Introduction

This Tech Note outlines how to overcome the following error during Wonderware product installation:

**Rainbow Sentinel Setup failed to complete successfully.**

**Note:** This error can be prevented by installing products in their order of release.

Application Version

- N/A

Cause of the Error

This error can appear when installing an older Wonderware product after you install a newer Wonderware product.

Some older releases cannot detect that a newer version of the Sentinel Protection Installer already exists. The older release then tries to install an old version of Sentinel over a newer version and the installation fails.

For example, when you install DASABCP **v4.1**, it installs the Sentinel Protection Installer **7.5.0** as a prerequisite. When you try to install DASABTCP v1.5 SP1, that version includes Sentinel Protection Installer **v7.3.2** as a prerequisite.

The DASABTCP install fails to detect that the prerequisite was met and tries to install Sentinel Protection Installer v7.3.2, resulting in an error and blocking the installation from completing.

Work Around

Remove the Sentinel Protection Installer and install old product, then install newer product.

1. Using Window Add/Remove Programs, uninstall the **Sentinel Protection Installer**. A reboot is required.
2. Install the old product.
   
   For example (as above), install DASABTCP **1.5 SP1**.
3. Reinstall the newest product (Repair will not work).

   This will force the proper installation of the latest Sentinel Protection Installer. A reboot will be required.
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