

Application Note

Windchill Setup



Windchill operations and data parsing is different from daemon/port@host License types. This is because Windchill uses access log files generated by Apache web server.

Basic LAMUM Setup- Add the Windchill license

1. Click **Add New Line Item** under the “Licenses” Tab.
2. Add Vendor (PTC), Tool (Windchill), # seats.
3. In lower right corner (Networked), select “Windchill” from the “License Type” field list.

LICENSE ASSET MANAGER

Update Line Item

Vendor*: PTC

Tool/Line Item*: Windchill Archive

Date Acquired*: Jun 20 2016

Expiry Date*: Jun 20 2017

Quantity*: 50

Version:

PO#: Add New PO

Tool Type:

Purchase Type:

Capital \$: 0

Expense \$: 0

Installer:

Responsible Person :

License No:

Notes:

Standalone

MakeModel: Add New MakeModel

OS: Add New OS

Standalone Type:

HostOrUser:

HardwareKey:

Networked

Restriction:

License Type: Windchill

Log File: \\192.168.1.200\sharedrive\Windchill logs **Test**

Select / Add: Daemon Port@Host License File

Daemon/ISV: ptclm@hws5 Add New Daemon

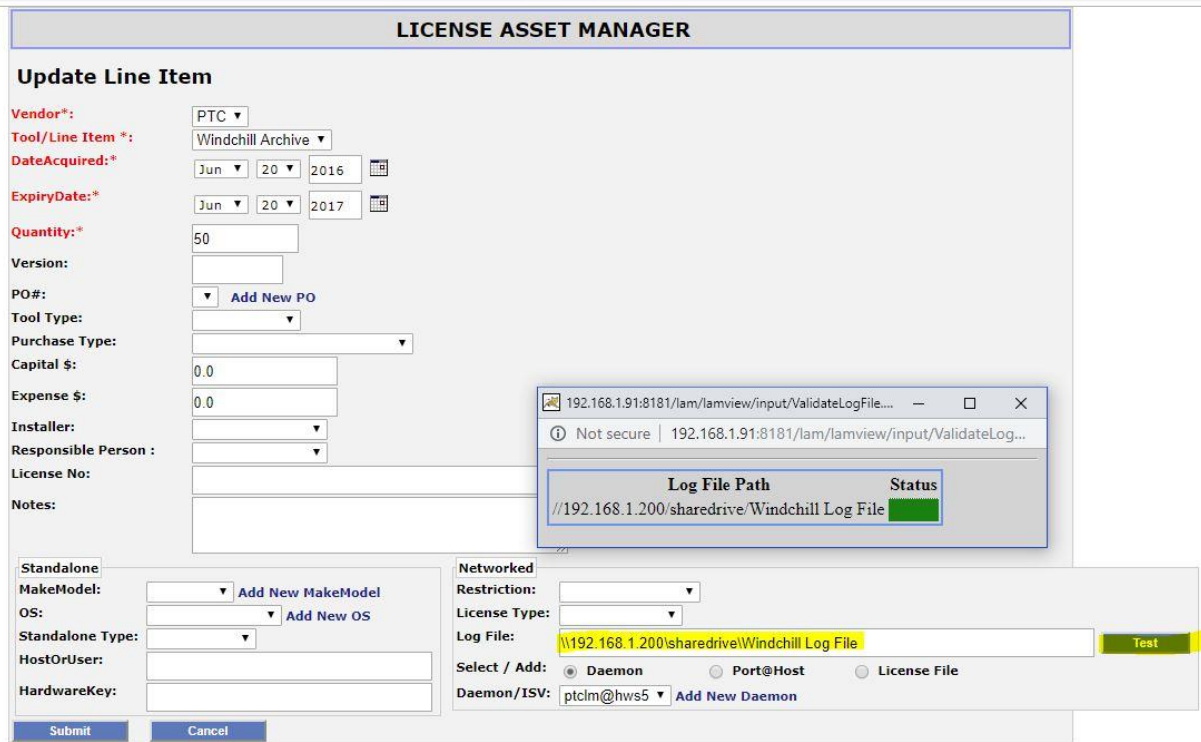
Submit **Cancel**

Path to Windchill log file

1. The full path to the Windchill log file **MUST** be entered in the “Log File” field.

Please note that the path should point to the directory which has the Windchill log file and **NOT** the file itself.

