

Installation Guide ThingWorx Applications Clean Install

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Change History

| Date | Author | Version | Description | |
|--------------|-------------|---------|-----------------|--|
| 7-April-2022 | Max Brisson | А | Initial Release | |

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Prerequisites

Before you start the next steps, please make sure the ScriptTimeout is set to 500 in the "platform-settings.json" file. If this setting was updated as part of the Manufacturing Apps installation, verify that the setting is 500. This setting must be 500 for the CORE installation to perform as expected.

Follow this Mnfg Apps link for a detailed procedure: Update the Script Timeout Setting

Do the following only if installing on ThingWorx 8.5.7

Before proceeding with the installation, make sure you replace oa-OperatorAdvisorextension.jar at the following locations on your ThingWorx server, following the procedure below. If this file is not the updated version, Manufacturing Apps historical data logging may not be disabled which will severely impair ThingWorx and database performance.

1. Stop the Tomcat service. This can be done by running the Services desktop application, selecting the "Apache Tomcat X.X..." service, and selecting "Stop".



- 2. Download and unzip the zip package for the application you are trying to install (contact your system administrator if you cannot locate this file). Locate the new version of oa-OperatorAdvisor-extension.jar file in the **mnfg-apps-8.x-patch** folder.
- 3. Replace the extension at: ThingWorxStorage\extensions\OA_OperatorAdvisorextension\lib\common
- Replace the extension at: Program Files\Apache Software Foundation\Tomcat
 X.X_TomcatXTWFSU\webapps\Thingworx\WEB-INF\extensions
 Note: the tomcat folder name may vary depending on your Apache Tomcat
 version and installation setup
- 5. Start Tomcat service. This can be done by selecting the "Apache Tomcat X.X..." service and selecting "Start".

Do the following only if installing on ThingWorx 9.3

Before Proceeding with the installation, open a ThingWorx instance in your browser and search the thing PTC.SCA.SCO.HistoricalDataManager. make sure you overwrite the LogHistoricalData service.

- 1. Using the composer, Open the thing PTC.SCA.SCO.HistoricalDataManager
- 2. In the service tab look for the service LogHistoricalData

| S | Kin Sensions Add Dunificate Topology Add Dunificate Topology Add Dunificate Topology Add Add Dunificate Topology Add Add | | | | | | |
|---|--|---------|---------|----------|----------------------|-------------|---------|
| | | | Actions | Execute | Category | Type Inputs | Out |
| | No services | | | | | | |
| | V Store PTC.SCA.SCO.HistoricalDataManagerThingTemplate (showing 2 of 19) | | | | | | |
| | Name A | Actions | Execute | Category | Туре | Inputs | Output |
| | GetHistoricalDataLogConfig | 0 | ۲ | | 0 Local (JavaScript) | | resu |
| | LogHistoricaData | 00 | ۲ | | D Local (JavaScript) | | en uesu |
| | / Generic (showing 5 of 229) | | | | | | |



- 3. Click on the pen icon to overwrite the service
- 4. In the code of the service change the result = true to result = false.
- 5. Click Save and continue

| Services Log | HistoricalData* 🔻 | | | | | | | - 1 |
|-------------------|---------------------|-------------------|----------------|----------|--------|----------------------|-----------|-----|
| LogHistoricall | Data Local (JavaSci | ipt) O Save | e and Continue | 🗸 Done | O Cano | el | | |
| imes Service Info | | * <i>*</i> | € ⊑ «> | ਜ ≌ ≅ | ≣ Q ⊠ | { - } {+} | Linting 🥑 | |
| Name ⑦ (requir | ed) a | 1 | var result | = false; | | | | |



How to Use this Guide

It is recommended to import all applicable extensions before finalizing installation. Only the applications that have been purchased apply to the current ThingWorx instance.

NOTE: Extensions can be imported and finalized one a time, however the parameter will need to be spliced appropriately for the extension.

1. Unzip each application package using any extraction tool. See below for the full folder structures.

ThingWorx-AMU-133-1.zip

- Configuration Guide
- Installation Guide
- mnfg-apps-8.x-patch
- L oa-OperatorAdvisor-extension.jar.zip
- Release Notes
- User Guides
- amu_[version].zip
- ^L AMU_Extension.zip
- -- core_[version].zip
 - extensions
 - Extensions.zip
 - | fsu-document-converter-[version]_ha.zip
 - | fsu-excel-utilities-[version]_ha.zip
 - L MathEvaluator_Extension_[version]_ha.zip
 - sql
 - 🗕 ⊢ migration-scripts
 - | MigrationScript_PostScript_To_[version].sql
 - MigrationScript_PreScript_To_[version].sql
 - L MigrationScript_Upgrade_To_[version].sql
 - ^L core-concatenated-stored-procedures.sql
- L- MnfgCommon_Extension.zip

coreui_[version].zip

- L- MnfgCommonUI_Extension.zip
- L- ThingWorx_Apps_Config_Import for Core 3.2.1.zip



