

Check list _ Installation & run-time error

* Display settings (100%)

1. Windows Update

- 1) C++ Redistributable Package & .Net Framework 3.5 (includes .NET 2.0 and 3.0)

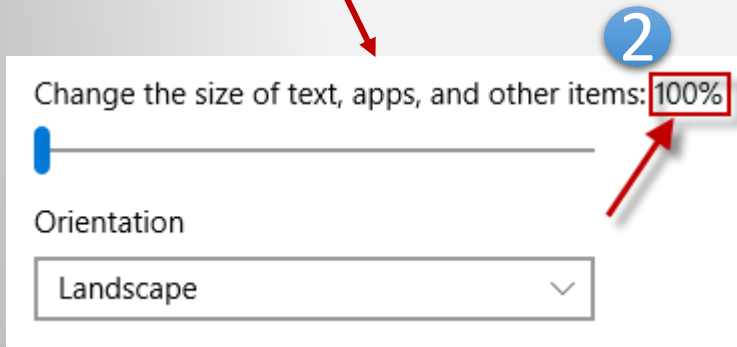
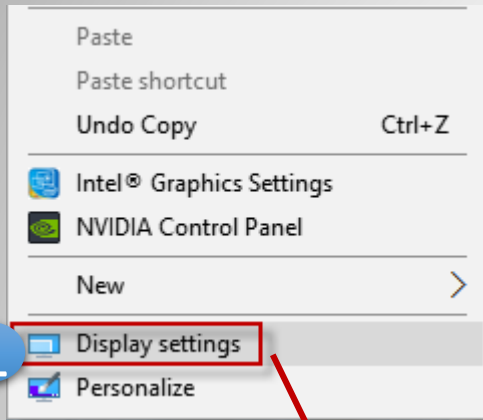
2. Driver

- 1) Vector Draw
- 2) Graphic Driver

3. Security (Admin right, DEP & Anti-virus, Firewall) _ Turn off Anti-virus

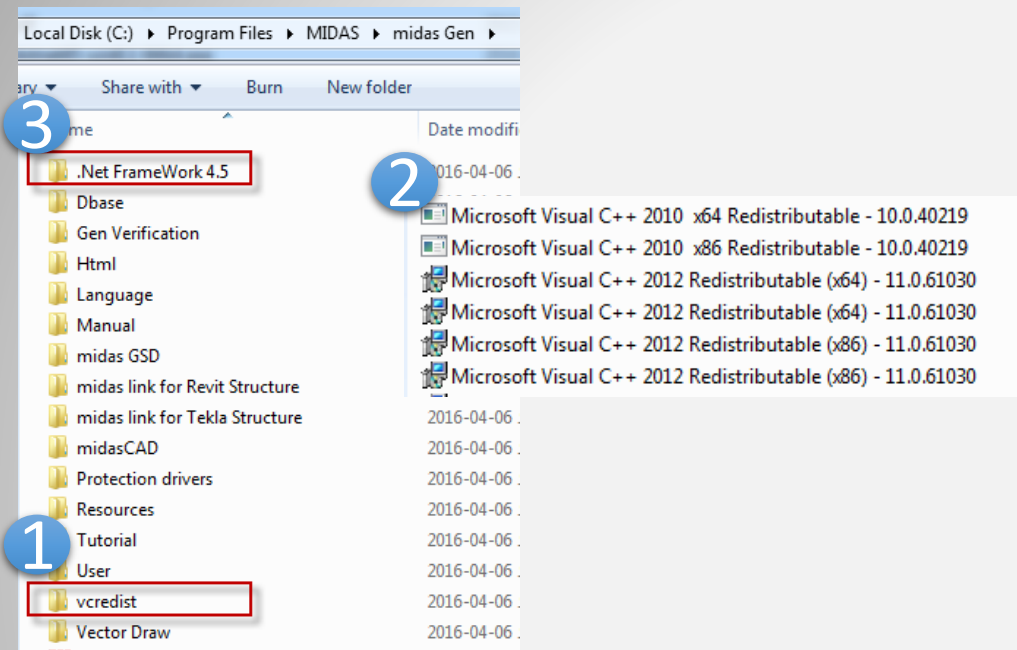
4. Windows 10 _ Faulting Module Check and Solutions

