

Wonderware® Technical Support Info Tool

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Introduction

This document provides detailed information about the Wonderware Technical Support Info tool.

Purpose

This easy-to-use tool allows you to gather the System Information, Registry information, Product information, Wonderware Logger and Windows Events information on your local machine for troubleshooting. You can retrieve and store multiple machine information within a single file.

- System information (Example: Operating system, processor, display configuration, disk space, all the running process, all the installed services, environment variables, network adaptors)
- Wonderware products (Versions, Install locations and all the file information)
- Other Products (Product name, version and install location)
- Common Component and Global Assembly Cache information
- Wonderware product registry information
- ArchestrA user information
- Wonderware Logger information
- Windows Event information

Installing The Wonderware Tech Support Info Tool

1. Download WonderwareTSInfoToolSetup.zip.
2. Unzip the product into a temporary folder.
3. Run the **WonderwareTSInfoToolSetup.msi**.
4. The utility is installed by default under **..\Program Files\Wonderware\WonderwareTSInfoTool** folder.

For 64-bit operating systems the default is **..\Program Files (x86)\Wonderware\WonderwareTSInfoTool**.

5. Run the Wonderware **TS Info Tool.exe** file when you want to use the utility.

To Uninstall

- Uninstall the tool using **Control Panel > Add/ Remove Programs**.

Compatibility

The Wonderware Technical Support Info tool is supported on

- Windows XP SP3
- Windows Server 2003 SP2
- Windows Server 2008 R2 SP1 (64-bit)
- Other Windows Operating Systems such as Vista/Windows 7 were not tested but should be compatible.

Using the Tool

Open the Wonderware Tech Support Info Tool by clicking **Start -> All Programs -> Wonderware -> WonderwareTSInfoTool**.

You can also open the tool by double-clicking **Wonderware TS Info Tool.exe**.

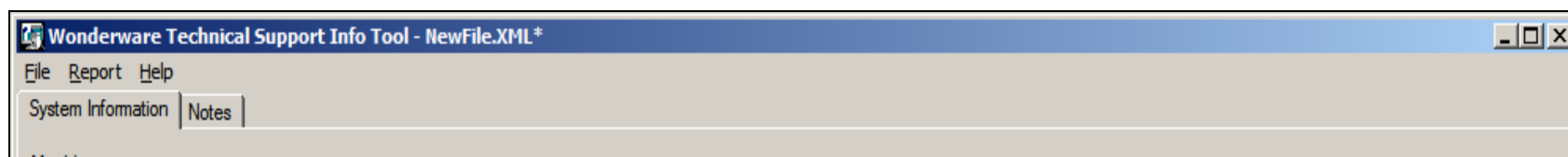
1. Open the tool and click the **Retrieve Wonderware Information** button.
2. Click **Information Retrieval Options** and then click **OK**.
 - Information appears under the relevant tabs according to your selected options.
 - You can save your collected information as an **xml** file by clicking **File -> Save** on the main menu.
 - You can generate a report by clicking **Report -> Generate Report**. Both the xml file and the html file can then be emailed to Tech Support for further investigation.

Details

This section includes details about the Technical Support Info Tool Tabs and Menus.

This tool has the following main tabs: **System Information** and **Notes**.

You can retrieve the system and other information. You can also retrieve and store multiple machine information within a [single file](#).



The screenshot displays the 'Machines' window of the Wonderware Technical Support Info Tool. At the top, a tree view shows a folder 'Machine (Node in your Application topology)' containing a sub-entry 'Machine:IOMLKF0086D (Microsoft Windows Server 2008 R2 Standard - Service Pack 1)'. Below this, a horizontal tab bar contains five tabs: 'System Information' (which is selected and highlighted with a dotted border), 'Registry Information', 'Product Information', 'Logger Information', and 'Windows Events'. To the right of the tabs is a button labeled 'Retrieve Wonderware Information'. Below the tabs are two text input fields. The first is labeled 'Machine Usage (system role in application architecture. Example: GRNode, client node, InTouch node, InTouch Terminal server node etc.):' and is currently empty. The second is labeled 'Additional System Info (if any):' and is also empty. At the bottom, a large text area is labeled 'System Information:' and is currently empty, with a vertical scrollbar on its right side. The entire window has a light gray background and a standard Windows-style border.

