



FAQ

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1 General Information

1.1 radCASE Support Download Area

<http://download.radcase.de/>

1.2 radCASEradCASE-Diagnosis.bat

To run the diagnosis, do the following steps:

- Open the project where the problem occurs in radEDIT.
- Run the design compilation (MENU: Build – Compile Design F2)
- Go to the directory **%OSDL_SYS%\tools**.
You may type the path **%OSDL_SYS%\tools** directly into the address line of the Windows Explorer to open this directory.
- Look for the script **radCASE-Diagnosis.bat**. If the script is missing, contact IMACS.
- Run the script **radCASE-Diagnosis.bat**.
Note: Run the script with the same rights as used for running radEDIT. In particular, if you work with user rights, do not execute the script as Administrator.
- If errors are displayed, try to fix them.
- If no errors are displayed or the problem still exists:
 - A log file (*radCASE-Diagnosis.log*) is created in the same directory.
 - Send the log file to IMACS together with a description of the problem you encountered.

2 FAQ

2.1 Simulation

Q F2.1: [2015-06-29]

How do I find out which Version of Visual Studio is used by radCASE?

A:

- Open a radCASE project in radEDIT
- In the MENU, choose Build – Compile Design
- In the MENU, choose Build – Create Simulation
- In the MENU, choose Build – Debug Simulation
 - Visual Studio will be started
 - Open the About-Information in the Help menu

3 Troubleshooting

3.1 Installation

3.2 Microsoft Visual C++ Express / Visual Studio (MSVS)

3.2.1 MSVS Checklist

If there is a problem related to VS, check the points listed below:


- Check for errors using the [radCASE-Diagnosis.bat](#) script
- Access to the registry might be disabled. Refer to chapter [Try reading registry ... ERROR](#)
- Make sure, you observed the hints given in the installation manual in chapter “Installation of Microsoft Visual Studio/C++ [Express]”


3.2.2 MS VS/VC++ Express 2010 – SP1

To download the service pack, obviously a Microsoft live account is required. It also seems to be hard to find the VS2010 SP1 somewhere else on the internet.

After the installation, the SP1 should appear under “Apps and Features” in the Windows Control panel:


Einstellungen

 Startseite


Einstellung suchen 

Apps








 Apps & Features

 Standard-Apps

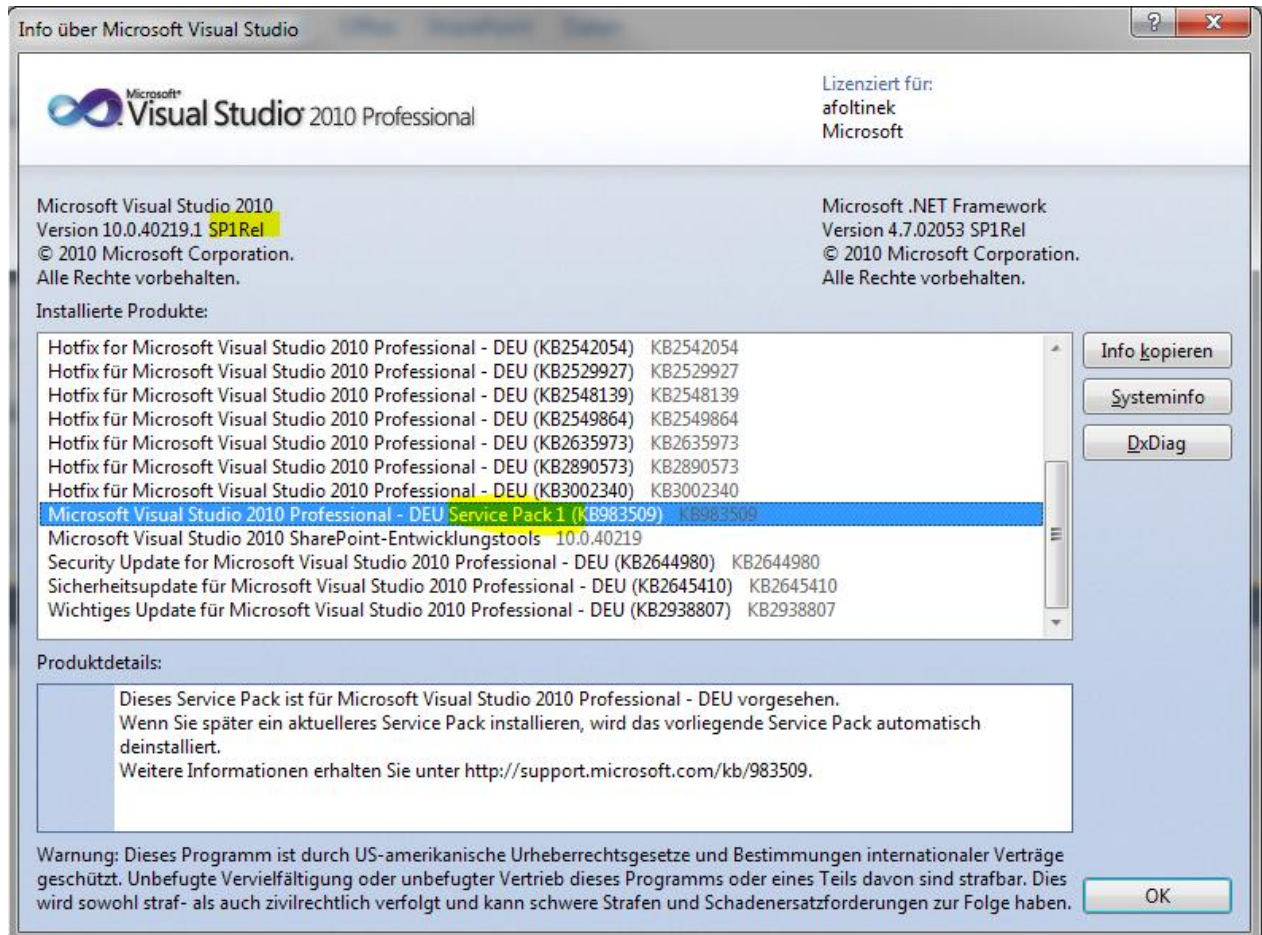
 Offline-Karten

 Apps für Websites

Apps & Features

	Microsoft Visual C++ 2010 Express - DEU Microsoft Corporation	191 MB 07.11.2017
	Microsoft Visual C++ 2012 Redistributable (x64... Microsoft Corporation	20,4 MB 18.10.2017
	Microsoft Visual C++ 2012 Redistributable (x8... Microsoft Corporation	17,3 MB 18.10.2017
	Microsoft Visual C++ 2013 Redistributable (x6... Microsoft Corporation	20,6 MB 18.10.2017
	Microsoft Visual C++ 2015 Redistributable (x6... Microsoft Corporation	23,5 MB 02.11.2017
	Microsoft Visual Studio 2010 Express Prerequi... Microsoft Corporation	9,12 MB 07.11.2017
	Microsoft Visual Studio 2010 Service Pack 1 Microsoft Corporation	76,0 MB 07.11.2017

It may also be displayed in the Visual Studio MENU – Help – About:



3.2.3 Disable VS Versions for use with radCASE

radCASE automatically detects the highest version of VS installed on your PC that is supported by radCASE. If a lower version is to be used, all higher versions have to be disabled for use by radCASE (in order not to be detected and used by radCASE).

For example:

Assume, radCASE supports all versions from VS 2010 through VS2017. Further assume that on the PC, VS2019, VS2017, VS2013 and VS2010 are installed. Then, radCASE will ignore VS2019 (since it does not support it) and will use VS2017. In case VS2010 is to be used by radCASE, VS2017 and VS2013 must be disabled for use with radCASE.

