

# FactoryWiz Installation FAQ's

## VMware Installation Path:

FactoryWiz is provided as a fully-functional, configured virtual machine in OVF form. This means that the operating system is already installed, the various software components (MySQL server and ODBC drivers, IIS, FactoryWiz web site, and software components that communicate with various machine types) are already installed, tested, and functional. The installation process for IT staff is very straightforward:

- From within your vSphere management client, you will choose the option to import a virtual machine, then point to the OVF template which we will provide on a USB flash drive. Importing the entire system will take less than 20 minutes. Drive size is set to 80 GB max by default, with 4 GB RAM and utilization of two processor cores.
- Once installed, the administrator will log into the system with the default username and password provided to configure a static IP address and enter the provided Windows license code. If desired, additional network interfaces on separate VLANs may be configured in VMware as required.
- Our technician will update the image from the packaged version to the latest release during the initial software configuration.

## Frequently Asked Questions:

### **Q. What operating system does FactoryWiz use?**

A. Currently we prefer to provide Windows Server 2012 R2 to maximize the future support window provided by Microsoft. An alternate image is available for Windows Server 2008 R2 by request only.

### **Q. Are Microsoft CAL's (Client Access Licenses) required and does RYM provide them?**

A. Like any other Windows Server 2012 system, Microsoft requires CAL's for users accessing this server. Most companies already have CAL's to cover their existing base of users if they use Windows Server 2012 in their enterprise - and those CAL's are also valid for access to this additional server. If your CAL's are for Windows Server 2008 instead of Windows Server 2012, you should order the Windows Server 2008 R2 image. RYM does not calculate, keep track of, or provide CAL's. If insufficient CAL's are available they may be obtained via volume licensing agreement or purchased individually from a Microsoft reseller. Budget \$40 each for additional CAL's if required.

**Q. Which database server is used by FactoryWiz? Does it support the use of different database servers? Can the database server be located on a separate server?**

A. FactoryWiz uses MySQL Server for all data storage. Most users will find the open source MySQL Community Edition sufficient. MySQL Standard Edition, MySQL Enterprise Edition, and MySQL Cluster Carrier Grade Edition are up-sell versions available and are supported, but do not offer any tangible benefits in this application. Running your MySQL server on a separate server to distribute workload is fully supported and may offer benefits when more than 75 CNCs are connected to a single FactoryWiz system. Because SQL syntax varies slightly between database vendors, hosting the database on Microsoft SQL, IBM DB2, Oracle, or another database platform is not supported.

**Q. How do we back up our FactoryWiz system?**

A. FactoryWiz includes an automatic backup mechanism which can cleanly export all historic data, configurations, and licensing to a network location or USB drive on a nightly, weekly, or monthly basis. That export location may be included in your existing backup routine if desired. It is not necessary (or recommended) to attempt to back up the live MySQL server. Always backup the clean exported version instead.

**Q. What default resources are employed by the VMware FactoryWiz template?**

A. The standard version utilizes two processor cores, 4 GB RAM, and up to 80 GB of storage space. Performance can be increased in larger systems by adding up to eight processor cores and up to 8 GB RAM.