FIGURE 1: SYSTEM INFORMATION

Notes Tab

Use the **Notes** tab to add/update any notes.

Information Retrieval Options

To configure System Information Options

By default the local machine appears under **Machines** item in the **System Information** tab.

1. In the **Machine Usage** field (Figure 1 above), type a description of the machine usage/role in your application topology. For example: **InTouch node, GR Node, InTouch TSE Server Node**)
2. In the **Additional System Info** field, add any specific machine information that might be missed by the tool.
3. Click the **Retrieve Wonderware Information** button. The **Information Retrieval Options** dialog box appears (Figure 2 below).

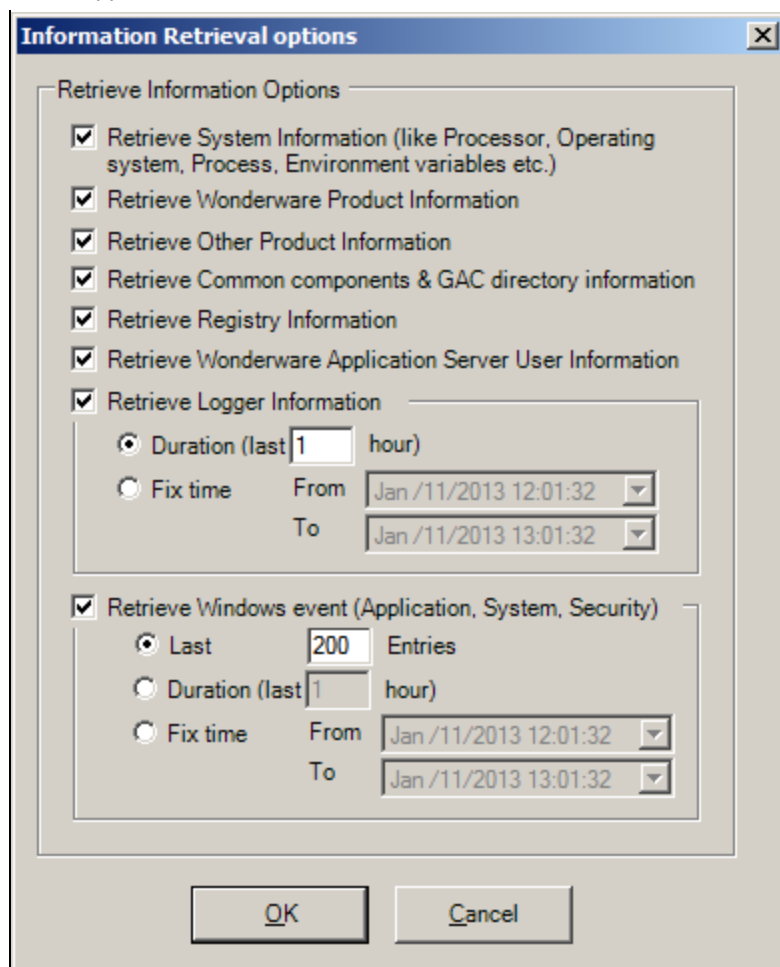


FIGURE 2: RETRIEVE INFORMATION OPTIONS

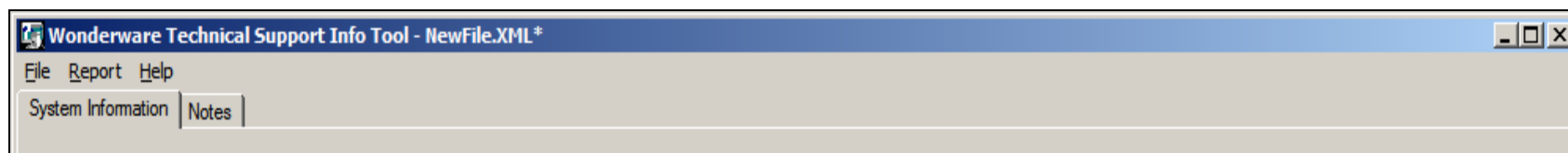
4. Select your retrieval options and click **OK**.

It can take several minutes to gather all the information from the selected system.

After the tool completes the information retrieval, you can see all the information populated under the following Tabs:

Note: This tool retrieves information only from the node on which it is installed (local).

System Information



Machines

Machine (Node in your Application topology)

Machine:IOMLKF0086D (Microsoft Windows Server 2008 R2 Standard - Service Pack 1)

System Information

Registry Information

Product Information

Logger Information

Windows Events

Retrieve Wonderware Information

Machine Usage (system role in application architecture. Example: GRNode, client node, InTouch node, InTouch Terminal server node etc.):

Additional System Info (if any):

System Information:

-----PC Information

Vendor: Dell Inc.

Name: OptiPlex 780

-----Operating System

CSName: IOMLKF0086D

Name: Microsoft Windows Server 2008 R2 Standard [C:\Windows]\Device\Harddisk0\Partition3

CSDVersion: Service Pack 1

Version: 6.1.7601

TotalVirtualMemorySize: 8250756

TotalVisibleMemorySize: 4126304

FreePhysicalMemory: 1328752

FreeSpaceInPagingFiles: 3860196

FreeVirtualMemory: 5240492

DataExecutionPrevention_32BitApplications: True

DataExecutionPrevention_Available: True

LastBootUpTime: 20130107080516.375199-480

LocalDateTime: 20130110120732.269000-480

MaxProcessMemorySize: 8589934464

OSLanguage: 1033

FIGURE 3: SYSTEM INFORMATION TAB PANEL

Registry Information

1. Click the **Registry Information** tab to gather Registry Values (Figure 4 below).

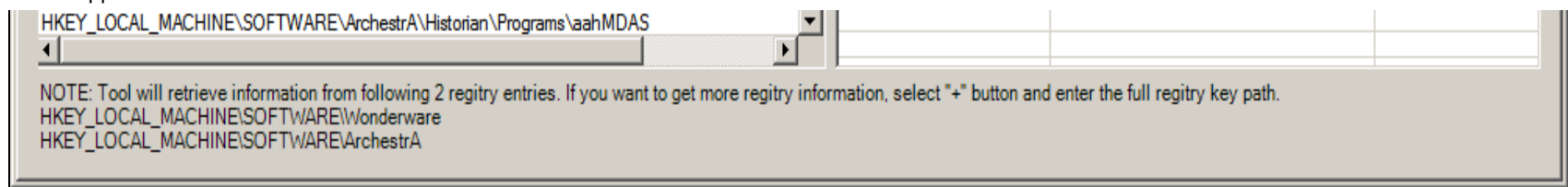


FIGURE 4: REGISTRY VALUES TAB PANE

2. Select a registry name to see details in the right panel.

To add Registry entries

1. Click the **Registry Information** tab.
2. Click +.
3. Type or paste the full registry location and click **OK**.

To delete Registry entries

1. Select the Registry name on **Registry Information** tab.
2. Click -.

Product Information

Installed product information is available from the **Product Information** tab.

To see Product file details

1. Click the **Product Information** tab.
2. Double-click a product name.
3. Use the **Ellipsis** (...) button to locate the Install Directory.
4. Click **OK**.



