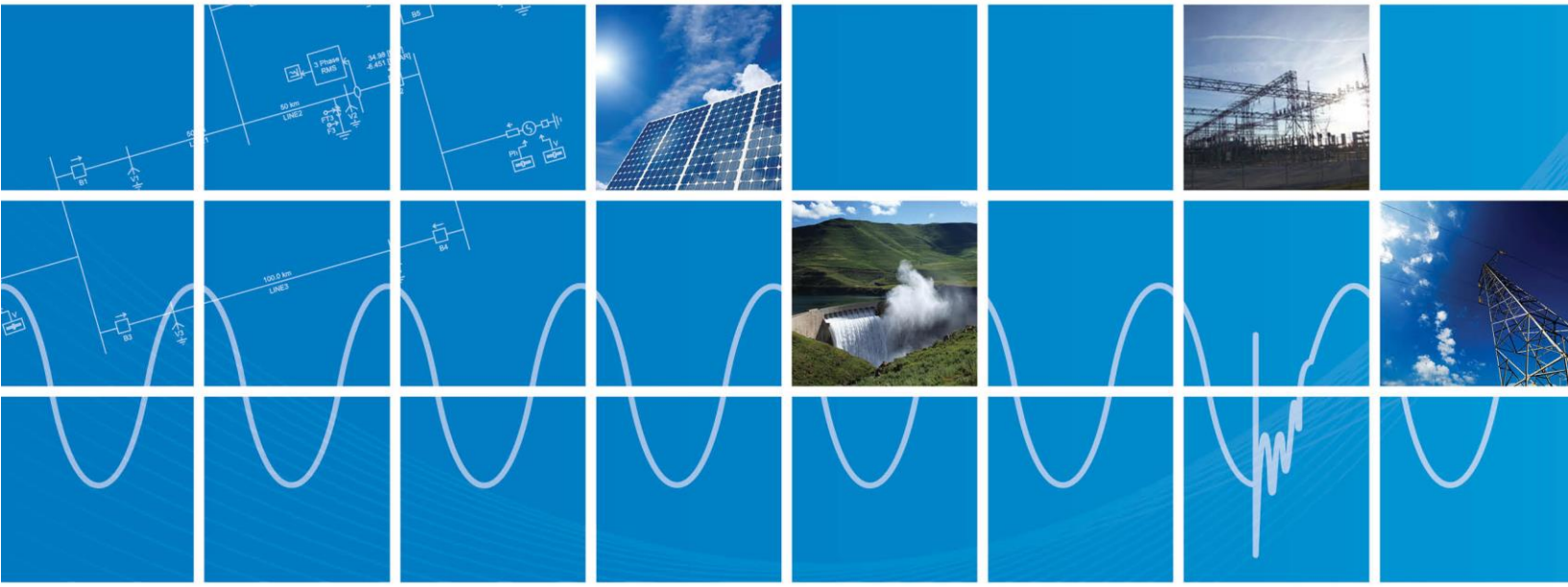
Installation Errors

Written for:

PSCAD V4 (v4.2)
PSCAD X4 (v4.3, v4.4, v4.5, v4.6)

February 21, 2019
Revision 21



Powered by Manitoba Hydro International Ltd.
211 Commerce Drive
Winnipeg, Manitoba
R3P 1A3 Canada
mhi.ca

Contents

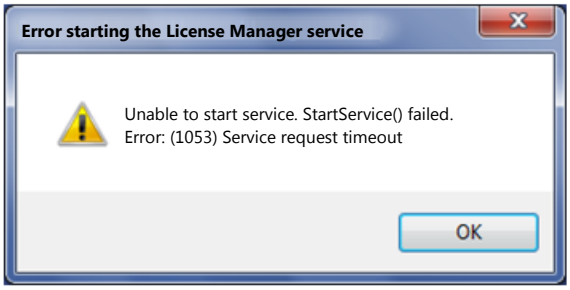
1. INSTALLATION ERROR – ERROR 1053 STARTING LM SERVICE 1
2. INSTALLATION ERROR – ERROR 1327 - INVALID DRIVE 2
3. INSTALLATION ERROR -5001 (0X80070002) 4
4. INSTALLATION ERROR -5001 (0X80070017) 8
5. INSTALLATION ERROR -5003 9
6. INSTALLATION ERROR -5004 (0X80070005) 10
7. INSTALLATION ERROR -5006 (0X8000FFFF) 18
8. INSTALLATION ERROR -5009 (0X80040801) 19
9. INSTALLATION ERROR -6002 21
10. INSTALLATION ERROR -6003 27
11. INSTALLATION ERROR CODE 2 29
12. INSTALLATION ERROR CODE (0X5) 30
13. INSTALLATION ERROR 0XB7 31
14. INSTALLATION ERROR 0X45D 32
15. PSCAD INSTALLATION ERROR 0X80040707 33
16. INSTALLATION ERROR 0X80070002 (-2147024894) 34
17. INSTALLATION ERROR 0X80070003 (-2147024893) 39
18. INSTALLATION ERROR 0X80131700 40
19. INSTALLATION ERROR 0XC8000247 42
20. INSTALLATION ERROR – ANOTHER SETUP IS RUNNING 43
21. INSTALLATION ERROR - .NET DOWNLOAD FAILED 44
22. INSTALLATION ERROR - .NET INSTALLATION FAILED 45
23. INSTALLATION ERROR: MISSING SYSQUERY.DLL 46
24. INSTALLATION ERROR 'PLEASE INSERT DISK 1' 48
25. INSTALLATION ERROR – UNABLE TO START SENTINEL INSTALLER 49
26. INSTALLATION ERROR – FILE NOT COMPATIBLE WITH VERSION OF WINDOWS 50
27. INSTALLATION ERROR – EXISTING INSTALLED INSTANCES DETECTED 51
28. RECEIVING AN "ANOTHER INSTANCE OF THIS SETUP IS ALREADY RUNNING" MESSAGE 53
29. RECEIVING A "THE INSTALLED VERSION OF THE APPLICATION COULD NOT BE DETERMINED" MESSAGE 54
30. ERROR 28 WHEN INSTALLING SENTINEL DRIVERS ON WINDOWS 8.1 55
31. RECEIVING A "THIS INSTALLATION PACKAGE COULD NOT BE OPENED" ERROR MESSAGE WHEN INSTALLING SENTINEL DRIVERS 56
32. SILENT INSTALLATION STALLS 57
33. RECEIVING "THE SETUP WILL NOW TERMINATE" ERROR MESSAGE 58

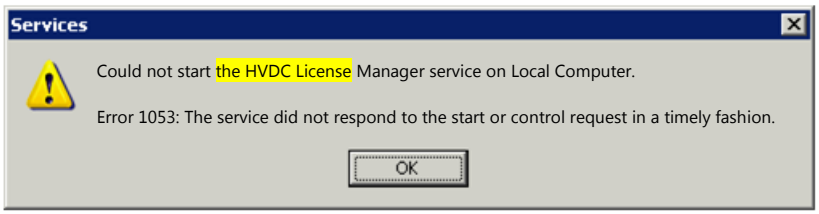
34. VISUAL STUDIO (SHELL EDITION) WILL NOT INSTALL ALONGSIDE INTEL FORTRAN 16 59
35. ERROR MESSAGE IS DISPLAYED: "YOU DO NOT HAVE THE REQUIRED ADMINISTRATIVE PRIVILEGES…" . 62
36. UNABLE TO UPDATE OR INSTALL THE .NET FRAMEWORK 63
37. RECEIVING AN "ERROR 5001 : 0XFFFFEC75" ERROR MESSAGE 64
38. RECEIVING AN "ERROR 0X80070652" ERROR MESSAGE 65
39. RECEIVING A "-5001 : 0X800700002" ERROR MESSAGE 66
40. RECEIVING A "WINDOWS CANNOT COMPLETE THE EXTRACTION" ERROR MESSAGE 68
41. ISSUES WHEN INSTALLING PSCAD V4.4 OR LICENSE MANAGER V1.29 OR V1.30 ON WINDOWS 10 69
42. INSTALLATION ERROR "0X80240017 – UNSPECIFIED ERROR" 71
43. INSTALLATION ERROR – "WINDOWS 7 (NO SERVICE PACK) IS NOT SUPPORTED BY THE PSCAD INSTALLER" 72
44. RECEIVING A WINDOWS DEFENDER ERROR MESSAGE 73
45. UNABLE TO INSTALL PSCAD ON A MACHINE USING BEYOND TRUST 74
46. UNABLE TO INSTALL PSCAD V4.2.1 ON A WINDOWS 10 MACHINE 75
47. RECEIVING A "THE NETWORK NAME CANNOT BE FOUND" ERROR MESSAGE 76

1. Installation Error – Error 1053 Starting LM Service

Situation

When installing the License Manager onto a machine, the installer displays a message similar to one of the following:





Known Incidences

- License Manager 1.31

Causes

- Your machine is missing one or more required Microsoft prerequisites.

Solution 1: Install Prerequisites before License Manager

a. Download and install the Microsoft .NET 4.0 Framework Full.

b. Download and install the Microsoft Visual C++ Redistributables 2010 (x86)

c. Re-launch the License Manager installer

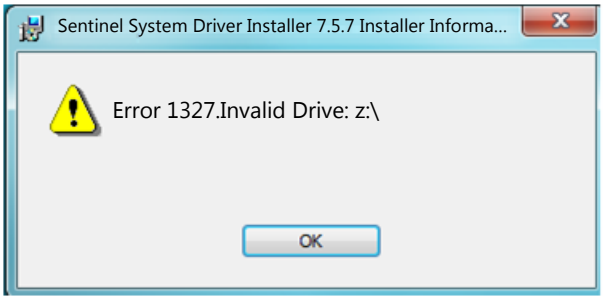
Solution 2: Upgrade the License Manager to 1.33

a. Install License Manager 1.33 (or better).

2. Installation Error – Error 1327 - Invalid Drive

Situation

When attempting to install PSCAD or the License Manager, the installer displays a message similar to the following:



Causes

- A Sentinel installer issue,
- A Windows issue with a previously remapped drive,
- A registry issue, or
- An unknown issue.

Solution 1: Install Latest Drivers

a. Download and install the latest Sentinel drivers from here:

   http://updater.pscad.com/utilities/USBDrivers_7.5.9.zip

b. Then reboot and try to install PSCAD or the License Manager again.

Solution 2: Fix the Drive Mapping

a. Click “Start”, and then click “Control Panel”.

b. In Control Panel, double-click “Administrative Tools”, and then double click “Computer Management”.

c. In the Computer Management tree, click “Disk Management”.

d. Right-click the CD-ROM or DVD-ROM drive, or the drive that contains the operating system, and then click “Change Drive Letter and Paths”.

e. Click “Change”, and change it to the original drive letter. Click “OK”, and then click “Close”.

Solution 3: Fix the Registry

a. Click “Start”, and then click “Run”. The Run dialog box opens.

b. In the Open field, type “regedit”, and then click “OK”.

c. In the Registry Editor, locate the following registry key:

HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\
Explorer\Shell Folders

d. In the right pane, note the values in the “Data” column of each entry. If any value contains a drive that is not correct for your computer, right-click the entry and select “Modify”.

e. Type the correct drive letter in the “Value data” field, and then click “OK”.

- For example, if one of the values is "Z:\Documents and Settings\Administrator", the drive letter should be changed to a valid drive on the system, such as “C:\Documents and Settings\Administrator".

f. Repeat steps (d) and (e) for each entry whose “Data” value contains an incorrect drive.

g. Repeat steps (c) through (f) for each of the following registry keys:

HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\
Explorer\User Shell Folders

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\
Explorer\Shell Folders

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders

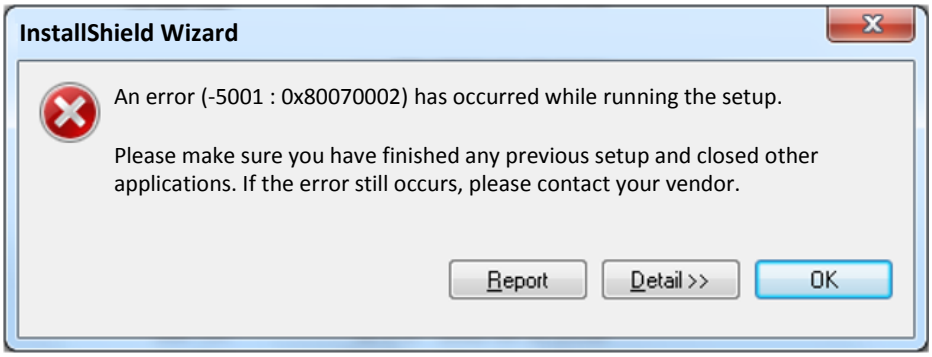
h. Close the Registry Editor and run the installation again.

i. Log out and log on again.

3. Installation Error -5001 (0x80070002)

Situation

When installing PSCAD or the License Manager, you encounter one of the following messages:



and with the Details visible, may look like this:

Known Incidences

- PSCAD X4 (v4.5.0, v4.5.1)

Causes

- Incomplete installation package for PSCAD only,
- Incomplete installation package for PSCAD (with License Manager, and GFortran),
- Insufficient installation rights on a machine configured as a Terminal Server.

Solution 1

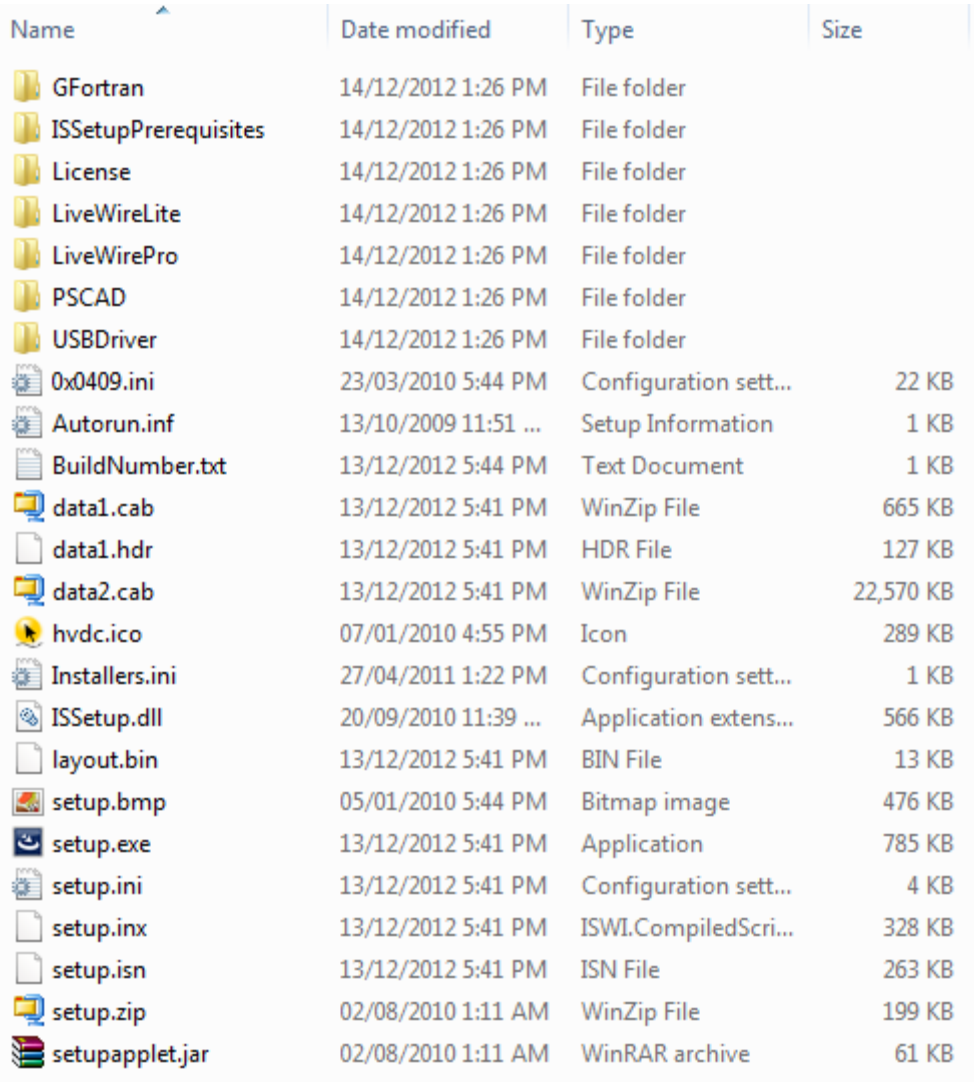
The complete installation package for PSCAD only should look something like the following:

Name	Date modified	Type	Size
GFortran	14/12/2012 7:08 AM	File folder	
ISSetupPrerequisites	14/12/2012 7:08 AM	File folder	
License	14/12/2012 7:08 AM	File folder	
PSCAD	14/12/2012 7:08 AM	File folder	
USBDriver	14/12/2012 7:08 AM	File folder	
0x0409.ini	23/03/2010 5:44 PM	Configuration sett...	22 KB
Autorun.inf	13/10/2009 11:51 ...	Setup Information	1 KB
BuildNumber.txt	13/12/2012 5:44 PM	Text Document	1 KB
data1.cab	13/12/2012 5:41 PM	WinZip File	665 KB
data1.hdr	13/12/2012 5:41 PM	HDR File	127 KB
data2.cab	13/12/2012 5:41 PM	WinZip File	22,570 KB
hvdc.ico	07/01/2010 4:55 PM	Icon	289 KB
Installers.ini	27/04/2011 1:22 PM	Configuration sett...	1 KB
ISSetup.dll	20/09/2010 11:39 ...	Application extens...	566 KB
layout.bin	13/12/2012 5:41 PM	BIN File	13 KB
setup.bmp	05/01/2010 5:44 PM	Bitmap image	476 KB
setup.exe	13/12/2012 5:41 PM	Application	785 KB
setup.ini	13/12/2012 5:41 PM	Configuration sett...	4 KB
setup.inx	13/12/2012 5:41 PM	ISWI.CompiledScri...	328 KB
setup.isn	13/12/2012 5:41 PM	ISN File	263 KB
setup.zip	02/08/2010 1:11 AM	WinZip File	199 KB
setupapplet.jar	02/08/2010 1:11 AM	WinRAR archive	61 KB

If you are missing any of the folders, or files, you should contact support@pscad.com for another installation package.

