Siemens Documentation Server Installation Guide for Windows

Software Version Siemens Documentation Server 3.1

SIEMENS

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Siemens Digital Industries Software is a global leader in the growing field of product lifecycle management (PLM), manufacturing operations management (MOM), and electronic design automation (EDA) software, hardware, and services. Siemens works with more than 100,000 customers, leading the digitalization of their planning and manufacturing processes. At Siemens Digital Industries Software, we blur the boundaries between industry domains by integrating the virtual and physical, hardware and software, design and manufacturing worlds. With the rapid pace of innovation, digitalization is no longer tomorrow’s idea. We take what the future promises tomorrow and make it real for our customers today. Where today meets tomorrow. Our culture encourages creativity, welcomes fresh thinking and focuses on growth, so our people, our business, and our customers can achieve their full potential.

Support Center: **https://support.sw.siemens.com**

Send Feedback on Documentation: **https://support.sw.siemens.com/doc_feedback_form**

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1. Conventions

Conventions

All references to "Windows" in this manual refer to 64-bit versions of Windows 11 or Windows Server 2019.

Windows menu items and commands appear in **bold letters** or courier font.

An arrow (**→**) is used to represent submenus on Windows machines, for example, **Start→All apps→Launch Help Server**. If you do not have the Symbol font installed, or if you browse this document on a non-Windows computer, you may see the registered trademark symbol (®) in place of the arrows.

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2. Hardware and Software requirements

Siemens Documentation Server does not require a high-end server configuration hardware. However, if you intend to deploy a single instance of the Siemens Documentation Server accessed on Intranet by a large number of users, you must deploy it on a computer with better processor and RAM configuration.

Hardware requirements

Following is a list of hardware requirements:

- **Processor**

  A modern processor with multiple cores is recommended. The Siemens Documentation Server tends to be light on processor usage.

- **Memory**

  While 32 GB RAM is recommended, Siemens Documentation Server works on machines with 16 GB RAM also.

- **Disk space**

  The Siemens Documentation Server requires about 700 MB of hard disk space. However, the space required increases as you install the documentation packages. You must provision for a minimum of 5 GB of hard disk space if you intend to install documentation for multiple products.

Software requirements

This release of Siemens Documentation Server is supported on Windows 11, and Windows Server 2019 only.

The Siemens Documentation Server uses Elasticsearch to provide the search capabilities. The version of Elasticsearch bundled with Siemens Documentation Server requires Java. The required version of Java is bundled with Elasticsearch. If you want to use a custom Java, you must use Java 8 or Java 11. Elasticsearch supports only Oracle's Java and OpenJDK. The following Java versions are supported:

  - Oracle Java 8
  - Azul Zulu Java 8
  - AdoptOpenJDK 8
  - Azul Zulu Java 11
  - AdoptOpenJDK 11

  If you want to use the version of Java that you have installed, set **ES_JAVA_HOME** as a system environment variable. You must set it to the recommended 64 bit Java installation.

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Requirements for configuring SSL

If you intend to configure SSL for the Siemens Documentation Server, you need to procure the SSL certificate and key before you begin the installation. You can get the certificate from a Certificate Authority. There are many Certificate Authorities that provide both free and paid certificates. For testing purposes, you can generate self-signed certificates, however, Siemens does not recommend using self-signed certificates due to security risks. For installing the Siemens Documentation Server, ensure that the certificate and key are:

- Not encrypted
- Have Windows line endings **CR LF**

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3. Web-served documentation

The Siemens Digital Industries Software product documentation is a web served application that can be locally deployed for a single user or be hosted on an Intranet site for multiple users.

The Siemens Documentation Server is a common documentation server intended to be shared by Siemens Digital Industries Software products. Customers must decide on either a local installation using the help server kit or a company-wide deployment of the same Help Server for multi-user environment.

