Installation Guide
ThingWorx Applications
Clean Install

Version A
April 2022

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Change History

Date	Author	Version	Description
7-April-2022	Max Brisson	A	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-OperatorAdvisor-extension.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.

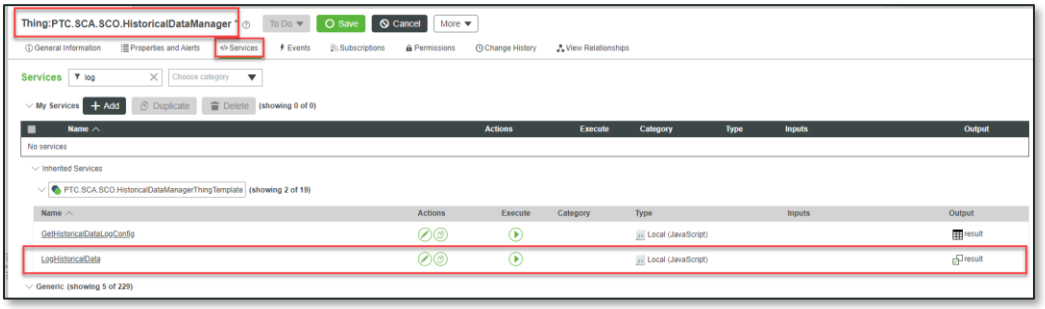
1. Stop the Tomcat service. This can be done by running the Services desktop application, selecting the "Apache Tomcat X.X…" service, and selecting "Stop".

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_OperatorAdvisor-extension\lib\common
4. 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".

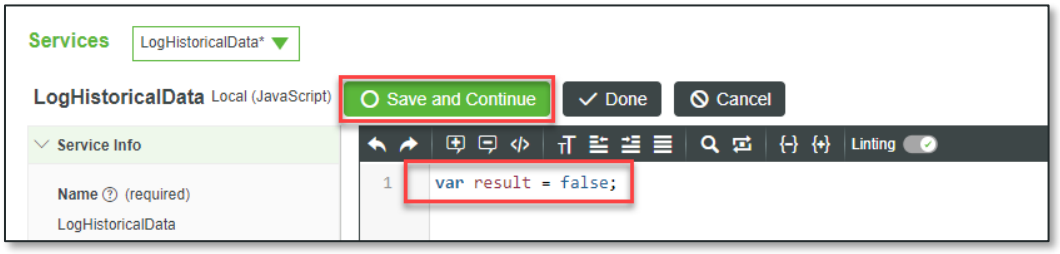
Do the following only if installing on ThingWorx 9.3

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



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



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**
  - oa-OperatorAdvisor-extension.jar.zip
- **Release Notes**
- **User Guides**
- **amu_[version].zip**
  - AMU_Extension.zip
- **core_[version].zip**
  - **extensions**
    - Extensions.zip
    - fsu-document-converter-[version]_ha.zip
    - fsu-excel-utilities-[version]_ha.zip
    - MathEvaluator_Extension_[version]_ha.zip
  - **sql**
    - **migration-scripts**
      - MigrationScript_PostScript_To_[version].sql
      - MigrationScript_PreScript_To_[version].sql
      - MigrationScript_Upgrade_To_[version].sql
    - core-concatenated-stored-procedures.sql
  - MnfgCommon_Extension.zip
- **coreui_[version].zip**
  - MnfgCommonUI_Extension.zip
- ThingWorx_Apps_Config_Import for Core 3.2.1.zip

ThingWorx-RTPPM-163-1.zip

- **Configuration Guide**
- **Installation Guide**
- **mnfg-apps-8.x-patch**
  - 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
    - MathEvaluator_Extension_[version]_ha.zip
  - **sql**
    - **migration-scripts**
      - MigrationScript_PostScript_To_[version].sql
      - MigrationScript_PreScript_To_[version].sql
      - MigrationScript_Upgrade_To_[version].sql
    - core-concatenated-stored-procedures.sql
  - MnfgCommon_Extension.zip
- **coreui_[version].zip**
  - MnfgCommonUI_Extension.zip
- **kpi-engine_[version].zip**
  - **sql**
    - kpi-engine-concatenated-stored-procedures.sql
  - KPIEngine_Extension.zip
- **rtppm_[version].zip**
  - RTKPI_Extension.zip
- ThingWorx_Apps_Config_Import for Core 3.2.1.zip

ThingWorx-CWC-220-1.zip

- **Configuration Guide**
- **Installation Guide**
- **mnfg-apps-8.x-patch**
  - 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
    - MathEvaluator_Extension_[version]_ha.zip
  - **sql**
    - **migration-scripts**
      - MigrationScript_PostScript_To_[version].sql
      - MigrationScript_PreScript_To_[version].sql
      - MigrationScript_Upgrade_To_[version].sql
    - core-concatenated-stored-procedures.sql
  - MnfgCommon_Extension.zip
- **coreui_[version].zip**
  - MnfgCommonUI_Extension.zip
- **cwc_[version].zip**
  - CWC_Extension.zip
- 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 Click here for instructions on finalizing the install.

