

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>

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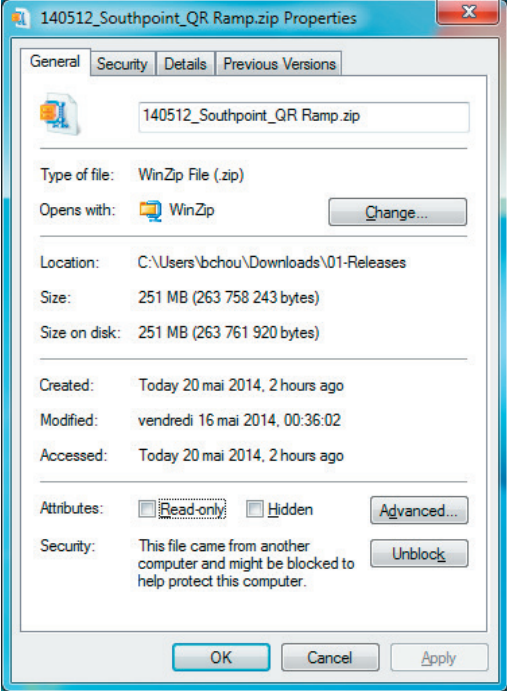
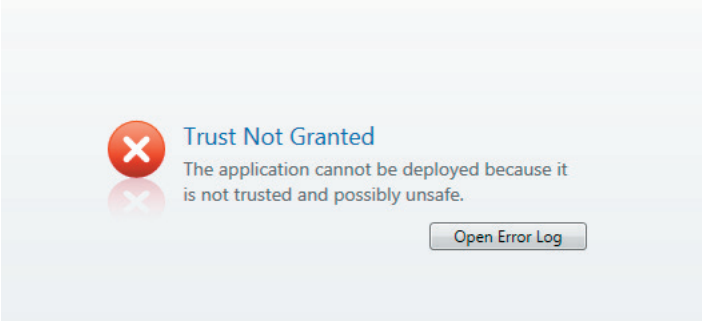


<http://surveypartners.trimble.com>

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.

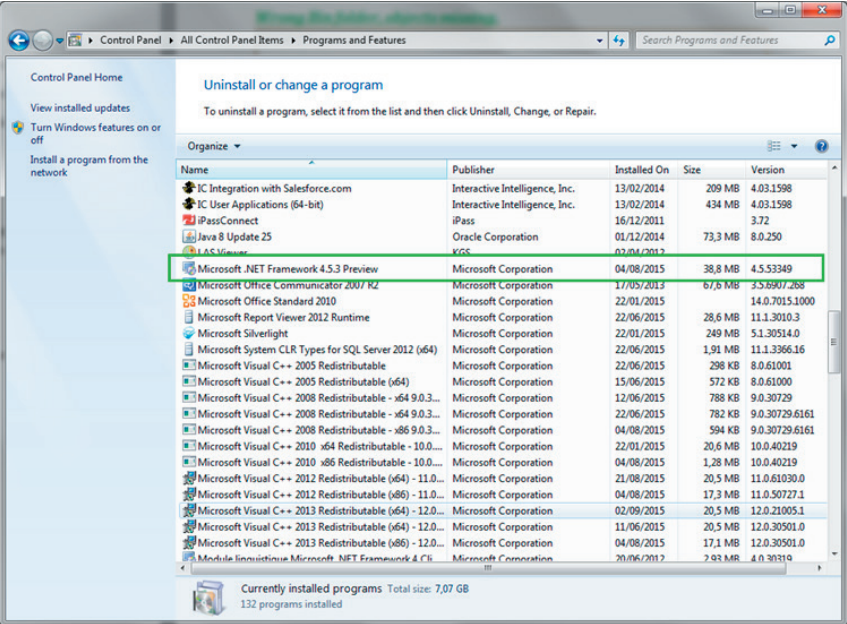
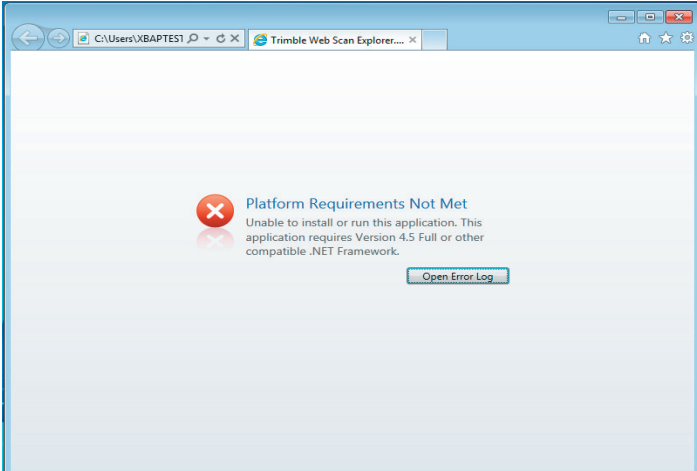
For that reason, Trimble recommends always sending the Publisher project as a ZIP file.

