

Troubleshooting Guide

Release Date : March, 2022

Product Ver. : Civil 2022 (v1.2)



DESIGN OF CIVIL STRUCTURES

Integrated Solution System for Bridge and ivil Engineering

Check list

- 1. Display Settings
- 2. Windows Update
- 3. Driver
- 4. Security (Admin right, DEP & Anti-virus, Firewall)



1. Display Settings

- Go to "Display Setting". А.
- Must keep "100%" for the size of text, apps, and other items. В.
- Restart the computer. C.

	View	>
	Sort by	>
	Refresh	
	Paste	
	Paste shortcut	
	Undo Delete	Ctrl+Z
	NVIDIA Control Panel	
(A)	New	>
	Display settings	
	🗹 Personalize	

<u> </u>	
B	Chang

Scale and layout

Change the size of text, apps, and other items		
100%	\sim	

Advanced scaling settings

2. Windows Update

- A. Must keep up with the latest updates of windows. There are required package must be installed to run the software. After software installation, you can find the file to install Redistributable package manually in the installation folder > VC++ 2008~2015 Redistributable Package.
- B. Go to Control Panel > Program and Features, to make sure the redistributable package has been installed property. Visual C++ Redistributable Package. This is one of the window updates.
- C. Install "Microsoft .NET Framework 3.5" and ".NET framework 4.5". They can be obtained at Microsoft website.
- D. Go to Control Panel > Programs > Turn Windows Features on or off, to make sure .NET Framework 3.5 checked on.

This PC > Local Disk (C:) > Program Files > MIDAS > midas Civil(0314)_Install >		Name	
A ame Ucer VC++ 2009 Redistributable Package VC++ 2012 Redistributable Package	С	.Net FrameWork 4.5 Microsoft .NET Framework 3.5	
VC++ 2015 Redistributable Package		Important! Selecting a language below will dynamically change the complete page content to that language. Select Language: English Download	
		Microsoft .NET Framework 3.5 contains many new features building incrementally upon .NET Framework 2.0 and 3.0, and includes .NET Framework 2.0 service pack 1 and .NET Framework 3.0 service pack D Programs and Features – □	×
		Uninstall a program Uninocomposition Foundation For Previous versions of Windows Features on or off Uninstall a program made for previous versions of Windows Frow thinstall a programs Default Programs Change default settings for media or devices Windows Communication Foundation HTTP Activation Windows Communication Foundation Non-HTTP	? n.
		Image: Arrow Directory Lightweight Directory Services Active Directory Lightweight Directory Services Containers Data Center Bridging Device Lockdown Guarded Host Hyper-V Monte Explorer 11 OK Cance	≻ el

3. Driver – Vector Draw

A. In order to use CAD based function, Vector Draw must be installed. MIDAS support Vector Draw 3.x and can find in the installation folder. This driver will be installed automatically, but sometimes, it might not work properly because of the incompatible issue with the other types of driver. In this case, you should uninstall and reinstall Vector Draw.

^	Name	Date modifie
	.Net FrameWork 4.5	2022-03-28 4
	AGS	2022-03-28 🗹
	Dbase	2022-03-28 🖇
	📙 DgnLanguage	2022-03-28 ≤
	📙 DgnPlugIn	2022-03-28 ≤
	📙 Excel Base File	2022-03-28 -
		2022-03-28 🕯
	📙 Language	2022-03-28 🗹
		2022-03-28 -
	Material Model	2022-03-28 -
	📙 midas GSD	2022-03-28 ≤
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	📙 midas link for Tekla Structure	2022-03-28 🗹
	Protection drivers	2022-03-28 ≤
	Resources	2022-03-28 🗹
	SeisDevCtrl	2022-03-28 🗹
	skins	2022-03-28 🕯
	📙 Tutorial	2022-03-28 🗹
		2022-03-28 🗹
	VC++ 2008 Redistributable Package	2022-03-28 -
	VC++ 2012 Redistributable Package	2022-03-28 -
)	VC++ 2015 Redistributable Package	2022-03-28 \$
/	Vector Draw	2022-03-28 -
	Verification	2022-03-28 -
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This PC > Local Disk (C:) > Program Files > MIDAS > midas C

3. Driver – Graphic Driver

A. Go to Control Panel > Hardware and Sound > Device Manager, you can check the Graphic Card and the Drivder. Must keep up with the latest update for your graphic card. We would like to recommend you to access the official website of the graphic card provider to obtain the latest driver for AMD or NVIDIA.





4. Security (Admin, DEP, Anti-Virus, Firewall)

- A. In case of compatible issue, or do not have admin right to use the PC, you should check the admin right. Or you should run a installer and also you should use 'run as administrator' when you start midas Civil program.
- B. In case of security issue, go to DEP setting :Control Panel > System and Security > System > Advanced System Setting.

🛃 CVLw Properties	×	Surtem Properties	
		System Properties	Advanced system settings
Security Details Previous Versio General Compatibility Digital Signatu	ons ures	Computer Name Hardware Advanced Sister You must be logged on as an Administrator to n	m Protection Remote Rename this PC (advanced)
If this program isn't working correctly on this version of Windows, try running the compatibility troubleshooter.		Performance Visual effects, processor scheduling, memory	usage, and virtual memory 🙊 Get help
Run compatibility troubleshooter			Settings Give feedback
How do I choose compatibility settings manually?		User Profiles Desktop settings related to your sign-in	Performance Options
Run this program in compatibility mode for:			Visual Effects Advanced Data Execution Prevention
Windows 7 V		Startup and Recovery System startup, system failure, and debugging	Data Execution Prevention (DEP) helps protect against
Settings		of stem startup, of stem rando, and see agging	Constitution of the second secon
Reduced color mode			Turn on DEP for essential windows programs and services only
8-bit (256) color 🛛 🗸			Turn on DEP for all programs and services except those I select:
Run in 640 x 480 screen resolution			
Disable fullscreen optimizations		ОК	
Run this program as an administrator			
Register this program for restart			
Change high DPI settings			
		2022.02.14	
Change settings for all users			
	🔄 cximage 💎 Run as administrator		Add Remove
UK Cancel	🗟 dformd. 🔕 Share with Skype		Your computer's processor supports hardware-based DEP.
	dforrt.dl Troubleshoot compatibility		