Extension Import Navigation

Application	Version	Notes
Core	3.2.1	(Required for all applications)
CoreUI	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.		
CWC	2.2.0	
The link below is only for packages including the AMU application.		
AMU	1.3.3	

Once all extensions have been imported Click here for instructions on finalizing the install.

Extract Core Extensions

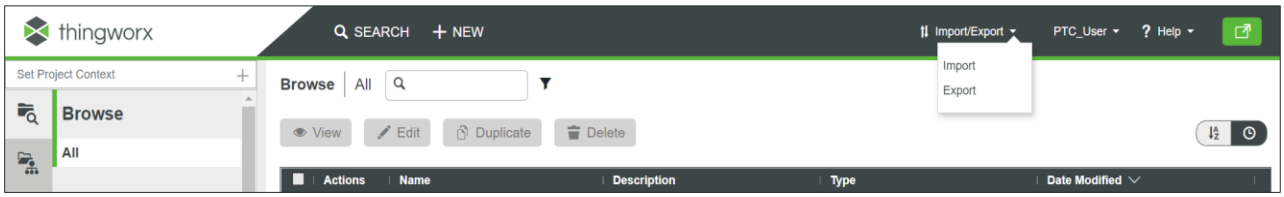
1. Unzip the file core_3.2.1.zip using any extraction tool.
2. The below files should be inside the extracted folder:
    - **extensions**
        - **Extensions.zip**
        - **fsu-document-converter-1.0.0.zip**
        - **fsu-excel-utilities-1.0.0.zip**
        - **MathEvaluator_Extension_1_0_3.zip**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

Import Core Extensions

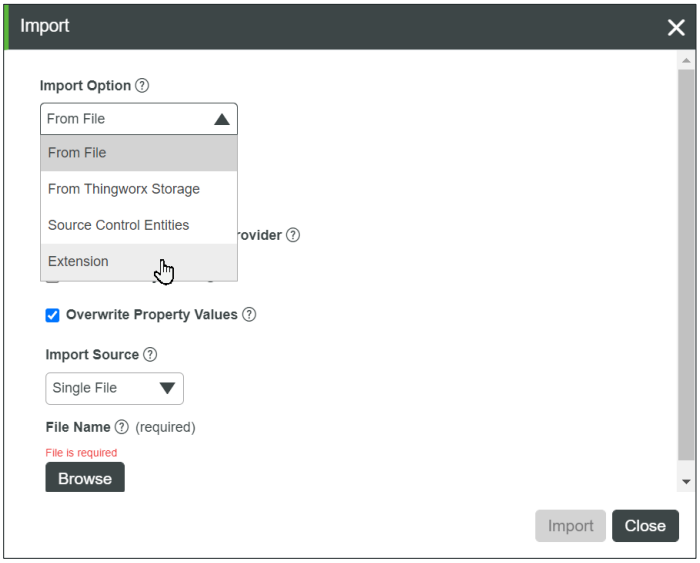
Extensions.zip

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.



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



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

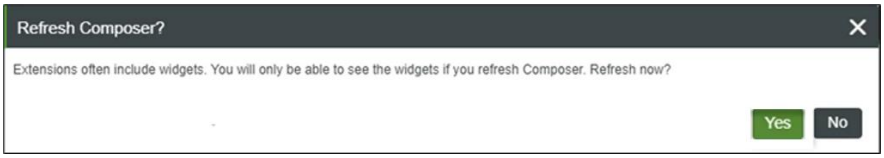
5. Locate and select **Extensions.zip** from the extracted files.

6. Click **Import**.

7. Wait until a confirmation message appears. It should display *Import successful*.

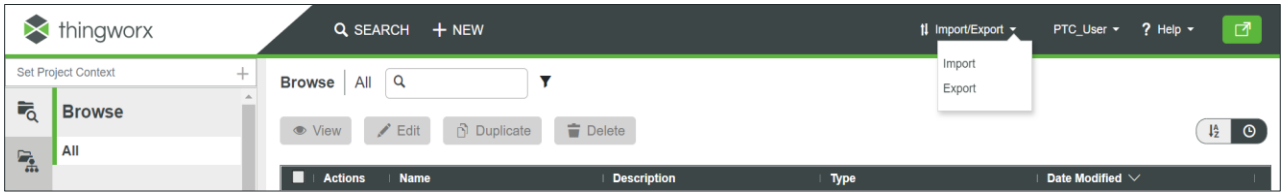
8. Click **Close** to exit the import screen. The *Refresh Composer?* dialog will appear.