* Display settings (100%)

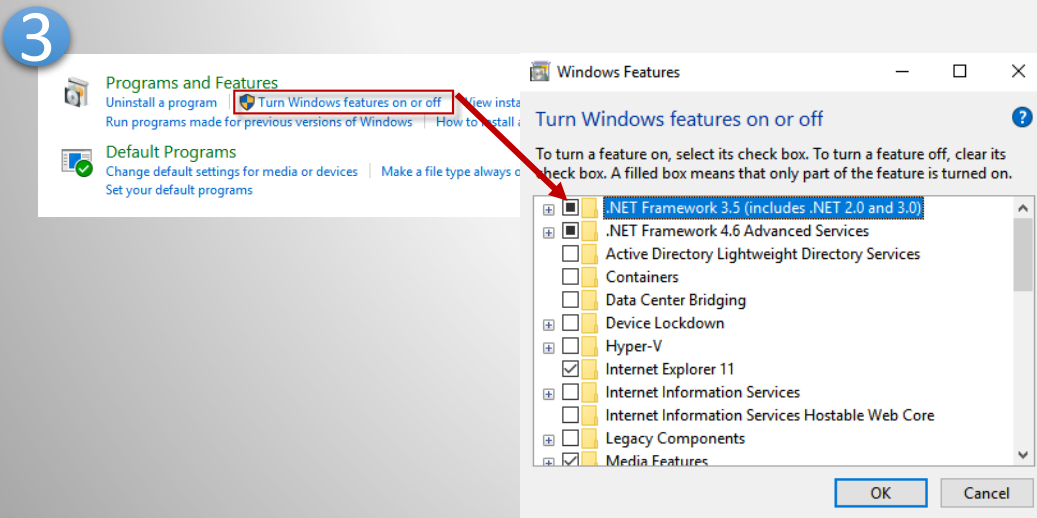


1. Go to "Display Settings"
2. Must keep "100%" for the size of text, apps, and other items
3. **Restart** the computer

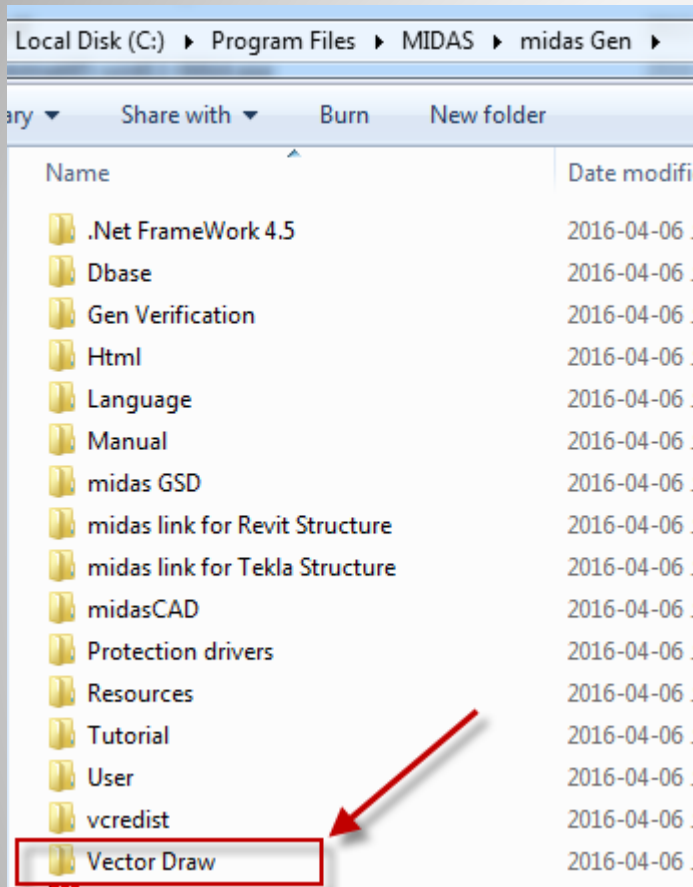
1. Windows Update



1. Must keep up with the latest updates of windows. There are required package must be installed to run the software. After software installation, you can find the file to install Redistributable package manually in the installation folder > **vcredist**.
2. Go to Control Panel > Program and Features, to make sure the redistributable package has been installed property. **Visual C++ Redistributable Package. This is one of the window updates.**
3. Go to Control Panel > Programs > Turn Windows Features on or off, to make sure **.NET Framework 3.5 checked on**



