

## [Tech Note 698](#)

# InTouch® 10.x Issues on Windows 2008 Server

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Topic#: 002470

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## Introduction

This *Tech Note* describes the following issues that occur when using InTouch 10.x on the Windows 2008 Server Operating System. It includes resolutions for the issues.

1. [GetResolutionSTR Script Function from the ITAppInf script function library does not work on Windows 2008.](#)
2. [Managed App WindowMaker File/Open Application Folder operation does nothing in Windows 2008.](#)

## Application Versions

- InTouch 10.1 SP2
- Wonderware Application Server 3.1 SP2
- Windows Server 2008 Standard SP1

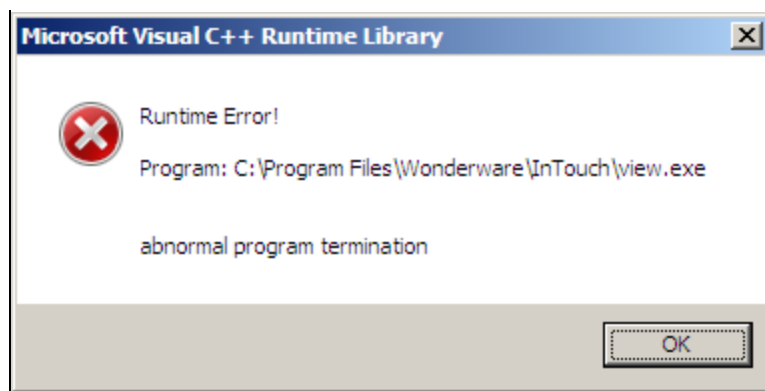
## Symptoms

### [GetResolutionSTR Script Function \(from ITAppInf script function library\) does not work on Windows 2008](#)

The ITAppInfo Script Function Library document is posted [on WDN](#).

**Note:** You must be a Customer First subscriber to access the ITAppInfo Script Function Library.

When the **GetResolutionSTR** function is used in WindowViewer™, the following Runtime Error message appears:



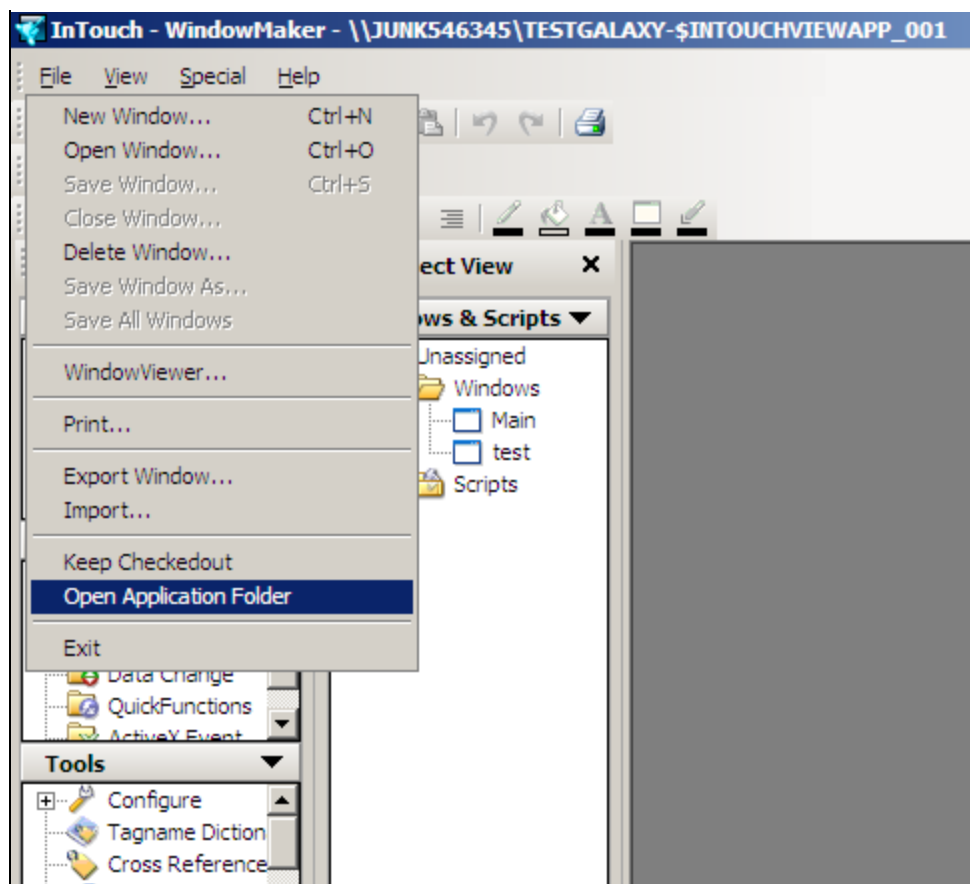
**FIGURE 1: RUNTIME ERROR**

When you click OK, WindowViewer™ crashes.

