SonarWiz 6.0X - 7.0X Upgrade Issues & Solutions

Revision 5.0,7/17/2017

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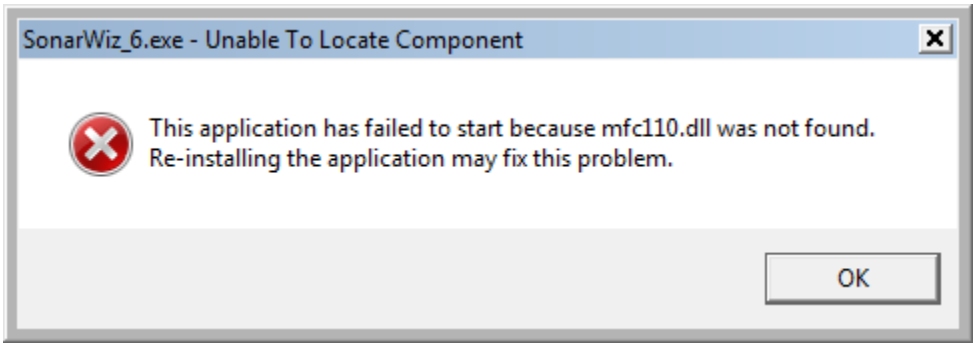
1 SonarWiz 5.08 / 6.0X / 7.0X Upgrade / Installation Issues

If you are running a SonarWiz 5.07 or earlier, there are two situations you need to consider, when upgrading to 5.08 or 6.0X series. Similar issues present when installing SonarWiz 6, or SonarWiz 7, for the first time ever on a PC.

(1) On some PCs, the installation of 5.08 / 6.0X does not finish fully, in the full-install executable run, and you may see an error code like this:



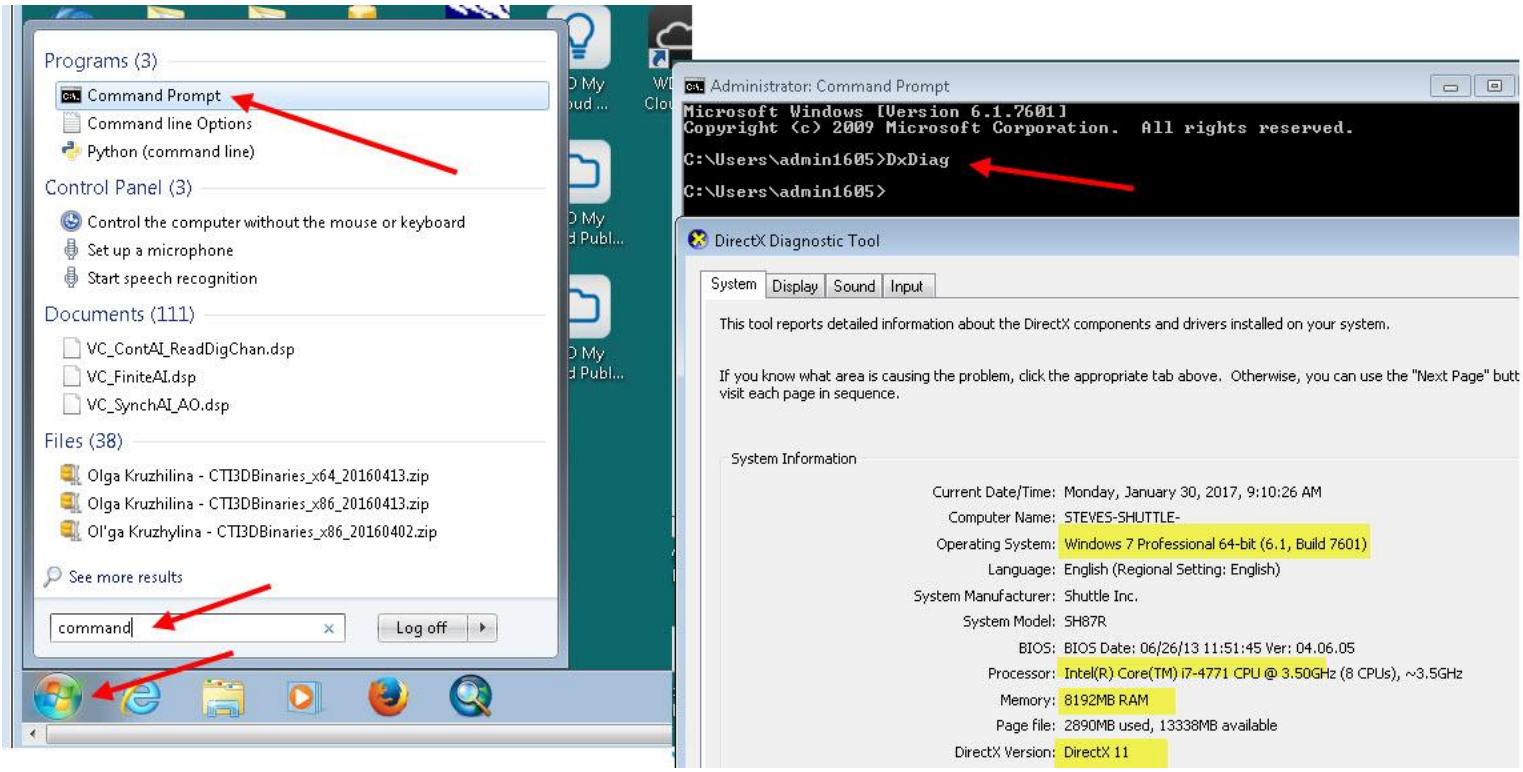
The solution for this is easy, and is described below.

