Resolving Issues with the Initializer Software

October 9, 2021
Revision 3
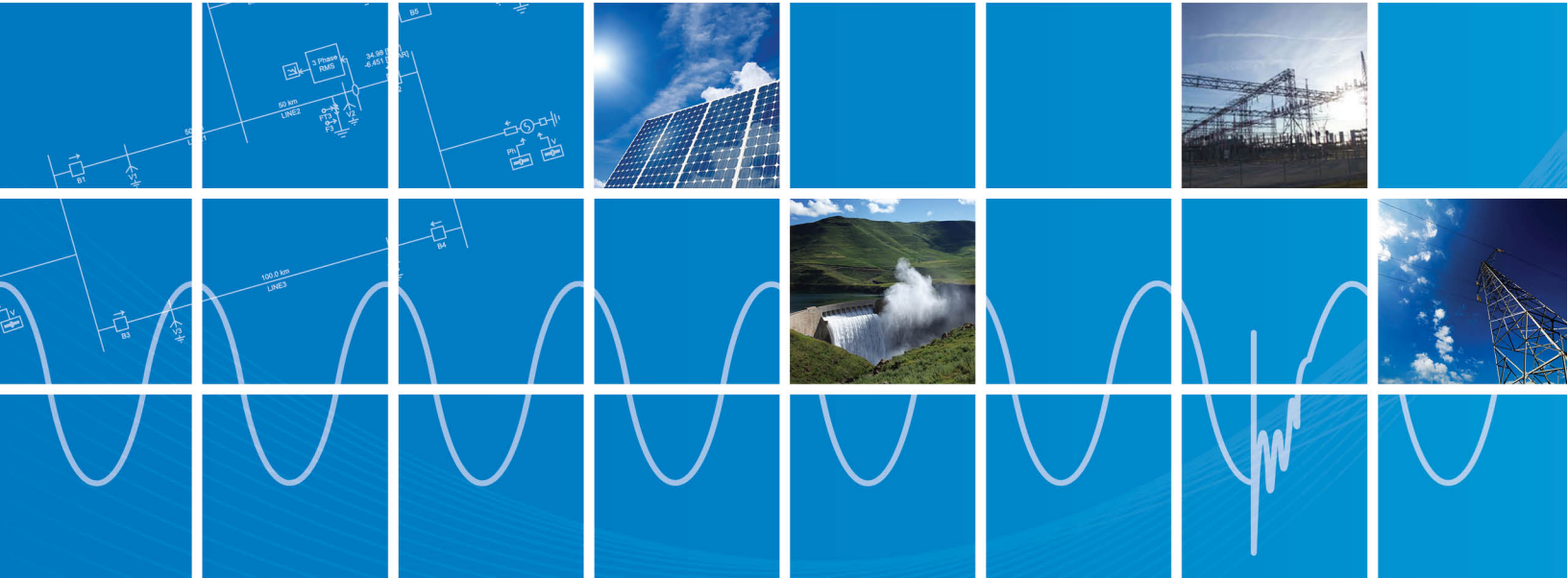
Contents

1.   Introduction

1.1   Overview

This manual presents known issues and solutions related to the initializer software. It is intended to be a continuously developing diagnostic tool as this software evolves.

The initializer is a tool for converting projects created in PSS/E (Power System Simulator for Engineering) into PSCAD (Power System Computer Aided Design).

2.   Issues when Compiling a PSS/E Project

2.1   Receiving a "Communication failure. Unable to connect and communicate with PSS/E" Error Message

Problem

When trying to compile a PSS/E project in the Initializer, messages similar to the following display in the "Output" pane:

> Finished resolving Power-Flow structure
> Begin Writing .raw file…
> End Writing .raw file
> Launching PSS/E
> Error: Communication failure. Unable to connect and communicate with PSS/E
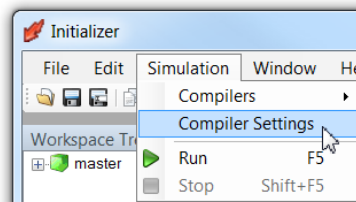
Versions

