

## Progressive DNC Helpful IT Pointers

1. Java version on Progressive DNC server MUST be Java 8u92 ONLY
  - a. **Any update to Java will break the software!!**
    - i. **Make sure Automatic Updates is turned off in Control Panel -> Java**
2. Apache Tomcat MUST be started in order to access the web interface
  - a. If getting a max user session error upon login, restarting Apache Tomcat will fix this issue
  - b. Apache Tomcat service should be set to Automatic upon startup
3. Installing Antivirus of any kind can interfere with the performance of PDNC, resulting in unexpected downtime if installed.
4. Closing of specific network ports (can provide a comprehensive list of ports) will result in PDNC breaking
  - a. **If you must close a port, make sure it is one that Progressive DNC is not using**
5. If your Progressive DNC is already functioning, then steps 3 and 4 should be good to go already and would only become an issue if a change is made to the existing, functioning environment.
6. With Progressive DNC, there are two separate databases with different functions:
  - a. **MSSQL** – This database handles everything regarding machine information and is the database that Progressive DNC pulls from. It is named “DncProPrd” by default however the name may vary if dictated otherwise.
    - i. The default user for this database is named **cimuser** unless stated otherwise. This is the owner of the database as well as a system admin in SQL. Do not adjust these settings.
  - b. **PostgreSQL** – This database is what the backend application, Thingworx, uses. Backend objects and connections that make Progressive DNC function are housed in this database. From a customer standpoint, this database carries little relevancy and should not be adjusted.
    - i. This database is *always* local on the Progressive DNC server
7. The **postgresql** service should always be started on the Progressive DNC server
8. The **SQL Server** service should always be started on the server that SQL is installed on
  - a. Easiest to do within SQL Server Configuration Manager or services

9. On the Progressive DNC server, the **BTS.ProgressiveDNC.Service.exe** service is what allows the machines to communicate with the software.
  - a. **In other words, if this service is off, all production will be DOWN.**
  - b. This service should be running at all times unless to restart the server or for planned maintenance.
  - c. If experiencing an issue where all machines are down, it is best to restart this service as a first step of troubleshooting
  - d. Generally, restarting this service is the first step to troubleshooting any sort of inconsistencies regarding machine connection / ability to upload/download on a machine that was already tested to work

### **Quick Recap**

1. There are 4 services that should be running at all times:
  - a. BTS.ProgressiveDNC.Service.exe (on Progressive DNC server)
  - b. Apache Tomcat (On Progressive DNC server)
  - c. Postgresql Service (On progressive DNC Server)
  - d. SQL Server Service (On Server SQL is installed on)
2. There are two databases being used however all pertinent information is housed in the MSSQL database.
3. Installing antivirus and/or changing network port accessibility will affect Progressive DNC's ability to function properly.