
Chapter 6

Finding and Resolving Conflicts

As soon as you have at least two applications in your database, you can begin to find and resolve conflicts. ConflictManager detects conflicts by comparing the files each application installs. When it finds a conflict, it creates records in the database. To see the conflicts ConflictManager finds for a specific application, you retrieve them. To resolve the conflicts, you use either the Resolve wizard to resolve conflicts one by one, or the Resolve with Rules menu command to resolve as many conflicts as possible based on resolution rules you have chosen. Finally, you export the changes to the original installation file and recompile it. The conflict-free application is ready for deployment to your end users.

In this section, learn how to:

- Detect conflicts.
- Review conflicts.
- Resolve conflicts.
- Export applications after resolving conflicts.

Detecting Conflicts

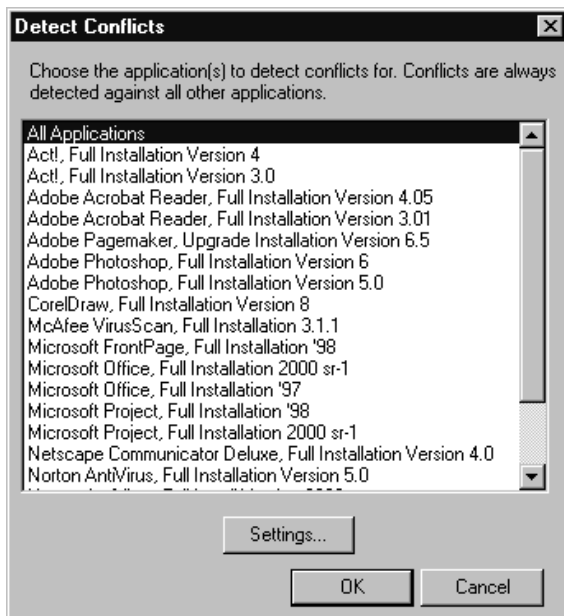
After importing the application installations you use into ConflictManager, you can find conflicts by selecting Detect from the Conflicts menu. You choose one or more applications for which to find conflicts, then start the detection process, which populates the database with conflict information for those applications you chose.

The ConflictManager database contains the combined results of all the detection processes you have performed. However, repeating the detection process for an application overwrites all previous conflict records for that application.

To see the conflicts that ConflictManager finds, you use the Retrieve button in the upper left pane of the Conflict List. You can only retrieve conflicts for one application at a time.

To detect conflicts:

1. From the Conflicts menu, select Detect.
The Detect Conflicts dialog box appears.



2. In the Detect Conflicts dialog box, select one or more applications for which you want to find conflicts. You can use SHIFT-click or CTRL-click to select multiple applications.
 - Conflicts are found only between the application or applications you select and all other applications in the database. For example, if you have Microsoft Word and Lotus Notes in the database, and you choose to find conflicts for Word, any item for Word that conflicts with Notes (or some other application) will be found, but no items for Notes will be found.
 - Select **All Applications** to find every record in every application that conflicts with any other application.

You can change the conflict settings from this dialog box. Click the Settings button and define the settings as described in Defining Conflict Settings on page 56.

3. Click OK to begin the conflict detection.

Depending on the number of applications in the database and the speed of your server, conflict detection can take a few minutes to run. While the conflict detection is running, you can see its status on the status bar in the lower right of the window. You can continue to use ConflictManager while conflict detection is in progress. When conflict detection is complete, the status bar displays "Idle."

You cannot exit the program while conflict detection is running; you must stop the conflict detection first.

To stop conflict detection:

If you need to close ConflictManager, but conflict detection is running, you must stop the conflict detection first. To do so, select Stop from the Conflicts menu. The status in the status bar returns to "Idle".

Stopping conflict detection before it finishes can leave partial records in the database. If you must stop conflict detection, be sure to rerun it later. You cannot revert the database to its previous state, unless you have a current backup copy.

Reviewing Conflicts

In order to view conflicts for a particular application, you must retrieve them in the Conflict List. To do this, you specify an application, a package, and the type of conflict to display, then click the Retrieve button. The right pane of the Conflict List shows all conflicts meeting those criteria. Clicking a conflict in the Conflict List lets you view further information about that conflict in the Application Explorer. See Retrieving Conflicts in the Conflict List.

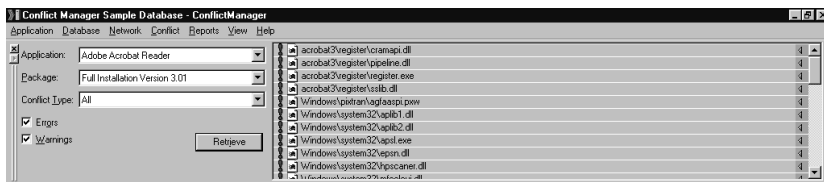
You can also review conflicts by printing one or more of the conflict reports. These reports, which you access from the Reports menu, provide conflict information in varying formats. For more information about reports, see Running Conflict Reports on page 105.

You can view properties for any item in the right pane of the Application Explorer by displaying a Properties dialog box. The Properties dialog box shows additional information about the item. See Viewing Properties on page 89.

If you are using the Enterprise Edition, you can use application groups to narrow the scope of the conflicts you retrieve. This lets you see the conflicts for just a subset of the applications in the database, rather than all applications. See Retrieving Conflicts for a Group on page 88.

Retrieving Conflicts in the Conflict List

The Conflict List lets you select an application package and view the files and system modifications in that package that conflict with other applications. Typically, you select an application, a package, and the type of conflict to display. When you click the Retrieve button, the Conflict List displays the conflicts between the selected, or active, application and all other applications in the database.



