

Troubleshooting Guide

Release Date : March, 2022

Product Ver. : Civil 2022 (v1.2)



DESIGN OF CIVIL STRUCTURES

Integrated Solution System for Bridge and Civil Engineering

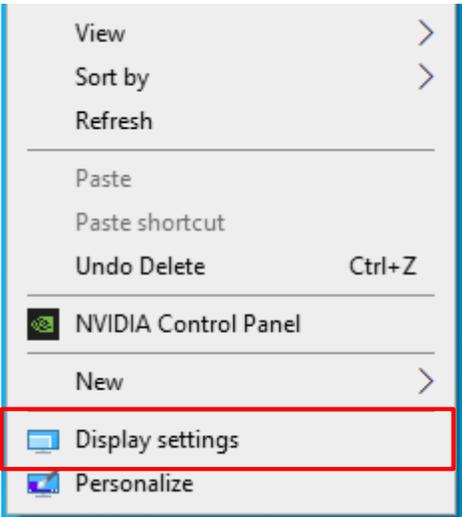
Check list

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



1. Display Settings

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



Scale and layout

Change the size of text, apps, and other items

100% [dropdown arrow]

[Advanced scaling settings](#)

2. Windows Update

- 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**.
- 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.**
- Install **"Microsoft .NET Framework 3.5"** and **".NET framework 4.5"**. They can be obtained at Microsoft website.
- 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

.Net FrameWork 4.5

Microsoft .NET Framework 3.5

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 1.

Programs and Features

Uninstall a program

Turn Windows features on or off

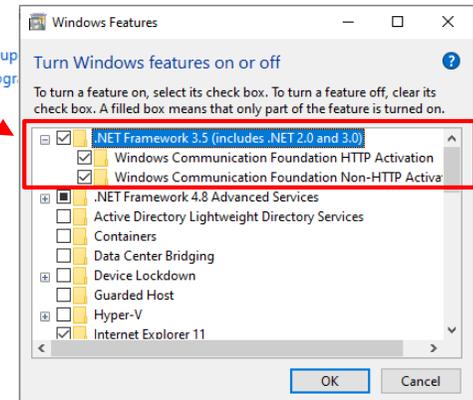
View installed updates

Run programs made for previous versions of windows

How to install a program

Default Programs

Change default settings for media or devices



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.

This PC > Local Disk (C:) > Program Files > MIDAS > midas C

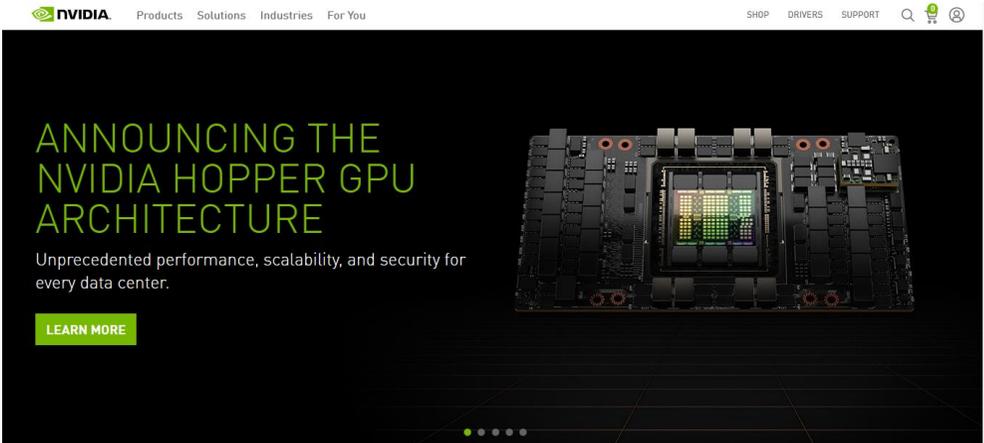
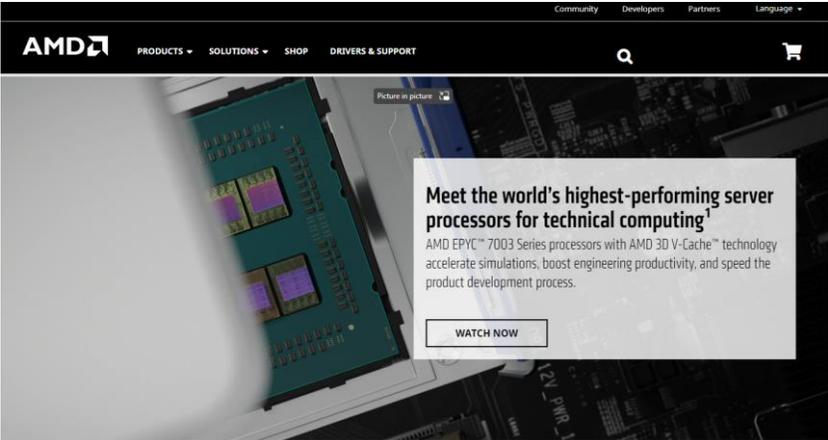
Name	Date modified
.Net FrameWork 4.5	2022-03-28 5
AGS	2022-03-28 5
Dbase	2022-03-28 5
DgnLanguage	2022-03-28 5
DgnPlugIn	2022-03-28 5
Excel Base File	2022-03-28 5
Html	2022-03-28 5
Language	2022-03-28 5
Manual	2022-03-28 5
Material Model	2022-03-28 5
midas GSD	2022-03-28 5
midas link for Revit Structure	2022-03-28 5
midas link for Tekla Structure	2022-03-28 5
Protection drivers	2022-03-28 5
Resources	2022-03-28 5
SeisDevCtrl	2022-03-28 5
skins	2022-03-28 5
Tutorial	2022-03-28 5
User	2022-03-28 5
VC++ 2008 Redistributable Package	2022-03-28 5
VC++ 2012 Redistributable Package	2022-03-28 5
VC++ 2015 Redistributable Package	2022-03-28 5
Vector Draw	2022-03-28 5
Verification	2022-03-28 5