2-1. Vector Draw



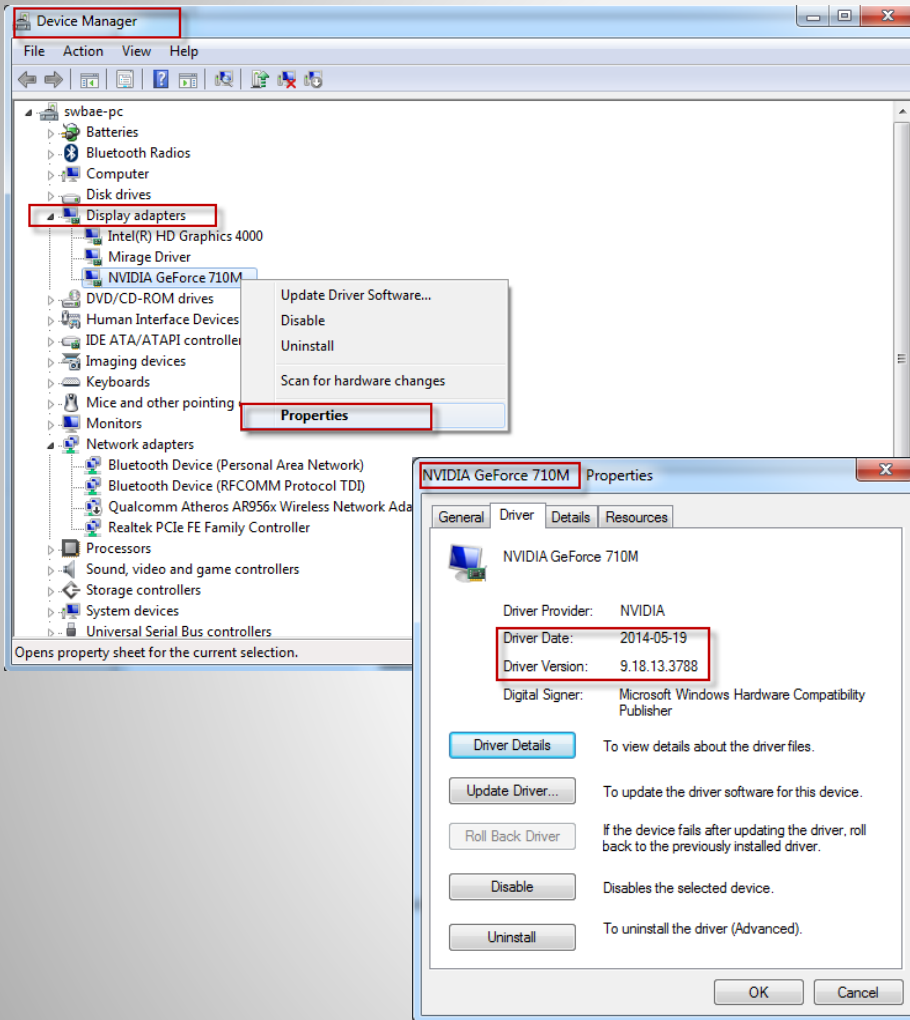
1. In order to use CAD based function, Vector Draw must be installed. MIDAS support Vector Draw 3.x and can find in the **installation folder**.

This driver will be installed automatically, but sometimes , it might not work properly because of the incompatible issue with the other types of driver. In this case, you should uninstall and reinstall Vector Draw.

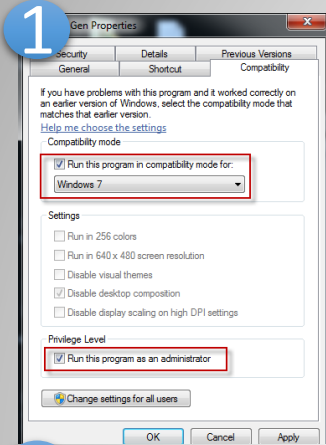
2-3. Graphic Driver

1. Go to Control Panel > Hardware and Sound > Device Manager , you can check the Graphic Card and the Driver. Must keep up with the latest update for your graphic card. For ATI Radeon user, please refer to the following link.

