

[Tech Note 855](#)

Addressing InTouchViewApp Deployment Issues

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Topic#: 002650

Created: April 2012

Introduction

During the deployment of an InTouchViewApp, the deployment might take a long period and can be stuck at the "Orange Icon.". This *Tech Note* discusses the general deployment process, possible causes for the "Orange Icon," and suggestions to resolve the issue.

Application Versions

- Wonderware Application Server 3.1 and later

InTouchViewApp Deployment Process

The general process of InTouchViewApp deployment is discussed below. Factors that interfere with any of these steps could cause the InTouchViewApp to be stuck and display the "Orange Icon" (Figure 1 below).

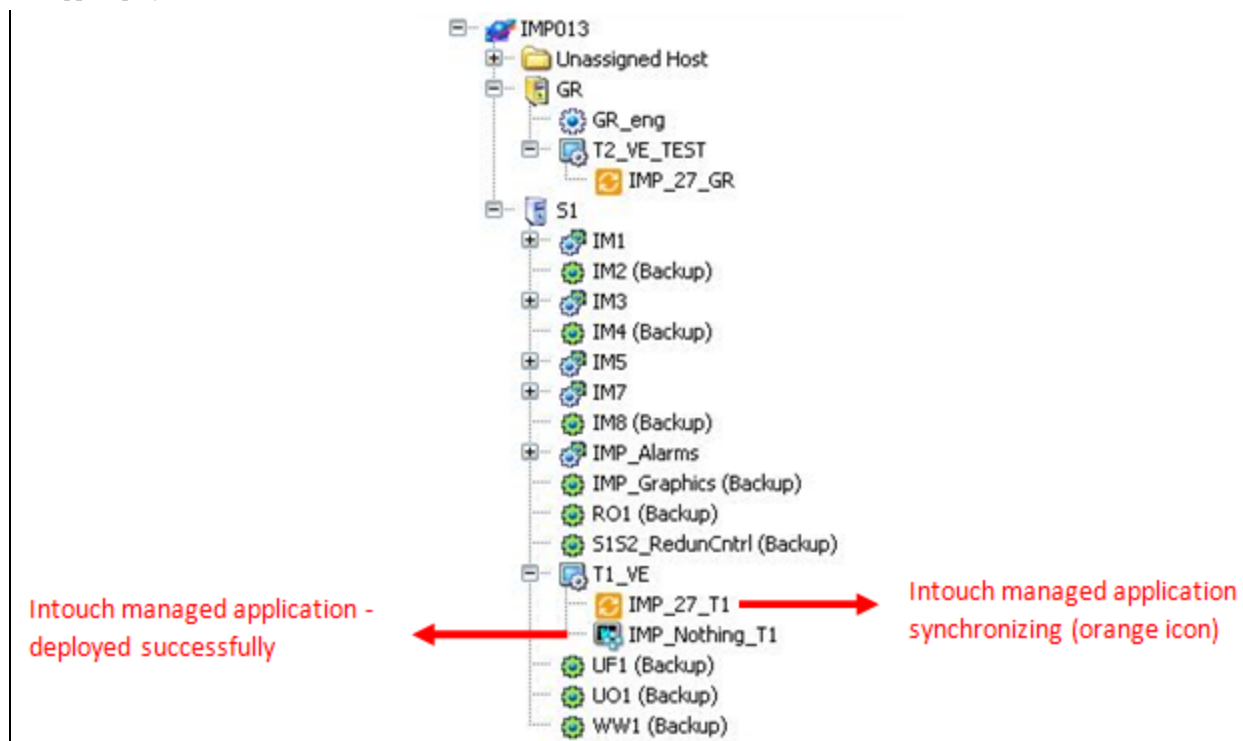


FIGURE 1: SUCCESSFUL DEPLOYMENT AND "ORANGE ICON" STATUS

Relevant troubleshooting suggestions for each part of the process are provided to solve the issues.

Note: Possible causes include *but are not limited to* those mentioned in the following list. Before following the suggestions in this *Tech Note*, make a back up of the entire Galaxy.