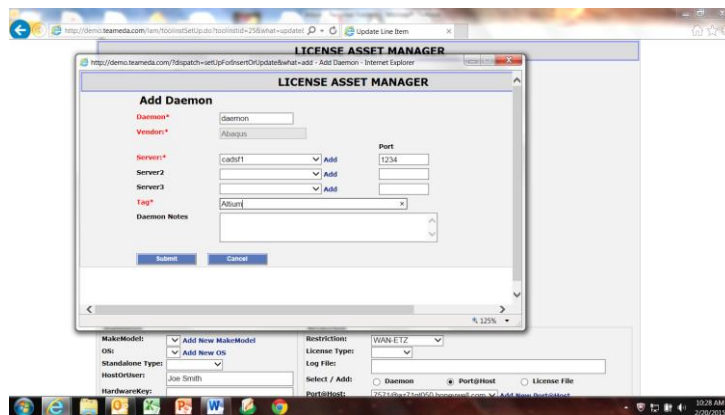
You can check if the log file path provided exists and working by clicking on the “Test” button.



Reasons why you may not get a Green light:

1. The log file path does not exist
2. The path to the log file is incorrect.

Add port@host: A daemon, port@host and Tag must be entered to provide a “Tag” name/identifier for reporting purposes. The server, port, and daemon fields must be populated with something, but it is only a placeholder. Select Port@Host, select Add new Port@Host. Put something in the daemon, server and port fields.



Tag Name: make up a user-friendly reference for the Windchill license, like “Windchill_Server”, or something like that.

Configuring Log Files

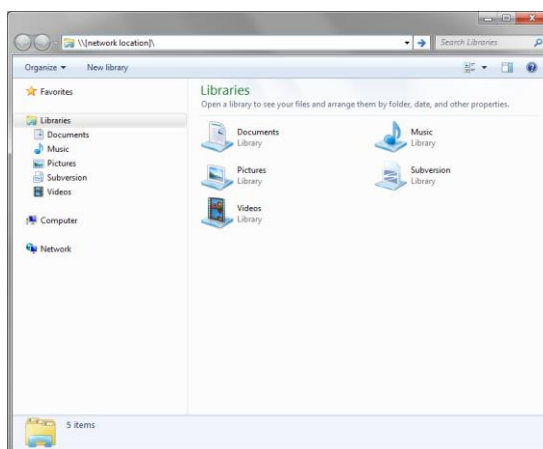
To best configure the log file in LAMUM requires the assistance of the system administrator. You will need to map the network accessible location of the log files to a locally accessible drive letter on the server running LAMUM. For instance, if your log files are accessible over the network at `\\yourhost\yourfolder\yourlogfile.dat`, you will need to mount `\\yourhost\yourfolder\` as a local drive (for more information, see “Mapping Network Locations”), like `Z:\`. Once you have that location mapped, your logfile entry within LAMUM will look like `Z:\yourlogfile.dat`.

Important Note: The username and password for the LAMUM apache service must match the login of the host account, and must be done each time the password is updated

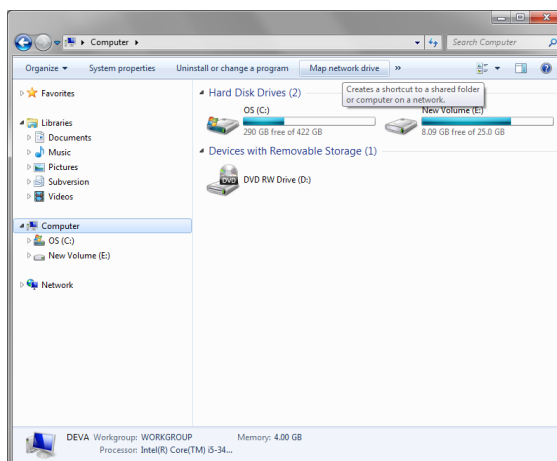
Mapping Network Locations

If you know the location and are used to the Windows Command Prompt, you can simply use the command “`net use [drive letter]:\ [network location] /P:Yes`” if your server requires authorization add “`/user [username] [password]`”. If you are unfamiliar with the Command Prompt, there is a way to do the same from within File Explorer.

