folder on the **C** drive. The HM volume name is **usr2**, which must be specified. |
| | ftcopy !\usr2\gene\\*.* c:\test\backup |
| *Example 3* | |
| Purpose: | Use the **ftcopy** command to copy a file from a folder on the **C** drive to a directory on the HM. |
| Results: | The **prog.cl** file in the **cl** folder on the **C** drive will be copied to the **dirk** directory on the HM. The HM volume name is **fast**, which must be specified. |
| | ftcopy c:\cl\prog.cl !\fast\dirk |

## 4.4.5  Using the AT Scheduler

**1**  Ensure that the Schedule Service status ('Task Schedule') is started:

Select **My Computer** > **Manage** > **Services and Applications** > **Services**.

**2**  Start the MS-DOS Command Prompt.

**3**  At the command prompt, enter the AT command, using the syntax and options explained in the MS-DOS Help. The simplest form of the command is as follows:

at *time* '*command*'

where

*time* is the time (based on a 24-hour clock) you want the command to execute, and

*command* is the command you want executed, including full pathname.

For example, suppose that you want the batch file c:\ft\hmcopy.bat (for copying files from the HM to the Experion Node PC) to run at 3:00 p.m. today. The command, in its simplest form, would be as follows:

AT 15:00 'c:\ft\hmcopy.bat'

The AT command has several options that you can include – these are discussed in Microsoft's MS-DOS Help.

---

# 4.5 Managing Files and Folders

**Related topics**

"Free/used disk space" on page 48

"Disk labels" on page 48

"File sizes" on page 48

"Directory timestamps" on page 48

"File timestamp" on page 48

"File attributes" on page 49

## 4.5.1 Free/used disk space

The total space and the free space reported by the File Transfer package are the sum of the total/free space of the individual HMs that are configured in the File Transfer configuration file.

Free space is calculated on a 'per volume' basis on the HM, a concept that is not visible through the File Transfer package. Thus, it is possible that the total free space would appear to be large enough to copy a file, but that the specific volume or directory would *not* contain enough space for the operation.

If an error message informs you that a file cannot be copied to a certain volume, try copying to a different volume or free up some space on the original volume.

## 4.5.2 Disk labels

The label information of the HM disk is initialized with the version number of the File Transfer package. This label information cannot be changed by the user (as is the normal procedure for network drives.

## 4.5.3 File sizes

The value for file sizes on the TPS Network is determined differently from the values for file sizes on a Experion node. For a regular FAT or an NTFS file system, the file size displayed is the actual number of bytes stored in the file. On the TPS Network, the file size indicates the allocated size for linked and contiguous files.

Consequently, whenever text files are copied from the Experion node to the TPS Network (or the other way around), it is likely the file sizes will change. For binary files, the size will not change, unless the padding switch is set to off.

## 4.5.4 Directory timestamps

On the TPS Network, volumes and directories do not have timestamps. All directories and volumes of the HMs show the same timestamp in Windows Explorer.

January 1 1980, 12:00 a.m.

## 4.5.5 File timestamp

When a file is copied from the TPS Network to the Experion node, the original file's timestamp is preserved and appears as the modified date and time in the File Transfer namespace. When a file is copied from the Experion node to the TPS Network, the modified date and time that appears in the File Transfer namespace becomes the timestamp date and time.

## 4.5.6  File attributes

In the Windows environment, files and folders can be given read-only, hidden, archive, and system attributes. HM files, however, use only the read-only and hidden file attributes.

**Read-Only**: When a file is read-only on the Experion node, it is protected on the Experion Network. Users with access rights (see Section "Security Configuration" on page 24, ' "Security Configuration" on page 24') can change the read-only attribute of a file on the HM.

1. Highlight the file.
2. From the **File** menu, choose **Properties**.…
3. Select or clear **Read only**, then click **OK.**

# 4.6  TPS Network Considerations

**Related topics**

## 4.6.1  Multiple HMs on the same TPS Network

As in the TPS Network Command Processor environment, the fact that multiple HMs exist on the same the TPS Network is transparent to the user in the Microsoft Windows environment. All the HMs are considered as a single HM. The total size and the free size of this HM are the total of the sizes of the individual HMs.

