

## ASCET: Installation stops with DPC\_WATCHDOG\_VIOLATION

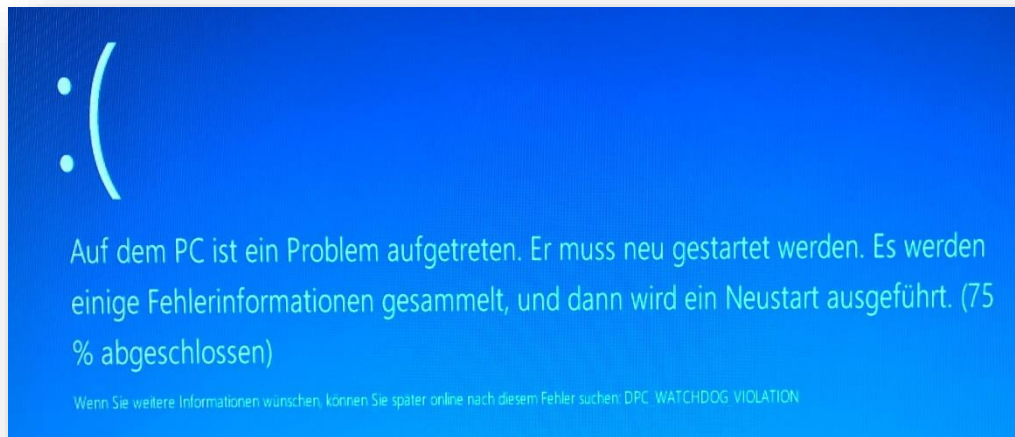
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### Question

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- I get a blue screen during installation of ASCET



### *DPC\_WATCHDOG\_VIOLATION*

- PC is freezing when I want to install ASCET on Windows 10
- Issue occurs on all new computers



### Answer

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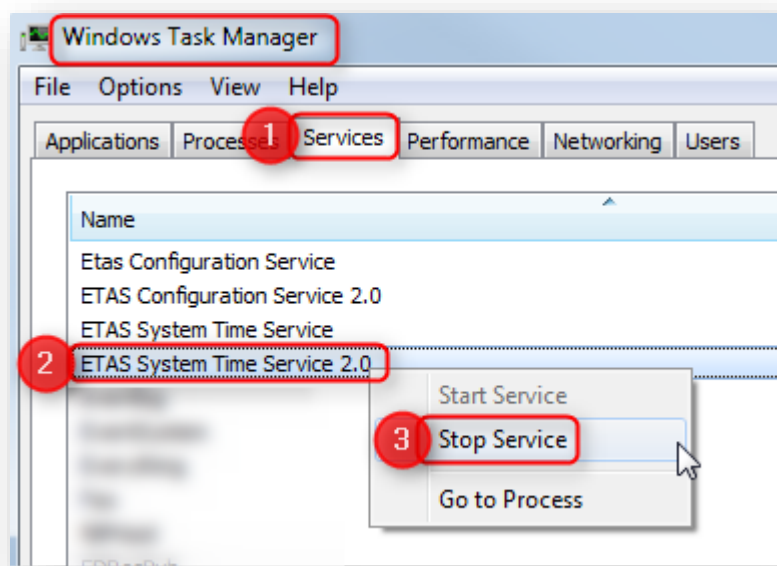
- This behavior only occurs when INCA V7.2 was installed before ASCET
- Correct order of installation is to **install ASCET before INCA V7.2**
- We are currently working on improving this behavior
- Installing ASCET before INCA V7.2 will circumvent the blue screen during installation

### Workaround:

- There is a workaround available
- Workaround: Stop the ETAS services before starting the installation of ASCET
  - There are 2 ways to stop the ETAS services:
  - Either stop the ETAS services manually or via command line

### Workaround 1: Stop ETAS services manually in the Windows Task Manager

- Start **Windows Task Manager** → tab **Services**: On ETAS service → Right mouse button click → **Stop Service**



- Repeat these steps for all 4 ETAS services

### Workaround 2: Stop ETAS services per command line

- Open a command line interface and execute the following commands
- You can put these commands into a ".bat" file if you want to:

```
net.exe stop "Etas Configuration Service"
net.exe stop "ETAS Configuration Service 2.0"
net.exe stop "ETAS System Time Service"
net.exe stop "ETAS System Time Service 2.0"
```



Do you still have questions?

- You will find **further FAQ articles** on the ETAS homepage: [www.etas.com/en/faq](http://www.etas.com/en/faq)
- **Movies** corresponding to FAQ articles can be found on the [ETAS YouTube channel](#) as well
- Please feel free to contact our Support Center, if you have further questions.
- Here you can find all information: <http://www.etas.com/en/hotlines.php>

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