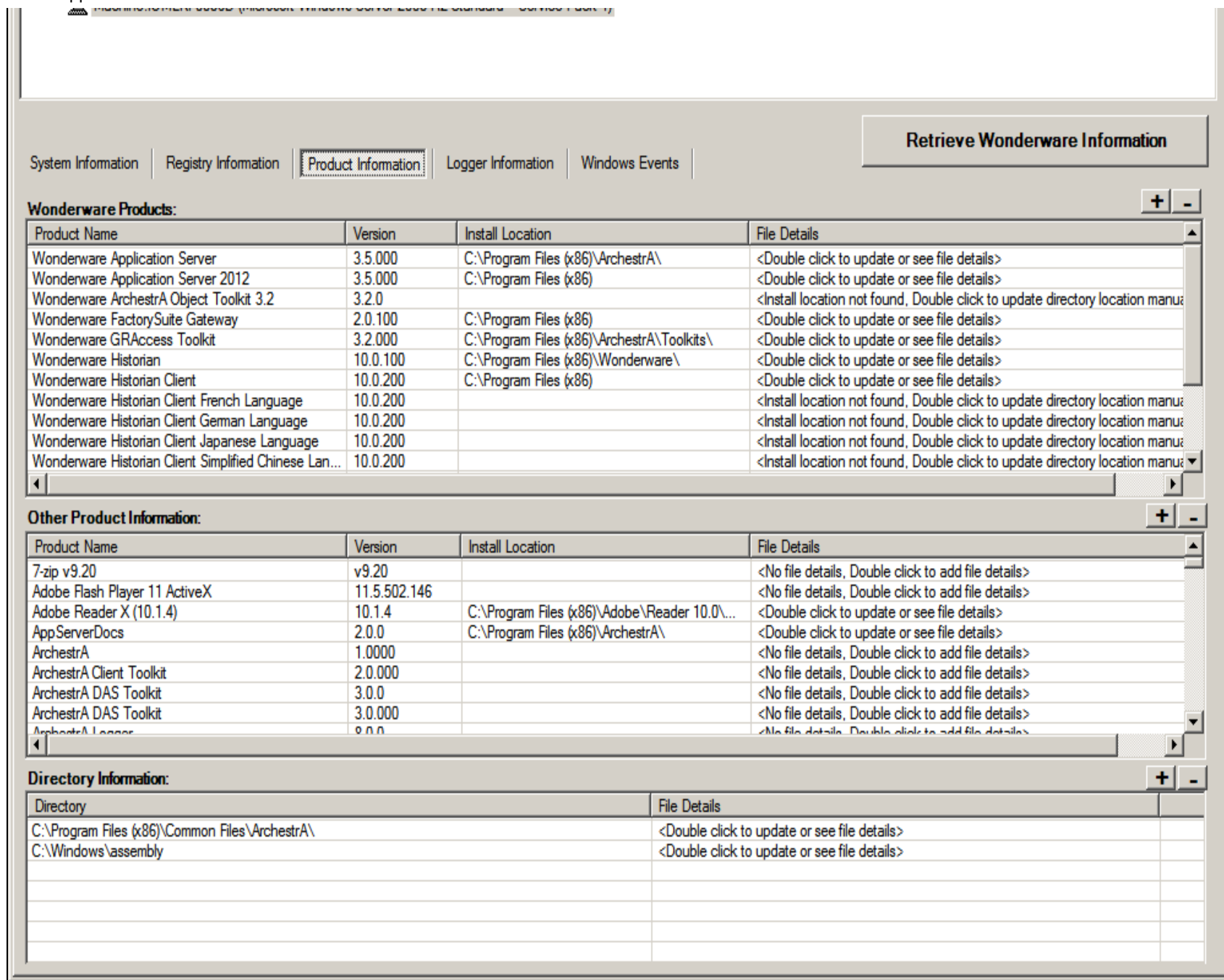


FIGURE 5: PRODUCT INFORMATION TAB PANE

You will see the file details such as File Version, Time Stamp, Size, Product Version, and Company (Figure 6 below).

