

JUMP into DESIGN[®]

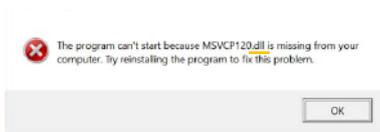
GUIDE TO SOLVING
COMMON PROBLEMS



Content

A	Error because .dll files are missing.	01-02
B	JUMP into DESIGN [®] installer does not run.	
	01. The antivirus is blocking the programme.	03
	02. You need more space on your PC hard disk.	03
	03. Driver prerequisites are not installed on your computer.	04
	04.JUMP into DESIGN [®] files have been deleted or corrupted.	04
C	"Windows Protected Your PC" Microsoft's SmartScreen.	05

A) Error because .dll files are missing

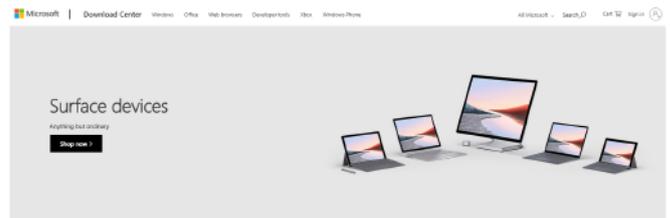


If you run the app, and you get a .dll error, these are the steps you need to take to fix it.

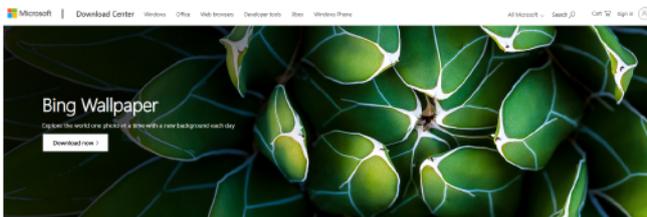
01

Copy and paste into your browser the following link <https://www.microsoft.com/es-es/download/details.aspx?id=35>

Click "Download"(1).



The Microsoft DirectX® End-User Runtime installs a number of runtime libraries from the legacy DirectX SDK for some games that use DirectX9, DirectX10, DirectX11, XAudio 2.7, XInput 1.3, XACT, and/or Managed DirectX 1.1. Note that this package does not modify the DirectX Runtime installed on your Windows OS in any way.



02

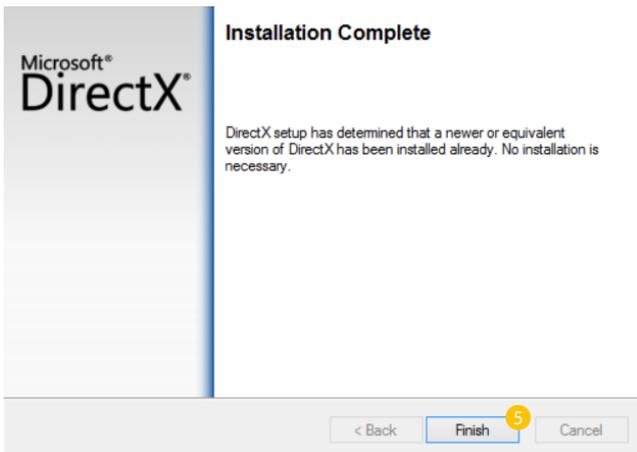
You will see the file downloading at the bottom left of your browser.

03

Once you have run the programme, a pop-up window will appear requesting your permission for the application to make changes. You must click "Yes".

That action will open this new window where you must check "accept the contract" (3) and click "Next"(4).



