

VaDia Suite installation FAQ's and Trouble Shooting

This document contains detailed instructions how to install VaDia Suite and deal with issues that can occur during installation.

If you still have issues after reading this document, please email support@biocontrol.pl

PC and OS minimum requirements:

VaDia Suite is designed for PC's with Microsoft Windows Operating System.

Minimum OS: Windows 7 and 8.1 with .NET Framework 4.5

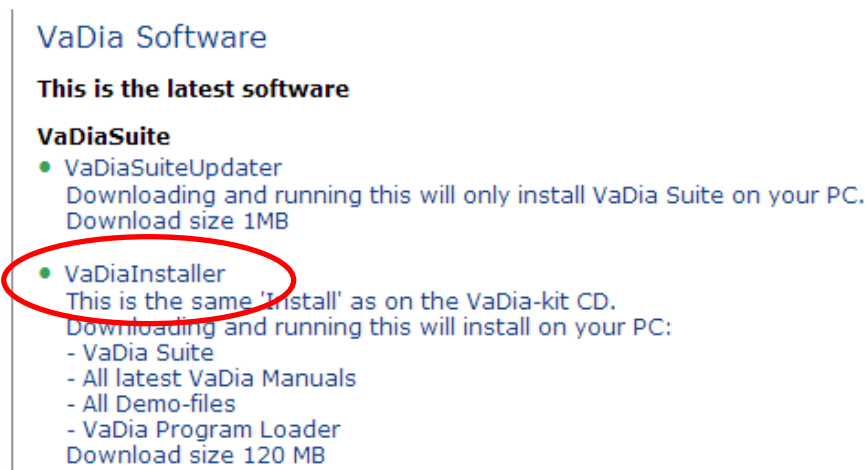
Minimum RAM: 4GByte

Administrator privileges are necessary for downloading, installing and running VaDia Suite.

NORMAL: how to download, install and run VaDia Suite from the BioControl website

Go to <http://www.biocontrol.no/index.php?root=comm&branch=vadia&leaf=soft>

Click 'VaDiaInstaller'



VaDia Software

This is the latest software

VaDiaSuite

- VaDiaSuiteUpdater
Downloading and running this will only install VaDia Suite on your PC.
Download size 1MB
- VaDiaInstaller
This is the same 'Install' as on the VaDia-kit CD.
Downloading and running this will install on your PC:
 - VaDia Suite
 - All latest VaDia Manuals
 - All Demo-files
 - VaDia Program LoaderDownload size 120 MB

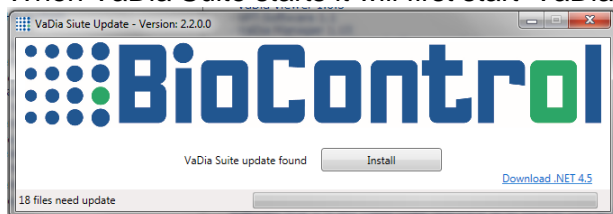
When this has downloaded, click the executable. This will install all software, manuals and demo-files in c:/Program Files (x86)/BioControl/VaDia/Suite

After the installation, a 'VaDia Suite' shortcut will be placed on the desktop. This shortcut must be used to run VaDia Suite.



VaDia Suite will start-up when you click this shortcut.

When VaDia Suite starts it will first start 'VaDiaSuiteUpdater' and will show



From here refer to the VaDia Suite User Manual that can be found in c:/Program Files (x86)/BioControl/VaDia/Suite/Manuals

The demo-files that are used as example in the VaDia Suite User Manual can be found in c:/Program Files (x86)/BioControl/VaDia/Suite/Demo files

The manuals and demo-files can also be found on our website www.biocontrol.no/vadia.



NOT NORMAL: possible issues and how to deal with them

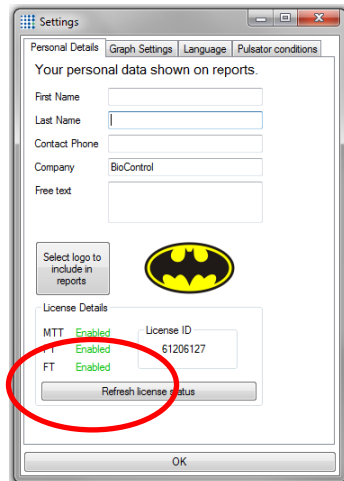
Installation/running issues

1. Symptom:
 - a. The download doesn't start.
 - b. Download was ok. But nothing happens when I run 'VaDialInstaller.exe'
 - c. Download was ok. 'VaDiaSuiteUpdater' starts when I run the downloaded 'VaDialInstaller.exe', but stops half-way, or gives an error message and stops.
2. These are symptoms caused by one of the below listed.
Check the following possible causes/solutions:
 - a. Windows 7: .NET Framework is not installed
Not all Windows 7 versions have .NET Framework installed. Go to the official Microsoft website and download/run this (to do so: Google '.NET Framework 4.5' and go to the first official Microsoft page. Here you can download it. Follow the instructions).
After this, run 'VaDialInstaller.exe' again. Big chance that it now works.
 - b. The Firewall or Antivirus software blocks the install program
Switch it off for a period to allow the necessary downloads from the BioControl server to be installed
 - c. The internet connection is very slow, causing a time-out that stops the download
Go to a place with a faster internet connection

License issues

VaDia Suite is installed and runs correct, but I have a license issue.

Note: all modules (MTT, PT and FT) will be enabled for a 30 day evaluation period, even the modules that are not part of the purchased license. E.g. if only MTT was purchased, then modules FT and PT can also be used for 30 days. These will stop working after 30 days.



1. Symptom:
 - a. I installed VaDia Suite on a PC on which the 'old' software VaDia Viewer or CPT- software was installed. License ID displays '0' or '-1'
 - b. I installed VaDia Suite on another PC. I filled in the license information, I get the message 'license already used'
 - c. I want to buy/activate an additional module.
2. Solution:
All questions about license: please email to support@biocontrol.pl mentioning your LicenseID and password so that we can help you.

Questions/problems? Please email support@biocontrol.pl

With best regards,
BioControl VaDia team