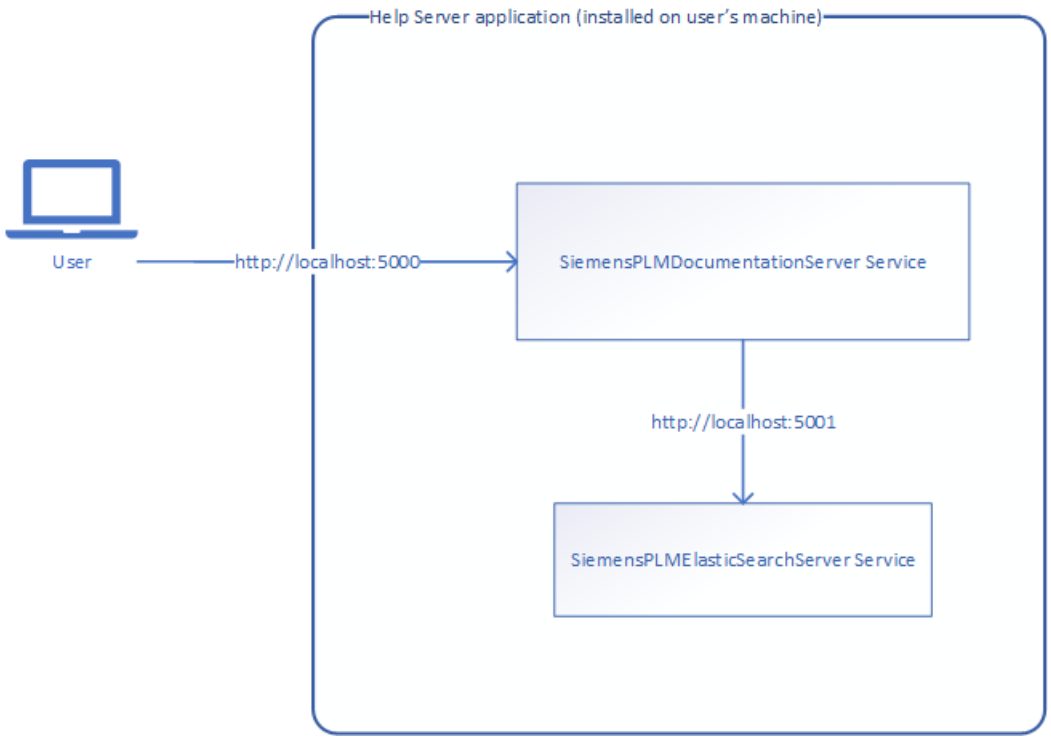
Installing the Siemens Documentation Server does not automatically give you access to the product documentation. You must download and install the product documentation after installing the Siemens Documentation Server.

Help Server Architecture

For a single user access, you can deploy the help server on your computer. You can then access the Help Server by navigating to the following URL:

```
http://localhost:5000
```

The port 5000 is the default port. If you changed the port during installation, you must use the specified port in the URL.



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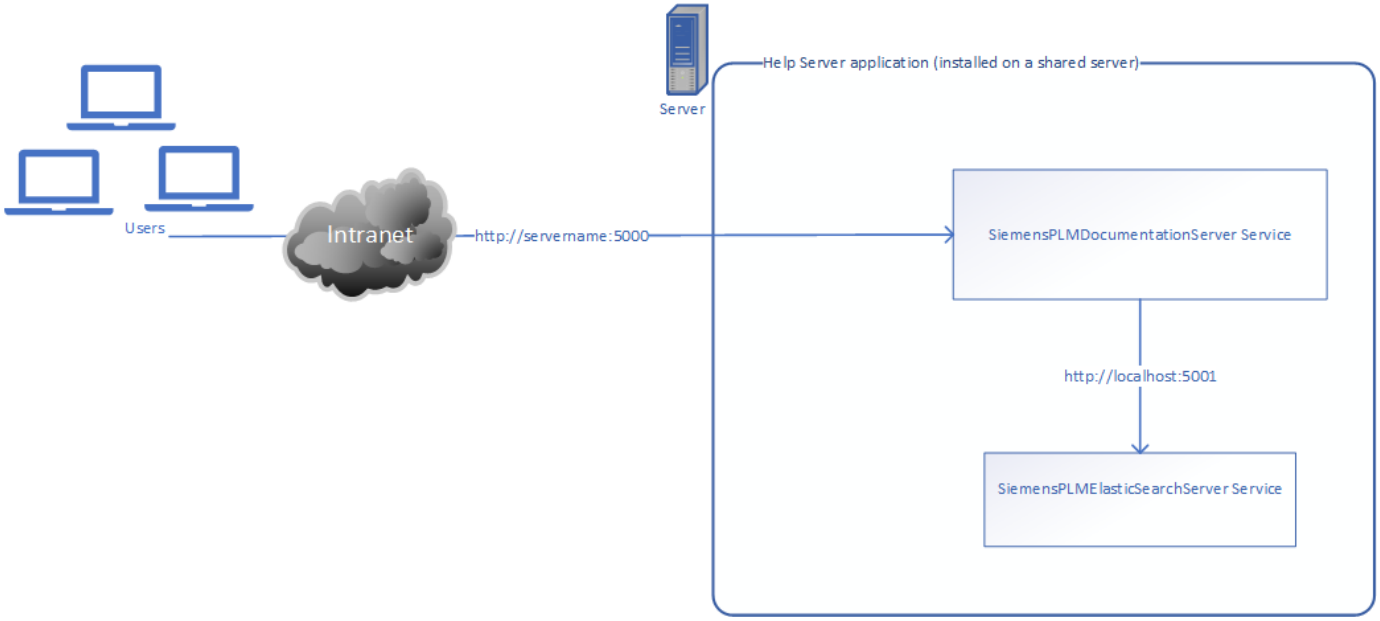
If you deploy the Help server for multiple users, you can deploy the help server on a dedicated server. You can then access the Help Server by navigating to the following URL:

```
http://servername:5000
```