Solution 2

The complete installation package for PSCAD X4 (4.5.1) (with License Manager, and GFortran) should look something similar to the following:



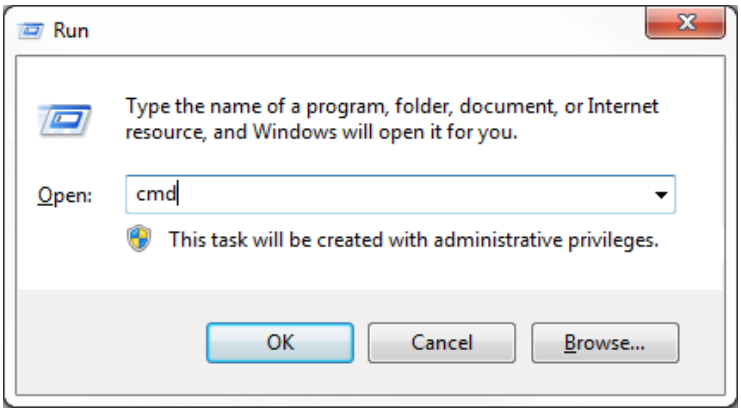
Name	Date modified	Type	Size
GFortran	14/12/2012 1:26 PM	File folder	
ISSetupPrerequisites	14/12/2012 1:26 PM	File folder	
License	14/12/2012 1:26 PM	File folder	
LiveWireLite	14/12/2012 1:26 PM	File folder	
LiveWirePro	14/12/2012 1:26 PM	File folder	
PSCAD	14/12/2012 1:26 PM	File folder	
USBDriver	14/12/2012 1:26 PM	File folder	
0x0409.ini	23/03/2010 5:44 PM	Configuration sett...	22 KB
Autorun.inf	13/10/2009 11:51 ...	Setup Information	1 KB
BuildNumber.txt	13/12/2012 5:44 PM	Text Document	1 KB
data1.cab	13/12/2012 5:41 PM	WinZip File	665 KB
data1.hdr	13/12/2012 5:41 PM	HDR File	127 KB
data2.cab	13/12/2012 5:41 PM	WinZip File	22,570 KB
hvdc.ico	07/01/2010 4:55 PM	Icon	289 KB
Installers.ini	27/04/2011 1:22 PM	Configuration sett...	1 KB
ISSetup.dll	20/09/2010 11:39 ...	Application extens...	566 KB
layout.bin	13/12/2012 5:41 PM	BIN File	13 KB
setup.bmp	05/01/2010 5:44 PM	Bitmap image	476 KB
setup.exe	13/12/2012 5:41 PM	Application	785 KB
setup.ini	13/12/2012 5:41 PM	Configuration sett...	4 KB
setup.inx	13/12/2012 5:41 PM	ISWI.CompiledScri...	328 KB
setup.isn	13/12/2012 5:41 PM	ISN File	263 KB
setup.zip	02/08/2010 1:11 AM	WinZip File	199 KB
setupapplet.jar	02/08/2010 1:11 AM	WinRAR archive	61 KB

If you are missing any of the folders, or files, you should contact support@pscad.com for another installation package.

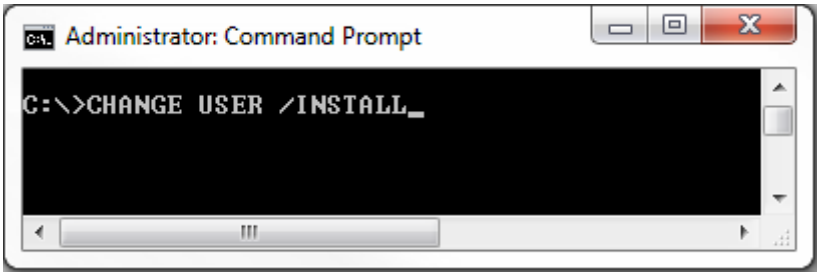
Solution 3

a. Click “Start” -> “Run…”

b. In the “Open” box, type “cmd”, and then click “OK”. See image below.



c. At the command prompt, type “change user /install”, and then press the “ENTER” key. See image below.



d. The following message should appear:

“User session is ready to install applications.”

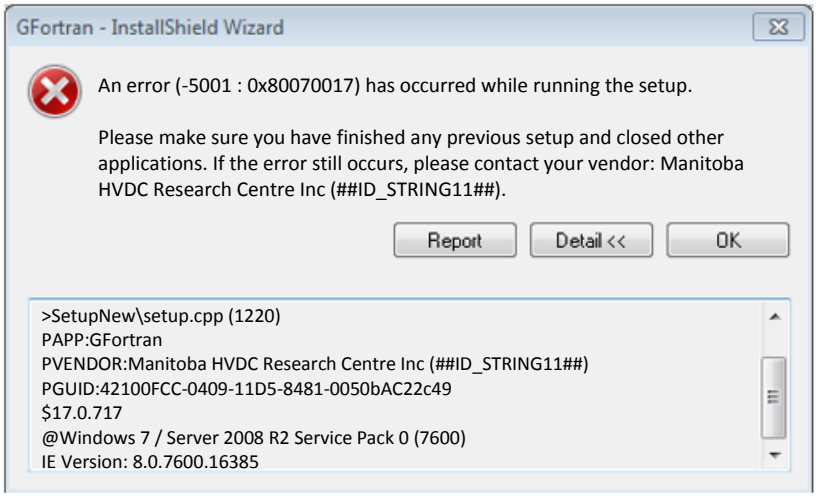
e. Type “exit”, and then press “ENTER”.

f. From a folder on your desktop, run setup.exe again (right-click on “Setup.exe”, then select “Run as administrator” (Windows 7), or “Run as Admin” (Windows Vista)) to begin the installation.

4. Installation Error -5001 (0x80070017)

Situation

When attempting to install software, the installer crashes and displays the following message:



Known Incidences

- Occurred once when installing GFortran on Windows 7/Windows Server 2008 R2 SP0.

Cause

- The CD-ROM or ZIP file containing the installer may be damaged or corrupted.

Solution

a. Contact sales@pscad.com to obtain another CD-ROM or for instructions to obtain a downloadable ZIP file containing the necessary installer(s).

5. Installation Error -5003

Situation

When installing PSCAD or the License Manager, you encounter the following message:

Error Code: -5003 : 0x????????
Error Information:
>SetupDLL\SetupDLL.cpp (1003)
PAPP:PSCAD421EVAL
PVENDOR:Manitoba HVDC Research Centre Inc (www.pscad.com)
PGUID:421E0F86-B87D-11D8-8496-0050BAC22C49
$7.1.100.1248
@Windows XP Service Pack 3 (2600) IE 8.0.6001.18702

Background

This error has occurred only once with PSCAD 421EVAL (no longer supported).

Solution

Unknown.

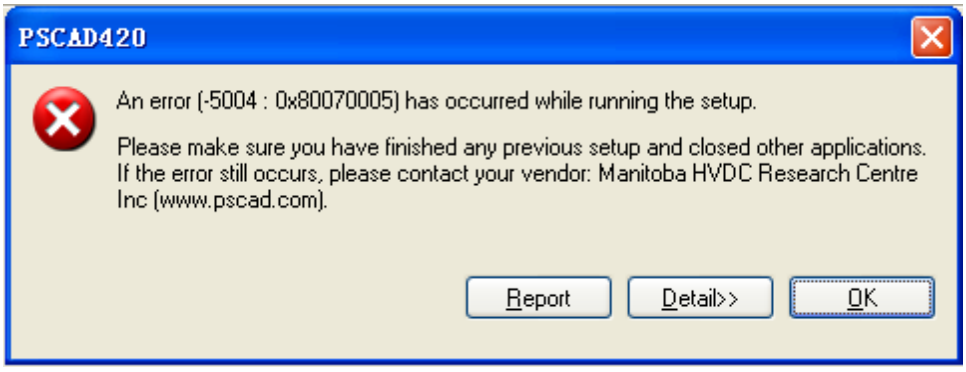
If this error occurs, please send the following information to support@pscad.com:

- Snapshots of any error messages
- Identify the following:
  - Your Windows version (i.e. Windows XP, Vista, 7, 8)
  - Your Windows platform (i.e. x86, x64)
  - Version of PSCAD or License Manager you are installing
  - The media type used for obtaining the installation files (i.e. CDROM, zip file, other)

6. Installation Error -5004 (0x80070005)

Situation

When installing PSCAD or the License Manager, you encounter the following message:



If you select the *Detail* button, you see something like the following (your exact text may be different, depending on your Windows operating system).

Error Code: -5004 : 0x80070005
Error Information:
>SetupDLL\SetupDLL.cpp (1924)
PAPP:PSCAD420
PVENDOR:Manitoba HVDC Research Centre Inc (www.pscad.com)
PGUID:42000F86-B87D-11D8-8496-0050BAC22C49
$7.1.100.1248
@Windows XP Service Pack 3 (2600) BT_OTHER 0.64

Or

Error Code: -5004 : 0x80070005
Error Information:
>SetupDLL\SetupDLL.cpp (1924)
PAPP:PSCAD421
PVENDOR:Manitoba HVDC Research Centre Inc (www.pscad.com)
PGUID:42100F86-B87D-11D8-8496-0050BAC22C49
$7.1.100.1248
@Windows XP Service Pack 1 (7601) IE 8.0.7601.17514

Background

This error occurs only very rarely. Based on our records, this error has been reported once for PSCAD v4.0.1 and PSCAD v4.2.1 on XP SP1 (no longer supported) and once for PSCAD v4.2.0 on XP SP3. This error is detected by the InstallShield engine, and not by our installation script which is processed by the InstallShield engine.

Known Incidences

- PSCAD v4.2.0 on Windows XP (32-bit) SP3
- PSCAD v4.2.1 on Windows 7 in XP compatibility mode

Possible Causes

- You do not have administrator privileges.
- You do not have access rights to the \Program Files\ folder or to the registry.

Cause 1: Attempting to Run on Windows XP SP1

If you are running Windows XP, you need to ensure that you are running the latest Service Pack.

Windows XP (32-bit) SP3 can be downloaded from here:
http://www.microsoft.com/download/en/details.aspx?id=25129

Windows XP (64-bit) SP2 can be downloaded from here:
http://www.microsoft.com/download/en/details.aspx?id=17791

Cause 2: Attempting to Install an Old Version of PSCAD

The earliest version of PSCAD that is currently supported is PSCAD v4.2.1 (2007). If you are trying to install an older version, we recommend that you upgrade to PSCAD v4.2.1 (2007) which is compatible with Windows Vista and Windows 7.

Cause 3: Attempting to Install from a Shared Network Drive

If you encounter this error when attempting to install PSCAD from an installer CD-ROM image store on a shared network drive or folder, then

a. Insert the original PSCAD CD-ROM into your machine and launch the installer from the CD-ROM, or

b. Copy the PSCAD installer image from the shared drive or folder onto a folder on your machine, and launch the installer from that folder.

Cause 4: Attempting to Install when in XP-Compatible Mode

This issue has also been experienced when installing onto a Window Vista or Windows 7 machine when in XP-compatible mode. If you are in this situation, and encounter this error, then

a. If you are attempting to install PSCAD v4.2.1, ensure that you have the 2007 release, and just install PSCAD v4.2.1 on to your machine WITHOUT being in XP-compatible mode.

b. If you are attempting to install PSCAD X4, just install PSCAD X4 on your machine WITHOUT being in XP-compatible mode.

Cause 5: Installation Was Launched Without Elevated Privileges

Actions

a. Ensure that you are directly logged in with Administrator rights. Do not log in via terminal services such as Remote Desktop, or similar.

b. Ensure that you have read/write/modify rights to the

- Program Files folder (for 32-bit Windows), or
- Program Files (x86) folder (for 64-bit Windows)

c. Ensure that you have access rights to the HKEY_LOCAL_MACHINE\Software folder in the registry

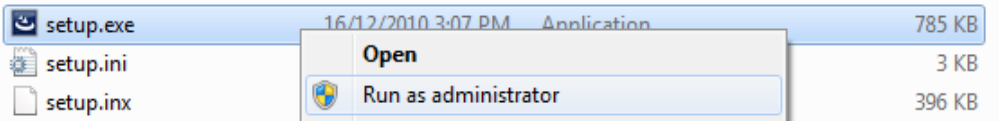
d. If installing from a PSCAD CD-ROM...

- Insert your PSCAD CD-ROM, and cancel any Installer that automatically launches,
- Browse to the CD-ROM drive

If installing from a downloaded ZIP file...

- Ensure all ZIP file contents are extracted to some folder,
- Browse to the folder.

e. Right-click on “Setup.exe”, then select “Run as administrator” (Windows 7), or “Run as Admin” (Windows Vista) to begin the installation



Cause 6: Corrupted InstallShield Engine

Actions

a. On XP 32, Vista (x86), or Windows 7 (x86)

- Browse to the Program Files\Common Files folder

On XP 64, Vista (x64), or Windows 7 (x64)

- Browse to the Program Files (x86)\Common Files folder

b. Locate and delete the InstallShield folder

c. On XP 32, Vista (x86), or Windows 7 (x86)

- Browse to the Program Files folder

On XP 64, Vista (x64), or Windows 7 (x64)

- Browse to the Program Files (x86) folder

d. Open the InstallShield Installation Information folder

e. If you do not see this folder, then it is hidden, and you need to make it visible.

