

SoftPlan Technical Bulletin

Last Updated: November 6, 2009

Problem:

After applying the 14.4.3 update patch, SoftPlan fails to open and displays a message similar to one of the following:

“This application has failed to start because the application configuration is incorrect. Reinstalling the application may fix this problem.”

or

“This application has failed to start because the side-by-side configuration is incorrect. Reinstalling the application may fix this problem.”

Users Affected:

Users who have recently applied the 14.4.3 update patch and terminated the installation prior to the installation of the Microsoft Visual C++ Redistributable Update which is part of the SoftPlan update patch.

To Fix:

Users affected will need to reinstall the Microsoft Visual C++ 2005 Service Pack 1 Redistributable Package ATL Security Update .

1. The update download can be found at the following link:
<http://www.microsoft.com/downloads/details.aspx?familyid=766a6af7-ec73-40ff-b072-9112bab119c2&displaylang=en>
2. The specific file to download and run is:
"vcredist_x86.exe (2.6 MB)" from the
'Files in This Download' section.
3. Follow the on-screen instructions to download and install the update.
4. Reboot the computer and attempt to start SoftPlan

Comment:

If the problem persists, please contact SoftPlan Technical Support at (519) 886-9750, fax:(519) 886-6955 or e-mail: support@softplantech.com.

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