

Operational Insight R361.1

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1 Procedure for changing NetManage Administrator password

- i) Logon to NetManage as a user with Administrator privilege.
- ii) Click the 'Users and Groups' on the left hand side window.
- iii) Select and right-click 'Administrator' user account, to open up the Edit User Wizard.
- iv) Enter new password.

Notes:

- *The Operational Insight Administrator password is limited to 15 characters and, it cannot contain any of the following: / \ [] : | < > + = ; , ? **
- *Also, don't use following character: # % for administrator password. This will be accepted by NetManage but when used with CPM connection manager it will fail.*

- v) Close NetManage.

2 Configure CPM Connection Config and Connection manager utility

Configure CPM **Connection Config** and **Connection Manager** utility to use the new OI administrator password. If windows integrated login is being used then you need to stop windows integrated login first, change the password, and then restart the integrated login. Follow the instruction below:

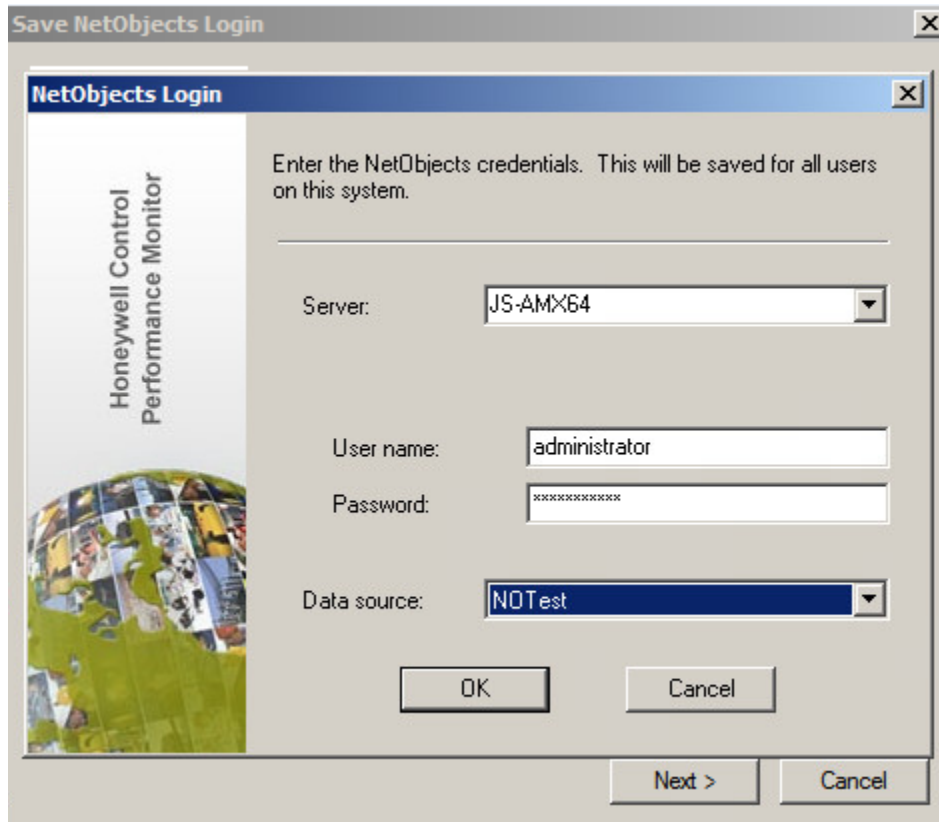
- i) Open up IIS 7.5, temporarily disable Integrated Login, and enable Anonymous Login, under the following items:
 - ✓ Default Web Site\ProcessNet\
 - ✓ Default Web Site\ProcessNet\ISAPI
 - ✓ Default Web Site\ProcessNet\ISAPI\ConfigLoader\
 - ✓ Default Web Site\ProcessNet\ISAPI\NetPortal
 - ✓ Default Web Site\ProcessNet\ISAPI\TreeView
 - ✓ Default Web Site\ProcessNet\ISAPI\UserState
- ii) Navigate to the ProcessSuite\ProcessDoctor
- iii) Run “Connection Config.exe” first, then “ConnectionManager.exe”.