## 4.6.2  Network Gateways

Network Gateways are not supported.

## 4.6.3  HM Init Personality support

While a History Module is loaded with its Initialization Personality, you cannot do any file operations using File Transfer.

## 4.6.4  Editing HM files

To edit HM files, transfer the files to your Experion Node PC. You may then use Microsoft Notepad or WordPad to edit HM text files.

## 4.6.5  File Transfer limitations

The following table summarizes limitations for transferring files using Honeywell File Transfer.

| Item | Limitation |
|---|---|
| **Number of HMs** | No more than ten HMs can be configured. |
| **File types** | No more than 150 file types can be configured. |

# 4.7  Remote File Transfer

Remote File Transfer is the Client-Only configuration made for a Experion or a non–Experion node that needs to access TPN files in History Module with the help of separate TPS Node. This configuration is essential when there is limited access to the files in the History Module.

## 4.7.1  Installation of Remote File Transfer

Refer to Section "Installing File Transfer" on page 16 of this document for the Client – Only installation of File Transfer.

## 4.7.2  Configuration of Remote File Transfer

After the Client – Only installation of File Transfer is completed, you must specify the name of the Experion node that provides the client machine access to the History Module. All other File Transfer configuration details do not apply to Remote File Transfer, because it is served by the configuration made at the Experion Node that has access to the History Module.

1   At the client machine, log on to Windows as Experion **Administrator** or a user with the same access level.

2   Launch the Configuration Utility through **Start** > **All Programs** > **Honeywell Experion PKS** > **System Management** > **Configuration Utility** > **Configure** > **File Transfer**.

3   In the **General** tab, in the **Server Location** field, enter the Name of the Experion Node that has access to the History Module.
Refer to Section "General Configuration" on page 19 for information on the General Property Page.

> **!** **Attention**
> The Server node and the Client node should be in the same domain or in trusted domains.

4   Ensure that the TPS File Transfer Service (FTService.exe) has been added to the Windows Firewall Exceptions on the Client and Server machines.

5   At the Experion Node that has access to the History Module, make sure its TPN (LCN) personality is loaded into its LCNP board and is ready for communication to the History Module.
In addition, ensure that its Native Window is loaded.

6   Ensure that the User account logged on to the Client machine (at the time of File Transfer usage) has access permission to the Server machine's File Transfer function:
At the Server machine, in the File Transfer **Security** tab of its **Configuration Utility**, ensure that the User account is added to the Access Control List (**Configure>Default Access Rights**).

For details, refer to section "Security Configuration" on page 24, "Procedure to Configuring Default Access Rights" on page 25.

7   The HM is now accessible from the remote Client machine.

# 5 Troubleshooting

This section guides you through some basic diagnostic procedures to help you solve basic computer, network, or configuration problems.

This section includes:

- "File Transfer does not start successfully" on page 54 provides a list of common problems you might encounter and some actions you can take.
- "Corrective Actions" on page 56 provides additional information on causes of your problem and corrective actions.
- "Technical Assistance" on page 59 explains how to reach Honeywell for help if you cannot solve the problem yourself.

# 5.1 What to Do If…

## 5.1.1 File Transfer does not start successfully

When File Transfer is able to identify the error at startup, it exits and writes an error message to the FTG_SS.LOG in the Temp folder.

| Error Message | Comments |
|---|---|
| Could not initialize sockets | Indicates Experion node or the TPS Network problem. See Section "TPS Network Considerations" on page 50. |
| Could not Allocate channel | Indicates Experion node or the TPS Network problem. See Section "TPS Network Considerations" on page 50. |
| Other messages. | Likely related to configuration problems See Section "Corrective Actions" on page 56, ' "Corrective Actions" on page 56.' |

## 5.1.2 Network-path message appears

If the message 'The Network Path was Not Found' appears, you cannot connect to File Transfer. It may be due to one of the following causes:

- The TPS File Transfer service is not running. The system administrator should start it using the procedure described in Section "Stopping/Starting File Transfer" on page 32.
- The TPS File Transfer service is running, but the Services window in the Control Panel shows the File Transfer service status as Paused. The TPS Network side of the node not running is the most likely cause. See Section "Startup and Verification" on page 31, ' "Startup and Verification" on page 31.'
- Your PC network configuration has a problem. See Section "TPS Network Considerations" on page 50.