(2) If you are using a network dongle, then the upgrade to 5.08 or 6.0X on a CLIENT PC would require that you upgrade the SonarWiz version on the NETWORK SERVER PC too. This too, is explained in more detail below.

1.1 Solution Idea - missing mfc110.dll

This DLL is provided by the execution of **vcredist_x86_VS2012.exe** from within the full-install script, though it does not complete on all PCs. If it does not finish, you will get the "missing mfc110.dll" error, and you can then run the **vcredist_x86_VS2012.exe** manually to finish the installation. Here's how to do that:

(1) Open a COMMAND WINDOW and run the DxDiag command to find out whether you are using a 32-bit OS or 64-bit OS (only applies to SonarWiz 5 or SonarWiz 6). Currently only Windows7, or Windows10 are supported for running SonarWiz, and each can be installed either as a 32-bit or 64-bit OS:



SonarWiz 7 is the newest version and is ONLY available in a 64-bit version.

(2) Navigate to your SonarWiz ProgramFiles folder, which is here on a Windows7 PC:

SonarWiz 5.08.0012, the final release of SonarWiz5, would by default install here:

C:\Program Files (x86)\Chesapeake Technology, Inc\SonarWiz5

SonarWiz 6 32-bit (x86) version by default installs here:

C:\Program Files (x86)\Chesapeake Technology, Inc\SonarWiz6

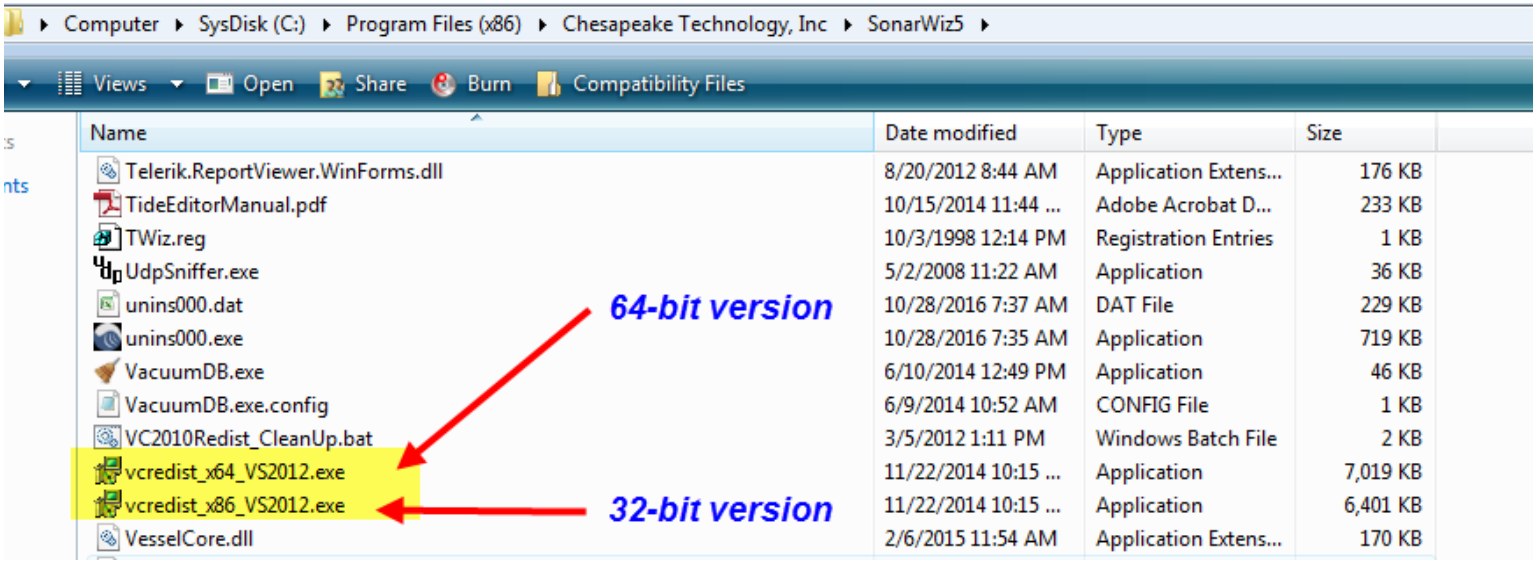
In yet a third and different installation folder, SonarWiz 6 64-bit version by default installs here:

