

SUPPORT BULLETIN

23 OCTOBER 2015

TRIMBLE CHANNEL PARTNER CONFIDENTIAL

TRIMBLE REALWORKS PUBLISHER PROJECTS ISSUES AND PREREQUISITES

Trimble RealWorks Publisher projects not running correctly in Internet Explorer

We have encountered various issues with the Publisher tool from Trimble® RealWorks® software, where it does not always work correctly with Microsoft Internet Explorer. This document covers all known issues and offers options to customers for solving or avoiding these issues.

Use the latest version

Make sure you are using the latest version of the Trimble RealWorks Publisher tool. As of 15th September 2015, it is TRW 10.0.1.339.

To resolve this issue...	
Download the latest version from:	http://www.trimble.com/3d-laser-scanning/realworks.aspx
If the project comes from an older version, this error message appears:	<pre>System.NullReferenceException Object reference not set to an instance of an object. at EiffelViewer.MainPage.<Window_Loaded>b__0() at System.Windows.Threading.ExceptionWrapper.InternalRealCall(Delegate callback, Object args, Int32 numArgs) at MS.Internal.Threading.ExceptionFilterHelper.TryCatchWhen(Object source, Delegate method, Object args, Int32 numArgs, Delegate catchHandler)</pre>

Geospatial Division, 10368 Westmoor Drive, Westminster, CO 80021, USA

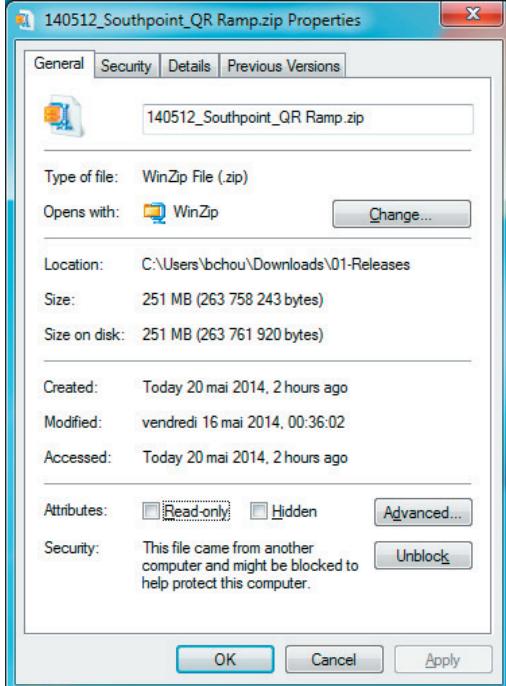
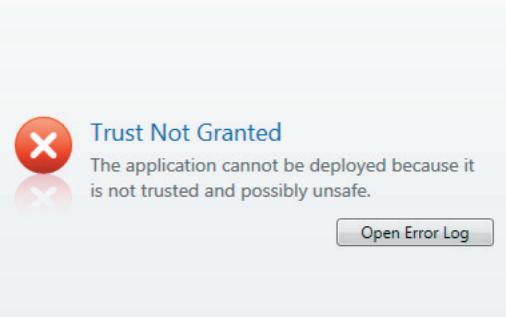
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Trust not granted

Once the customer has received the Publisher project, check that the content has not been blocked by the Windows operating system. It can occur when files come from another computer because of regional setup.