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

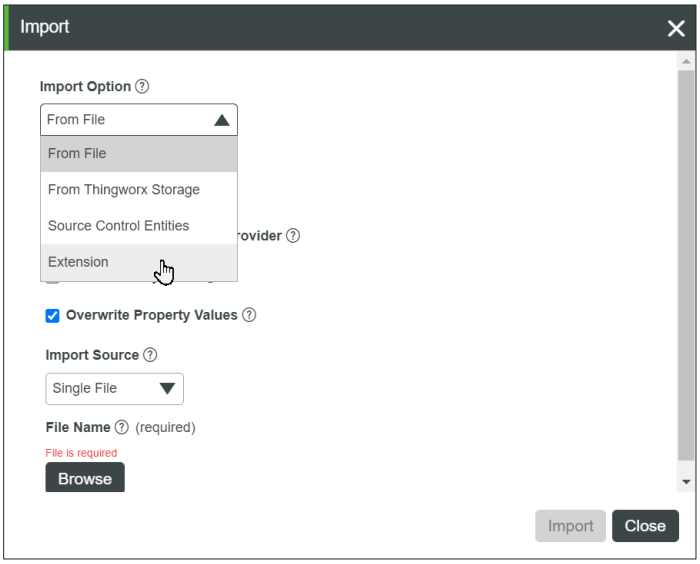


Other Extensions

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.



2. Within Import Option select **Extension**.



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

4. Locate and select **fsu-document-converter-1.0.0.zip** from the extracted files.

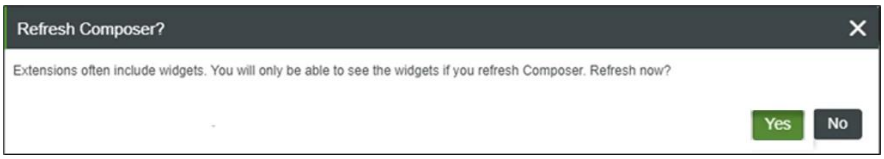
5. Click **Import**.

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.



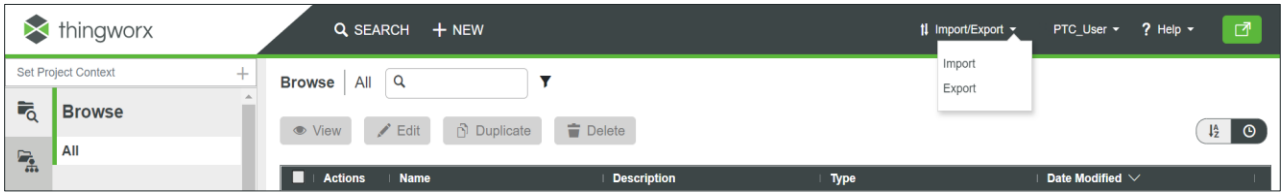
10. Repeat steps 1-9 for **fsu-excel-utilities-1.0.0.zip** and **MathEvaluator_Extension_1_0_3.zip**.

MnfgCommon_Extension.zip

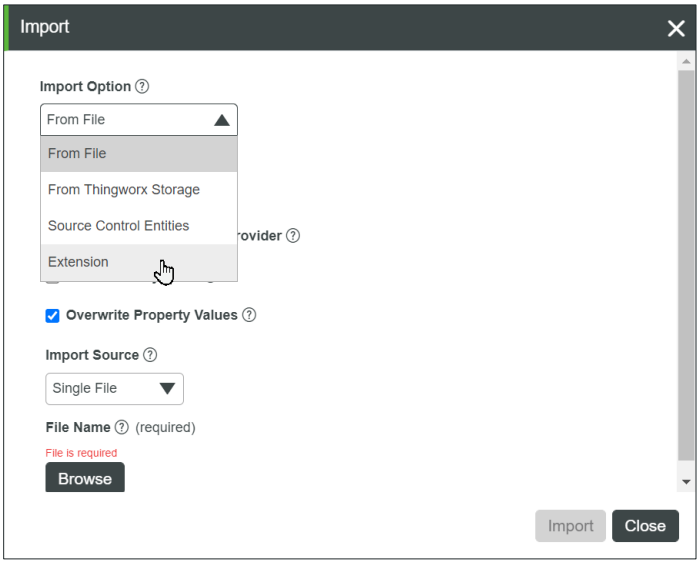
NOTE: This extension must be installed after the previous Extensions in this guide for a successful installation.

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.



2. Within Import Option select **Extension**.



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

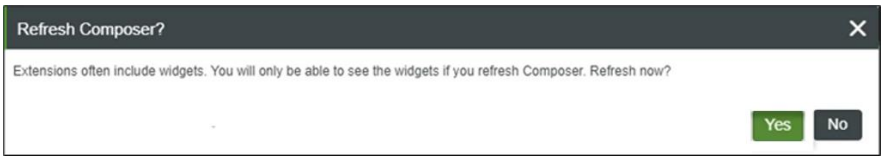
4. Locate and select **MnfgCommon_Extension.zip** from the extracted files.

5. Click **Import**.

6. Wait until a confirmation message appears. It should display *Import successful*.

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 Finalizing Install section.

