

## Tech Note 570

# Rebuilding a Corrupted InTouch® Managed Application for InTouch versions 10.0 SP2 (for versions *later than InTouch 10.0 SP2*)

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Topic#: 002323

Created: February 2009

## Introduction

**Note:** This Tech Note is **ONLY** valid for InTouch version 10.0 SP2 and later.

In order to rebuild the corrupt application successfully, the following **MUST BE** completed:

You **MUST** run the Archestra Symbol Analysis and Repair Utility for SP1, and have ***no errors and no warnings*** in the SMC logger after running both the tabs (**Duplicate ID** and **InTouchViewApp Embedded**) in the utility, *before you migrate to InTouch 10.0 SP2.*

This *Tech Note* explains how to rebuild a corrupt InTouch Managed Application. You can check whether an InTouchViewApp has already been migrated to SP2 since it will have a file in its folder called **MappingTable.aMap**.

The following are common symptoms of a corrupted application:

- Archestra Symbols show the "RED X" in display at Runtime.
- WindowMaker™ crashes when clicking on a window that has an Archestra Symbol.

The following procedures explain two ways to recover a corrupted Managed InTouchViewApp:

1. [Rebuild the Original InTouchViewApp](#).
2. [Create a New Derived InTouchViewApp and Import From the Corrupted InTouchViewApp](#).

## Application Versions

- InTouch 10.0 SP2 and later
- Wonderware Application Server 3.0 SP2 and later

## Rebuild the Original InTouchView Application

**Note:** ***Always*** backup your InTouch application files.

This section explains rebuilding the original InTouchViewApp.

1. Ensure that the template has all the graphics in WindowMaker.
2. Open WindowMaker and close all the windows.
3. Click **File/Export Window**.
4. Create a Folder in the target location and point it to that folder (Figure 1 below).



FIGURE 1: EXPORT TO DIRECTORY

5. Check all the windows you would like to export. If you are rebuilding the whole application you need to select all the windows to export.

