

Solutions to known problems with the current BR IFIC installation

1. Issues to ensure before the starting the installation

1.1 The user has **“full administrative rights”** with the account he is using.

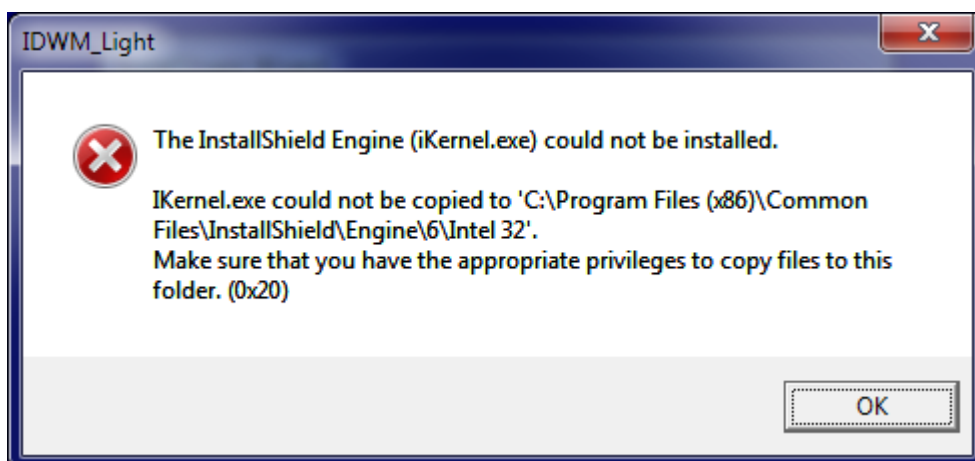
1.2 Microsoft Access (>=2003) has to be present on the machine and the **“usage of the macros have to be enabled”** during the installation.

1.3 Sufficient disk space if the user elects to perfume a local installation with copy to local disk.

2. Problems that may appear during the installation or when running the software

2.1 If the two issues above are assured, there are generally no significant problems.

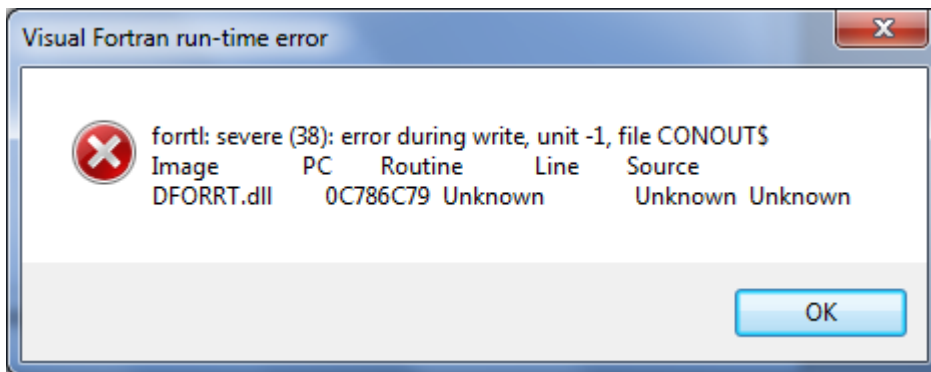
2.2 The IDWM setup is then launched. There, on Window 7, some problems may occur, but they don't always. Some issues with the corresponding InstallShield Kernel module may appear and they generally have the following symptom:



What to do then?

If that happens, then one has just to acknowledge the message by clicking OK. The installation will proceed fine (TerRaRevQ, then TerRaNV), but of course the IDWM won't be installed. **It is important to remember to install it manually** at the end (please see 2.3 below). Failure to do this, however, has a very easily recognizable symptom which manifests itself either when launching TerRaQ, or when launching TerRaNotices as follows:

With TerRaQ you get:



And with TerRaNotices, you get an assertion failure about date, then some funny Chinese characters messages.

So if any of these scenario occurs, then the installation of the IDWM is required as mentioned below.

- 2.3 Assuming the user has accepted default directories, installing the IDWM manually, if required, after the "normal" installation" can be done by running

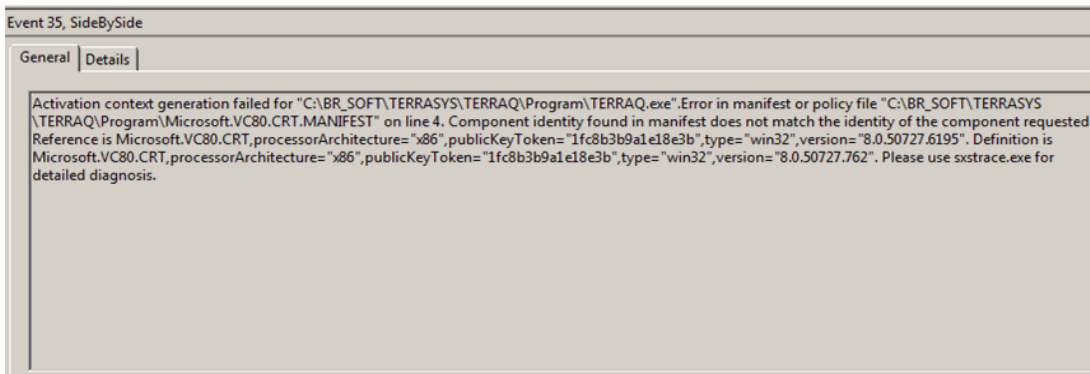
C:\BR_SOFT\TERRASYS\TERRAQ\IDWM\setup.exe

- 2.4 A recent problem (BR IFIC No 2713) started to appear, as some of security constraints and modules were tightened again on Windows 7. It manifests itself when launching TerRaQ. A message about side by side libraries and application configuration and manifest id displayed as follows:



In some situations, due to this issue on Window 7, TerRaQ may start but then it just hangs saying "preparing summary report"....

And the system event log may show something like



What to do then?

We have traced the reasons for this, and found that there is a service pack released by Microsoft which needs to be installed on the user's machine.

The SP that is needed and some description given by Microsoft can be found at:

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

The SP has to be downloaded and installed from that page using the file named "vcredist_x86.EXE" on that page. It takes a few minutes to do it.