

	<p>Integration Solutions Centre</p> <p>Software Manual</p>	DocumentRef:	1.0
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Austco Tacera SmartConnector			

Austco Tacera SmartConnector

Installation & User Guide

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Table of Contents

1.	Introduction	2
1.1.	Versions.....	2
1.2.	Architecture	3
1.3.	Prerequisites	4
1.4.	Quick Start Installation Sequence	4
2.	Smart Connector Framework Installation.....	5
2.1.	Downloading the Smart Connector Framework	5
2.2.	Installing the Smart Connector Framework.....	6
2.2.1.	Installing Smart Connector Framework	6
2.2.2.	Validating Smart Connector Framework Installation.....	10
2.2.3.	Changing Default Credentials.....	12
2.2.4.	Installing the Smart Connector Framework Runtime License	13
3.	Austco Tacera Smart Connector Extension Installation.....	18
3.1.	Obtaining the Austco Tacera Smart Connector Extension.....	18
3.2.	Installing the Austco Tacera Smart Connector Extension	18
3.3.	Licensing the Austco Tacera Smart Connector Extension.....	19
3.4.	Configuring the Austco Tacera Smart Connector Extension	19
3.5.	Configure scheduled execution of Processors	24
3.5.3.	Force the Setup Processor to Run First Time	24
4.	EcoStruxure Building Operation EcoStruxure Web Service Interface.....	25
4.1.	Create Austco Tacera EWS Interface in EBO	25
4.2.	Host Austco Tacera Objects in EBO.....	27
5.	Troubleshooting.....	28
5.1.	Smart Connector Log File	28
5.2.	Framework Licensing Error	29
5.3.	Smart Connector Extension Licensing Error.....	29
5.4.	SQL Authentication Errors.....	30
5.5.	Austco Tacera Communication Errors	30
5.6.	EWS Communication Errors	30
6.	Appendix A - SQL User Roles Definition	31
7.	Appendix B – Hierarchy of points	32

1. Introduction

This document outlines the installation and configuration of the Austco Tacera Smart Connector Extension required to integrate the Austco Tacera Nurse Call system with with EcoStruxure Building Operation. This document assumes that EcoStruxure Building Operations and the Austco Tacera Nurse call system has already been installed and is functional as an independent system.

The following are a list of reference documents:

Document	Description
Smart Connector Installation and Configuration Guide	Complete installation guide for Smart Connector Framework that covers in more depth – installation and configuration options; troubleshooting information on the Smart Connector Framework. This manual will be downloaded during the installation process.
Austco Tacera Smart Connector Extension	This manual

1.1. Versions

This integration has been tested to work with the below versions of the software specified.

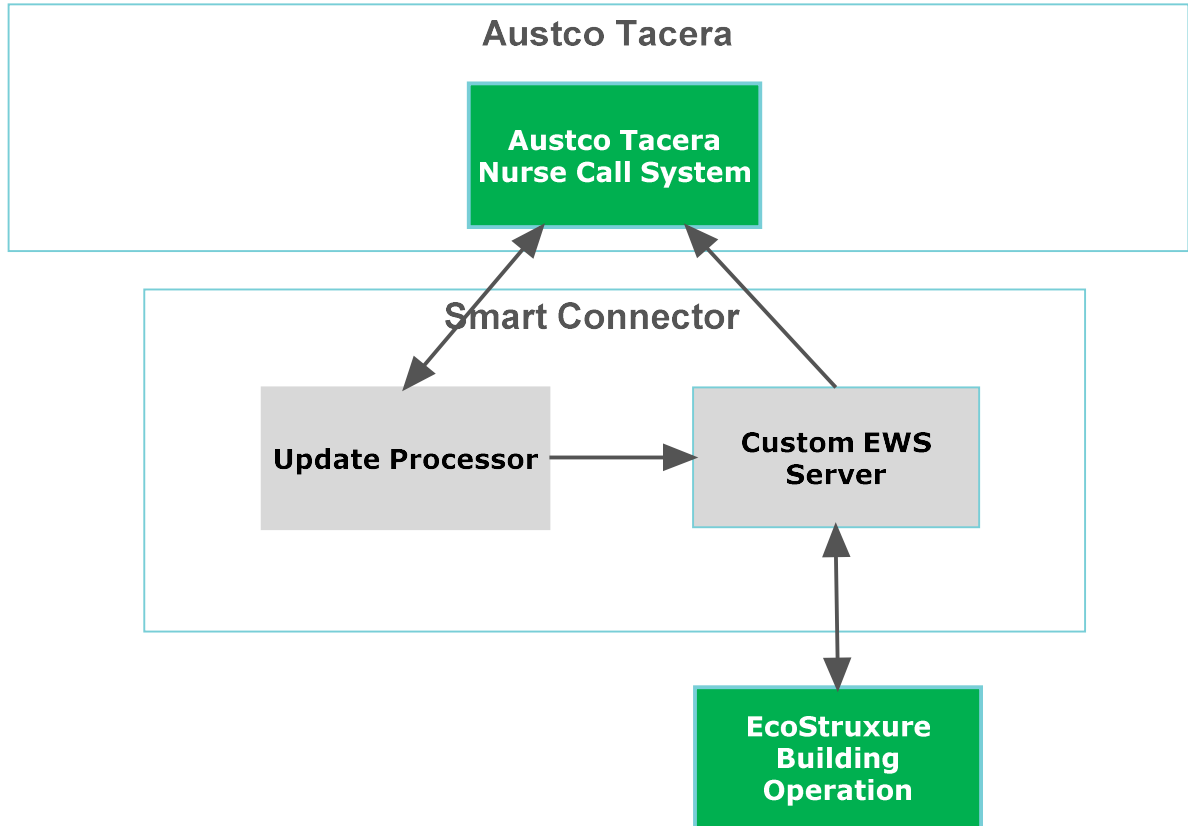
Smart Connector: Version 2.4.10 and newer.

EcoStruxure Building Operation: Versions 2.0 and newer

Austco Tacera Nurse Call System: Versions TODO and newer.

1.2. Architecture

A Basic overview of the architecture can be seen in the below diagram.



1.3. Prerequisites

In order to install the Austco Tacera Smart Connector Extension, we must first install and license the Smart Connector Framework. There are multiple configuration options as to where the Smart Connector Framework can be installed – for use in this document; the Smart Connector Framework and Extension will be installed on the same machine as the EcoStruxure Enterprise Server and SQL Express. For additional options using SQL or remote servers not containing the Enterprise Server refer to the Smart Connector Installation and Configuration Guide.

The following prerequisites must be performed before you start the installation and configuration of the Smart Connector Framework and Austco Tacera Smart Connector Extension.

- EcoStruxure Building Operation Enterprise Server - Installed, Configured and Functional
- Microsoft .NET v4.5 or later must be installed on the Enterprise Server
- Install all Windows updates on the Enterprise Server
- SQL Express is installed on the Enterprise Server (or server for Smart Connector installation
Note: if SQL is installed on a remote machine follow the detailed instructions in the Smart Connector Framework Installation and Configuration Guide.pdf
- The specified user must have at least the public and dbcreator user roles in the SQL server

Note: Additional Installation options for installing the Smart Connector Framework can be located in the Smart Connector Installation and Configuration Guide.

1.4. Quick Start Installation Sequence

The following overview provides the steps necessary to install and configure the system. The subsequent chapters will provide detailed information for each step in the process.

1. Install, License, and Configure the **Smart Connector Framework**
2. Install, License and Configure the **Austco Tacera Smart Connector Extension**

2. Smart Connector Framework Installation

The first step in the process is to download Smart Connector Framework software from www.smartconnectorserver.com, once downloaded you will install the Smart Connector Framework software, obtain the machine thumbprint, license the Framework to the machine thumbprint and finally configure the Framework system. Once the Smart Connector Framework has been installed, configured and licensed we can extend the Framework by adding the Austco Tacera Smart Connector Extension.

2.1. Downloading the Smart Connector Framework

The following steps will assist in downloading the Smart Connector Server Framework.

