

# Distech Controls Unified Package Troubleshooting Tool

Version: 1.0.2

## Purpose

Verifies the presence of required modules and assets for Distech Controls Unified Packages and Productivity Enhancing Tools across released EC-Net 4 revisions. It helps Advanced Support Specialists rapidly identify missing components and export results for documentation.

## System Requirements

- Windows 10 or later
- Read access to EC-Net 4 installation directories (e.g., C:/Niagara)
- .NET Framework with WPF support
- Niagara EC-Net 4 / EC-Net Facilities revisions installed

## Launching the Tool

- Run the executable: "Distech Controls Unified Package Troubleshooting Tool.exe"
- The main window opens centered with a clean, accessible UI.

# User Interface Overview

The window includes:

- Root Drive: Select the base drive (C:, D:)
- Revision: Choose the Niagara revision (e.g., EC-Net4-4.14.2.12)
- Pack: Pick a specific pack or "All Packs" for a comprehensive check
- Modules Path Preview: Shows the base path derived from your selections
- Action Buttons:
  - Check: Invokes the tool to check file/folder presence
  - Clear Results: Removes all entries in the Results Grid
  - Export CSV: Export results table to CSV
- Results Grid: Displays Status, Pack, Item, Full Path with color-coding
- Status Bar: Communicates overall result (All files are present / Some files are missing)

## Supported Packs & Path Templates

The tool checks for required files across the following packs: Support Pack, Designer, EclypseNetwork, BACnet AWS & OWS, Space Dynamix, Productivity Enhancing Tools. When "All Packs" is selected, duplicates are de-duplicated automatically.

## Checking Files

- Click \*\*Check\*\* to scan all paths resolved for the current selection
- Each item is tested with literal path semantics, and marked \*\*Present\*\* or \*\*Missing\*\*
- Status Bar rules: If all items are present → 'All files are present.'; otherwise → 'Some files are missing.'

## Results Grid & Interactions

- Color-coding: Green for Present, Red for Missing, Blue for selected rows
- Columns: Status, Pack, Name, Full Path (read-only)
- Copy options: Right-click → Copy Selected Rows (tab-delimited) or Copy Full Path(s)

## Exporting Results

- Click \*\*Export CSV\*\* to save results with UTF-8 encoding
- Default file name: FilePresenceResults.csv (you may change location and name)

## Clearing Results

Click \*\*Clear Results\*\* to empty the grid without changing the Status Bar message.

## Troubleshooting Guidance

- Access Denied errors are typically generated at the ProgramData directory, run as administrator if necessary
- Verify the correct drive and revision selection
- Ensure the specific pack was installed for the chosen revision
- Check file system permissions if paths are unexpectedly missing
- Use "Copy Full Path(s)" to quickly navigate and validate locations

## Release Notes

### 1.0.2

- Fixed scriptblock invocation for path preview
- Replaced invalid event wiring with proper CommandBinding for Copy
- Added working handlers for context menu copy items

## Support

For assistance, contact Advanced Support or refer to internal documentation.