

Problem

Good day

For many months now the DB simulation manager can no longer be used on my PC in DB 4.7.0.022.

See attached license, modules, software version, simulation manager settings and error message.

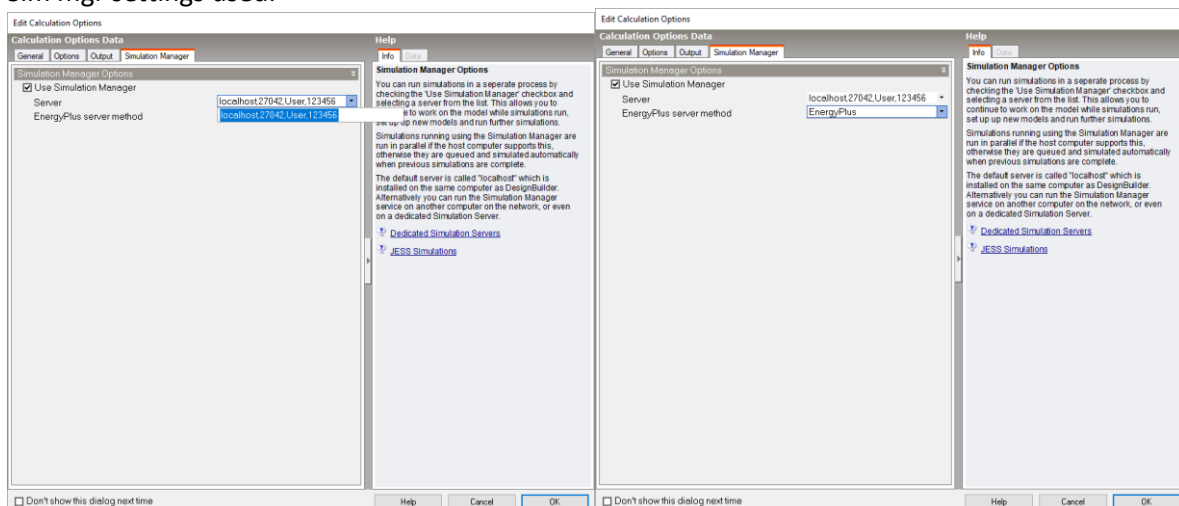
Can you advise how to fix this please? It would be a tremendous help to have this working. I could use idf export with EPLaunch, but that is significantly more cumbersome I find.

I can do registry digging etc. if necessary, and if you can tell me exactly what to look for and change.

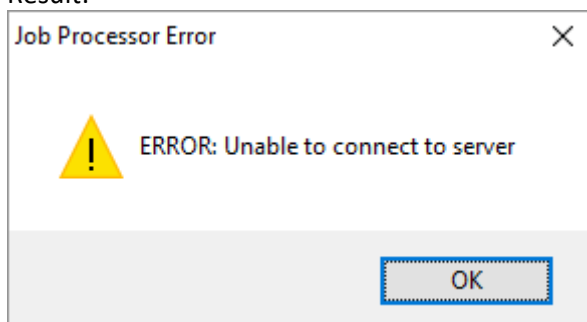
My system details: Windows 10 standard (auto-updated) running on i7 6-core water-cooled processor, 16 GB RAM, Asus motherboard.

Thanks in anticipation.

Sim mgr settings used:



Result:

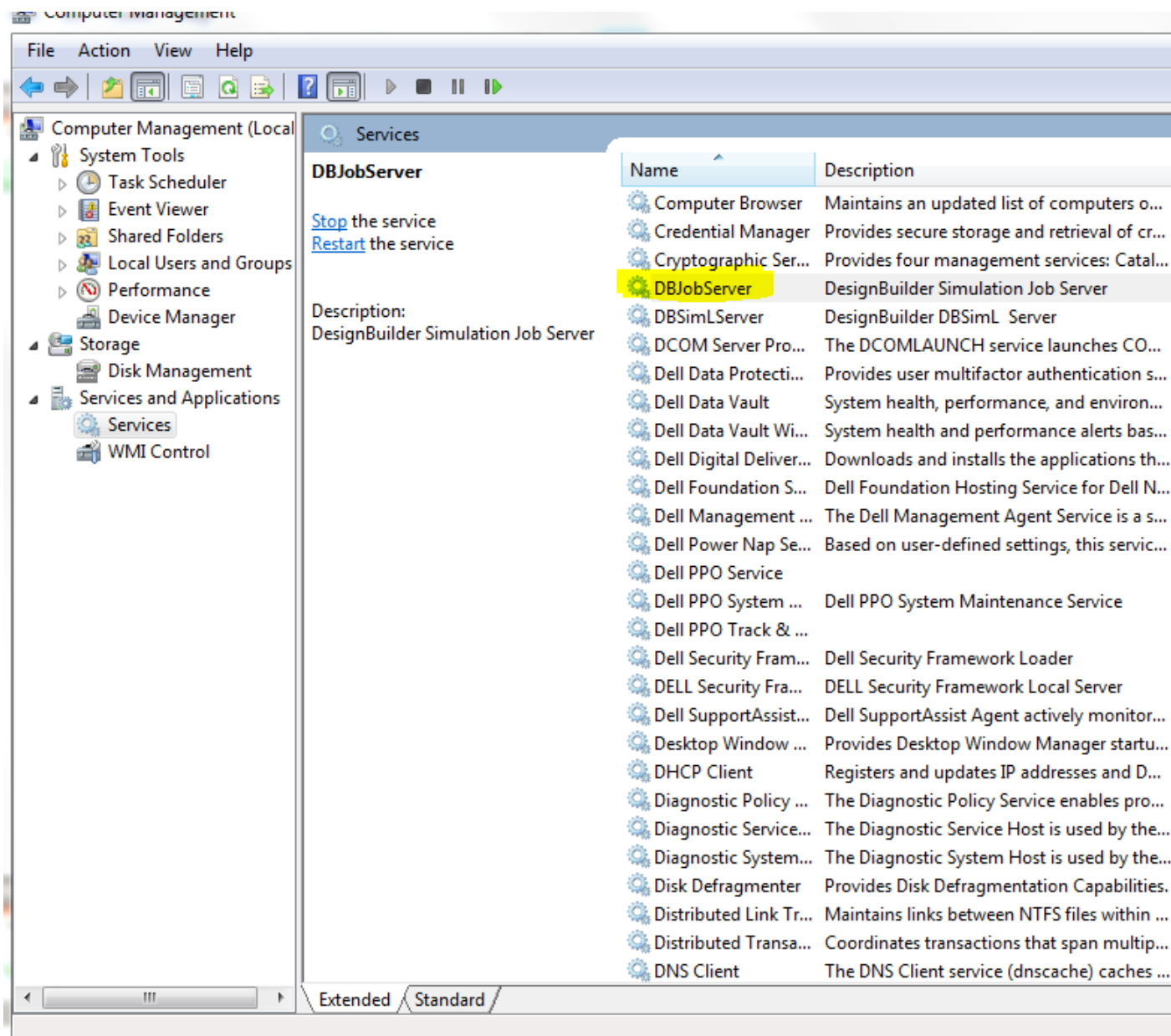


Solution

Hi Sven.

I think that the server is offline therefore could you please stop and restart the DBJobServer service (with DesignBuilder and SM closed).

{Windows key + X --> computer management, then see below}

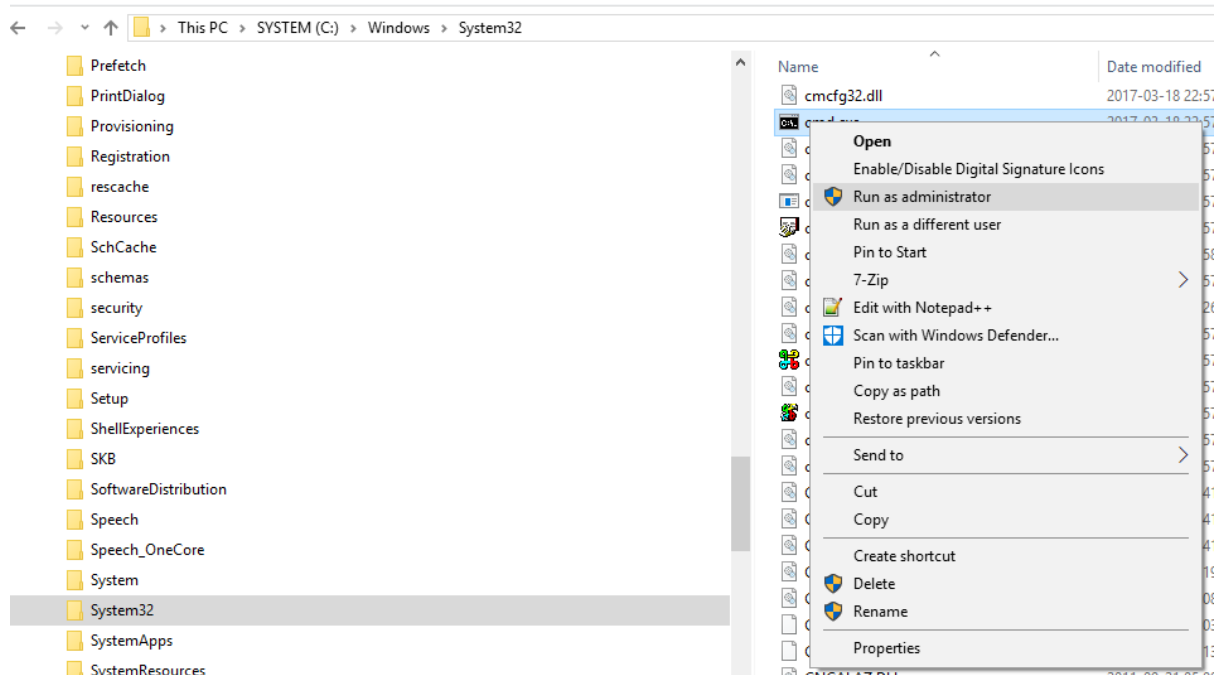


(If DBJobServer Windows service is not available then it can be installed by reinstalling DesignBuilder v4.7 with full permissions.)

It can also be manually installed by:

1. Open a command prompt window (**with admin rights**)

{SVEN: **Even if your user is an "admin user", you can't just run command prompt normally**; the installservice process will then **fail**. You must actually run cmd.exe (command prompt) **"as administrator"** as shown below }



2. Use the cd command to move to the folder into which you have the installservice.bat file that should be located on JobServer folder at 'C:\Users\"admin_username"\AppData\Local\DesignBuilder\JobServer'. Where "admin_username" is the admin account used to install DesignBuilder.

For example:

```
cd C:\Users\sven\ AppData\Local\DesignBuilder\JobServer [ENTER]
```

3. Then run the installation service from within the command prompt window by typing installservice [ENTER]

Do let us know if you continue experiencing problems.

Regards,
Luis
Luis Sousa
DesignBuilder Software Limited

Ticket Details

Ticket ID: HYO-826-65970
Department: General
Type: Issue
Status: Answered
Priority: High

Helpdesk: <https://support.designbuilder.co.uk/index.php?>