A



3. Driver – Graphic Driver

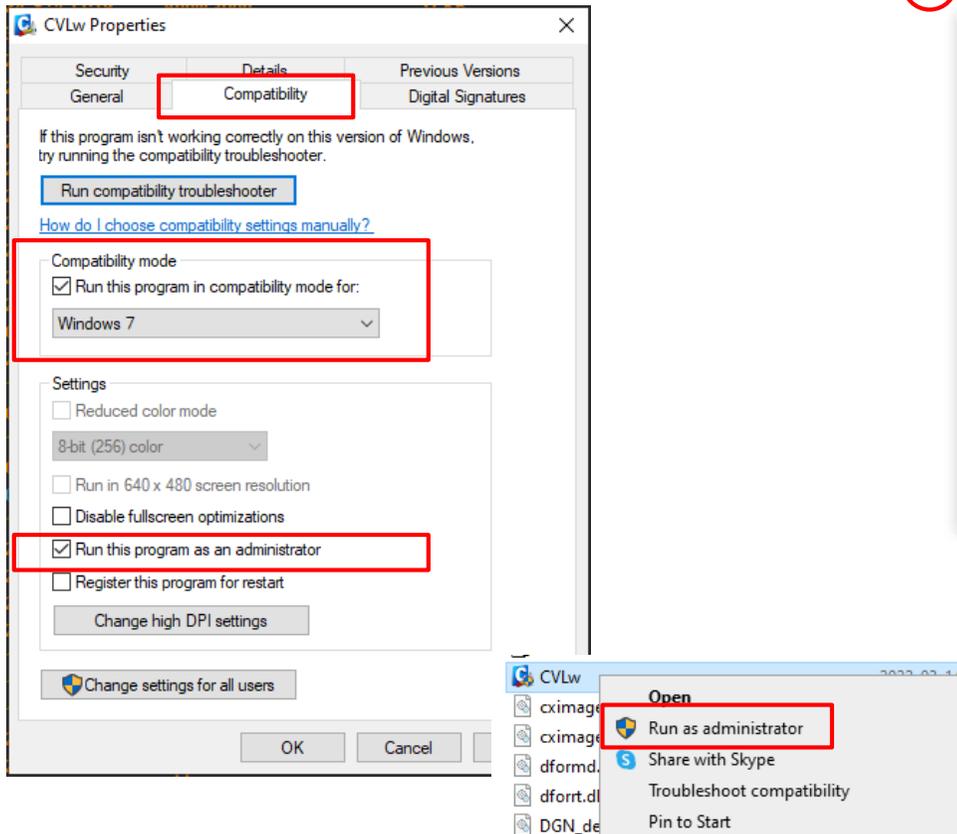
- A. Go to Control Panel > Hardware and Sound > Device Manager, you can check the Graphic Card and the Driver. Must keep up with the latest update for your graphic card. We would like to recommend you to access the official website of the graphic card provider to obtain the latest driver for AMD or NVIDIA.



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.

A



B