- On Windows XP:
  - From the File Explorer window, select Tools | Folder Options | View tab
  - Select “Show Hidden Files and Folder”
- On Windows Vista and Windows 7:
  - From the File Explorer window, select Organize | Folder and search options | View tab
  - Select “Show hidden files, folders, and drives”

f. Locate and delete the folder corresponding to the version of PSCAD you are trying to install

Product	Folder
PSCAD v4.2.0 Pro/Edu	{42000F63-B87D-11D8-8496-0050BAC22C49}
PSCAD v4.2.0 Eval	{420E0F63-B87D-11D8-8496-0050BAC22C49}
PSCAD v4.2.1 Pro/Edu	{42100F63-B87D-11D8-8496-0050BAC22C49}
PSCAD v4.2.1 Eval	{421E0F63-B87D-11D8-8496-0050BAC22C49}
PSCAD v4.3.0 Pro	{43000F63-B87D-11D8-8496-0050BAC22C49}
PSCAD v4.3.1 Pro/Edu	{43100F63-B87D-11D8-8496-0050BAC22C49}
PSCAD v4.4.0 Pro/Edu	{44000F63-B87D-11D8-8496-0050BAC22C49}
PSCAD v4.4.1 Pro/Edu	{44100F63-B87D-11D8-8496-0050BAC22C49}
PSCAD v4.5.0 Pro/Edu	{45000F63-B87D-11D8-8496-0050BAC22C49}
PSCAD v4.5.1 Pro/Edu	{45100F63-B87D-11D8-8496-0050BAC22C49}
PSCAD v4.5.2 Pro/Edu	{45200F63-B87D-11D8-8496-0050BAC22C49}

Cause 7: Temporary Folder is Full

Actions

a. From the desktop, select Start | Run

b. Type in the following: %temp%

c. Select “OK”

d. Delete the temporary files and folders

e. Try to install PSCAD again.

If Install Error -5004 Still Occurs

Actions

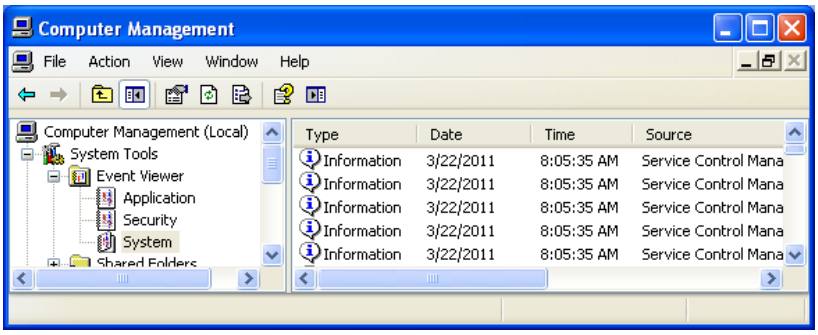
Check for any errors that appear in the “Application” and/or “System” categories in your Event Log Viewer and try to resolve them.

On Windows XP:

a. Right click on “My Computer”

b. Select “Manage”

c. Select System Tools | Event Viewer



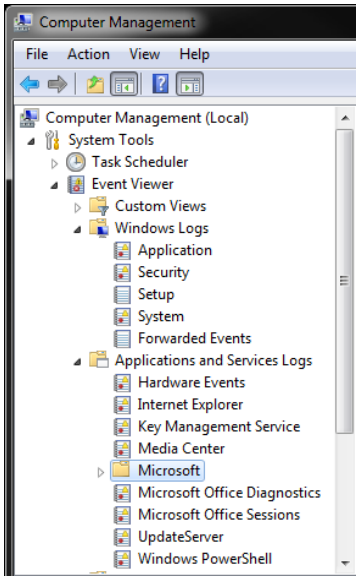
d. Examine errors and warnings listed in the “Application” and “System” categories.

On Windows Vista and Windows 7:

a. Right click on “My Computer”

b. Select “Manage”

c. Select System Tools | Event Viewer



d. Examine errors and warnings listed in the Windows Log | Application category, and the Windows Log | System category

e. Examine errors and warnings listed in the “Applications and Services Log” categories.

References

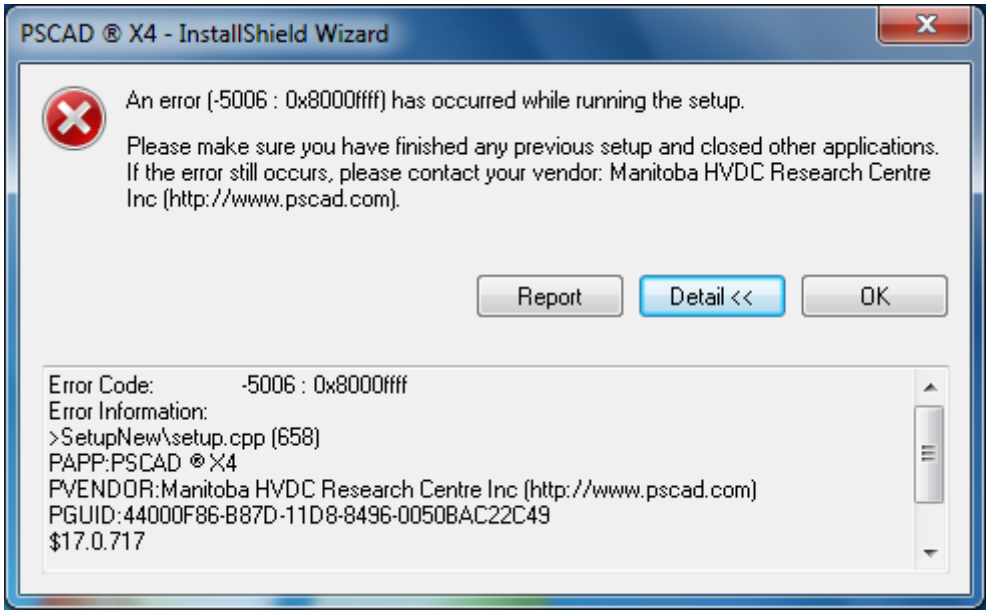
Error -5004 0x80070005

http://community.flexerasoftware.com/showthread.php?t=125799

7. Installation Error -5006 (0x8000FFFF)

Situation

When installing PSCAD or the License Manager, you encounter the following message:



Known Incidences

- PSCAD v4.4.0, v4.6.0

Cause

The client was running the installer's setup.exe which was located on a network file server.

Solution

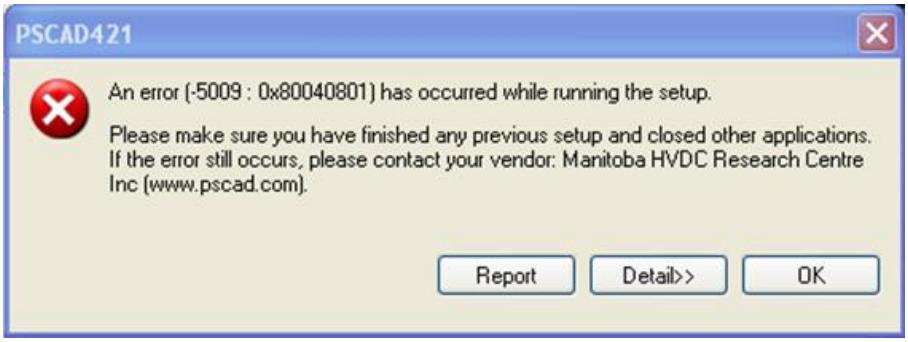
a. Copy all of the installation files and subfolders to a folder on your local machine.

b. Right-click on setup.exe, then select "Run as administrator" (Windows 7), or "Run as Admin" (Windows Vista) to begin the installation.

8. Installation Error -5009 (0x80040801)

Situation

When attempting to install PSCAD or the License Manager, the installer crashes and displays the following message:



If you select the *Detail>>* button, you will see something similar to the following:

Error Code: -5009 : 0x80040801
Error Information:
>Ctor\IScriptWrapper.cpp (27)
>Ctor\ObjectWrapper.cpp (163)
>Ctor\ObjectWrapper.cpp (384)
>Kernel\Component.cpp (875)
>Kernel\CABFile.cpp (263)
>SetupDLL\SetupDLL.cpp (1611)
PAPP:PSCAD421
PVENDOR:Manitoba HVDC Research Centre Inc (www.pscad.com)
PGUID:42100F86-B87D-11D8-8496-0050BAC22C49
$7.1.100.1248
@Windows XP Service Pack 3 (2600) IE 7.0.5730.13

Background

When you install software using an InstallShield installer, the software installer will install or use a previously installed install engine.

Cause

If the InstallShield install engine becomes corrupted, you may encounter the error above. The solution is to re-install the install engine.

Affected Installer Versions

- The PSCAD v4.2.1 being installed on Windows XP SP3
- Not applicable to PSCAD X4

Solution 1: Update the InstallShield 7.01 Runtime Installed on your Machine

To do this, perform the following steps:

a. Locate and delete the following folder

- On Windows XP 64-bit, Windows Vista (x64) and Windows 7 (x64)

Program Files (x86)\Common Files\Installshield\Professional\RunTime\0701

- On Windows XP (32-bit), Windows Vista (x86) and Windows 7 (x86)

Program Files\Common Files\Installshield\Professional\RunTime\0701

b. Download the following file:

http://support.installshield.com/kb/files/Q108322/InstallShieldEngineUpdate701.exe

c. Double-click the "InstallShieldEngineUpdate701.exe" file. This installs the latest InstallShield engine for that version of the installation.

d. Retry installing PSCAD v4.2.1

Solution 2

Try launching PSCAD or License Manager installer by right-clicking on "Setup.exe" instead of "Setup.htm", then selecting "Run as administrator" (Windows 7), or "Run as Admin" (Windows Vista).

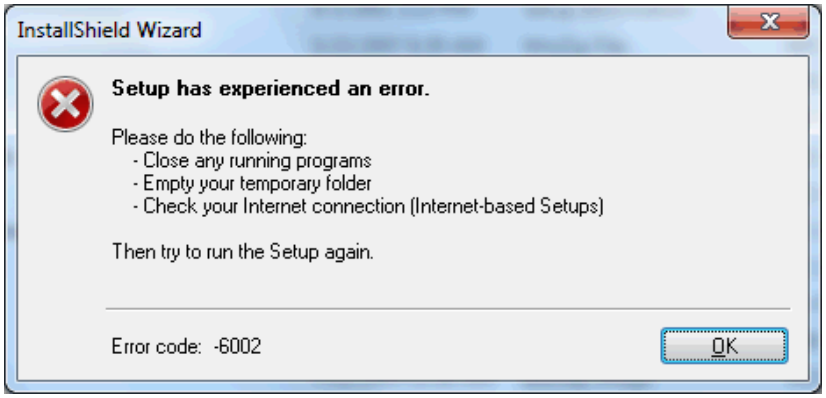
Solution 3

Try launching the setup.exe with Administrator privileges.

9. Installation Error -6002

Situation

When installing PSCAD or the License Manager, you encounter the following message:



Background

This error occurs only rarely. Based on our records, this error has been reported once in 2003 on Windows 2000 (no longer supported), and once in 2011 when installing PSCAD v4.2.1 on Windows 7. Additionally, a search of Internet – based resources reveals a large number of occurrences of this error when installing *other* software on all types of platforms, but very few solutions are offered or provided.

Cause 1: Installation Was Launched Without Elevated Privileges

This is only applicable to Windows Vista and Windows 7.

Actions

a. Ensure that you are logged in with Administrator rights,

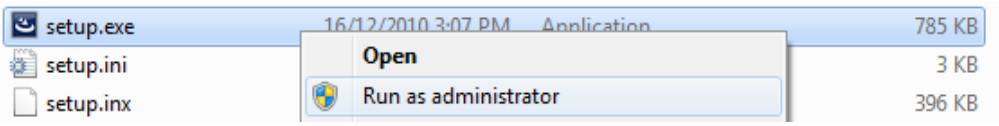
b. If installing from a PSCAD CD-ROM...

- Insert your PSCAD CD-ROM, and cancel any Installer that automatically launches,
- Browse to the CD-ROM drive

If installing from a downloaded ZIP file...

- Ensure all ZIP file contents are extracted to some folder,
- Browse to the folder.

c. Right click on Setup.exe, then select “Run as administrator” (Windows 7), or “Run as Admin” (Windows Vista) to begin the installation.



Cause 2: Too Many Programs Running

Actions

a. Reboot your machine,

b. Ensure that you are logged in with Administrator rights,

c. Close any open programs,

d. Close any applications that appear in your Task Manager (do not stop any services),

e. Close as many programs that appear in your System Tray as possible,

f. Install more memory.

Cause 3: Temporary Folder is too Large

a. Locate your Temp folder and clean up files and folder in it where possible, and

b. Try to install PSCAD again.

Cause 4: Interference from Anti-virus or Firewall Software

Actions

a. Turn off or temporarily disable your anti-virus software, or upgrade it,

b. If you have a firewall active, review your firewall settings. Ensure that the InstallShield setup.exe is not blocked, and

c. Try to install PSCAD again.

Cause 5: The Installer is unable to find the Setup Launcher

This error may occur because of failing to find the setup launcher. This might happen if the "setup.boot" file (PSCAD v4.2.1 and earlier, or License Manager 1.27 and earlier) is not found or is not accessible, or if “setup.dll” does not have a proper entry point.

Actions

a. Locate and rename the following folder

- On Windows XP (32-bit), Windows Vista (x86), and Windows 7 (x86) platforms:

C:\Program Files\Common Files\InstallShield (if it exists)

- On Windows XP (64-bit), Windows Vista (x64), and Windows 7 (x64) platforms:

C:\Program Files (x86)\Common Files\InstallShield (if it exists)

- On Windows XP (32 or 64 bit) platforms:

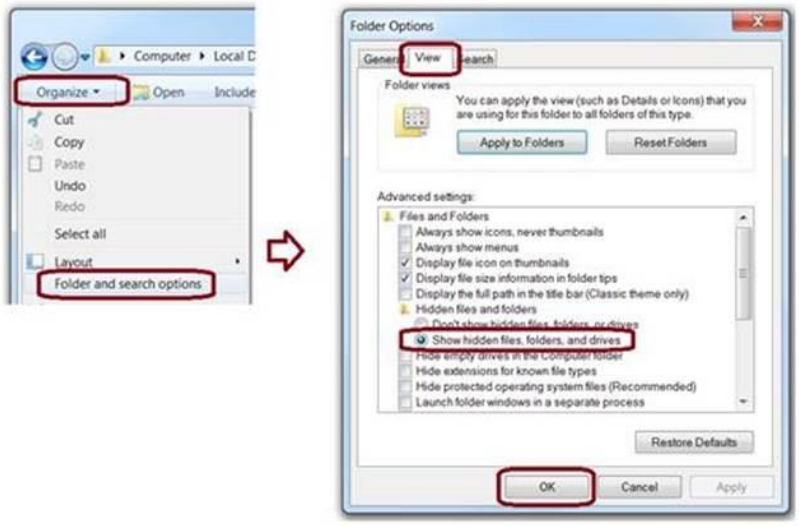
C:\Documents and Settings*YourUserID*\Application Data\InstallShield (if it exists)

- On Windows Vista and Windows 7 (x86 and x64) platforms:

C:\Users*YourUserID*\AppData\Roaming\InstallShield (if it exists)

Note

If the AppData folder is hidden, set hidden folders to display as shown:



b. On all platforms:

- Try to install PSCAD again.

Cause 6: The Installer Is run from a Folder whose Name contains a "&" Symbol

The installer has been

- downloaded from the website to, or
- copied from the installation CD-ROM to,

a folder or network location that contains a '**&**' in the path.

Example: \\SomeMachineName\downloads **&** files\PSCAD\

Actions

Rename the folder which currently contains the & in its name.

Cause 7: Your Firewall Does Not Recognize One-Click Install File Extensions

If you are installing PSCAD (4.2.1 and earlier only) from a One-Click Installer on our website, your firewall might not recognize all the One-Click Install File extensions as they might not have been mapped to a known extension in the MimeMap property. This problem occurs when using Microsoft IIS 6.0. If the media extensions are not mapped correctly, IIS 6.0 will deny the request for the given file and will log a 404 error.