1. Go to www.smartconnectorserver.com
2. Request credentials to logon to the web site
3. Log on to the web site
4. From the menu, select Download Center from the menu



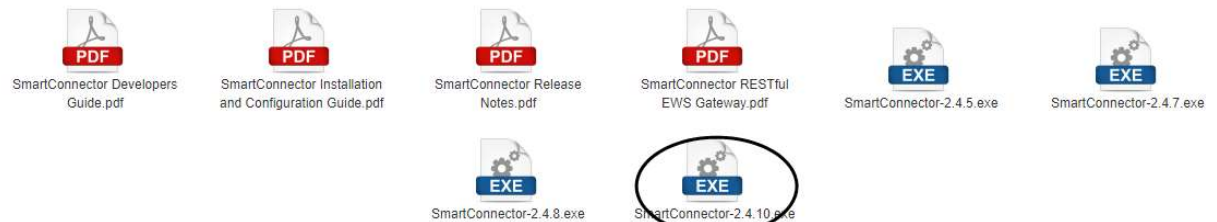
5. Select Smart Connector icon



6. Select the latest folder version (v2.4)



7. Select the latest version of Smart Connector (v2.4 as of writing this document)
(Note: make sure Popups are not blocked by your browser)



8. Save the latest Smart Connector version download file
Note: This document will be using v2.4.10.exe as that was the latest available during the writing of this document, but the latest version should be used.
9. Select the Smart Connector Installation and Configuration Guide.pdf
10. Save the Smart Connector Installation and Configuration Guide.pdf download file

2.2. Installing the Smart Connector Framework

To install the Smart Connector Framework, execute the setup file that was just downloaded. Run SmartConnector-2.4.10.exe – You must run this as an *Administrator*.

- [Install Smart Connector Framework](#)
- [Validate Smart Connector Framework Installation](#)
- [Change Default Credentials](#)
- [Install Smart Connector Framework Runtime License](#)

2.2.1. Installing Smart Connector Framework

1. Locate the downloaded file SmartConnector-2.4.10.exe
2. Right click on the file SmartConnector-2.4.10.exe
3. Select Run as Administrator



4. Click **Next**.
5. Review and accept the terms to the End User License Agreement

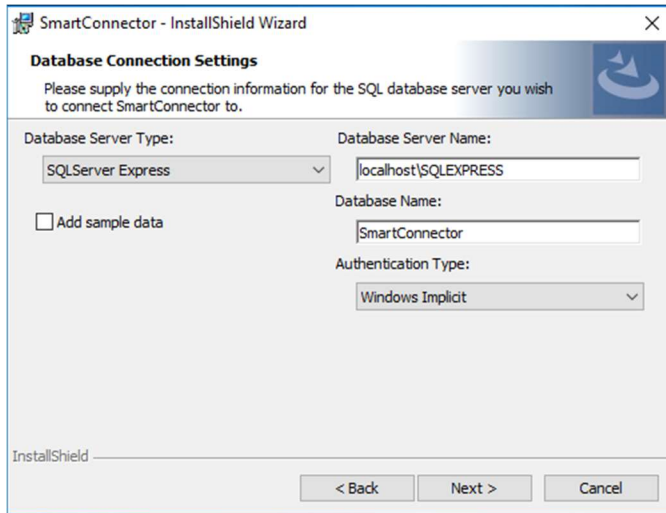


6. Click **Next**.



7. Choose the Setup Type you wish to perform. If this is a new installation, **you must choose Complete**.
8. Click **Next**.

9. Enter the required information for the database server where you will install the database to.
(Note: for this manual example we are using SQL express and a local Windows user)

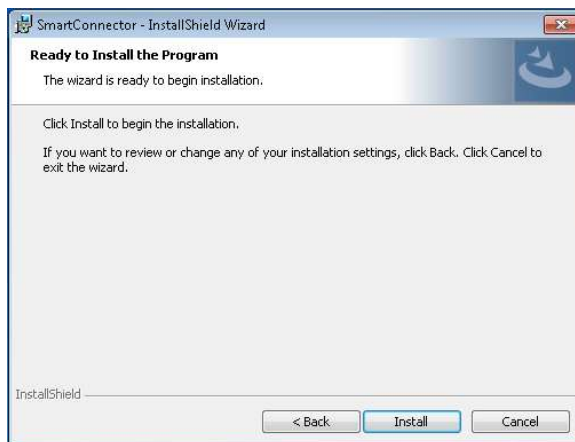


- i) You can **uncheck** - Add sample data
- ii) Select the Database Server Type: **SQLServer Express**
- iii) Select the Authentication Type: **Windows Implicit**

Note: The logged in user must have at least the public and dbcreator user roles in the local SQL server. In this configuration Smart Connector runs under the NT Authority\System account. [Appendix B](#)

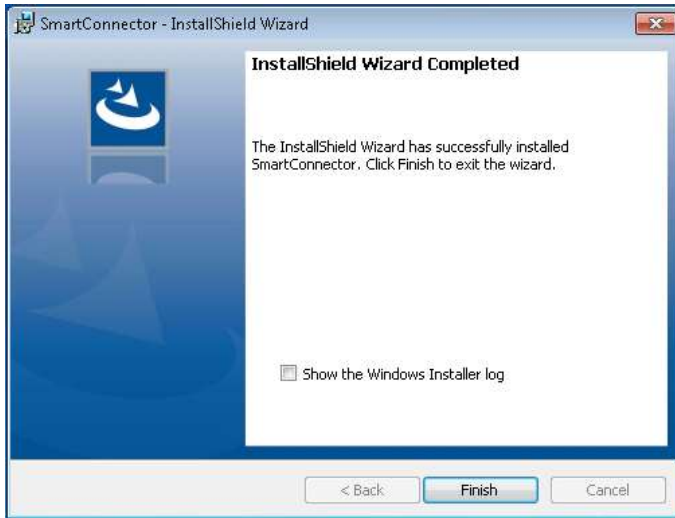
For additional SQL installation options, refer to the Smart Connector Installation and Configuration Guide previously downloaded

10. Click **Next** to display the final confirmation dialog shown below.



11. Click **Install** to complete the installation and create the default database.

12. Click **Finish**.

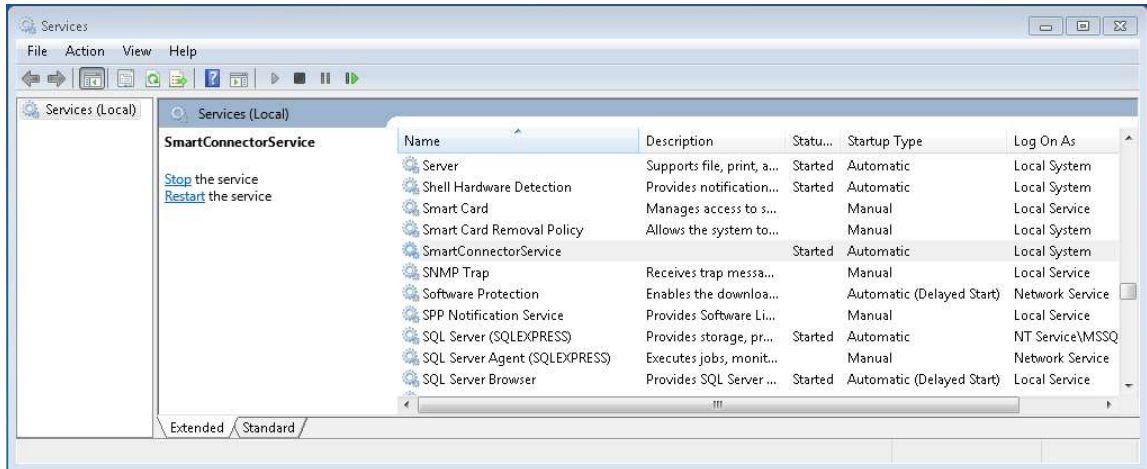


2.2.2. Validating Smart Connector Framework Installation

To review the service installation, you should perform the following:

1. Open the Windows Services dialog.
2. Find the entry for “SmartConnectorService”. It should have a Status of “Started” or “Running” and a Startup Type of “Automatic” as shown below.

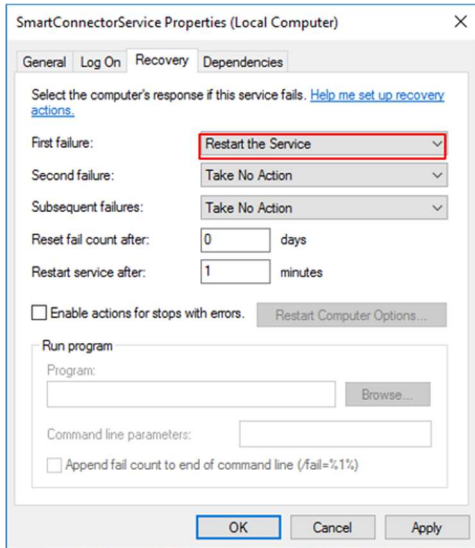
If Smart Connector and the connected database server are located on the same physical server, we recommend changing that the Startup Type to “Automatic (Delayed Start)”.



