

Analysis Platform + DN7

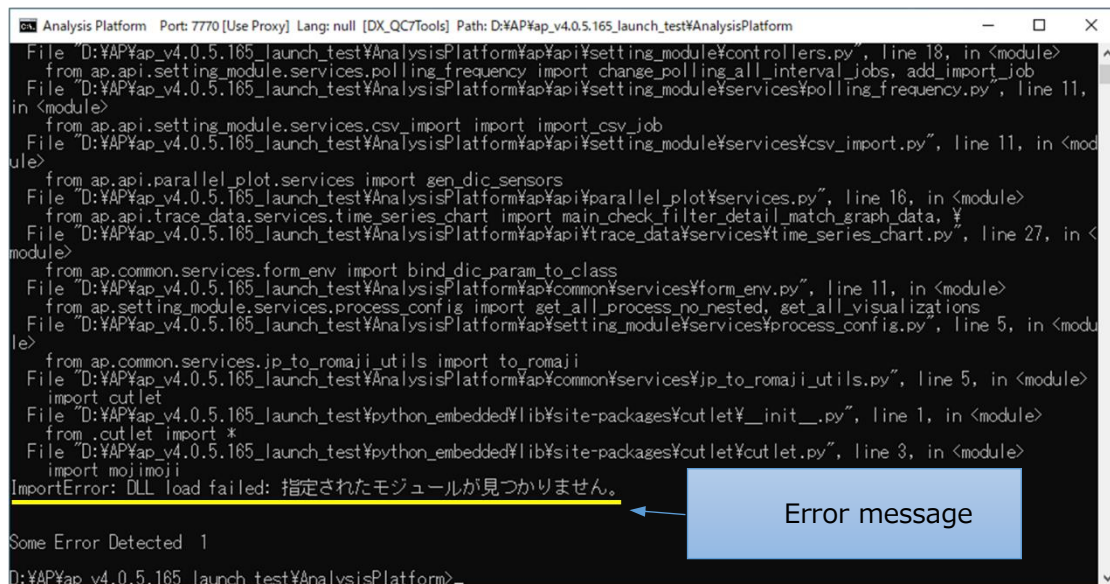
AP+DN7

Troubleshooting

Issue

On the first time of the activation of the Analysis Platform, the activation fails with an error:

“ImportError: DLL load failed: The specified module could not be found.”



The screenshot shows a terminal window titled "Analysis Platform" with the following error message highlighted in yellow:

```
File "D:\AP\ap_v4.0.5.165_launch_test\AnalysisPlatform\api\setting_module\controllers.py", line 18, in <module>
  from ap.api.setting_module.services.polling_frequency import change_polling_all_interval_jobs, add_import_job
File "D:\AP\ap_v4.0.5.165_launch_test\AnalysisPlatform\api\setting_module\services\polling_frequency.py", line 11,
in <module>
  from ap.api.setting_module.services.csv_import import import_csv_job
File "D:\AP\ap_v4.0.5.165_launch_test\AnalysisPlatform\api\setting_module\services\csv_import.py", line 11, in <mod
ule>
  from ap.api.parallel_plot.services import gen_dic_sensors
File "D:\AP\ap_v4.0.5.165_launch_test\AnalysisPlatform\api\parallel_plot\services.py", line 16, in <module>
  from ap.api.trace_data.services.time_series_chart import main_check_filter_detail_match_graph_data,
File "D:\AP\ap_v4.0.5.165_launch_test\AnalysisPlatform\api\trace_data\services\time_series_chart.py", line 27, in <
module>
  from ap.common.services.form_env import bind_dic_param_to_class
File "D:\AP\ap_v4.0.5.165_launch_test\AnalysisPlatform\api\common\services\form_env.py", line 11, in <module>
  from ap.setting_module.services.process_config import get_all_process_no_nested, get_all_visualizations
File "D:\AP\ap_v4.0.5.165_launch_test\AnalysisPlatform\api\setting_module\services\process_config.py", line 5, in <mod
ule>
  from ap.common.services.jp_to_romaji_utils import to_romaji
File "D:\AP\ap_v4.0.5.165_launch_test\AnalysisPlatform\api\common\services\jp_to_romaji_utils.py", line 5, in <module>
  import outlet
File "D:\AP\ap_v4.0.5.165_launch_test\python_embedded\Lib\site-packages\outlet\__init__.py", line 1, in <module>
  from .outlet import *
File "D:\AP\ap_v4.0.5.165_launch_test\python_embedded\Lib\site-packages\outlet\outlet.py", line 3, in <module>
  import mojimoji
ImportError: DLL load failed: 指定されたモジュールが見つかりません。
```

A blue box labeled "Error message" points to the error text. Below the error, the text "Some Error Detected 1" and the path "D:\AP\ap_v4.0.5.165_launch_test\AnalysisPlatform>" are visible.