Replace `servername` with the name or IP address of the server machine on which you have deployed the Help Server. The port 5000 is the default port. If you changed the port during installation, you must use the specified port in the URL.



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4. Setting up the Siemens Documentation Server

The Siemens Documentation Server and the documentation bundles are available on the Siemens Support Center.

Download the Siemens Documentation Server

1. From the Siemens Support Center homepage, click **Siemens Documentation Server** product center.
2. Click **Downloads**.
3. Click the **Select a version** dropdown list and select **Siemens Documentation Server 3**.
4. Click **Siemens Documentation Server 3.2**.
5. Click **HelpServer.**<<*Installer_Version_Number*>>**.exe** to download the file.

Install the Siemens Documentation Server

Note

You must run the installer as an administrator or with an account with administrative privileges.

To view if you have administrative privileges, open **Control Panel** and click **User Accounts** → **Manage User Accounts**. See the groups that your user account is added to.

You must ensure that the drive where you are installing the Siemens Documentation Server has sufficient space for the document installation later.

If the location where you are installing the Siemens Documentation Server is monitored by a virus scanner, the subsequent installation of the product documentation takes significantly longer.

1. Double-click **HelpServer.**<<*Installer_Version_Number*>>**.exe** file. This opens the Siemens Documentation installer wizard.
2. Follow the steps in the wizard and complete the installation.

   Depending on the host Windows version and the installation requirements, make the following optional settings:

   - If you are installing the Siemens Documentation Server on Windows Server 2019, change the installation path to *C:\apps\HelpServer*. Ensure that you do not have spaces in the path name.
   - If you want to install the Siemens Documentation Server over SSL, on the **Set SSL Options** screen, select **Continue with SSL** and provide a valid certificate and key. You need to purchase the certificate and key from the relevant organization. Siemens Digital Industries Software does not provide the certificate and key with the Siemens Documentation Server.

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The Siemens Documentation Server is installed and the corresponding services are started on your machine. However, you will not be able to access any documentation until you install it.

If you encounter errors during installation, see the **Troubleshooting** section of this guide to resolve common errors.

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5. Installing product documentation

Depending on your entitlement, you can view and download the documentation for a product from the Siemens Support Center. To access the documentation locally, you must download and install the Siemens documentation installer for the selected product after installing the Siemens Documentation Server.

Download product documentation installer

1. From the Siemens Support Center homepage, click the product center for which you want to download the documentation.
2. Click **Downloads**.
3. Click the **Select a Version** dropdown list and select the version of the documentation installer to download.

   The available main releases and updates to download are displayed.
4. Click the tile for the version that you want to download the documentation.

   The available downloads for the selected version of the product is displayed.

   You can filter the list based on the operating system and language.

   Caution

   You must download and install the English documentation package before installing the documentation package of any other language.
5. Click the documentation *exe* that you want to download.

   The documentation *exe* follows a naming convention of **docs-***<product_name_version-language_code>.exe*. For example, *docs-electronic_design_automation_2.0.4-en-US.exe*.

Install product documentation using the graphical user interface

Note

You must run the documentation installer as an administrator or from an account with administrative privileges.

1. Navigate to the folder where you downloaded the documentation installer, double-click the EXE file, and then complete the Siemens Documentation Installer wizard.