ThingWorx-RTPPM-163-1.zip

- Configuration Guide
- Installation Guide
- ├ mnfg-apps-8.x-patch
- L oa-OperatorAdvisor-extension.jar.zip
- Release Notes
- User Guides
- core_[version].zip
 - extensions
 - Extensions.zip
 - | fsu-document-converter-[version]_ha.zip
 - | fsu-excel-utilities-[version]_ha.zip
 - L MathEvaluator_Extension_[version]_ha.zip
 - sql
 - | |- migration-scripts
 - | | MigrationScript_PostScript_To_[version].sql
 - | MigrationScript_PreScript_To_[version].sql
 - | | L MigrationScript_Upgrade_To_[version].sql
 - L- core-concatenated-stored-procedures.sql
- L MnfgCommon_Extension.zip
- coreui_[version].zip
 - L- MnfgCommonUI_Extension.zip
- kpi-engine_[version].zip
 - sql
- L- kpi-engine-concatenated-stored-procedures.sql
- L- KPIEngine_Extension.zip

rtppm_[version].zip

- L RTKPI_Extension.zip
- L- ThingWorx_Apps_Config_Import for Core 3.2.1.zip



ThingWorx-CWC-220-1.zip

- Configuration Guide
- Installation Guide
- ├ mnfg-apps-8.x-patch
- L oa-OperatorAdvisor-extension.jar.zip
- Release Notes
- User Guides
- core_[version].zip
 - extensions
 - Extensions.zip
 - | fsu-document-converter-[version]_ha.zip
 - | fsu-excel-utilities-[version]_ha.zip
 - | L MathEvaluator_Extension_[version]_ha.zip
 - sql
 - | |- migration-scripts
 - | | | MigrationScript_PostScript_To_[version].sql
 - | | MigrationScript_PreScript_To_[version].sql
 - | | L MigrationScript_Upgrade_To_[version].sql
 - └ core-concatenated-stored-procedures.sql
- L- MnfgCommon_Extension.zip
- coreui_[version].zip
- L MnfgCommonUI_Extension.zip
- cwc_[version].zip
- L- CWC_Extension.zip
- L- ThingWorx_Apps_Config_Import for Core 3.2.1.zip
- 2. Identify the applications in the package and use the Extension Import Navigation section to be directed to the appropriate sections.
- 3. Once all extensions have been imported <u>Click here</u> for instructions on finalizing the install.



Extension Import Navigation

| Application | Version | Notes | | | | |
|--|--------------------------------|---------------------------------|--|--|--|--|
| <u>Core</u> | 3.2.1 | (Required for all applications) | | | | |
| <u>CoreUI</u> | 3.2.0 | (Required for all applications) | | | | |
| The links below are only for packages including the RTPPM application. | | | | | | |
| KPIEngine | 2.4.3 | (Required for RTPPM) | | | | |
| RTPPM | 1.6.3 | | | | | |
| The link below is only for packages | including the CWC application. | | | | | |
| <u>CWC</u> | 2.2.0 | | | | | |
| The link below is only for packages | including the AMU application. | | | | | |
| AMU | 1.3.3 | | | | | |

Once all extensions have been imported <u>Click here</u> for instructions on finalizing the install.



Extract Core Extensions

- 1. Unzip the file core_3.2.1.zip using any extraction tool.
- 2. The below files should be inside the extracted folder:
 - extensions
 - Extensions.zip
 - fsu-document-converter-1.0.0.zip
 - fsu-excel-utilities-1.0.0.zip
 - MathEvaluator_Extension_1_0_3.zip
 - sql
 - migration-scripts
 - MigrationScript_PostScript_To_3_2_1.sql
 - MigrationScript_PreScript_To_3_2_1.sql
 - MigrationScript_Upgrade_To_3_2_1.sql
 - o core-concatenated-stored-procedures.sql
 - MnfgCommon_Extension.zip



Import Core Extensions

Extensions.zip

- 1. Open a ThingWorx instance in your browser. Please contact the system administrator if you need assistance with this step.
- 2. Click **Import/Export** and select **Import** in the ThingWorx header. This feature may be in different locations on the screen in ThingWorx Composer, depending on which version of ThingWorx in use.

