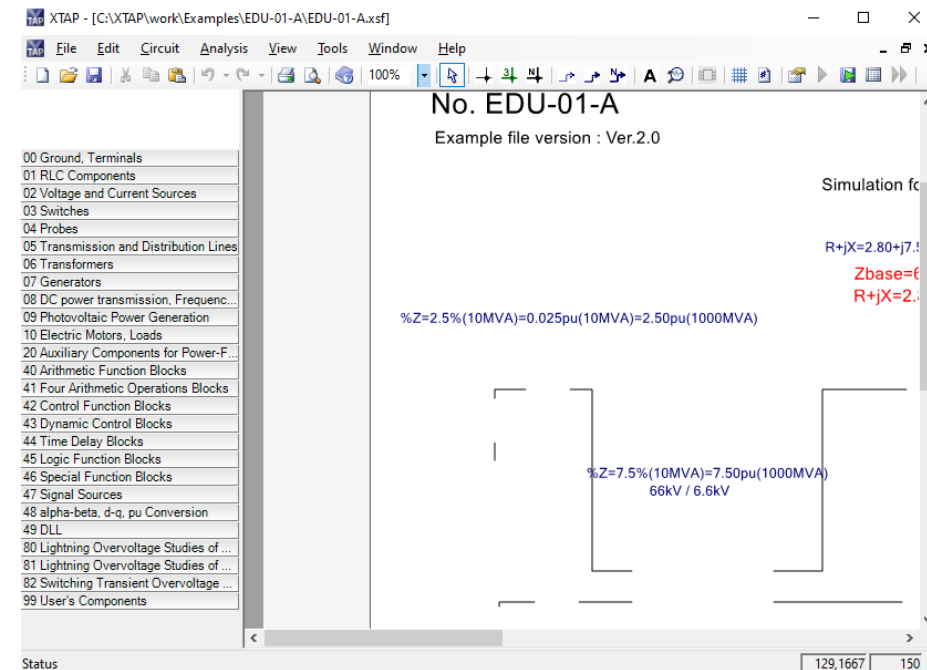
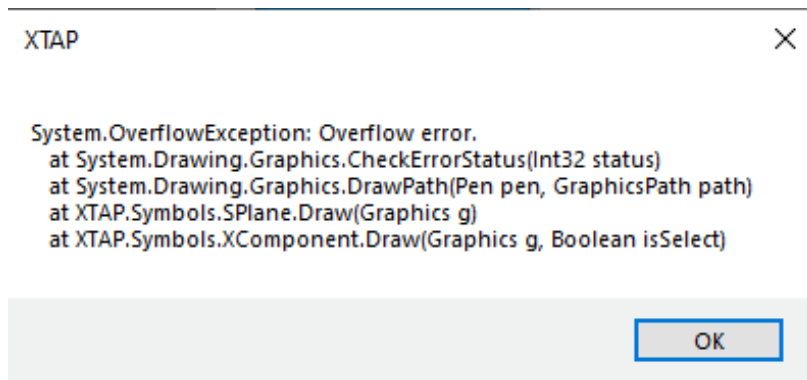


# How to fix trouble with the XTAP 2.3 execution

Simulator for the Analysis of Electromagnetic Transients in Power Systems



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# Trouble with the execution of XTAP 2.3

- **Whom it may concern:** Users from most European countries (for example France, Germany, Norway, Spain), most South American countries (for example Argentina, Brazil), several African countries and several Southeast Asian countries.
- **Phenomenon**
  - XTAP crashes showing some error messages and the schematic view does not work properly. Therefore, it is not possible to use XTAP.
- **Cause**
  - The decimal symbol and separation symbol settings of Windows does not match the ones required for running XTAP
  - XTAP requires that the decimal symbol is set as “.” and the list separator symbol is set as “,”.

# Trouble with the execution of XTAP 2.3

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## ■ Solution

- Change the Windows locale settings in order to set the decimal symbol to “.” and the list separator symbol to “,”.
- Instructions for a windows 10 machine are shown in this video, by screen recording
- Changing these settings is inconvenient. We are currently working to fix this problem and release a fixed version as soon as possible.

# Thank you for the reports

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- This trouble and its solution were found out thanks to the kind reports from several users.
- We would like to thank you.

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