|  |  |  |  |
| --- | --- | --- | --- |
|  | **Checklist** | **Yes** | **No** |
| 1 | Which operating system are you using?  Windows 10 or Windows 8.1 = Yes Windows 7 = No.    (Tekla Structures 2017i is compatible with Windows 10, Windows 8.1/8 and Windows 7 SP1. Tekla Structures 2018, 2018i, 2019, 2019i and 2020 are compatible with Windows 10 and Windows 8.1). |  |  |
| 2 | The [latest Service Pack for your Tekla Structures version](https://teklastructures.support.tekla.com/2020/en/ins_tekla_structures_service_releases_and_progress_versions) is installed? |  |  |
| 3 | Are the required C ++ and .NET packages for the respective Tekla Structures version installed on your PC? See which Microsoft Visual C++ Redistributables and .NET Framework packages are needed for the version of Tekla Structures. This information is available in version-specific [Hardware recommendations](https://teklastructures.support.tekla.com/2020/en/ins_tekla_structures_hardware_recommendations). |  |  |
| 4 | Is the error related to your computer's performance? Check the [Hardware recommendations](http://teklastructures.support.tekla.com/2020/en/ins_tekla_structures_hardware_recommendations) for Tekla Structures. |  |  |
| 5 | Have you checked that the drivers (graphics card driver, etc.) are updated? Do this even if it is a brand-new laptop or PC, since the factory installed drivers may be old. Click here for [Nvidia](http://www.nvidia.com/Download/index.aspx?lang=en-us) and here for [Radeon](http://support.amd.com/en-us/download) drivers. |  |  |
| 6 | Have you checked that the Windows operating system is up to date, having the latest Windows updates and drivers? |  |  |
| 7 | Is there antivirus programs that could be stopping Tekla Structures from running? Check their settings. |  |  |
| 8 | Have you checked if there is any malware installed on your PC? If necessary search the internet, check or scan your PC. |  |  |
| 9 | Is only the Tekla Structures version crashing you are currently working in (=Yes) or are also other Tekla Structures versions crashing on you pc (=No)? |  |  |
| 10 | Have you already restarted the PC? |  |  |
| 11 | Have you already restarted Tekla Structures? |  |  |
| 12 | Have you re-installed Tekla Structures? |  |  |
| 13 | Is the model opened in a Tekla Structures version that is the same as the Tekla Structures version in which the model was originally started? We strongly recommend that models are finished in the version in which the model was started. |  |  |
| 14 | Has the error occurred since other software was installed (recently) on the PC? |  |  |
| 15 | Does the error occur since content from Tekla Warehouse has been added to Tekla Structures? Delete this content and check if the error message does not appear anymore. |  |  |
| 16 | Is other hardware being used? Zooming and panning with a Logitech mouse in combination with SetPoint software, for example, can lead to a crash. A message about a [Crash when zooming: System.OverflowException: Arithmetic operation resulted in an overflow](https://teklastructures.support.tekla.com/support-articles/crash-when-zooming-systemoverflowexception-arithmetic-operation-resulted-overflow). |  |  |
| 17 | Does the error message occur since a certain Service Pack was installed? |  |  |
| 18 | Do you work in a large Tekla Structures model? Please check this article about [Tips for large model in Tekla Structures](https://teklastructures.support.tekla.com/2020/en/sys_modeling_tips_for_large_models). |  |  |
| 19 | Are you working in a single-user model? If you are working in a multi-user model, please check the chapter [Remove inconsistencies from a multi-user database](https://teklastructures.support.tekla.com/2020/en/sys_multiuser_checking_databases). |  |  |
| 20 | Are you working in a Tekla Model Sharing model? Check the [prerequisites for Tekla Model Sharing](https://teklastructures.support.tekla.com/2020/en/ms_what_is_model_sharing). |  |  |
| 21 | Does the error occur in a specific Tekla Structures model (=Yes) or in all models (=No)? |  |  |
| 22 | If the error occurs in a specific model, does the error also occur when another Tekla Structures user opens the model on his PC? If the error occurs in a specific model, check and repair the model (in single-user mode). To do this, go to **File > Diagnose & repair> Repair Model**. |  |  |
| 23 | Is the model created on the basis of a model template? Do models that are made without or on the basis of another model template not crash? Check the original model template and [update the model template to the Tekla Structures version](https://teklastructures.support.tekla.com/2020/en/admin_rel_model_templates_in_version_update) you are working in. |  |  |