

## Troubleshooting your EVA update

The following suggestions only apply to you if:

1. You have Windows 7 on your PC.
2. Your Windows user account has administrator privileges (i.e., you can install your own software).\*
3. You tried to follow the step-by-step instructions for applying the EVA update as described in [this document \(http://edgcm.columbia.edu/software-demo/Win7\\_EVA\\_step\\_by\\_step.pdf\)](http://edgcm.columbia.edu/software-demo/Win7_EVA_step_by_step.pdf), but you still get an error message that says "Error: app. open document: file not recognized" when you try to make maps with EVA.

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The fact that you're seeing an error message upon trying to make a map means that the EVA update most likely hasn't yet been (correctly) applied. To confirm that this is your problem:

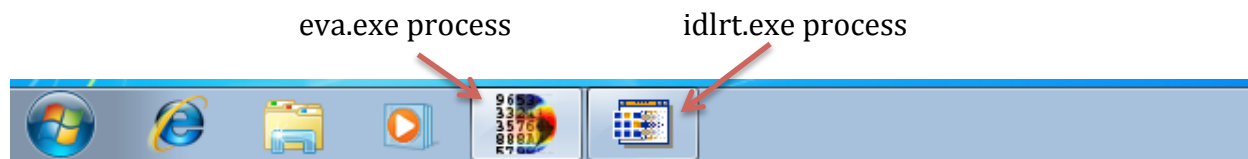
- Go to C:\Program Files (x86)\EVA, and check the date for the file EVA.exe.
- If the date of the file is 9/9/2009, the EVA update still needs to be applied, as per the set of instructions mentioned in #3 above.

**If you need to (re-)apply the EVA update, make sure you keep reading below.**

*Q: But I've been able to make line plots with EVA, it's just the maps that aren't working.*

*A: If you've been using EVA for plots already, but then received an error message on trying to make a map, you may need to take an extra step in order to apply the EVA update successfully.*

Whenever EVA launches under Windows 7, there are two computer processes that start: one called `eva.exe`, which represents the user interface you see, and `idlrt.exe`, an "invisible" process that represents the graphics engine that renders maps for EVA. Each of these processes has an icon that shows up in your task bar:



If you're using EVA and you encounter the error message that says "Error: app. open document: file not recognized", the `eva.exe` process quits, but the `idlrt.exe` process doesn't.

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\* If you're using a school computer and you do not have permission to install software, change system settings, etc., you MUST get your school's IT staff to assist you.

What you're left with is a task bar that looks like this:



As long as idlrt.exe remains open in the task bar, you'll be unable to successfully apply the EVA update. In order to force quit the idlrt.exe process, you can do one of two things:

- Open the Task Manager<sup>†</sup>, choose idlrt.exe under the Processes tab and quit it, OR
- Restart the machine (which will force quit any open applications, so make sure you first save all work in other open applications before restarting).

Once idlrt.exe isn't running, you shouldn't have any trouble applying the EVA update as described in in [this document \(http://edgcm.columbia.edu/software-demo/Win7\\_EVA\\_step\\_by\\_step.pdf\)](http://edgcm.columbia.edu/software-demo/Win7_EVA_step_by_step.pdf). Verify that the update has been applied correctly by checking the date on EVA.exe in C:\Program Files (x86)\EVA -- it should reflect the current date instead of 9/9/2009.

If you're still having difficulty with EVA, please register and post your question – with a detailed description of what you're trying to do, and any error messages you receive, on our EdGCM support forums (<http://forums.edgcm.columbia.edu>). Approval of your forum account for posting is done manually, so please be patient – it generally takes a half a day or so if you register with your official work/school email address.

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<sup>†</sup> To open Task Manager:

- Hit ctrl-alt-delete, choose to start the Task Manager, and then click on the processes tab;
- or
- Click on the Start button, start typing "task manager" in the search box, and choose the appropriate option Windows finds for you.