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

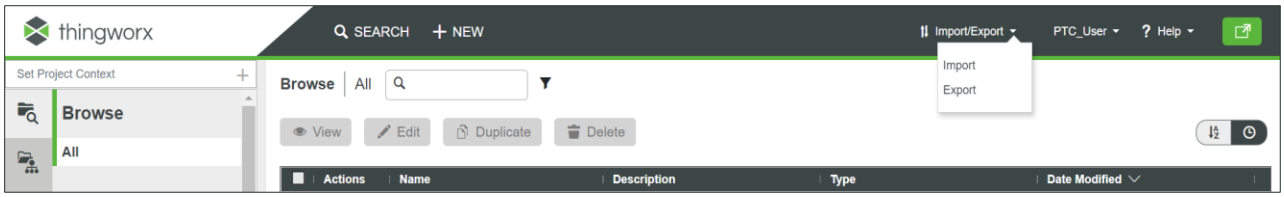
Extract CoreUI Extension

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**

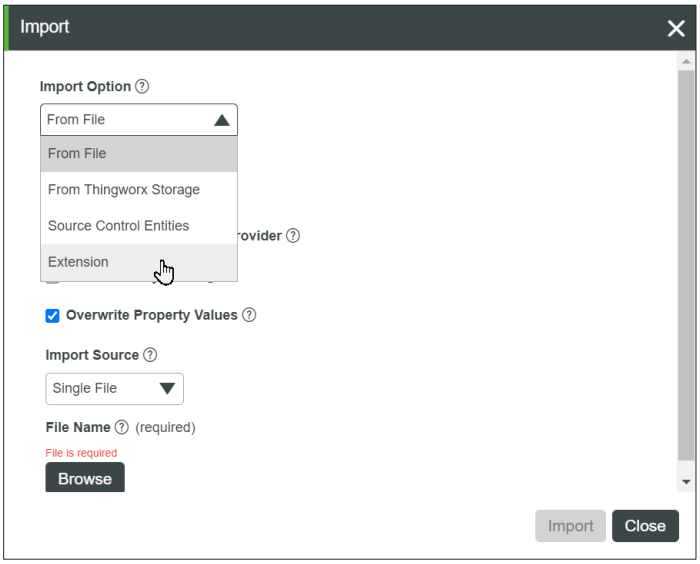
Import MnfgCommonUI_Extension.zip

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

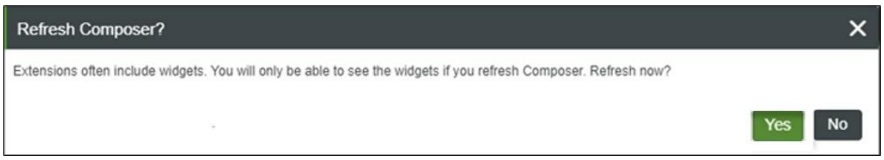
1. Open a ThingWorx instance in your browser. Please contact the system administrator if you need assistance with this step.
2. Click **Import/Export** and select **Import** in the ThingWorx header. This feature may be in different locations on the screen in ThingWorx Composer, depending on which version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



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



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.



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

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

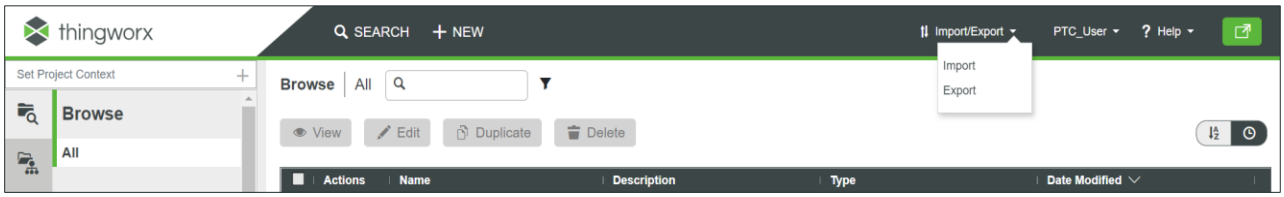
Extract KPIEngine Extension

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**

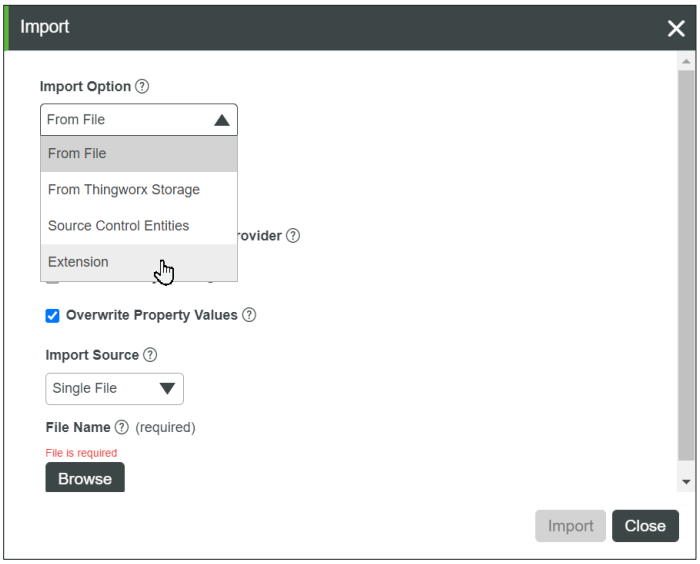
Import KPIEngine_Extension.zip

> **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.

