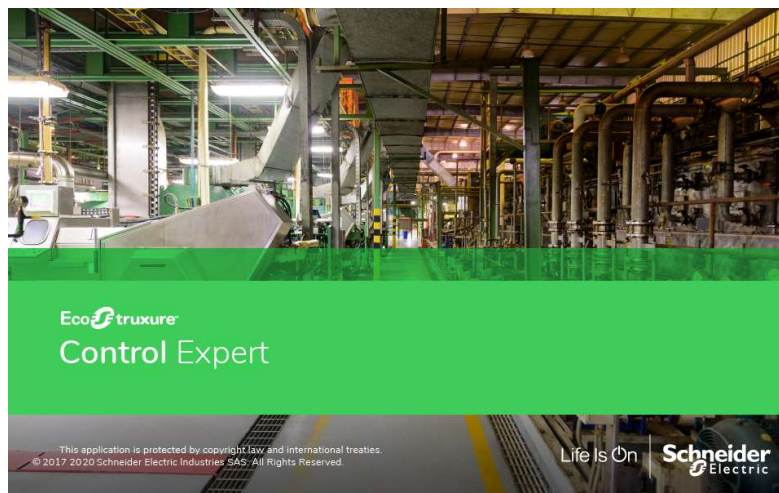


Installation Procedure for EcoStruxure Control Expert 15.0, SP1



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Overview

There have been reports of customers having integrity check issues when running Control Expert after installing version 15.0, SP1. The purpose of this document is to provide instructions on how to properly install and troubleshoot any integrity check errors encountered.

Installation procedure for Control Expert 15.0, SP1.

The following steps must be used to install Control Expert 15.0, SP1. This requires the uninstallation of Control Expert version 15.0.

- Open the Control Panel (See Figure 1).
- Click on Programs and Features

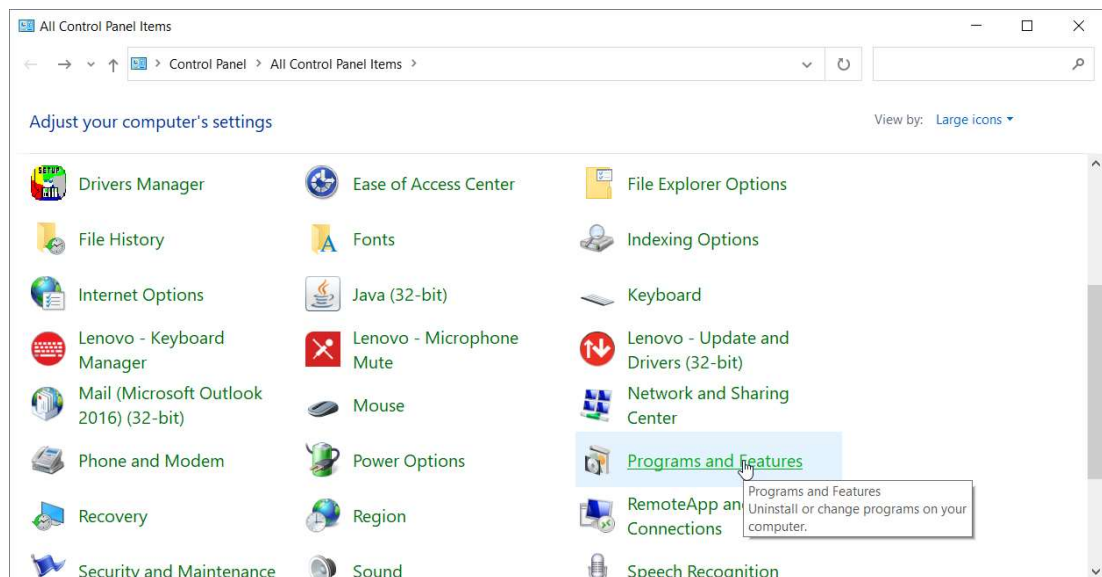


Figure 1. Windows Control Panel

- Scroll down the list and locate 'Control Expert' (See Figure 2).
- Double click on 'Control Expert' to uninstall it.

