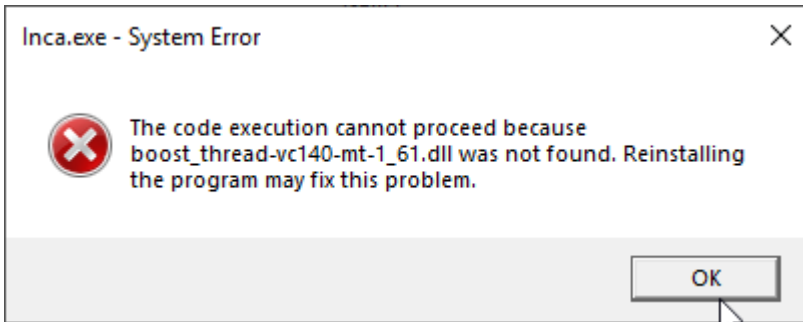




Question:

Why do I get the following error message when starting INCA?



Answer:

Repairing the Microsoft Visual C++ Redistributable component solves the problem. To do this, proceed as follows.

The file *boost_thread-vc140-mt-1_61.dll* is a *Microsoft Visual C++ Redistributable* component and it appears it was not registered correctly during a *Windows 10* update.

Please go to the *Windows Control Panel* and under *Programs and Features* repair the following components with a right mouse over the context menu → **Change** → **Repair**.

- **Microsoft Visual C++ 2015** or **2017** or **2015-2019 Redistributable (x86)**
- **Microsoft Visual C++ 2015** or **2017** or **2015-2019 Redistributable (x64)**

If *INCA* was previously running and the error occurred recently, then it should be possible to run *INCA*. If this is not the case, then it will be necessary to reboot the PC and to re-install *INCA* using the *Service Pack Installer* in the *Repair mode*.



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>

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