| thingworx 📚 | Q SEARCH + NEW | | ti Import/Export | PTC_User • ? Help • 📝 |
|---------------------|--------------------|-------------|------------------|-----------------------|
| Set Project Context | + Browse All Q | T | Import | |
| Rrowse | ● View ✓ Edit P Du | plicate | Export | lå O |
| All | Actions Name | Description | ∣ Туре | Date Modified V |

3. Within Import Option select **Extension**.

| nport | | | × |
|----------------------------|-----------|-----|-----------|
| Import Option ⑦ | | | * |
| From File | | | |
| From File | | | |
| From Thingworx Storage | | | |
| Source Control Entities | rovider ⑦ | | |
| Extension | | | |
| Overwrite Property Values | 0 | | _ |
| Import Source ⑦ | | | |
| Single File | | | |
| File Name ⑦ (required) | | | |
| File is required Browse | | | • |
| | | Imp | ort Close |

- 4. Click **Browse**. The file explorer will display.
- 5. Locate and select **Extensions.zip** from the extracted files.
- 6. Click **Import**.
- 7. Wait until a confirmation message appears. It should display *Import successful*.
- 8. Click **Close** to exit the import screen. The *Refresh Composer*? dialog will appear.



9. Click **Yes** to refresh composer.



Other Extensions

1. Click **Import/Export** and select **Import** in the ThingWorx header. This feature may be in different locations on the screen in ThingWorx Composer, depending on which version of ThingWorx in use.

| \$ | thingworx | Q SEARCH + NEW | | 1 Import/Export | PTC_User • ? Help • |
|--------|-----------------|-----------------|---------------|-----------------|---------------------|
| Set Pr | oject Context + | Browse All Q | • | Import | |
| R | Browse | View Z Edit Dup | icate Telete | Export | |
| | All | Actions Name | □ Description | ∣ Туре | Date Modified V |

2. Within Import Option select Extension.

| nport | | 2 |
|--|-----------|-------|
| Import Option ⑦ | | |
| From File | | |
| From File | | |
| From Thingworx Storage | | |
| Source Control Entities | rovider ⑦ | |
| Extension 🖉 | | |
| ✓ Overwrite Property Values Import Source ⑦ | . (2) | |
| Single File | | |
| File Name ⑦ (required) | | |
| File is required | | |
| Browse | | |
| | Import | Close |

- 3. Click **Browse**. The file explorer will display.
- 4. Locate and select **fsu-document-converter-1.0.0.zip** from the extracted files.
- 5. Click Import.
- 6. Wait until an *Import Successful* message appears.



- 7. If a message reading *Import requires platform restart* displays then Apache Tomcat must be restarted before proceeding to the next import.
- 8. Click **Close** to exit the import screen. The *Refresh Composer*? dialog will appear.
- 9. Click **Yes** to refresh composer.

| Refresh Composer? | × |
|--|--------|
| Extensions often include widgets. You will only be able to see the widgets if you refresh Composer. Refresh now? | |
| | Yes No |

10. Repeat steps 1-9 for **fsu-excel-utilities-1.0.0.zip** and **MathEvaluator_Extension_1_0_3.zip**.



MnfgCommon_Extension.zip

NOTE: This extension must be installed after the previous Extensions in this guide for a successful installation.

Open a ThingWorx instance in your browser. Please contact the system administrator if you need assistance with this step.

1. Click **Import/Export** and select **Import** in the ThingWorx header. This feature may be in different locations on the screen in ThingWorx Composer, depending on which version of ThingWorx in use.

| thingworx | Q SEARCH + NEW | | 11 Import/Export | PTC_User - ? Help - |
|---------------------|---------------------|-----------------|------------------|---------------------|
| Set Project Context | + Browse All Q | T | Import | |
| C Browse | ● View 🖋 Edit 🖒 Dup | licate 👕 Delete | | 14 0 |
| All | ■ Actions Name | Description | ∣ Туре | Date Modified V |

2. Within Import Option select Extension.

| port | | | |
|--|-------------|--------|-------|
| mport Option ? | | | |
| From File | | | |
| From File | | | |
| From Thingworx Storage | | | |
| Source Control Entities | rovider (?) | | |
| Extension | Ŭ | | |
| ✓ Overwrite Property Valu Import Source ⑦ | 9S ⑦ | | |
| Single File | | | |
| File Name ? (required) | | | |
| File is required Browse | | | |
| | | Import | Close |

- 3. Click **Browse**. The file explorer will display.
- 4. Locate and select MnfgCommon_Extension.zip from the extracted files.
- 5. Click **Import**.
- 6. Wait until a confirmation message appears. It should display *Import successful*.