To retrieve conflicts:

1. In the left pane of the Conflict List, select an application from the **Application** drop-down list.
2. In the **Package** drop-down list, select the application package for which you want to display conflicts.

- In the **Conflict Type** drop-down list, select the type of conflicts you want to display: **All**, **Files**, **Registry**, or **Other**.
- Mark the **Errors** checkbox to list error conflicts (items that almost certainly will cause problems); clear the checkbox to exclude errors.
- Mark the **Warnings** checkbox to list warning conflicts (items that probably will not cause problems); clear the checkbox to exclude warnings.
- Click the Retrieve button.

All conflicts that meet the criteria you entered are displayed in the right pane of the Conflict List. For a description of the types of conflicts possible, see Types of Conflicts on page 29.

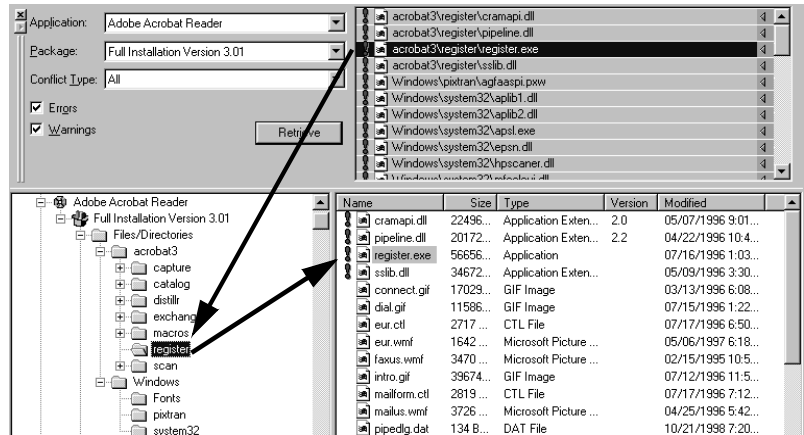


Note:

The types of conflicts that actually display depend on your Conflict Settings. For example, if your Conflict Settings are set to detect file conflicts only, then registry conflicts will not appear even if you select Registry in the Conflict Type field.

Once you have displayed the conflicts, you can perform the following actions.

- Click any item in the Conflict List to display the same item in the Application Explorer. This lets you see where in the directory structure the item is located.



- Double-click an item in the Conflict List to display the same item in the Application Explorer and display the names of all conflicting application packages.

Clearing the Conflict Display

To clear the Conflict List and Application Explorer of the current conflicts, select Refresh from the View menu. This does not delete the conflicts from the database; it simply clears the display. It also rereads application data, which can be useful if the Auto Import Service, or another user, has imported applications into the database since you started this ConflictManager session.

Retrieving Conflicts for a Group



Enterprise Edition only

Groups are available in the Enterprise Edition only.

You can use groups to reduce the number of conflicts you view at one time. A group consists of a subset of the applications in your database. When you retrieve conflicts for a group, you only display conflicts between the applications in the group. See Grouping Applications on page 80 for information on setting up groups.

To view the conflicts between applications in a group:

1. If necessary, show the Groups pane by selecting Groups from the View menu.
2. Select a group name in the Groups pane.
3. In the left pane of the Conflict List, select an application from the **Application** drop-down list. The **Application** drop-down list contains only the applications in the currently selected group.
4. Select other options for retrieving conflicts:
 - In the left pane of the Conflict List, select an application from the **Application** drop-down list.
 - In the **Package** drop-down list, select the application package for which you want to display conflicts.
 - In the **Conflict Type** drop-down list, select the type of conflicts you want to display: **All**, **Files**, **Registry**, or **Other**.
 - Mark the **Errors** checkbox to list error conflicts; clear the checkbox to exclude errors.
 - Mark the **Warnings** checkbox to list warning conflicts; clear the checkbox to exclude warnings.
5. Click the Retrieve button.

All the conflicts between the application you selected and the other applications in the group are shown in the right pane of the Conflict List.

Viewing Properties

You can view properties for any item in the right pane of the Application Explorer by displaying a Properties dialog box. The Properties dialog box shows additional information about the item. This information differs depending on the type of item you select; it can include the following:

- File details
- Component details
- Registry key settings
- Autoexec.bat settings
- Config.sys settings
- ODBC drivers
- ODBC data sources
- Service settings
- Device settings
- .INI file settings
- Shortcut (Icon) details
- Path settings
- Conflicts for all item types



Caution:

You can change the information displayed in the Properties dialog boxes, but it is not recommended except for Registry keys, and then only if you are the developer of the application and you have extensive knowledge of how Windows operates. See Resolving Registry Key Conflicts on page 97.

Changing property information incorrectly can damage the installation.

To view properties:

1. If you want to retrieve conflicts for a group, click a group in the Groups pane (Enterprise Edition only).
2. Select options for retrieving conflicts:
 - In the left pane of the Conflict List, select an application from the **Application** drop-down list.
 - In the **Package** drop-down list, select the application package for which you want to display conflicts.
 - In the **Conflict Type** drop-down list, select the type of conflicts you want to display: **All**, **Files**, **Registry**, or **Other**.
 - Mark the **Errors** checkbox to list error conflicts; clear the checkbox to exclude errors.

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- Mark the **Warnings** checkbox to list warning conflicts; clear the checkbox to exclude warnings.
3. Click the Retrieve button to display conflicts.
 4. Click any item in the right pane of the Conflict List to display the same item in the Application Explorer.
 5. In the right pane of the Application Explorer, double-click the item for which you want to view properties.

A Properties dialog box appears. The information in the dialog box differs depending on the type of item you selected.