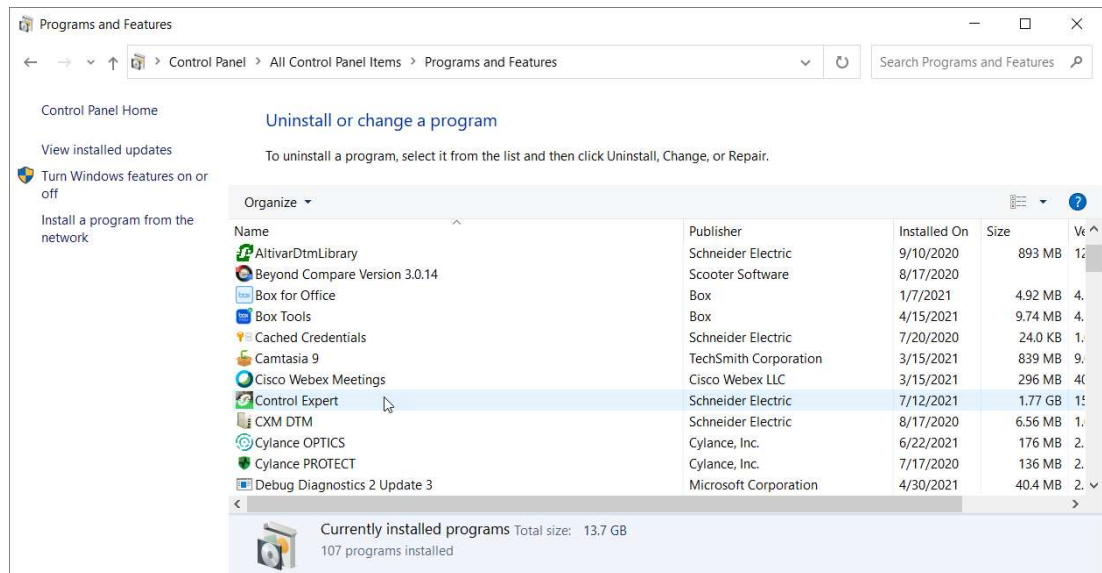


Figure 2.

- Click on Yes (See Figure 3.) to start the uninstall.

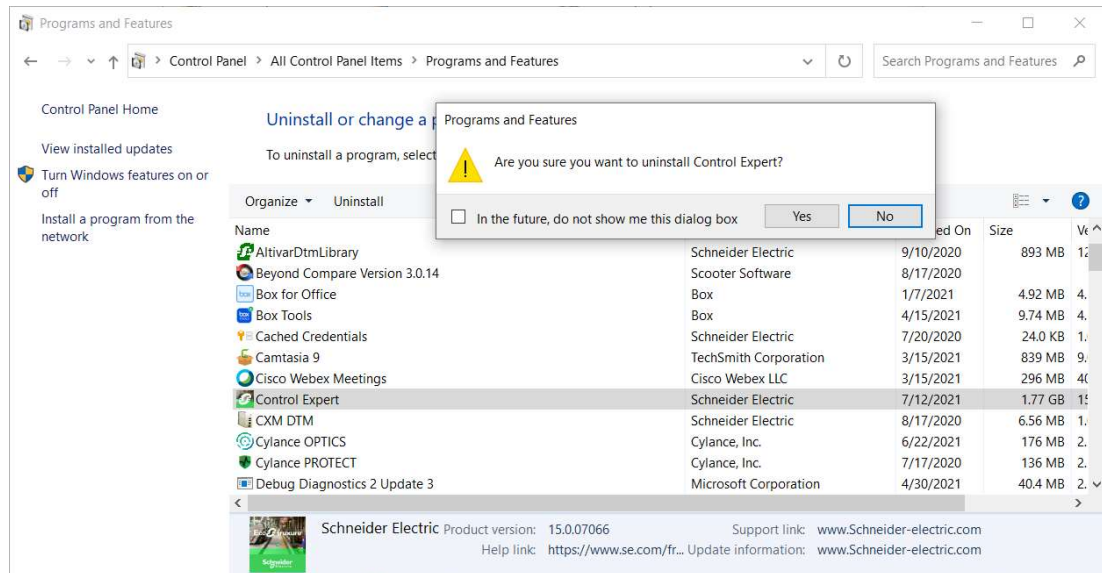


Figure 3

- After the uninstall is completed, the user **must reboot** the PC. This step is mandatory to allow completion of the uninstall process.