3. Right click the “SmartConnectorService” entry and choose Properties.
4. Click the **General Tab**.
5. Confirm the Startup Type is **Automatic**.
6. Click the **Log On** tab.
7. Confirm that the “Local System account” is selected. This may be different depending on the database authentication type you chose earlier.
8. Click the Recovery tab.

9. Set First failure: to **Restart the Service**

We recommended that you choose at least one recovery action in the event that the Smart Connector Service experiences a failure. At a minimum, “Restart the Service” should be selected



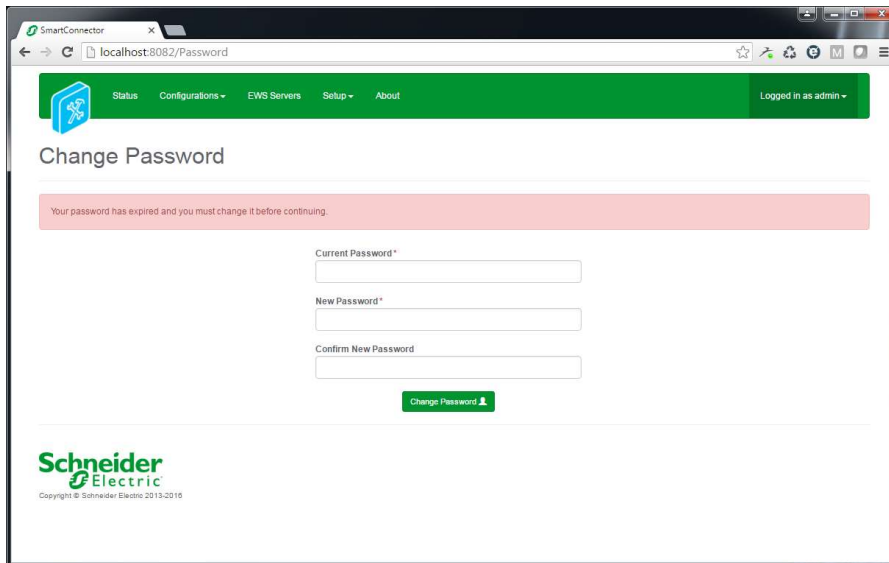
10. Select **OK** to save all changes

2.2.3. Changing Default Credentials

By default, Smart Connector will enable Smart Connector Portal on the local machine. Using Smart Connector Portal, you must change the default password to a new password.

1. Open a web browser
2. Navigate to <http://localhost:8082>
3. At the [Login Page](#), enter the default user credentials of admin and Admin!23.

At this point you will be presented with the Change Password Page as show below.



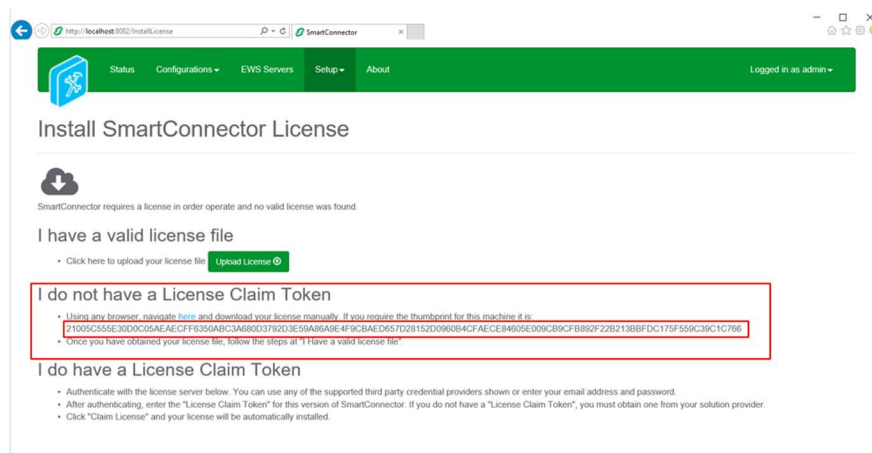
4. Enter the default password as the Current Password.
5. Enter a new password. Portal passwords are required to be at least 6 characters in length and contain a mix of upper case, lower case, numeric, and at least one non-alphanumeric character.
6. Confirm the password you entered in step 5.
7. Click **Change Password**.
8. Re-authenticate (Login) with your User name and New password.

2.2.4. Installing the Smart Connector Framework Runtime License

Smart Connector Framework requires a license in order to run. After changing the default password, navigating to any page of Smart Connector Portal will return the user to the Install License page where a runtime license must be installed.

Smart Connector Connected to the Web

If the Windows machine with Smart Connector Framework detects an active internet connection, the Install Smart Connector License page will automatically be displayed. Once authenticated with the License Manager, you only need to enter a License Claim Token to “claim” the runtime license and it will be automatically installed. Alternatively, the user may click “Upload License” to manually upload an already obtained license file. License Claim tokens and license files can be obtained from www.smartconnectorserver.com.



Smart Connector Not Connected to the Web

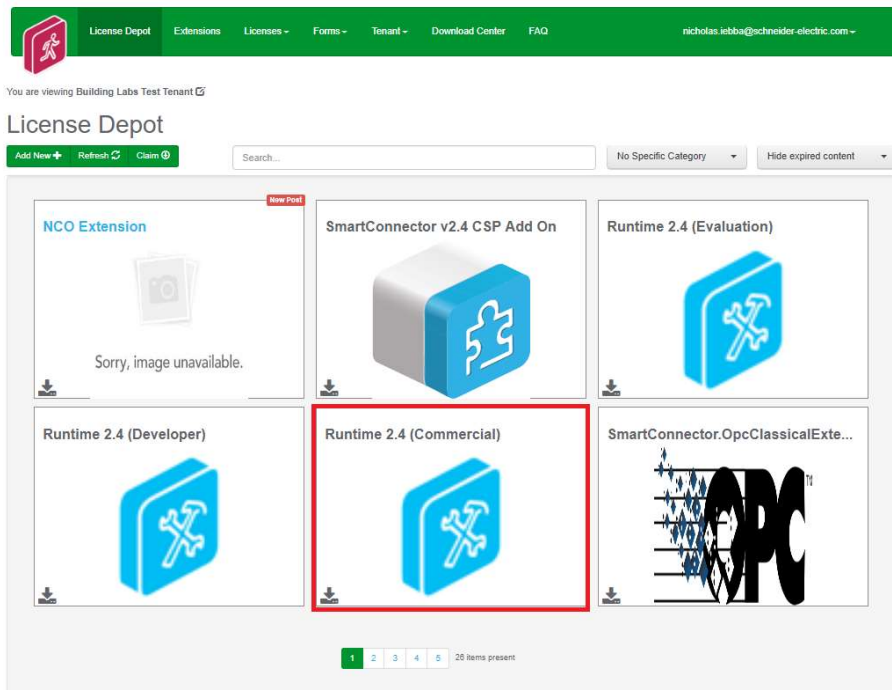
If Smart Connector fails to detect an active internet connection, the Install License page shown below will be displayed.

Directions are provided on how to download a license file from www.smartconnectorserver.com.

Obtain a license when you do not have a Claim Token

If you do not have a claim token then you can download a License for Smart Connector Framework via a file and the Thumbprint of the machine smart Connector Framework has been installed on.

1. From the “I do not have a License Claim Token section of the Smart Connector License page”
2. Copy the Machine Thumbprint into the Windows clipboard for use later
3. Click on the navigate here button in this section, this will connect you to the License Depot web page
4. Log on to the License depot web page with your smartconnectorserver.com credentials
5. Scroll down until you see the Runtime v2.4 commercial license



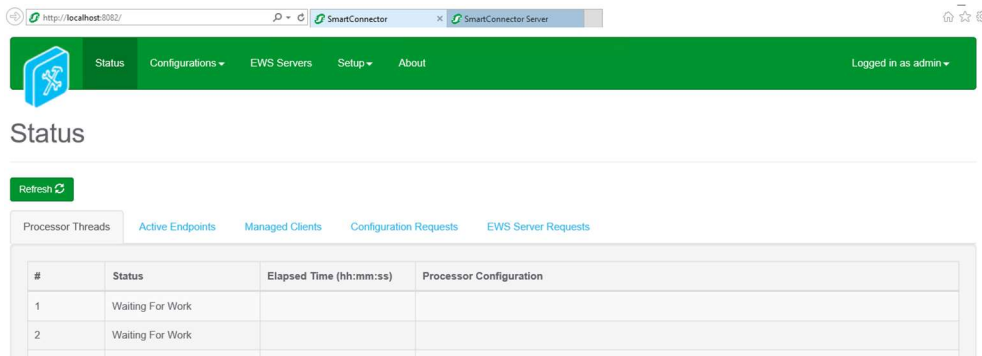
6. Select the () download button to obtain the License file
7. Complete the Download License form

The screenshot shows the 'Download License' form on the smartconnectorserver.com website. The form is filled out with the following information:

- Project Location (Country): United States
- Category: Access Control
- Solution Provider: BOC Solution Lab
- Building/Job Name: Final AX Test
- Business Segment: Healthcare
- SmartConnector Deployment License Purchase Order, Invoice, or Order Confirmation Number: 1234
- Machine Thumbprint: EDE657D28152D0960B4CFAECE84605E090CB9CFB892F22B213BBFDC175F559C39C1C768

The form includes a 'Download License' button and the Schneider Electric logo at the bottom.