Connection Config:

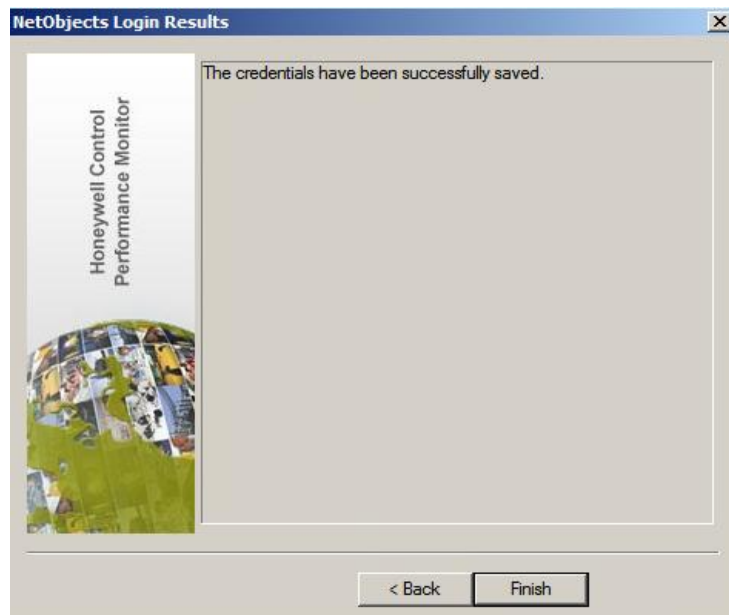
- i) **Right-click and “Run as Administrator”** the **Connection Config** utility.
- ii) You should be able to connect to SQL Server using the supplied defaults. Then when attempting to click “Next” on the Save NetObjects Login box you should see the error message below. Click ‘OK’ to the message.



- iii) Enter the new OI 'Administrator' account password in the "Password" box.
- iv) Click the "Data Source" dropdown and select 'NOTest'.
- v) Click 'OK'. There should be no error messages when you click 'OK'.

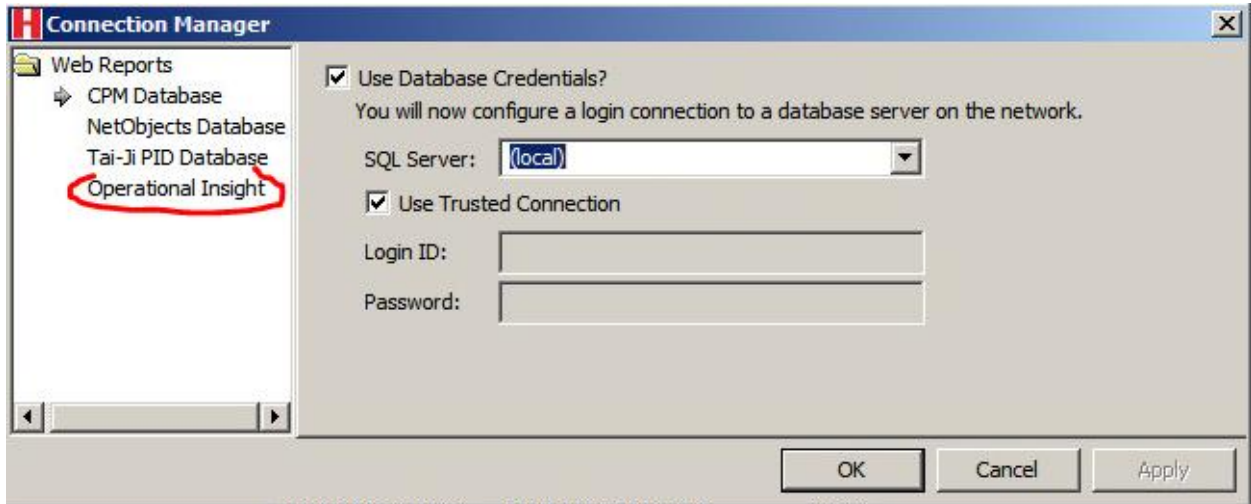


- vi) Click 'Finish' in response to the message 'The credentials have been successfully saved.'