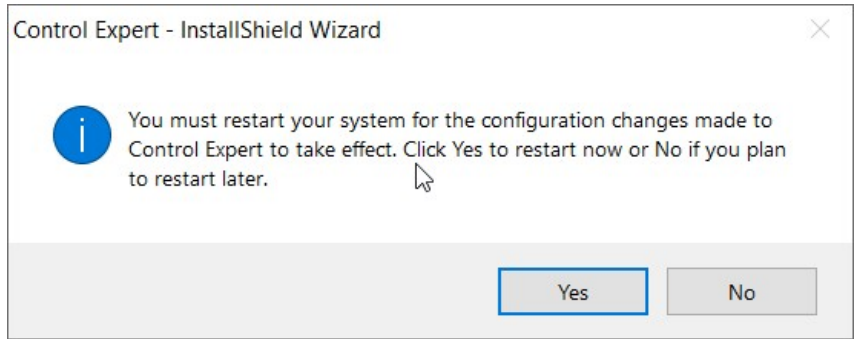


Figure 4 – Message requesting restart of the PC after uninstalling

Note: **There is no need to uninstall any DTM's.** Any installed DTM's will be properly detected by Control Expert upon the first run after the installation.

- Install Control Expert 15.0, SP1 by double clicking on Setup (See Figure 5.).

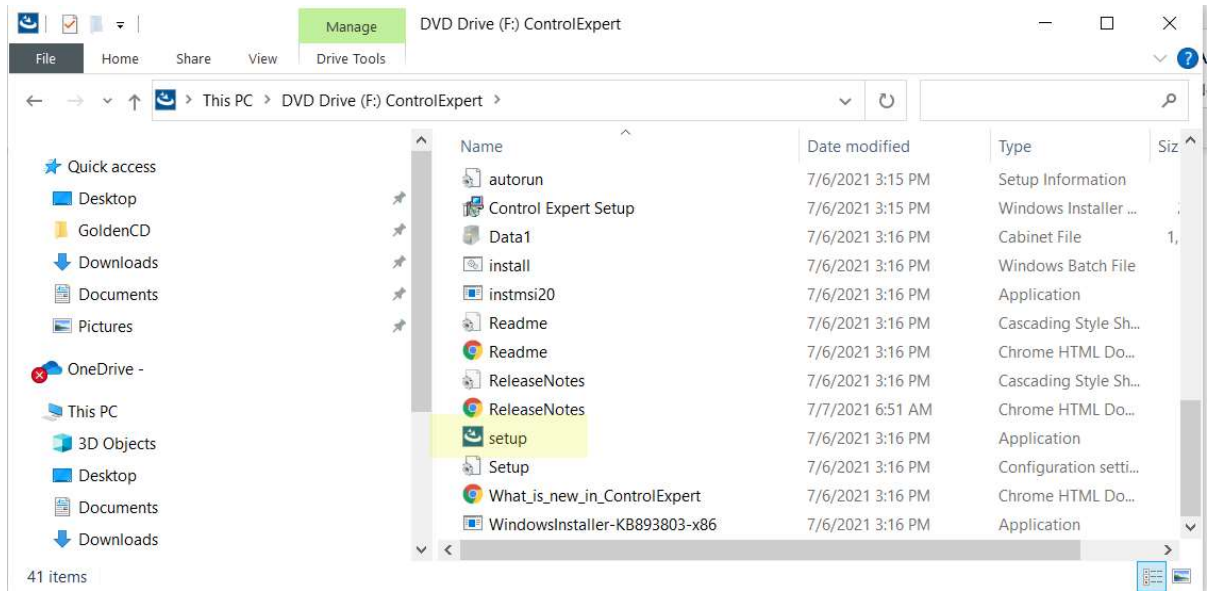


Figure 5. – Control Expert setup.

- After the install is completed, the user **must reboot** the PC. This step is mandatory to allow completion of the install process.