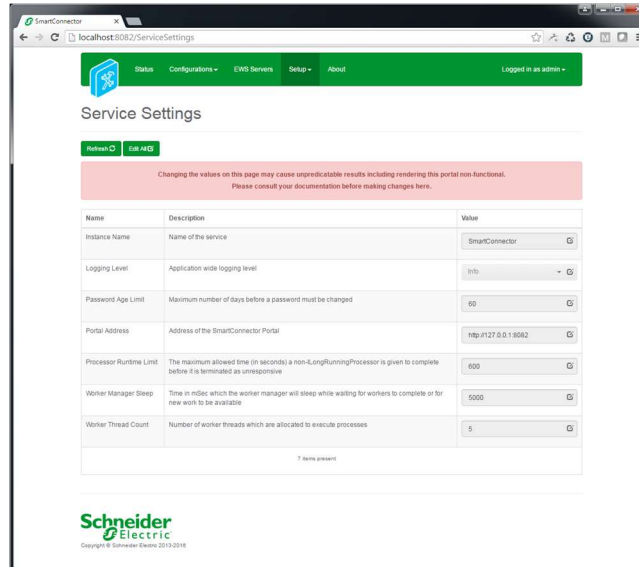
8. Paste in the machine thumbprint from the Windows clipboard (copied earlier)
9. Save the downloaded License file
10. Return to the Install Smart Connector License page
11. Select Upload License
12. Smart Connector Framework is now successfully licensed
13. The Smart Connector Framework status page will appear




Confirm Settings

Smart Connector installs the service with some default settings. After changing the password, you should confirm the system settings meet the criteria for how Smart Connector Framework will be used.

1. Open any web browser
2. Navigate to <http://localhost:8082>
3. Authenticate with the credentials you used in the prior section.
4. From the menu, click **Setup** -> **Service Settings**.



To edit any field, you can either click the edit icon () in that field or click the Edit All button to enable all fields for editing.

The default settings will be acceptable for the initial installation of Smart Connector Framework.

Users should use good security practices to define the expiration time for user Passwords.

The EWS Portal address can also be modified here from the default port used 8082.

- Review and/or change values as desired. Unless otherwise noted, changes made here will take effect without a service restart.

Instance Name	Appears in the browser tab and can be useful to distinguish which Smart Connector instance you are looking at if you are connecting to multiple deployed instances from a single browser.
Logging Level	Maximum level Smart Connector will log. Possible values are <i>None, Error, Status, Info, Debug, Trace, All</i> . This setting is used in conjunction with Logging Filters to control how much information is captured in the log files.
Password Age Limit	The maximum number of days before a Portal user's password will expire.
Portal Address	Address of Smart Connector Portal. For security concerns, the default value will be 127.0.0.1 which means the portal can only be accessed from the local machine. If broader access is required, this value can be modified by using the "+ syntax" e.g. http://+:8082 . This will allow access to any IP or DNS which resolves to the local machine. If you plan to secure the endpoint with a certificate, then the protocol shown here should be changed to https to match. Entering an empty value will disable the portal. Use caution! Consult the Security Considerations for suggestions on how best to configure this.
Processor Runtime Limit	The maximum amount of time a Processor Configuration is given to complete before it is deemed to be unresponsive and is terminated. Unless otherwise instructed this value should not need to be modified.
Worker Manager Sleep	The amount of time that the Worker Manager will idle before determining if there are Processors that need to be invoked. Unless otherwise instructed this value should not need to be modified.
Worker Thread	Count – The number of concurrent Processors that can be executed. This number may be increased but is largely dependent on the host machine's number of logical processors. To determine the number of logical processors, open a command prompt and enter the command: <code>WMIC CPU Get DeviceID,NumberOfCores,NumberOfLogicalProcessors</code> . While you can set this value greater than the number of logical processors, it represents the number of concurrent workers that can run without potential operating system queuing. You will need to restart the Smart Connector Service for this change to take effect.

- After you have made the necessary changes, click Save to save them to the database.

3. Austco Tacera Smart Connector Extension Installation

The steps below will walk you through how to obtain, license, and configured the Austco Tacera Smart Connector Extension

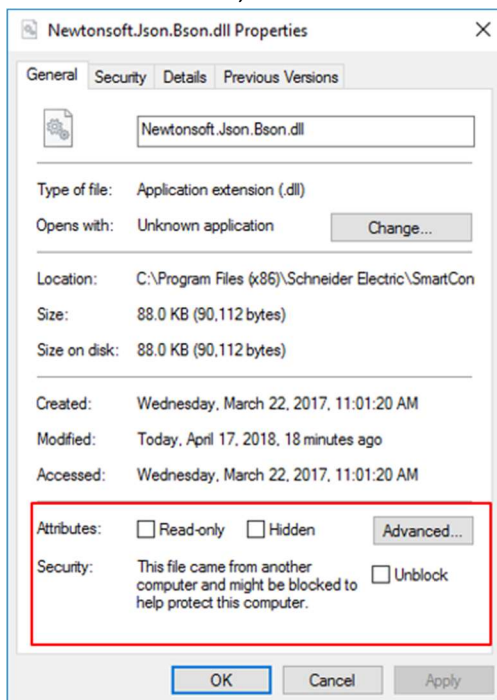
3.1. Obtaining the Austco Tacera Smart Connector Extension

Because this extension was not developed for broad distribution, this extension is not publically available. Please email TODO@schneider-electric.com to obtain the files required for this Smart Connector Extension.

3.2. Installing the Austco Tacera Smart Connector Extension

Because this extension was not developed for broad distribution, this extension is not publically available. Please email TODO@schneider-electric.com to obtain the files required for this Smart Connector Extension.

1. Extract the files from the zip file to a temporary directory
2. Right click on each file and select Properties
3. Verify the file is not blocked – see screen shot below;
- a. If the file is blocked, select Unblock



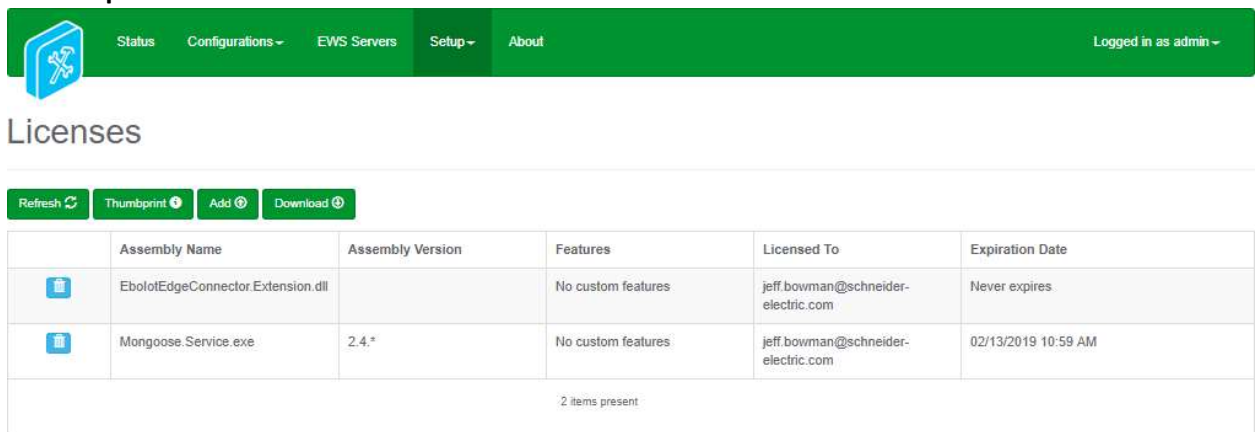
4. Copy the files to the installed directory for Smart Connector Framework (e.g. C:\Program Files (x86)\Schneider Electric\SmartConnector)
5. You have successfully installed the Austco Tacera Smart Connector Extension

3.3. Licensing the Austco Tacera Smart Connector Extension



Because this extension was not developed for broad distribution, this license is not publically available. Please email TODO@schneider-electric.com for a license for this extension.