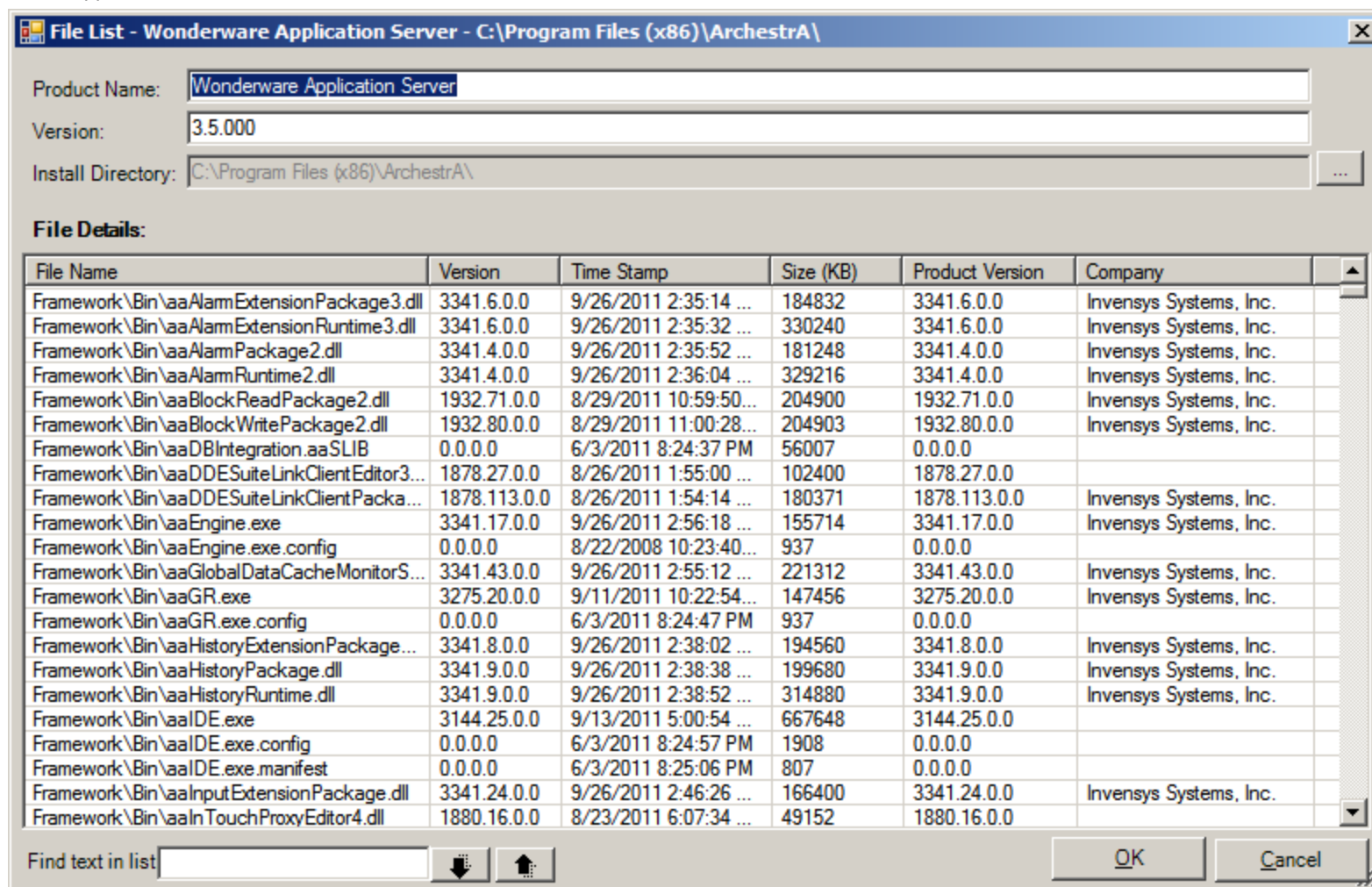


FIGURE 6: PRODUCT DETAILS

You might need to detect a product installed on a different drive, or if the product is a custom product. The Tool provides flexibility in this case.

To Add a product manually

1. Click the Product Information tab.
2. Click the + button.
3. Use the **Ellipsis** (...) button to locate the install directory.
4. Type in the product name and Version and click **OK**.

