

ToolsTalk2

Software

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Valid for Version No. 2.3, 2.4, 2.5, 2.6, 2.7, 2.8,
2.9, 2.11 and 2.12

Installation and Upgrade Manual

Installation manual for ToolsTalk 2 software version 2.12 and
previous versions.



WARNING

Read all safety warnings and instructions

Failure to follow the safety warnings and instructions may result in electric shock, fire and/or serious injury.

Save all warnings and instructions for future reference

Atlas Copco

Table of Contents

| | |
|--|-----------|
| General Data Protection Regulation (GDPR) | 3 |
| Liability | 4 |
| Introduction | 5 |
| About the manual..... | 5 |
| Target group | 5 |
| Conventions..... | 5 |
| Installation restrictions | 6 |
| Compatibility matrix | 6 |
| Before installing or upgrading | 6 |
| Database prerequisites..... | 7 |
| Computer prerequisites | 7 |
| License prerequisites..... | 8 |
| Software installation | 9 |
| System overview..... | 9 |
| Additional functionality | 9 |
| Configuration options..... | 10 |
| Installing the server application | 10 |
| Installing the client application | 12 |
| Station setup connection | 13 |
| Installing the station setup application | 13 |
| Installing ToolsTalk 2 client by using ClickOnce | 14 |
| SoftPLC installation | 15 |
| Uninstalling software..... | 15 |
| Test and Validate the installation | 16 |
| Validating Windows system services..... | 16 |
| Validating the Client-Server installation | 16 |
| Validating the Station Setup installation | 16 |
| Troubleshooting | 18 |
| Troubleshooting during installation | 18 |
| Troubleshooting during startup | 18 |
| System information | 19 |

General Data Protection Regulation (GDPR)

This product offers the possibility to process personal identifiable information such as system user name, role and IP-address. The purpose of this processing capability could be to enhance quality control through traceability and proper access management.

If you decide to process personal data you need to be aware of and comply with relevant personal data protection rules, including, in the EU the GDPR as well as other applicable laws, directives and regulations. Atlas Copco can in no way be held liable for any use made by you of the product.

Liability

Many events in the operating environment may affect the tightening process and shall require a validation of results. In compliance with applicable standards and/or regulations, we hereby require you to check the installed torque and rotational direction after any event that can influence the tightening result. Examples of such events include but are not limited to:

- initial installation of the tooling system
- change of part batch, bolt, screw batch, tool, software, configuration or environment
- change of air- or electrical connections
- change in line ergonomics, process, quality procedures or practices
- changing of operator
- any other change that influences the result of the tightening process

The check should:

- Ensure that the joint conditions have not changed due to events of influence.
- Be done after initial installation, maintenance or repair of the equipment.
- Occur at least once per shift or at another suitable frequency.

Introduction

About the manual

The installation manual is divided into the following sections:

| | |
|---------------------------|---|
| Introduction | Explains the structure of the manual and the conventions used to explain the configuration. |
| Installation restrictions | Explains preparations and prerequisites before the application software can be installed. |
| Installation overview | Explains the system, system components, architecture and the user interface. |
| Hardware installation | Describes the hardware installation steps. |
| Software installation | Describes the software installation steps. |
| Test and validation | Starting the application and testing that it works as intended and communicates as is expected. |
| Troubleshooting | Explains some of the things that can go wrong and how to fix them. |

Configuration manual

Target group

This user guide is intended for personnel installing the ToolsTalk 2 application software.

Conventions

To enhance user understanding, certain formatting conventions are used throughout this document. The formatting conventions used are listed in the table below.

| Element | Description | Notation (formatting) |
|---|--|------------------------|
| General emphasis | To make certain text elements stand out, or to highlight | Bold |
| File names | Files either exported to or imported into the system | <i>file_name</i> |
| GUI items (command buttons, icon names, field names etc.) | Any reference to items found on screen in the GUI | Button name |
| Variable and parameter names | Variable and parameter names (not values) | <i>Parameter_name</i> |
| Variable and parameter values | Variable and parameter values | PARAMETER_VALUE |
| User input | Any text input by the user | User input |
| System output | Any text output by the system | <i>System output</i> |
| Internal links | Links to other parts within this document | Target group |