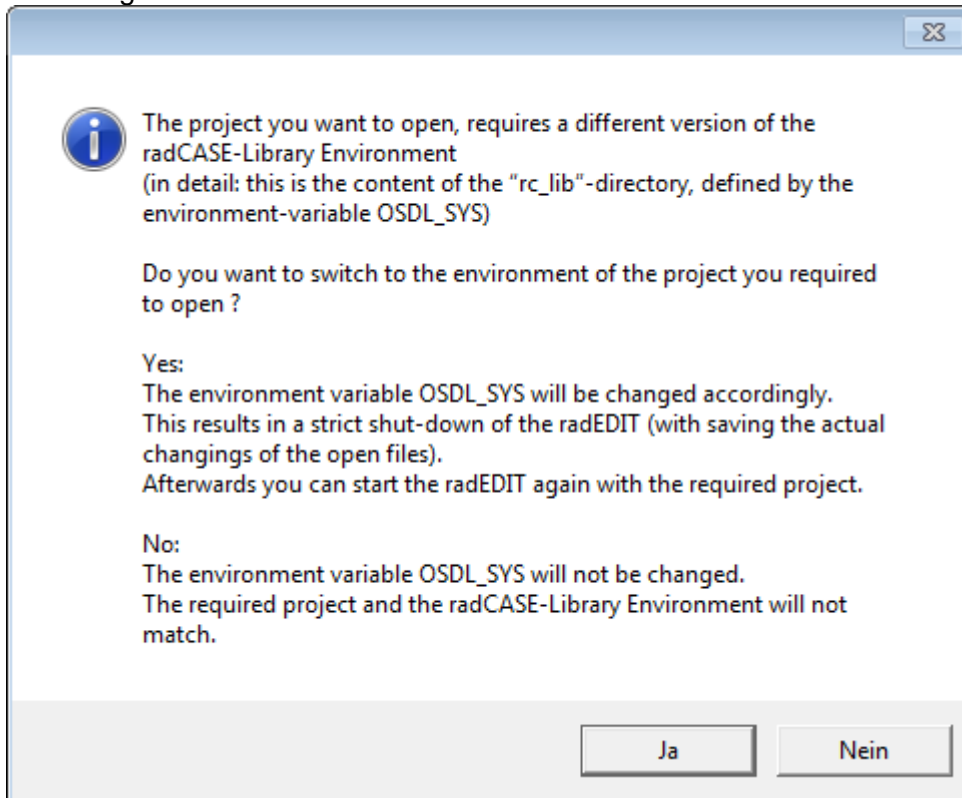
To disable a VS for use with radCASE, do the following:

- Go to the directory "rc_lib\soft"
- Rename the directory Sim20xx to disable the visual studio version VS20xx for use with radCASE.
- Note that this must be done for each rc_lib directory.

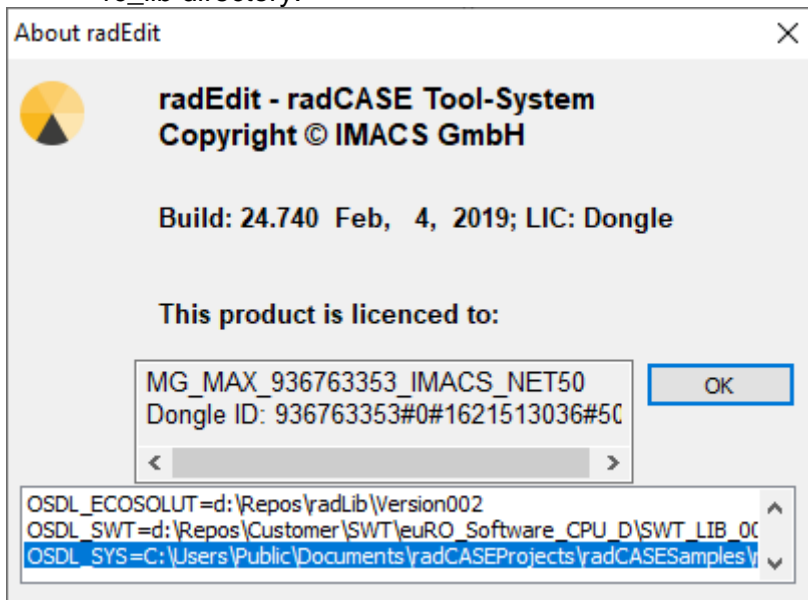
How to find the location of the rc_lib directory for a given project:

- Open a radCASE project in radEDIT

- If the following dialog occurs, click “Ja” / “Yes”, then open the radCASE project in radEDIT again



- In the MENU, go to Help – About radEDIT ...
- The last line shows the value of the environment variable OSDL_SYS which points to the rc_lib directory:



3.3 Licensing

- Follow the installation instructions in the Installation Manual, chapter “Licensing Procedures”

3.3.1 HASP / HL Dongle

3.3.1.1 General

- Dongle and license file must match. A license file will only fit for one or more specific dongles. If another dongle is to be used, a different license file will be required.
- radCASE 4.10 or newer must have been installed (for registry entry for the path to the license file)
- radEDIT-CC, Build 22.260, Feb. 17th 2015 or newer must be used
- **Follow the installation instructions in the Installation Manual, chapter “Licensing Procedures”, in particular:**
 - Chapter “4.8 Check the installation of the HASP dongle driver”
 - Check, if the dongle is visible in the ACC (Admin Control Center)
<http://localhost:1947/int/devices.html>

3.3.1.2 NET Dongle

- TCP/IP port 1947 must be opened (see Installation Manual)
- Further configuration settings in the ACC might be needed (see Installation Manual)

3.3.1.3 radCASE up to 4.9 used in the project

- See [General](#)
- Make sure to have a valid radon.lic file in the radEDIT directory (besides the radCASE.lic)

3.4 Standalone

The “Standalone” is created on the “Development PC” – this is the PC where radCASE is installed – and runs on the “Standalone PC”.

