Troubleshooting FlexDCA and .NET Installation Issues

This document provides useful
Information for troubleshooting
.NET installation issues

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Situation

Installation of FlexDCA may fail during the .NET 4.7.1 Framework installation step in some cases. The issue can be caused by either low disk space on the target drive or an invalid or out of date certificate.

Low Disk Space

The .NET 4.7.1 installation requires 1.4 GB of free disk space. The .NET installation may fail in some cases due to low disk space.

If this happens the installer will give the following error message.

In this case, running Windows Disk Clean up may free up enough disk space to allow .NET to install successfully. *(If necessary, follow the instructions at* https://support.microsoft.com/en-us/help/2852386 *to install the Disk Cleanup Wizard, Windows6.1-KB2852386-x64.msu)*

If there is still not enough disk space, contact your local Keysight team for assistance in increasing available space on drive C.
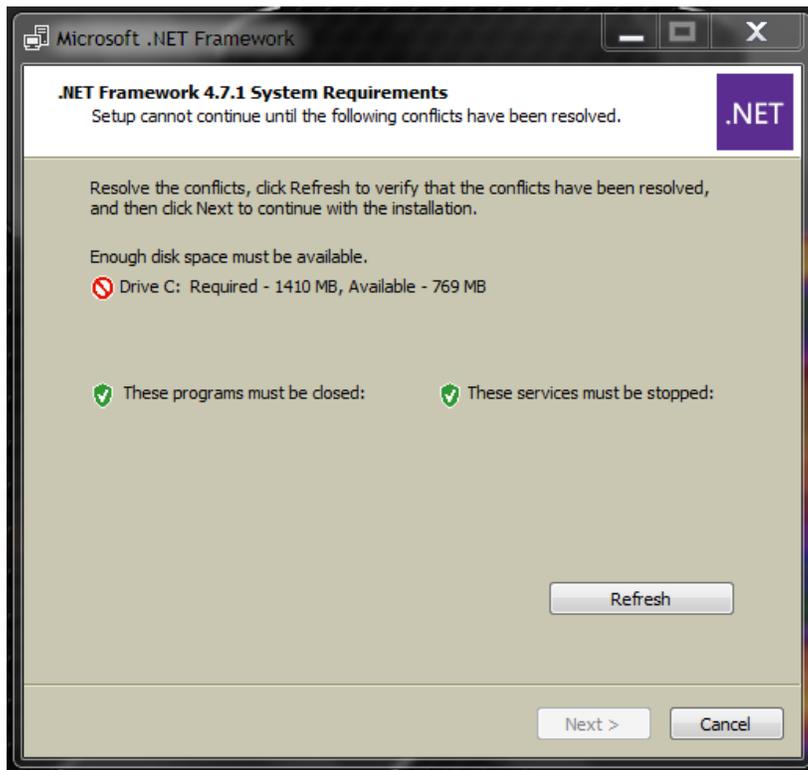
Invalid Certificate

The .NET 4.7.1 and above installation requires a valid certificate from Microsoft. This is not a problem for newer 86100D mainframes or for units that have been getting periodic Windows Updates.

86100D mainframes shipped prior to 2015, and have not been getting Windows Updates will not have a valid certificate causing the .NET installation to fail with the error message below.

There are two solutions to this:

First, simply connecting the DCA to the LAN/Internet will allow the .NET installer to retrieve a valid certificate during the installation.

Second, performing Windows Updates on the DCA will also update the certificate, allowing the .NET 4.7.1 installation to succeed.
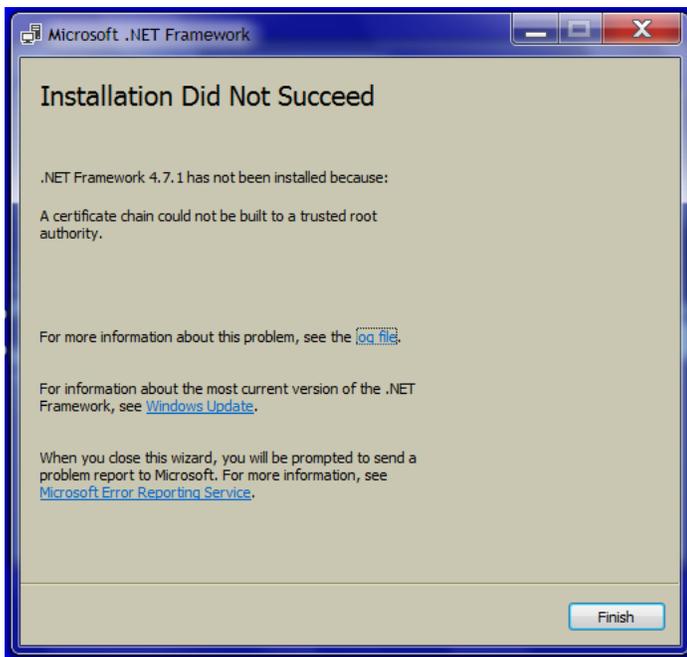
Additional Troubleshooting Steps

These steps may be helpful to install .NET on instruments that cannot be connected to the internet by downloading the required files and installing on the target instrument.

Additional information from MSDN for this error message:

https://blogs.msdn.microsoft.com/vsnetsetup/2016/03/28/a-certificate-chain-could-not-be-built-to-a-trusted-root-authority-2/

To resolve this issue, please try the below steps:

Download the certificate
http://www.microsoft.com/pki/certs/MicRooCerAut2011_2011_03_22.crt locally (Example: C:\Temp).

Use the certmgr.exe utility to add the certificate by using command line. For more information, see the Certmgr.exe (Certificate Manager Tool) topic at MSDN.

Open an admin command prompt and run this command:

certmgr.exe /add C:\Temp\MicRooCerAut2011_2011_03_22.cer /s /r localMachine root

Next try installing the patch KB3135996 or KB3136000

Alternatively, you can download and install **KB2813430** and then manage certificates individually:

http://ctldl.windowsupdate.com/msdownload/update/v3/static/trustedr/en