Manual conventions

Installation restrictions

Compatibility matrix

| ToolsTalk2 | PF6 FlexSystem | PF6000 |
|------------|----------------|--------|
| 2.3 | N/A | 2.3 |
| 2.4 | N/A | 2.4 |
| 2.5 | 1.2 | 2.4 |
| 2.6 | 1.2 | 2.5 |
| 2.7 | 1.3 | 2.6 |
| 2.7.1 | 1.3.1 | 2.6 |
| 2.8 | 1.3.1 | 2.7 |
| 2.9 | 2.0 | 2.7 |
| 2.11 | 2.1 | 2.8 |
| 2.12 | 3.0 | 3.0 |

Before installing or upgrading

It is not possible to have both a station setup and a client-server installation on the same computer. Make sure to clear the computer from the components of the unwanted installation. See **Uninstalling** for more information.

Server installation

 The SQL database, the ToolsTalk 2 server application and the ToolsTalk 2 client application may all be installed on the same computer.

Before starting the installation, make sure the following is available:

- Administrator rights to the computer upon which the server application is to be installed.
- Administrator rights to the computer upon which the client application is to be installed.
- Computers and programs according to the listed prerequisites.
- A completed installation of the 64-bit SQL database according to the listed prerequisites.
- An executable file for the server application.
- An executable file for the client application.

Station setup

Before starting the installation, make sure the following is available:

- Administrator rights to the computer upon which the application is to be installed.
- Computers and programs according to the listed prerequisites.
- An executable file for the Station Setup application.

Before upgrading from Station Setup 2.9 to 2.11 or later versions, make the following changes to the file **ToolsTalk.Server.Snapshotter.exe.config**

1. Change tag <connectionStrings> with the below string.

```
<connectionStrings>
<clear />
<add name="EventStore" connectionString="DataSource=ToolsTalkDb.sqlite;Version=3;BinaryGUID=False;" />
</connectionStrings>
```

2. Add the two below keys within the tag <appSettings>.

```
<appSettings>
[... ]
<add key="MaxMinutesControllerStuckInHubBeforeReconnect" value="2" />
<add key="IsProduction" value="true" />
</appSettings>
```

See also

- Uninstalling software [15]

Database prerequisites

All controller data and configurations are stored in the database catalog. The database is a standard 64-bit SQL database.

-  The installation of an SQL database is not described in this document. It is recommended to follow a standard installation. Many examples of this can be found on the Internet.
 - The SQL database may be located on the same server as the ToolsTalk 2 application, but may also be located elsewhere in the network.
 - The database catalog is given a unique name during the installation process.
 - If the database is located elsewhere, no firewall is allowed between the database and the ToolsTalk 2 application.
 - The IP address of the computer that hosts the ToolsTalk 2 must be known, regardless of the installation. This IP address must be entered into every controller that is connected to ToolsTalk 2.
 - The server address that hosts the ToolsTalk 2 application must be known by the client PC if a remote connection is being used.

Mandatory when installing the SQL database

- 64-bit SQL.
- Select both SQL server authentication and windows authentication.

Recommended when installing the SQL database

- Include the management studio in the installation.
- Enable the **default instances**.

Computer prerequisites

The ToolsTalk 2 ecosystem requires the following functions to be in place:

-  64-bit is required for client, server, station setup and ClickOnce.

| Area | Category | Minimum Requirement | ToolsTalk 2 Release Version | Comments |
|------------------------------|----------------|--|-----------------------------|---|
| Server requirements software | Database | SQL Server 2008 R2, or later version Alternatively use a smaller express version SQL express 2008 R2, or later version | | The database can be located locally on the same machine or installed on a remote database server. |
| | Java | Version 8 or later | ≥2.3 | 64-bit version |
| | .NET Framework | Version 4.6 Version 4.6.2 | 2.3 - 2.4 ≥2.5 | |

