

# Technical bulletin 200

## PCCU will not launch after upgrading to Windows 10 (PCCU Version 7.51 and older)

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Date: 10/7/2015	Creator name: Andrew Munn
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Proprietary information

## Introduction

This technical bulletin is designed for use by:

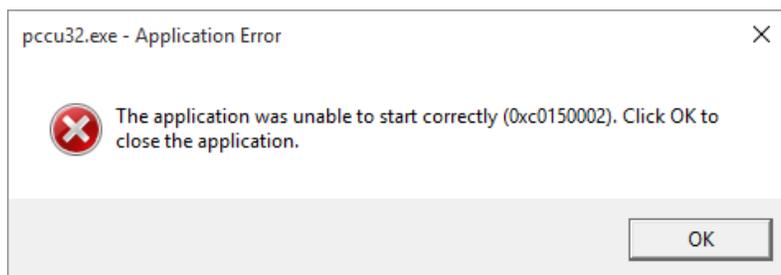
- Anyone upgrading their PC operating system from previous versions of Microsoft Windows ® to Windows 10
- Anyone running PCCU on a Microsoft Windows ® 10 PC.

## Description

Some users have reported that PCCU does not launch on a PC running Microsoft Windows ® 10. Reinstalling PCCU (versions prior to 7.52) does not resolve this issue.

## Is your product effected?

The following PCCU launch error appears on affected systems:



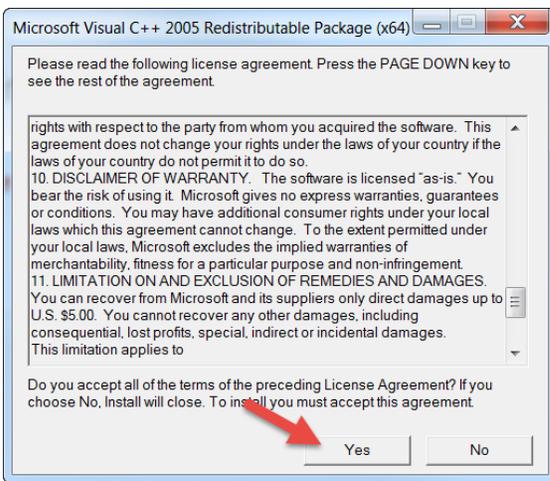
## Resolution

To resolve a PCCU launch error:

- 1 Download Microsoft Visual C++ 2005 Redistributable Package  
<https://www.microsoft.com/en-us/download/confirmation.aspx?id=3387>

The package opens.

NOTE: PCCU is built on 32 bit architecture, the redistributables require a 32 bit (x86) package, independent of any operating system architecture.



- 2 Agree to the terms by clicking **Yes**.

Microsoft C++ 2005 installs.

- 3 When the installation is complete, reboot the computer and launch PCCU.  
If PCCU still does not launch, contact ABB Totalflow Support: 800.442.3097.

## Additional Information

Totalflow product customer service

7051 Industrial Blvd.

Bartlesville, OK 74006

Phone: +01 918 338 4888 (option 3)

Toll Free: +01 800 442 3097 (US only)

<http://www.abb.us/totalflow>