<http://northamerica.midasuser.com/web/tutorial/?pg=93>

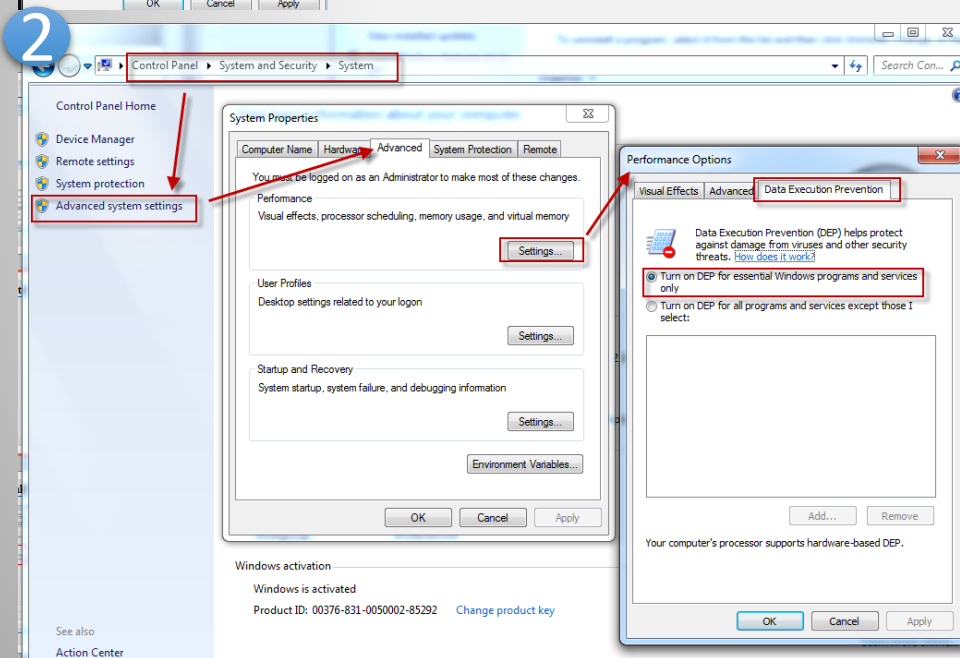


3. Security (Optional)



1. In case of compatible issue, or do not have admin right to use the PC, you should check the admin right as the left side image.

2. In case of security issue, go to
DEP setting : Control Panel > System and Security > System > Advanced System Setting.



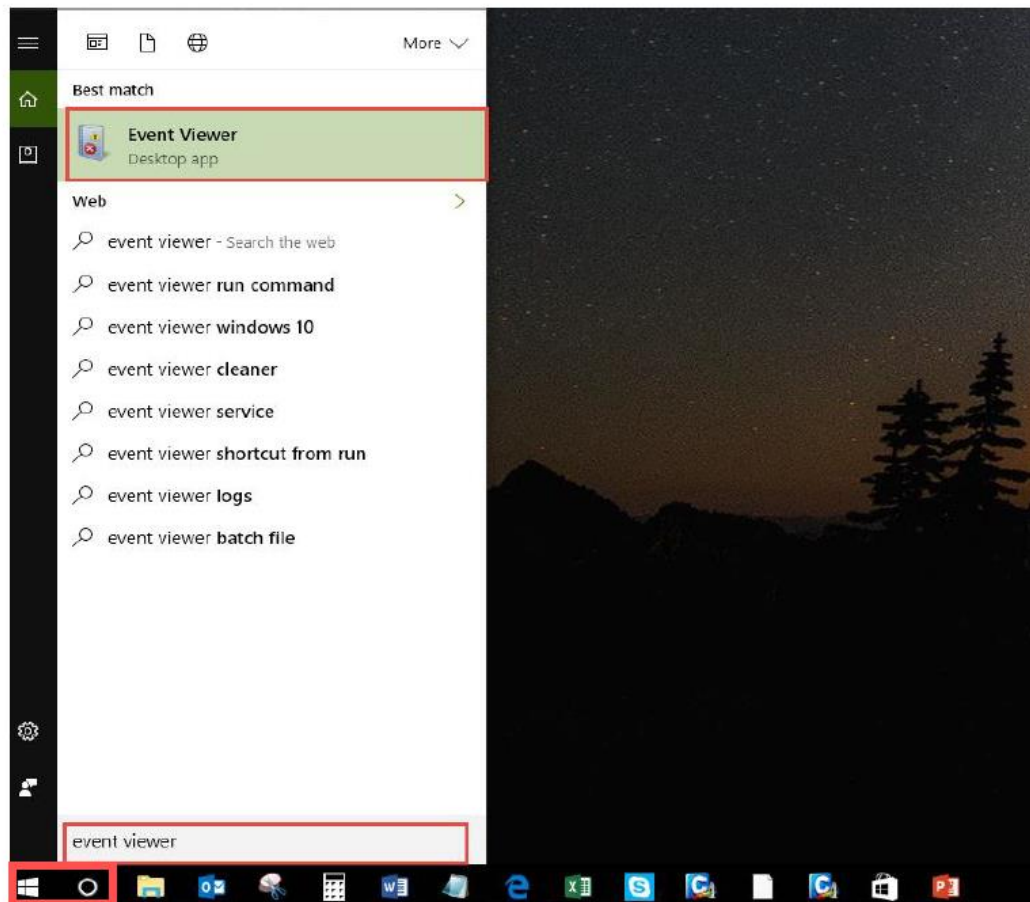
4. Faulting Module Check (**Windows 10**)