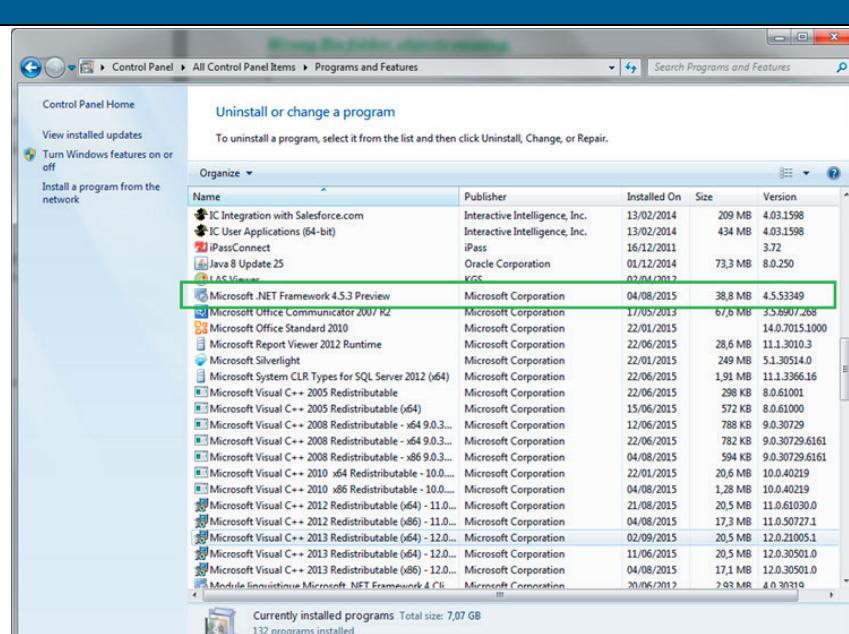
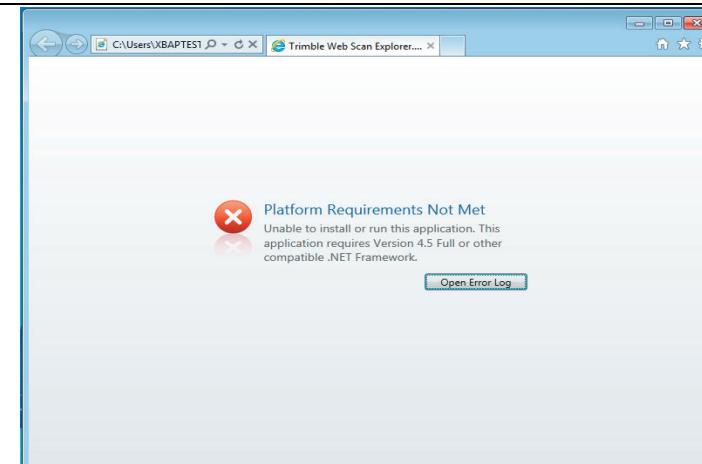
For that reason, Trimble recommends always sending the Publisher project as a ZIP file.

To resolve this issue	
Once you receive the ZIP file, right-click the ZIP file and select <i>Properties</i> . If the file was blocked by the system, an Unblock button appears in the <i>Properties</i> dialog. Click the button to unblock the file, prior to UNZIP.	
A blocked project shows the following error message.	

Prerequisites on the client computer

Make sure that all prerequisites are installed on the client computer.

The Publisher tool uses specific technologies that need specific packages to be installed.

To resolve this issue...	
The Publisher tool needs .Net Framework 4.5 (4.5.2, 4.5.3). To see which version is installed, go to the Control panel and select <i>Programs & Features</i> .	
<i>Note: You can have a more recent version of .NET framework (version 5.0) installed. But you must also have version 4.5.x installed for the Publisher tool.</i>	
If required, install from the Microsoft website:	http://www.microsoft.com/en-us/download/details.aspx?id=30653
If it is not installed, the Publisher project will give the following error.	
Make sure the correct C++ redistributables are installed.	<ul style="list-style-type: none"> ▪ Redistributable VS2010 x86 ▪ Redistributable VS2012 x86 ▪ Redistributable VS2013 x86 <p>Instead of checking all of it (because there are a lot) it is easier to just reinstall the 3 above packages.</p>

To install these packages, go to the Publisher project and browse to the BIN folder of the project.

There is a set of 3 sub-folders that includes small installers for these packages:

- vc赤ist2010_x86
- vc赤ist2012_x86
- vc赤ist2013_x86

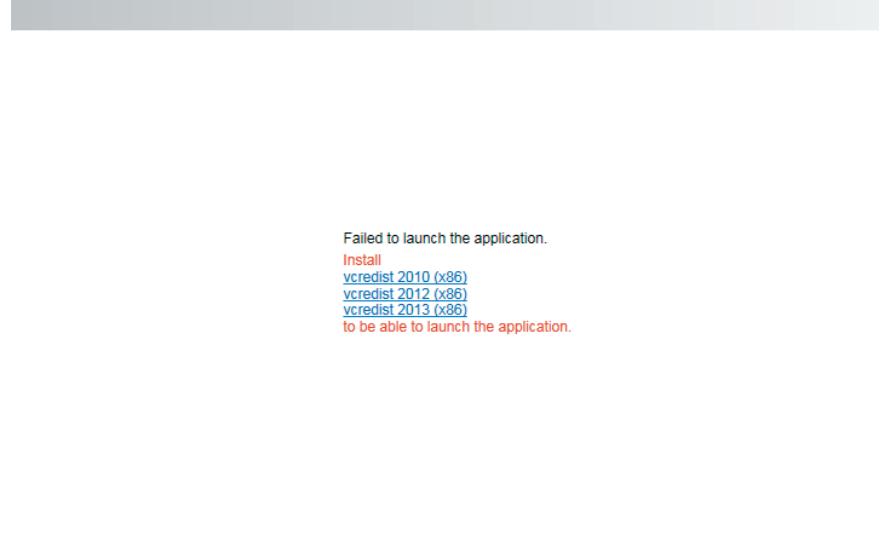
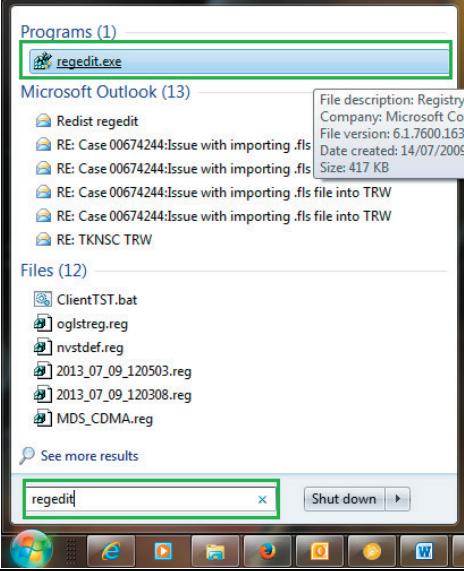
Install each installer one by one by double clicking the .exe file in each folder.

DATA ▶ TRW91Build_Publisher ▶ Test_Bin ▶ bin ▶			
Burn	New folder	Name	Date modified
		Type	Size
		app.publish	26/06/2015 15:24
		Help	26/06/2015 15:24
		Language	26/06/2015 15:24
		vc赤ist2010_x86	26/06/2015 15:24
		vc赤ist2012_x86	26/06/2015 15:24
		vc赤ist2013_x86	26/06/2015 15:24
		apidsp_windows.dll	17/06/2015 17:23
		Atalasoft.dotImage.dll	18/05/2015 18:57
		Atalasoft.dotImage.Lib.dll	18/05/2015 18:57
		Atalasoft.dotImage.Pdf.dll	18/05/2015 18:57
		Atalasoft.dotImage.Pdf.xml	File d18/05/2015 18:57soft Doc XML Document (.NET 4.0) 66 KB
		Atalasoft.dotImage.PdfDoc.Bridge.dll	18/05/2015 18:57 C Application extens... 176 KB
		Atalasoft.dotImage.PdfDoc.Bridge.xml	File version: 10.5.0.61849 XML Document 84 KB
		Atalasoft.dotImage.WinControls.dll	18/05/2015 18:57 Date 18/05/2015 15:24 Size: 84 KB
		Atalasoft.dotImage.Wpf.dll	18/05/2015 18:57 Application extens... 616 KB
		Atalasoft.dotImage.Wpf.xaml	18/05/2015 18:57 YML Document 371 KB
			18/05/2015 18:57

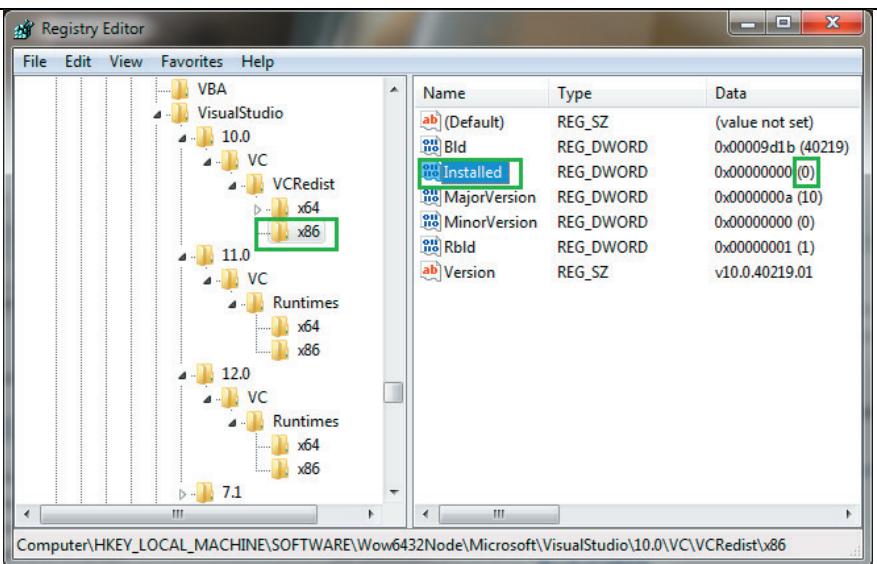
If one or more of these packages are missing, the Publisher project will give one of the following errors.

