

[Tech Note 546](#)

Rebuilding a Corrupted InTouch® Managed Application (for versions prior to InTouch 10.0 SP2)

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Introduction

Note: This *Tech Note* is **NOT** valid for InTouch 10.0 SP2 and later.

This *Tech Note* explains how to rebuild a corrupt InTouch Managed Application. The managed application can be corrupted in many ways. 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.

There are 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 to InTouch 10.0 SP1
- Wonderware Application Server 3.0 to Wonderware Application Server 3.0 SP1

Rebuild the Original InTouchViewApp

This section explains rebuilding the original InTouchViewApp.

1. Ensure that the template has all the graphics in WindowMaker, then check-in the InTouchViewApp.
2. Copy the **CheckedIn** folder located at

**C:\Program Files\ArchestrA\Framework\FileRepository\YourGalaxyName\ObjectFileStorage
\\$YourInTouchViewApp** to another new location. Figure 1 (below) shows the default location before copying.

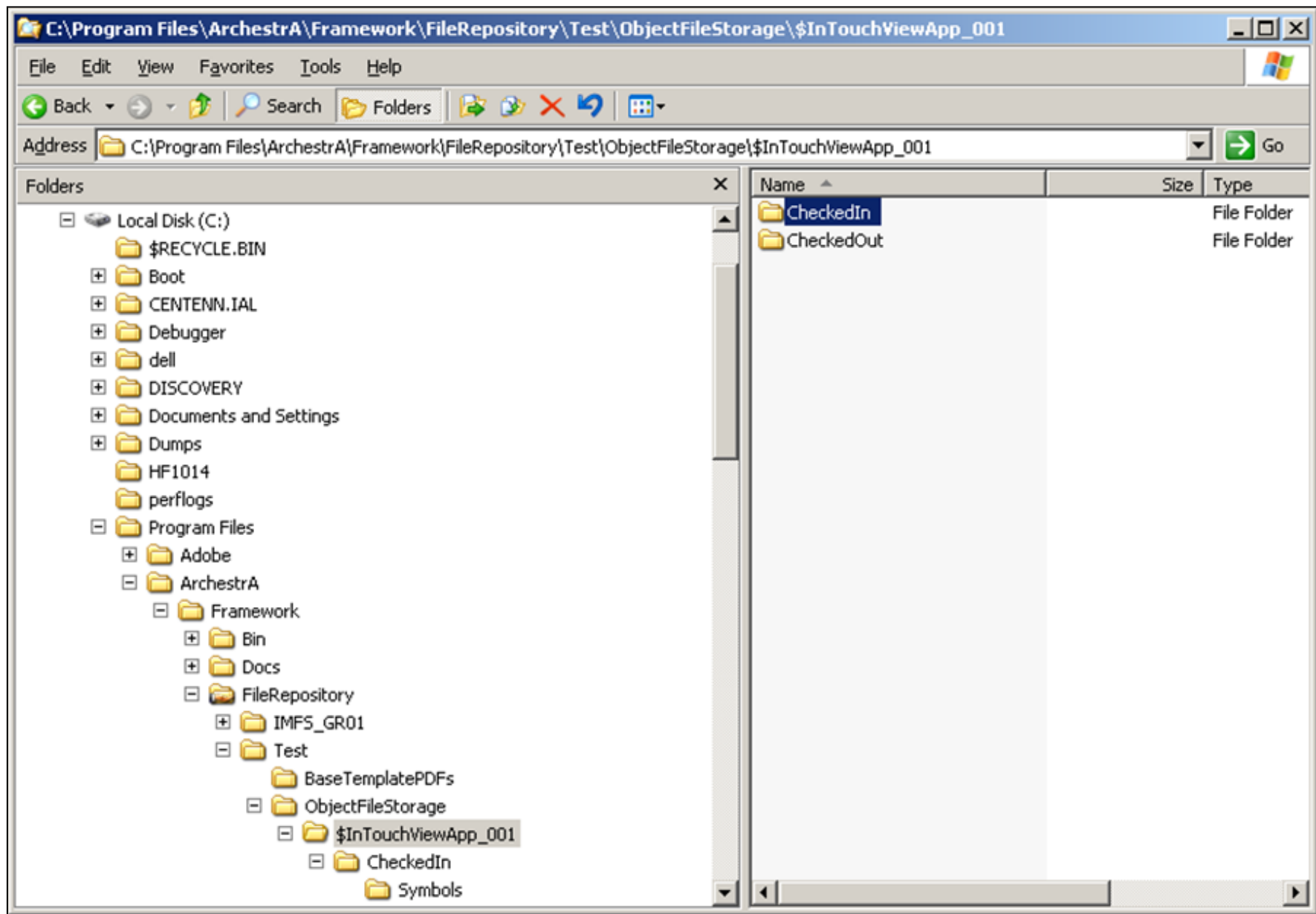


Figure 1: Default CheckedIn File Location

3. Open WindowMaker in the InTouchViewApp that has the problem.
4. Delete *all* the Windows in WindowMaker.
5. In the main menu, click **Special/Do Update Use Count**.
6. Click **Yes** (Figure 2 below).

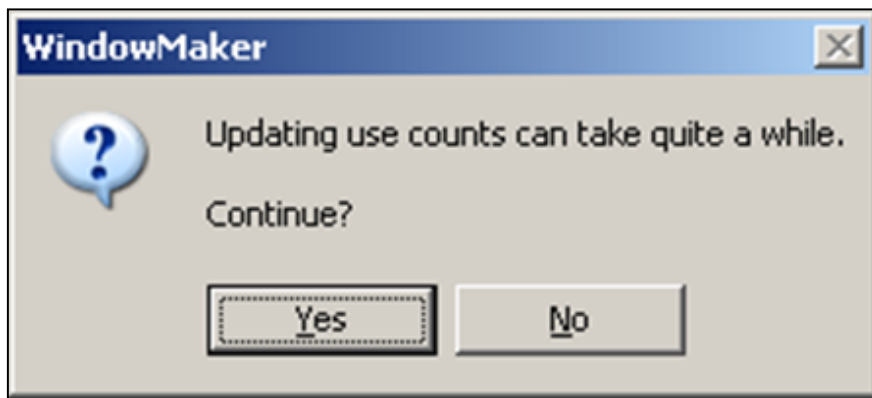


Figure 2: Use Count Prompt

7. Check-in the InTouchViewApp.
8. Open the InTouchViewApp in WindowMaker.
9. Import all the Windows from the **CheckedIn** folder which you saved to a new location in step #2.

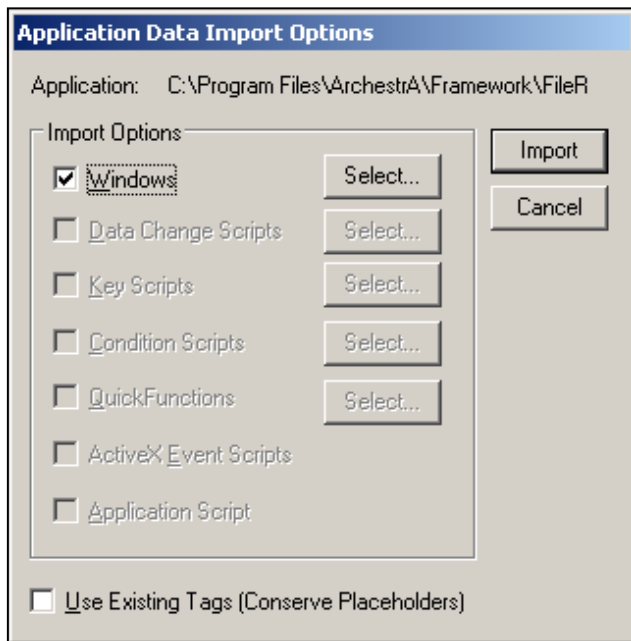


Figure 3: Import Windows

10. Switch to WindowViewer™ and ensure that all the windows show their graphics.
11. Check-In the InTouchViewApp again.
12. Now deploy the instance to all the nodes required.
You should see all the necessary graphics.

