

Inter-est Estimating FAQ's

Q: How do I fix an install error '**Vision has stopped working**'?

A: The error is typically caused by a missing file on your computer. To fix the problem you should install the following Microsoft Visual C++ component:

1. Open the following Microsoft web page <https://www.microsoft.com/en-gb/download/details.aspx?id=48145>
2. On the web page click the **Download** button
3. Select vc_redist.x86.exe
4. Click **Next**
5. Open and install the file once it has downloaded

Q: When I click to open an estimate and nothing happens; how do I fix this?

A: This problem can be caused by 2 different reasons.

1. This is the first time you have run the Inter-est estimating solution on your machine:
 - a. Run the Inter-est Vision installer by clicking on the  button top right after logging in
2. There is a corrupt installation of the Inter-est estimating solution on your machine:
 - a. You will need to uninstall and reinstall Inter-est Vision using the following steps
 - b. Click on the windows start button  and choose settings 
 - c. Choose **Apps**
 - d. Scroll down the list of installed programs under **Apps & features** and click on **Inter-est Vision**
 - e. Choose **Uninstall**
 - f. Uninstall the Vision program and click **Finish**
 - g. Run the Inter-est Vision installer by clicking on the  button top right after logging in

Q: How do I fix an install error '**The feature you are trying to install is on a network resource that is unavailable**'?

A: This problem can be fixed by following these steps:

1. Open the following webpage : <https://support.microsoft.com/en-us/help/17588/windows-fix-problems-that-block-programs-being-installed-or-removed>
2. Click on the **download** button on the page, open the program once it has downloaded.
3. Click **Next** - the program will show a message saying "**Detecting problems**" as it does some brief checks, and then it will ask "**Are you having trouble installing or uninstalling a program**" - choose **Uninstalling**
4. A message will appear saying "**Checking the registry for Patch related problems**" whilst a progress bar moves along. Wait until this has finished and a list of possible programs to remove is displayed. This may take a few minutes to appear.
5. Look for an entry saying "**Inter-est Vision vX.Y.Z**" where X.Y.Z is the version number. Select it and click **Next**
6. The program will ask "**Inter-est Vision vX.Y.Z - Uninstall and cleanup?**" - Choose **Yes, try uninstall**. Another progress bar will appear with the caption **Resolving problems**. Wait until it has finished.
7. Let the program run until it shows **Troubleshooting has completed**. Then click **Close**
8. Run the Inter-est Vision installer by clicking on the  button top right after logging in