Failed to launch the application.
Install vc赤ist 2012 (x86) to be able to launch the application.

Failed to launch the application.
System.Windows.Markup.XamlParseException
Provide value on
'System.Windows.StaticResourceExtension' threw an exception.
at System.Windows.Markup.WpfXamlLoader.Load
(XamlReader xamlReader, IXamlObjectWriterFactory
writerFactory, Boolean skipJournaledProperties,
Object rootObject, XamlObjectWriterSettings settings,
Uri baseUri)
at
System.Windows.Markup.WpfXamlLoader.LoadBaml
(XamlReader xamlReader, Boolean
skipJournaledProperties, Object rootObject,
XamlAccessLevel accessLevel, Uri baseUri)
at System.Windows.Markup.XamlReader.LoadBaml
(Stream stream, ParserContext parserContext, Object
parent, Boolean closeStream)
at
System.Windows.Application.LoadBamlStreamWithSy
ncInfo(Stream stream, ParserContext pc)

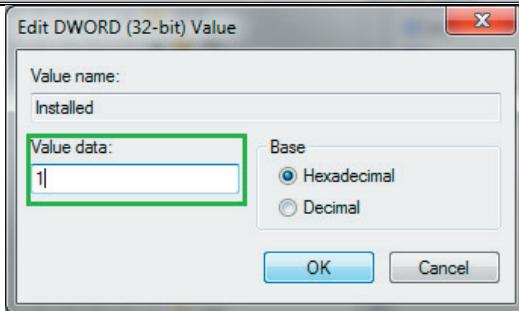
<p>It can happen that one of the following error messages (or similar) appears even if the packages are installed.</p> <p>In this case it means that Windows (for an unknown reason) made a mistake during the installation and does not consider the packages are installed. If this is the case, then Publisher also does not recognize the package as installed.</p>	 <p>Failed to launch the application. Install vcredist 2010 (x86) vcredist 2012 (x86) vcredist 2013 (x86) to be able to launch the application.</p>
<p>If this issue occurs, uninstall all the packages from the <i>Control Panel / Programs & Features</i> window and then reinstall all of them.</p> <p>If uninstalling and reinstalling does not resolve the issue, open the Windows Registry. To do this, from the <i>Start</i> menu enter "Regedit" and then launch "regedit.exe".</p>	 <p>Programs (1) regedit.exe</p> <p>Microsoft Outlook (13) File description: Registry Company: Microsoft Co File version: 6.1.7600.163 Date created: 14/07/2009 Size: 417 KB</p> <p>Redist regedit RE: Case 00674244:Issue with importing .fls RE: Case 00674244:Issue with importing .fls RE: Case 00674244:Issue with importing .fls file into TRW RE: Case 00674244:Issue with importing .fls file into TRW RE: TKNSC TRW</p> <p>Files (12) ClientTST.bat oglstreg.reg nvstddef.reg 2013_07_09_120503.reg 2013_07_09_120308.reg MDS_CDMA.reg</p> <p>See more results</p> <p>regedit Shut down</p>
<p>In the registry, browse to:</p>	<p>"HKEY_LOCAL_MACHINE/SOFTWARE/Wow6432Node/Microsoft/VisualStudio/10.0/VC/VCRedist/x86"</p>

In the “x86” folder, look at the value of the entry “Installed”. If the value is “(0)” it needs to be changed.



Double click the “Installed” entry.

