Solving a Vorsis GUI's Inability to Start after Installation

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Occasionally a Vorsis GUI will not start after first installation because of the version of Windows Visual C Redistributable present on the host PC. Which version is present appears to be related to the combination of Microsoft Windows and Microsoft Office updates that have been processed by the host PC. Windows 7 seems to be more problematic for customers in this regard than previous Windows versions.

We have found a solution that has solved the issue for all customers reporting it, and that solution is to install several of the most recent Microsoft Visual C Redistributables.

We have packed these files into a compressed (zip) file called VC_REDIST.zip that can be found on the Vorsis website under the navigation tab called Resources/Windows Patch. After the zip file has been downloaded to a folder on the local PC, unzip it to that folder and the contents should appear as VCREDIST_x86(1).exe through VCREDIST_x86(5).exe as show below:
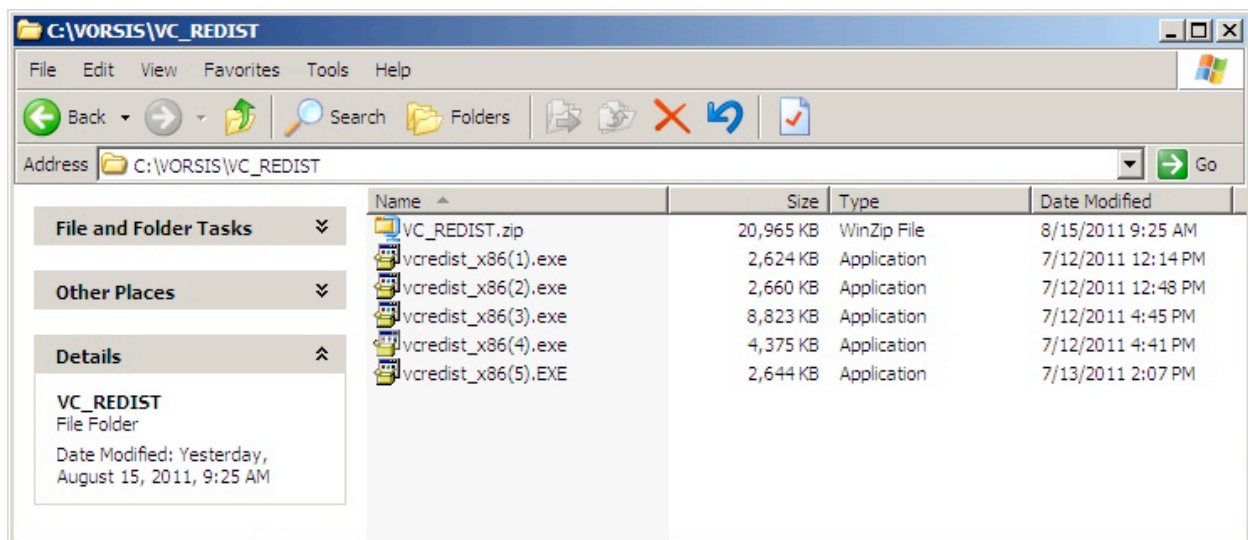
Double click on vcredist_x86(1).exe and follow any on screen instructions to install the update. After each update is finished installing it is preferable to reboot the PC even if not explicitly prompted to do.

After completing the installation of the remaining four patches (and in sequential order, please) the Vorsis GUI should start without an error message.

Please call Vorsis Technical Support at (252) 638-7000 or email us at techsupport@vorsis.com if we can be of assistance.