Problem Statement:

In order to figure out the cause of failure of the software, we require to know the faulting module. Kindly follow the steps provided below and send us the details of the same.

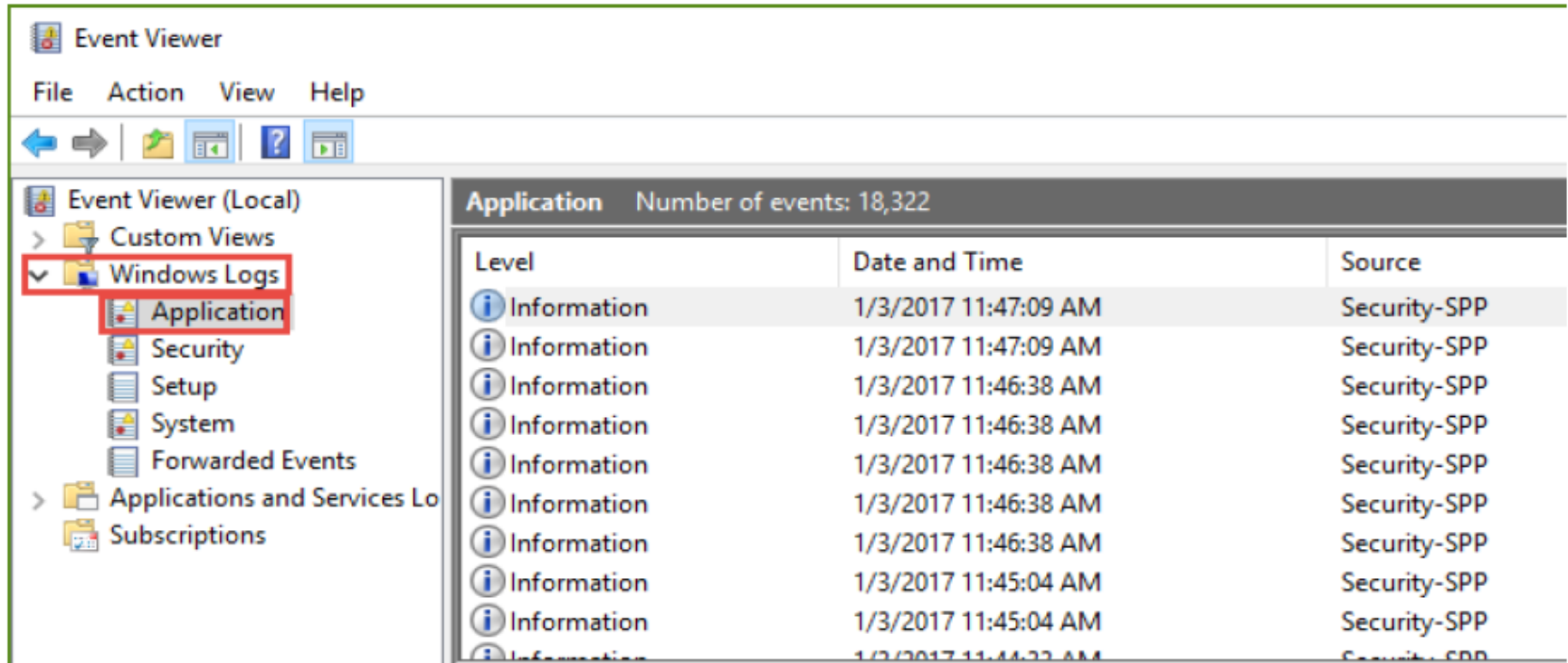
1

Go to Start menu > search for event viewer



4. Faulting Module Check (Windows 10)


2 Click on Windows Logs > Go to Application



The screenshot shows the Windows Event Viewer application. The left-hand pane displays the tree view under 'Event Viewer (Local)'. The 'Windows Logs' folder is expanded, and the 'Application' log is selected, highlighted with a red box. The right-hand pane shows a list of events for the 'Application' log, with a total of 18,322 events. The table below shows the first few entries.