Actions

Edit the Multipurpose Internet Mail Exchange (MIME) map using the IIS manager, and add the One-Click Install media extensions. For example:

Extension	Content Type (MIME)
.bin	application/octet-stream
.hdr	application/octet-stream
.inx	application/octet-stream
.isn	application/octet-stream
.skin	application/octet-stream
.ibt	application/octet-stream
.boot	application/octet-stream
.ini	text/plain

If Install Error -6002 Still Occurs

Actions

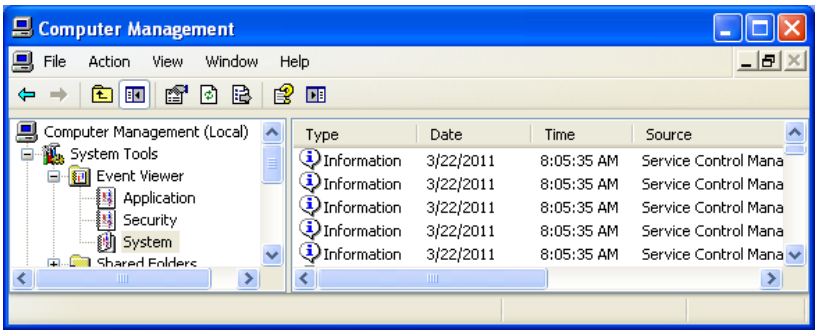
Check for any errors that appear in the “Application” and/or “System” categories in your Event Log Viewer and try to resolve them.

On Windows XP:

a. Right click on “My Computer”

b. Select “Manage”

c. Select System Tools | Event Viewer



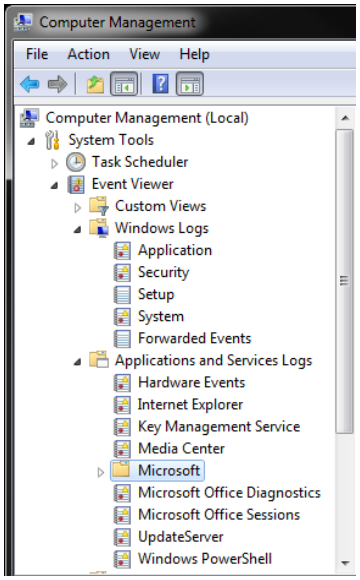
d. Examine errors and warnings listed in the “Application” and “System” categories.

On Windows Vista and Windows 7:

a. Right click on “My Computer”

b. Select “Manage”

c. Select System Tools | Event Viewer



d. Examine errors and warnings listed in the Windows Log | Application category and the Windows Log | System category.

e. Examine errors and warnings listed in the “Applications and Services Log” categories.

References

Q107426: ERRDOC: Run-Time Error 6002

http://kb.flexerasoftware.com/selfservice/microsites/search.do?cmd=displayKC&docType=kc&externalId=Q107426&sliceId

10. Installation Error -6003

Situation

When attempting to install PSCAD from a CD-ROM onto a machine, the installer crashes and displays a message similar to the following:

Known Incidences

- PSCAD v4.2.0 on Windows 7.

Possible Causes

- The installer is not compatible with Windows Vista or Windows 7.
- You have too many programs open.
- Your temporary folder has too many files and folders.

Solution 1: Use the Latest Version of PSCAD

a. Use the latest release of PSCAD.

b. If you need to use PSCAD v4.2.1, then use the PSCAD v4.2.1 (2007) release of PSCAD.

c. If you are using a version of PSCAD prior to PSCADv 4.2.1 (2007), then

- Upgrade to the latest version of PSCAD X4, or
- Upgrade to the PSCAD v4.2.1 (2007) release of PSCAD.

Solution 2: Close all other Programs

a. Close all other active programs.

b. Close as many programs that appear in your System Tray as possible.

c. Try to install PSCAD again.

Solution 3: Clean your Temporary Folder

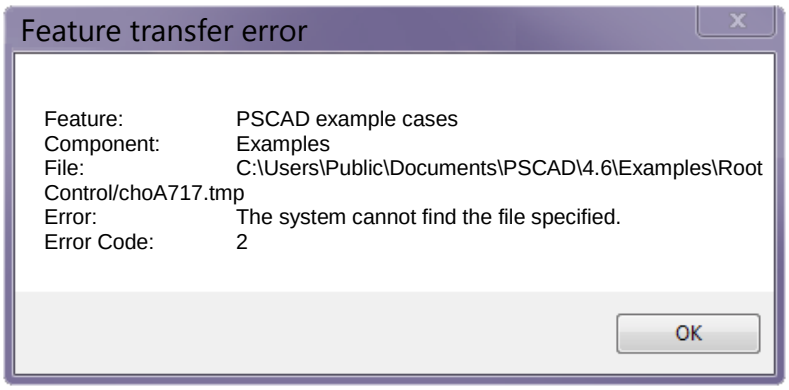
a. Locate your Temp folder and clean up files and folder in it where possible, and

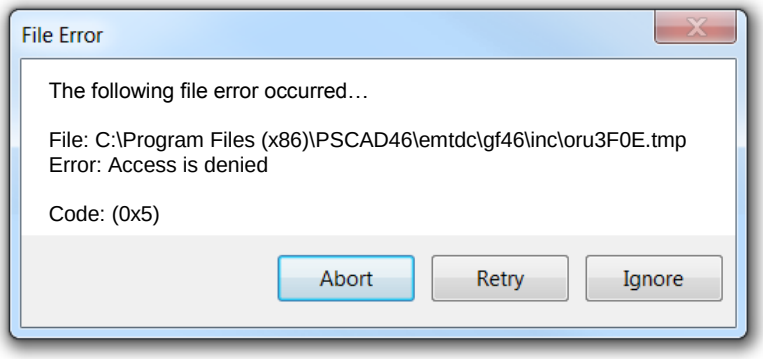
b. Try to install PSCAD again.

11. Installation Error Code 2

Situation

When attempting to install software, the installer displays a message similar to the following ones (the named file may be different):





Other known file name variations in the above view:

"File: C:\Users\Public\Documents\PSCAD\4.6\Examples\optimum_run\HooA5D7.tmp"
"File: C:\Program Files (x86)\PSCAD46\Forms\images\Abo675F.tmp"

Cause

An antivirus or firewall is randomly interfering with the installation.

Solution

Have your IT staff disable or remove your antivirus during the installation.

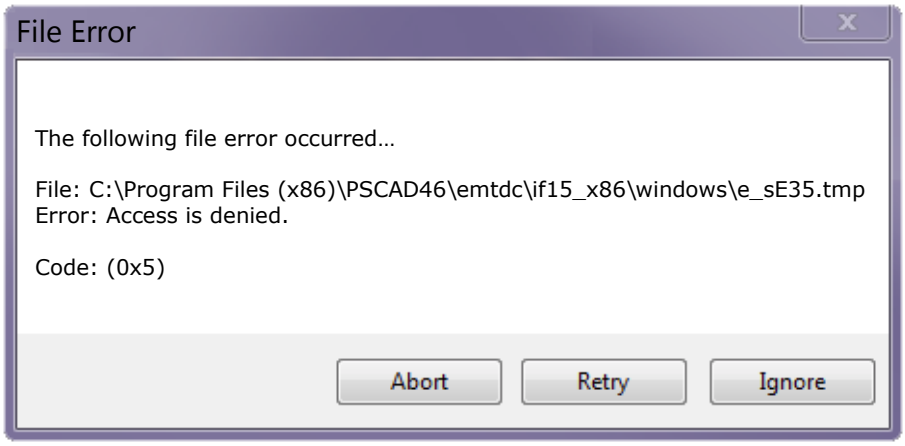
Known Incidences

The Webroot SecureAnywhere antivrus/firewall product is known to cause this issue.

12. Installation Error Code (0x5)

Situation

When attempting to install software, the installer displays a message similar to the following (the named file may be different):



Cause

An antivirus or firewall is randomly interfering with the installation.

Solution

Have your IT staff disable your antivirus during the installation, or have them remove your antivirus.

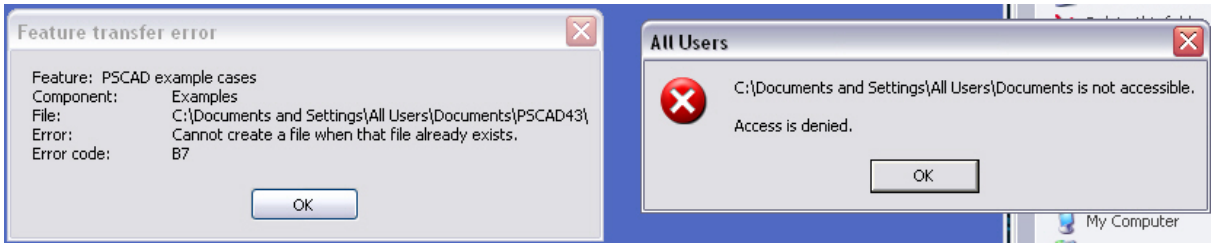
Known Incidences

The Webroot SecureAnywhere antivrus/firewall product is known to cause this issue.

13. Installation Error 0xB7

Situation

When attempting to install PSCAD X4 on a machine, while logged in with administrator rights, the installer crashes and displays the following message. If I then try to browse to and access the named file, I encounter an "Access Denied" error.



Background

Generally, by default, all users should have access to the ... \All Users\Documents folder, hence the name. Additionally, note that "Documents" is an alias for the proper folder name, "Shared Documents".

Causes

- You failed to run the installer with elevated privileges, or
- It would appear that on your machine, you do not have access to the ...\All Users\Documents folder.

Affected Installer Versions

- PSCAD X4 (4.3.0), released in April 2010.

Remedy

If you have full local admin rights on your machine, then you should be able to give yourself access to that folder.

Alternatively, ask your IT department to grant you the required permissions.

Solution 1: Run the Installer with Elevated Privileges

Re-run the installation, however, ensure that you right click on "setup.exe", then select "Run as administrator" (Windows 7), or "Run as Admin" (Windows Vista) to begin the installation.

Solution 2: Consult Your IT Department

Ask your IT department to ensure that you have the required permissions to access to the ...\All Users\Documents folder.

14. Installation Error 0x45D

Situation

When attempting to install PSCAD X4 from a CD-ROM onto a machine, the installer crashes and displays a message similar to the following:

This was followed by another message referring to an I/O error.

Possible Causes

- The PSCAD CD-ROM is corrupted or damaged, or
- The CD-ROM drive is not reliable, or
- An installed firewall or virus scanner is interfering with the installation.

Known Incidences

- PSCAD X4 (4.3.1), released in Dec 2010.

Solution 1: Run the Installer with Elevated Privileges

a. Contact sales@pscad.com for a download link for your software.

b. Download the software and then extract the ZIP'd files.

c. Right-click on "Setup.exe", then select "Run as administrator" (Windows 7), or "Run as Admin" (Windows Vista) to begin the installation.

Solution 2: Install on another Machine

a. Install the software from the received CD-ROM or downloaded ZIP files onto another machine.

Solution 3: Change your Security Configuration

a. Temporarily disable your virus checkers and firewall.

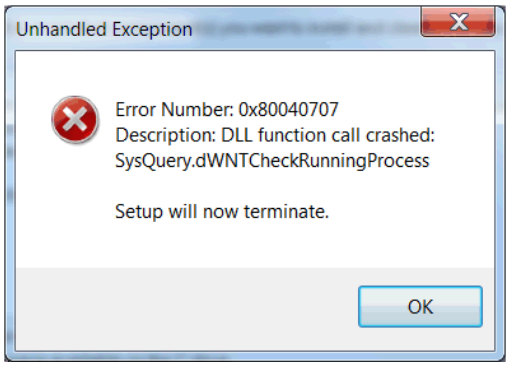
b. Install the software from the received CD-ROM or downloaded ZIP files.

c. Re-enable your virus checkers and firewalls.

15. PSCAD Installation Error 0x80040707

Situation

When attempting to install PSCAD or the License Manager, the installer crashes and displays the following message, which is due to a bug in the installer code.



Background

You cannot install or repair an application if that application is already running on your machine. Therefore, when installing PSCAD or the License Manager, the installer requests a list of all running processes, so that the installer can check if either program is already running, and then notify you to stop those instances before continuing with the installation.

Cause

If you are attempting to install an older version of PSCAD or the License Manager, and your machine has many running processes, then this request may fail with the error shown above.

Affected Installer Versions

- The PSCAD v4.2.1 (2006) release of PSCAD and earlier.
- The License Manager 1.26 release and earlier.

Solution(s)

The installer code cannot be repaired, however, there are several things that you can do to work around this issue.

a. Use the latest release of PSCAD.

b. If you need to use PSCAD v4.2.1, then use the PSCAD v4.2.1 (2007) release of PSCAD.

c. If you are using a version of PSCAD prior to PSCAD v4.2.1 (2007), then

- Upgrade to the latest version of PSCAD X4, or
- Upgrade to the PSCAD v4.2.1 (2007) release of PSCAD.

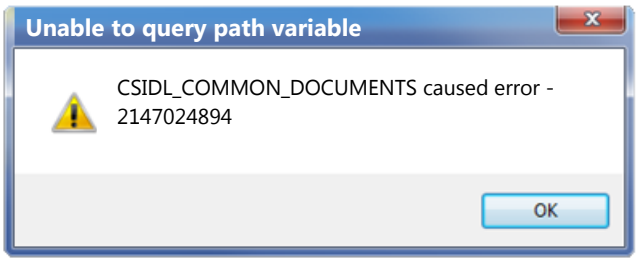
d. Reduce the number of running applications and services, then try to install PSCAD or the License Manager

e. Install PSCAD on another machine which does not have so many active services

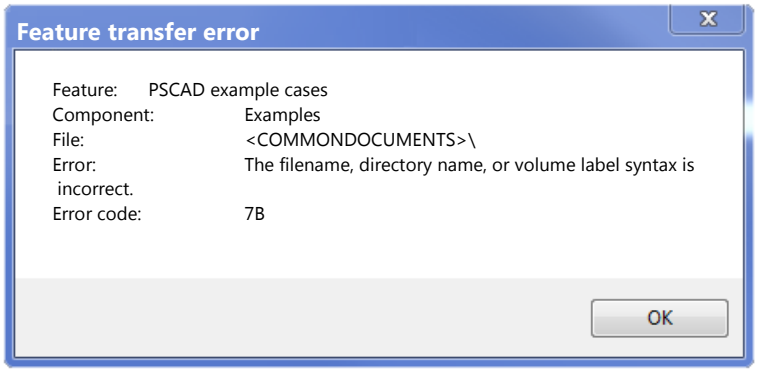
16. Installation Error 0x80070002 (-2147024894)

Situation

When attempting to install PSCAD from a CD-ROM onto a machine, the installer crashes and displays a message similar to the following:



This will most likely be followed by the following error message after the installation begins:



Error -2147024894 corresponds to error 0x80070002 which means “File not found”.
Error 7B corresponds to “Invalid file, directory, or volume name”.

Possible Causes

- COMMONDOCUMENTS is missing from .NET 3.5.
- You do not have administrator privileges.
- You do not have access rights to the \Program Files\ folder or to the registry.

Known Incidences

- PSCAD v4.2.0 on Windows XP SP3.
- PSCAD X4: 4.4.1 and 4.6.0

Solution 1: Ensure you have Administrator Privileges

a. Contact your IT department to ensure that you have local administrator privileges.

b. Right-click on "Setup.exe", then select "Run as administrator" (Windows 7), or "Run as Admin" (Windows Vista) to begin the installation.

Solution 2: Ensure the Common Document Registry Value is Correct

a. Contact your IT department to ensure that you have read/modify access rights to the registry.