To Delete a product manually

- 1. Select a Product name on the Product Information tab.
- 2. Click the - button.

Only the list item is deleted.

Logger Information

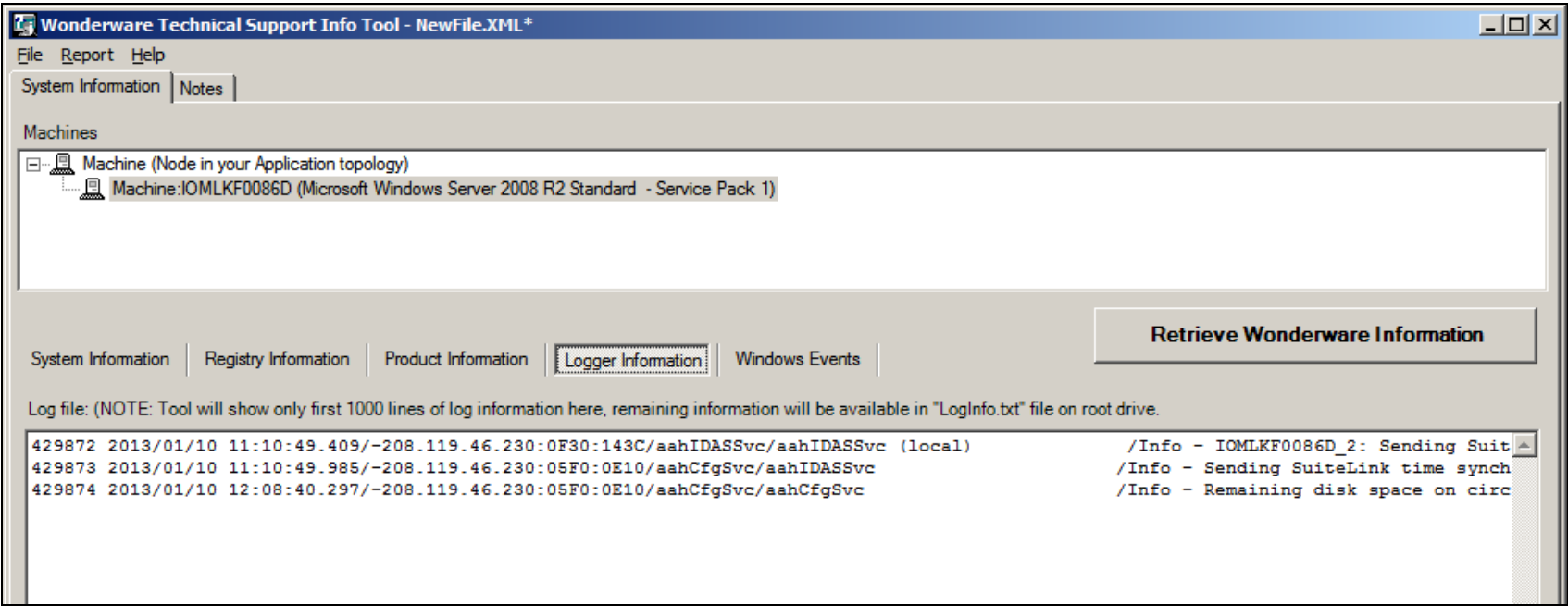
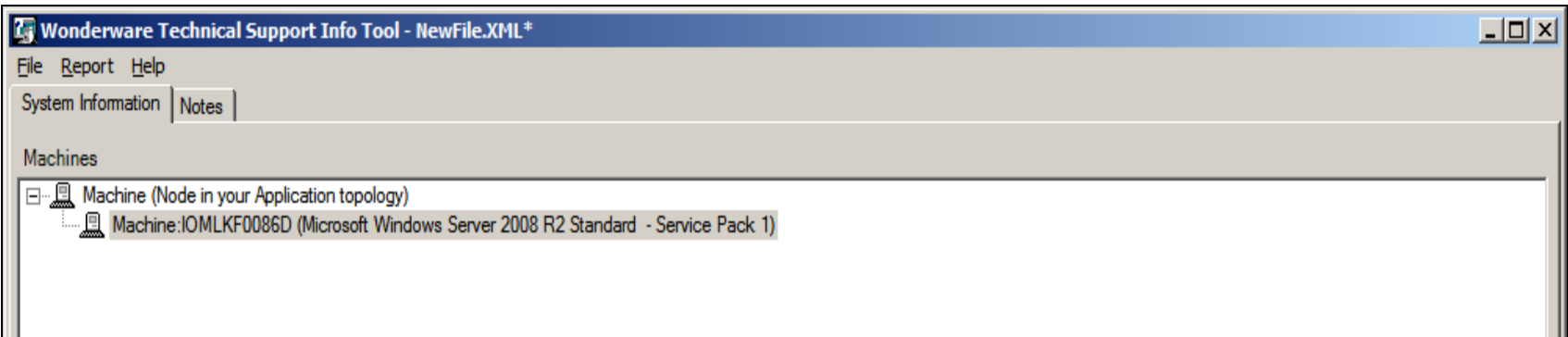


