Tech Note 964
Using the TSInstallCheck Utility

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Introduction

Wonderware software products usually install a large number of files. These files can be COM or .NET components, Windows Services, DLL, Exe or other type of files.

If any or all the following situations occur, the corresponding function(s) might or will not work properly and the problem will be very difficult to find.

- Any installed functional file is different from what it was supposed to be.

- Misplaced files - wrong version.

- COM that is not registered.

- Window Service is not installed.

- Window Service is not started.

- .NET Component cannot be loaded.

- Etc.

The TSInstallCheck utility provides an efficient way to identify these problems fast.

Application Versions

- Wonderware TSInstallCheck Utility 1.0

Scenarios

During the product's lifecycle, something may change and become different from its original installation. This utility will help to find out what the difference is.

This utility currently provides the following features:

- Automatically find out information about the existing Wonderware Software Installation(s).

The current version of the utility only detects Application Server, InTouch, Historian Server and Client, Information Server and local deployed AppServer platform.

- By selecting any installed product, the utility will load (New/Cached) the product MSI file to show most the files' information that product should have, either by design or DNA.

- The utility provides multiple filters that allow the viewing of COM, DLL, EXE, Windows service or .Net file types.

- The utility provides multiple diagnostics options:

  • Differences between the files' design attributes and real attributes in the current machine. This comparison provides the following information.
    • All File(s)' actual full installation path(s)
    • File(s) exists?
    • File(s) version? Is it the same version?
    • File(s) size? Is it the same size?
    • COM Availability: This option provides information about which COM component(s) are not registered but it should be by design.
    • Windows service(s) status: This option provides information about which Windows service(s) is not installed or started but should have been.
    • .NET components loadable: This option provides information about whether a .NET component is loadable, and where it is loaded from.

Other Scenarios

There are other scenarios in which this utility will be useful for troubleshooting products. For example,

- What if the file does not exist in a particular location, where it should have been?

- What if the file is of a different version?

- What if the file size is dramatically different?

- What if a window service does not appear in the Services Panel because it has not been installed correctly?

Details

The TSInstallCheck Utility includes a Help file (.chm) that provides details about using the utility and identifying/troubleshooting issues.

Download the Utility

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For technical support questions, send an e-mail to **wwsupport@invensys.com**.

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