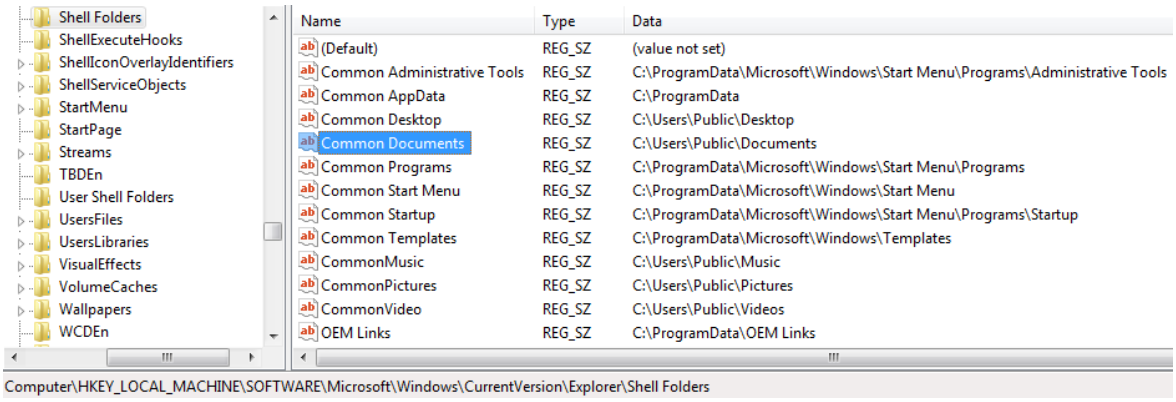
b. Launch "Regedit".

On Windows Vista, 7 and 8 (32-bit and 64-bit versions)

a. Browse to:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\
Shell Folders

b. Ensure that the value of "Common Documents" is set to C:\Users\Public\Documents as shown in in the image below:

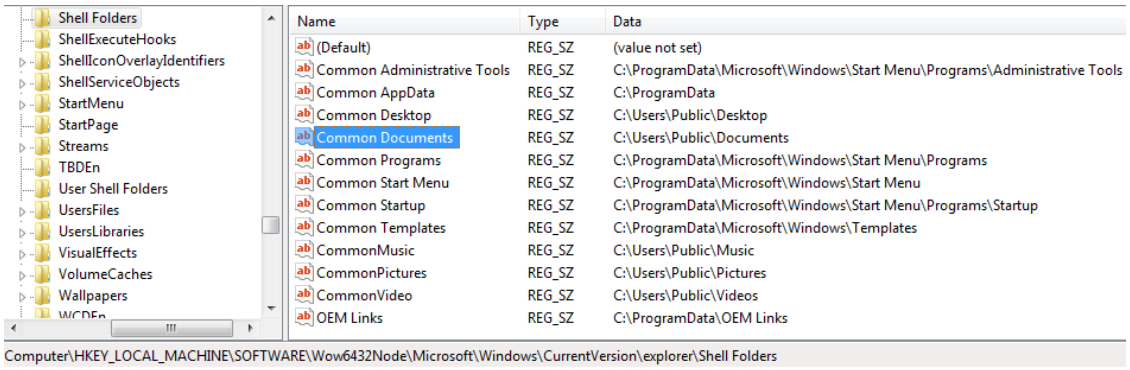


On Windows Vista, 7 and 8 (64-bit versions only)

a. Browse to:

   HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders

b. Ensure that the value of "Common Documents" is set to C:\Users\Public\Documents as shown in in the image below:

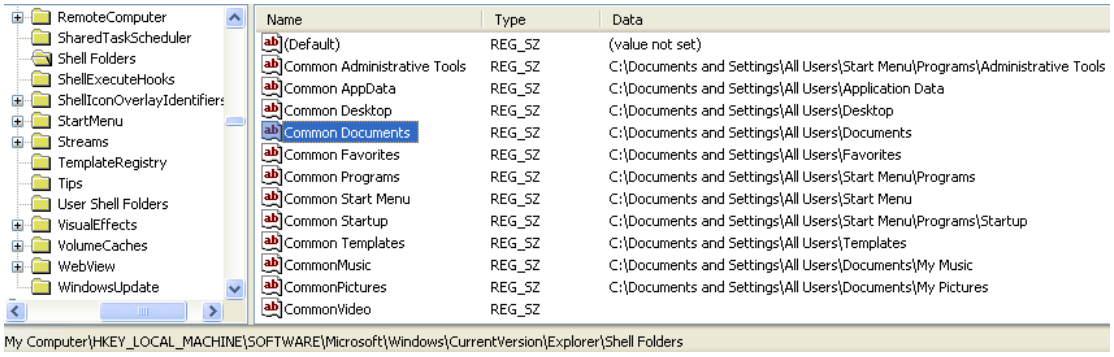


On Windows XP (32-bit and 64-bit versions)

a. Browse to:

   HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders

b. Ensure that the value of "Common Documents" is set to C:\Documents and Settings\All Users\Documents as shown in in the image below:

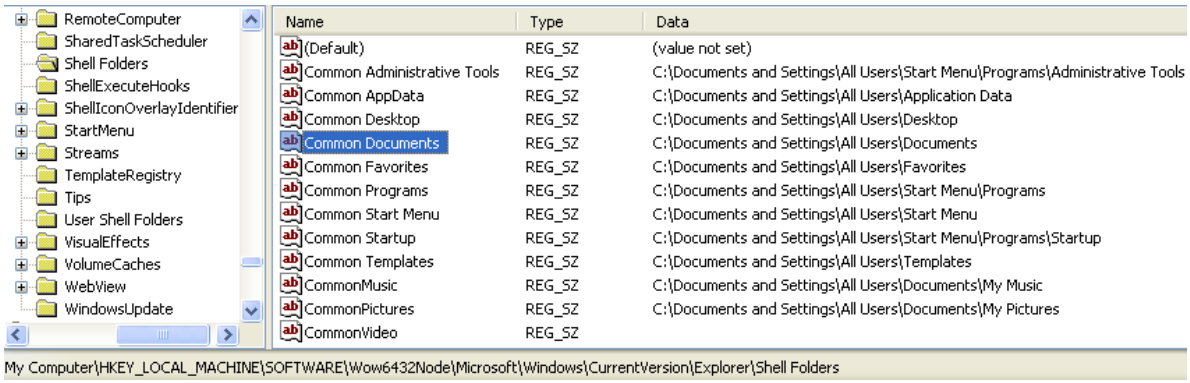


On Windows XP (64-bit versions only)

a. Browse to:

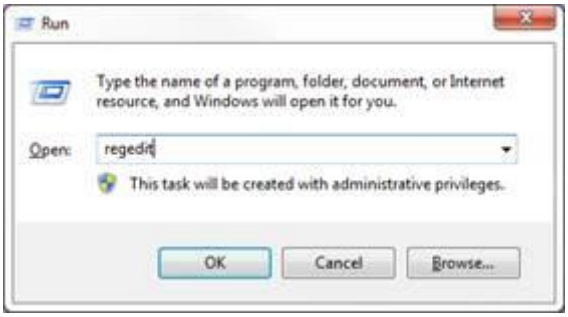
   HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\
   CurrentVersion\Explorer\Shell Folders

b. Ensure that the value of Common Documents is set to C:\Documents and Settings\All Users\Documents as shown in in the image below:



If Install Error Still Occurs

a. Go Start | Run, type in “regedit”, select “OK”



b. This should start “regedit”, the “Windows Registry Editor” and “Viewer tool”.

c. If your machine is running a 32-bit **or** 64-bit version of Windows XP, Vista, or Windows 7, then

- Browse to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\explorer\Shell Folders.
- Expand the regedit tool window so that all the registry values in the right hand pane under the “Name”, “Type”, and “Data” columns are fully visible.
- Take a snapshot of the entire registry tool, so that the bottom caption line is also visible, and e-mail it to support@pscad.com.

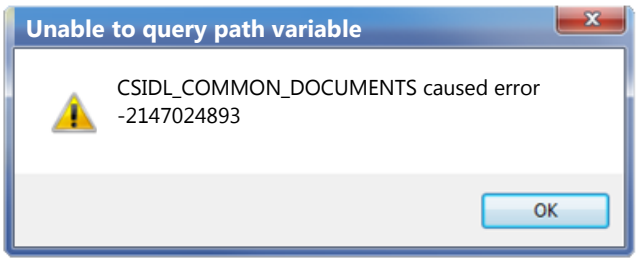
d. If your machine is running a 64-bit version of Windows XP, Vista, or Windows 7, then

- Browse to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\explorer\Shell Folders.
- Expand the regedit tool window so that all the registry values in the right hand pane under the “Name”, “Type”, and “Data” columns are fully visible.
- Take a snapshot of the entire registry tool, so that the bottom caption line is also visible, and e-mail it to support@pscad.com.

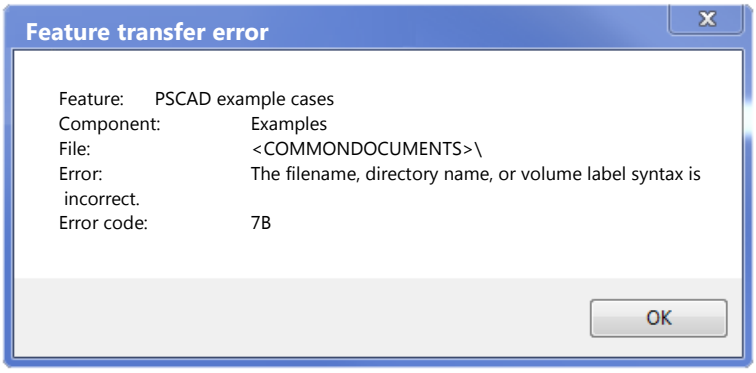
17. Installation Error 0x80070003 (-2147024893)

Situation

When attempting to install PSCAD from a CD-ROM onto a machine, the installer crashes and displays a message similar to the following:



This will most likely be followed by the following error message after the installation begins:



Note
Error 7B corresponds to “Invalid file, directory, or volume name”.

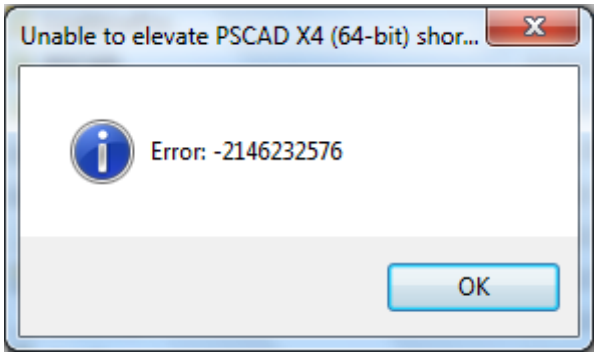
Possible Causes and Solution

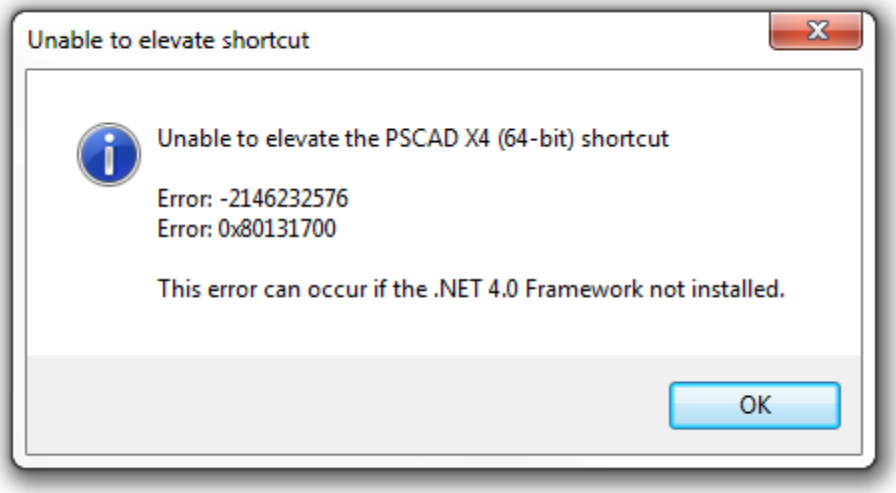
Refer to Section 16.

18. Installation Error 0x80131700

Situation

When attempting to install PSCAD from a CD-ROM onto a machine, the installer displays one of the following messages:





Background

After the installer creates the shortcut(s) to PSCAD, it attempts to elevate one shortcut so that PSCAD is always launched with elevated privileges.

Causes

- The Microsoft .NET 4.0 Framework Full is not installed prior to installing PSCAD, or
- The Microsoft .NET 4.0 Framework Full was installed, but the user did not allow the installer to reboot when prompted, and just continued the installation.

Known Incidences

- PSCAD v4.5.0, v4.5.1 (actually any installation of 4.5.0 and better)

Solution 1: Install the Latest Version of PSCAD

a. Install the latest release of PSCAD, currently at PSCAD X4 (4.5.5) which will install the .NET 4.0 Framework Full before installing PSCAD. Make sure that you launch the setup.exe with elevated administrator privileges.

b. If the installer prompts you to reboot or restart, allow it to do so.

c. Re-launch the installer with elevated administrator privileges.

Solution 2: Install the .Net 4.0 Framework

a. Download and install the .NET 4.0 Framework Full (not the .NET 4.0 Framework Client Profile)

b. Reboot the machine.

c. Re-launch the installer with elevated administrator privileges.

19. Installation Error 0xC8000247

Situation

When attempting to install PSCAD from a CD-ROM onto a machine, the Microsoft .NET 4.0 Framework completes with the following error message.

Cause

- Unknown

Known Incidences

- PSCAD X4 (4.5.0)

Solution 1

a. Select the log file link in the above dialog to view the installation log file.

b. Have your IT department review the log file and attempt to remedy the recorded issues. Your installation of .NET 4.0 Framework may need to be repaired.

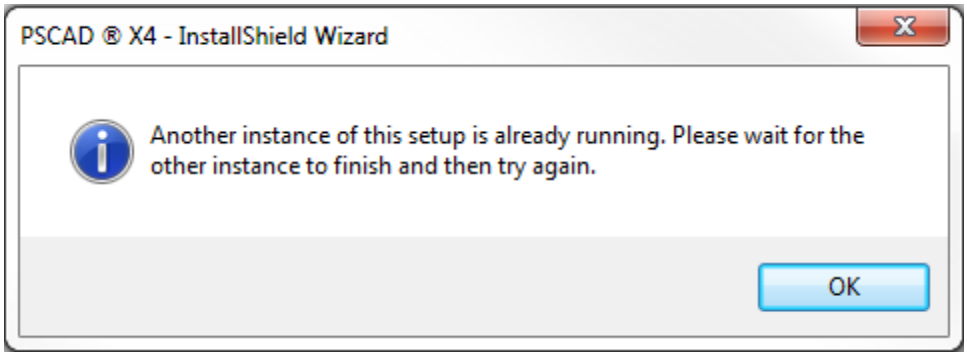
Solution 2

a. Enable Windows Update and let it install the .NET 4.0 Framework.

20. Installation Error – Another Setup Is Running

Situation

When attempting to install PSCAD, the installer displays a message similar to the following:



Background

Only a single InstallShield installer instance can be running at any one time.

Causes

- You have not finished a previously started installation, or
- A previously started installation has locked up, but is still apparently running.

Known Incidences

- License Manager 1.32

Solutions

a. Search for and complete any unfinished installations.

b. Open the Windows Task Manager and kill any remaining *setup.exe* instances

c. Log out, and then log in, and try again.

21. Installation Error - .NET Download Failed

Situation

When attempting to install PSCAD onto a machine, the Microsoft .NET 4.0 Framework completes with the following error message.

Cause

- Unknown

Known Incidences

- PSCAD X4 (4.5.0)

Solution

a. Download and install the .NET 4.0 Framework Full directly from the Microsoft website from the following site:

   http://www.microsoft.com/en-us/download/details.aspx?id=17718

22. Installation Error - .NET Installation Failed

Situation

When attempting to install PSCAD from a CD-ROM onto a machine, the Microsoft .NET 4.0 Framework completes with the following error message.