Once you have obtained the license file, follow the below steps to add this license to your Smart Connector installation.

1. Go to the smartconnector portal
2. Select setup -> **License**
3. Select **Add+**
4. Select *Austco Tacera Extension* license file that was obtained through TODO@schneider-electric.com
5. Select **Open**



The screenshot shows the 'Licenses' page in the Smart Connector portal. The page has a green header with navigation tabs: Status, Configurations, EWS Servers, Setup, and About. The user is logged in as 'admin'. Below the header, there are buttons for Refresh, Thumbprint, Add, and Download. The main content is a table with the following data:

	Assembly Name	Assembly Version	Features	Licensed To	Expiration Date
	EbolotEdgeConnector.Extension.dll		No custom features	jeff.bowman@schneider-electric.com	Never expires
	Mongoose.Service.exe	2.4.*	No custom features	jeff.bowman@schneider-electric.com	02/13/2019 10:59 AM

At the bottom of the table, it says '2 items present'.

6. You have successfully licensed the Austco Tacera Smart Connector Extension.

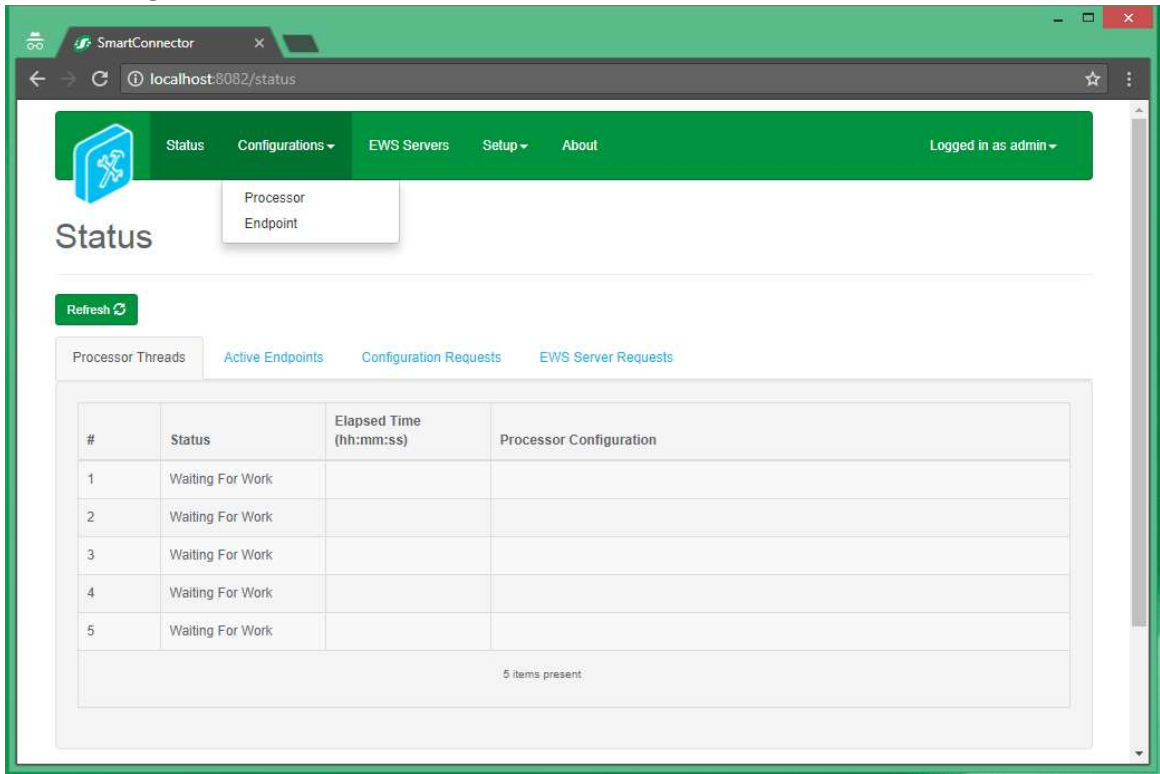
3.4. Configuring the Austco Tacera Smart Connector Extension

The Austco Tacera Smart Connector extension consists of only a single processor, this processor will create the custom EWS Server that EcoStruxure Building Operation connects to as well as keeps that EWS server up to date with all the Events that are being streamed from the Austo Tacera Nurse Call system.

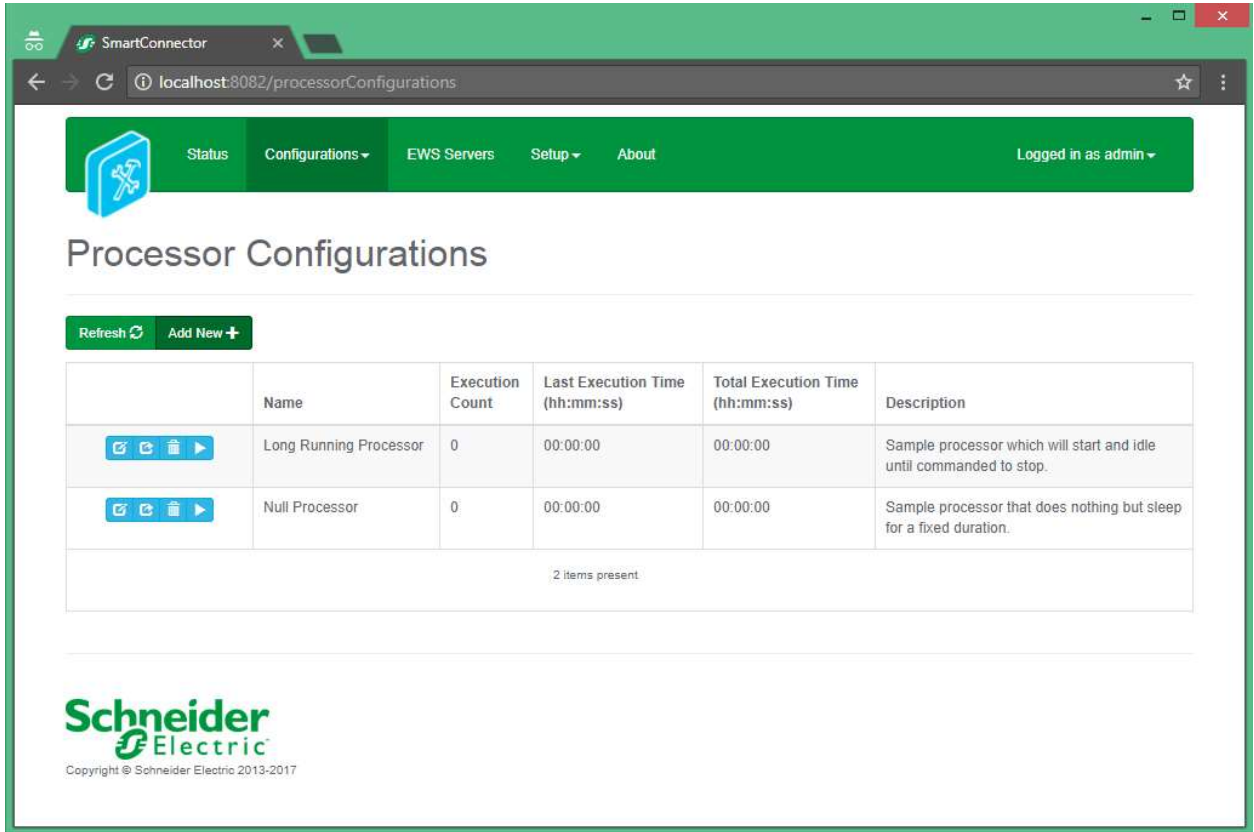
The following steps are the common steps that must be followed for each of the four processors when configuring them.