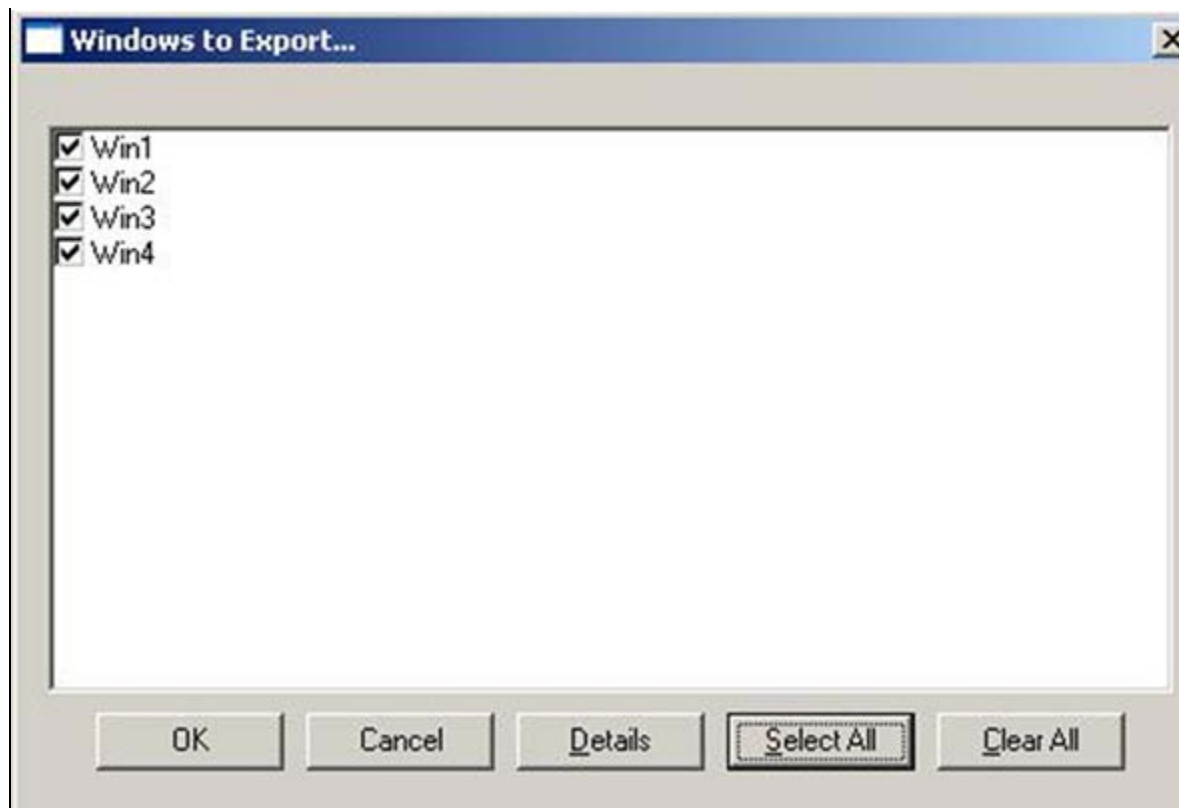


FIGURE 2: SELECT WINDOWS TO EXPORT

6. Click **OK**.
7. Delete *all* the Windows in WindowMaker.
8. In the main menu, click **Special/Do Update Use Count** and click **Yes** when prompted.
9. Click **File/Import** on the main InTouch menu.
10. When the **Application Data Import Options** dialog box opens, check the **Use Existing Tags (Conserve Placeholders)** option (Figure 3 below).



FIGURE 3: CLICK **USE EXISTING TAGS** OPTION

11. Click **Select** and select all the Windows from the Exported folder you created in step 4 (above).
12. Click **Import**.
13. Switch to WindowViewer™ and ensure that all the windows show their graphics.
14. Check-In the InTouchViewApp again.
15. Deploy the instance to all the required nodes.

You should see all the necessary graphics.

## Create a New Derived InTouchViewApp and Import From the Corrupted InTouchViewApp

**Note:** *Always* backup your InTouch application files. If you have any additional settings in the **InTouch.ini** of the corrupted application, copy all of them to the **New Derived InTouchViewApp InTouch.ini** file.

This section explains rebuilding the original InTouchViewApp using a new derived InTouchViewApp. During the task you import all windows and scripts from the corrupted application using **DB Load**.

1. Open WindowMaker on the *corrupt* application and close all the windows.
2. Click **File/Export Window**.

3. Create a Folder in the target location and point it to that folder.



FIGURE 4: EXPORT TO DIRECTORY

4. Check all the windows you would like to export. If you are rebuilding the whole application you need to select all the windows to export.