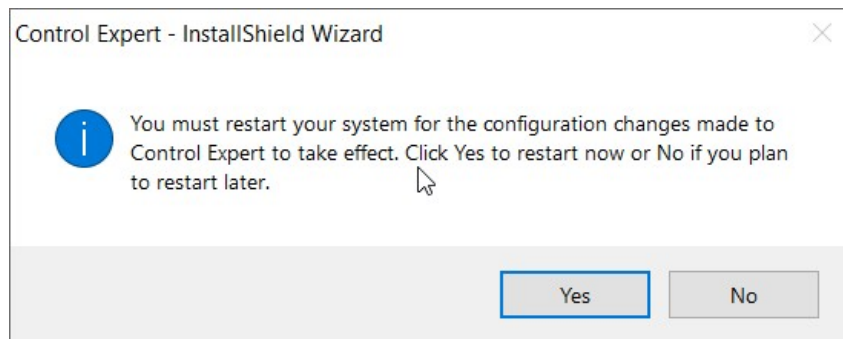


Figure 6 – Message requesting a restart of the PC after installing

- Start Control Expert by clicking on the desktop icon (See figure 7.).

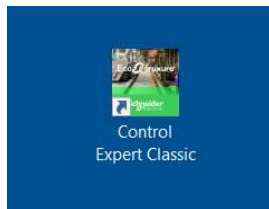


Figure 7. Control Expert icon.

- Click on OK in the message window that appears (See Figure 8.).

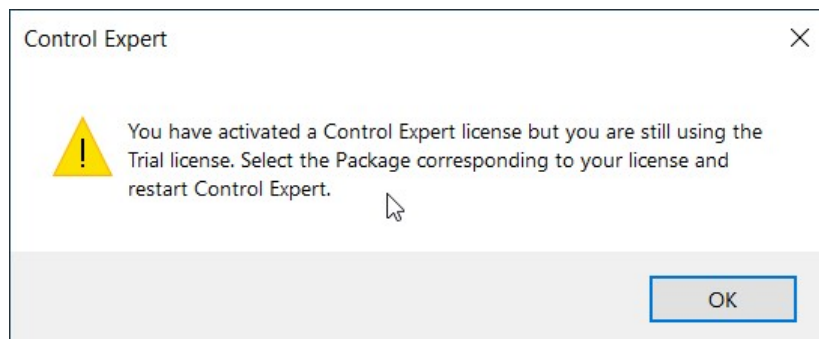


Figure 8 – Message window.

- Select the purchased Control Expert size version (See Figure 9) in the Package Selector window.
- Click on OK.

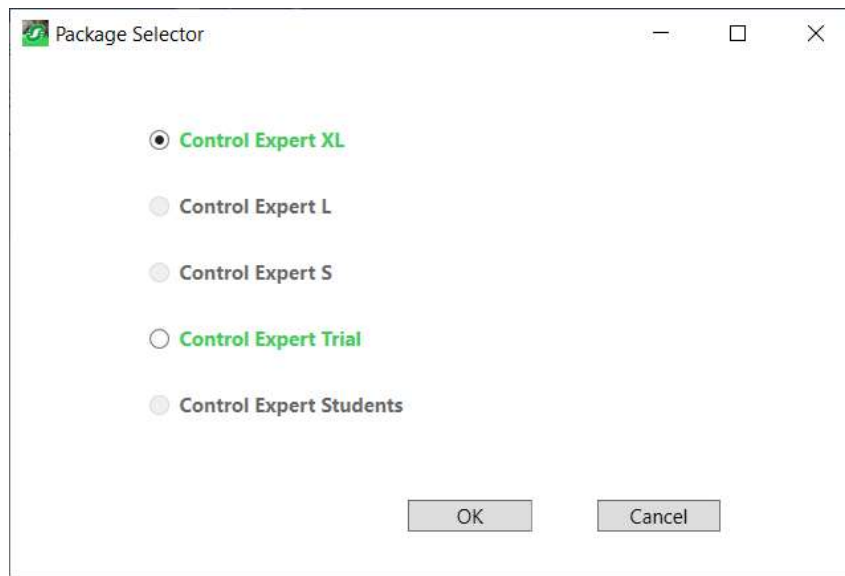


Figure 9 -Package Selector.

- **Restart** Control Expert.
- Upon starting, Control Expert will detect DTM's that are installed on the PC and perform a DTM catalog update (See Figure 10).
- This confirms that Control Expert is working.