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.

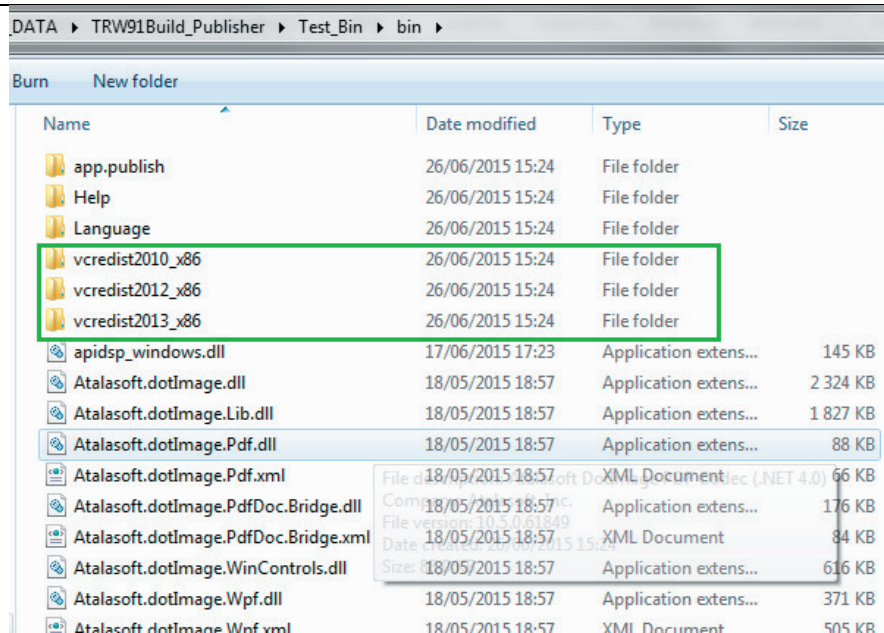
The Publisher tool uses specific technologies that need specific packages to be installed.

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.	▪ Redistributable VS2010 x86 ▪ Redistributable VS2012 x86 ▪ Redistributable VS2013 x86 Instead of checking all of it (because there are a lot) it is easier to just reinstall the 3 above packages.

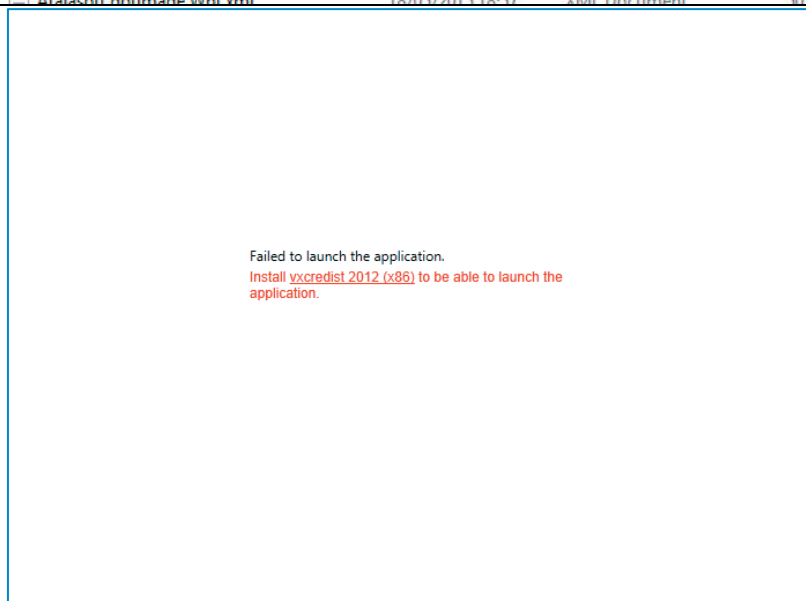
To install these packages, go to the Publisher project and browse to the BIN folder of the project. There is a set of 3 sub-folders that includes small installers for these packages:

- vcredist2010_x86
- vcredist2012_x86
- vcredist2013_x86

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



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



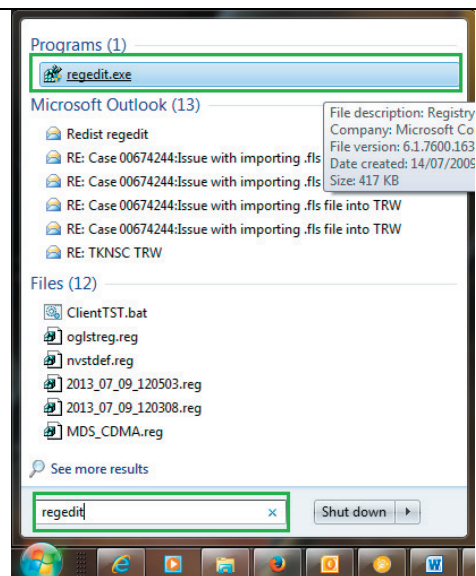
```
Failed to launch the application.
System.Windows.Markup.XamlParseException
Provide value on
'System.Windows.StaticResourceExtension' threw an
exception.
    at System.Windows.Markup.WpfXamlLoader.Load
(XamlReader xamlReader, IXamlObjectWriterFactory
writerFactory, Boolean skipJournaledProperties,
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)
```

It can happen that one of the following error messages (or similar) appears even if the packages are installed. 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.

Failed to launch the application.
 Install
[vc_redist 2010 \(x86\)](#)
[vc_redist 2012 \(x86\)](#)
[vc_redist 2013 \(x86\)](#)
 to be able to launch the application.

If this issue occurs, uninstall all the packages from the *Control Panel / Programs & Features* window and then reinstall all of them.

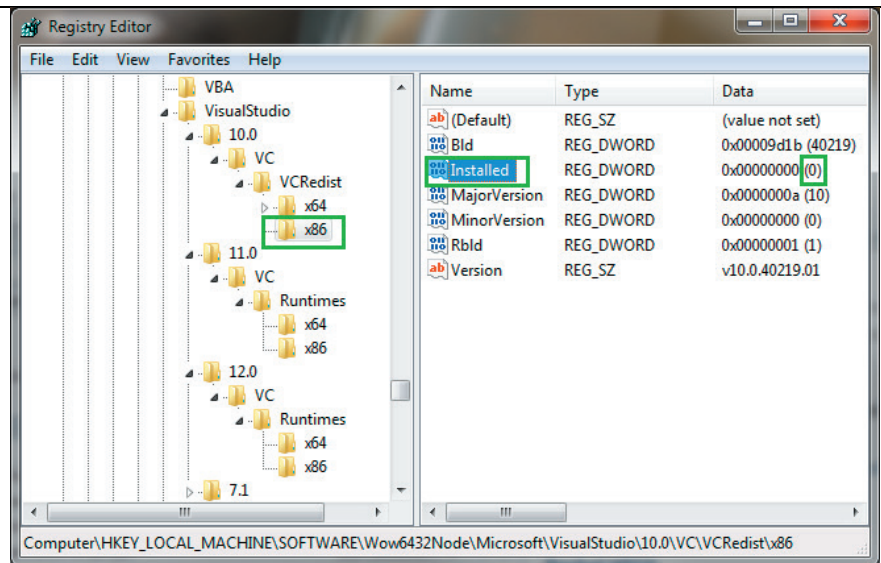
If uninstalling and reinstalling does not resolve the issue, open the Windows Registry. To do this, from the *Start* menu enter “Regedit” and then launch “regedit.exe”.



