Exaquantum

Issue Preventing Exaquantum Installation

KB-1081-22

Document Summary	
Article Type	User Guide
Products Affected	Exaquantum/PIMS
Versions Affected	R3.01 or later
Function Affected	Exaquantum Installation
Available Resolution	DCOM Reconfiguration
Audience	Administrators, System Integrators
Summary	Installation of Exaquantum prerequisites continue in perpetuity This document describes how to break the cycle and complete the installation
Review Date	Document to be reviewed before November 2024

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Chapter 1 Introduction

Installation of Exaquantum client/server does not progress beyond the prerequisites, with the installation and subsequent reboot continuing in perpetuity.
The issue is usually caused by a failure to install a Visual C++ redistributable and can affect R3.01 or latter systems.
This document provides the action necessary to complete the installation.

1.1 Audience

This guide is intended for System Administrators and Integrators.

Chapter 2 Issue and Resolution

2.1 Issue Description

Installation of Exaquantum client does not progress beyond the prerequisites with the installation and subsequent reboot continuing in perpetuity failing to pass this point:
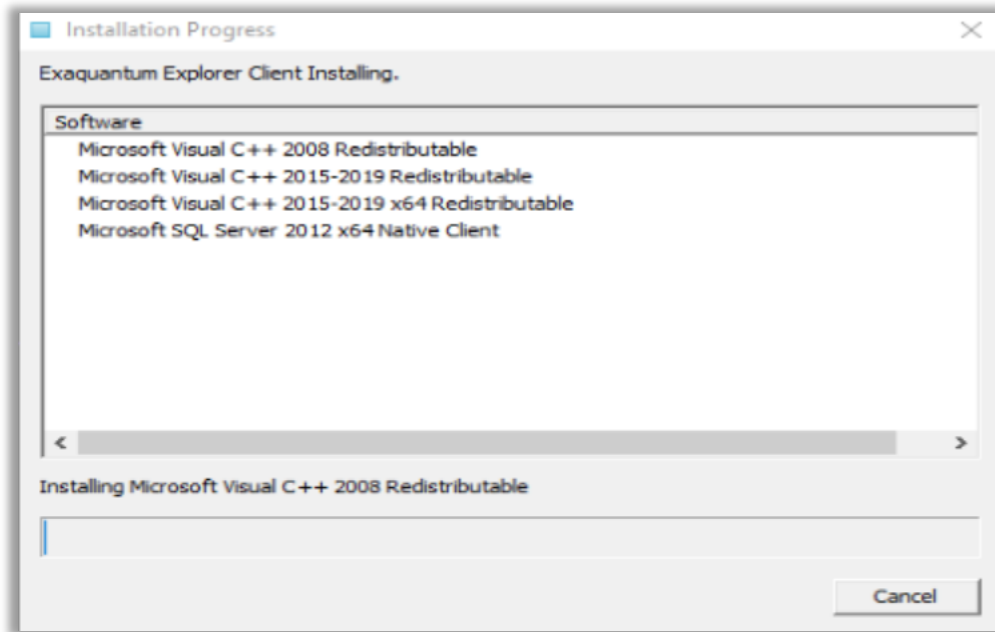
This is because there is a conflict between the DCOM installation requirements of the component and the computer's current DCOM settings.

2.2 Logged Errors

MsiInstaller errors with EventID:11935 are logged in the application event log:

Product: Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17 -- Error 1935.An error occurred during the installation of assembly 'Microsoft.VC90.ATL,version="9.0.30729.1",publicKeyToken="1fc8b3b9a1e18e3b",processorArchitecture="x86",type= "win32"'. Please refer to Help and Support for more information. HRESULT: 0x80070543. assembly interface: IAssemblyCacheItem, function: Commit, component: {AE56AAF5-F3C0-3D4B-8859-A1E50A3E27BF}

The failure is also recorded in the redistributable' s msi installation log:

MSI (s) (30:88) [16:32:34:293]: Note: 1: 1935 2: {229E8F96-1AE0-32E6-8428-D2CBCA122740} 3: 0x80070543 4: IAssemblyCache 5: UninstallAssembly 6: policy.9.0.Microsoft.VC90.ATL,version="9.0.30729.1",publicKeyToken="1fc8b3b9a1e18e3b",processorArchitecture="x 86",type="win32-policy"

MSI (s) (30:88) [16:32:34:293]: Assembly Error (sxs): Please look into Component Based Servicing Log located at %windir%\logs\cbs\cbs.log to get more diagnostic information.