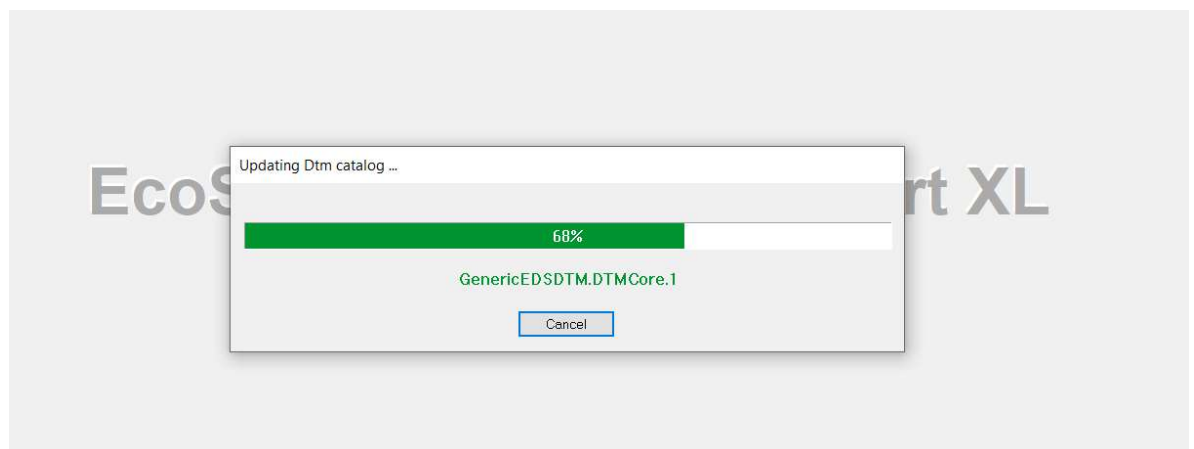


Figure 10 – Control Expert shows updating the DTM catalog

If an integrity check error is returned (See Figure 11), perform the following steps to resolve the issue:

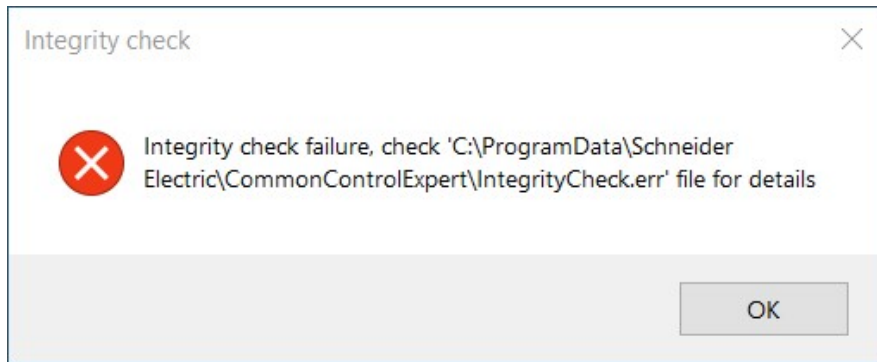


Figure 11 – Integrity check error.

- Open the log file named "IntegrityCheck.err" from the path described in the error window.
- Examine the log (See Figure 12.) to determine what file is causing the integrity check error.

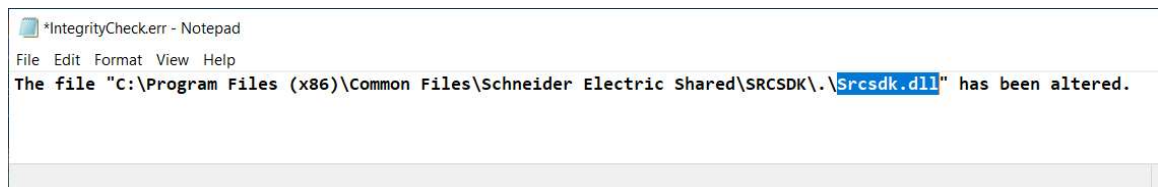


Figure 12 - 'IntegrityCheck.err' log file viewed with Notepad.

- If the log file makes a reference 'Srcsdk.dll',
- Open the folder named
'C:\Program Files (x86)\Common Files\Schneider Electric Shared\SRCSDK'.
- Search for any files with the name in the form of
'IntegrityCheckHashHotfix****.dll'
(i.e., IntegrityCheckHashHotfix_0627752R.dll, etc.).
- Delete any files found with the name in the form of
'IntegrityCheckHashHotfix****.dll' (See Figure 13.).