C:\Program Files\Chesapeake Technology, Inc\SonarWiz6

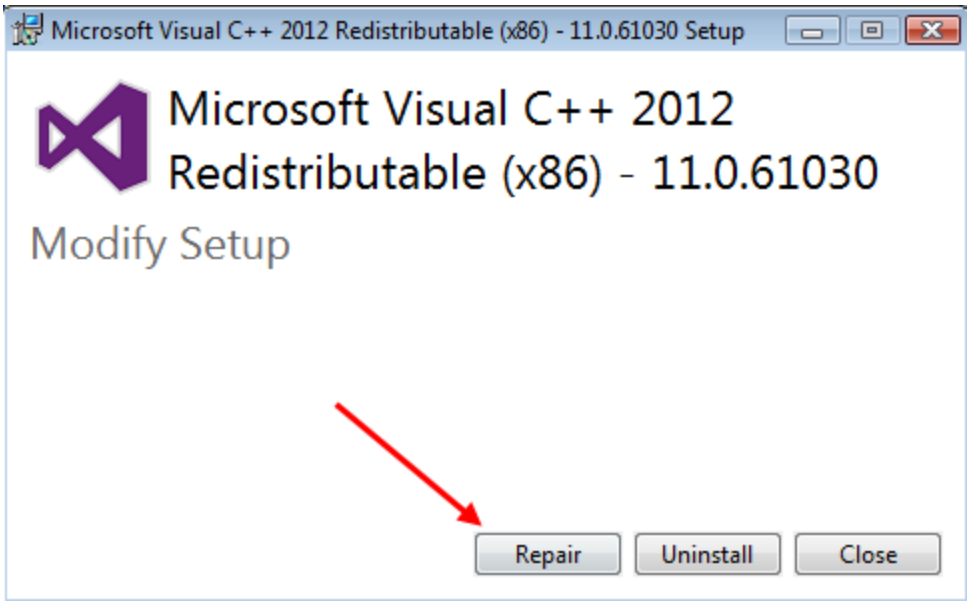
SonarWiz 7 installs by default here:

C:\Program Files\Chesapeake Technology, Inc\SonarWiz7

and double-click on the **vcredist_x86_VS2012.exe** or **vcredist_x64_VS2012.exe** item, if you see it there like this:



It will present this small dialog GUI on your PC, where you should click on REPAIR:



This will install the item mfc110.dll on your PC.

1.2 Solution Idea - Any other missing DLLs

If you do not find that vcredist_x86_2012.exe or vcredist_x64_2012.exe in your SonarWiz 6 Program Files folder, or if you need to resolve any other missing DLL errors, you can find help in the SonarWiz downloads area in www.chestech-support.com, then scroll down to find the redistribution items in the UTILITIES section (see below).

While the mfc100.dll missing error is typically resolved by using the 2012 redistributable repair, other similarly named DLLs like mfc100u.dll may be listed in your error.