Lines in Logger:

```
1541 3/24/2010 3:04:18 PM 3916 3624 Info VIEW Loading Script DLL: ITAPPINF.DLL
1542 3/24/2010 3:04:18 PM 3916 3624 Info view Detected exception code '0xE06D7363' in WindowViewer, not creating dump file.
1543 3/24/2010 3:04:58 PM 3916 3624 Info WC WC shutting down...
```

Managed App WindowMaker File/Open Application Folder operation does nothing in Windows 2008



**FIGURE 2: OPEN APPLICATION FOLDER COMMAND DOES NOT WORK**

No error message is logged in the Wonderware Logger.

## Cause

These issues occur on Win 2008 Operating System because the **Win.ini** is stored on a different path. On Win 2008, the win.ini file can be found in 2 places.

- **C:\user\[username]\AppData\Local\Wonderware**

Where **[username]** is the Windows logon username.

- **C:\Windows**

The **AppData** folder is typically hidden.

### To unhide the AppData folder

1. Open Windows Explorer.

2. Click the **Organize** button under the main menu bar.
3. Click **Folder and search options**.
4. Click the **View** tab.
5. In the **Advanced settings** panel, click the **Show hidden files, folders, and drives** option.
6. Click **Apply to Folders**, then **OK** to close the **Folder Options** window.

You can now view all the files under the folder **C:\users\[username]\AppData\Local\Wonderware**.

**Note:** Script functions developed by third parties may also not work if they depend on reading InTouch information from the **win.ini** file.

## Resolution

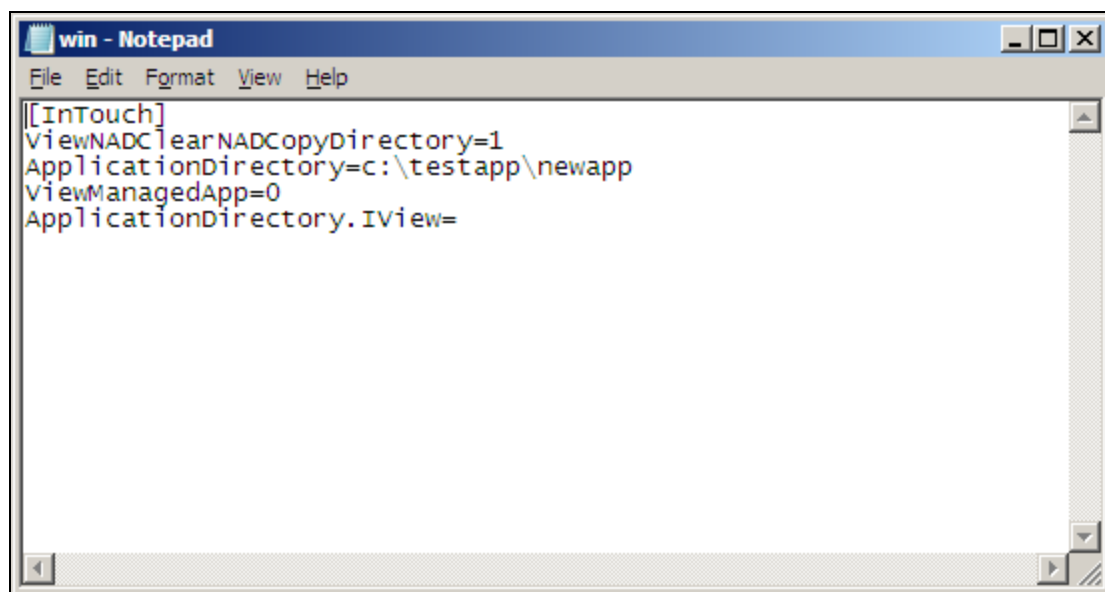
The workaround is to copy content from the **win.ini** file at **C:\user\[username]\AppData\Local\Wonderware**. Paste into the win.ini file found at **c:\Windows**.

Copy the contents starting from keyword **[InTouch]**.