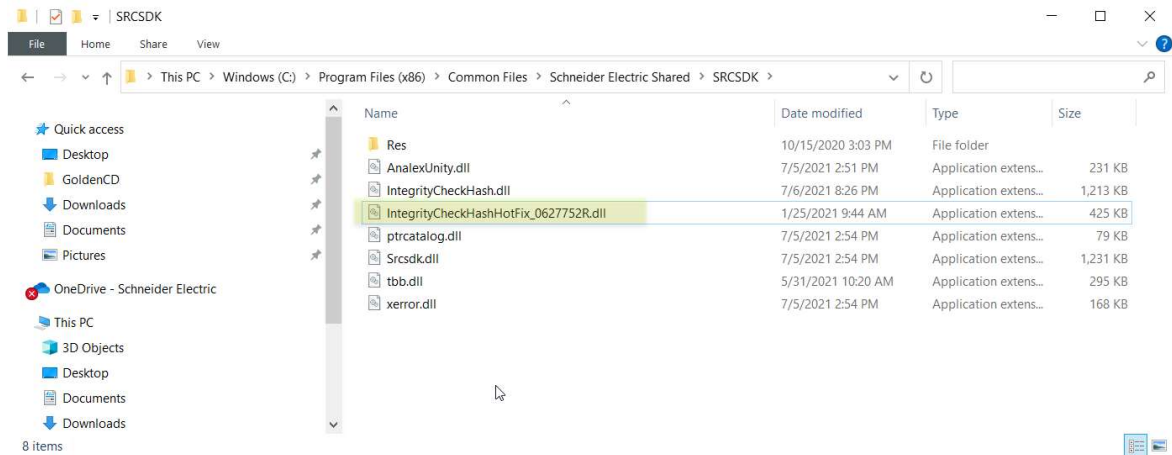


Figure 13 – Folder shows a IntegrityCheckHash*** file.

- Leave only the file with the name 'IntegrityCheckHash.dll'.
- **Do not delete any other files.**
- **Reboot the PC**
- **Restart Control Expert.**
- If you see a message window indicating 'Updating DTM Catalog', this confirms that Control Expert is running (See Figure 14.).

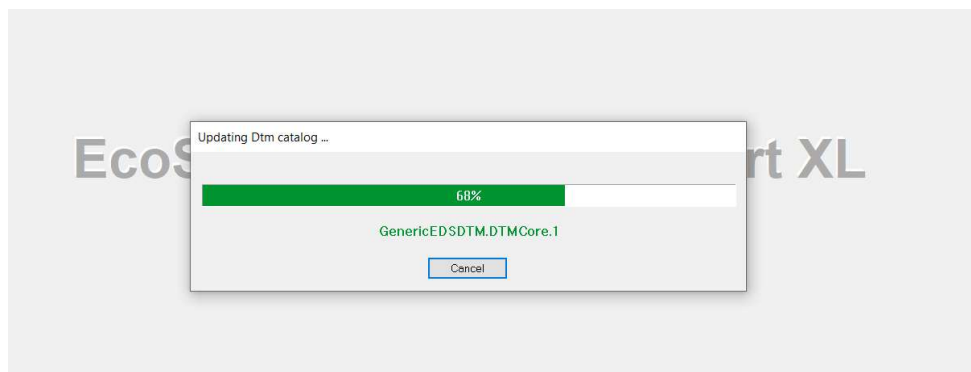


Figure 14 – Control Expert updating the DTM catalog.

If the 'IntegrityCheck.err' makes reference to any other file (See Figure 15.).



Figure 15 – IntegrityChecker.err references a different file.

- Open the referenced folder (i.e., **C:\Program Files (x86)\Common Files\Schneider Electric Shared\CommonControlExpert\SECURITY**).
- Search for any files with the name 'IntegrityCheckHashHotfix****.dll'.
- If there are any files found with the name in the form of 'IntegrityCheckHashHotfix****.dll', delete the extra files.
- Leave only the file with the name 'IntegrityCheckHash.dll'.
- **Do not delete any other files.**
- **Reboot the PC**
- **Restart Control Expert.**
- If you see a message window indicating 'Updating DTM Catalog', this confirms that Control Expert is running.