Cause

- Unknown

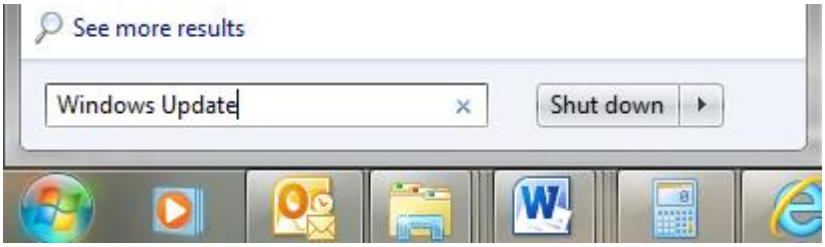
Known Incidences

- PSCAD X4 (4.5.0)

Suggested Actions

a. Select Start.

b. Type in “Windows Update”. See image below. Press “ENTER”.



c. This will launch the Windows Update utility. There may be some software that is missing on your computer for this installation, and this utility can detect it and install it.

d. Ensure that updates are enabled.

23. Installation Error: Missing SysQuery.dll

Situation

When attempting to install PSCAD from a CD-ROM onto a machine, the installer crashes and displays a message claiming that the following file is missing:

> C:\USERS\(username)\AppData\Local\Temp\(alphanumericstring)\
> (alphanumericstring)\SysQuery.dll

Background

During the installation, installation files are extracted to a temporary folder on the user's machine.

For PSCAD v4.5.1, the installer extracts its working files to:

> C:\Users\lha.CENTRE\AppData\Local\Temp\(some_string)\
> {45100F86-B87D-11D8-8496-0050BAC22C49}

For PSCAD v4.5.0, the installer extracts its working files to:

> C:\Users\lha.CENTRE\AppData\Local\Temp\(some_string)\
> {45000F86-B87D-11D8-8496-0050BAC22C49}

And so on.

You can determine what (some_string) is by looking into the most recent folders created in the \Temp folder and looking for one which has a …{4500… or {451…, etc, subfolder.

The extracted working files remain in this folder even after the installation is complete.

Possible Causes

- A virus scanner is prohibiting the installation of some files, or is deleting some files after installation.
- You did not login with administrator privileges.
- You did not launch the setup.exe with elevated privileges.

Known Incidences

- PSCAD v4.5.0

Solution 1: Use the Latest Version of PSCAD

a. Install the latest release of PSCAD. Make sure that you launch the setup.exe with elevated administrator privileges.

Solution 2: Manually Copy Files

a. On the affected machine(s), start the PSCAD installer. This will create the …\Temp\(some_string) folder

b. If the installer is unable to find these expected files, it will abort or crash.

c. Now copy the SysQuery.dll and SysQuery32.dll files from another working machine to the one which is failing the installation:

- For PSCAD v4.5.1, only copy from a …\Temp\...\{4510…} folder to a …\Temp\...\{4510…} folder.
- For PSCAD v4.5.0, only copy from a …\Temp\...\{4500…} folder to a …\Temp\...\{4500…} folder.
- And so on…

d. Then try to re-run the installer on the machine which fails.

24. Installation Error 'Please insert disk 1'

Situation

When attempting to install PSCAD from a ZIP file folder, the installer crashes and displays a message similar to the following:

Known Incidences

- PSCAD X4 (4.3.1).

Possible Causes

You are launching the installer from within a ZIP file, without first unzipping the files.

Solution: Ensure you have Administrator Privileges

If you received our software in a ZIP, you need to do the following:

a. Save the ZIP file to a temporary folder on your machine.

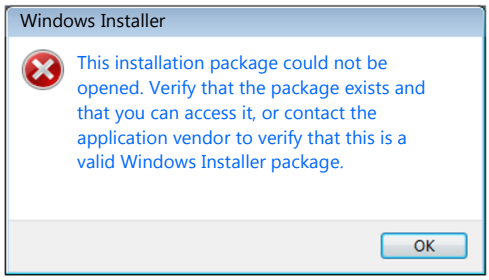
b. Extract all of the ZIP'd files and folders to a second temporary folder on your machine.

c. Browse to the second temporary folder, right-click on "Setup.exe", then select "Run as administrator" (Windows 7), or "Run as Admin" (Windows Vista) to begin the installation.

25. Installation Error – Unable to Start Sentinel Installer

Situation

When attempting to install PSCAD or the License Manager onto a machine, the Sentinel Driver installer shows the following error message.



Cause

- Unknown

Known Incidences

- PSCAD X4 (4.4.0) on Windows 7 (32-bit)

Solution: Install the Required Version of Sentinel Driver

a. Ensure that you have logged in with administrator privileges.

b. Unplug all USB Sentinel locks from the computer.

c. Download and install the latest Sentinel drivers from here:

http://updater.pscad.com/utilities/USBDrivers_7.5.9.zip

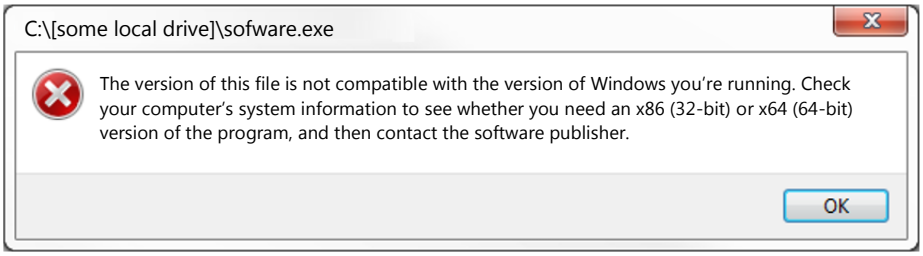
d. Reboot your machine and log in.

e. Insert your Sentinel USB lock, and try PSCAD again.

26. Installation Error – File not compatible with version of Windows

Situation

When installing PSCAD or License Manager onto a machine from a downloaded ZIP file, the installer displays a message similar to the following:



Cause

- The downloaded installer ZIP file was renamed to an EXE file.

Actions

a. Download the installation ZIP file from the link provided from PSCAD support, without renaming it to an EXE filename.

b. Extract all files from the ZIP file.

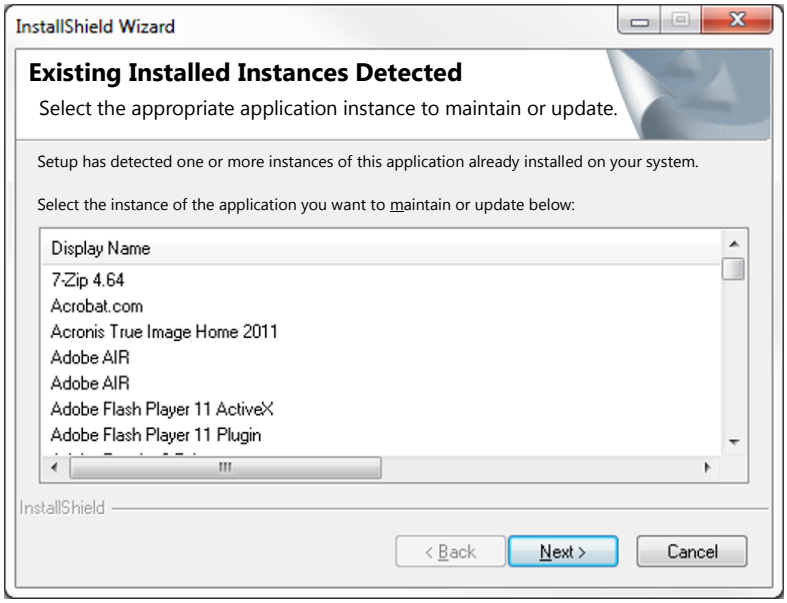
c. Ensure that you are logged in with Administrator rights,

d. Right-click on setup.exe, then select "Run as administrator" (Windows 7), or "Run as Admin" (Windows Vista) to begin the installation.

27. Installation Error – Existing Installed Instances Detected

Situation

When installing PSCAD, the License Manager, or GFortran, you encounter a dialog similar to the following:

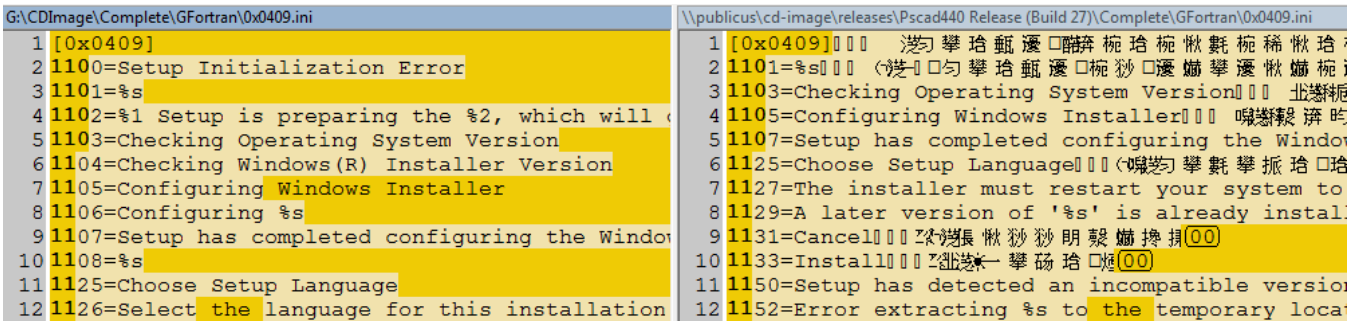


Causes

This error has been observed to occur when the PSCAD installation files have been stored on a Linux Ubuntu file server and the Setup.ini and/or 0x0409.ini installer files have been somehow corrupted.

The image below compares a perfect setup.ini file (left pane) with a corrupted setup.ini file (right pane). Notice that in the corrupted file,

- Some lines are missing, and
- It appears that non-English characters have been inserted. It has been verified that these are just random, meaningless characters.



Solution

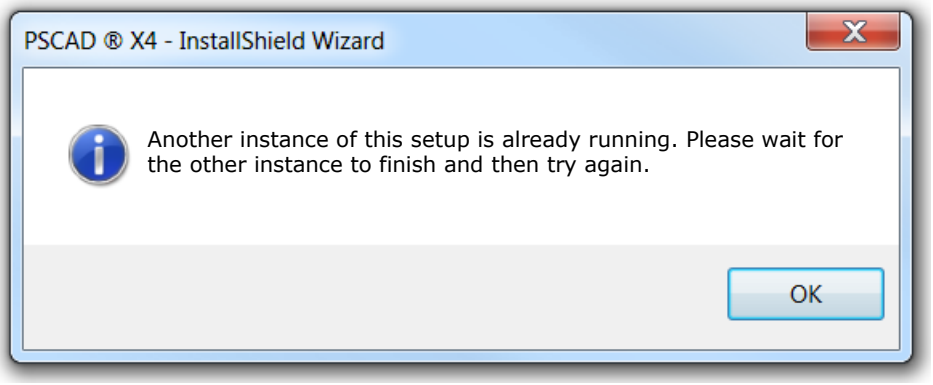
a. Install PSCAD only from the official release CD-ROM media, or from electronic media or links received from support @pscad.com.

b. If you install PSCAD from a distribution folder containing contents copied from the official release CD-ROM media, or from electronic media or links received from support@pscad.com, then that folder may have become corrupted, and you need re-copy the official contents to that distribution folder.

28. Receiving an "Another instance of this setup is already running" Message

Problem

When running the installation, the following warning displays:



Cause

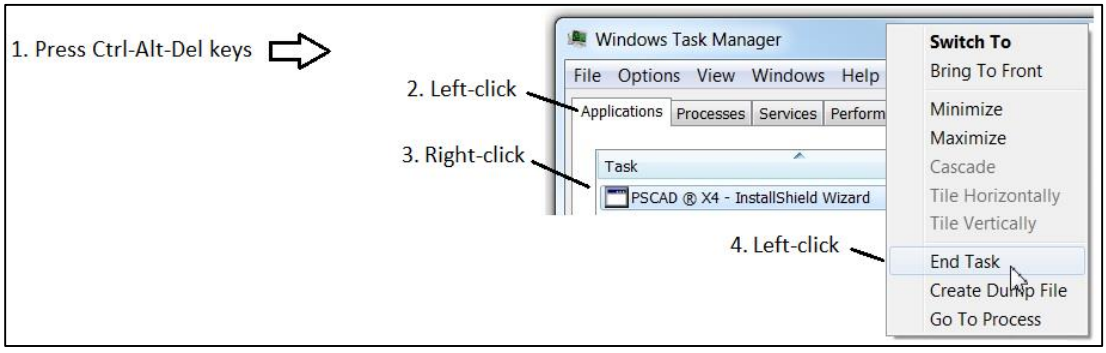
Two instances of the InstallShield were invoked.

InstallShield does not permit two installations of the same or different software to run concurrently. The above warning is displayed if this detected.

Solution

Close out of all instances of InstallShield, then retry the installation.

If the above solution does not work, then an installation may be "hung up" and running as a background process. Stop all instances of InstallShield as follows:

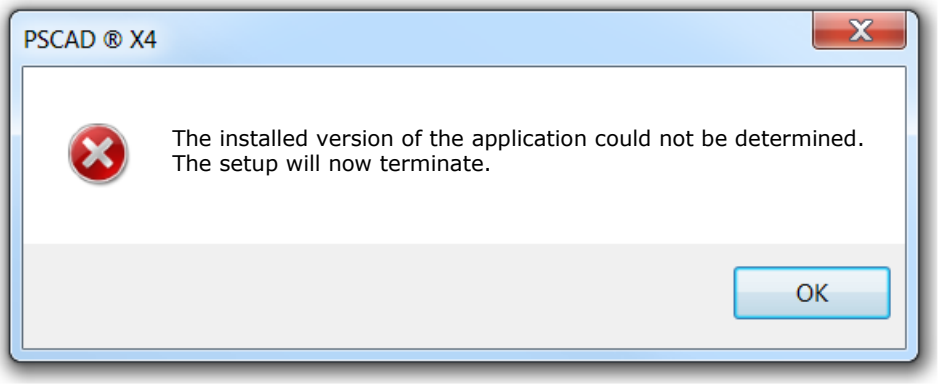


If the above solutions do not work, log out of your machine, log back in, and retry the installation.

29. Receiving a “The Installed version of the application could not be determined” Message

Problem

The following error message is displayed when PSCAD products are launched for installation:



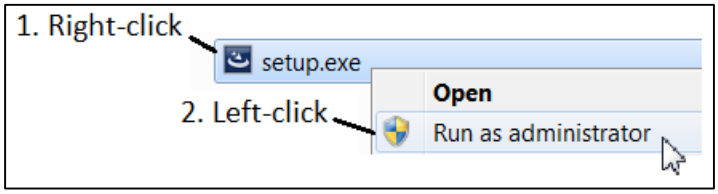
Cause

The installation was not launched with administrator rights.

Solution

Ensure that the installer has administrator rights on this machine.

Launch the installation with administrator rights:



30. Error 28 When Installing Sentinel Drivers on Windows 8.1

Background

The PSCAD and License Manager installers both install Sentinel USB drivers so that the programs can detect the Sentinel USB lock.

Problem

When the PSCAD or Licence Manager installers install the Sentinel drivers on Windows 8.1, the driver installation sometimes fails with an error 28.

Cause

It appears that many drivers which were compatible with Windows 7 and Windows 8 are not compatible with Windows 8.1.

Solution

Install the latest Sentinel USB drivers which are compatible with Windows 8.1, then install PSCAD and/or the License Manager which will then detect the newer installed drivers, and will not attempt to install the older, incompatible drivers.

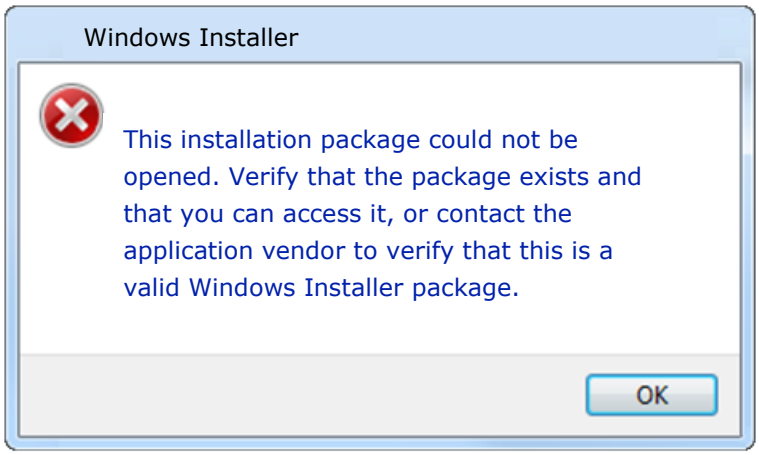
- Download and install the latest Sentinel drivers from here:
  http://updater.pscad.com/utilities/USBDrivers_7.5.9.zip

- Install PSCAD and/or the License Manager.