1. Log into the **Smart Connector Portal**. If Smart Connector is installed on the same machine use localhost:8082

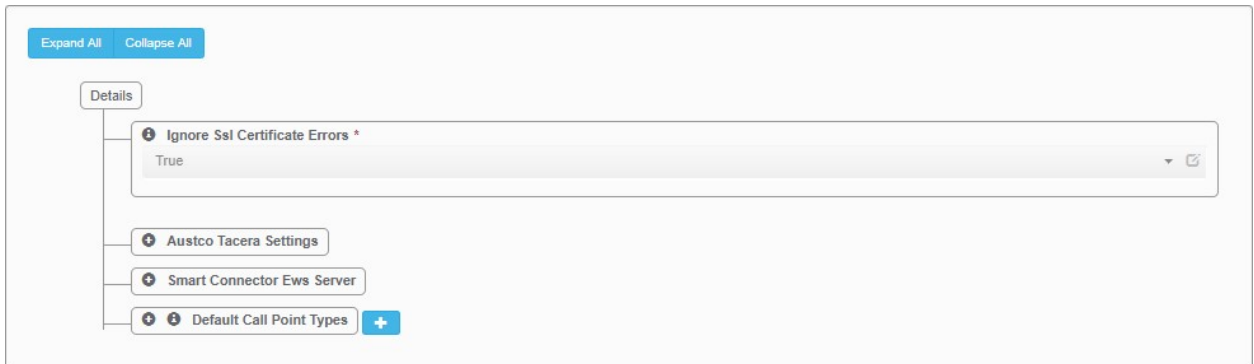
2. Select **Configurations -> Processor**.



- From the Processor Configurations Page, press Add New + Button.



- From the **Add Processor Configuration** Page, Select the **AustcoTacera.Extension** Assembly
- Select the **Next** Button.
- Choose the **AustcoTacera.Extension.AlarmUpdateProcessor** class and press the **Next** Button.
- Give a Name and a Description for this configuration and Press the **Finish** Button.
- On the **Process Configuration** Page, Click on the **Details** Tab.
- The below steps detail the settings that need to be configured for the Alarm Update Processor.



- Ingore Ssl Certificate Errors: When set to true, the processor will ignore SSL certificate errors when trying to communicate with the Austco Tacera API. **Default:** False.
Note: This should only be set to true when you are testing the system, in a fully configured system, the certificate used by the Austco Tacera system should be valid.

- Austco Tacera Settings: These are the settings that are specific to allowing communication between Smart Connector and Austco Tacera to be successful.

- Endpoint: The Austco Tacera web service endpoint. **Default:** <https://localhost:9443/ws>.
- Api Key: The API Key required to access the Austco Tacera web service. **Default:** empty. *Note: This API is obtained from Austco.*
- Authorized Features: The features being required by Smart Connector. Whether or not these permissions are granted are based on what permissions the API Key are allowed. **Default:** One permission called Ws Alarm Subscribe. This permission allows the Austco Tacera API session to be streamed alarms. *NOTE: If both alarms and signal events are required, then you will need to add a feature for both WS Alarm Subscribe, and WS Signal Event Subscribe.*

- Feature Name: The feature that is being required.
- Quotas: TODO: I am not sure what this means! But from what I have seen, this can be left empty.

- Smart Connector EWS Server: These settings are used to configure the Smart Connector EWS Server that will be used to serve these Alarm events to EBO.

Smart Connector Ews Server

Server Name *
AustcoTaceraServer

Server Address *
http://localhost:51339/EcoStruxure/DataExchange

Realm *
Default

Username
~ Encrypted ~

Password
~ Encrypted ~

- Server Name: The name of the EWS Server in Smart Connector. **Default:** “AustcoTaceraServer”. This can typically be left as it’s default value.
- Server Address: The EWS endpoint that will be used to access this EWS server. **Default:** <http://localhost:51339/EcoStruxure/DataExchange>. This can typically be left as it’s default value.
- Realm: The authentication realm for this EWS server. **Default:** “Default”. This can typically be left as it’s default value.
- Username: The initial username of the user that can access the data in this EWS Server. **Default:** “admin”.
- Password: The password for the user above. **Default:** “Admin!23”
- Default Call Point Types: This property can contain a list of strings. Because there is no discovery mechanism, this property is used to automatically create Alarms for the specified alarm types, when an alarm of any type occurs on a call point. **Default:** An empty list.

3.5. Configure scheduled execution of Processors

The following procedures will create schedules that will be used to control the execution of each processor. These schedules will then be attached to each processor.

3.5.1. Configure a 5 Minute schedule

1. Select **Setup -> Configuration Schedules**.
2. From the **Configuration Schedules** page, select **Add New +**
3. Enter 'Every 5 Minutes' in the **Description** field
4. Select the current date and time from the **Start Date** field
5. Select **Time Interval** from the **Type** field
6. Enter '5' in the **Interval Gap** field
7. Select **Minutes** from the **Interval Gap Units** field
8. Select **Save** to save the Schedule

The screenshot shows a form for creating a new configuration schedule. At the top left is a green 'Edit All' button. The form fields are: 'Description*' with the value 'Every 5 Minutes'; 'Start Date*' with the value '11/15/2018 11:00 PM'; 'Type' with a dropdown menu showing 'Time interval'; 'Interval Gap' with the value '5'; and 'Interval Gap Units' with a dropdown menu showing 'Minutes'. Each field has an edit icon to its right.


3.5.2. Assign a Schedule to the Processors.

The following process should be done for the **Alarm Update Processor**. Do not assign a schedule for the Setup processor, but do step '6' for it.

1. Select **Configurations -> Processor**.
2. Select **Edit** for one of three
3. Select the **Schedule** tab
4. Select the **Every 5 Minutes** schedule from the **Schedule** field
5. Select the **Control** tab
6. In the **Runs On Start** field select **True**
7. In the **Runs On Schedule** field select **True**
8. Select **Save** to save the changes to the Processor Configuration

The screenshot shows the configuration page for a processor. At the top, there is an 'Edit' button and a toolbar with icons for edit, refresh, delete, and close. Below this are tabs for 'Processor', 'Details', 'Control', 'History', and 'Schedule'. The 'Schedule' tab is selected, showing a dropdown menu with 'Every 5 Minutes'. Below the tabs, the 'Control' tab is selected, showing four configuration fields: 'Runs On Start' (True), 'Manually Startable' (True), 'Runs On Schedule' (True), and 'Manually Stoppable' (True). Each field has a dropdown arrow and an edit icon.

3.5.3. Force the Setup Processor to Run First Time

1. Select **Configuration -> Processor**
2. Locate the Setup Processor
3. Hit the **play** button: 
4. The execution count will increase and the total execution time will increment

4. EcoStruxure Building Operation EcoStruxure Web Service Interface

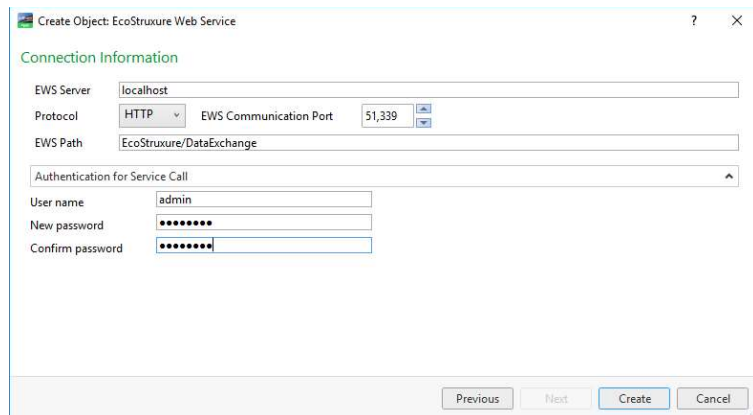
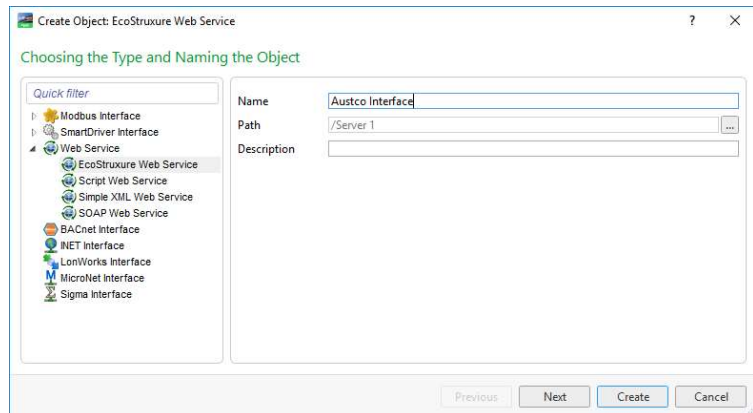
4.1. Create Austco Tacera EWS Interface in EBO

In order to create the EWS Interface for Austco Tacera in Building Operation, you will need to know the configuration of the EWS Endpoint, IP address (or Localhost) and the communication port number. In this example we will use the default settings

1. Select the Enterprise Server – *Server 1*
2. Right click
3. Select **New**
4. Select **Interface**
5. Select **Web Service**
6. Select **EcoStruxure Web Service**
7. Provide a **Name** and **Description** for the EWS Interface

Example: *Austco Interface*

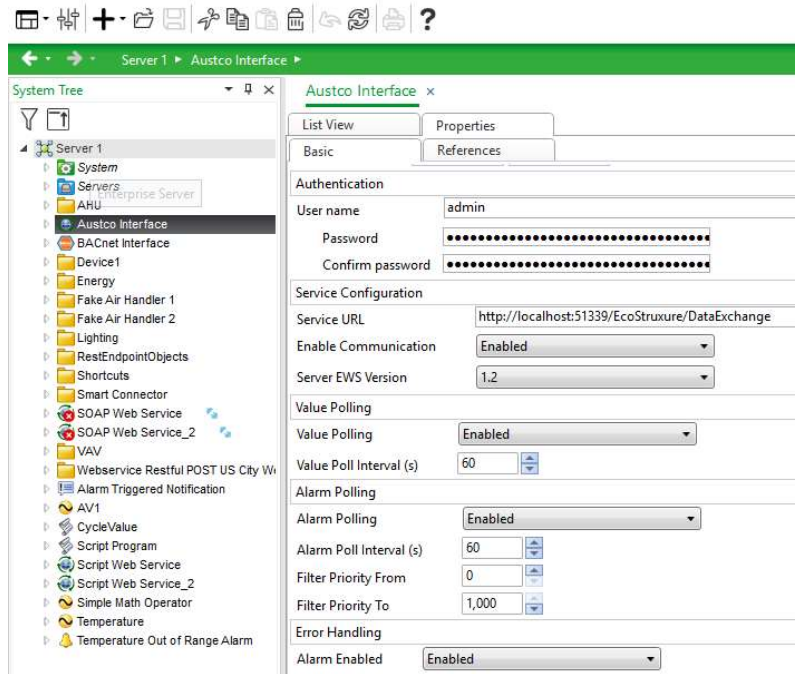
8. Select **Next**
9. Enter the EWS *Server name or IP address (LocalHost)*
10. Select **HTTP**
11. Enter the **Port Number**
12. Enter the **EWS Path**
13. Enter the *EWS User* defined from the Austco Tacera Smart Connector Extension (default admin)
14. Enter the *Password* for the EWS User defined in the Austco Tacera Smart Connector Extension (default Admin!23)
15. Select **Create**



Note: Another way to complete this interface creation is to select **Create** after entering the **Name** and **Description** in the first dialog, then going to the newly created interface on the System tree and selecting **Properties** to complete the remaining fields (see next page)

From the System Tree (sample screen shot to the right)

- Select the EWS Interface just created
- Select Properties Tab
- Verify that the User and Password match the setting in Austco Tacera Smart Connector Extension
- Verify the Service URL matches the setting in the Austco Tacera Smart Connector Extension
- Set the Alarm Polling Interval to 60 seconds
- Click Save



To verify communication is working properly check the following:

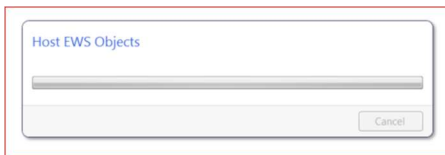
- The version field of the EWS Interface properties page will populate with a value 1.2.
- Wait 60 seconds and verify the interface does not go offline

4.2. Host Austco Tacera Objects in EBO

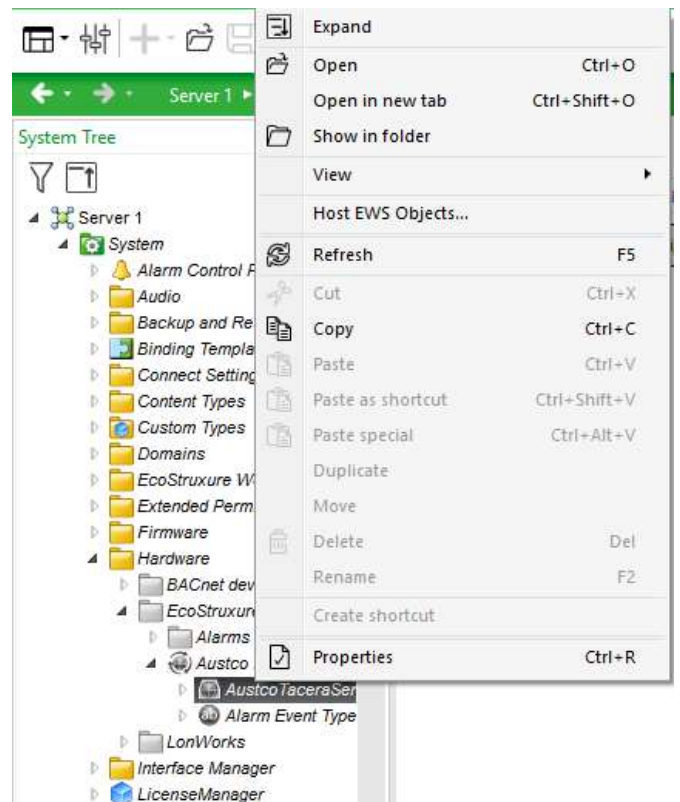
Host the EWS objects that are available from the Austco Tacera EWS Server, by performing the following procedure. The EcoStruxure Building Operation system will discover all objects available from said server and create an object in the EcoStruxure Building Operation database that can be used for programming, scheduling, or binding to graphics.

The following steps can be used to Host an EWS Interface

- Open the Enterprise Server
- Open the System folder
- Open the Hardware folder
- Open the EcoStruxure Web Services
- Open the Austco Tacera EWS Interface
- Right click on the Austco Tacera Server object
- Select Host EWS Objects
- Select the EWS Interface created in section 4.1
- A dialog may appear “Hosting EWS Objects”



- Upon completion of the Hosting process, close the System folder
- Open the Austco Tacera EWS Interface created in section 4.1
- The Austco Tacera objects will all be hosted
- *Note:* the option to host will not appear if objects are already hosted



You can now use these objects as any other Building Operations object to bind to a program or a graphic.

You may also delete any object from the Austco Tacera EWS Interface and do not have to worry, it will not delete the object from Austco Tacera, deleting the object just removes it from EcoStruxure Building Operations.

5. Troubleshooting

5.1. Smart Connector Log File

Smart Connector includes integrated logging into log files where both Smart Connector extensions and the Smart Connector framework can log any messages that may be useful. These log files can be found generally in the directory **C:\\ProgramData\\SmartConnector\\Logs** on the machine where Smart Connector is installed.

In general, if you are having problems with Smart Connector or the Austco Tacera Smart Connector extension, it may be necessary to increase the logging level, or enable additional logging filters.

- To adjust the logging level, visit the **Service Settings** page and edit the *Logging Level setting*.

Service Settings

Refresh Edit All

Changing the values on this page may cause unpredictable results including rendering this portal non-functional. Please consult your documentation before making changes here.

Name	Description	Value
Instance Name	Name of the service	SmartConnector
Logging Level	Application wide logging level	Trace
Password Age Limit	Maximum number of days before a password must be changed	60
Portal Address	Address of the SmartConnector Portal	http://127.0.0.1:8082
Processor Runtime Limit	The maximum allowed time (in seconds) a non-ILongRunningProcessor is given to complete before it is terminated as unresponsive	600
Worker Manager Sleep	Time in mSec which the worker manager will sleep while waiting for workers to complete or for new work to be available	5000
Worker Thread Count	Number of worker threads which are allocated to execute processes	5

- To adjust the logging filters, visit the **Logging Filters** page. The logging filters most likely to pertain to this solution is **Processor** and **Ews Consume**.