1. Open File Explorer.



2. Select “My Computer” and you can either choose “Map network drive” from the top bar, or from the right click menu.



3. In the dialog that pops up, choose an unused drive letter, then “Browse...” to the desired, shared, network location. Make sure you select “Reconnect at Logon” to make the mapping persistent through reboot. If you are getting permission errors, check “Connect using different credentials” and try a user account with higher access rights. Clicking “Finish” creates the mapping.

Detailed Windchill Setup

The Windchill log parsing feature is used to capture the usage data from the log file. The log file locations **must be shared with full permission with both read and write access**. You can set the log file location by going to the **Licenses** tab and selecting **Edit** in the Actions column of the licenses. **Note:** Format should be `\\server\share\folder`

The username and password for the UM Apache service must match the login of the host account and must be done each time the password is updated.

Use the following steps: Launch the services controller by typing **services.msc** in the menu search box. Edit the **UMServer_LAMUM** service by highlighting and then selecting the **Properties** option from the **Action** pull down menu. Change the login information by selecting the **logon** tab, followed by the **This account** radio button. Enter the user name in the text box followed by the password, and then select **OK**. Finish the procedure by restarting the service.

The minimum log parsing collection interval is one day, so the collection time should be shortly before midnight and given enough time for all the Windchill tools to complete their respective parsing operations.

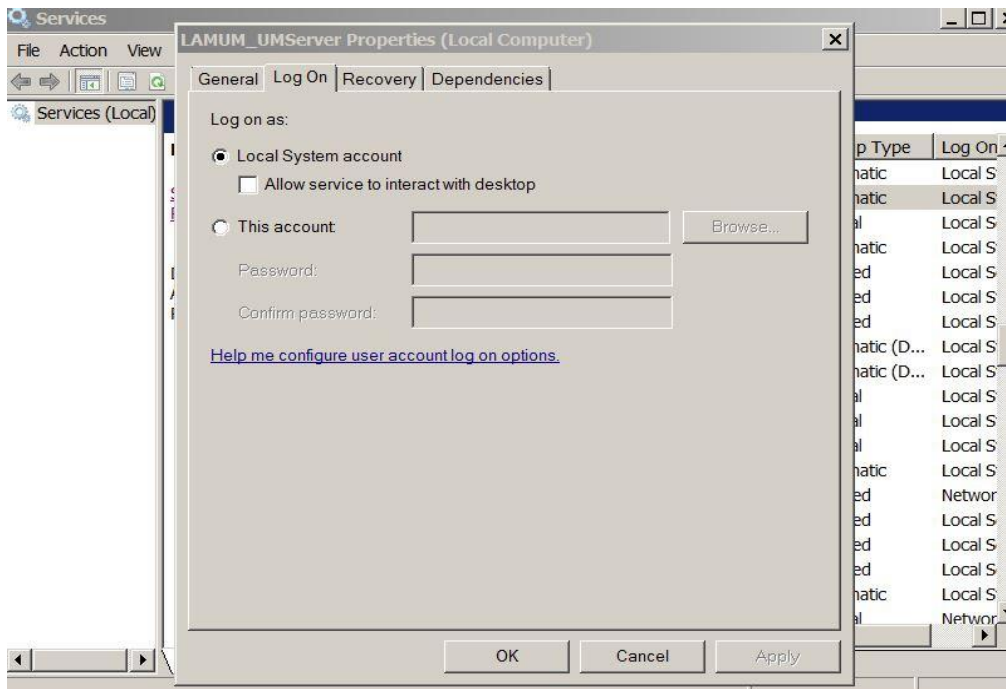
i.e. **23:51**(11:51 pm) every day

To **check** that the log file path has been set up correctly, and/or to do an on-demand parsing of the log files, click the **Parse All Logs** or the **Parse Most Recent Log** button located on the right. This will activate the parsing feature and give you immediate feedback as to the status of each log file.

Complete instructions for the file system setup can also be found in LAMUM by navigating “Usage->Parsers->Windchill Parsing Setup” Tab. Below are the same detailed instructions.

Reasons why you may not get a Green light:

1. There is a firewall or permission problem, which is preventing LAMUM from communicating to the Log File location.
2. Permissions to read log file from the folder.
3. Authorization by Apache
 - a. Go to Services
 - b. Open Apache services > UMServer_LAMUM
 - c. Right click and select Properties, go to Log On
 - d. Login with an admin account and restart the services.



Note: The username and password for the UM Apache service must match the login of the host account and must be done each time the password is updated.