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."



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

設定			
ŵ ホ−ム	詳細情報		
設定の検索の	お使いの PC は監視されており、保護され		
νττ	CV-GV-S Windows セキュリティで詳細を確認する		
ロ ディスプレイ	デバイスの仕様		
ゆり サウンド	デバイス名 da-sea04		
通知とアクション	プロセッサ Intel(R) Core(TM) i7-10700 CPU 実装 RAM 32.0 GB (31.8 GB 使用可能)	@ 2.90GHz 2.90 GHz	
● 集中モード	デバイス ID E4FD3E52-2368-4C47-B3BE-F3I プロダクト ID 00329-10130-00000-AA063	E5835D01AE	
() 電源とスリーブ	システムの種類 64 ビット オペレーティング システム、 ペンとタッチ このディスプレイでは、ペン入力とタッ	x64 ベース ブロセッサ チ入力は利用できません	
□ 記憶域	3Ľ-		

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

Minnesh Linear December Tolder C					
Witcrosoft Learn Documentation training Co	ertifications Qook	Code samples shows events			
Version	··· / Windo	vs / Deploy native desktop applications / Redistribu	ite Visual C++ Files /	v 💿 🖉 i	
Visual Studio 2022	Minue	a ft Minuel C D	م ا به به به الم	latest	
😨 Filter by title	witch	Soft Visual C++ R	edistributable	alest	
Deploy native desktop applications	supp	orted downloads			
Deployment in Visual C++	Article - 11/09/	2022 • 4 minutes to read • 5 contributors		🖒 Feedback	
Deployment Concepts					
Understand the dependencies of a Visual C++ application	The Visual C++ Redistributable installs Microsoft C and C++ (MSVC) runtime libraries. These libraries are required by many applications built by using Microsoft C and C++ tools. If your app uses those libraries, a Microsoft Visual C++				
Determine which DLLs to redistribute					
Choose a deployment method	Redistributable package must be installed on the target system before you install your app. The Redistributable package				
Universal CRT deployment	architecture must match your app s target architecture. The redistributable version must be at least as recent as the MSVC build toolset used to build your app. We recommend you use the latest Redistributable available for your version of				
~ Redistribute Visual C++ Files	Visual Studio,	with some exceptions noted below.			
Redistribute Visual C++ Files	Free down the second	A CONTRACTOR OF A CONTRACTOR OF A DATA		10.00	
Redistribute Components By Using Merge Modules	For details on	now to install and redistribute visual studio co	omponents, see Redistributing vis	ual C++ Files.	
Redistribute Visual C++ ActiveX Controls	00000	the state in the state of the state			
Redistribute the MFC Library	Visual	Studio 2015, 2017, 20	19, and 2022		
Redistribute an ATL application	This schile For	the law of the state of the sta	and the second and and		
Latest Supported Visual C++ Redistributable Downloads	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,				
> Deployment examples	updates. We	ecommend you install this version for all applie	cations created using Visual Studi	o 2015, 2017, 2019, or 202.	
Redistribute web client applications		-			
ClickOnce deployment for Visual C++ applications	Architecture	Link		Note	
Run a C++ -clr application on a previous runtime version	ARM64	https://aka.ms/vs/17/release/vc_redist.arm64.exe #	Permalink for l	itest supported ARM64 version	
C++ Attributes for COM and .NET	X86	https://aka.ms/vs/17/release/vc_redist.x86.exe @	Permalink t	or latest supported x86 version	
Attribute programming FAQ	¥64	https://aka.me.int/17/release.int.redut=-6.4 aug-0	Parmalink for latest supported of a	arrian The Y64 Participation	
> Attributes by group	ADe	mapor / and map var / / release / vc_reuist.364.6Xe 6	package contains both ARM64	and X64 binaries. This package	
> Attributes by usage			makes it easy to install required Vi	sual C++ ARM64 binaries when	

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.

Notes	Link	Architecture
Permalink for latest supported ARM64 versior	https://aka.ms/vs/17/release/vc_redist.arm64.exe 🕫	ARM64
Permalink for latest supported x86 versior	https://aka.ms/vs/17/release/vc_redist.x86.exe &	X86
Permalink for latest supported x64 version. The X64 Redistributable package contains both ARM64 and X64 binaries. This package makes i easy to install required Visua C++ ARM64 binaries when the X64 Redistributable is installed	https://aka.ms/vs/17/release/vc_redist.x64.exe e	X64
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 parallell 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".



闄 Microsof	Visual C++ 2015-20	22 Redistributable (x64) -	14 —		×	
Microsoft Visual C++ 2015-2022 Redistributable (x64) - 14.34.31931						
マイクロソフト ソフトウェア ライセンス条項 ^						
MICROSOFT VICUAL C い 2015 - 2022 ランタイム 本ライセンス Click Corporation (または かちせんの また し) 関連会社) このを1なこの実体がご構成します。本ライセ: Click リンフト ジライセンス条項および使用条件に同意する(A) 「フィセンス条項および使用条件に同意する(A)						

3. Activate the Analysis Platform

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