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- 7. Click **Close** to exit the import screen. The *Refresh Composer*? dialog will appear.
- 8. Click **Yes** to refresh composer.



- 9. Verify that the extension was correctly installed by clicking the **Manage** tab in the left navigation pane.
- 10. Click INSTALLED EXTENSIONS in the side bar. Located at the bottom once Manage has been selected.
- 11. Locate MnfgCommon_Extension in the Name field. The version number should be 3.2.1.

NOTE: If installing CORE only at this time, skip to the <u>Finalizing Install</u> section.

Return to Extension Import Navigator to proceed to next extension import.



Extract CoreUI Extension

- 1. Unzip the file core-ui_3.2.0.zip using any extraction tool.
- 2. The below files should be inside the extracted folder:
 - MnfgCommonUI_Extension.zip

Import MnfgCommonUI_Extension.zip

NOTE: This extension should be installed after all Core extensions.

- 1. Open a ThingWorx instance in your browser. Please contact the system administrator if you need assistance with this step.
- 2. Click **Import/Export** and select **Import** in the ThingWorx header. This feature may be in different locations on the screen in ThingWorx Composer, depending on which version of ThingWorx in use.

| - | thingworx | Q SEARCH + | NEW | 1 Import/Export | PTC_User • ? Help • 📝 |
|----------|---------------|---------------|-----|-----------------|-----------------------|
| Set Proj | ect Context + | Browse All Q | T | Import | |
| ٦ | Browse | ● View ✓ Edit | | Export | |
| - | All | | | | |

3. Within Import Option select **Extension**.

| port | | |
|-----------------------------|-----------|-------------|
| mport Option ⑦ | | |
| From File | | |
| From File | | |
| From Thingworx Storage | | |
| Source Control Entities | rovider ⑦ | |
| Extension | | |
| ✓ Overwrite Property Values | 0 | |
| Import Source (?) | | |
| | | |
| File Name ? (required) | | |
| Browse | | |
| | Ir | nport Close |

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- 4. Click **Browse**. The file explorer will display.
- 5. Locate and select **MnfgCommonUI_Extension.zip** from the extracted files.
- 6. Click Import.
- 7. Wait until a confirmation message appears. It should display *Import successful*.
- 8. Click **Close** to exit the import screen. The *Refresh Composer*? dialog will appear.
- 9. Click **Yes** to refresh composer.

| Refresh Composer? | × |
|--|--------|
| Extensions often include widgets. You will only be able to see the widgets if you refresh Composer. Refresh now? | |
| | Yes No |

NOTE: If installing COREUI only at this time, skip to the <u>Finalizing Install</u> section.

Return to Extension Import Navigator to proceed to next extension import.



Extract KPIEngine Extension

- 1. Unzip the file kpi-engine_2.4.3.zip using any extraction tool.
- 2. The below files should be inside the extracted folder:
 - KPIEngine_Extension.zip

Import KPIEngine_Extension.zip

NOTE: This extension should be installed after all Core and CoreUI extensions.

- 1. Open a ThingWorx instance in your browser. Please contact the system administrator if you need assistance with this step.
- 2. Click **Import/Export** and select **Import** in the ThingWorx header. This feature may be in different locations on the screen in ThingWorx Composer, depending on which version of ThingWorx in use.

| 📚 thi | ingworx | Q SEARCH | + NEW | 1 Import/Export | PTC_User - ? Help - |
|---------------|-----------|-----------------|-------------|-----------------|---------------------|
| Set Project 0 | Context + | Browse All Q | T | Import | |
| 🗟 Br | rowse | ● View ✓ Edit | n Duplicate | Export | |
| All | _ | Actions Name | Description | Type | □ Date Modified ∨ |

3. Within Import Option select Extension.



4. Click Browse. The file explorer will display.



- 5. Locate and select **KPIExtension_Extension.zip** from the extracted files.
- 6. Click **Import**.
- 7. Wait until a confirmation message appears. It should display *Import successful*.
- 8. Click **Close** to exit the import screen. The *Refresh Composer*? dialog will appear.
- 9. Click **Yes** to refresh composer.

| Refresh Composer? | | × |
|--------------------------------------|---|--------|
| Extensions often include widgets. Ye | ou will only be able to see the widgets if you refresh Composer. Refresh now? | |
| ~ | | Yes No |

NOTE: If installing KPIEngine only at this time, skip to the <u>Finalizing Install</u> section.

Return to Extension Import Navigator to proceed to next extension import.