   Note

   Depending on the size of the documentation, the installation process can take up to 30 minutes.
2. On the **Installation Complete** screen, click the **Launch Siemens Documentation Server** link to open the Siemens Documentation Server and view the documentation.

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Click **Done**.

3. After the installation completes, you can access the installed product documentation by opening the help URL in a browser instance.

   To view information on accessing the product help, see **Access deployed documentation**.

Note

To reinstall any installed documentation, run the installer again. The existing installation is refreshed. You cannot, however, upgrade existing documentation. For example, if you have the documentation for Teamcenter 13.0 installed, running the installer again refreshes the existing documentation set. If you run the documentation installer for Teamcenter 13.1, a new documentation set for Teamcenter 13.1 is installed.

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Install product documentation from the command line

Silent installation of the product documentation is also supported. Silent installation is useful for scripting and unattended installation.

To perform silent installation of documentation

At the command prompt, navigate to the directory where you downloaded the documentation installer.

Execute the following command at the command prompt:

<<documentation_package_name>> **-silent**

For example:

```
docs-electronic_design_automation_2.0.4-en-US.exe -silent
```


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6. Access deployed documentation

After you have installed the Siemens Documentation Server and the product documentation, you access the documentation using a Web browser. To access the documentation, open a Web browser and navigate to the following URL:

`http://localhost:<<PORT>>`

Replace the PORT with the value that you specified for the application port during installation. For example, if you accepted the defaults, the URL is:

```
http://localhost:5000
```

During the installation, if you selected to install the Siemens Documentation Server to be accessible over the network, you can access the help page with the name or IP address of the host computer also. Open the help page in a browser window using the following address format:

http://<nnn.nnn.nnn.nnn>:<<PORT>>

Where *<nnn.nnn.nnn.nnn>* is the IP address of the computer where the Siemens Documentation Server is installed and *<<PORT>>* is the port that you specified during the installation. For example,

```
http://999.999.999.999:5000
```

The Siemens Documentation Server **Documentation** listing page is displayed. Click the link for the documentation that you want to view.

Alternately, you can navigate to **Start→Siemens Help Server→Launch Help Server**. Siemens Documentation Server is launched in your default browser.

The installed documentation is displayed in the Webpage.

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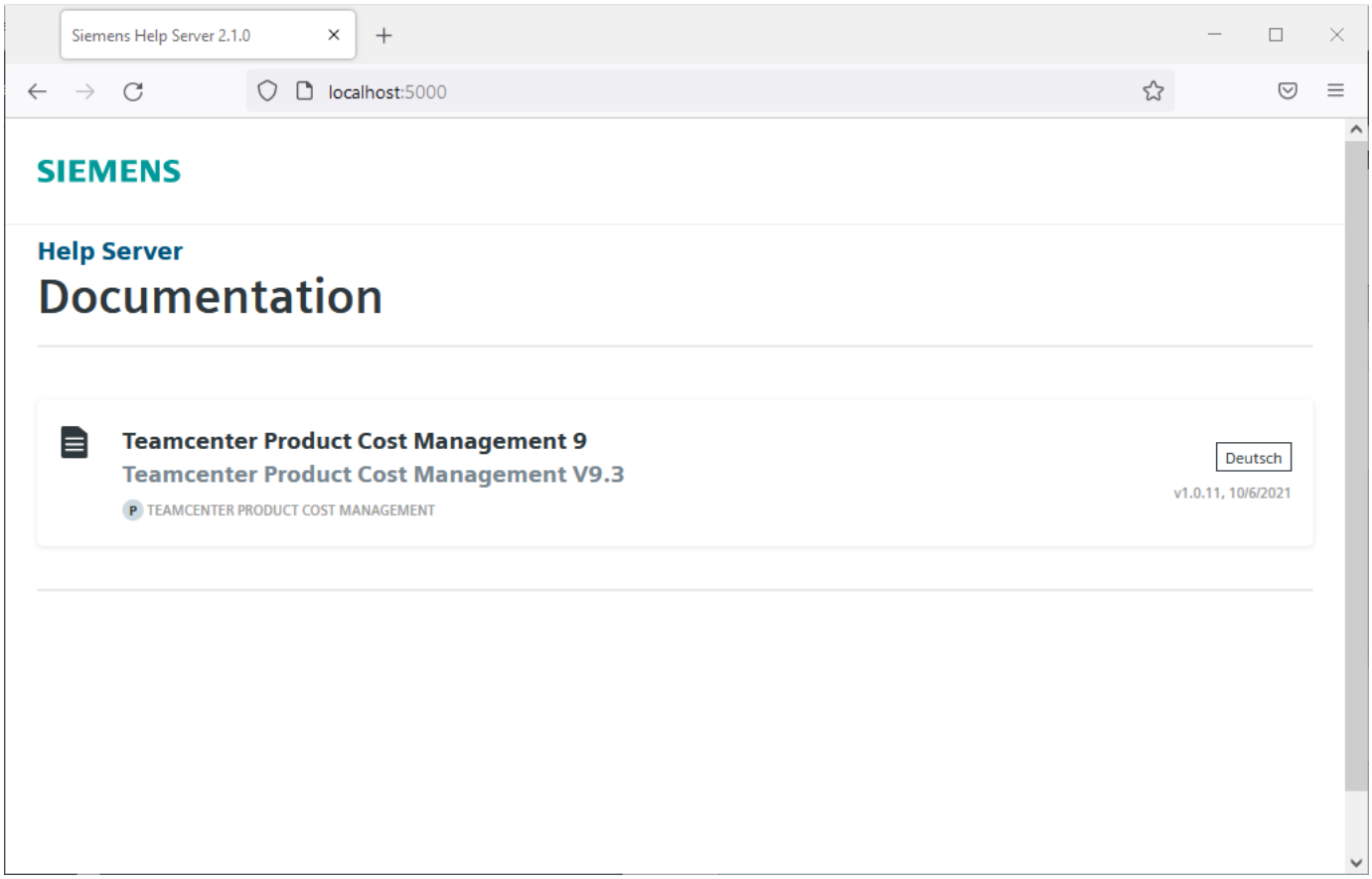

