

Distech Controls Unified Package Troubleshooting Tool 2.1.0

Quick Start Guide

Purpose

This tool diagnoses and automatically repairs issues related to Distech Controls EC-Net Facilities Support Pack, Productivity Enhancing Tools (PET), Designer, Space Dynamix, BACnet AWS/OWS, and Unified Package installations. It verifies files, identifies corruption, performs backups, launches required installers, and restores backups.

1. Launch the Tool

Run: Distech Controls Unified Package Troubleshooting Tool 2.1.0.exe. The tool opens maximized with an expandable diagnostic log and may request Administrator elevation.

2. Select the Scope

Choose the Drive, EC-Net Revision, and Pack or select "All Packs."

3. Click "Check Files"

The tool scans required files, reporting Missing or Present items with detailed logging.

4. Review the Results

Green = Present. Red = Missing. Results can be copied or exported via CSV.

5. Automatic Fix (Repair Mode)

Automatic Fix stops Niagara, backs up existing files safely, and launches Support Pack, PET, and Unified Package installers. Prompts ensure proper elevation and confirmation.

6. Restore Backup

Restore a timestamped backup to return the system to a working state.

7. Save Logs

Logs save automatically on exit and can also be saved using Save Log.