Suspected cause

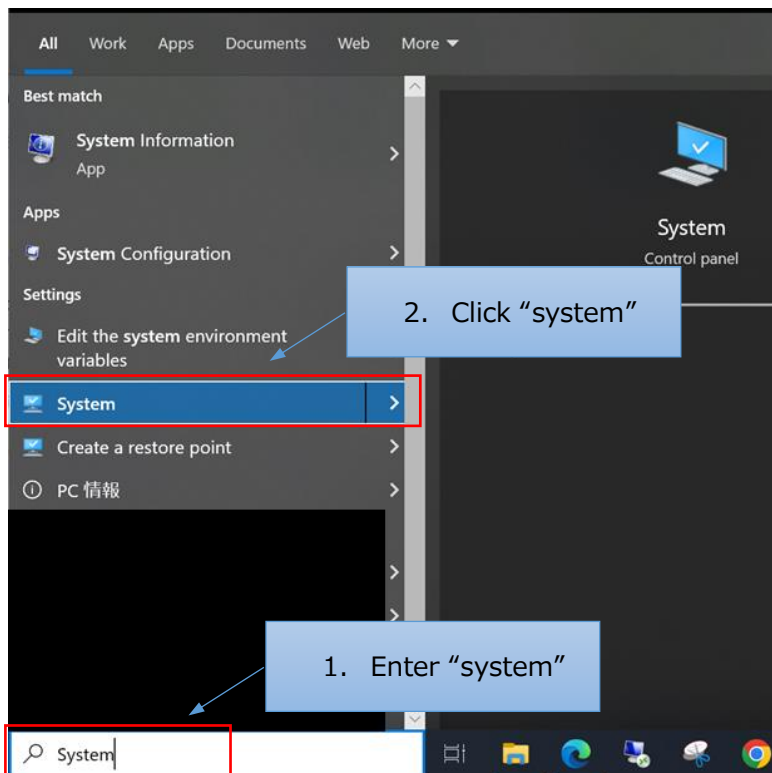
On the first activation of the Analysis Platform, the Analysis Platform uses "Microsoft Visual C++ Runtime Library" to install the necessary software. The installation of the library may fail due to version mismatch of the "Microsoft Visual C++ Runtime Library" depending on the version of the Windows OS or the installation status of Microsoft Office.

Solution

Follow the steps to install "Microsoft Visual C++ Runtime Library" and activate the Analysis Platform again.

1. Check the system type of the PC (32bit/64bit)

First, log in to the PC, which you are going to host the Analysis Platform. Then, click the search button on the bottom left corner of the desktop. On the searchbox, enter "system", and from the shown candidates, click "System".



From the shown window, check the system type of the PC.

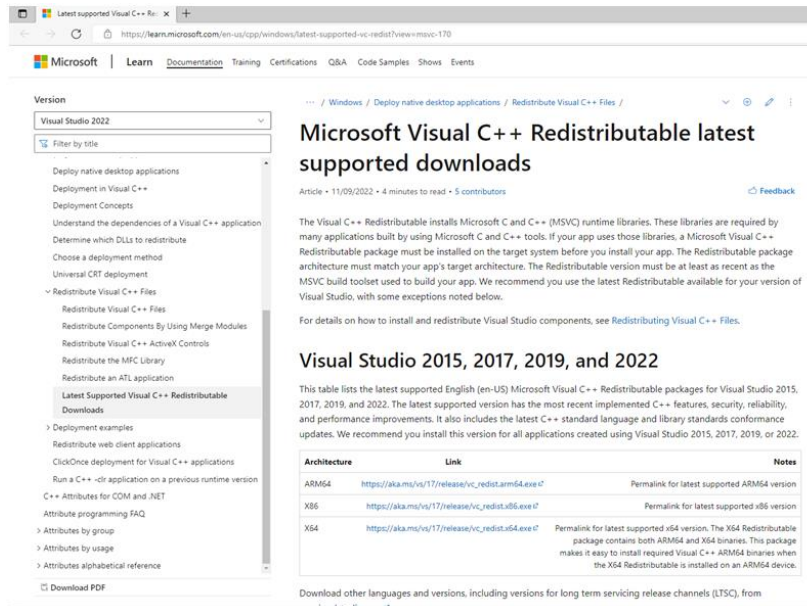
- 64bit operating system: x64
- 32bit operating system: x86



2. Download and install the Microsoft Visual C++ Runtime Library

Open the download page of the "Microsoft Visual C++ Runtime Library":

- <https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170>



You will see download links on the middle of the page. Download the exe file using the appropriate link (x64: 64bit or x86: 32bit), based on the system type checked in Section 1.