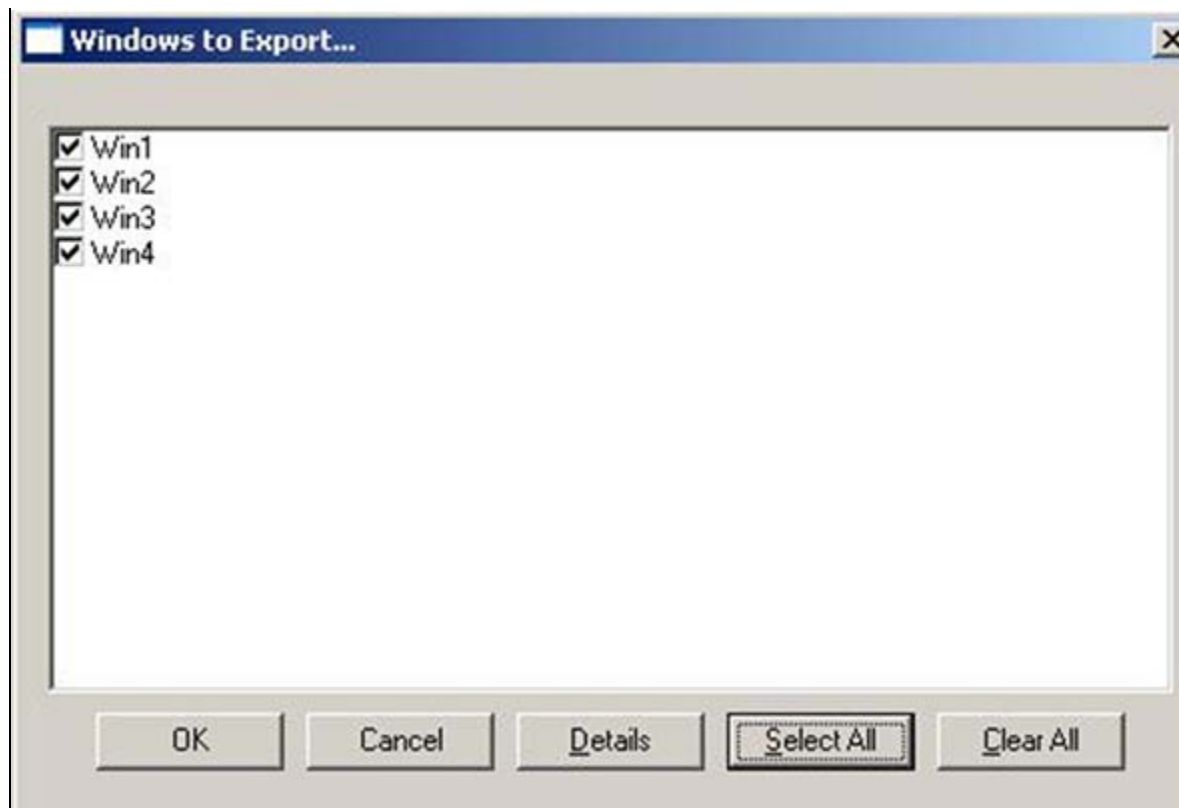


FIGURE 5: SELECT WINDOWS TO EXPORT

5. Click **OK**.
6. Do a **DB Dump** on the InTouchViewApp that has the problem so that you can get the tagname dictionary. To do the DB Dump, right-click the InTouchViewApp Template and click **Export/DB Dump**.
7. Save the **.csv** file to a location where you can retrieve it later.
8. Create a new derived InTouchViewApp.
9. Open WindowMaker, then close it.
10. Check in the new derived InTouchViewApp.
11. Do a DB Load on the new derived InTouchViewApp. To do a DB Load, right click on the InTouchViewApp and click **Import/DB Load**.
12. Select the **.csv** file you saved in step 7 (above).
13. Check In the InTouchViewApp when prompted.
14. Open the InTouchViewApp in WindowMaker.
15. Import all the scripts from the corrupted InTouchViewApp CheckedIn folder at:

C:\Program Files\Archestra\Framework\FileRepository\Test\ObjectFileStorage\InTouchViewApp\_001\CheckedIn.

Import **ONLY** the Scripts **NOT** the Windows.

16. When the **Application Data Import Options** dialog box appears, check the **Use Existing Tags (Conserve Placeholders)** option

If any scripts are in the corrupted application you can select the scripts. If the application has no scripts the check box fields are disabled (grayed out).



FIGURE 6: APPLICATION DATA IMPORT OPTIONS/SCRIPTS ONLY

17. Click **File/Import** from the main menu.
18. When the **Application Data Import Options** dialog box appears, check the **Use Existing Tags (Conserve Placeholders)** option.



FIGURE 7: CLICK **USE EXISTING TAGS** OPTION

19. Select all the Windows from the Export folder you created in the location in step 3.
20. Switch to WindowViewer™ and ensure that all the windows show their graphics.
21. Check-In the InTouchViewApp again.
22. Now deploy the instance to all the required nodes.

You should see all the necessary graphics.

## Additional Resources

- [Tech Note 546 Rebuilding a Corrupted InTouch Managed Application \(for versions PRIOR to InTouch 10.0 SP2\)](#)

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 [Back to top](#)



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