| Area | Category | Minimum Requirement | ToolsTalk 2 Release Version | Comments |
|------------------------------|------------------|---|-----------------------------|--|
| Server hardware requirements | Processor | Dual Core 2.70 GHz Intel Xenon or higher | | This specification is only meant to give a indication of the performance needed. |
| | Memory (RAM) | 4 GB | | This specification is only meant to give a indication of the performance needed. |
| | Disk space | 50 GB | | The database will grow over time. Configurations and configuration changes are stored to the database. More controllers will also add more info to the database. |
| PC client requirements | Disk speed | 5400 rpm or higher | | |
| | Operating system | Windows 7 or higher | | |
| User rights | .NET Framework | Version 4.6 | 2.3-2.4 | |
| | | Version 4.6.2 | ≥2.5 | |
| User rights | Database access | System administrator access or similar | | Users performing the installation must also have user rights to create users in the database. |
| | Windows access | Administrator account | | Needed in order to install the application and its dependencies. |

Computer requirements

License prerequisites

An Atlas Copco license server is needed when the **Functional Management System** (FMS) is being used for licensed **Feature items**.

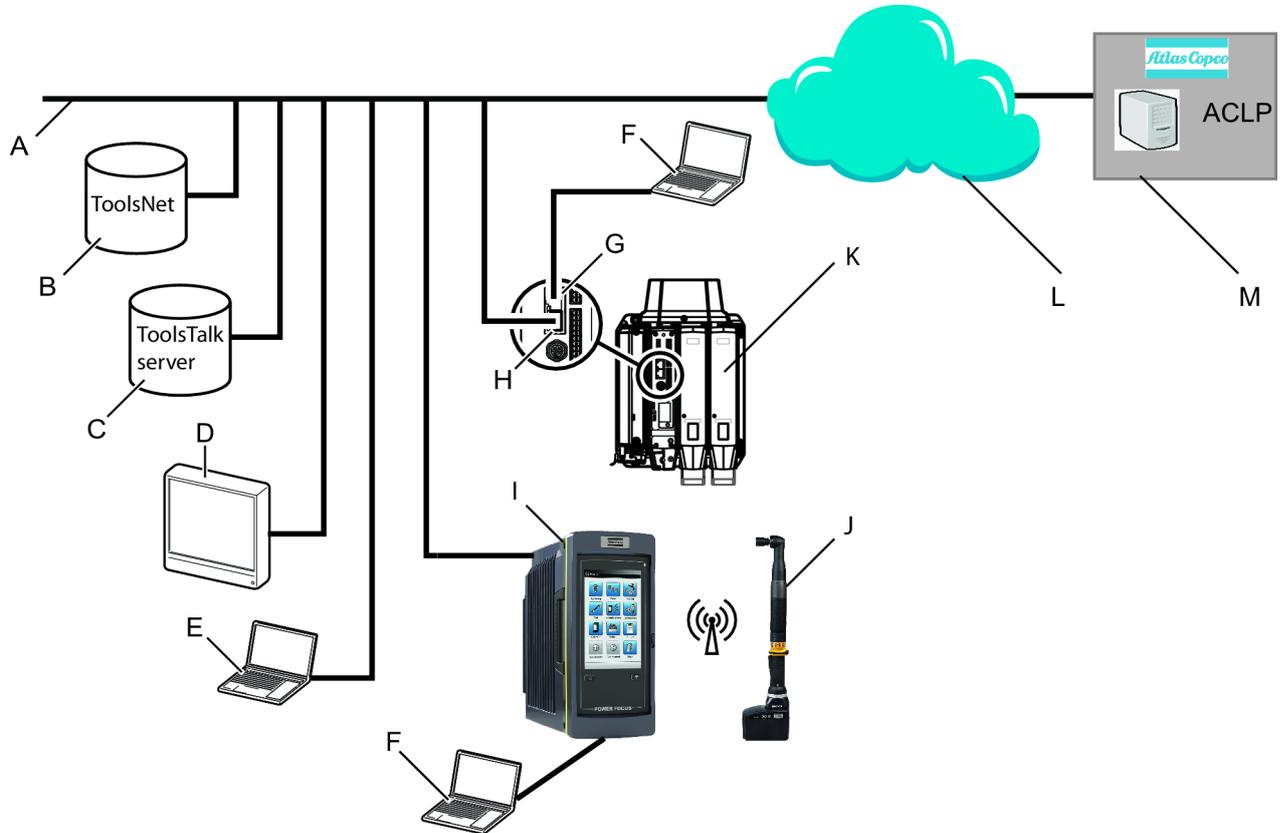
The license server is included in the server installation file. For correct installation the **JAVA_HOME** system variable must have a correct path and point at the 64-bit Java installation.

