

Knowledge Base Articles

TITLE:

The Xian UI controls for OpsMgr component doesn't work on an x64 environment

DESCRIPTION:

The Xian UI controls for OpsMgr component is responsible for performing some Xian operations such as adding/removing devices and modifying the rules monitoring them. This can be done directly from the 'actions' pane of the OpsMgr console but this component does not work if installed over an OpsMgr console running on a x64 computer. When you access any of these Xian options, you might get an error message similar to the one in Fig. 1.

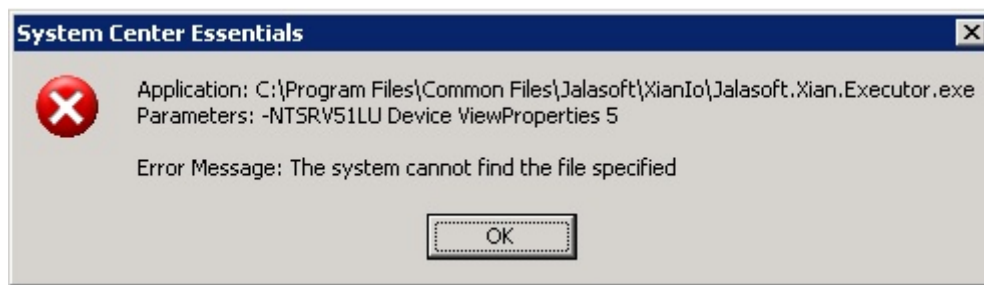


Fig. 1: Error message when accessing the Xian options on the OpsMgr 'Actions' pane.

SOLUTION:

The problem could be caused because either the exe file responsible for performing these tasks was not properly installed on a correct path or it was not included in the registry or possibly both. To fix this issue you have to follow these steps:

1. Go to the 'C:\Program Files (x86)\Common Files\Jalasoft\XianIo' path and copy the 'Jalasoft.Xian.Executor.exe' file to the following path: 'C:\Program Files\Common Files\Jalasoft\XianIo'. (Create this last path if doesn't exist already).
2. Open your registry editor and go to the following path: 'HKEY_LOCAL_MACHINE-->SOFTWARE-->JALASOFT-->XIAN NETWORK MANAGER'
3. Create the string value: 'InstallPath', the value data for this string must be the path on which you installed Xian (for example 'C:\Program Files (x86)\Jalasoft\Xian Network Manager Io\').

APPLIES TO:

Jalasoft Xian Io RTM and SP1