

Distech Controls Unified Package Troubleshooting Tool 2.1.0

Full User Guide

1. Overview

This tool validates Niagara/EC-Net files, detects missing or corrupt modules, performs safe backups, guides technicians through installer sequences, and restores previous system states. It manages service shutdowns, handles file locks, and ensures reliable recovery.

2. System Requirements

- Windows 10/11
- Niagara/EC-Net installed
- Distech Controls Software Center installed with downloaded packages
- Administrator privileges required for repairs and backups

3. Tool Layout

Selection Bar: Choose Drive, Revision, and Pack.

Action Toolbar: Automatic Fix, Known Working Files, Restore Backup, Export CSV, Save Log.

Path Preview: Displays module directory.

File Presence Grid: Shows Missing/Present files.

Diagnostic Log: Expandable logging panel.

4. File Check Process

The tool resolves expected paths dynamically, handles ProgramData version detection, and logs all file presence checks with color-coded results.

5. Automatic Fix Workflow

1. Confirmation prompts.
2. Capture Niagara running state.
3. Terminate Workbench (wb.exe, wb_w.exe).
4. Stop Niagara using CIM.
5. Backup Present files with timestamp + manifest.json.
6. Launch Support Pack, PET, and Unified Package installers.
7. Restart Niagara only if it was originally running.

6. Backup Behavior

Backups are stored in C:\ProgramData\DCAS\UPT. Each contains a manifest.json mapping Original → Backup paths for accurate restoration. Protected files (e.g., dclImagesMigrator-wb.jar) are excluded.

7. Restore Backup

Restoration uses manifest.json for path accuracy, stops Niagara, restores files, and restarts services only when originally running.

8. Logs

Logs automatically save to C:\ProgramData\DCAS\UPT\Logs on exit. Manual saving is also available.

9. Troubleshooting

- Files locked → Close EC-Net; tool stops Workbench.
- Missing installers → Use Known Working Files link.
- Backup failures → Relaunch tool as Administrator.
- Restore issues → Verify manifest.json or choose another snapshot.