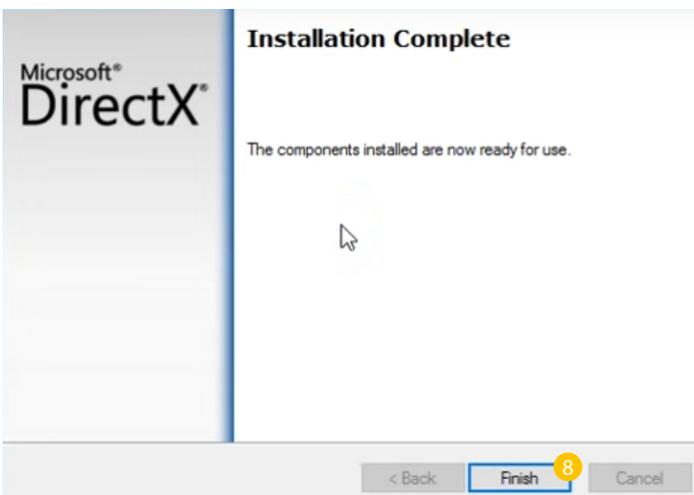
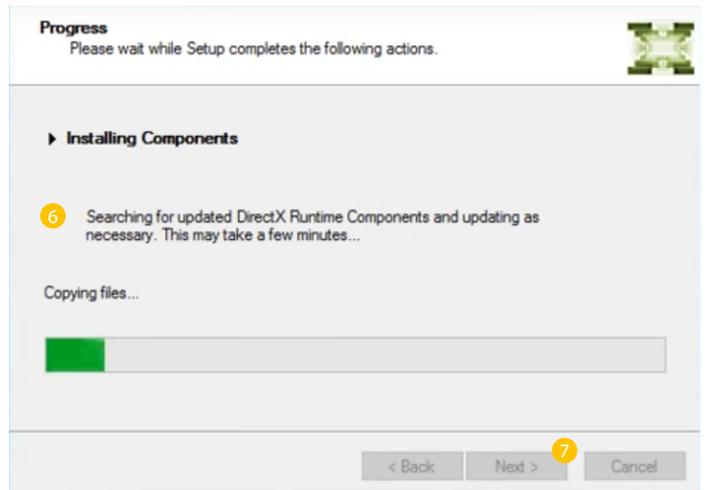


04

If you have DirectX already installed on your PC, you do not need to install it, just click "Finish" (5).

05

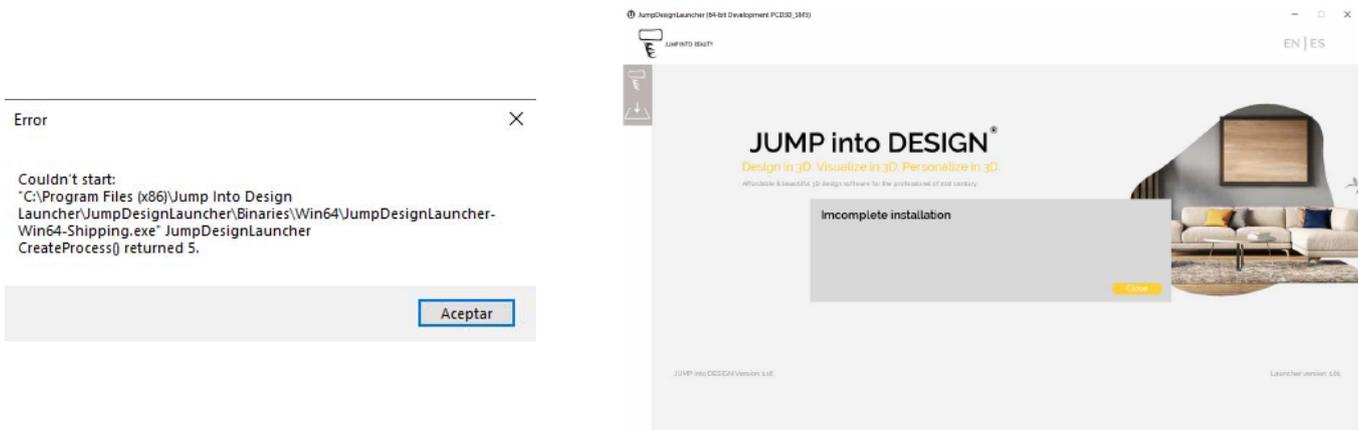
The programme will prompt you if there are any missing components that need to be installed (6). If there are, simply click "Next" (7) to finish the installation.



06

Once the installation is complete, click "Finish" (8) and the error will be resolved.

B) JUMP into DESIGN® installer does not run



Possible causes:

1. Your antivirus is blocking the programme.
2. There is not enough space in the hard drive.
3. Driver prerequisites are not installed on your computer.
4. **JUMP into DESIGN®** files have been deleted or corrupted.

01. The antivirus is blocking the programme.

Potential errors or problems:

- It does not allow to run the installer.
- It does not allow to run **JUMP into DESIGN®**.

