

Technical Support

Technical Bulletin

Distribution:	Application Engineers, Technical Support Engineers, Vision Solutions Engineers, Technical Documentation Group, Worldwide Sales	☐ INTERNAL ONLY
Bulletin No.:	TB-08-001	☒ Internal & Customers (as needed)
Date:	4 February 2008	☐ Internal & Customers (MANDATORY)
Product:	VISIONPRO	Rev: 4.4 and later
Title: VisionPro Installer automatically starts while running QuickBuild		

PURPOSE

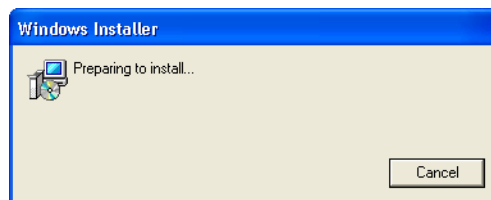
The purpose of this document is to describe a problem and the solution with VisionPro where the installer automatically starts and attempts to repair the installation when running QuickBuild even though the installation of VisionPro had already successfully completed.

TECHNICAL DETAILS

There have been reports from the field where upgrading from VisionPro 4.3 or 4.3 SR1 to VisionPro 4.4 or VisionPro 5.0 then running QuickBuild causes the VisionPro Installer to automatically start and repair the VisionPro installation.

This has been observed when attempting to open a vision tool inside of the QuickBuild tool palette on a Swedish XP operating system. There may have been other accounts of the same problem when running on German XP. There have been no reported accounts on English XP.

When running VisionPro 4.4 or 5.0 QuickBuild any attempts to open a vision tool from the tool palette may cause the VisionPro installer to start and auto repair. The VisionPro installer displays a startup dialog that says:



The reason the VisionPro installer attempts to repair the installation is due to a missing file; generally a DLL or an EXE. When a required file that VisionPro depends on is missing, the installer will automatically attempt to repair the VisionPro installation.

It has been observed that the file msxml4.dll may be missing even after successfully installing VisionPro 4.4 or 5.0. This is caused by the fact that the directory in which the file is supposed to reside already exists prior to the installation of VisionPro but the directory is empty. There is no indication that the file is missing at the completion of the VisionPro installation and the VisionPro installation finishes successfully.

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If you observe VisionPro attempting to automatically repair its installation while running QuickBuild, and the directory

`C:\WINDOWS\WinSxS\x86_Microsoft.MSXML2_6bd6b9abf345378f_4.20.9818.0_x-ww_8ff50c5d`

exists but is empty, then the following procedure may be used to repair the problem.

1. In the directory
`C:\WINDOWS\WinSxS\x86_Microsoft.MSXML2_6bd6b9abf345378f_4.20.9818.0_x-ww_8ff50c5d` check to see if the file `msxml4.dll` missing.
2. If the file is missing then delete this directory. There should not be any other files in this directory.
3. Un-Install VisionPro
4. Re-Install VisionPro
5. Verify that the file `msxml4.dll` is now in the directory from Step 1.
6. Launch QuickBuild and verify the problem is resolved.

Following this procedure of deleting the directory will allow the installation of VisionPro to complete successfully, the directory and the missing DLL should be present after re-installation, and this will prevent the installer from attempting to repair the installation when running QuickBuild.

MOVING FORWARD

At this time, it is unknown why the `msxml4.dll` is missing prior to or after the installation of VisionPro.

If you are observing VisionPro automatically attempting to repair the VisionPro installation that is not due to the missing `msxml4.dll`, then there may be a different file missing from the VisionPro installation. Please contact Technical Support to determine how to diagnose it further.