

## Tech Note 702

# Rainbow Sentinel Setup Fails

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## Introduction

This *Tech Note* outlines how to overcome the following error during Wonderware product installation: **Rainbow Sentinel Setup failed to complete successfully.**

**Note:** This error can be prevented by installing products in their order of release.

## Application Version

- N/A

## Cause of the Error

This error can appear when installing an older Wonderware product *after* you install a newer Wonderware product.

Some older releases cannot detect that a newer version of the Sentinel Protection Installer already exists. The older release then tries to install an old version of Sentinel over a newer version and the installation fails.

For example, When you install DASABCIP **v4.1**, it installs the Sentinel Protection Installer **7.5.0** as a prerequisite. When you try to install DASABTCP v1.5 SP1, that version includes Sentinel Protection Installer **v7.3.2** as a prerequisite.

The DASABTCP install fails to detect that the prerequisite was met and tries to install Sentinel Protection Installer v7.3.2, resulting in an error and blocking the installation from completing.

## Work Around

Remove the Sentinel Protection Installer and install old product, then install newer product.

1. Using Window Add/Remove Programs, uninstall the **Sentinel Protection Installer**. A reboot is required.
2. Install the old product.

For example (as above), install DASABTCP **1.5 SP1**.

3. Reinstall the newest product (Repair will not work).

This will force the proper installation of the latest Sentinel Protection Installer. A reboot will be required.

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