In the registry, browse to:

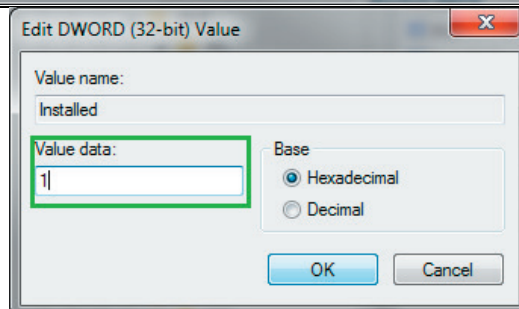
“HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\VisualStudio\10.0\VC\VCRedist\x86”

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.

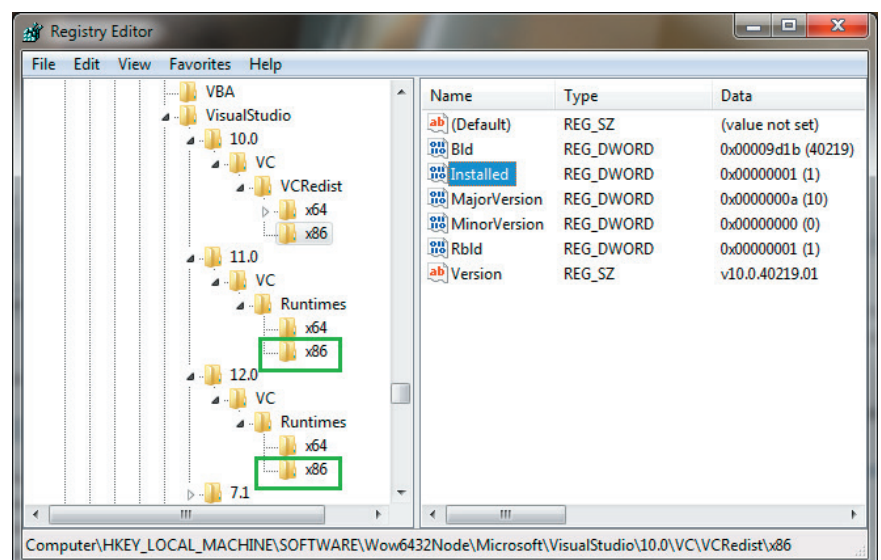
In the *Edit...* window, change the *Value data* to “1” then click **OK**.



Repeat the above process for the two following registry entries.

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

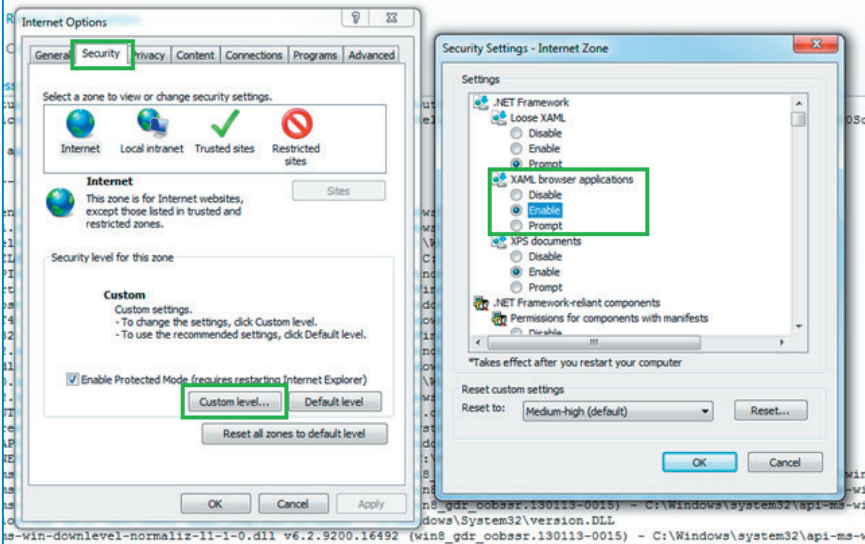
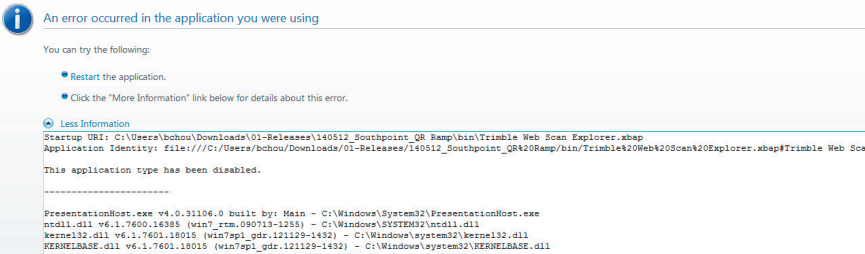
“HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\VisualStudio\12.0\VC\Runtimes\x86”