Extract RTPPM Extension

- 1. Unzip the file rtppm_1.6.3.zip using any extraction tool.
- 2. The below files should be inside the extracted folder:
 - RTKPI_Extension.zip

Import RTKPI_Extension.zip

NOTE: This extension should be installed after all Core, CoreUI, and KPI Engine extensions.

- 1. Open a ThingWorx instance in your browser. Please contact the system administrator if you need assistance with this step.
- 2. Click **Import/Export** and select **Import** in the ThingWorx header. This feature may be in different locations on the screen in ThingWorx Composer, depending on which version of ThingWorx in use.

| 8 | thingworx | Q SEARCH + NEW | | ti Import/Export | PTC_User • ? Help • |
|----------|-----------------|-------------------|-------------|------------------|---------------------|
| Set Pro | iject Context + | Browse All Q | T | Import | |
| R | Browse | | | Export | |
| F | All | View / Edit D' Du | Delete | | ţž O |
| | | Actions Name | Description | Туре | Date Modified 🗸 |

3. Within Import Option select Extension.



4. Click **Browse**. The file explorer will display.



- 5. Locate and select **RTKPI_Extension.zip** from the extracted files.
- 6. Click **Import**.
- 7. Wait until a confirmation message appears. It should display *Import successful*.
- 8. Click **Close** to exit the import screen. The *Refresh Composer*? dialog will appear.
- 9. Click **Yes** to refresh composer.

| Refresh Composer? | × |
|--|--------|
| Extensions often include widgets. You will only be able to see the widgets if you refresh Composer. Refresh now? | |
| | Yes No |

NOTE: If installing RTPPM only at this time, skip to the <u>Finalizing Install</u> section.

Return to Extension Import Navigator to proceed to next extension import.



Extract CWC Extension

- 1. Unzip the file cwc_2.2.0.zip using any extraction tool.
- 2. The below files should be inside the extracted folder:
 - CWC_Extension.zip

Import CWC_Extension.zip

NOTE: This extension should be installed after all Core and CoreUI extensions.

- 1. Open a ThingWorx instance in your browser. Please contact the system administrator if you need assistance with this step.
- 2. Click **Import/Export** and select **Import** in the ThingWorx header. This feature may be in different locations on the screen in ThingWorx Composer, depending on which version of ThingWorx in use.

| 8 | thingworx | Q SEARCH + NEW | | 1 Import/Export | PTC_User - ? Help - |
|---------|-----------------|---------------------------|-------------|-----------------|---------------------|
| Set Pro | oject Context - | H Browse All Q | T | Import | |
| R | Browse | ● View ▲ Edit P Duplicate | Telete | Export | |
| | All | Actions Name | Description | і Туре | Date Modified V |

3. Within Import Option select Extension.



4. Click **Browse**. The file explorer will display.



- 5. Locate and select **CWC_Extension.zip** from the extracted files.
- 6. Click **Import**.
- 7. Wait until a confirmation message appears. It should display *Import successful*.
- 8. Click **Close** to exit the import screen. The *Refresh Composer*? dialog will appear.
- 9. Click **Yes** to refresh composer.

| Refresh Composer? | × |
|--|--------|
| Extensions often include widgets. You will only be able to see the widgets if you refresh Composer, Refresh now? | |
| | Yes No |

NOTE: If installing CWC only at this time, skip to the <u>Finalizing Install</u> section.

Return to Extension Import Navigator to proceed to next extension import.



Extract AMU Extension

- 1. Unzip the file amu_1.3.3.zip using any extraction tool.
- 2. The below files should be inside the extracted folder:
 - AMU_Extension.zip

Import AMU_Extension.zip

NOTE: This extension should be installed after all Core and CoreUI extensions.

- 1. Open a ThingWorx instance in your browser. Please contact the system administrator if you need assistance with this step.
- 2. Click **Import/Export** and select **Import** in the ThingWorx header. This feature may be in different locations on the screen in ThingWorx Composer, depending on which version of ThingWorx in use.

| * | thingworx | Q SEARCH + NEW | | 1 Import/Export | PTC_User • ? Help • 📝 |
|---------|----------------|--------------------|------------------|-----------------|-----------------------|
| Set Pro | ject Context + | Browse All Q | T | Import | |
| 5 | Browse | | | Export | |
| ~ | All | 👁 View 🖋 Edit 🖒 Du | olicate 👕 Delete | | Įž O |
| | | Actions Name | Description | Туре | ∣ Date Modified ✓ |

3. Within Import Option select Extension.



4. Click **Browse**. The file explorer will display.



- 5. Locate and select **AMU_Extension.zip** from the extracted files.
- 6. Click **Import**.
- 7. Wait until a confirmation message appears. It should display *Import successful*.
- 8. Click **Close** to exit the import screen. The *Refresh Composer*? dialog will appear.
- 9. Click **Yes** to refresh composer.

| Refresh Composer? | | × |
|--------------------------------------|---|--------|
| Extensions often include widgets. Ye | ou will only be able to see the widgets if you refresh Composer. Refresh now? | |
| | | Yes No |

NOTE: If installing AMU only at this time, skip to the <u>Finalizing Install</u> section.