### Before Making Changes

1. Review the contents of both Win.ini files.

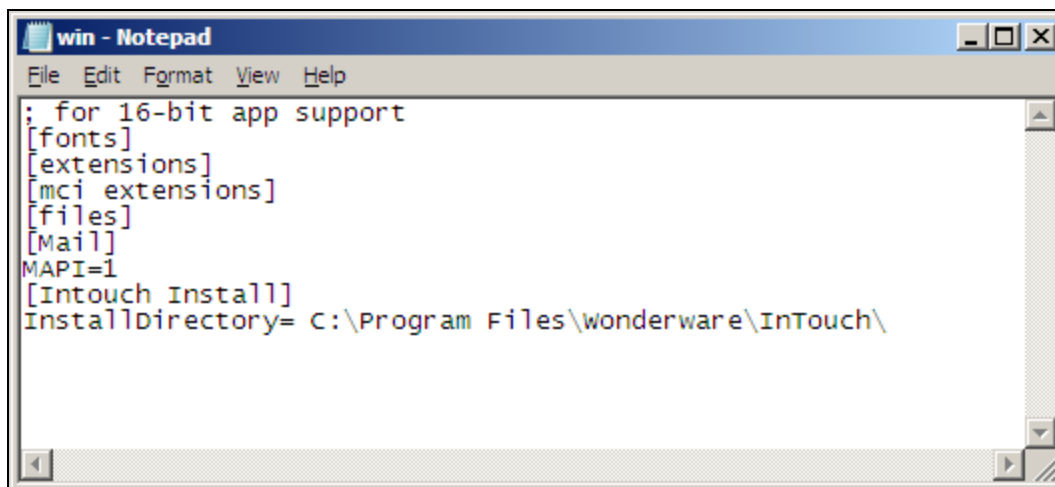
Contents of **C:\users\[username]\AppData\Local\Wonderware\Win.ini**:



```
win - Notepad
File Edit Format View Help
[[InTouch]
ViewNADClearnNADCopyDirectory=1
ApplicationDirectory=c:\testapp\newapp
ViewManagedApp=0
ApplicationDirectory.IView=
```

FIGURE 3: COPY FROM WIN.INI AT C:\USERS...

Contents of C:\Windows\Win.ini are:



```

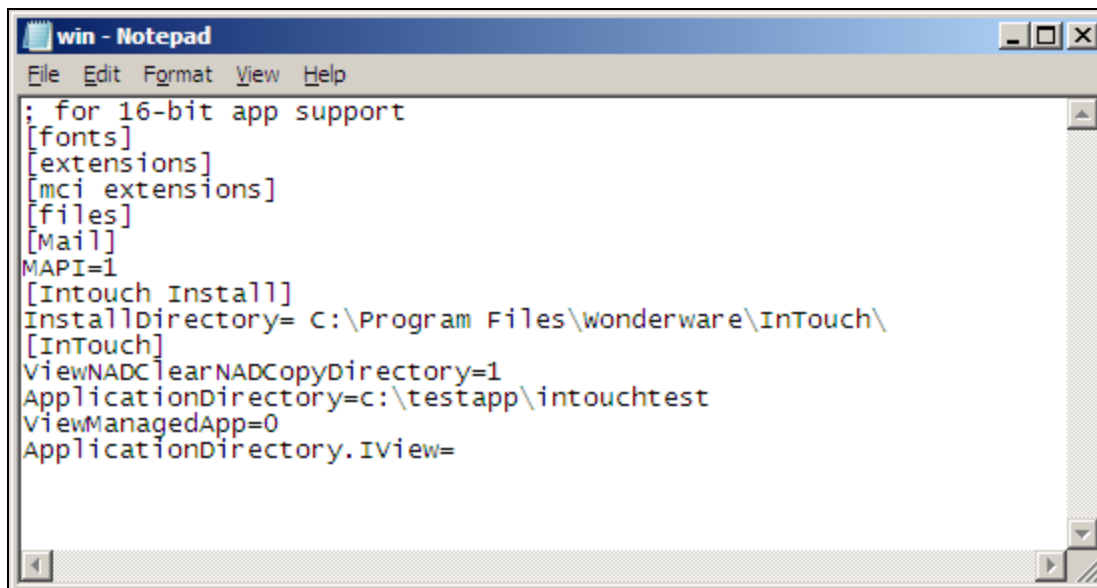
win - Notepad
File Edit Format View Help
; for 16-bit app support
[fonts]
[extensions]
[mci extensions]
[files]
[Mail]
MAPI=1
[Intouch Install]
InstallDirectory= C:\Program Files\wonderware\InTouch\

```

FIGURE 4: PASTE INTO WIN.INI AT C:WINDOWS

2. Open each file using Notepad.
3. Copy everything from the Win.ini file at the **Users...** location.
4. Paste into the Windows\Win.ini file *after* the final line.
5. Save (**Ctrl+S**) and close the files.

After copy/pasting content, contents of **C:\Windows\Win.ini** are:



```

win - Notepad
File Edit Format View Help
; for 16-bit app support
[fonts]
[extensions]
[mci extensions]
[files]
[Mail]
MAPI=1
[Intouch Install]
InstallDirectory= C:\Program Files\wonderware\InTouch\
[Intouch]
ViewNADClearNADCopyDirectory=1
ApplicationDirectory=c:\testapp\intouchtest
ViewManagedApp=0
ApplicationDirectory.IView=

```

FIGURE 5: MODIFIED FILE AT C:\WINDOWS\WIN.INI

Contents of **C:\user\[username]\AppData\Local\Wonderware\Win.ini** remain unchanged.

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