# Resolving Installer Utility Issues

Written for:

PSCAD

FACE

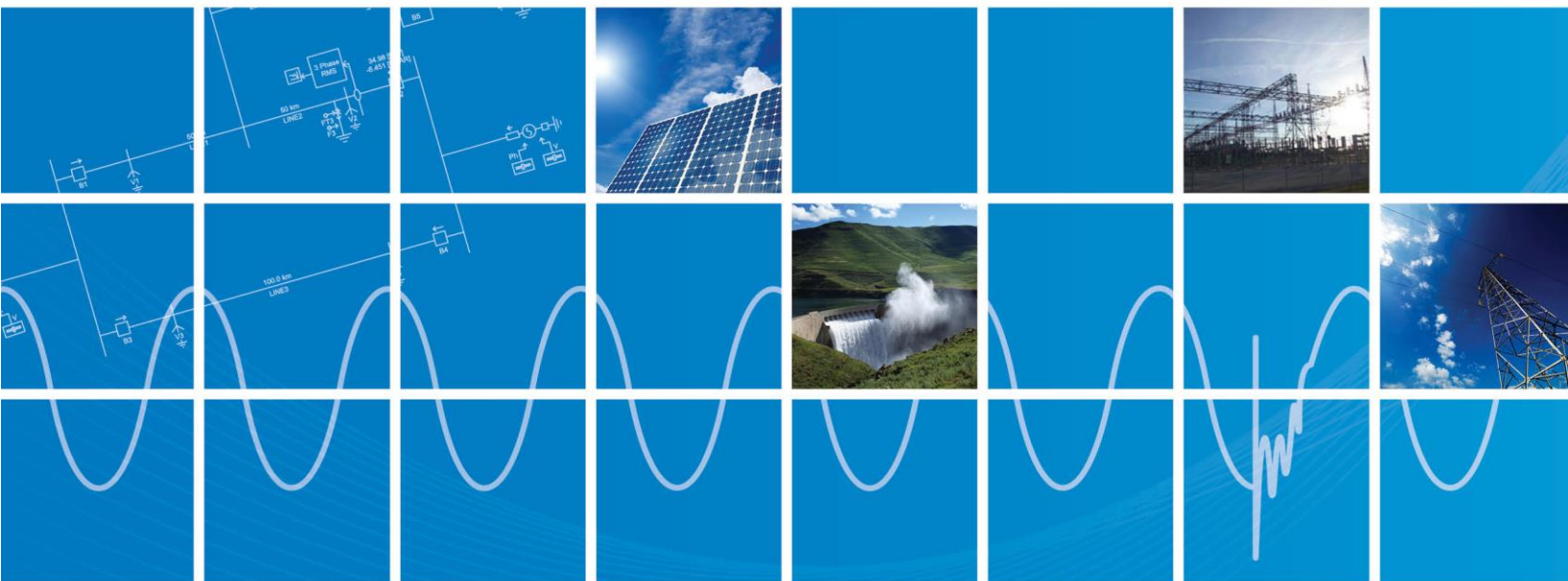Enerplot

PRSIM

PSCAD Initializer

GFortran

April 5, 2022
Revision 3

## Contents

# 1.    Introduction

## 1.1    Overview

This manual presents known issues and solutions related to installing the MHI products listed below using the Installer Utility. This manual is intended to be a continuously developing diagnostic tool as these software evolve.

- PSCAD
- FACE
- Enerplot
- PRSIM
- PSCAD Initializer
- GFortran v8.1+

## 1.2    Contacting our Support Team

If the suggestions in this document do not resolve the issue, please contact our support desk (support@pscad.com).

Please ensure to provide the following information in your e-mail:

- Your license number as specified in this article.

- The Installer utility messages, if applicable, as per Appendix A.

## 2. Installation Issues

### 2.1 Receiving a "Manifest appears to be modified or corrupt" Error Message

**Problem**

When installing Enerplot, the Installer utility displays the following messages:

Getting manifest from …

Validating

Manifest appears to be modified or corrupt.

Deleting temp folder…

Done..

**Cause**

Information in the manifest was somehow modified or corrupted.

**Solution**

- Delete the current download.

- Obtain a new download from a trusted source (e.g. through your MyCentre user account).

- Retry the installation.

## 2.2 Receiving an "Access Denied" Error Message

**Problem**

When performing an installation using the Installer utility, an "Access Denied" error message display.

**Cause**

Installation permissions are missing on your machine.

**Solution**

Use the Fortran Medic utility to configure for installation permissions as per Appendix B.

## 2.3    The Installation of Redistributables Fails, Blocking the Product Installation

**Problem**

When performing an installation using the Installer utility, the utility detects and notifies the user that the Microsoft Visual C++ Redistributables are missing.

The user therefore attempts to install the missing Redistributables, but the Redistributables fail to be installed, because newer Redistributables are already installed.

Since the Redistributables failed to install, the Installer utility will not install the MHI Product.

**Situation**

Specifically, this issue occurred when:

- Using the PSCAD Initializer v1.0.0 Installer Utility,

- The product being installed requires Visual C++ 2017 Redistributables, and

- The Visual C++ 2022 Redistributables or better were already installed on the user's machine.

**Cause**

This is a deficiency in the Installer Utility that was released with PSCAD Initializer v1.0.0, in that it does not recognize that the Visual C++ 2022 Redistributables or better are ins.

Before proceeding with the installation of the MHI Product (PSCAD Initializer v1.0.0), the Installer utility first tries to ensure that Visual C++ 2017 Redistributables are already installed. If this software is not detected, the Installer utility prompts the user to install it. However, if a newer and suitable version is already installed, Visual C++ 2022 Redistributables are already installed, the installation of Visual C++ 2017 Redistributables are blocked by the Microsoft installer.

Instead, the Installer utility should detect that the newer and suitable Redistributables (2022) were installed, and allow the user to proceed with the installation of the PSCAD Initializer.

**Solution**

Update to PSCAD Initializer v1.0.1, which utilizes an updated version of the Installer utility that will detect when newer and suitable versions of Visual C++ Redistributables are installed.

To obtain access to this product, please contact our sales desk (sales@pscad.com), ensuring to provide your license number in your request.

# Appendix A     Obtaining the Installer Utility Log File

When the Installer utility is run, a log file containing all activities that occurred, along with any errors, may be saved to a log file.

- Select "Save Messages As" and save the messages as prompted:
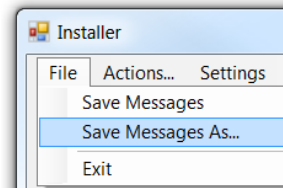


**Note**

If Save Messages is selected, the Installer Utilities will save its messages to the following folder:
  C:\Users\[USERID]\AppData\Local\Manitoba Hydro International\Installer\Messages

- If unable to resolve the issue, please send in the log file to the MHI support desk as per Section 1.2.

## Appendix B    Configure Your Machine to Allow the MHI Installers

Please refer to this article for instructions on configuring your machine for this installation.

DOCUMENT TRACKING

| Rev. | Description | Date |
|------|-------------|------|
| 0 | Initial | 01/Apr/2019 |
| 1 | Added new MHI products | 08/Dec/2020 |
| 2 | Added Section 2.2 and Appendix B<br>Update to Appendix A | 09/Oct/2021 |
| 3 | Added Section 2.3 | 05/Apr/2022 |
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