Alternative solutions:

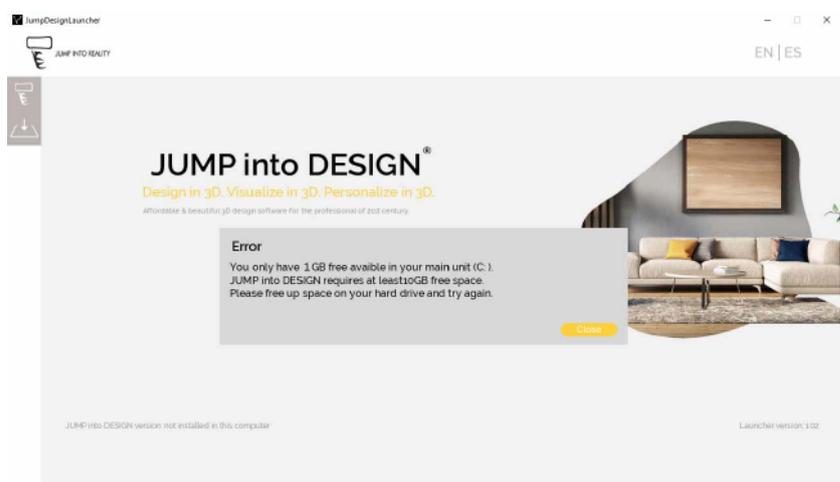
- Disable the antivirus during the installation process or execution of **JUMP into DESIGN®** (*)
- Create an exception within your antivirus(*)

(*) In case of doubt, please contact your antivirus software provider.

02. You need more space on your PC hard disk.

01

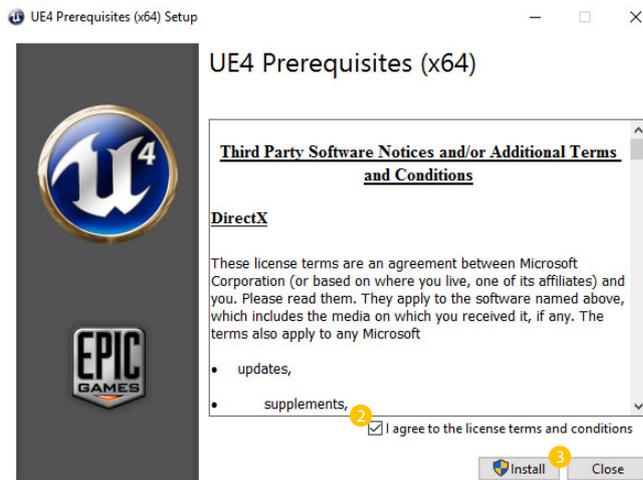
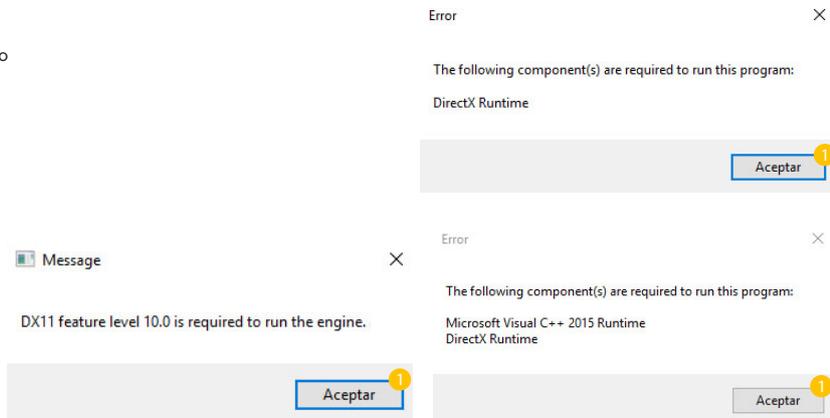
If this pop-up window appears, it is because you need to free up space from your computer to proceed with the installation of **JUMP into DESIGN®**.



03. Driver prerequisites are not installed on your computer.

01

If any of these alerts appear when installing **JUMP into DESIGN**, the normal procedure is to install a driver on your computer. Click on the accept button (1) and continue the driver installation.



02

This pop-up window will appear. You will need to accept the license (2) and continue the installation by clicking on the "Install" button (3)

03

Click on "Download and install this feature" (4) in order for the program to work properly.



04. JUMP into DESIGN® files have been deleted or corrupted.

Due to a possible error, some of the files required for installation are corrupted or have been deleted. Please restart the installation from the beginning.

C) "Windows Protected Your PC" Microsoft's SmartScreen

01

If you get this pop-up window when you run JumpDesign.exe. Click on the **"More information"** button.



02

The application information will be displayed and you only need to click **"Run Anyway"**(2) to proceed with the **JUMP into DESIGN** installation.

