



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





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: <u>https://www.etas.com/en/downloadcenter/18102.php</u>

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_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: <u>https://support.microsoft.com/en-us/help/17588/windows-fix-problems-that-block-programs-being-installed-or-removed</u>

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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"

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Troubleshoot and help prevent computer problems	
Program Install and Uninstall troubleshooter Looks for problems that can stop you installing and uninstalling a program	
Advanced	
Publisher: Microsoft Corporation	
Privacy statement	



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- 2. Step: Press "Uninstalling"
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Are you having a problem installing or uninstalling a program?

\rightarrow Uninstalling

Cancel





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\leftarrow	📧 Program Install and Uninstall troubleshooter	
	Select the program you want to uninstall.	
	If you do not see your program, select Not Listed	
	DUMMY.Shared	^
	EBI Distribution Package x64	
	EBI Distribution Package x86	
	ECUDocInterface.Shared	
	ECUDocInterface.Shared	
	ED-EBI Package x86	
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	eForms NG - ColorSelect	
	eForms NG - Converter	÷
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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: <u>http://www.etas.com/en/hotlines.php?langS=true&</u>

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