## 5.1.3 Cannot create file message appears

If you are on a Experion Node running the amw personality, the message 'Could not start TPS File Transfer service on \\nodename. Error 0183: Cannot create a file when that file already exists.' may appear.

Refer to your Application Module (AM) documentation for complete information on memory availability and XOPTN (the load module). This error message appears when XOPTN is not loaded. After XOPTN is correctly loaded, restart File Transfer.

## 5.1.4 Experion Command Processor directory contents differ from Windows Explorer folder

If a user created or deleted a directory on an HM with the Experion Command Processor, the File Transfer namespace will not reflect this update until the File Transfer service is stopped and restarted. See Section "Stopping/Starting File Transfer" on page 32.

## 5.1.5  Other errors occur

If an error occurs during a file transaction (such as copying or deleting a file), first check whether the error is normal, given the File Transfer configuration. For example, did you attempt to delete a protected file?

Remember that the TPS Network file system does not behave exactly like the Experion node PC. Review the information in Section "HM Directory and File Considerations" on page 36 ' "HM Directory and File Considerations" on page 36.'

Some errors may be due to:

- Configuration problems (for example, someone changed the configuration online and made a mistake).
- The TPS Network problems (for example, an HM is down).

See Section "Corrective Actions" on page 56, ' "Corrective Actions" on page 56' for details.

## 5.1.6  You cannot copy/move certain files

You may not have the proper permissions established. See your system administrator, or see Section "Security Configuration" on page 24, ' "Security Configuration" on page 24' for more information.

## 5.1.7  Hidden files not visible on all Experion Nodes

In Windows Explorer, hidden files are not visible by default. Use the following procedure to view hidden files in Windows Explorer.

1   From Windows Explorer, select **Tools** > **Folder Options**.

2   Select the **View** tab.

3   Select the **Show hidden files and folders** option.
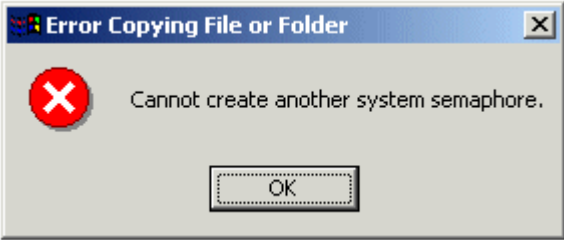
# 5.2 Corrective Actions

**Related topics**

## 5.2.1 Configuration issues

Because the configuration utility performs online checking, only a limited number of mistakes can be made at configuration time. Following are configuration problems that may occur (correct the cause of each problem).

**Table 3: Corrective Actions for Configuration**

| |
|---|
| **Symptom**: File Transfer behaves normally, but when you connect to the HM, 'No files found' displays.<br><br>**Potential cause:** No HM node numbers have been entered in the File Transfer configuration.<br><br>**Solution**: Use the HM Nodes property page in the Configuration Utility to define the HM nodes. |
| **Symptom**: When trying to copy a file, the 'Too many files open' displays.<br><br>**Potential cause**: File Transfer supports up to 12 open files at a given time. If a number of files are left open, due to a user abort, File Transfer may exhaust the resources to open any more files.<br><br>**Solution:** Stop and restart the TPS File Transfer service. |
| **Symptom**: When trying to copy a file from the HM, 'Cannot create another system semaphore' displays.<br><br><br><br>**Potential cause:** An attempt was made to copy a file whose extension is not defined.<br><br>**Solution**: Go to the FTG_SS.LOG in the Temp folder to identify the last type of file that File Transfer attempted to copy. Use the File Attributes property page in the Configuration Utility to define the file type. |