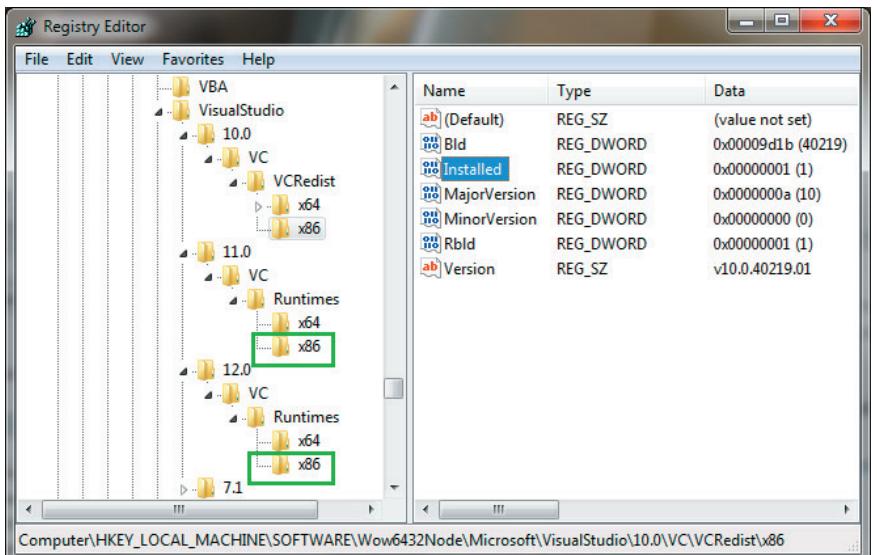
In the *Edit...* window, change the *Value data* to “1” then click **OK**.



Repeat the above process for the two following registry entries.

“HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\VisualStudio\11.0\VC\Runtimes\x86”

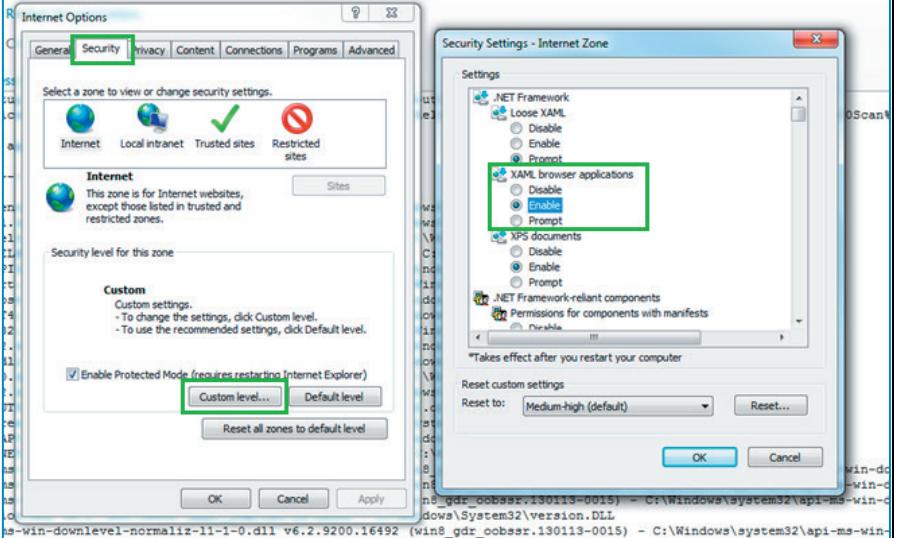
“HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\VisualStudio\12.0\VC\Runtimes\x86”



