

Troubleshooting the Visual CADD V7 Registration Issues When Installing IRRICAD Pro Version 12, 13, or 14

IRRICAD Pro Version 12, 13 and 14 use the new Visual CADD engine, Visual CADD Version 7, which requires registering via the internet during the IRRICAD installation.

The symptoms of Visual CADD failing to register are that IRRICAD will run until midnight on the day it is installed. After which the splash screen will appear briefly but IRRICAD will not run and no warning messages will be displayed.

A. If a message appears at the end of the installation:-

If Visual CADD fails to register then this message will appear when the installation is completed (note the message will always be in English):-



In some cases this message may be behind the installation wizard and won't be seen until the installation dialog is moved.

Steps to try and resolve this issue are:

1. Uninstall IRRICAD and reboot.
2. Turn off the Windows Firewall and any other firewall.
3. Turn off any anti-virus software.
4. If the computer is running Windows 7 or 8, in the Control Panel | User Accounts open "Change User Account Control Settings". Slide the USER ACCOUNT CONTROL to the "Never Notify". You may need to reboot if you need to change the USER ACCOUNT CONTROL setting.
5. Make sure that the computer is connected to the internet and open an internet browser (e.g. Internet Explorer, Firefox ...) and go to <http://www.visualcadd.net/>. This also checks that the VisualCADD website is currently active.



Note: Some corporations limit the use of the internet on their in-house computers. If the user cannot browse to www.VisualCADD.net an exemption to this website through Port 80 could be added so this website is not blocked. An exception can also be added to the firewall if this is limiting the communication with VisualCadd.net.

An alternative method is to use a phone modem or T-stick to connect to the internet, and therefore bypassing the office systems, during the installation procedure.

6. Install the full installation of IRRICAD 14.

B. If IRRICAD does not run but no message appeared at the end of installation:-

Symptoms are no message appeared at the end of the IRRICAD installation to indicate that Visual CADD failed to register. However the next day IRRICAD does not run and only the splash screen will appear and disappear.

Steps to work through are:

1. Check to see if a file called [IrricadUte7.cfg](#) exists in the main folder where IRRICAD V14 is installed.
2. If the [IrricadUte7.cfg](#) DOES NOT exist in the main IRRICAD folder then this suggests that scripting is disabled on the machine and consequently the Visual CADD registration process was unable to run. Note this can only be the case if no message appeared at the end of the installation process.

In this event local IT support will need to turn scripting back on before re-installing IRRICAD.

If Visual CADD cannot register:

Please contact local IRRICAD technical support if after following the above steps the registration still fails. There is a manual method available to register Visual CADD. Please note this manual process will take a few days and consequently is not the first option.