Create a New Derived InTouchViewApp and Import From the Corrupted InTouchViewApp

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. Copy the **CheckedIn** folder located at
C:\Program Files\ArchestrA\Framework\FileRepository\YourGalaxyName\ObjectFileStorage\YourInTouchViewApp to another new location (**Figure 1 above**).
2. 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 and click **Export/DB Dump**.
3. Save the **.csv** file to a location where you can retrieve it later.
4. Create a new derived InTouchViewApp.
5. Open WindowMaker, then close it.
6. Check in the new derived InTouchViewApp.
7. Do a DB Load on the new derived InTouchViewApp. To do a DB Load, right click on the InTouchViewApp and click **Import/DB Load**.
8. Select the **.csv** file you saved in #3 above.
9. Check In the InTouchViewApp when prompted.
10. Open the InTouchViewApp in WindowMaker.
11. Import all the Windows and all the scripts from the checked in folder you copied to a new location in step #1.
12. When the **Application Data Import Options** dialog box appears, check the **Use Existing Tags (Conserve Placeholders)** option (Figure 3 below).

If any scripts or windows are in the corrupted application you can select the scripts or windows. If the application has no scripts the check box fields will show as grayed out.

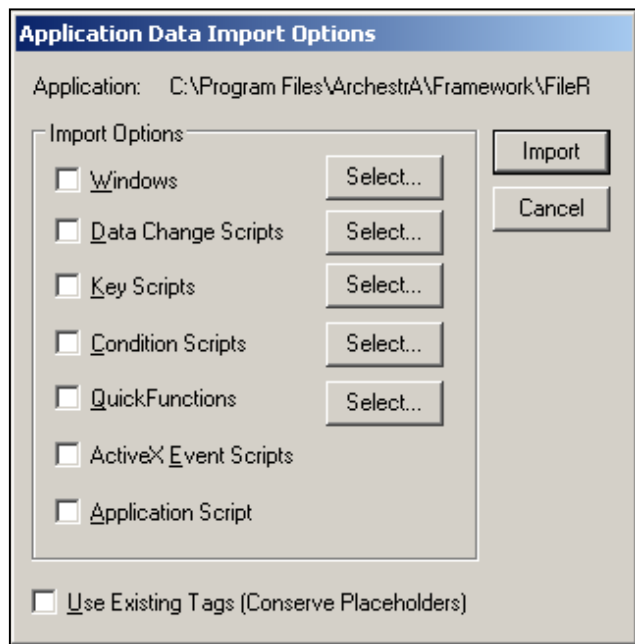


Figure 4: Application Data Import Options

13. Switch to WindowViewer and ensure that all the windows show their graphics.
14. Check-In the InTouchViewApp.
15. Deploy the instance to all the nodes required.

You should see all the necessary graphics.

Additional Resources

InTouch Managed Application Tech Alerts

In order to rebuild the corrupt application successfully with InTouch 10.0 SP2, 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*. Then, follow the steps in Tech Note 570 by clicking the following link:

- [Tech Note 570 Rebuilding a Corrupted InTouch® Managed Application for InTouch versions 10.0 SP2 \(for versions later than InTouch 10.0 SP2\)](#)
- [107 Potential Safety Issue When Using ArchestrA Symbols Embedded in InTouch® 10.0 Applications](#)
- [108 ArchestrA Symbol Analysis and Repair Utility Supplemental Information](#)
- [109 Potential Safety Issue – Incorrect Symbol May Be Displayed When Using ArchestrA Symbols Embedded in InTouch® 10.0 Applications](#)

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