Return to Extension Import Navigator to proceed to next extension import.



Finalizing Install

1. Search for and select the Thing: PTC.FSU.CORE.Installer.Manager_TG



- 2. Open the **Services** tab.
- 3. Search for and select the service: InstallApplications_INS



4. Using the template below, enter in the parameters for the database associated with the ThingWorx instance. Everything in this color should be replaced with information specific to the ThingWorx instance currently being installed.

NOTE: If installing extensions one by one please click the link below corresponding to the extension currently being installed and utilize the snippet of parameter code in step 4 in place of the bulk code.

Core CoreUI KPIEngine RTPPM CWC AMU

For more details on how to complete parameters see the <u>How to Complete Parameters</u> section below.



```
"CORE":{
   "databaseUsername": "User1",
   "databasePassword": "Password1",
   "jdbcConnectionString": "jdbc:sqlserver://Servername:Port;databaseName=MyDatabase",
   "databaseThingName": "PTCFSU.CoreSQLThing",
   "databaseThingTemplateName": "PTCFSU.CoreSQLThingTemplate",
    "projectName" : "PTCFSU.DefaultProject"
},
"COREUI":{},
"AMU":{},
"CWC":{},
"KPIENGINE":{
   "databaseUsername": "User1",
   "databasePassword": "Password1",
   "jdbcConnectionString": "jdbc:sqlserver://ServerName:Port;databaseName=MyDatabase",
   "databaseThingName": "PTCFSU.CoreKPISQLThing",
   "databaseThingTemplateName": "PTCFSU.CoreKPISQLThingTemplate",
   "projectName": "PTCFSU.DefaultProject"
},
"RTPPM":{}
```

- 5. Copy the completed template into the parameters input within the Service.
- 6. Click **Execute**.



7. Ensure "Success" displays next to each application that has had all extensions successfully imported.

NOTE: There are <u>known issues</u> for the platform ThingWorx 9.3.1 and error log messages may display when executing the service **InstallApplications_INS**. These errors can be disregarded, and installation can continue.



How to Complete Parameters

User1 – Username for database.

Password1 – Password for database.

Servername – Hostname of the server where the database is installed.

Port - Communication port to connect to on the server where the database is installed. (default = 1433)

MyDatabase – Name of the database where you installed the ThingWorx Manufacturing Apps. (ThingWorx Manufacturing Apps and ThingWorx Apps are to coexist on the same database)

PTCFSU.CoreSQLThing – A Thing created during initial setup.

PTCFSU.CoreSQLThingTemplate – A Thing Template created during initial setup.

PTCFSU.DefaultProject – A Project created during initial setup.



SQL Scripts

- 1. Stop the Apache Tomcat service. This can be done using the following steps:
- 3. Run the Services desktop application on the ThingWorx server
- 4. Select the "Apache Tomcat X.X..." service
- 5. Click **Stop** to stop the service