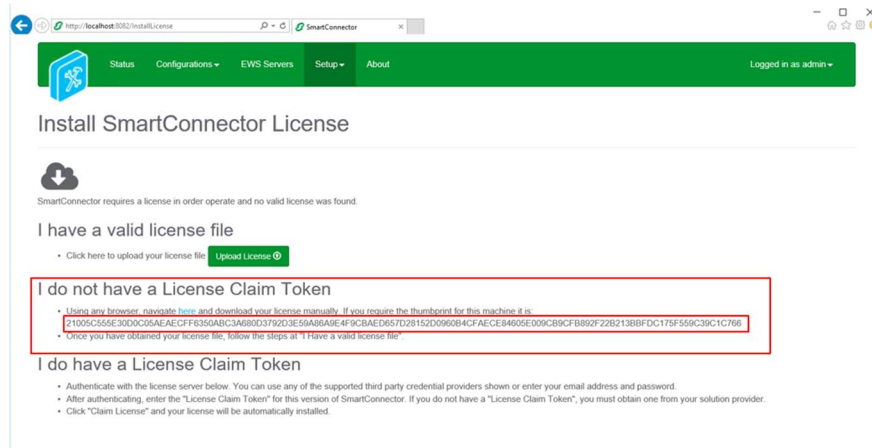
Logging Filters

Refresh Edit All Add Category All None

Category	Include in Logs
Api	False
Csp Client	False
Database	False
Ews Consume	True
Ews Serve	False
Licensing	False
Other	False
Portal	False
Processor	True
Reader	False
Rest Serve	False

5.2. Framework Licensing Error

If you navigate to the Smart Connector portal and see a page similar to the below screenshot. This means that either you have not yet got a license for your Smart Connector framework, or your current license is no longer valid.



If you have not yet got a license for your Smart Connector framework:

Follow the instructions in the section [Installing the Smart Connector Framework Runtime License](#)

If you have already got a license for your Smart Connector framework:

The Smart Connector framework license is bound to a machine thumbprint. This machine thumbprint is a key generated from multiple hardware components of your machine, including the current network adapter that was being used when the license was generated. If you have switched to a different network adapter (e.g. going from a hard-wired connect to a WIFI connection), then it is very likely this machine thumbprint has changed. Please follow the section [Installing the Smart Connector Framework Runtime License](#) using your new thumbprint.

5.3. Smart Connector Extension Licensing Error

If your Austco Tacera Smart Connector extension processors are not running, please verify that they contain a valid license by:

1. Navigate to the processors configuration page.
2. Click on the 'Validate' button
3. If the error displayed is "License not found." You will need to obtain a license for the extension.

If you have not yet got a license for your Austco Tacera Smart Connector extension

Follow the instructions in the section [Licensing the Austco Tacera Smart Connector Extension](#)

If you have already got a license for your Austco Tacera Smart Connector extension

The Austco Tacera Smart Connector extension license is bound to a machine thumbprint. This machine thumbprint is a key generated from multiple hardware components of your machine, including the current network adapter that was being used when the license was generated. If you have switched to a different network adapter (e.g. going from a hard-wired connection to a WIFI connection), then it is very

likely this machine thumbprint has changed. Please follow the section [Licensing the Austco Tacera Smart Connector Extension](#) using your new thumbprint.

5.4. SQL Authentication Errors

If Smart Connector cannot connect to its database, then the framework will fail to start. If you notice that the Smart Connector Server is not starting, or starting and instantly stopping, please review the Smart Connector logs for messages pertaining to SQL Authentication. If this is the case, you may need to make sure that your SQL Credentials are valid before starting the Smart Connector service.

5.5. Austco Tacera Communication Errors

If the Austco Tacera Smart Connector extension is unable to make a valid connection to the Austco Tacera web service, the Smart Connector log will display that this has occurred. If you are having problems where it seems you may not be getting the data that you expect, or no data at all. Please check the Smart Connector log for information about what may be going on.

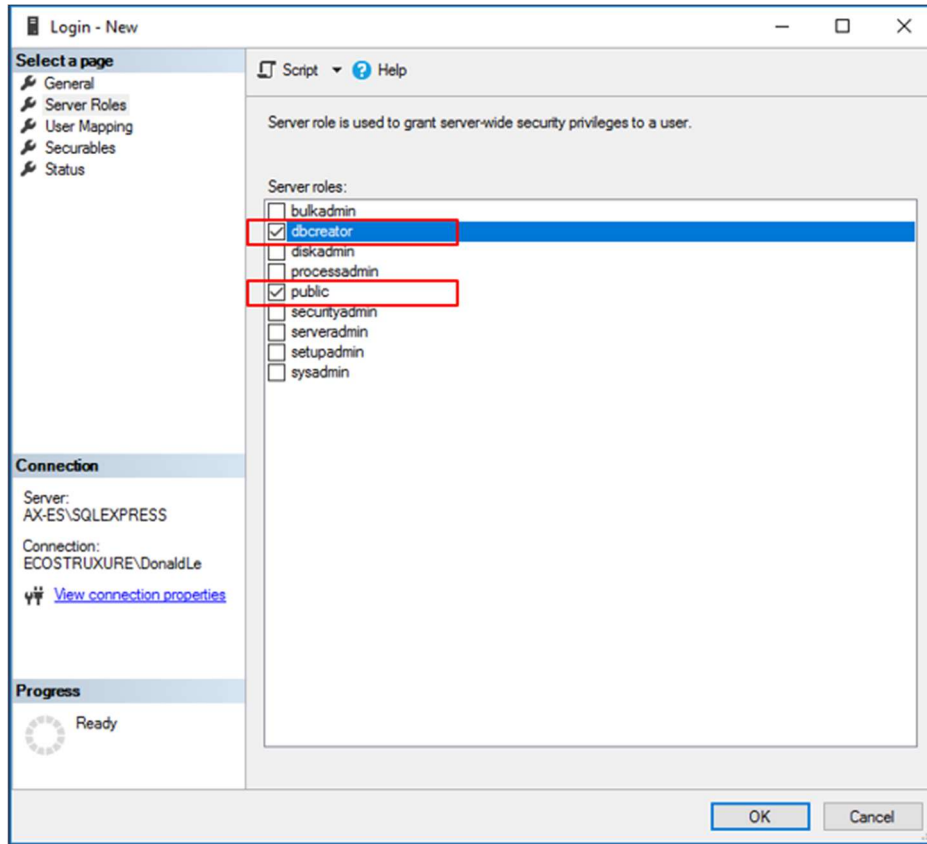
5.6. EWS Communication Errors

If EBO is unable to make a connection to the EWS server created by the Austco Tacera Smart Connector extension. First check the Smart Connector logs for any information, such as authentication or other errors. If no errors are shown in the log, check the following.

- The IP address/ hostname configured in EBO is valid for connecting to the EWS Server in Smart Connector
- The port configured in the EWS Server in Smart Connector is the same port in EBO
- The endpoint configured in the EWS Server in Smart Connector (everything after the port number e.g. <http://localhost:51337/EcoStruxure/DataExchange>) is the same as the endpoint in EBO.
- Firewall rules allow this connection to occur.

6. Appendix A - SQL User Roles Definition

The Windows user installing the Smart Connector Framework software must have 'dbcreator' and 'public' roles within SQL in order for Smart Connector Framework to install correctly. During the installation process of Smart Connector Framework the database tables' necessary for configuring the system will be created.



Note: If the logged in Windows User did not have the proper SQL user roles during the installation process, the DB tables will not be created. You will need to *uninstall* then *reinstall* Smart Connector Framework to create the tables, once the Windows User has proper SQL roles defined. An attempt to perform an installation selecting "Modify" or "Repair" will not create the default DB for Smart Connector Framework.

7. Appendix B – Hierarchy of points

EcoStruxure Building Operation will be able to host the following types of objects from the Austco Tacera Database. Each type of object will have a Name of the object, a description of the object, an indication whether the value is able to be read or written and finally a comment column indicating the values expected values that the object might contain.

Users can also host the Alarm Items for the object which enables the user to customize the view of the alarm in EcoStruxure Building Operation.

7.1. Folder Structure

The folder structure of the Austco Tacera EWS Server, will follow that of the hierarchy of the Austo Tacera system exactly. For example, If there is a call-point called Nurse Call at the location of MyHospital.12th Floor.Room 101). Then in Ecostruxure Building Operation you would see the following:



Within this you will see the following structure:

Type	Name (In Sample)	Description	Read/Write
Container Item	My Hospital	Top Level of Austco Tacera Site	N/A
Container Item	12 th Floor	Floor/ Area level Folder	N/A
Container Item	Room 101	Room Level Folder	N/A
Alarm Item	Nurse Call	Alarm Item for the call point. Used to customized the view of the alarm in EBO.	N/A
Value Item	Nurse Call Activation	When set to true activates the 'Nurse Call' call point	Read/Write
Value Item	Nurse Call Cancellation	When set to true, cancels the 'Nurse Call' call point	Read/Write

For every call point in the Austco Tacera system that has been activated and received by the Austo Tacera Smart Connector extension, you will see the same structure as above. There will always be an Alarm Item, an Activation variable, and a Cancellation variable.