# Online Assistant for CANoe or CANalyzer Assertions

CANoe/CANalyzer terminated unexpectedly.

Please excuse the inconvenience. This should not occur. A crash can have various causes. The causes can be CANoe/CANalyzer internal, configuration-dependent as well as external (e.g., from third party programs). Use the links below to navigate through our assistant or use the button below to start.

Start Assistant

1 Check for current service pack

2 Update and test with the latest service pack

3 No more crashes after service pack update

4 Time of the crash

5 Crash immediately when starting

6 Corrupt configuration

7 Test the third party software

8 Pack all necessary files

9 Problems with third party software

10 Pack all necessary configuration files

11 Manually pack all necessary configuration files

# Online Assistant for CANoe or CANalyzer Assertions
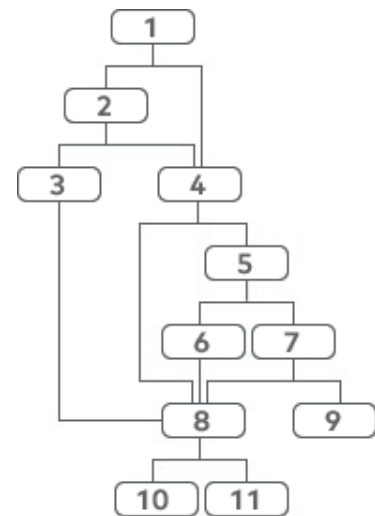
1 Check for current service pack

To exclude the possibility of already solved issues, ensure that you have installed the latest service pack for CANoe/CANalyzer. You can see the number of the currently used version on the splash screen when starting CANoe/CANalyzer.
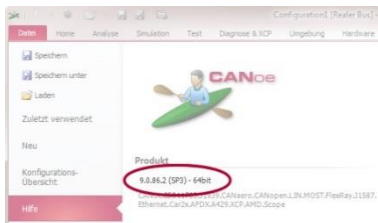
Alternatively, you have the following options:
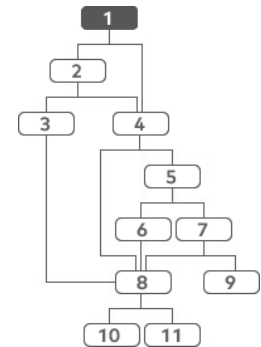
For CANoe/CANalyzer versions older than 9.0:
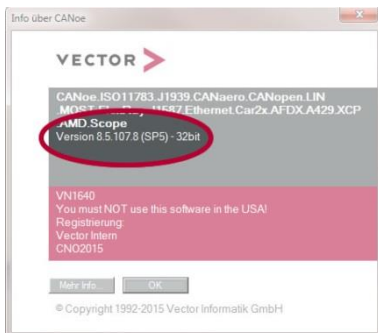
On the CANoe/CANalyzer menu, click on **Help|Info**. A dialog opens that displays information on program version, the available options and the license information.

Beginning with CANoe/CANalyzer 9.0:

On the CANoe/CANalyzer ribbon, click on **File|Help**. Information on the used version is displayed here.

Is the current service pack installed on the system?

> Yes, or no update possible

> No

2 Update and test with the latest service pack

You can download the latest service pack for your CANoe/CANalyzer version free of charge from the Vector Download Center. If the update to the latest service pack does not help, the cause of the crash must be analyzed.
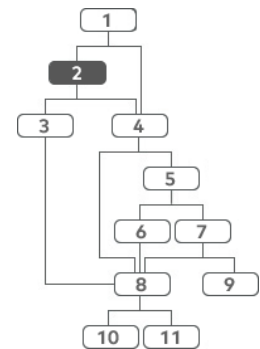
Does the problem still occur after updating to the last available service pack?
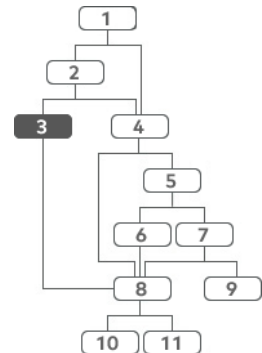
> Yes

> No

3   No more crashes after service pack update

If the crash can no longer be reproduced after updating to the latest CANoe/CANalyzer service pack, the cause of the crash has presumably been eliminated in the meantime.

