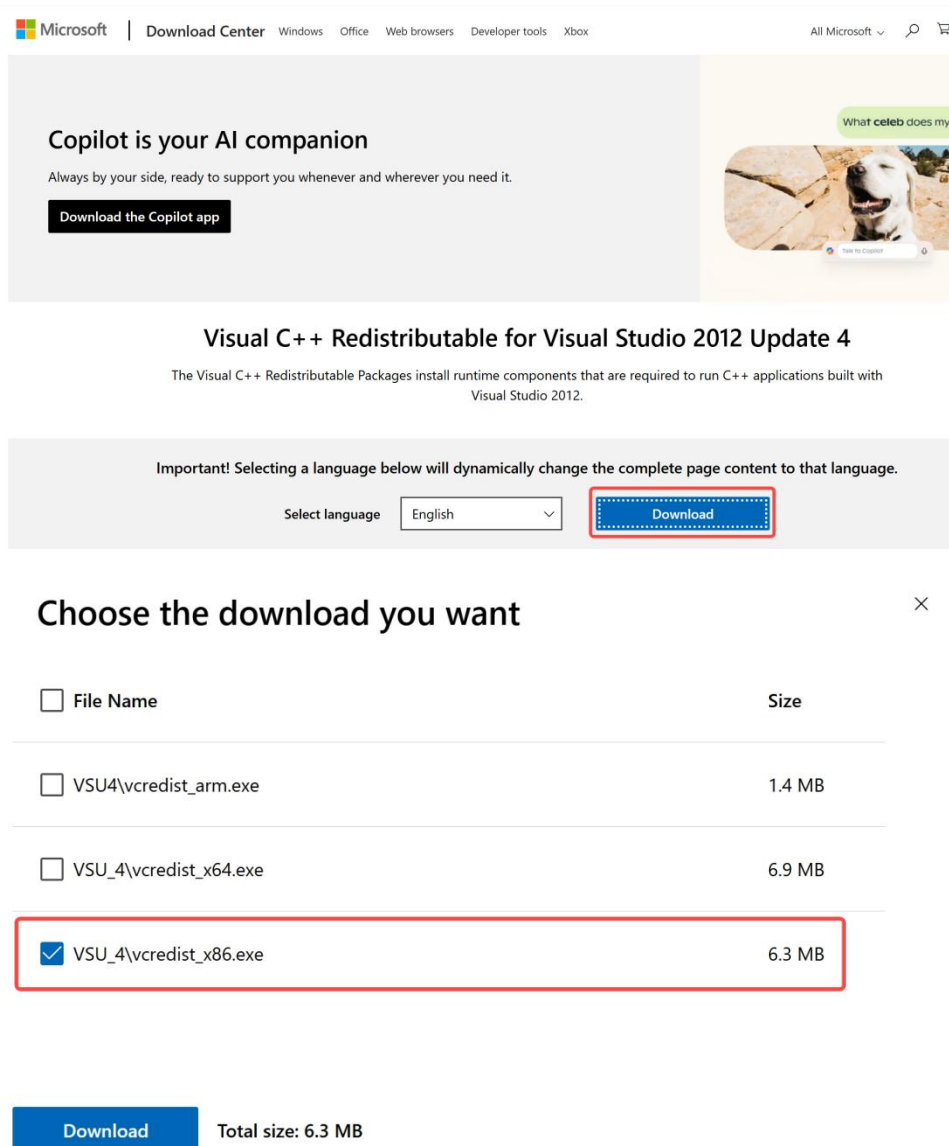


Case Solutions—Error Messages with the Control Software (ONLY Applicable to Windows Systems)

Regarding the error messages with the control software, please try the following methods to address the issue:

Method 1: Please visit the following link and download the installation package highlighted in the red box. Test if it works.

Link: <https://www.microsoft.com/en-US/download/details.aspx?id=30679>



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Visual C++ Redistributable for Visual Studio 2012 Update 4
The Visual C++ Redistributable Packages install runtime components that are required to run C++ applications built with Visual Studio 2012.

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Select language: English [Download](#)

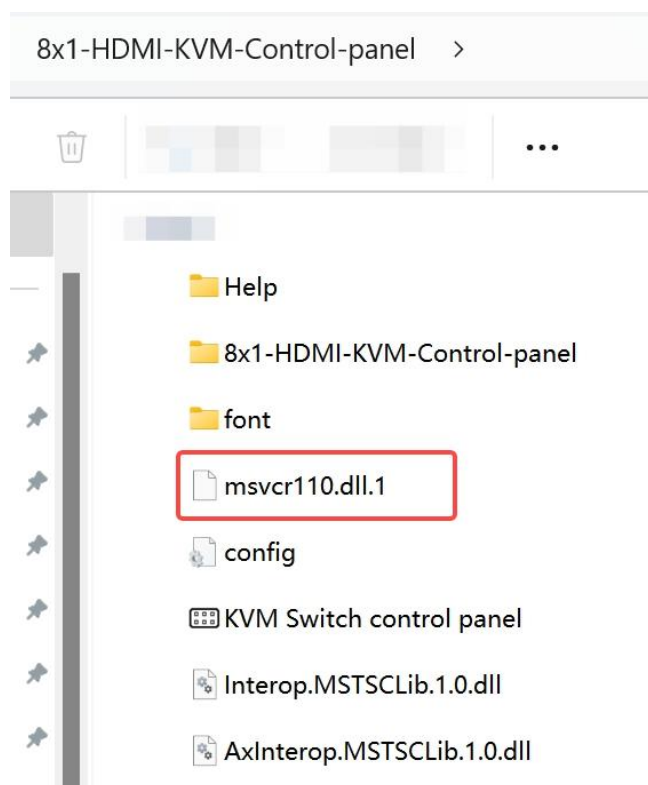
Choose the download you want

☐ File Name	Size
☐ VSU4\vc_redist_arm.exe	1.4 MB
☐ VSU_4\vc_redist_x64.exe	6.9 MB
☒ VSU_4\vc_redist_x86.exe	6.3 MB

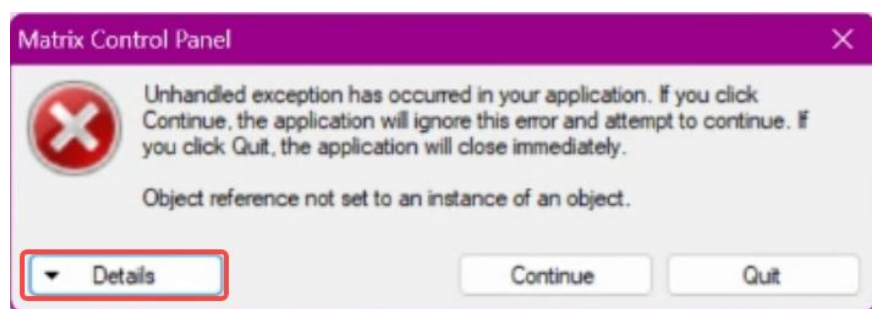
[Download](#) Total size: 6.3 MB

Method 2: If the issue persists, please try downloading the "VSU_4\vc_redist_x64.exe" package from the provided link and see if it resolves the issue.

Method 3: Please try adding the file "**msvcr110.dll**" into the control software package to see if it can solve the issue.



If none of the above solutions work, please click on "**Details**" and provide the detailed error message either by screenshot or by copying the text, our technical engineers will conduct further analysis and work to solve the problems you are experiencing.



Please send your test results to service@tesmart.com, and we'll be glad to assist you further.