Resolving them has been most reliable when users download a series of x86 (32-bit) or x64 (64-bit) versions redistribution packages for their OS, and manually run each one in "REPAIR" mode. They are all available at www.chestech-support.com in the SonarWiz downloads area:

www.chestech-support.com/ctisupport/sonarWiz6Downloads.asp
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SonarWiz.MAP 4
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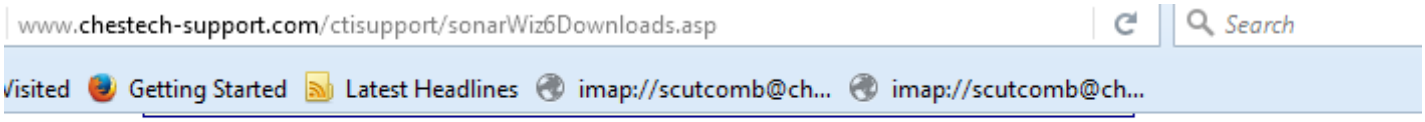
Software
Name
Description
Ver
Format
Posted
SonarWiz 6 32-bit version (use WINDOWS 7 or 10)
SonarWiz 6.05 - sidescan, sub-bottom, bathymetry and magnetometry feature sets, with updated 3D and bathymetry tools.
V6.05.0007 x86
Self-installing EXE
1/21/2017
Download

Then scroll down to see the ones you need in the UTILITIES sub-section:



Utilities

Name	Description	Ver	Format	Posted	
Visual Studio 2005 Redistribution (x64)	*Microsoft VS 2005 Service Redist pkg (64-bit version)*	*2005*	*Self-installing EXE*	*1/23/2017*	Download
Visual Studio 2005 Redistribution (x86)	*Microsoft VS 2005 Service Redist pkg (32-bit version)*	*2005*	*Self-installing EXE*	*1/22/2017*	Download
Visual Studio 2008 Redistribution (x86)	*Microsoft VS 2008 C++ Service Redist pkg (32-bit only available)*	*2008*	*Self Installing EXE*	*1/21/2017*	Download
Visual C++ 2008 Service Pack 1 (x64)	*Microsoft Visual C++ 2008 Service Pack 1 Redist pkg (64-bit)*	*9.0.30729.4148*	*Self Installing Executable*	*1/20/2017*	Download
Visual C++ 2008 Service Pack 1 (x86)	*Microsoft Visual C++ 2008 Service Pack 1 Redist pkg (32-bit)*	*9.0.30729.4148*	*Self Installing EXE*	*1/19/2017*	Download
Visual Studio 2010 Redistribution (x64)	*Microsoft Visual Studio 2010 Redist pkg (64-bit)*	*2010 4/12/2010*	*Self Installing EXE*	*1/18/2017*	Download
Visual Studio 2010 Redistribution (x86)	*Microsoft Visual Studio 2010 Redist pkg (32-bit)*	*2010 4/12/2010*	*Self Installing EXE*	*1/17/2017*	Download
Visual Studio 2012 Redistribution (x64)	*Microsoft VS 2012 Update 4 Redist pkg for mfc100.dll missing error (64-bit)*	*2012 Update4*	*Self-installing EXE*	*1/16/2017*	Download
Visual Studio 2012 Redistribution (x86)	*Microsoft VS 2012 Update 4 Redist pkg for mfc100.dll missing error (32-bit)*	*2012 Update4*	*Self-installing EXE*	*1/15/2017*	Download

It makes sense to run them in this sequence:

1. 2005
2. 2008
3. 2008 SP1
4. 2010
5. 2012
6. 2015 (only necessary for SonarWiz 7 upgrade / install)

It has worked for every single customer so far.

1.3 Solution Idea - GlobalMapper SDK licensing issue

In 5.08 version we upgraded to GlobalMapper SDK 16.05 license version, so running 5.08 or 6.01 versions, you need to have this licensing level set up in the network server PC, if you are running a client PC application at 5.08 or 6.01 level. In the 5.07 series versions of SonarWiz, the GlobalMapper SDK licensing version was 15.

If you have the Network Server PC running SonarWiz 5.07 or earlier, and then tried to upgrade the Client PC to 5.08 or 6.01, and run and obtain licensing from the network server, you would get these types of errors:

"The Provided Global Mapper SDK license is only good through version 15.00 and this SDK installation is for version 16.05. You will need an updated SDK license to use this version of the SDK."

This was resolved in 5.08.0002 for stand-alone versions of SonarWiz 5, and all parts use the level 16.05 license, but if a 5.08 / 6.01 client PC tries to obtain licensing from a 5.07 (or lower) version of SonarWiz 5 running on the network server PC, you can still see the error.

So upgrade your network dongle PC to SonarWiz 5.08 or 6.01, then it will be able to provide license to any version of SonarWiz 5 running on the client PC.