If you want to be certain that the cause has been eliminated, you can provide us your configuration for an analysis.
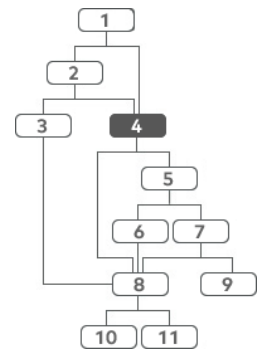
Send configuration

4   Time of the crash

YES, crash immediately after starting the
CANoe/CANalyzer application

NO, crash only occurs once a measurement is running
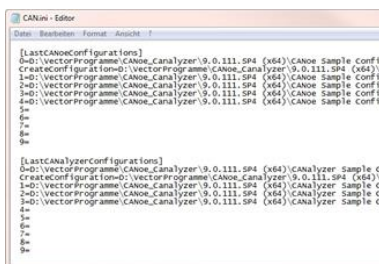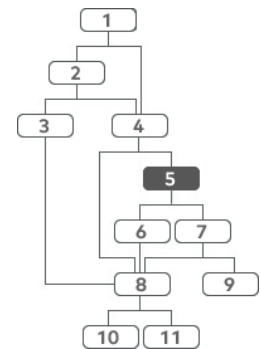(test module, desktop change, …)

**Does the crash occur immediately when starting CANoe/CANalyzer?**

> Yes

> No

5   Crash immediately when starting

If the error message occurs when starting CANoe/CANalyzer, please check whether the last opened CANoe/CANalyzer configuration is defective by doing the following:

Open the CAN.ini file in the Windows Start menu under **All Programs|Vector CANoe/CANalyzer|CAN.INI**. Find section **[LastCANoeConfigurations]** or, analogously, **[LastCANalyzerConfigurations]** and delete all entries that begin with 0 to 9.
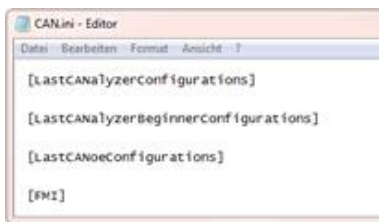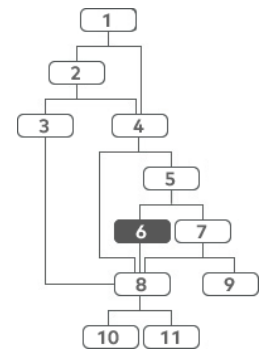
Then save the file and restart CANoe/CANalyzer.

Does CANoe/CANalyzer now start without problems after cleaning up the CAN.ini file?

> Yes

> No

6 Corrupt configuration

If you can start CANoe/CANalyzer after the CAN.ini file was cleaned, the last opened configuration was defective. You can send this to us for analysis.

Send configuration

![Vector logo](VECTOR >)

7 Test the third party software

If cleaning up the CAN.ini file did not help, it is possible that, among other things, a third party software program is preventing startup of CANoe/CANalyzer.
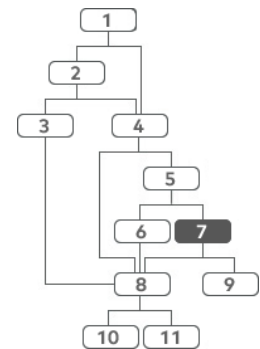
Which security software is installed on your system?

> Test for **Kaspersky Endpoint Security** users:
> Move CANoe/CANalyzer to the **Trusted Zone**.
> Instructions on how to do this can be found on the Kaspersky website. When adding the CANoe/CANalyzer application to **Scan exclusions for applications**, activate all options except for **Allow interaction with application interface**.

> Test for **Symantec Endpoint Protection / Norton Internet Security** users: Set up an **Application Exception** for the CANoe32.exe (CANoe) or CANw32.exe (CANalyzer) process. Monitoring for the CANoe/CANalyzer process is shut down then.

Faulty/missing redistributables:

To run correctly, CANoe/CANalyzer requires the .NET Framework as well as the Microsoft Visual C++ redistributables. If Symantec and Kaspersky could be excluded as the cause, reinstall CANoe/CANalyzer. During the installation of CANoe/CANalyzer, a check is performed to determine whether the necessary redistributables are installed in the correct version. If this is not the case, they will be installed.