These messages were seen when using PSS/E v32.2.1 and v33.5.2.
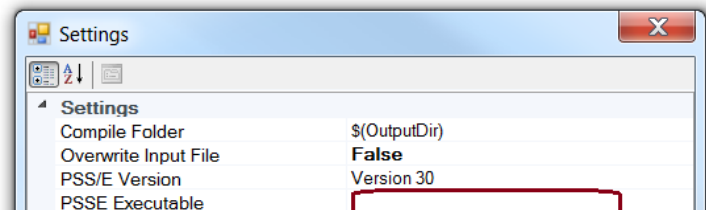
Cause

An incorrect path or filename for the PSS/E Executable was entered into the Initializer.

Solution

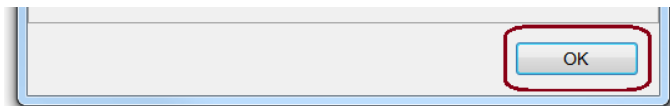- Display the Settings (from the "Simulation" menu, select "Compiler Settings").

- Check that the correct path and filename were enterd in the "PSSE Executable" field:

    Note

- Click the "OK" button to apply the change and close the dialog box.

2.2 Receiving a "Communication failure. Unable to connect and communicate with PowerFlow" Error Message

Problem

When trying to run the Initializer, a message similar to the following displays:

Begin Writing .raw file...
End Writing .raw file
Launching PowerFlow
Error: Communication failure. Unable to connect and communicate with PowerFlow
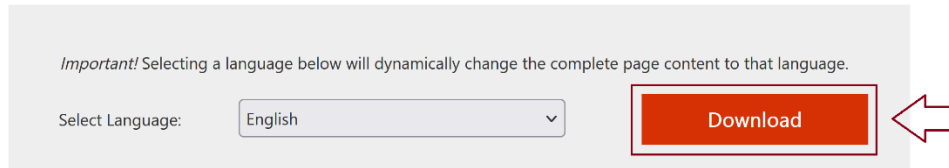Compile failed with * Errors and * Warnings

Cause 1

Missing pre-requisite software: Visual C++ Redistributable for Visual Studio 2012 Update 4 (x86 edition)

Solution 1

Install the above pre-requisite software:

- Display this link in a web browser:
  https://www.microsoft.com/en-ca/download/details.aspx?id=30679
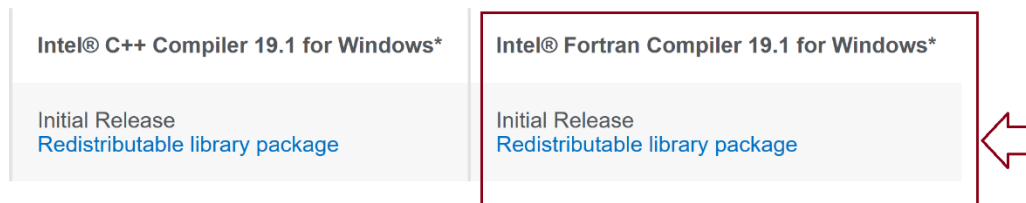
- Click "Download":

Cause 2

Solution 2

- Display this link in a web browser:
  https://software.intel.com/content/www/us/en/develop/articles/redistributable-libraries-for-intel-c-and-fortran-2020-compilers-for-windows.html

- On the above page, download the following package:

- Extract (unzip) the downloaded file, and install both unipped files:

 ww_ifort_redist_ia32_2020.4.311.msi

 ww_ifort_redist_intel64_2020.4.311.msi
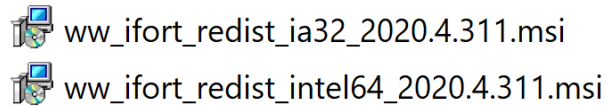
Further Diagnostics

- Try launching PFLight manually as follows:
    ° Launch a Windows Command Prompt in the *.init folder generated by the initializer.
      (open a Windows browser e *.init folder, then enter "cmd" in the title bar, as shown in the following example)
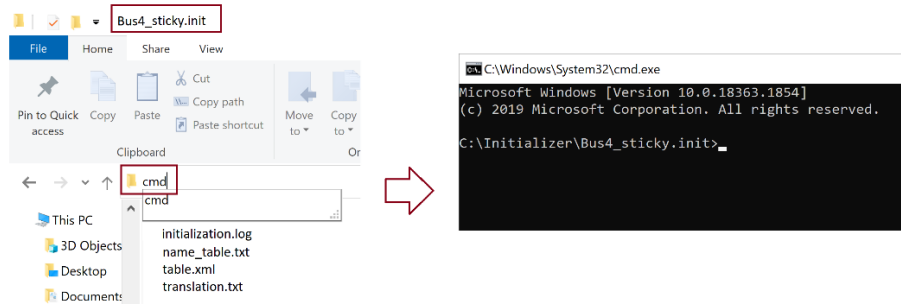
- Copy the following line and paste it in at the command line, as shown in the image below:
  "C:\Program Files (x86)\PSCAD Initializer\100\PlugIns\PfLiteTools\PFLight.exe" /I "input.raw" /O "output.raw" /S "solve.prm"
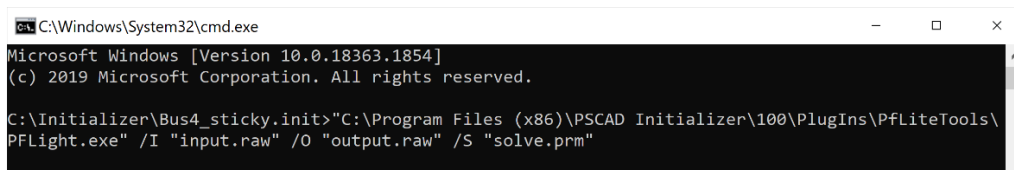
- Press the <Enter> button on your keyboard. Save a screenshot of the results, and send as per the next step.

  support@mhi.ca, please send in the following:
    ° Provide details of the issue you are seeing, steps taken, and screenshots of any errors.
    ° A screenshot showing the output messages from the Command Prompt (see **Further Diagnostics**, above).
    ° Specify your Windows setup for your Initializer and project files – are these installed and being launched from a standard Windows 10 machine, or is this a different setup?
    ° Is this being launched from a virtual machine?
    ° Is this being launched from an emulator?
    ° Is this being launched from Windows Server?
    ° Your Initializer license number.

2.3   Receiving a "The application was unable to start correctly (0xc000007b)" Error Message

Problem

When trying to run the Initializer, a message similar to the following displays:

PFLight.exe - Application Error   ✕

❌   The application was unable to start correctly (0xc000007b). Click OK
       to close the Application.

                                                                OK
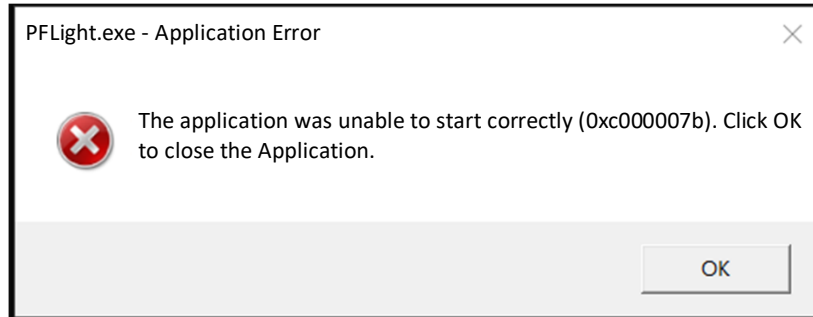
Cause

PFLight requires one of the following prerequisites:

- Intel Fortran compiler or

- Redistributable Libraries for Intel® C++ and Fortran 2020 Compilers for Windows

Solution

Install one of the above software.

DOCUMENT TRACKING

Rev.	Description	Date
0	Initial	25/Jan/2016
1	Changed Title	17/Feb/2017
2	Update to New Brand Guidelines	07/May/2018
3	New Sections 2.2 and 2.3	09/Oct/2021