Info 1935.An error occurred during the installation of assembly 'Microsoft.VC90.CRT,version="9.0.30729.1",publicKeyToken="1fc8b3b9a1e18e3b",processorArchitecture="x86",type= "win32"'. Please refer to Help and Support for more information. HRESULT: 0x80070543. assembly interface: IAssemblyCache, function: UninstallAssembly, component: {6D321E57-3E99-3B87-BF23-2CDFF3361CB4}

MSI (s) (30:88) [16:32:34:293]: Entering MsiProvideAssembly. AssemblyName: Microsoft.VC90.ATL,version="9.0.30729.1",publicKeyToken="1fc8b3b9a1e18e3b",processorArchitecture="x86",type=" win32", AppContext: , InstallMode: -4

MSI (s) (30:88) [16:32:34:293]: Pathbuf: 0, pcchPathBuf: 0

MSI (s) (30:88) [16:32:34:293]: MsiProvideAssembly is returning: 1607

MSI (s) (30:88) [16:32:34:293]: Entering MsiProvideAssembly. AssemblyName: Microsoft.VC90.ATL,version="9.0.30729.1",publicKeyToken="1fc8b3b9a1e18e3b",processorArchitecture="x86",type=" win32", AppContext: , InstallMode: -4

MSI (s) (30:88) [16:32:34:293]: Pathbuf: 0, pcchPathBuf: 0

MSI (s) (30:88) [16:32:34:309]: MsiProvideAssembly is returning: 1607

MSI (s) (30:88) [16:32:34:309]: Assembly Error:Cannot open an anonymous level security token.

MSI (s) (30:88) [16:32:34:413]: Note: 1: 1708

MSI (s) (30:88) [16:32:34:413]: Product: Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17 -- Installation failed.

2.3 Resolution

To resolve the issue:

1. Start the windows Component Services application (dcomcng.exe).

2. Navigate to "Component Services-> Computers-> My Computer" and bring up its "Properties".

3. Set the Default Authentication and Impersonation Levels in DCOM to Connect and Identify respectively (as shown below).
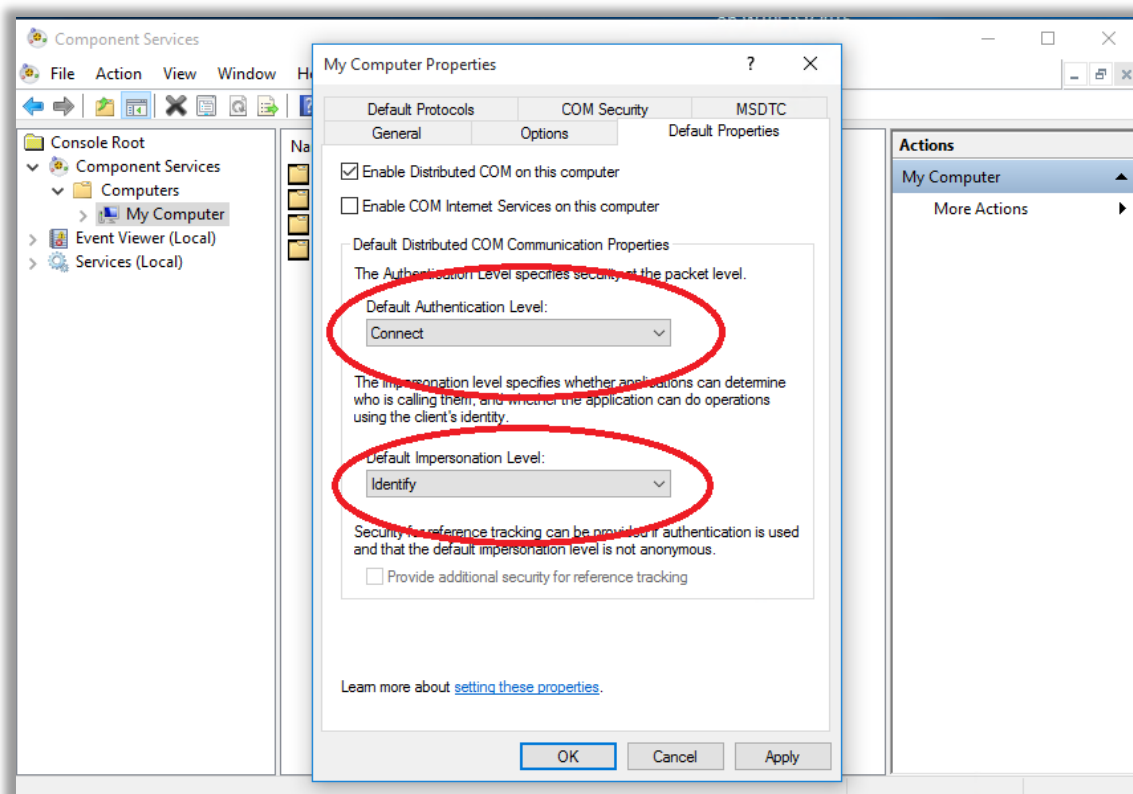
4. Restart the computer and re-attempt the installation.

5. If required, the DCOM settings can be reset back once the Exaquantum installation is completed.

2.4 Additional Notes

- The same issue can occur during the installation of the .Net Framework prerequisite; the same resolution applies.
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Chapter 3 Further Reading

More support is available at www.ymx.yokogawa.com\support or from support.ymx@yokogawa.com email address.

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Highlights

The Highlights section gives details of the changes made since the previous issue of this document.

▪ Summary of Changes

This is Issue 2.0 of the document related to Product Library version 2.0.

▪ Detail of Changes

The changes are as follows:

Chapter/Section/Page	Change
Front page	Review Date updated
Page 6	Email address updated