Requirements

Microsoft .NET must be installed on both PC’s for the Standalone to run. For the exact version refer to the radCASE changelog, chapter Compatibility matrices.

Checklist on „Development PC“

- Run the script *radCASE-Diagnosis.bat*, then open the logfile *radCASE-Diagnosis.log* - see chapter [radCASE-Diagnosis.bat](#)
- Check, if the correct version of .NET is found (see logfile)
- Check the Revision of radCASE (see logfile: \$Revision: rrrr \$)
- If the rrrr is smaller than 8392 :
 - Apply the patch 2338_Standalone_DLLs_Rev8392.zip:
Download the file from the [radCASE Support Download Area](#) and follow the readme file inside.
 - Create the Standalone again
 - Test the Standalone on the “Development PC”

Checklist for the “Standalone PC”

- Check the .NET version in the same way as on the “Development PC”.

3.5 radEDIT-CC

3.5.1 Problems after disconnecting a monitor / switching the monitor setup

radEDIT remembers the position of different windows and dialogs. If the monitor setup is modified, the windows/dialogs might be outside the display.

Example:

You are using 2 monitors and a dialog is positioned on the secondary monitor. You close radEDIT-CC, disconnect the secondary monitor and start radEDIT again. The dialog is not visible anymore.

Refer to the following chapter:

- [“MENU – Edit – Find” does not work](#)

3.5.2 “MENU – Edit – Find” does not work

The Find dialog might be positioned outside the display.

Start regedit.exe and delete the registry key „HKEY_CURRENT_USER\Software\Local AppWizard-Generated Applications\radEdit\FINDWINDOW“ (including all subkeys).

3.5.3 “MENU – View – Error List” does not work

The Error List window might be positioned outside the display.

Start regedit.exe and delete the registry key „HKEY_CURRENT_USER\Software\Local AppWizard-Generated Applications\radEdit\ERRORWINDOW“ (including all subkeys).

3.6 Miscellaneous

3.6.1 Preprocessor directives evaluated wrongly (#if, #else, #elif, ...)

If the above error occurs in an **existing (old project) after a radEDIT update**, i.e. the project was build ok using an older version radEDIT (see below), then use the older version of radEDIT-CC (for this project): radEDIT-CC: Build 22.210, Dec 9, 2014 (= radCASE_SVN Rev. 8075) or older.

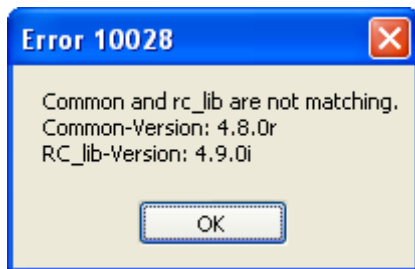
In other cases, the root cause of the error should be examined and fixed.

4 Error messages

4.1.1 Common and rc_lib are not matching

The environment variable **OSDL_SYS** is required to point to the **radCASE** library (*rc_lib*). It will be set automatically during the installation and then point to the version just being installed.

In case you have an (existing) project that needs a different version of radCASE, you will get an error message like the following when running the design compilation for that project:



In that case, you have to set the environment variable **OSDL_SYS** manually to point to the *rc_lib* directory which contains the same version as the Common-Version.

Note:

The user variables take precedence over the system variables.

4.1.2 Could not determine Visual Studio version / No Supported Visual Studio Version detected

radCASE 4.9.0 and higher

Description:

radCASE automatically chooses the Visual Studio Version to be used. Under certain circumstances this may not work.

Refer to chapter [MSVS Checklist](#).

4.1.3 Could not find redistributables directory of Visual Studio installation

Refer to chapter [Standalone](#) and apply the patch 2338_Standalone_DLLs.