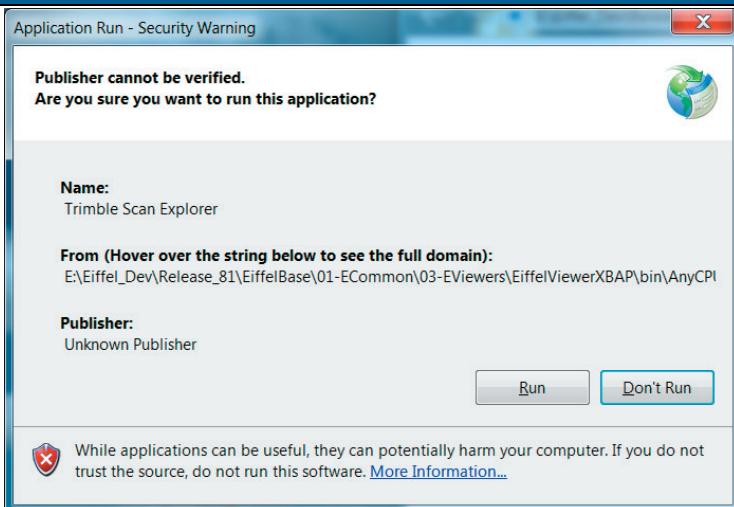
Internet Explorer

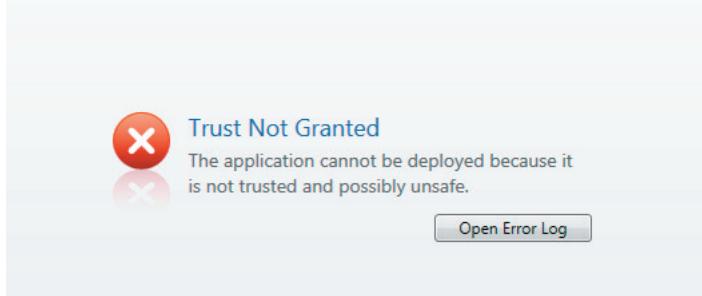
Note: Publisher projects work only in Internet Explorer version 8 or later.

Before launching a Publisher project, verify that the Internet Explorer security parameters are set to allow the use of XAML browser applications.

To resolve this issue...	
<p>In Internet Explorer, go to <i>Options / Security</i>.</p> <p>In the <i>Internet</i> group, select Custom level.</p> <p>Go to <i>XAML browser applications</i> and select the Enable option.</p>	
If this option is not enabled, the Publisher project will give the following error message.	<p> An error occurred in the application you were using</p> <p>You can try the following:</p> <ul style="list-style-type: none"> • Restart the application. • Click the "More Information" link below for details about this error. <p> Less Information</p> <pre>Startup URI: C:\Users\bchou\Downloads\01-Releases\140512_Southpoint_QR Ramp\bin\Trimble Web Scan Explorer.xbap Application Identity: file:///C:/Users/bchou/Downloads/01-Releases/140512_Southpoint_QR&20Ramp/bin/Trimble%20Scan%20Explorer.xbap#Trimble Web Scan Ex This application type has been disabled. ----- PresentationHost.exe v1.0.31106.0 built by: Main - C:\Windows\System32\PresentationHost.exe ncall.dll v6.1.7600.16385 (win7_rtm.090713-2280) - C:\Windows\SYSTEM32\ncall.dll kernel32.dll v6.1.7601.18015 (win7sp1_gdr.121129-1452) - C:\Windows\system32\kernel32.dll KERNELBASE.dll v6.1.7601.18015 (win7sp1_gdr.121129-1452) - C:\Windows\system32\KERNELBASE.dll ADVAPI32.dll v6.1.7600.16385 (win7_rtm.090713-2255) - C:\Windows\system32\ADVAPI32.dll msavcrt.dll v7.0.7601.17744 (win7sp1_gdr.111215-1535) - C:\Windows\system32\msavcrt.dll</pre>

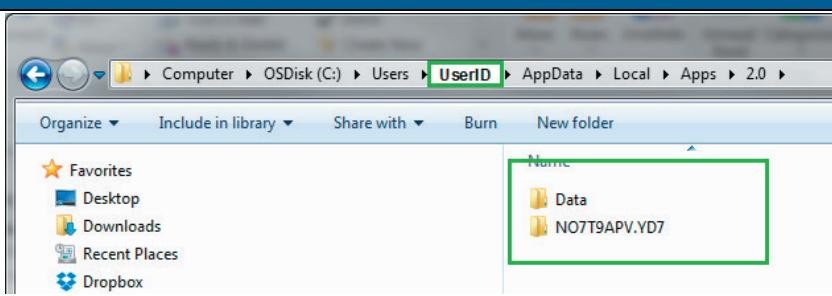
Once the application is launched, accept all authorizations when prompted by Internet Explorer.

To resolve this issue...	
<p>Click Run on the following:</p> <p>Also allow blocked content if prompted.</p>	

If these authorizations are refused, the Publisher project gives the following error.	
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Publisher Cache folder

Even if everything is properly set up, you must empty the cache folder used by the Publisher application because if it contains older data it can interfere with the current version used.

To resolve this issue...	
Go to C:\Users\”USER_NAME”\AppData\Local\Apps\2.0\	
Delete all sub-folders in the “2.0” folder.	

For more information

For more information contact your local Trimble Distribution Partner.