-  The FMS can only be used in a client-server installation and is not applicable in a Station Setup installation.

Software installation

System overview

A manufacturing system may consist of the functional blocks in the figure:



| | | | |
|---|--|---|--|
| A | Factory network. | H | Controller factory port: connected to the factory network. |
| B | ToolsNet server: for storing tightening results and for statistical analysis. | I | Power Focus 6000 controller: used with handheld tools. |
| C | ToolsTalk 2 server: for configuration and parameter settings for controllers. | J | Handheld battery tool: uses a wireless connection to the controller. |
| D | Industrial PC (IPC): can be used as client terminal to the ToolsTalk 2 and ToolsNet servers. | K | PF6 Flex controller: used with fixtured tools. |
| E | Portable computer connected to the factory network: can be used as client terminal to the ToolsTalk 2 and ToolsNet servers. | L | The internet cloud. |
| F | Service computer: can be connected to the service port of a controller. | M | Atlas Copco Licensing Portal (ACLP): located at Atlas Copco and provides support to licensed functionality in the Functional Management System (FMS). |
| G | Controller service port: can be used to connect a service computer. | | |

Additional functionality

In addition to the functional blocks shown in the figure, the system also supports the following features:

- **STwrench:** A battery powered torque wrench that has a wireless connection to a controller. It can be configured from ToolsTalk 2. It can report results to ToolsTalk 2, ToolsNet or through a fieldbus connection.
- **Fieldbus connection:** Industry standard communication from controllers to a factory management system (PLC). Is used for identification of work object and task to be performed. Is used to report tightening results. Can use the factory network or separate network connections.
- **Open protocol connection:** Industry standard communication from controllers to a factory management system.

Configuration options

The configuration and setting up of a controller can be done in the following ways:

- **Controller GUI:** This is applicable to Power Focus 6000 controllers which have a touchscreen. A controller can be configured regardless whether it is connected to the network or not.
- **Web GUI:** If the controller is connected to the network and its IP address is known, it can be accessed from a computer anywhere on the network. One controller at a time can be accessed. For a Power Focus 6000, the web-GUI has the same icons as the controller GUI. For a FlexController, the icons are slightly different.
- **Web GUI:** A PC can be directly connected to the controller service port. For a Power Focus 6000, the web-GUI has the same icons as the controller GUI. For a FlexController, the icons are slightly different.
- **ToolsTalk 2 GUI:** If the controller is connected to a ToolsTalk 2 server, a ToolsTalk 2 client (PC) can access all connected controllers through the ToolsTalk 2 GUI. Both Power Focus 6000 controllers and FlexControllers can be accessed. The GUI uses a full PC screen and has different partitioning and a different icon, but provides the same functionality.
- **ToolsTalk 2 GUI in Station Setup mode:** Provides a ToolsTalk 2 interface on a PC without a server installation. The PC is connected to the controller service port and provides access to one controller at a time.

Installing the server application

Before you begin with the ToolsTalk 2 server installation, make sure all the requirements are met as described in section **Before installing**.

1. Place the executable file **ToolsTalkServer<xxx>.exe** in a desired folder on your computer. The **<xxx>** represents the version of the file.
2. Double-click on the executable file.