31. Receiving a "This installation package could not be opened" Error Message when Installing Sentinel Drivers

Problem

Installing the Sentinel Drivers results in the following error message:



Cause

One or more of the following requirements is not being met:

- You require adminstrator privileges on your machine to perform this installation.
- Any firewall or antivirus programs that may interfere with this installation should be disabled. One example of a software that blocks installations is "AppSense".
- The installation files should be run from a folder in which you have permission.
- The installation files should be run from a local driver (i.e. not a network drive).

Solution

- Ensure that you meet all requirements listed above.
- Install the Sentinel Drivers as outlined in the manual “Installing PSCAD X4”, located on the following webpage:

  https://hvdc.ca/knowledge-library/reference-material

32. Silent Installation Stalls

Problem

When running the silent installation for PSCAD from the RecordSilentInstall.bat file, the installation stalls.

Cause

This issue occurs when a user does not have administrator rights on a computer.

System

This issue occurs only in v4.5.4. It has been fixed in later versions; previous versions do not provide for silent installation.

Solution 1

Switch to v4.5.5 or later.

Solution 2

Log out of the computer, then log in using administrator credentials.

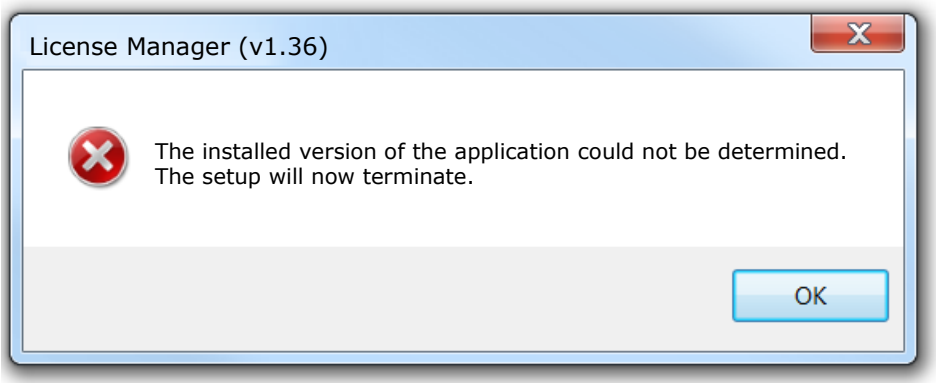
Solution 3

- Delete the “RecordSilentInstall.bat” file residing with the PSCAD installation files.
- Request a corrected “RecordSilentInstall.bat” file from support@pscad.com.
- Save the corrected file to the PSCAD installation files folder.
- Run the silent installation using this file.

33. Receiving “The setup will now terminate” Error Message

Problem

During an installation, the following error message displays:



Cause

You attempted to run the installation from a zipped file.

Solution

Unzip the file, then run the installation.

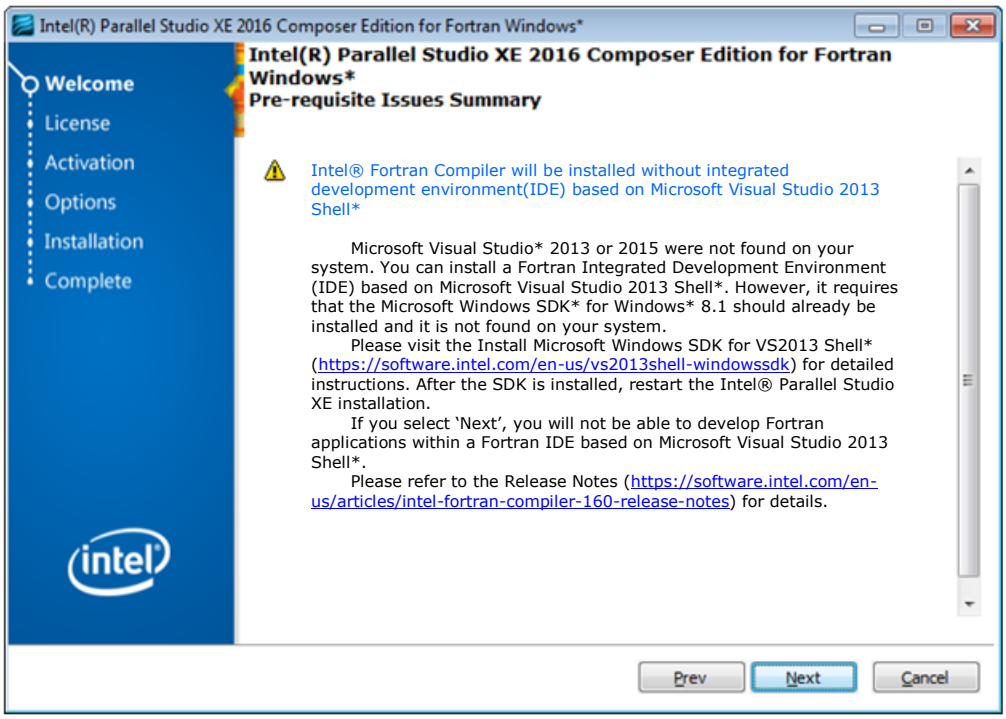
34. Visual Studio (Shell Edition) will not install alongside Intel Fortran 16

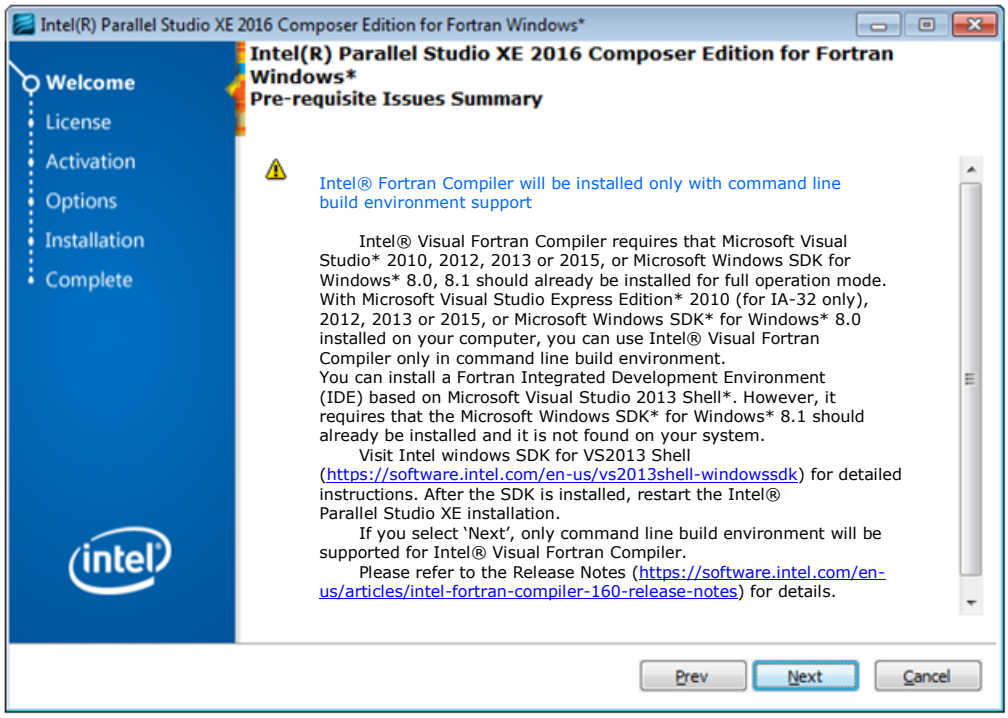
Problem

When installing Intel Parallel Studio XE 2016 Composer Edition for Fortran Windows (Intel Fortran 16), the Microsoft Visual Studio 2013 Shell Edition that comes bundled with it does not install.

> **Note**
> When compiling PSCAD cases using Intel Fortran 16, an appropriate Visual Studio edition must also be installed.

During the Intel Fortran 16 installation, a message similar to one of the following two messages will display:





Cause

You are running the installation of Intel Fortran 16 on a machine that does not already have the prerequisite software: Microsoft Windows SDK for Windows 8.1. The Visual Studio software that comes bundled with Intel Fortran 16 cannot be installed without this prerequisite software.

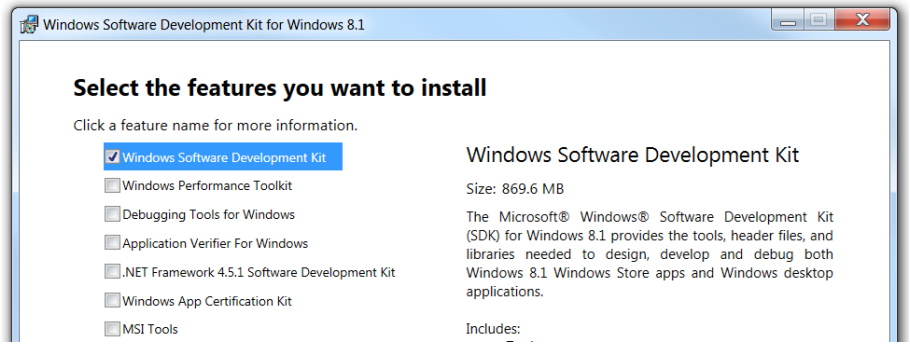
Solution

- Shut down the Intel Fortran 16 installation.
- Go to the following link:

  https://software.intel.com/en-us/vs2013shell-windowssdk

- Select the option to download the Microsoft Windows SDK for Windows 8.1.

- When prompted, select the “Windows Software Development Kit”:

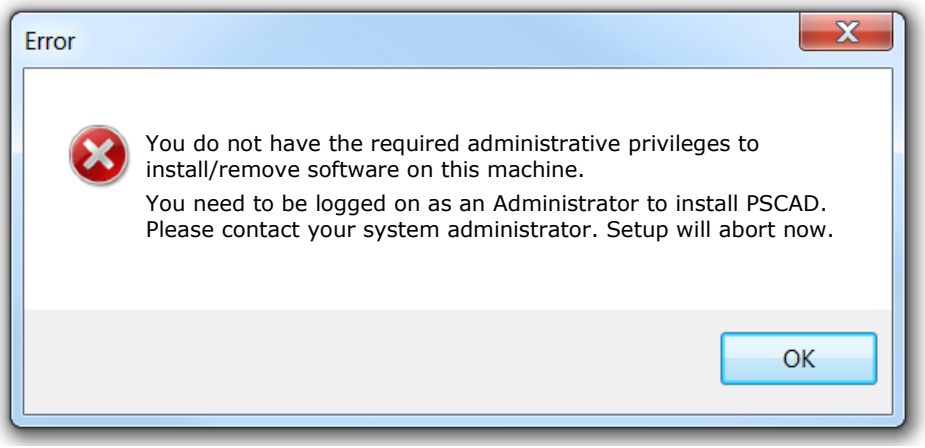


- Restart the Intel Fortran 16 installation.

35. Error Message is Displayed: “You do not have the required administrative privileges…”

Problem

When launching the PSCAD InstallShield Wizard installation, the following message is displayed, and the setup is halted:



Cause

The installation requires permission to write to restricted locations on the machine.

Solution

Obtain administrative privileges on the machine, then restart the installation.

36. Unable to Update or Install the .NET Framework

Problem

When attempting to install a .NET Framework (any version), you encounter one of the following errors:

> Installation success or error status: 1603
>
> Error 0x80070643
>
> Error 997. Overlapped I/O operation error – 0x8007063

Cause

This is a known issue with the security patch KB2918614 released on August 12, 2014. This issue occurs because update 2918614 uses cryptographic keys and certificates for hashing the installation files together with the logged-in user profile. However, cryptographic keys and certificates cannot be used by mandatory or temporary user profiles. Therefore, when a user uses a mandatory or temporary user profile to install any MSI package, the MSI package installation fails and the error message returns.

Solution

a. Browse to C:\ProgramData\Microsoft\Crypto\RSA\S-1-5-18

b. Ensure you have full owner ship of it, or have the owner log in

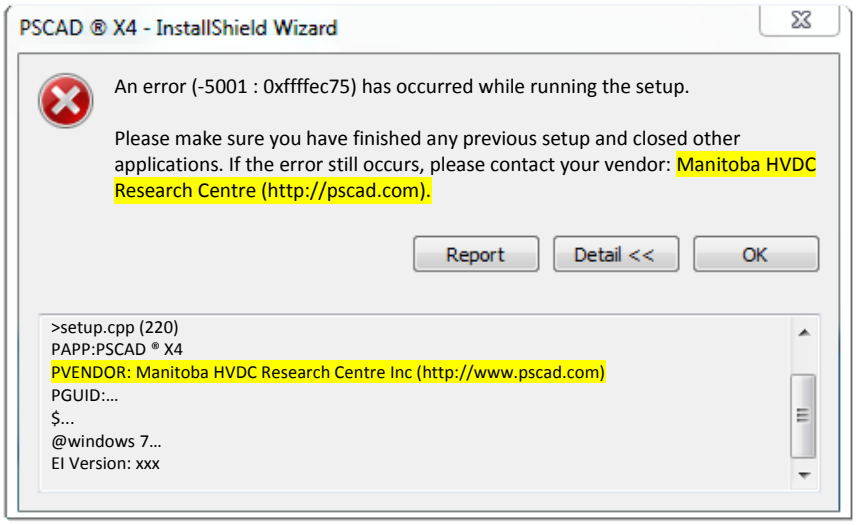
c. Rename the folder

d. Retry the installation

37. Receiving an “Error 5001 : 0xffffec75” Error Message

Problem

When attempting to install PSCAD, the following error displays:



Cause

The user’s anti-virus is stripping some of the installation folders when they are downloaded and extracted from the zipped folder. When the installation is run, this process fails due to the missing folders.

One or more of the following anti-virus software may be responsible for this:

- Microsoft Security Client 4.7.0214.0
- System Center Endpoint Protection 4.7.214.0
- Windows Defender

Solution

- Decommission the anti-virus software.
- Create a new folder on your desktop.
- Download the PSCAD software installation files.
- Open the downloaded zipped file, select all of the files and copy them, then paste the copied files to the new folder on your desktop.

  Note
  Do not “extract” the files.

- Run the installation from the copied files.
- Reinstate the anti-virus software.

38. Receiving an “Error 0x80070652” Error Message

Problem

When attempting to install Visual C++ 2015 redistributable, the following errors display:

> [1810:2128][2017-01-05T14:03:02]e000: **Error 0x80070652**: Failed to execute MSU package.
>
> [1540:1784][2017-01-05T14:03:02]e000: **Error 0x80070652**: Failed to configure per-machine MSU package.

Cause

A background update of the client’s machine by IT was in progress. Since only one installation can be active at a time, the second installation, the redistributables, was blocked and aborted.

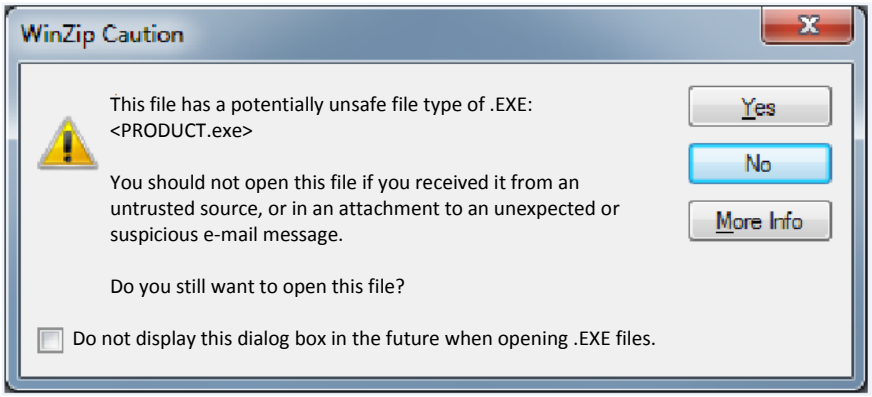
Solution

Download the 2015 redistributables installation software, completely disconnect from the network/internet, then install the 2015 redistributables.