Note:

- 1.) Ensure that any Control Expert version 15.0 projects have been either archived ('.sta' file format) or exported ('.zef' file format) **before updating** to Control Expert 15.0, SP1. control Expert version 15.0, SP1 **will not be able to open** the saved project that is in the 'stu' file format.
- 2.) **Do not attempt to resolve the issue by manually uninstalling Control Expert through deleting any folders or registry keys.**
- 3.) The correct method to uninstall is to use the Programs and Features or Add/Remove Programs via the Control Panel (See figure 16.).

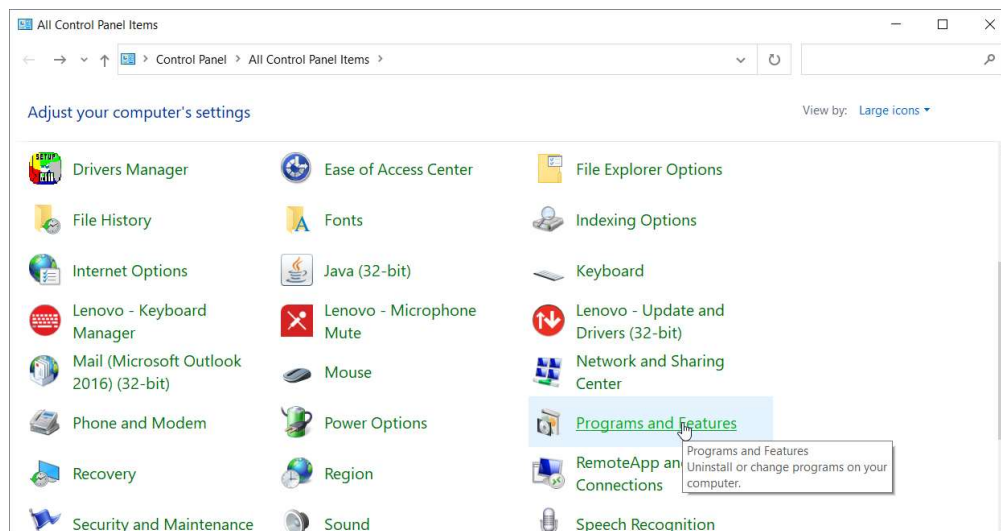


Figure 16. – Programs and Features in Control Panel.

- 4.) Control Expert installs the 'IntegrityCheckHash.dll' in multiple locations (See Figure 17).
If an integrity check error occurs, the log file will show where to look for the faulted file.

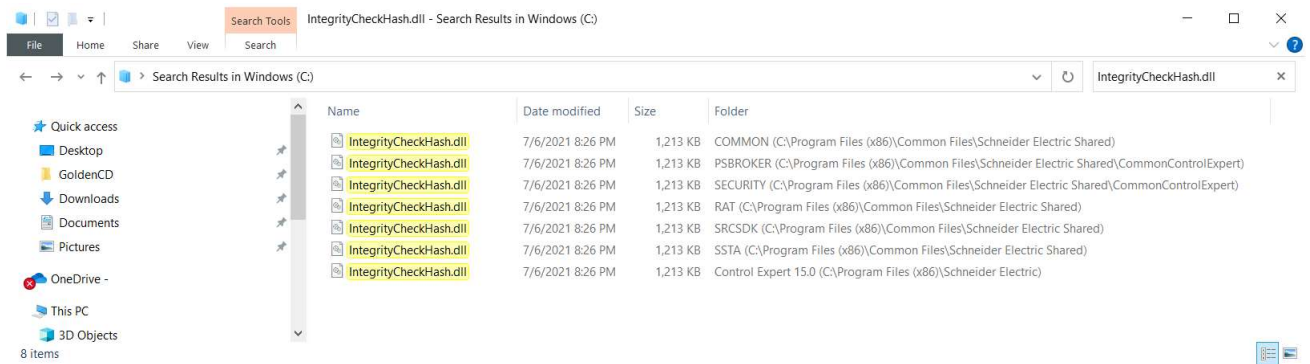


Figure 17 – Other locations where the 'IntegrityCheckHash.dll' is installed.

Verification

To ensure that this procedure is performed correctly, restart Control Expert and verify that no Integrity Check error appears.