

FAQ



Why does zenon stop working after I install CTI Workbench?

With some older versions of zenon, installing CTI Workbench on the same PC will cause zenon to stop working. We have traced this problem to a Microsoft bug.

PROBLEM:

Zenon installs the following redistributables for Visual C++ 2013: `vc_redist x86 12.0.21005 *AND* x64 12.0.21005`

Any attempts to install `vc_redist_x86` again will result in the loss of 64 bit runtimes. This is a Microsoft bug. This means that any installation package that installs 32 bit C runtimes (not just CTI Workbench) will result in a broken Zenon installation.

THE FIX:

Microsoft has updated the 64 bit runtimes for 2013 so this no longer occurs.

Future versions of zenon will be updated to install this updated package. However, if you experience this problem, you can make a repair by installing the Microsoft patch outlined in this link:

<https://support.microsoft.com/en-us/kb/3138367>



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