If an error occurs during installation, a step is unclear, or a parameter name or value is unclear, look for more information in the **Troubleshooting** section.

| Screen | Parameters |
|--|--|
| Welcome to the InstallShield Wizard | Click Next |
| License agreement | Shown if it is a new client installation. Accept the license agreement. Click Next |
| Destination folder | Shown if it is a new client installation. A default folder is provided for the program installation. This folder destination may be changed if needed.  The folder destination must not be changed during a ToolsTalk 2 upgrade. Click Next |

| Screen | Parameters |
|--|--|
| <p>Controller backup folder (Valid only for v2.11)</p> | <p>Shown if it is a new client installation.</p> <p>A default folder is provided for the controller backup. This folder destination may be changed if needed.</p> <p> The folder destination must not be changed during a ToolsTalk 2 upgrade.</p> <p>Click Next</p> |
| <p>Program maintenance (Valid only for v2.3 - v2.9)</p> | <p>Shown if the server application is already installed. Select one option:</p> <p>Modify Repair Remove</p> <p>Click Next</p> |
| <p>Database server Determines how the ToolsTalk 2 server application connects to the SQL database.</p> | <p>Select the database server from the drop-down menu (recommendation is to use local), or browse to another server.</p> <p>Select authentication method by selecting one of the radio buttons (recommendation is to use Windows).</p> <p>If the server authentication is used, enter the Login ID and password for a system administrator on the server, or the account used when the SQL server was created.</p> <p>Create a database catalog for the ToolsTalk 2 application (recommendation is to use the default name <i>ToolsTalkEventStore</i>).</p> <p> The database catalog must not be changed during a ToolsTalk 2 upgrade.</p> <p>Click on the Test DB connection button to verify that the ToolsTalk 2 application connects with the SQL database.</p> <p>Click Next</p> |
| <p>Application settings Determines how the user or client connects to the ToolsTalk 2 server application.</p> | <p>Select authentication method by selecting one of the radio buttons.</p> <p>If Windows accounts are used the Active Directory group needs to be entered.</p> <p>Set the hub port value, default is set to 4551.</p> <p> The setting must be the same on the server and in the controller configuration.</p> <p>Set the WebApi port value, default is set to 9101.</p> <p> The setting must be the same on the server and client installation.</p> <p>If the computer name of the server cannot be reached through a URL, check the Convert ServiceURL to IP Address box.</p> <p>Click Next</p> |
| <p>Ready to install the program</p> | <p>Click Install</p> |
| <p>InstallShield Wizard completed</p> | <p>Click Finish</p> |

 If the SQL database server is installed on the same machine as the ToolsTalk 2 server application, select **(local)** in the **Database server** window.

 If **No security** is used, any user in the domain can change a configuration parameter without identification.

If Windows accounts are used, changes made to configuration parameters are saved together with timestamp and identified user account.

For a simple installation, where all modules (SQL database, server application and client application) are installed on the same computer, the **No security** option may be used. This is a normal setup for a service engineering laptop computer.

See also

 Troubleshooting [18]

Installing the client application

Before you begin with the ToolsTalk 2 client installation, make sure all the requirements are met as described in section **Before installing**.

1. Place the executable file **ToolsTalkClient<xxx>.exe** in the destination folder on your computer. The **<xxx>** represents the version of the file.
2. Double-click on the executable file.

If an error occurs during installation, a step is unclear, or a parameter name or value is unclear, look for more information in the **Troubleshooting** section.

| Screen | Parameters |
|--|---|
| Welcome to the InstallShield Wizard | Click Next |
| License Agreement | Shown if it is a new client installation. Accept the license agreement. Click Next |
| Customer information | Shown if it is a new client installation. Enter a <i>User Name</i> and an <i>Organization</i> . Click Next |
| Destination Folder | Shown if it is a new client installation. A default folder is provided for the program installation, but may be changed.  The folder destination must not be changed during a ToolsTalk 2 upgrade. Click Next |
| Program maintenance | Shown if the client is already installed. Select one option: Modify Repair Remove Click Next |
| Application settings Determines how the user or client connects to the ToolsTalk 2 server application. | Select authentication method by selecting one of the radio buttons. Select No security as authentication method. The <i>ToolsTalk Server</i> is the computer name on which the server and database are located. Set the <i>Web Application Port</i> value, default is set to 9101.  The setting must be the same in both the server and client installation. Click Next |
| Ready to Install or Modify the program | Click Install |
| InstallShield Wizard Completed | Click Finish |

 If **No security** is used, any user in the domain can change a configuration parameter without identification.

If Windows accounts are used, changes made to configuration parameters are saved together with timestamp and identified user account.

