

## **Known Problem 1: Run Time Error when starting the “Ventil” program after a successful installation.**

Run Time Error descriptions:

*Undefined error, EOF,  
Invalid property value,*

and others.

Your problem is quite certainly due to a wrong format “nic\_def.ini” configuration file.

This may happen if an earlier version of the program is removed and the newer version is installed without following completely the instructions.

The configuration file is written at the first start-up of the program and not installed with it. For this reason the nic\_def.ini file cannot be removed by the automated installation removal procedure (which removes all and only those files which had been originally installed). So, it's important to follow the installation instructions printed on the back of the program cover, which prescribe manual removal of any file left inside the “Programs\Ventil” directory.

Every time the program is started, Ventil will try to open the configuration file. If the file does not exist, the program carries out a special “first time” procedure (it shows the user licence, asks for a preferred language and system of units, and then requires to complete the user data card). If the file exists, the program opens it and tries to read the data. The older file format does not correspond to the newer program data structure and produces the Run Time Error.

With 0.x.x versions, in particular conditions, the configuration file could be written in an unreadable way by the program itself. This problem has been solved starting with versions 1.0.0 (Europe) and 1.0.2 (Asia).

Starting with versions 1.0.1 (Europe) and 1.0.3 (Asia), the program has been modified to recognise the problem and to resume correct operation by erasing the unreadable configuration file and restarting with the “first time” procedure.

In the rare event that this safeguard doesn't work, to restart the program when the configuration file reading operation fails (showing one of the Run time Error messages shown above and closing up the program automatically), run the file search utility, which you can find in the Windows Start menu, and look for the nic\_def.ini file on your computer hard disk (or on the disk where you installed Ventil, if you have more than one hard disk).

When the file appears in the “files found” window, verify that the file is located inside a directory called “Ventil”, select it and delete it by pressing the “Del” button on your keyboard. You will be prompted for confirmation and then the file will be deleted.

After closing the search utility, you can start Ventil again. The program will start according to the “first time procedure”, will write down a new, correct format configuration file and will finally show you the familiar working space of the selection program.

## **Known Problem 2: Erratic behaviour of the decimal separator, especially in the selection window fields**

This problem may be encountered if you modify the default set-up of your operating system, in the “International Settings” window, to run using a combination of decimal / thousands separators for numbers different from the default one, and this choice happens to conflict with the decimal / thousands separators configuration for currency fields. This creates a problem with systems using the latest available update of the OLEAUT32.DLL system file which, by default, attempts to convert the content of the input fields according to currency conventions before using numerical conventions.

To prevent the problem, be sure to use similar or compatible settings for numbers and currency fields.

**Known Problem 3: When I try to write my customer's company name into the empty "Customer" field of the "Print Options" window, I can't write any character at all.**

This program was conceived to be used by Nicotra customers, to help them with product selection and ordering procedures. For this reason the "Customer" field in the "Print Options" window contains, by default, the user's company name, inserted into the appropriate field of the User Data window. Starting with versions 1.x.x of Ventil, if you left this field empty at the first start-up, it was automatically padded with blanks (spaces), up to its maximum length, to prevent the unreadable configuration file problem of the older versions of Ventil. So the "Customer" field in the "Print Options" window seems to be empty, but it's actually full of blanks, and cannot accept any more characters; you can anyway double-click with your mouse pointer on this field and select the full string of blanks (which will appear as a blue rectangle) before starting to type your customer's company name, which will overwrite the string of blanks. The other fields of the "Print Options" window are actually empty and can be typed-in without any problem.

**Known Problem 4: When I click on an input field of the "Selection" window, the cursor doesn't select all the decimal characters, which aren't completely overwritten by the new value**

This is an unpleasant new characteristic introduced by the latest update of our software development tools. We are still working to recover the desired behaviour of the cursor placement operation, which is selecting, at the first click, all the contents of the field, to allow more easily to retype and overwrite the old contents. In the mean-time, the easier approach is to get used to double-click when placing the cursor over the pressure and volume flow fields, to force the selection of the entire content of the field to be re-typed. We are sorry for the inconvenience, and will try to solve the problem as soon as possible.

**Question 1: Why sometimes I get SWL figures referred to the inlet side and sometimes I get them referred to the outlet side?**

SWL data is based on experimental values, which had been measured sometimes on the inlet, sometimes on the outlet side and sometimes on both. The SWL figures are shown in accordance with the available experimental data. Coverage will be extended as soon as new or existing products are subject to more extensive testing.

**Question 2: How can I connect the Nicotra selection tool with my own CAE program/design tool.**

Ventil was built around a DLL file, which includes all the archive access and calculation procedures, required for the operation of the selection program or to carry out any other fan selection process. This DLL file and its archives can be integrated with a customer-built design tool. To achieve this, you need a copy of the Ventil CD-Rom and the Technical Documentation of the DLL, which you can request from Nicotra at the following address:

*NICOTRA S.p.A.,  
Marketing Dept.  
Via Modena, 18,  
24040 Zingonia (BG)  
E-Mail: [marketing@nicotra.it](mailto:marketing@nicotra.it)*

*Please, you can send any request for technical help with Ventil, or inform us of any technical problem, at the following address:*

*Dario Brivio,  
NICOTRA S.p.A.,  
Research and Development Dept.  
Via Modena, 18,  
24040 Zingonia (BG)  
E-Mail: [r&d@nicotra.it](mailto:r&d@nicotra.it)*