Level	Date and Time	Source
Information	1/3/2017 11:47:09 AM	Security-SPP
Information	1/3/2017 11:47:09 AM	Security-SPP
Information	1/3/2017 11:46:38 AM	Security-SPP
Information	1/3/2017 11:46:38 AM	Security-SPP
Information	1/3/2017 11:46:38 AM	Security-SPP
Information	1/3/2017 11:46:38 AM	Security-SPP
Information	1/3/2017 11:46:38 AM	Security-SPP
Information	1/3/2017 11:46:38 AM	Security-SPP
Information	1/3/2017 11:45:04 AM	Security-SPP
Information	1/3/2017 11:45:04 AM	Security-SPP
Information	1/3/2017 11:44:33 AM	Security-SPP

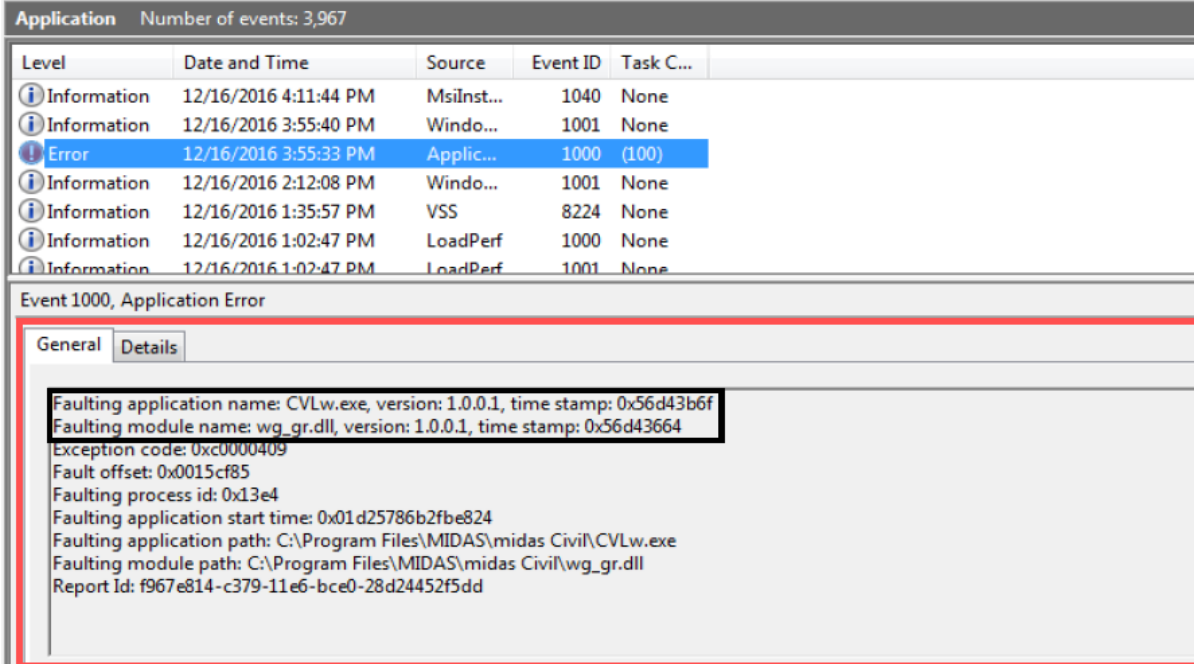
4. Faulting Module Check (**Windows 10**)