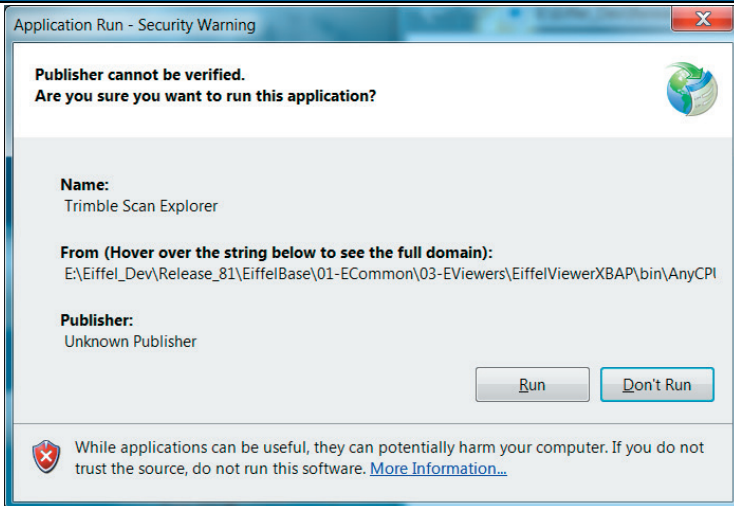
Internet Explorer

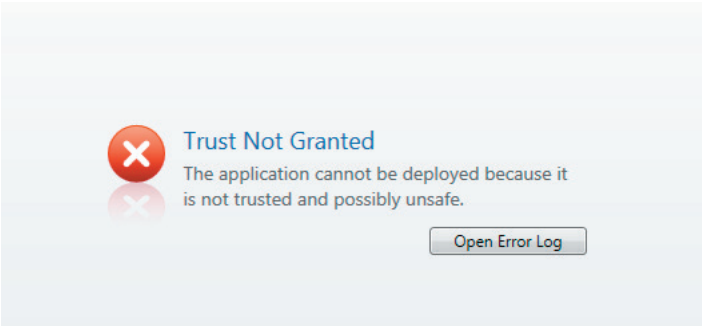
Note: Publisher projects work only in Internet Explorer **version 8 or later**.

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...	
In Internet Explorer, go to <i>Options / Security</i>. In the <i>Internet</i> group, select Custom level. Go to <i>XAML browser applications</i> and select the <i>Enable</i> option.	
If this option is not enabled, the Publisher project will give the following error message.	

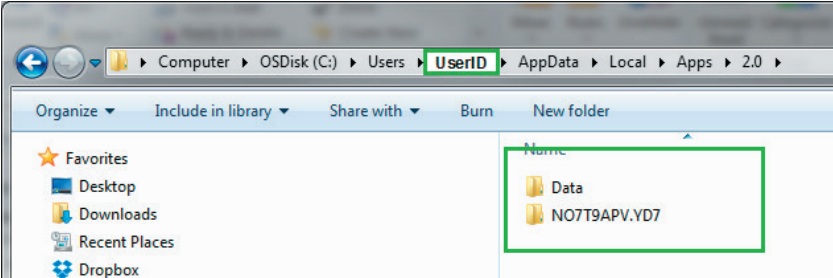
Once the application is launched, accept all authorizations when prompted by Internet Explorer.

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

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.