FIGURE 7: LOGGER INFORMATION TAB PANE

Windows Events



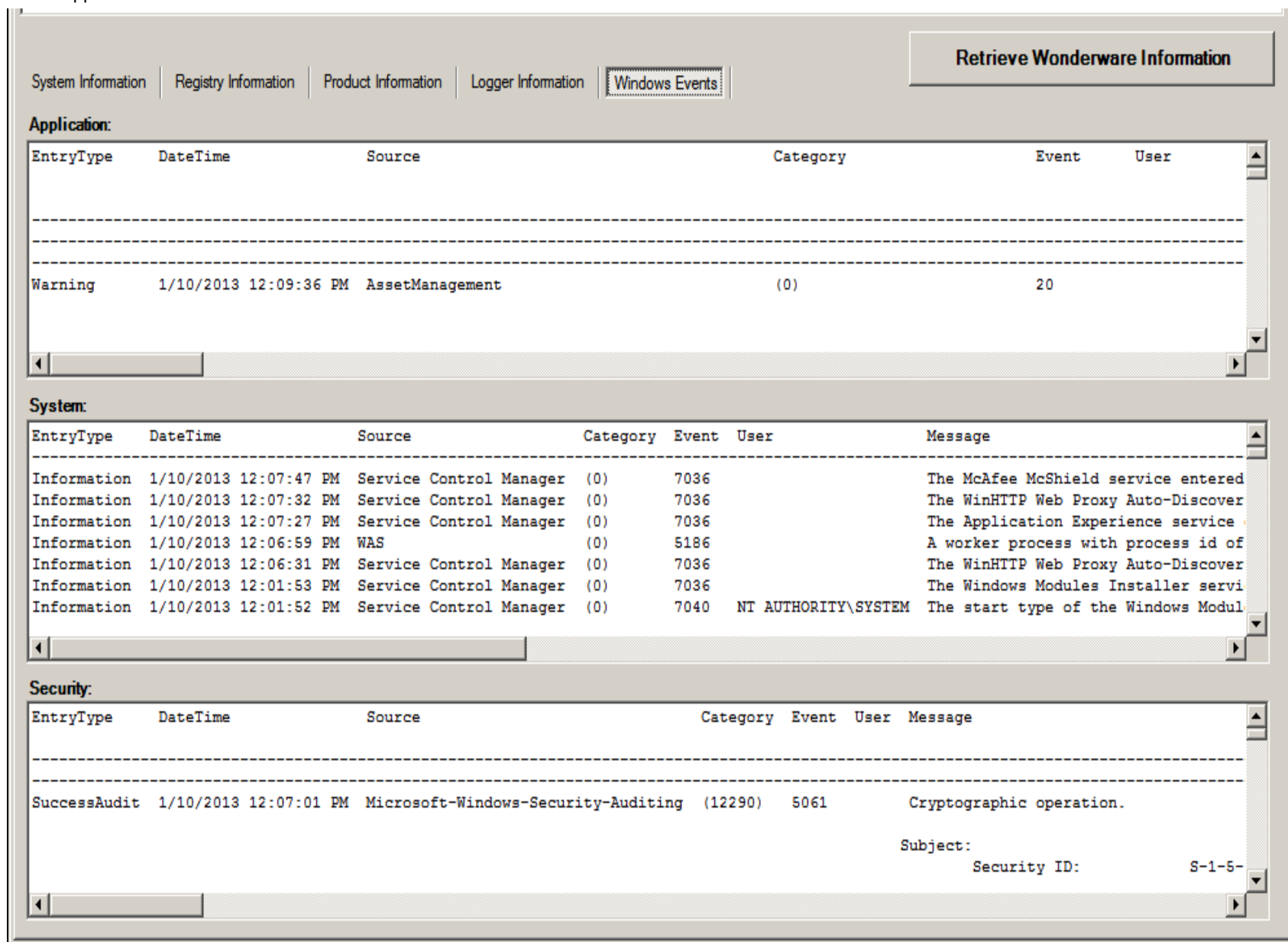
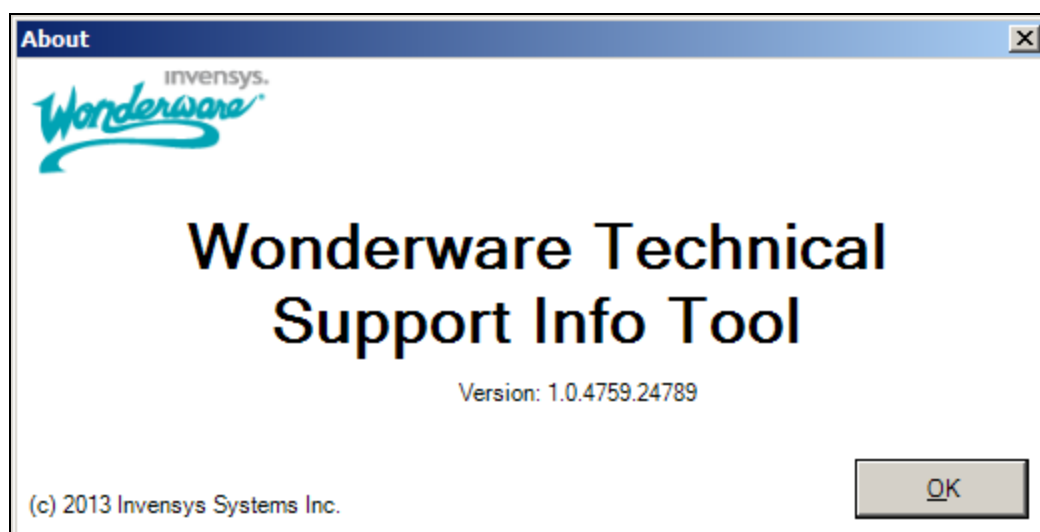


FIGURE 8: WINDOWS EVENTS TAB PANE

Main Menu Commands

- **File -> New:** All earlier information retrieved if any is cleared and tool is now ready for retrieving new information from the local machine.
- **File -> Open:** A previously saved xml file using this tool can be opened using this menu item.

- **File -> Save:** Information retrieved on this PC can be saved as xml file on a specified location. You can retrieve and store multiple machine information within a single file.
- **File -> Import:** An xml file from another machine can be imported using this menu item. In this case both the retrieved information from local machine as well as from another machine is populated under each tab.
- **File -> Export file version information:** File List information populated under **Product Information** tab can be stored with the default filename **C:\filelist.csv**.
- **File -> Exit:** Close the Tool.
- **Report -> Generate Report:** An html file with default name is created and can be saved on specified folder on the PC. All the information retrieved using **Retrieve Wonderware Information** button is stored in this report in html format.
- **Help -> Help Contents:** Opens the .chm help file for this tool. You can also press **F1** to see the Help file.
- **Help -> About:**



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