4.1.4 Error 10028, Unable to load sim.dll



4.1.4.1 Error occurs when trying to start the simulation or the visualization in the development environment (in radEDIT)

The sim.dll is generated when creating the simulation. Do the following steps:

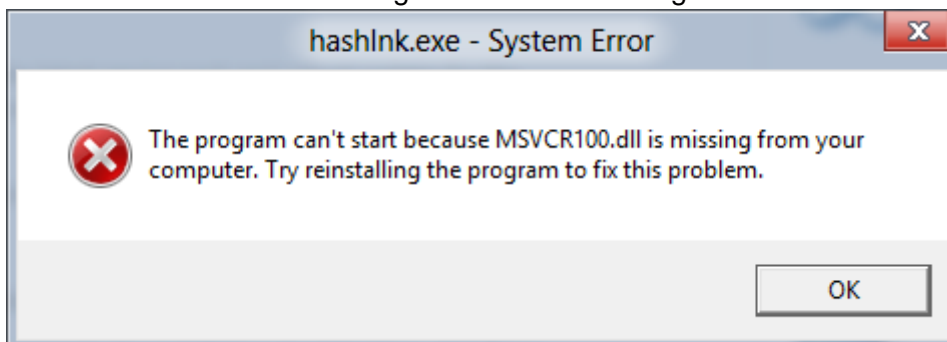
- Create the simulation step by step and check for errors:
 - Run the model compilation only (radEDIT Menu: Build – Compile Design)
 - Check, if errors are shown in the output window (radEDIT Menu: View – Output)
 - Create the simulation (radEDIT Menu: Build – Compile Design)
 - Check, if errors are shown in the output window (radEDIT Menu: View – Output)
- Check for errors using the [radCASE-Diagnosis.bat](#) script
- Refer to chapter [MSVS Checklist](#)

4.1.4.2 Error occurs with a standalone

Refer to chapter [Standalone](#).

4.1.5 The program can't start because MSVCRxxx.dll is missing ...

An error similar to the following occurs when starting the standalone:



Refer to chapter [Standalone](#).

4.1.6 Try reading registry ... ERROR

Reading the registry does not work.

Do the following steps:

- Open a Command prompt
 - Type the following command: “reg query HKEY_LOCAL_MACHINE”
 - Check, if an error message is shown
 - If the command ‘reg’ cannot be found:
 - Check, if your PATH environment variable contains the path to it (reg.exe is usually in the Windows\System32 directory)
 - Otherwise, the command or access to the registry might be disabled.
 - Please consult your IT department.
- Note: The command ‘reg’ is also needed by MS Visual Studio.

4.1.7 LINK : fatal error LNK1123: failure during conversion to COFF: file invalid or corrupt LINK : fatal error LNK1123: Fehler bei der Konvertierung in COFF: Datei ist ungültig oder beschädigt

- Always apply the latest service packs and updates for your version of Visual Studio!
- For details, refer to the installation manual.

In case VS2010 is installed together with VS2012 or .NET 4.5, the following must be installed:
VS2010 SP1 – refer to chapter [MS VS/VC++ Express 2010 – SP1](#).

4.1.8 MSBUILD: Logger error MSB4104: Fehler beim Schreiben in die Protokollierungsdatei "builderrors.txt".

Full error message

MSBUILD : Logger error MSB4104: Fehler beim Schreiben in die Protokollierungsdatei "builderrors.txt". Der Prozess kann nicht auf die Datei "C:\Repos\radCASE\Develop\Designs\CTR\API.WinPC\builderrors.txt" zugreifen, da sie von einem anderen Prozess verwendet wird.

Command Line:

errorHandler <Module.Ref-File><Compiler.Error-File> <Export to Radon> <Compiler Type>[/il<Text>]

Compiler Type: 1 = Microsoft 2 = Fujitsu 3 = Tasking 4 = Keil 5 = GNU gcc

option:

/il : ignore line

Text: lines holding this text will be ignored

Error : ErrorFile builderrors.txt not found!

Solution

Kill the following process: MSBUILD.exe

4.1.9 "\Microchip\xc32\v1.10\bin"" kann syntaktisch an dieser Stelle nicht verarbeitet werden

... or similar error message:

Make sure, your environment variable PATH does not contain quotation marks („“).

4.1.10 Could not find the following file <path>\makectr.bat

radCASE 4.13.0 and higher:

Get an updated version of radEDIT to fix this error.

4.1.11 License file corrupted / Lizenzdatei beschädigt

See Installation Manual, Chapter "visual.lic"