For a simple installation, where all modules (SQL database, server application and client application) are installed on the same computer, the **No security** option may be used. This is a normal setup for a service engineering laptop computer.

See also

 Troubleshooting [18]

Station setup connection

A computer with a station setup of ToolsTalk 2 can be connected to a controller through the network or directly to the service port.

Network connection

The ToolsTalk 2 server connection address in the controller must be directed to this computer. This is done via the controller GUI or the web GUI.

Only one controller at a time can be connected to a computer with a ToolsTalk 2 station setup. If an online controller is connected to the ToolsTalk 2 station setup computer, subsequent connection attempts from other controllers will be ignored.

Service port connection

This is the most likely connection when an Atlas Copco - or external - service technician visits a factory and is not allowed to connect an external computer to the factory network.

If a computer is connected to the service port of the controller, the controller acts as a DHCP server and provides an IP address to the computer. This address must be entered in the controller *server connection* address field for the ToolsTalk 2 connection.

Installing the station setup application

| Module | Function |
|--------------------|--|
| Server application | The ToolsTalk 2 collects and stores all configuration parameters from all connected controllers. It stores and displays tightening results and events from connected controllers. |
| Client application | The client application is the user interface that can run on any computer on the network and that is in connection with the server application. Controller configurations can be modified from this remote position. |
| Database | An SQL database that is used for storing all the configurations, parameters and results. |

The Station Setup mode is a subset of the full operation described above. The server application and the client application are combined and the database is omitted. The condensed Station Setup installation has full controller configuration functionality, but also some limitations:

- The entire installation has a smaller footprint and is installed on a portable computer.
- An SQL database is not needed.
- Only one physical controller can be managed at a time.
- The computer is connected to the service port of the controller to avoid interruption of normal activity.

Applications

The typical application for this mode of operation can be the following:

- A small installation with few controllers when the ToolsTalk 2 functionality is desired but may not have a business justification.

- Atlas Copco service personnel can access a controller using ToolsTalk 2 without connecting to the customer network but instead using the service port of the controller.
- Offline configuration of controllers using the controller library features. The configuration file can later be transferred to a real controller for verification.
- An easy export of a controller configuration that is very helpful in debugging tasks.

Before you begin with the ToolsTalk 2 Station Setup installation, make sure all the requirements are met as described in section **Before installing**.

1. Place the executable file **ToolsTalkStationSetup<xxx>.exe** in a folder on your computer. The **<xxx>** represents the version of the file.
2. Double-click on the executable file.

If an error occurs during installation, a step is unclear, or a parameter name or value is unclear, look for more information in the Troubleshooting section.

| Screen | Parameters |
|---|---|
| Welcome to the InstallShield Wizard | Click Next . |
| License Agreement | Shown if it is a new Station Setup installation. Accept the license agreement. Click Next . |
| Customer information | Shown if it is a new Station Setup installation. Enter a <i>User Name</i> and an <i>Organization</i> . Click Next . |
| Destination Folder | Shown if it is a new Station Setup installation. A default folder is provided for the program installation, but may be changed.  The folder destination must not be changed during a Tool-talk upgrade. Click Next . |
| Program maintenance | Shown if the Station Setup is already installed. Select one option: Modify Repair Remove Click Next . |
| Application settings | Set the <i>Web Application Port</i> value, default is set to 9101. Set the username to <i>ToolsTalkOfflineUser</i> . Click Next . |
| Ready to Install or Modify the program | Click Install . |
| InstallShield Wizard Completed | Click Finish . |

See also

-  Troubleshooting [18]

Installing ToolsTalk 2 client by using ClickOnce

Before you begin with the ToolsTalk 2 client installation, make sure all the requirements are met as described in section **Before installing**.

1. Browse to the server, via web browser, by using the link:

<http://<FULL COMPUTER NAME>:<PORT NUMBER>/deploym>

http://<FULL COMPUTER NAME>:<PORT NUMBER>/deployment/ToolsTalk.Client.WPF.Desktop.application

Replace <FULL COMPUTER NAME> and <PORT NUMBER>.



Make sure that the **<FULL COMPUTER NAME>** is exactly the same as on which the server and database are located.