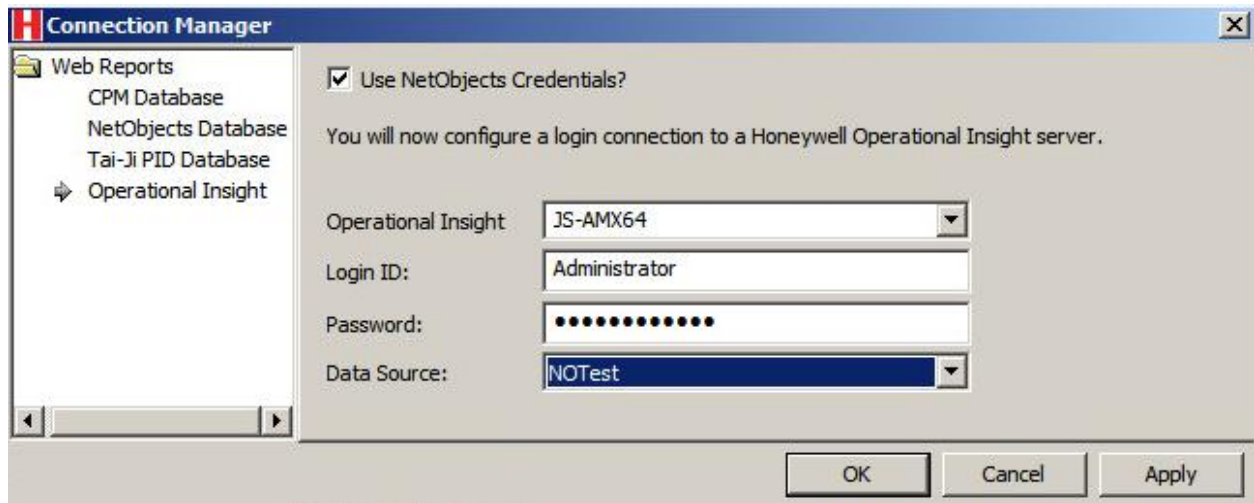
Connection Manager:

- i) **Right-click and “Run as Administrator”** the **Connection Manager** Utility.
- ii) Connection Manager opens to the “CPM Database” view. Click on “Operational Insight” in the left-hand pane.



- iii) If your Operational Insight server name is not correct, please pick the correct name from the drop down box.
- iv) Enter the new OI Administrator password in the 'Password' box.
- v) Select 'NOTest' from the Data Source drop-down. **Note: If there are no data sources listed in the drop down OI may be rejecting the password due to some special character. Please restart from the beginning of this procedure with a different Administrator password**
- vi) Select "OK". There should be no errors and Connection Manager should close.

Honeywell



vii) Open up IIS 7.5, enable Integrated Login if previously enabled, and disable Anonymous Login under the following items:

- ✓ Default Web Site\ProcessNet\
- ✓ Default Web Site\ProcessNet\ISAPI
- ✓ Default Web Site\ProcessNet\ISAPI\ConfigLoader\
- ✓ Default Web Site\ProcessNet\ISAPI\NetPortal
- ✓ Default Web Site\ProcessNet\ISAPI\TreeView
- ✓ Default Web Site\ProcessNet\ISAPI\UserState

viii) Restart the following services:

- ✓ IIS Admin
- ✓ NetObjectsSvc
- ✓ ProcessNet DataServer (restarting ProcessNet DataServer should also restart NetObjectsSvc automatically)
- ✓ World Wide Web Publishing

3 Verify the followings:

- i) Verify if you can connect to NetManage using the Administrator account and the new password.
- ii) Verify if you can connect to OI using your Windows CPM account (or any other Windows user account your desire) and Integrated Login still works correctly. (A clean start in OI may require a few attempts after reconfiguring IIS and restarting multiple services.)
- iii) Within OI the NetObjects hierarchy appears (bottom left pane) and you are able to click on objects and pull up the required CPM controller data.
- iv) Previously configured trends and reports all open and report the correct data.
- v) If using NetScheduler, all scheduled events are processed correctly.