

Resolving Installer Utility Issues

Written for:

PSCAD

FACE

Enerplot

PRSIM

PSCAD Initializer

December 8, 2020

Revision 1



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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

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.

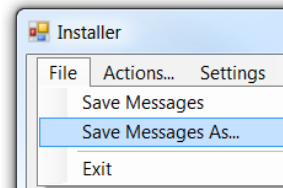
Solution

- Delete the current download.
- Obtain a new download from a trusted source (e.g. through your MyCentre user account).
- Retry the installation.

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:



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

DOCUMENT TRACKING

Rev.	Description	Date
0	Initial	01/Apr/2019
1	Added new MHI products	08/Dec/2020