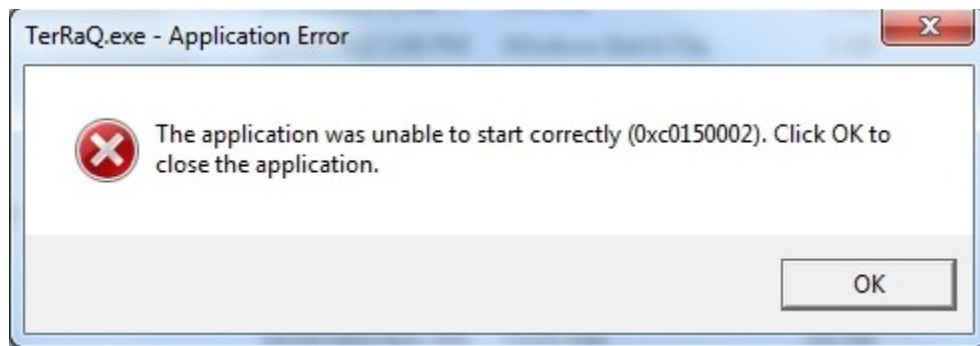# Terrestrial BR-IFIC DVD

Known problems and their solutions (04.07.2013)

New format of the BR IFIC DVD

a. Running BRIFIC.EXE from the DVD for the first time will make the DVD reader of the PC to create continuous noise and its lamp to flash repeatedly for some seconds. This behaviour is known and appears on all PCs. The Bureau is working on eliminating this.

b. If any of the following error messages are encountered during the installation or the usage of the BR IFIC, it can be solved by installing the file named «vcredist_x86.exe» (even use for 64-bit machines) through the page located at

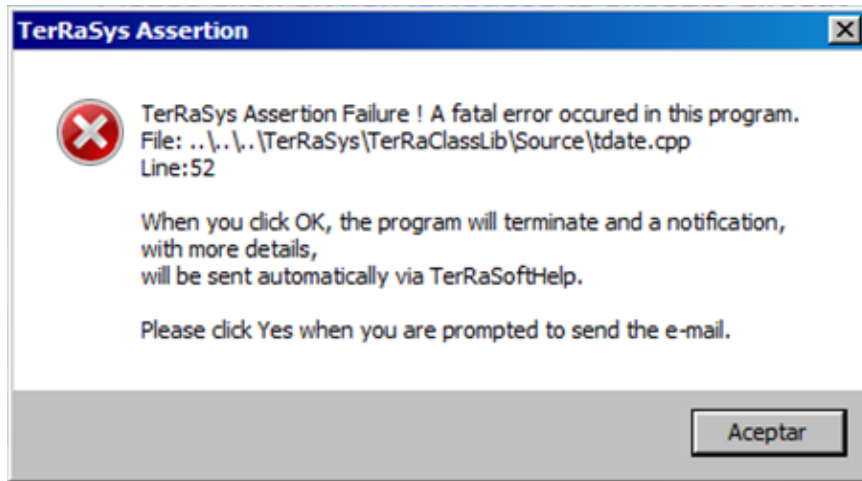http://www.microsoft.com/download/en/details.aspx?id=26347.

- When trying to install, an error message appears which translates to "The application has failed to start because its side by side configuration is incorrect. Please see the application event log or use the command line sxstrace.exe tool for more detail".
- When trying to run TerRaQ, the following error message appears and TerRaQ will not execute:

c. On some Windows 8, Windows 7 and Vista machines, it might happen that the "Brific.exe" cannot be run from the DVD, or it runs but cannot be installed. One of the common ways to solve this problem is to set the notification level under "User Account Control Settings" to the lowest level. You can restore the level to the previous value after the installation is finished.

d. Regarding to the privileges of the user's Windows account, the following should be considered:
  i. If you are an administrator, there is no issue except:

- Before BRIFIC 2741, the installer could not run on Windows 8, but the DVD was still useable in the "plug-and-play" mode without installation.

- On Vista, you need to use the workaround (see d.ii below).

ii. If you are not administrator, on Windows 8, Windows 7, Vista and XP:

- Double-click on installer.bat in the Packages\Windows\Disk1\InstData directory (in the DVD). Please ignore the warning message at the end of the installation.

e. When running TerRaNotices directly and without installation, the following error message may appear

The solution is to install IDWM by running the following file

D:\Packages\Windows\IDWM_light\Setup.exe, where D: represents the DVD drive

f. When launching one of the installed applications, such as TerRaNV, using a desktop shortcut or a start menu entry, the following message appears: "could not find database file C:\BR_SOFT\terrasys\terraq\data\TERRABROADCAST.mdb"

This may be due to the fact that an older version of the BR IFIC is installed (prior to BR IFIC 2739) and the old application shortcuts and start menu entries are still present. The current version of the BRIFIC has "-Plus" at the end in all the names of the various applications, as seen below: