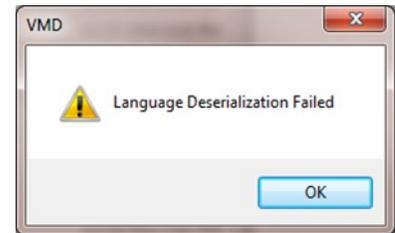**Purpose:**

The purpose of this document is to verify and resolve the error noted below.

Error:

Language Deserialization
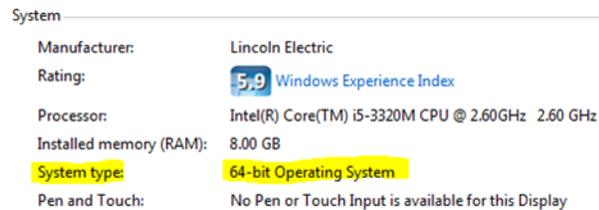

Cause(s):

1) PC is not running off of a 64-bit operating system. (see Verification 1)

2) User profile does not have admin privileges to read/write the Lincoln Electric folder on the C: Drive. (see Verification 2)

3) The Windows feature Microsoft .NET Framework 3.5 has been turned off. (see Verification 3)

4) Windows made a change to one of the system files/folders on the C: Drive. (see Verification 4)

Verification:

1. Follow the instructions below for confirming the operating system:

1.1 Left click on the folder icon located in the task bar on the desk top.

1.2 Find Computer in the column on the left side of the page.

1.3 Right click on Computer->left click on properties.

1.4 In the window that appears, find the information for System Type which is located under the category System. This should read 64-bit Operating System. If this information is not there, then the PC is running off of a 32-bit Operating System.

1.5 To resolve, see Solution 1

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Verification (cont.):

2. This issue occurs when the machine's PC is connected to a network monitored by a network admin.
(see Solution 2)

3. Use the Windows search bar and find Turn Windows features on or off. In the window that appears, look for the feature titled Microsoft .NET Framwork 3.5. The box to the left of the name should be filled in.
(see Solution 3)

4. If causes 1 and 2 have been verified and both pass, an update occurred before opening the Visual Machine Designer software and observing the error. Verifying which file/folder was effected is difficult, but the Windows Update log will note the last time Windows made an update.
(see Solution 4)

Solution(s):

1. Install the Visual Machine Designer software onto a PC with a 64-bit operating system.

2. This will require the onsite IT professional to give the user profile access to the Lincoln Electric folder found in C:\Program Files (x86)\Lincoln Electric.

3. Follow the instructions below to turn on the Microsoft .NET Framework 3.5:

> **3.1** Hook up an internet connection to the PC. Preferably a wifi connection so that the ethernet connection does not have to be reconfigured for the Accumove controller.
>
> **3.2** Use the Windows search bar and find Turn Windows features on or off.
>
> **3.3** Maximize the feature using the plus sign to the left of the feature name.
>
> **3.4** Select both options below the feature name and then left click on the OK button.
>
> **3.5** A window will appear stating "Please wait while Windows makes a change to features." Wait until the bar is finished and the window will disappear.
>
> **3.6** Open the VMD software.

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Solution(s) (cont.):

4. Follow the instructions below to uninstall and reinstall the Visual Machine Designer software:

4.1 Go to Control Panel->Set View By to Category->Programs-> Uninstall a Program.

4.2 Left click on Torchmate VMD->left click on Uninstall at the top of the page.

4.3 Once the uninstall is complete go to the folder icon in the task bar->go to C:\Program Files (x86)->delete the Lincoln Electric folder.

4.4 Find the Application file for the TM VMD Setup. If using a 4400 or 4800, this will be located on the desktop as TM VMD Setup 4.4.0 or in the Machine Information folder->Software. For all other tables, the file will be on the black and silver USB drive that was shipped with the machine.

4.5 Run the Application file.

4.6 Open the Visual Machine Design software.

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