| ile Action View | Help C D D D D D D D D D D D D D | ^ | | | | |
|------------------|--|---|--|---------|--------------|---------------|
| Services (Local) | Image: Services (Local) Apache Tomcat 9.0 Tomcat9TWFSU | ^ | | | | |
| Services (Local) | Services (Local) Apache Tomcat 9.0 Tomcat9TWFSU | ^ | | | | |
| | Apache Tomcat 9.0 Tomcat9TWFSU | ^ | | | | |
| | | Name | Description | Status | Startup Type | Log On As |
| | | ActiveX Installer (AxInstSV) | Provides Us | | Manual | Local Syste |
| | Stop the service | AllJoyn Router Service | Routes AllJo | | Manual (Trig | Local Service |
| | Kestart the service | Amazon SSM Agent | Amazon SS | Running | Automatic | Local Syste |
| | | Apache Tomcat 9.0 Tomcat9TWFSU | Apache To | Running | Automatic | Local Servic |
| | Description: | App Readiness | Gets apps re | | Manual | Local Syste |
| | Apache Tomcat 9.0.24 Server - | Application Host Helper Service | Provides ad | Running | Automatic | Local Syste |
| | https://tomcat.apache.org/ | Application Identity | Determines | - | Manual (Trig | Local Servic |
| | | Application Information | Facilitates t | Running | Manual (Trig | Local Syste. |
| | | Application Layer Gateway Service | Provides su | | Manual | Local Servic |
| | | Application Management | Processes in | | Manual | Local Syste. |
| | | AppX Deployment Service (AppXSVC) | Provides inf | | Manual | Local Syste. |
| | | 🖏 Auto Time Zone Updater | Automatica | | Disabled | Local Servic |
| | | 🧠 AWS Lite Guest Agent | AWS Lite Gu | Running | Automatic | Local Syste. |
| | | Sackground Intelligent Transfer Service | Transfers fil | | Manual | Local Syste. |
| | | 🖏 Background Tasks Infrastructure Service | Windows in | Running | Automatic | Local Syste. |
| | | 🆏 Base Filtering Engine | The Base Fil | Running | Automatic | Local Servic |
| | | Bluetooth Support Service | The Bluetoo | | Manual (Trig | Local Servic |
| | | CDPUserSvc_6fcdf2b | <failed r<="" td="" to=""><td>Running</td><td>Automatic</td><td>Local Syste.</td></failed> | Running | Automatic | Local Syste. |
| | | CDPUserSvc_f8697d0 | <failed r<="" td="" to=""><td>Running</td><td>Automatic</td><td>Local Syste.</td></failed> | Running | Automatic | Local Syste. |
| | | 🆏 Certificate Propagation | Copies user | Running | Manual | Local Syste |
| | | Client License Service (ClipSVC) | Provides inf | | Manual (Trig | Local Syste |
| | | CloudFormation cfn-hup | CloudForm | | Manual | Local Syste |
| | | 🍓 CNG Key Isolation | The CNG ke | Running | Manual (Trig | Local Syste |
| | | 🗟 COM+ Event System | Supports Sy | Running | Automatic | Local Service |
| | Extended Standard | ` | | | | |

- 6. Locate **CoreStoredProcedureConcatenated.sql** in the **sql** folder of the ZIP package.
- 7. Open the script file in the SQL database manager. (e.g., SQL Server Management Studio)
- 8. Use the Server name and Login Credentials to connect.

| ge Connect to Server | | / |
|----------------------|---------------------------|---|
| | SQL Server | |
| Server type: | Database Engine | |
| Server name: | | ~ |
| Authentication: | SQL Server Authentication | ~ |
| Login: | 1 | ~ |
| Password: | 3 | |
| | Remember password | |

- 9. Select the appropriate database for the Manufacturing Apps (e.g., "mnfgappdb1").
- 10. Click **Execute** for the SQL script called **CoreStoredProcedureConcatenated.sql** to execute the script on the Manufacturing Apps database.



| File Edit View Query Project Debug Tools Window Help | | | |
|---|--------------------|-----------------------------|--|
| ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● | | ் 🧖 @p_StartTime - ரெ 🗲 🟛 🗊 | |
| Object Explorer | brxDev13 (59)) 😐 🗙 | | |
| Connect - ♥ '♥ = ♥ C A ST ANST MULLS Connect - ♥ '♥ = ♥ C A Connect - ♥ '♥ = ♥ C ANST MULLS CO CO CO CO CO CO CO CO CO CO | | | |
| Image: Separation Check if the separation Image: Separation of the separation | | | |

11. A success message should display.



NOTE: For users installing RTPPM, steps 2-10 must be repeated, utilizing "kpi-engine-concatenated-stored-procedures.sql" in step 6 and 10.

12. Restart the Apache Tomcat service.



Default Equipment Configuration

- Search for and open the Thing: (#.#.# will refer to the version number)
 PTC.Factory.C_LaunchPointConfigurationThing_#.#.#
- 2. Open the **Services** tab.
- 3. In the services list search for:

AddDefaultEquipmentTemplateToConfiguration

| Name | Actions | Execute | Category | Туре | Inputs | Output |
|--|---------|---------|-----------------------|--------------------|--------|------------|
| AddDefaultEquipmentTemplateToConfiguration | Ø | | MnfgCommonLaunchPoint | Local (JavaScript) | | -T- result |

NOTE: If the service is not present, ensure **PTC.SCA.SCO.MnfgCommonLaunchPointThingShape** was configured.

4. Click **Execute**. This will add the Default Equipment Thing Template to the launchpoint. The result should read "Default Equipment Thing template added"

| Output 🗗 |
|--|
| result |
| result (1) |
| result |
| Default Equipment Thing template added |
| |



Subscription Enablement

 Search for and open the Timer: **PTC.FSU.CORE.Alarm.Escalation_TM**

NOTE: This step is only necessary if installing on ThingWorx 8.5.7.