Click the documentation that you want to access.

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7. Changing the ports

You should plan your installation and ports before you install the Siemens Documentation Server. However, if you need to change the ports after the installation, you need to repeat the installation with the same or a newer version of the installer.

Change ports

1. Run the Siemens Documentation Server installer by navigating to the location where you downloaded the Siemens Documentation Server installer and double-click **HelpServer.**<*n.n.n*>**.exe**.

   Where <*n.n.n*> is a numeric version number for the installer. For example, **"Helpserver 3.2.0.exe"**.

   The installation is a wizard driven process.
2. Select the language for the installer and click **OK**.
3. On the **Welcome** screen, click **Next**.
4. On the **Set Ports** screen, enter the new application and storage port and click **Next**.
5. Click **Install**.

The installer updates the application and storage ports and refreshes the installation.

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8. Silent installation

The HelpServer installer allows you to install and upgrade Siemens Documentation Server in silent mode. You can see the options available for silent installation by running the following command:

```
helpserver.<n.n.n>.exe -usage
```

Replace *<n.n.n>* with the version number for the installer. For example:

```
"Helpserver 3.2.0.exe" -usage
```

Note

Running the Siemens Documentation Server installer, installs the Siemens Installer Program on your computer in *<C:\Program Files\Siemens\Install>* folder. The Siemens Installer Program lets you install and manage the installation of Siemens products including the Siemens Documentation Server and the documentation packages.

To run the installer in silent mode

1. Open a command prompt to the location where you downloaded the installer.
2. Run the following command if you want to install HelpServer:

   ```
   HelpServer.n.n.n.exe -location <"C:\Program Files\Siemens\Help Server">
   -application <PORT> -storage <PORT> -multiuser <true|false>
   ```

   Replace *<n.n.n>* with the version number for the installer. For example:

   ```
   "Helpserver 3.2.0.exe" -usage
   ```

`-location`	The location where you want to install the Siemens Documentation Server
`-application`	Provide the port on which you want to install the application.
`-storage`	Provide the port on which you want to install ElasticSearch. If you want to use the default port 5001, set **-storage** to `default`.
`-multiuser`	Enter `true` if you want to enable the multiuser mode, else enter `false`.
`-sslcertificate` `-sslkey`	If you want to install the Siemens Documentation Server over SSL, provide a the path to a valid certificate and key for each of these parameters.

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Note

If the path to the certificate and the key has spaces, enclose it in quotes.

If you do not want to configure SSL, omit these parameters.