2 Special Circumstances - SonarWiz 7 missing DLLs

The vcredist_2015 executable is a new one installed in addition to the previous redistributables, and it is necessary only for SonarWiz 7. It may fail to install silently, but a manual repair run seems to help in most cases. There are two missing DLLs we have seen so far, which present when vcredist_2015 has failed to install, in Windows10 and Windows7 systems.

2.1 SonarWiz 7 - Missing mfc140.dll - Resolution on Windows10

This missing mfc140.dll error comes from Visual Studio 2015 and you may have not have it on your PC yet, if you have never installed Visual Studio 2015.

https://msdn.microsoft.com/en-us/library/ms235264.aspx

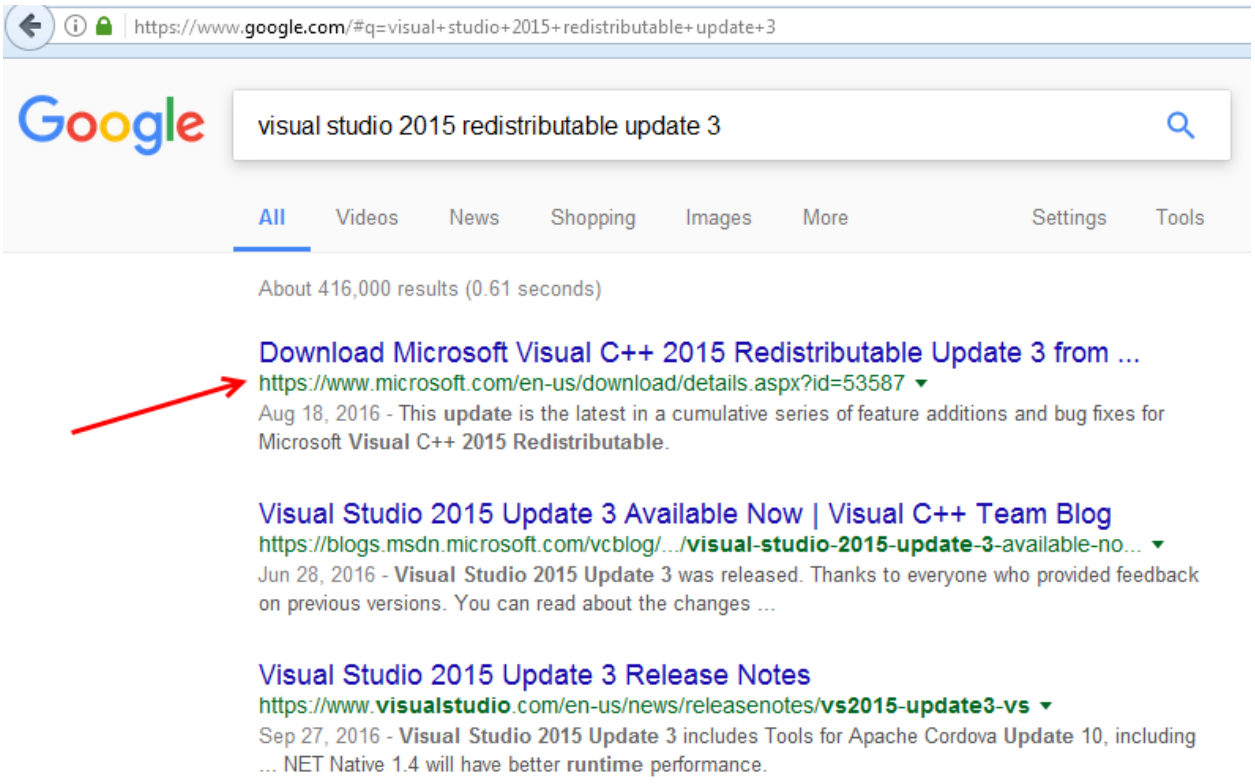
That link explains what you are missing, how to find it, and a link to help to redistribute it. This is the referral link for the redistribution self-installer:

https://www.microsoft.com/en-us/download/details.aspx?id=48145

In case that does not work ... here is our local copy of **vcredist 2015 Update 3** on the http://www.chestech-support.com web-site, for a direct download then run in REPAIR mode, after having installed SonarWiz 7:

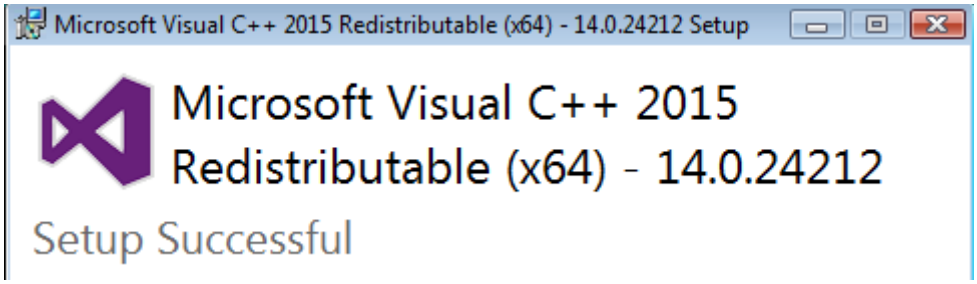
64-bit OS:

http://www.chestech-support.com/download/ctisupport/SonarWiz_5/Utilities/vcredist_2015_Update3_x64.exe



https://www.microsoft.com/en-us/download/details.aspx?id=53587

Install in REPAIR mode then watch for success:



2.2 Support Site - VCredist_2015 Download Available

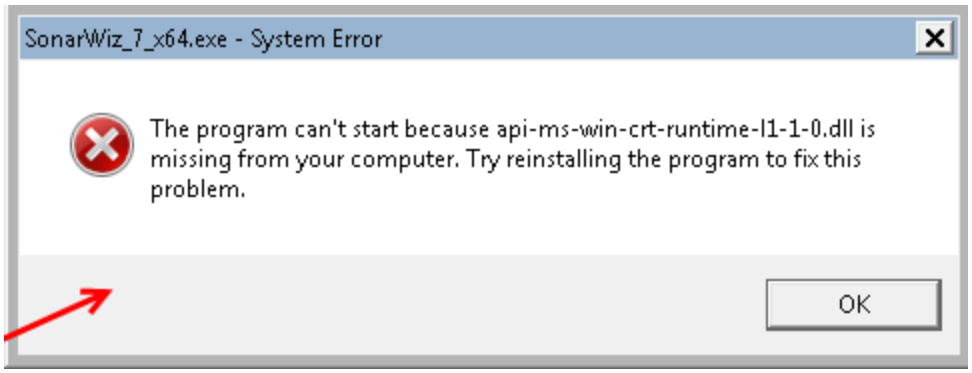
First login to http://www.chestech-support.com, then select SonarWiz, then scroll down to the UTILITIES area:

ll

2008 Service Pack 1 (x64)	Pack 1 Redist pkg (64-bit)	9.0.30729.4148	Executable	1/20/2017	Download
Visual C++ 2008 Service Pack 1 (x86)	Microsoft Visual C++ 2008 Service Pack 1 Redist pkg (32-bit)	9.0.30729.4148	Self Installing EXE	1/19/2017	Download
Visual Studio 2010 Redistribution (x64)	Microsoft Visual Studio 2010 Redist pkg (64-bit)	2010 4/12/2010	Self Installing EXE	1/18/2017	Download
Visual Studio 2010 Redistribution (x86)	Microsoft Visual Studio 2010 Redist pkg (32-bit)	2010 4/12/2010	Self Installing EXE	1/17/2017	Download
Visual Studio 2012 Redistribution (x64)	Microsoft VS 2012 Update 4 Redist pkg for mfc100.dll missing error (64-bit)	2012 Update4	Self-installing EXE	1/16/2017	Download
Visual Studio 2012 Redistribution (x86)	Microsoft VS 2012 Update 4 Redist pkg for mfc100.dll missing error (32-bit)	2012 Update4	Self-installing EXE	1/15/2017	Download
Visual Studio 2015 Redistribution (x64)	For SonarWiz 7 - Microsoft VS 2015 Service Redist pkg (64-bit version)	2015	Self-installing EXE	1/14/2017	Download
Visual Studio 2015 Redistribution (x86)	For SonarWiz 7 - Microsoft VS 2015 Service Redist pkg (32-bit version)	2015	Self-installing EXE	1/13/2017	Download
	Helm Display - try				

2.3 SonarWiz 7 missing DLL - api-ms-win-crt-runtime-l1-1-0.dll - Windows7 Fix

We are also occasionally seeing a second missing DLL on Windows7 that is different than on Windows10:



This missing DLL has been resolved, in every case, with the successful installation of the vcredist_2015 redistributable (described above). That redistributable seems more sensitive to having all its pre-requisites met before it will install successfully, so we suggest installing the other redistributables first.

3 Document Versions

Rev 5, 7/17/2017 - Updated to include SonarWiz 7 missing DLLs solution ideas