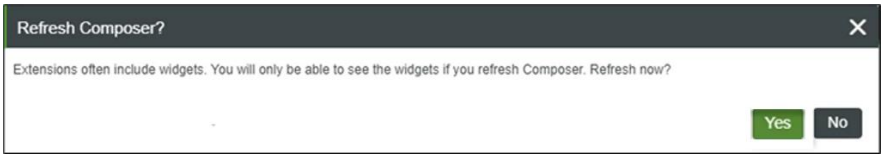


3. Within Import Option select **Extension**.



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.



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

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

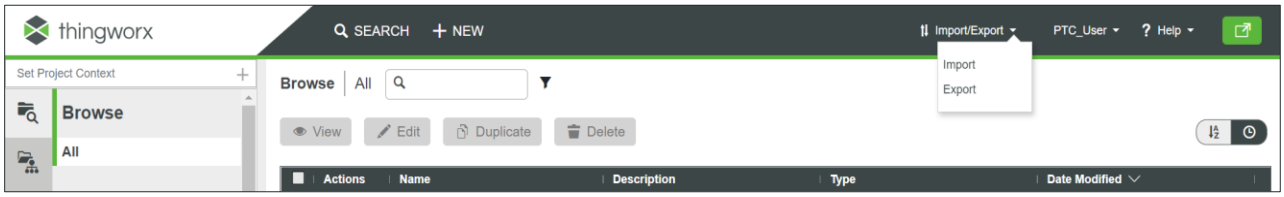
Extract RTPPM Extension

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**

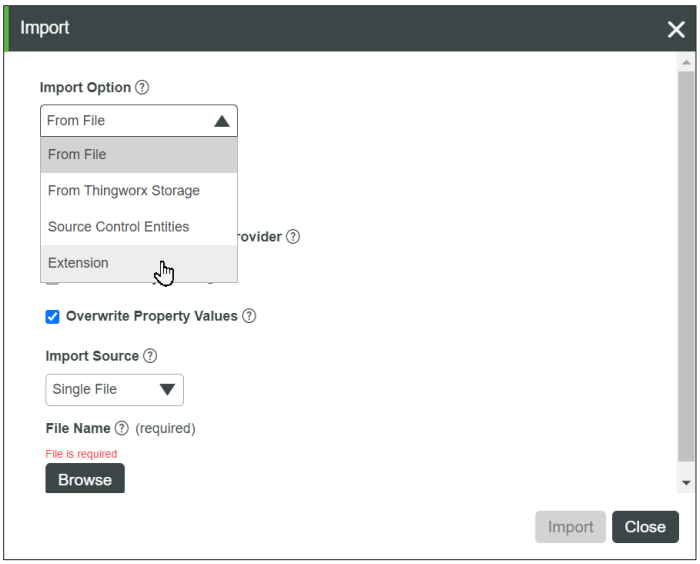
Import RTKPI_Extension.zip

> **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.

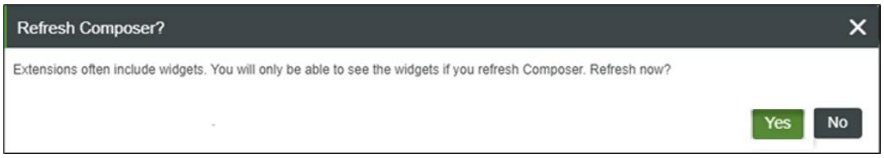


3. Within Import Option select **Extension**.



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.



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

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

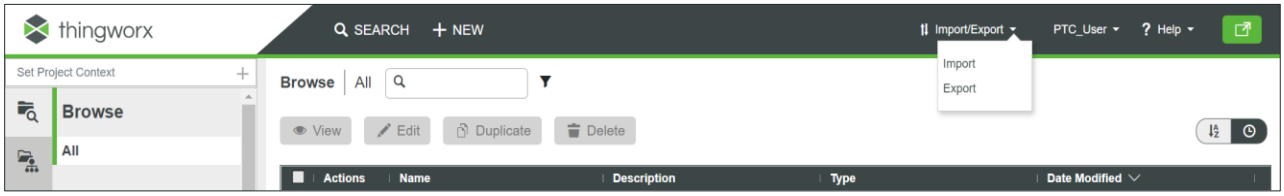
Extract CWC Extension

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**

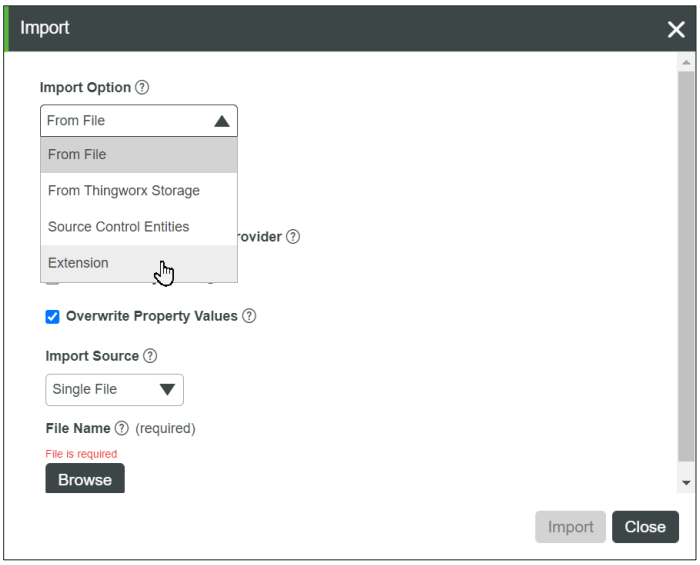
Import CWC_Extension.zip

> **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.