For example:

```
"Helpserver 3.2.0.exe" -location <"C:\Program Files\Siemens\Help Server">
-application 5000 -storage default -multiuser true -sslcertificate
<"C:\Temp\myCertificate.crt"> -sslkey <"C:\Temp\mykey.key">
```

3. If you want to upgrade an existing installation, add the `-upgrade` parameter. For example:

```
"Helpserver 3.2.0.exe" -upgrade
```


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9. Upgrading the installation

Siemens Digital Industries Software releases upgrades to the Siemens Documentation Server with new features, enhancements, and bug fixes. Some of these releases are upgrades to the existing installation. However, in some rare cases, you may need to remove the existing installation and do a new install. These requirements are communicated through the Software Field Bulletins.

To upgrade an existing installation

1. Download the Siemens Documentation Server installer from the Siemens Digital Industries Software Support Center.
2. Navigate to the location where you downloaded the Siemens Documentation Server installer and double-click **HelpServer.**<<*Installer_Version_Number*>>**.exe** file and complete the Siemens Documentation Installer wizard.

   Note

   If you want to install the Siemens Documentation Server over SSL, on the Set SSL Options screen, select **Continue with SSL** and provide a valid certificate and key. You need to purchase the certificate and key from the relevant organization. Siemens Digital Industries Software does not provide the certificate and key with the Siemens Documentation Server.

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10. Removing the Siemens Documentation Server and documentation

You can remove the Siemens Documentation Server from your computer using the Siemens Installer Program. Siemens Installer Program is installed automatically when you install the Siemens Documentation Server. You can uninstall the Siemens Documentation Server and the Siemens Installer Program. However, Siemens recommends not removing the Siemens Installer Program as it can be used to manage other installed applications.

Remove Siemens Documentation Server or documentation

1. Click **Start→Siemens→Uninstall Siemens Products**.

   Note

   If you select **Uninstall Siemens Install** then the Siemens Installer Program is removed. You will not be able to remove the Siemens Documentation Server and will need to run the Siemens Documentation Server installer again to install the Siemens Installer Program.

2. Select the language for the uninstaller and click **OK**.
3. Select **Siemens Documentation Server**.

   If you want to remove only the installed documentation, expand the **Siemens Documentation Server** and select the documentation that you want to remove. You can remove the documentation installed using the exe and aol bundles only. If you want to remove the documentation installed using the zip bundle, remove the Siemens Documentation Server completely and install it again.

   Click **Next**.
4. Clear the **Keep user-modified files** check box.

   If you want to keep the log files for diagnostics, you can leave the **Keep user-modified files** check box selected.
5. Click **Remove**.
6. After the **Siemens Documentation Server** is removed, click **Done**.

   Siemens Documentation Server or the selected documentation bundle is removed from your computer.
7. When the installer prompts you to remove the Siemens Installer Program, click **No**.
8. To close the Siemens Installer Program, click **Exit**.

To remove Siemens Documentation Server

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11. Log files

The Siemens Documentation Server has log files that can help you diagnose problems if the server does not run correctly.

Log files from the Siemens PLM Documentation Service

Help server log files

The following log files are created and maintained by the Siemens Documentation Server.

- *app.log*
- *errors.log*
- *exceptions.log*

These files are created in the *<<Install_location>>\logs* folder.

Elastic search log files

Elasticsearch logs information on all operations and failures in different log files. These log files are located in *<<Install_location>>\elasticsearch-<<version>>\logs* folder. The information in the logs are used for debugging.

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12. Troubleshooting

Here are some errors that you could possibly encounter during the installation process. The fixes for the errors are listed.

Troubleshooting the Documentation Server installation

Windows UAC warning stating that you need to allow the app to make changes.
You are running the installer from an account without administrative privileges. Run the installer as an administrator or an account with administrative privileges.

On navigating to http://localhost:5000, I see an error page with junk text.
Although you have installed the Siemens Documentation Server, you have not installed any documentation.

Download and install the documentation for the product for which you want to view the help.

After restarting the computer, Help Server displays an error.
If the Help Server displayed the help correctly before restarting the computer, it is likely that the Elasticsearch service failed to start after restarting the computer. Open the Windows services console and check the **SiemensPLMElasticsearchServer** service. If the service is stopped, start the service. The Elasticsearch service has a dependency on other services. If those services fail to start on time, the Elasticsearch service fails to start. You can configure the service to start automatically in case of a failure.