- 3 For a recently opened software that just crashed (midas Civil) in this case, search and for the application showing  Error message and select to see the details of the faulting module in the window below

In the box highlight in black, make sure the Faulting Application name is: "CVL.exe"

Faulting application could also be: "FES.exe"

Make note of the module under faulting module name: **wg_gr.dll** in this case



The screenshot shows the Windows Event Viewer interface. At the top, it says 'Application' and 'Number of events: 3,967'. Below this is a table of events. The event at 12/16/2016 3:55:33 PM is highlighted in blue and has an error icon. The details pane below shows the 'Details' tab for 'Event 1000, Application Error'. The details are as follows:

Level	Date and Time	Source	Event ID	Task C...
Information	12/16/2016 4:11:44 PM	MsiInst...	1040	None
Information	12/16/2016 3:55:40 PM	Windo...	1001	None
Error	12/16/2016 3:55:33 PM	Applic...	1000	(100)
Information	12/16/2016 2:12:08 PM	Windo...	1001	None
Information	12/16/2016 1:35:57 PM	VSS	8224	None
Information	12/16/2016 1:02:47 PM	LoadPerf	1000	None
Information	12/16/2016 1:02:47 PM	LoadPerf	1001	None

Event 1000, Application Error

General Details

Faulting application name: CVLw.exe, version: 1.0.0.1, time stamp: 0x56d43b6f
Faulting module name: wg_gr.dll, version: 1.0.0.1, time stamp: 0x56d43664
Exception code: 0xc0000409
Fault offset: 0x0015cf85
Faulting process id: 0x13e4
Faulting application start time: 0x01d25786b2fbe824
Faulting application path: C:\Program Files\MIDAS\midas Civil\CVLw.exe
Faulting module path: C:\Program Files\MIDAS\midas Civil\wg_gr.dll
Report Id: f967e814-c379-11e6-bce0-28d24452f5dd

If feasible, kindly send us the screenshot of the faulting module like the one above.

4. Faulting Module Check (**Windows 10**)

<https://support.microsoft.com/en-us/help/4026529/windows-10-using-system-file-checker>

Using System File Checker in Windows 10

System File Checker is a utility in Windows 10 that checks for system file corruption. It's recommended for advanced users. To run it:

1. In the search box on the taskbar, enter **Command Prompt**. Press and hold (or right-click) **Command Prompt (Desktop app)** from the search results and select **Run as administrator**.
2. Enter `DISM.exe /Online /Cleanup-image /Restorehealth` (note the space before each "/"). (**Note:** This step may take a few minutes to start and up to 30 minutes to run and complete.)
3. Enter `sfc /scannow` (note the space between "sfc" and "/").

4. Faulting Module Check (**Windows 10**)

<https://support.microsoft.com/en-us/help/929135/how-to-perform-a-clean-boot-in-windows>

How to perform a clean boot in Windows

Applies to: Windows 8.1, Windows 8.1 Enterprise, Windows 8.1 Pro, [More](#)

Note

If your issue prevents you from booting into Windows, you won't be able to follow the steps in this article. After the device tries to restart a few times, you should get Windows Recovery Options, which you can use to try to resolve the issue. Click a link below that corresponds to your version of Windows:

- Windows 10: [Recovery options in Windows 10](#)
- Windows 8.1: [How to refresh, reset, or restore your PC](#)
- Windows 7: [What are the system recovery options in Windows?](#)

Summary

A "clean boot" starts Windows with a minimal set of drivers and startup programs, so that you can determine whether a background program is interfering with your game or program.

If you want to free up drive space on your computer before you perform a clean boot, see [Free up drive space in Windows 10](#) or [Tips to free up drive space on your PC in Windows 8.1 or Windows 7](#).