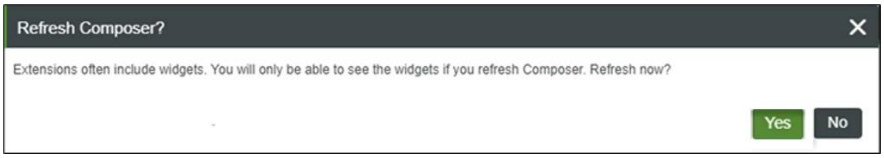


3. Within Import Option select **Extension**.



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.



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

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

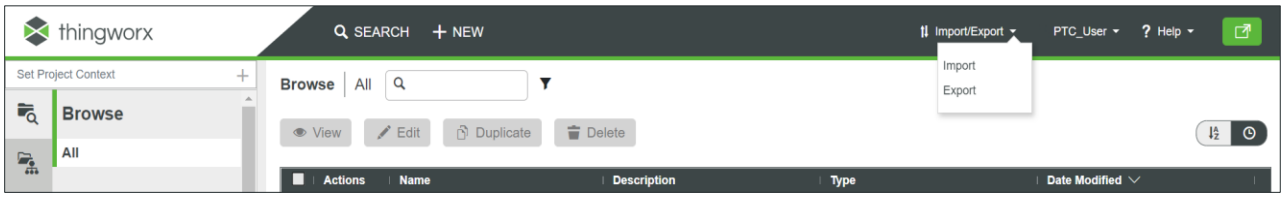
Extract AMU Extension

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**

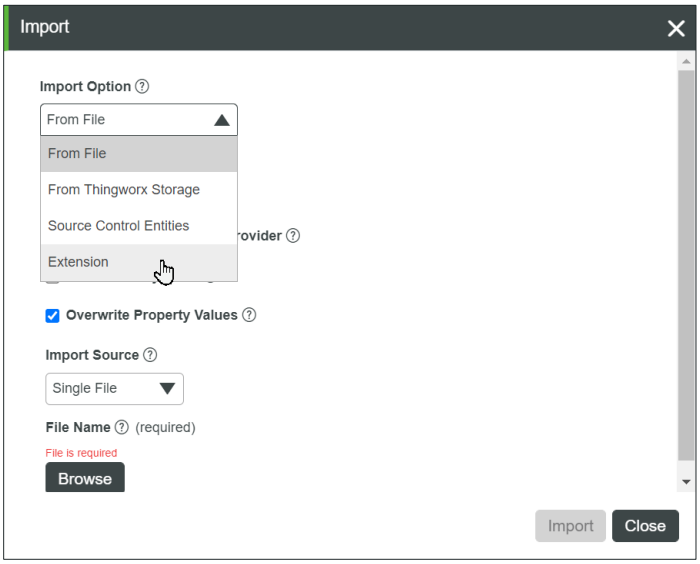
Import AMU_Extension.zip

> **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.

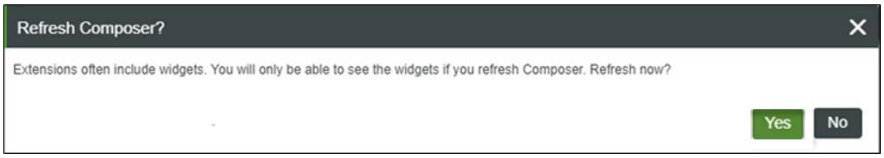


3. Within Import Option select **Extension**.



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.

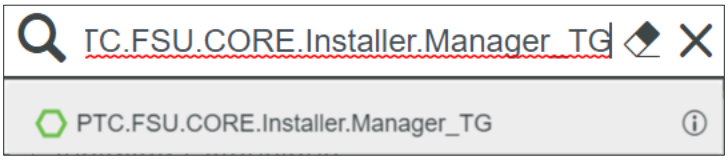


NOTE: If installing AMU only at this time, skip to the Finalizing Install section.

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 How to Complete Parameters 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 known issues 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)

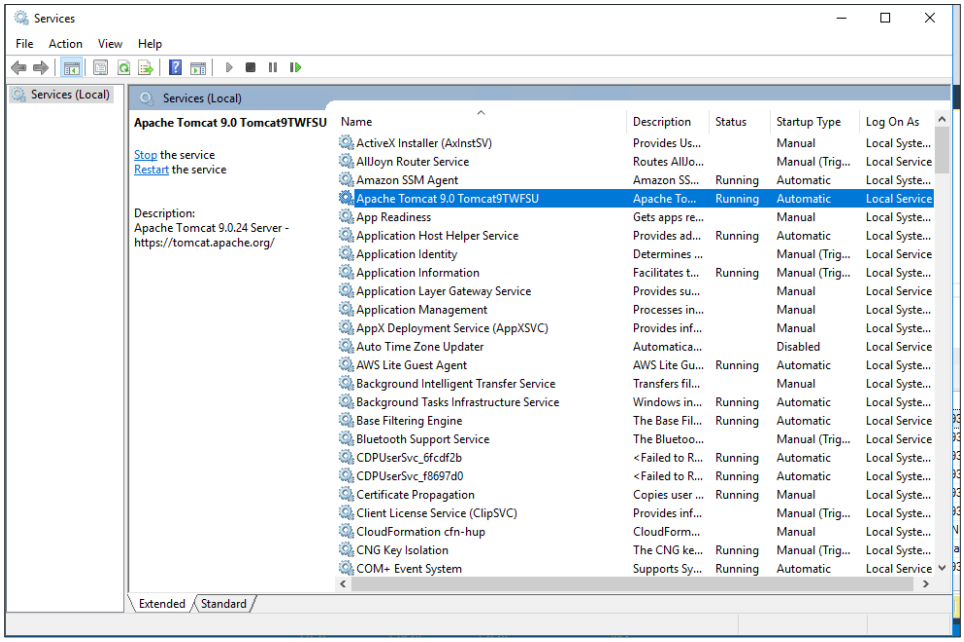
PTCFSU.CoreSQLThing – A Thing created during initial setup.

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

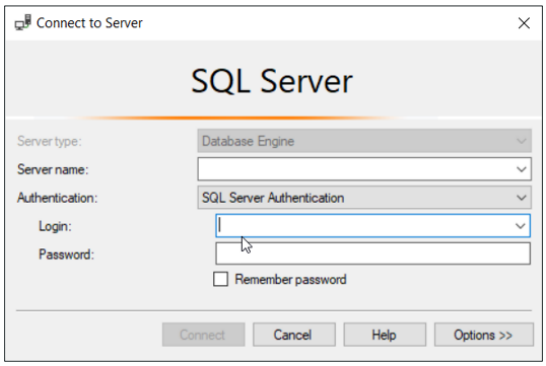
PTCFSU.DefaultProject – A Project created during initial setup.

SQL Scripts

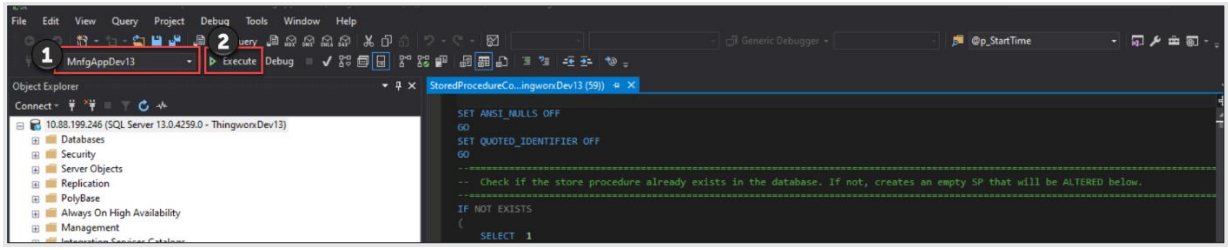
1. Stop the Apache Tomcat service. This can be done using the following steps:
3. Run the Services desktop application on the ThingWorx server
4. Select the “Apache Tomcat X.X...” service
5. Click **Stop** to stop the service



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.



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.



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

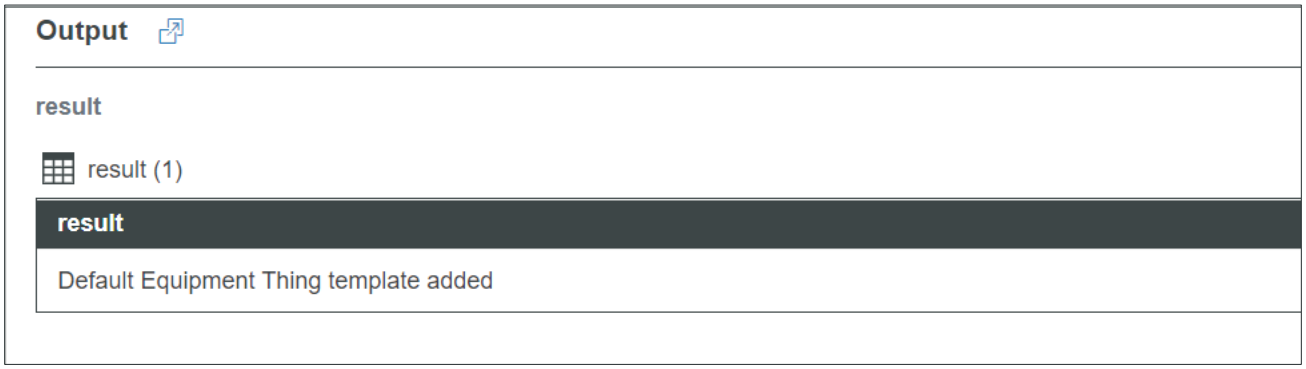
1. Search for and open the Thing: (#.#.# will refer to the version number)
   PTC.Factory.C_LaunchPointConfigurationThing_#.#.#