2. Save the executable file **ToolsTalk.Client.WPF.Desktop.application** on your computer.
3. Double-click on the executable file, or select **Open** if prompted.
4. ToolsTalk 2 client opens with the latest version installed.



The ToolsTalk 2 client will always open with the latest server version by using ClickOnce.

SoftPLC installation

Installation must be done on the same computer as where the ToolsTalk 2 client is installed.

1. Insert a USB device or similar, containing the **MultiProg551_Atlas_Installation**.
2. Double-click on **Installation.bat** in MultiProg551_Atlas_Installation, the installation starts.
3. Open the ToolsTalk client when the installation is completed (no restart required).
4. In the ToolsTalk 2 client go to **Fieldbus & SoftPLC**  tab, choose the **SoftPLC** configuration section. In the **General SoftPLC Settings** set **SoftPLC** to **On**.

Uninstalling software

Each one of the modules (client, server, Station Setup) can be removed or uninstalled in two different ways

- Using the windows control panel / Programs and features to select and uninstall the desired programs and modules.
 - Use the same InstallShield that was used to install the program.
1. Locate the executable file that was used to install the module.
 2. Double click on the executable file.

| Screen | Parameters |
|--|--|
| Welcome to the InstallShield Wizard | Click Next |
| Program maintenance | Select the Remove radio button Click Next |
| Remove the Program | Click Remove |
| InstallShield Wizard Completed | Click Finish |

For some modules it may be necessary to restart the computer for the changes to take effect.

Test and Validate the installation

Validating Windows system services

To verify that background programs and services have started correctly, perform the following check:

1. Click the Windows start icon.
2. Type **services** in the *Search programs and files* entry box, and click on return.
The **services** pop-up window opens.
3. Scroll down and verify that the **Atlas Copco Industrial Technique Host for ToolsTalk** has started.
This indicates that the ToolsTalk 2 server application is running.
4. Scroll down and verify that the **FlexNet License server - acopco** has started.
This indicates that the license server application for the functional management system is running.

Validating the Client-Server installation

After successful installation of the client-server version of the ToolsTalk 2 application, a Power Focus 6000 controller is needed for a complete system test.

- The server computer must be connected to the network.
 - The client computer must be connected to the network.
 - The controller must be connected to the network and configured to communicate with the server computer.
-  The server and client may be installed on the same computer.
- For configuration and starting the controller please refer to the Power Focus 6000 controller configuration guide.
 - For configuration, starting and navigating in the ToolsTalk 2 GUI, please refer to the ToolsTalk 2 configuration guide.

If the ToolsTalk 2 client is installed, the application can be started in the following way:

Click the windows **Start** menu, open the **All programs** folder.

Scroll down and open the **Atlas Copco Tools AB** folder. Click on the ToolsTalk 2 icon  to launch the application.

The **Getting started** section in the ToolsTalk 2 configuration manual describes the windows and the window navigation.

Validating the Station Setup installation

If the ToolsTalk 2 Station Setup is installed, the application can be started in the following way:

Click the windows **Start** menu, open the **All programs** folder.

Scroll down and open the **Atlas Copco Tools AB** folder. Click on the ToolsTalk 2 icon  to launch the application.

-  The ToolsTalk 2 Station Setup application cannot execute if a ToolsTalk 2 client application or a ToolsTalk 2 server application is installed. They can easily be removed by executing their respective installation programs and choose the *Remove* option in the **Program maintenance** window.

The **Getting started** section in the ToolsTalk 2 configuration manual describes the windows and the window navigation.

-  The GUI for a ToolsTalk 2 Station Setup application is slightly different if there is no controller connected. Please refer to the information under the library  icon and the controller library  icon in the configuration manual.

Troubleshooting

Troubleshooting during installation

The ToolsTalk 2 Station Setup installation has no known issues.

The ToolsTalk 2 client installation has no known issues.

