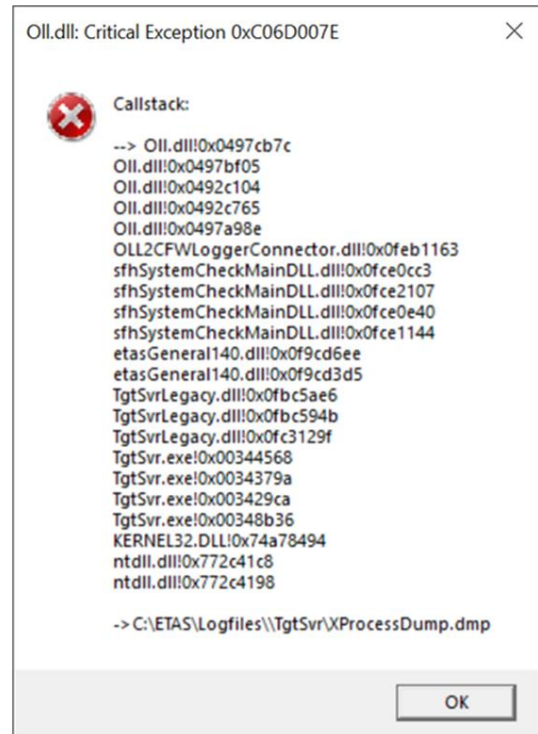




Question:

Why is the target server crashing by opening the INCA experiment with error and callstack message?



Answer:

After the installation or reinstallation of INCA a target server error occurs with the oll.dll callstack upon starting an experiment. The reason is that sometimes the BOA is not or incorrectly installed.

To solve this issue a reinstallation of the *BOA Distribution and Integration Package* is necessary.

Please download the *BOA Distribution and Integration Package* from the ETAS download center: <https://www.etas.com/en/downloadcenter/18102.php>

Unpack the downloaded zip file and install the .exe files from **Distribution Package** (*BOA_EBI_Distribution_Package_Installer_x64.exe* and *BOA_EBI_Distribution_Package_Installer_x86.exe*) and the .exe files from **Integration Package** (*BOA_EBI_IP_Installer_x64.exe* and *BOA_EBI_IP_Installer_x86.exe*).

Then retry to open the experiment in INCA again.

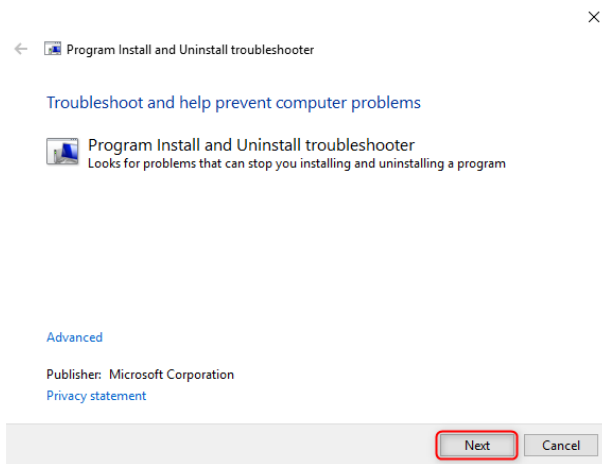
If the installation is unsuccessful please try to uninstall the previous version over the **Control Panel** and **Program and features**. If it is there not available, please download the Microsoft **Fix-It** tool: <https://support.microsoft.com/en-us/help/17588/windows-fix-problems-that-block-programs-being-installed-or-removed>

After that use **Fix-It** tool by double clicking on **Program_Install_and_Uninstall.meta.diagcab**
Admin rights are required for this.

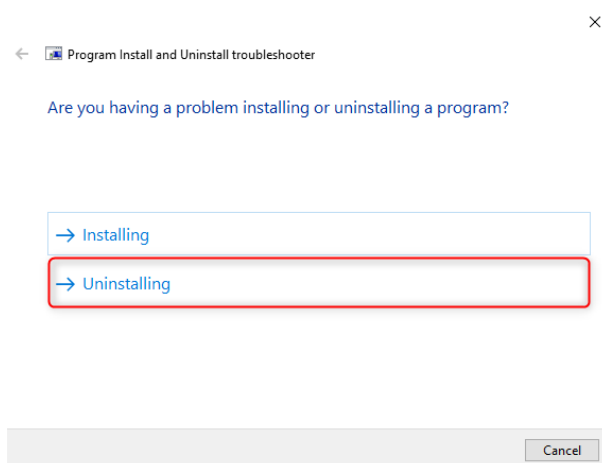
Note:

You have to execute the Fix-It tool after the uninstallation of every program separately.

1. Step: Press "Next"

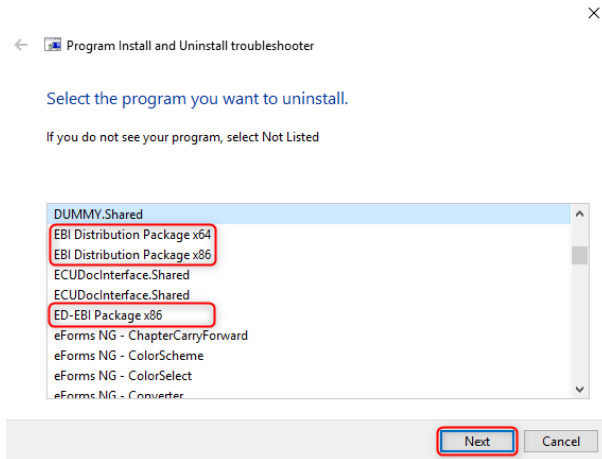


2. Step: Press "Uninstalling"



3. Step: Choose program to uninstall and press "Next"

Uninstall the programs **EBI Distribution Package x64**, **EBI Distribution Package x86** and **EDI-EBI Package x86**.



After this process install the downloaded *BOA Distribution and Integration Package* again.



In case of further questions:

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?langS=true&>

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