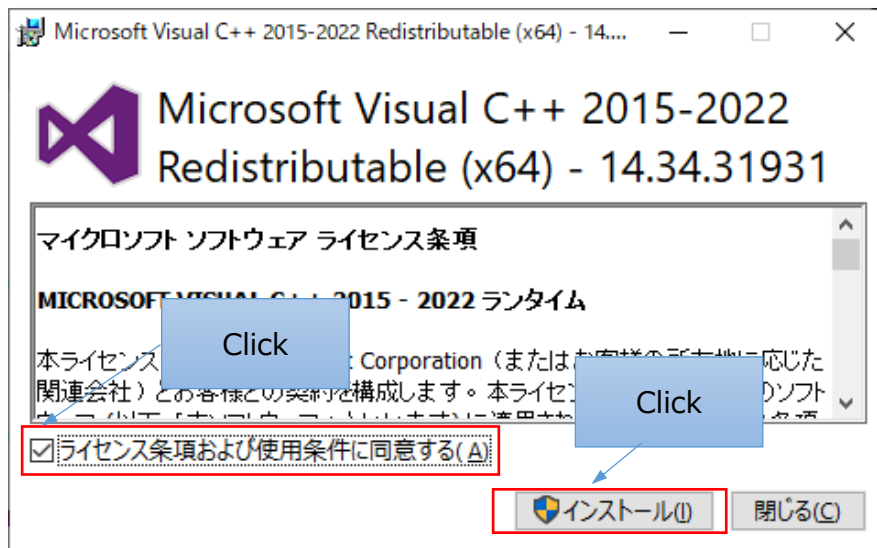
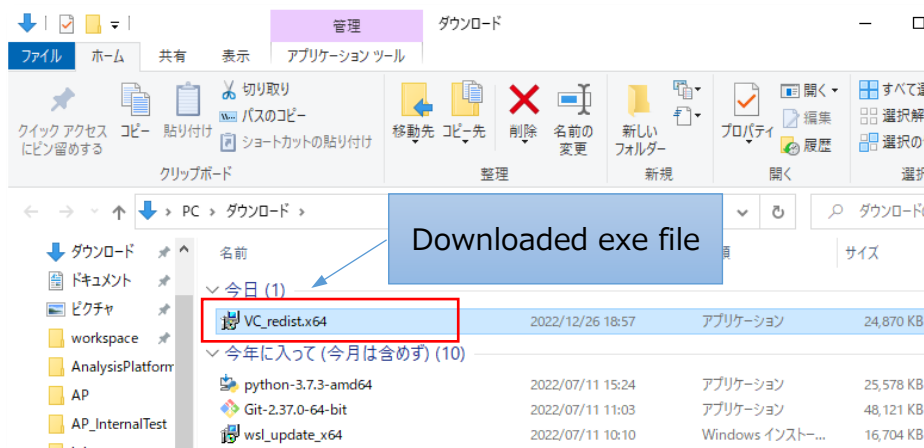
Visual Studio 2015, 2017, 2019, and 2022

This table lists the latest supported English (en-US) Microsoft Visual C++ Redistributable packages for Visual Studio 2015, 2017, 2019, and 2022. The latest supported version has the most recent implemented C++ features, security, reliability, and performance improvements. It also includes the latest C++ standard language and library standards conformance updates. We recommend you install this version for all applications created using Visual Studio 2015, 2017, 2019, or 2022.

Architecture	Link	Notes
ARM64	https://aka.ms/vs/17/release/vc_redist.arm64.exe	Permalink for latest supported ARM64 version
X86	https://aka.ms/vs/17/release/vc_redist.x86.exe	Permalink for latest supported x86 version
X64	https://aka.ms/vs/17/release/vc_redist.x64.exe	Permalink for latest supported x64 version. The X64 Redistributable package contains both ARM64 and X64 binaries. This package makes it easy to install required Visual C++ ARM64 binaries when the X64 Redistributable is installed on an ARM64 device.

The past version of "Microsoft Visual C++ Runtime Library" is installed simultaneously (In this case, 2015, 2017, 2019 and 2022) . Those are parallel installed (multiple version exists at the same time)

Double click the downloaded exe file and start the installation. Read the license terms carefully and if you agree, click the checkbox and “Install”.



3. Activate the Analysis Platform

After installing the “Microsoft Visual C++ Runtime Library”, activate the Analysis Platform.