## 5.2.2 File Transfer security issues
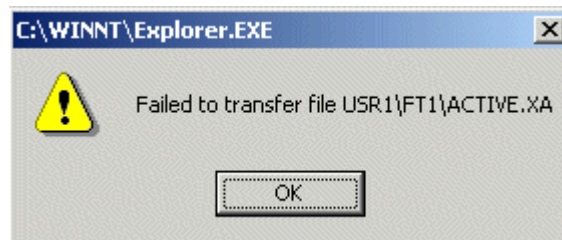
**Table 4: Corrective Actions for Security**

| |
|---|
| **Symptom**: When copying a file to the HM, 'Access is denied' displays.<br><br>**Error Copying File or Fold...** ✕<br>❌ Access is denied.<br>OK<br><br>**Potential causes:** The file may be open by a process on the TPS Network or the file may have been left open by a previous File Transfer request that failed to complete.<br><br>**Solution**: Stop and restart the TPS File Transfer service. |
| **Symptom:** When attempting to edit copy/paste or drag-and-drop from the PC to the HM 'Failed to transfer file . . .' displays.<br><br>**C:\WINNT\Explorer.EXE** ✕<br>⚠️ Failed to transfer file USR1\FT1\ACTIVE.XA<br>OK<br><br>**Potential cause:** User id does not have sufficient access permission for the requested operation.<br><br>**Solution:** Set all Windows security permissions for the User to **Allow**. |
| **Symptom:** When attempting to drag-and-drop from the HM to the PC 'Access is denied' displays.<br><br>**Error Copying File or Fold...** ✕<br>❌ Access is denied.<br>OK<br><br>**Potential cause:** User id does not have sufficient access permission for the requested operation.<br><br>**Solution:** Set all Windows security permissions for the User to **Allow**. |

**Symptom:** When attempting to edit copy/paste or drag-and-drop from the HM to the PC, 'Cannot create another system semaphore' displays.
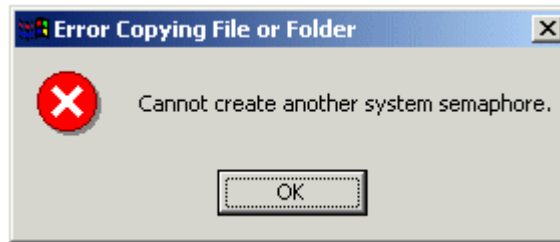


**Potential cause:** User id does not have sufficient access permission for the requested operation.

**Solution:** Set all Windows security permissions for the User to **Allow**..

**Symptom:** When attempting to edit copy/paste or drag-and-drop from the HM to the PC, the file cannot be copied.

**Potential cause:** User id does not have sufficient access permission for the requested operation.

**Solution:** Set all Windows security permissions for the User to **Allow**..

## 5.2.3 Node problems

Refer to your Experion node documentation regarding the following problems that could affect File Transfer operation:

- The service 'TDC emulator Services' is not started or is missing.
- The TPN personality is not loaded and running.
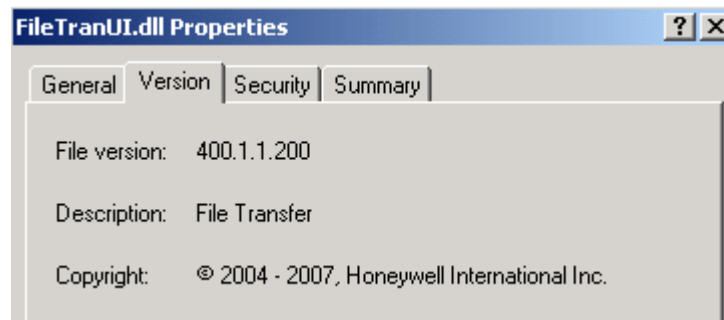
# 5.3  Technical Assistance

**Related topics**

## 5.3.1  To obtain the File Transfer software version number

Obtain the File Transfer software version number from the Properties page of **Filetranui.dll** in the following location: **C:\Program Files\Honeywell\TPS\TPS Xfer.**

Example:



## 5.3.2  To get log file information

In some cases, the Honeywell support group may ask you to provide information from the File Transfer log file or to send the log file to them. The Honeywell support group will assist you to enable the log file registry key and evaluate the log file located in the C:\Temp folder.

# 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.