To configure a service to restart on failure

1. Open the **Run** dialog, type **services.msc**, and click **OK**.
2. Right click on the **Elasticsearch 7.9.1 - SNAPSHOT (SiemensPLMElasticsearchServer)** service and select **Properties**.
3. Click the **Recovery** tab.
4. For the **First failure** dropdown list, select **Restart the Service**.
5. For the **Second failure** dropdown list, select **Restart the Service**.
6. Click **OK**.

Siemens Documentation Server displays Page not found error when navigating to a topicSet or a topic.
After installing the Siemens Documentation Server and deploying the documentation, you try to open the documentation by navigating to the following URL:

http://localhost:<<*PORT*>>. For example, http://localhost:5000 if you have selected the default installation values.

The list of products for which documentation is installed is displayed. On clicking a product, the documentation list for the selected product is displayed. On clicking a topicSet, a page with the **Page not found** error is displayed.

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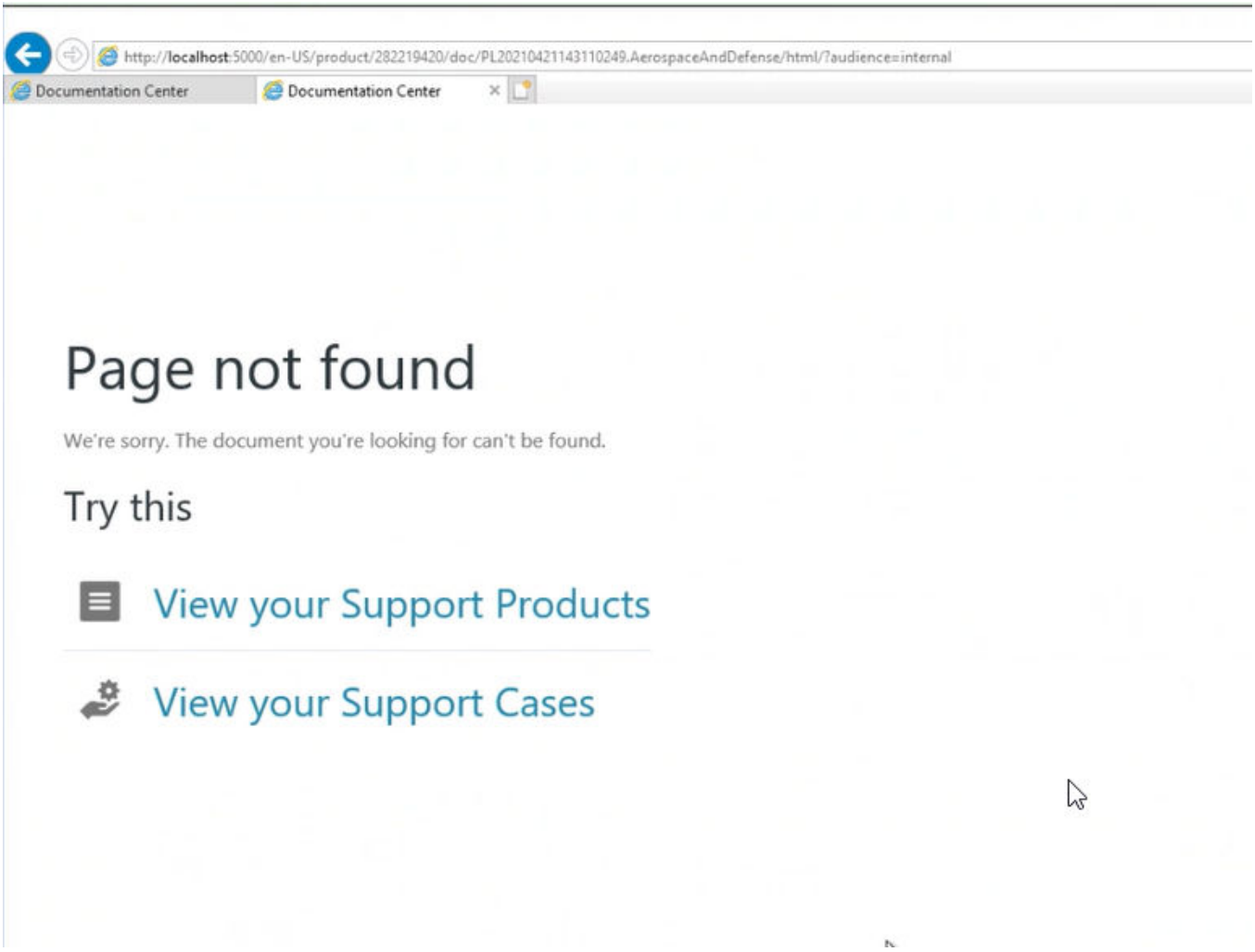

The documentation page is not displayed because of permissions issue on the folder where the documentation is installed.