 Restart the **ToolsTalk Industrial Technique Host service** after upgrading ToolsTalk 2.

| Error | Solution |
|--|--|
| Error code 1920 Failed to start. Verify you have correct permission | Database authentication error. For the SQL database mixed mode authentication must be configured. Use the SQL management studio to correct the authentication. A restart of the computer is most likely needed before another installation attempt can be made. |

The InstallShield Wizard detects if installations have already been made, when using an installation file. If older installations are present on the computer, they may not be detected.

It is therefore recommended to remove old instances of the program and of the database catalog before starting a new installation.

Troubleshooting during startup

| Error | Solution |
|--|---|
| Application starts, but the desired controller is not seen. | Controller network connection is not correct. Make sure the controller is connected correctly to the factory network. Applicable if a network connection is used. |
| Application starts, but the desired controller is not seen. | Controller configuration to the ToolsTalk 2 is not correct. Make sure the server connections in the controller configuration point to the correct ToolsTalk 2 server. |
| Error message "Network connection lost or server unavailable" displayed when the ToolsTalk 2 is started. | The client application is not connected properly to the server application. Check that the server application has started. The application should start automatically. If this does not happen then a solution can be to remove the application (uninstallation) and reinstall the application. |

See also

 System information [19]

System information

| Issue | Solution |
|--|---|
| Installation files | C:\Program Files (x86)\Atlas Copco\ToolsTalk Client C:\Program Files (x86)\Atlas Copco\ToolsTalk Server C:\Program Files (x86)\Atlas Copco\ToolsTalk Station Setup |
| Log file from the installation | In each installation folder is a log file named log.txt . |
| Computer IP address | Information needed for the controller configuration. Click the Windows start menu. Type cmd in the box in the bottom of the window and hit <return> . The administrator window opens. type ipconfig and hit <return> . The IP address of the computer is displayed. |
| Computer name | Information needed for the client installation to point to correct server installation. Click the Windows start menu. Type or system information in the box in the bottom of the window and hit <return> . The system information window opens. The system name parameter is needed in the client installation to point to the location of the server. |
| Deleting database catalog | Start the management studio of the selected SQL server. Select the desired database catalog. The default name is ToolsTalkEventStore. Right-click and select Delete . Mark the check box Delete backup and Mark the check box Close existing Click OK . |
| Check and modify database authentication | Start the management studio of the selected SQL server. Select the desired server. Right-click and select Properties . Select Security page. In the server authentication field, mark the radio button labeled <i>SQL server and windows authentication</i> . |

| Issue | Solution |
|---|---|
| <p>Installation of the Functionality Management System (FMS)</p> | <p>Only applicable in a client-server installation.</p> <p>The FMS installation is part of the InstallShield Wizard and runs automatically. For correct installation the system variable JAVA_HOME must have a correct value.</p> <p>Click the Windows start menu.</p> <p>Type System variables in the box in the bottom of the window. Several options are shown. Select Edit the system environmental variables. The system properties pop-up window opens.</p> <p>Click on the Environment variables command button.</p> <p>Scroll down in the System variables window and search for the variable JAVA_HOME.</p> <p>If the variable is present, the value is the path to the 64-bit Java installation.</p> <p>If the variable is not present, click the New command button. A New system variable pop-up window opens.</p> <p>The <i>variable name</i> must be set to JAVA_HOME.</p> <p>The <i>variable value</i> must be set to the installation directory, i.e. C:\PROGRAM FILES\JAVA\JRE1.8.0_131. Do not include the BIN folder.</p> |
| <p>Check if the installation of the Functionality Management System (FMS) is correct.</p> | <p>Click the Windows start menu.</p> <p>Type Services in the box in the bottom of the window. Several options are shown. Select Services. The system properties pop-up window opens.</p> <p>Scroll down in the list and search for FlexNet License Server -acopco.</p> <p>If the <i>Status</i> indicates Started, the FMS is installed and is running.</p> |
| <p>Check if the ToolsTalk 2 server is installed and is running</p> | <p>Click the Windows start menu.</p> <p>Type Services in the box in the bottom of the window. Several options are shown. Select Services. The system properties pop-up window opens.</p> <p>Scroll down in the list and search for Atlas Copco Industrial Technique Host for ToolsTalk.</p> <p>If the <i>Status</i> indicates Started, the server is installed and is running.</p> |

Original instructions



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