Can CANoe/CANalyzer (after deactivating the security software or setting up an exception for CANoe/CANalyzer in the security software) now be started?
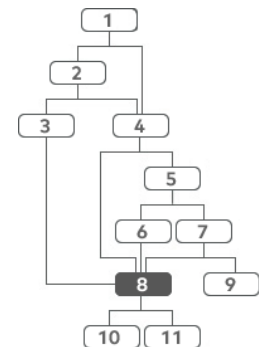
> Yes

> No

8 Pack all necessary files

The Support Assistant has been available since CANoe/CANalyzer 8.2 SP4. In case of a crash, the Support Assistant automatically collects the necessary files related to the crash, which you can provide us in a .ZIP/.VSUPPORTREP package.

If the crash occurs when starting CANoe/CANalyzer:

For an analysis, we need a screenshot of the installed redistributables incl. version. You can create this in the Control Panel in **Uninstall or change a program**. Please add this screenshot to the data collected in the next step.

Do you use CANoe/CANalyzer version 8.2 SP4 or higher?

> Yes

> No

9 Problems with third party software

Kaspersky users:

If the test was successful and CANoe/CANalyzer can be started after being added to the **Trusted Zone**, it must now be determined why Kaspersky Endpoint Security prevents the start of CANoe/CANalyzer. For this purpose, contact or have your responsible IT department contact Kaspersky Support and report the detection of a "False Positive".
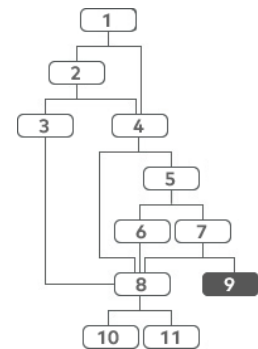
Symantec/Norton users:

If the test was successful and CANoe/CANalyzer can be started after setting up an **Application Exception**, it must now be determined why Symantec Endpoint Protection or Norton Internet Security prevents the start of CANoe/CANalyzer. For this purpose, contact or have your responsible IT department contact Symantec Support or Norton Support and report the detection of a "False Positive".

10 Pack all necessary configuration files

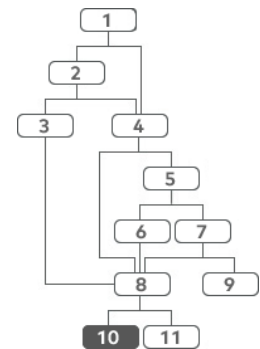If the faulty behavior continues, please send us all necessary files for the currently opened configuration and for your system for further analysis. To do this, please use the Vector Support Assistant in the **File** ribbon tab|**Support** and create a package using the **Save report...** button (as *.ZIP or *.VSUPPORTREP).

Furthermore, we require additional information about the crash:

> When did the crash occur? (During a running measurement, start of test modules or test units, during user entries in panels)

> Is the crash reproducible? If yes, how can this be provoked?

> Can you narrow down the problem? (Deactivate test modules/ECU nodes, comment out CAPL code, remove from networks, ...)

> Did the configuration previously run on the system without problem? If yes, what was changed afterward?

> Does the behavior occur on one or more PCs?

> Do other CANoe configurations (or even the supplied sample configurations) run on the affected system?

Please also let us know the results of the previous steps of the Online Assistant.

11 Manually pack all necessary configuration files

If the faulty behavior continues, please send us the complete configuration with the following information for further analysis:

> A configuration with cfg, dbc, ini, capl, dll files

> A text copy of the Write window, which you can obtain by pressing the More Info button in the **Help|Info** menu

> The dump files for the crash (*.dmp), which you can find in the temporary directory on your computer (enter %temp% in Windows Explorer)

> The serial number of CANoe/CANalyzer as well as the used hardware

> The operating system version under **Windows Control Panel|System**

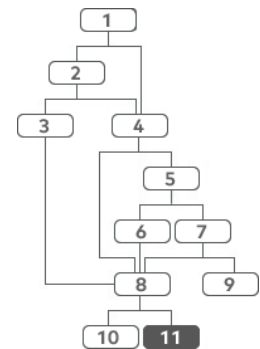**Furthermore, we require additional information about the crash:**

> When did the crash occur? (During a running measurement, start of test modules or test units, during user entries in panels)

> Is the crash reproducible? If yes, how can this be provoked?

> Can you narrow down the problem? (Deactivate test modules/ECU nodes, comment out CAPL code, remove from networks, …)

> Did the configuration previously run on the system without problem? If yes, what was changed afterward?

> Does the behavior occur on one or more PCs?

> Do other CANoe configurations (or even the supplied sample configurations) run on the affected system?

Please also let us know the results of the previous steps of the Online Assistant.