- 2. Open the **Subscriptions** tab.
- 3. Find and select the Subscription: TriggerEscalationProcess_ALM
- 4. Under Subscription Info, ensure the *Enabled* box is checked.

| arphi Subscription Info |
|---|
| Name ⑦ (required) |
| Trigger |
| Description ⑦ |
| |
| Source ⑦ |
| MeOther entity |
| ✓ Enabled ⑦ |

5. Utilizing the table below repeat steps 1-4 three more times replacing the Timer in step 1 with the Timers from column 1 and the Subscription in step 3 with the subscriptions from column 2.

| Timer | Subscription |
|---|---------------------------------------|
| PTC.FSU.CORE.Process.CustomEvent_TM | TriggerUpdateQueueCustomEvent_PRC |
| PTC.FSU.CORE.Process.ProductionEvent_TM | TriggerUpdateQueueProductionEvent_PRC |
| PTC.FSU.CORE.Process.WasteEvent_TM | TriggerUpdateQueueWasteEvent_PRC |



General Troubleshooting

If the extensions are not installing successfully, be sure all prerequisites are satisfied and that the extensions are being installed in the specified sequence.

If an installation service is not completing as expected, the **ScriptTimeout** setting may not have been correctly set in the **platform-settings.json** file. If this value is too low (e.g., 30), there is not enough time afforded to complete some longer steps like "initializing database with tables & data". If this value is too high (e.g., 3600), the server could devote too many resources which could lead to server crash.

If the SQL scripts are throwing errors upon execution, consider the following:

• If errors appear like what's shown below, check the database collation. It must be set to **SQL_Latin1_General_CP1_CI_AS**.

| 100 /8 * 1 |
|--|
| B Messages |
| Msg 2812, Level 16, State 62, Line 16 |
| Could not find stored procedure 'sp_Executesql'. |
| Msg 208, Level 16, State 6, Procedure MnfgCommon_SPExistenceValidation_SP, Line 27 [Batch Start Li |
| Invalid object name 'dbo.MnfgCommon_SPExistenceValidation_SP'. |
| Msg 2812, Level 16, State 62, Line 107 |
| Could not find stored procedure 'dbo.MnfgCommon_SPExistenceValidation_SP'. |
| Msg 208 Level 16 State 6 Procedure MnfgCommon LogRrorMessage SP Line 84 (Ratch Start Line 11) |

• If errors appear like what's shown below, verify that the correct database is selected. Select a different database in the top left of the toolbar, then reselect the database you're using for the **Manufacturing Apps**. Execute the script again. Ensure that the query window is connected to the **Manufacturing Apps** database.





Known Issue Error Message

Below are the two errors messages that may display within the ThingWorx 9.3.1 platform.

```
"CORE": {
        "success": false,
        "details": [
                "success": false,
                "step": "Disabling timers",
                "message": "Could not disable subscription TriggerEscalationProcess ALM on
thing PTC.FSU.CORE.Alarm.Escalation_TM || Could not disable subscription
TriggerUpdateQueueCustomEvent_PRC on thing PTC.FSU.CORE.Process.CustomEvent_TM || Could not
disable subscription TriggerUpdateQueueProductionEvent_PRC on thing
PTC.FSU.CORE.Process.ProductionEvent_TM || Could not disable subscription
TriggerUpdateQueueWasteEvent PRC on thing PTC.FSU.CORE.Process.WasteEvent TM"
            },
        ]
"KPIENGINE": {
        "success": false,
        "details": [
```

```
details": [
    "!",
    {
        "success": false,
        "step": "Disabling Timers",
        "message": "Could not disable subscription RefreshCache on thing
PTC.SCA.SCO.KPIEngineTimerThing"
        },
        "!"
    ]
    }
}
```



Below is an example of an error in the log messages:

Log Messages

There is already an object named '

in the database.

Resume the installation process



Appendix A – Parameter Snippets

Return to Finalization

Core



CoreUI

"COREUI":{},

KPI Engine

"KPIENGINE":{ "databaseUsername": "User1", "databasePassword": "Password1", "jdbcConnectionString": "jdbc:sqlserver://ServerName:Port;databaseName=MyDatabase", "databaseThingName": "PTCFSU.CoreKPISQLThing", "databaseThingTemplateName": "PTCFSU.CoreKPISQLThingTemplate", "projectName": "PTCFSU.DefaultProject"

RTPPM

"RTPPM":{},

CWC

AMU

"AMU":{},

"CWC":{},