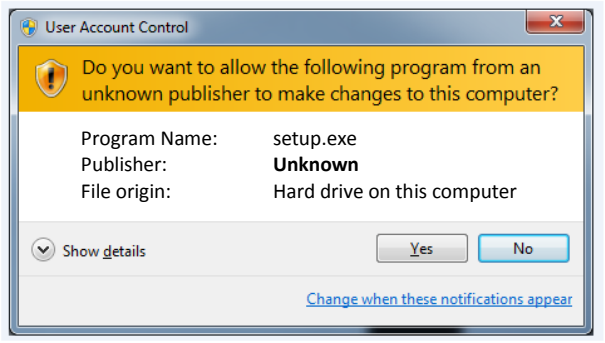
39. Receiving a “-5001 : 0x800700002” Error Message

Problem

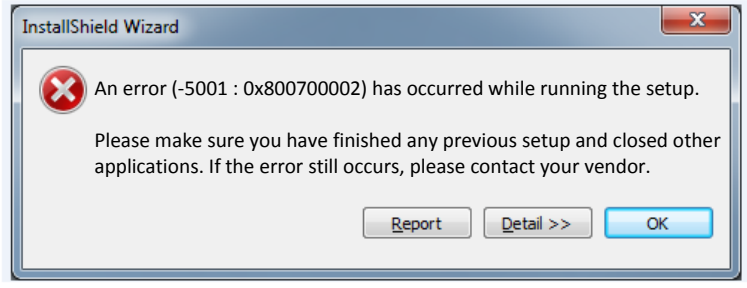
When attempting to install a product, the following dialog box displays:



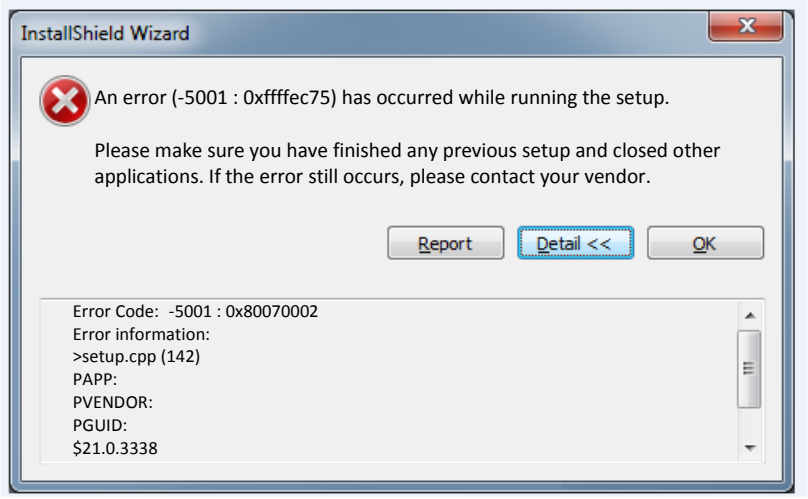
If “Yes” is selected in the above view, the following dialog box displays:



If “Yes” is selected in the above view, the following dialog box displays:



If “Detail” is selected in the above view, additional information is displayed as shown:



Cause

User does have Windows administrator privileges on his machine, and an installation is being run from zipped files.

> **Note**
> To view what occurs when a user does not have these privileges, see Error 40.

Solution

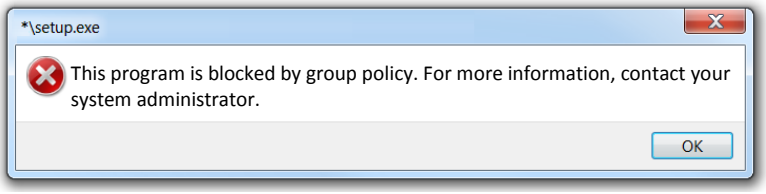
First unzip the files, save the files to a local drive, and restart the installation.

40. Receiving a “Windows cannot complete the extraction” Error Message

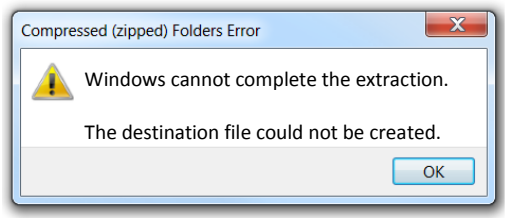
Problem

When attempting to install a product, the following dialog box displays:

If “Run” is selected in the above view, the following dialog box displays:



Selecting “OK” in the above view displays the following:



Cause

User does not have Windows administrator privileges on his machine, and an installation is being run from zipped files.

> **Note**
> To view what occurs when a user does have these privileges, see Error 39.

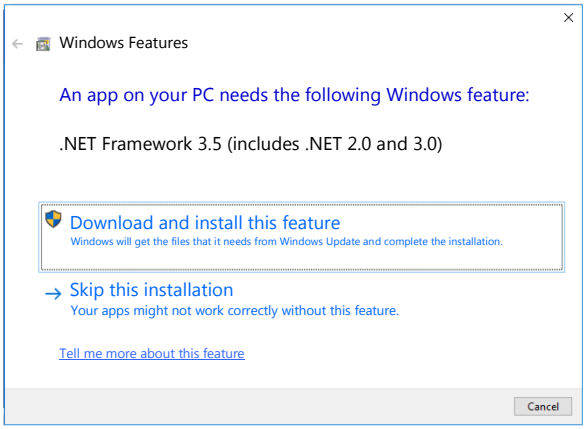
Solution

First unzip the files, save the files to a local drive, and restart the installation.

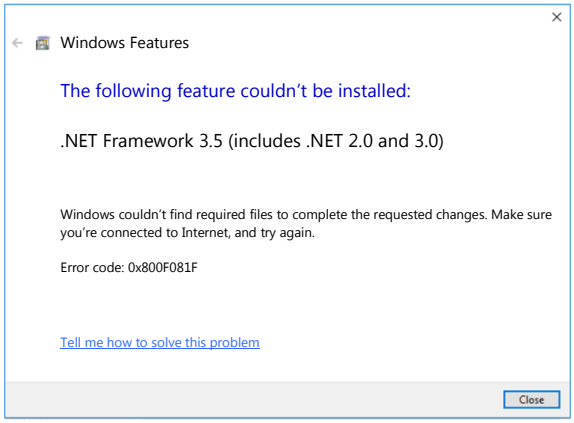
41. Issues when installing PSCAD v4.4 or License Manager v1.29 or v1.30 on Windows 10

Problem

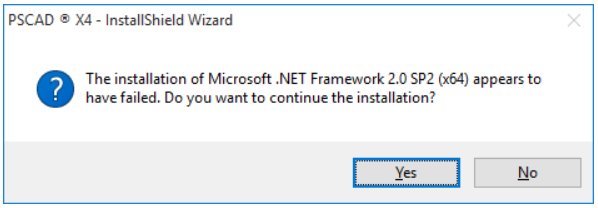
When installing PSCAD 4.4.0 or 4.4.1, or License Manager v1.29 or v1.30 (bundled with PSCAD v4.4.0 or v4.4.1) on Windows 10, you will be prompted to install .NET Framework 2.0. When you select "OK", you will be prompted to install .NET Framework 3.5 (which includes 2.0 and 3.0):



If you select "Download and install this feature" in the above view, it will attempt to download the file. This will fail, and the error code 0x800F081F will display:



Selecting “Close” in the above view will display the following:



Selecting “Yes” will allow the PSCAD or License Manager installation to complete.

Cause

.NET Framework 2.0, 3.0, and 3.5 are not supported on Windows 10.

Error 0x800F081F indicates that the source files for .NET Framework 3.5 could not be found.

Workaround for .NET Framework 3.5 (not recommended)

Searches on the internet reveal some suggestions for installing .NET 3.5 on Windows 10. We do not recommend trying these workarounds: If you do attempt this, you do so at your own risk.

Solution (attempting to install PSCAD 4.4.0 or 4.4.1 on Windows 10)

a. Install PSCAD v4.4, and ignore the .NET Framework installation error messages. The PSCAD v4.4 installation will continue to completion.

   Testing has revealed that even if .NET Framework 2.0 and 3.5 have not been installed, PSCAD v4.4 will still launch, and will compile cases using GFortran.

   Note
   Testing did not include compiling PSCAD cases using any other compilers (e.g. Intel or Compaq).

b. Or, install our latest PSCAD software on Windows 10 instead, v4.6.1. Although not officially supported on this operating system, some customers are currently using this setup. Contact our Sales Desk for this download (ensure to include your license number in your request).

   Note
   Install v4.5.5 instead of v4.6 if you will be using the Compaq Fortran compiler; this compiler is not supported as of v4.6.

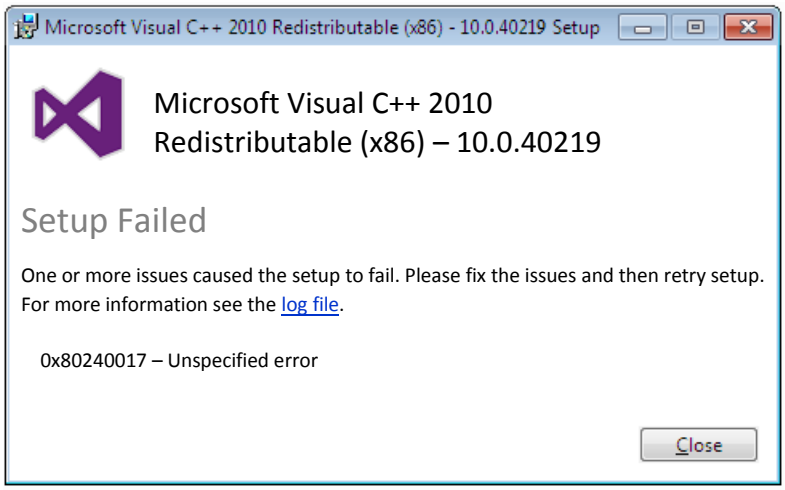
Solution (attempting to install License Manager 1.29 or 1.30 on Windows 10)

Download our latest License Manager 1.42 and install this version instead of v1.29 or v1.30, as per Section 2.5 of Installing and Licensing PSCAD. This version has Windows 10-compatible drivers, and will install and run on Windows 10.

42. Installation Error “0x80240017 – Unspecified error”

Problem

When installing PSCAD 4.6.0 or 4.6.1 on Windows 7 (no service packs), the following error message displays:



Cause

The Visual C++ 2010 redistributables need files only available in the Windows 7 Service Pack 1 update.

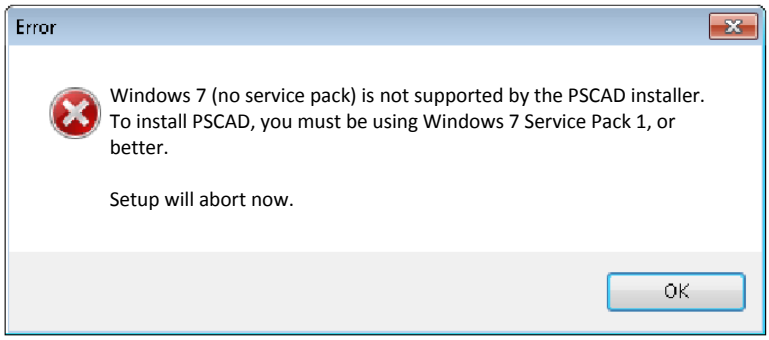
Solution

Install Windows 7 Service Pack 1 update, then install PSCAD.

43. Installation Error – “Windows 7 (no service pack) is not supported by the PSCAD installer”

Problem

When attempting to install PSCAD 4.6.0 or v4.6.1 on either Windows 7 (no service packs) or Windows Server 2008 R2 (no service packs), the following error message displays:



Cause

This installation requires Windows 7 SP1 or Windows Server 2008 R2 SP1.

Solution

Update your operating system to Service Pack 1, then retry the installation.

44. Receiving a Windows Defender Error Message

Problem

When attempting to install PSCAD on a Windows 10 machine, Windows Defender displays a warning message that this installation is a potential risk.

Cause

Windows Defender is set too aggressively.

Solution

In the warning message, select the option to view additional information, then select the option to proceed with the installation.

45. Unable to install PSCAD on a machine using Beyond Trust

Problem

User is unable to install PSCAD on a machine using Beyond Trust.

Solution

Contact the Beyond Trust support staff for assistance.

46. Unable to install PSCAD v4.2.1 on a Windows 10 Machine

Problem

User is unable to install PSCAD v4.2.1 on a Windows 10 machine.

When the installation is executed, the PSCAD logo displays briefly, then disappears. There is nothing further, the installation has somehow terminated.

Cause

Exploit Protection software has been known to block the PSCAD v4.2.1 installation.

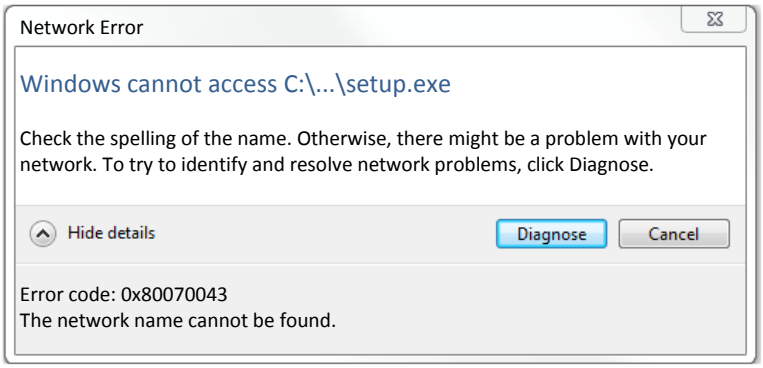
Solution

Whitelist the PSCAD installation file (setup.exe) in the Exploit Protection software settings.

47. Receiving a “The network name cannot be found” Error Message

Problem

When attempting to install PSCAD, the following message displays:



Cause (1)

Protection software might be deleting or quarantining the files.

Solution (1)

Turn off your protection software and retry the installation.

Cause (2)

There might be a problem with the location of the software installation files.

Solution (2)

Download and extract the software installation files to a different (local) folder on your machine.

Cause (3)

There may be a problem with your network.

Solution (3)

Move your machine to a different network (e.g. home), and try the installation from there.

DOCUMENT TRACKING

Rev.	Description	Date
0	Initial	05/Jul/2013
1	Added 'File not compatible with version of Windows'	16/Sep/2013
2	Added 'Existing Installed Instances Detected'	14/Nov/2013
3	Added new errors 25-28	28/Nov/2014
4	Added new error 29	20/Apr/2015
5	Renumbered Errors 11-29 to Errors 13-31; Added new errors 11, 12, and 32	28/Jul/2015
6	Added new error 33	08/Oct/2015
7	Added new error 34	30/Nov/2015
8	Corrections to error 17	10/Dec/2015
9	Update to errors 2, 7, 11, 16, 24 and 29	16/Aug/2016
10	Added new error 35	23/Aug/2016
11	Added new errors 36 to 39; Update to Errors 9, 10, 15, 16, and 22	13/Jan/2017
12	Added new error 40	17/Feb/2017
13	Update to titles in Errors 20, 21 Updated Errors 17-40 to Errors 18-41 Added new error 17	31/May/2017
14	Added new error 42	04/Jul/2017
15	Added new errors 43 and 44	02/Aug/2017
16	Minor improvements to some screenshots	16/Feb/2018
17	Update to New Brand Guidelines	02/May/2018
18	Update to New Branding Guidelines	19/Jul/2018
19	Added new error 45	02/Oct/2018
20	Update to Error 17	03/Oct/2018
21	Added new errors 46 and 47	21/Feb/2019

Copyright © 2019 Manitoba Hydro International Ltd. All Rights Reserved.