2. Open the **Services** tab.

3. In the services list search for:
   AddDefaultEquipmentTemplateToConfiguration

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”

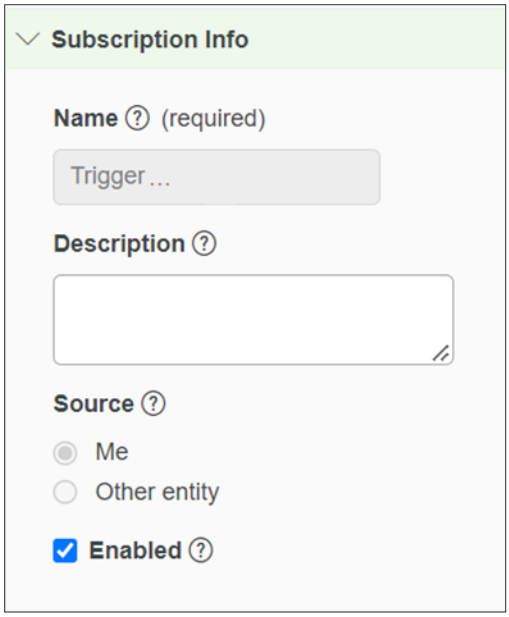


Subscription Enablement

1. 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.



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

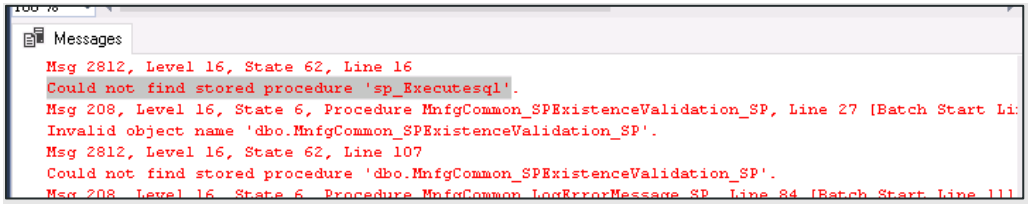
General Troubleshooting

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

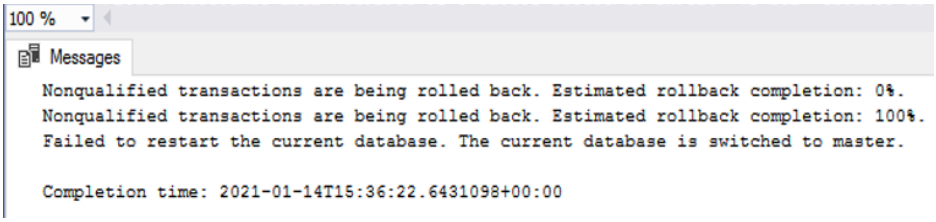
If an installation service is not completing as expected, the **ScriptTimeout** setting may not have been correctly set in the **platform-settings.json** file. If this value is too low (e.g., 30), there is not enough time afforded to complete some longer steps like “initializing database with tables & 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**.



- 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.

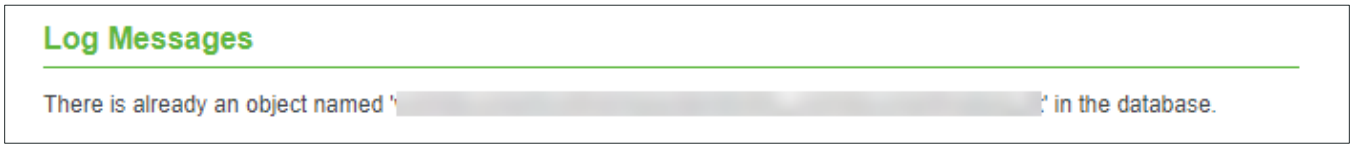

```
{
    "CORE": {
        "success": false,
        "details": [
            ":",
            {
                "success": false,
                "step": "Disabling timers",
                "message": "Could not disable subscription TriggerEscalationProcess_ALM on
thing PTC.FSU.CORE.Alarm.Escalation_TM || 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": [
            ":",
            {
                "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:



Resume the installation process

Appendix A – Parameter Snippets

Return to Finalization

Core

```
"CORE":{
        "databaseUsername": "User1",
        "databasePassword": "Password1",
        "jdbcConnectionString": "jdbc:sqlserver://Servername:Port;databaseName=MyDatabase",
        "databaseThingName": "PTCFSU.CoreSQLThing",
        "databaseThingTemplateName": "PTCFSU.CoreSQLThingTemplate",
        "projectName": "PTCFSU.DefaultProject"
},
```

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

```
"CWC":{},
```

AMU

```
"AMU":{},
```