Share Creation on the GR node

When an InTouchViewApp is deployed, a folder (Deployed_xxx) and a share to it is created on the GR node in the following location: "C:\ProgramFiles\Archestra\Framework\FileRepository\GalaxyName\ObjectFileStorage\InTouchViewAppName\Deployed_xxxx".

Troubleshooting Suggestions

1. Verify that the folder is created in the path mentioned above
2. Validate the application prior to deployment (Right-click **Template > Validate**)
3. On the GR, delete the following folders and redeploy:

C:\Program Files\Archestra\Framework\FileRepository\Galaxy Name\ObjectFileStorage\InTouchView Application Name Folder

C:\Documents and Settings\All Users\ Application Data\Archestra\ManagedApp\ArchestraSymbols Folder

View Engine Notified on the Target Node

After completing the deployment an event is set on the ViewEngine of the target node to start the synchronization. ViewEngine checks the share on the GR, if share is available then it starts the Synchronization process and once the synchronization is completed the GR closes the share. When the synchronization starts, the orange icon appears for the InTouchViewApp.

Troubleshooting Suggestions

When InTouchViewApp is deployed, at the end of the deployment steps, the hosting ViewEngine or the Platform needs to connect to the GR node's Share folder to download the updated InTouch application. In the case were the GR node has multiple NICs, verify that the machine name and the IP address are resolved successfully.

1. Check the **hosts** files on both nodes.
2. Check the NIC binding order for all nodes in the galaxy. Refer to the following Tech Notes.
 - [Tech Note 773 Checking Binding Order on a Windows Server 2008 SP2 & R2.](#)
 - [Tech Note 368 Network Setup for AppEngine Redundancy.](#)
3. Verify that the following are OnScan:
 - **GR Node**
 - The **Platform** hosting the InTouchView Application
 - The **View Engine** hosting the InTouchView Application
4. Test using a new Platform, ViewEngine and deploy the InTouch application to ensure that the problem is not related to the platform and engine objects.

Database Entry Verification

Prior to deployment, verification is made to determine the deployment state of the InTouchViewApp. During the deployment process, appropriate entries are read from and written to the Galaxy Database in the SQL Server. It is possible that the synchronization hangs at this stage because the existing database entry erroneously indicates that the application is already deployed.

Troubleshooting Suggestions

1. Close all IDE connections to GR node. (Making sure that no one else has any open objects.)
2. Open Task Manager, and locate the **aaGR.exe** process.
3. Stop the **aaGR.exe** process.
4. Open the IDE (this will start **aaGR.exe**).
5. Locate the InTouch object, then undeploy and redeploy it.

Folder Creation and File Transfer on the Target Node

During deployment, a folder is created on the target node in the following location: **C:\Program Files\ArchestrA\Framework\bin\Galaxy name - InTouchView Application Name**. This is the path specified in the application manager of the target node. InTouchViewApp application files are asynchronously transferred from the GR to the target node. This process is very similar to NAD process in standalone InTouch.

Troubleshooting Suggestions

1. Check if you are able to copy and paste a folder (any folder) from the GR node to the target node (and vice versa) within a reasonable amount of time. If this file transfer doesn't succeed, the issue is outside of Wonderware software. Verify that the Windows Configuration is set up properly.

See [Tech Note 461- Troubleshooting Industrial Application Server Bootstrap Communications](#).

2. The following folder is automatically deleted on the target node after the InTouchView App is undeployed. If this folder still exists after the undeployment, delete it manually.

- **C:\Program Files\ArchestrA\Framework\bin\Galaxy name - InTouchView Application Name Folder**. This is the path specified in the application manager (on the node to which InTouchViewApp is deployed).

3. If InTouch View is already running on the target node, a subsequent redeploy to the same node generates a prompt to accept the changes. If the changes are accepted prior to the completion of synchronization, the deployment will be stuck. Wait for the synchronization to be completed before accepting the changes.

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