To view and add permissions to the folder

1. Navigate to the folder where you have installed the documentation. For example, *C:\Program Files\Siemens*.
2. Right click the **Help Server** folder and click **Properties**.
3. Click the **Security** tab and verify that the following **Groups or user names** exist and that they have **Read & execute**, **List folder contents**, and **Read** permissions:
   - **ALL APPLICATION PACKAGES**
   - **ALL RESTRICTED APPLICATION PACKAGES**

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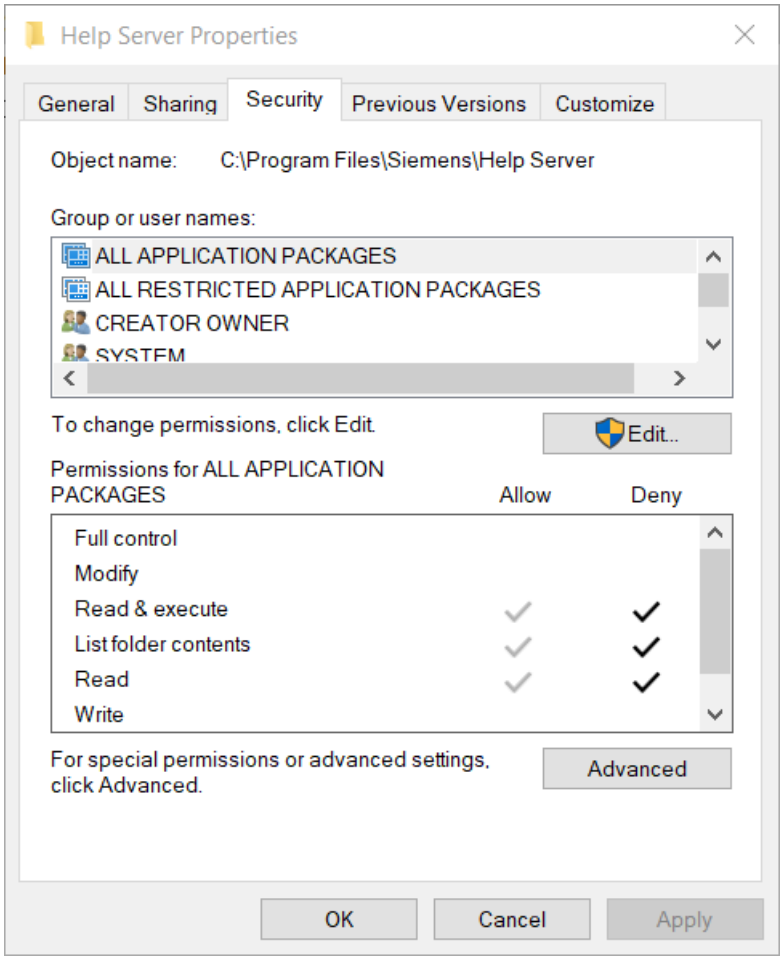

Note

These permissions are available for the *C:\Program Files* folder and is not cascaded due to Windows group policy settings.

4. Copy the permissions and apply it to the folder where you have installed the Siemens Documentation Server.

   To copy the permissions to the installation folder

   Open a **Windows Powershell** as an administrator and run the following command:

   `Get-ACL <<Source_path>> | Set-Acl <<Target_path>>`

   For example, `Get-ACL "C:\Program Files" | Set-Acl "C:\Program Files\Siemens\Help Server"`

   Verify that the permissions are copied to the Help Server installation folder.

   Refresh the documentation page.

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Troubleshooting the Documentation package installation

Siemens Documentation Server is not installed, please make sure you install it first.
You are trying to install the documentation without installing the Siemens Documentation Server. You must install the Siemens Documentation Server and then run the installer to install the documentation.

Merging documentation failed. Please check you have the required privileges.
Right click the *DocInstaller* and select **Run as administrator**.

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13. Installation assistance

The Siemens Documentation Server installer and the documentation installer is designed to install and configure the Siemens Documentation Server with minimum user intervention. However, if you run into any issues with the installation and need help with the installation, you can file a request by navigating to the following URL:

https://www.plm.automation.siemens.com/global/en/support/

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