Solution Title: FMDesktop – Windows Scripting Host

Solution Type: External

Product(s): Facility Manager, Facility Web

Key Words: Facility Manager, Facility Web, Install, Missing DLL, Hotfix

Description of Issue:

Facility Manager and Facility Web installs and hot fixes rely on the Windows Scripting host to be present and functioning in order for an install or upgrade to be properly implemented. Windows Scripting is used to register system dlls and configure installation files need to run these applications. If the Windows Scripting Host is not present on the target system or is disabled by anti-virus software or other methods, these applications and hot fixes will not properly install.

Solution or Workaround:

Insure that the Windows Scripting Host is installed on the target machine. Disable any anti-virus software that may interfere with the running of script files. Reinstall the affected application or hot fix.

Note: On method of verifying that the Windows Scripting Host is installed on the target machine is to look at the icon for a .wsf file. If the Windows Scripting Host is present the icon should appear like this.

The following link is for the Microsoft download site that provides access to the latest Windows Scripting Host updates:

http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=C717D94 3-7E4B-4622-86EB-95A22B832CAA