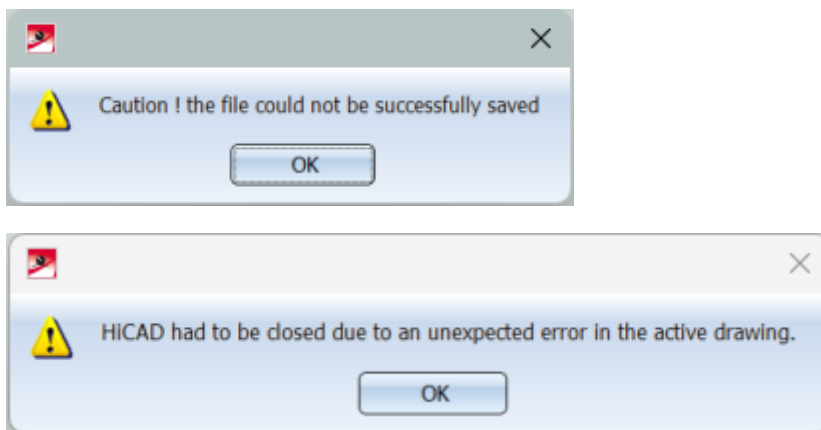


Error saving to HiCAD due to new C++ redistributables from Microsoft

On 11/12/2025, Microsoft unfortunately released a faulty version of the Visual C++ v14 Redistributables. The installation of these redistributables leads to serious errors in programs that previously ran without errors.

How does the problem manifest itself?

In HiCAD, this prevents drawings from being saved:



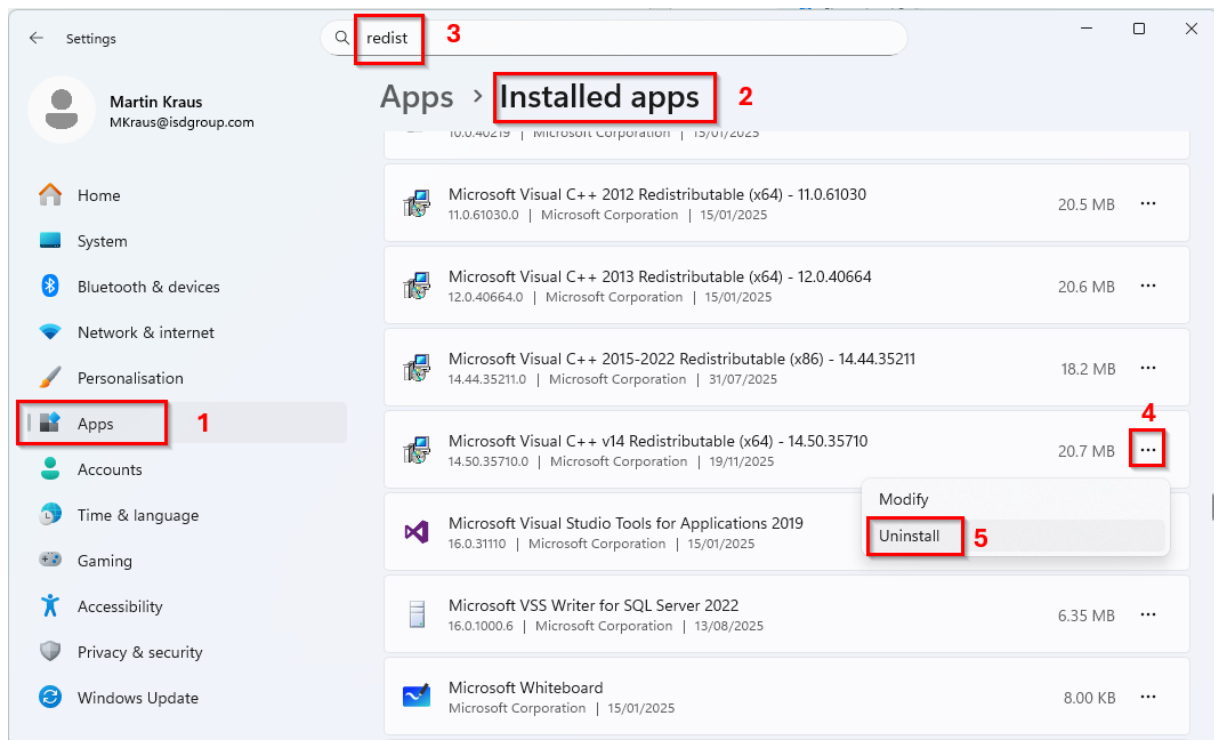
Customers who have not been able to save since 11/12/2025 or who experience increased crashes should check whether the faulty version of the C++ Redistributables is installed.

How do I know if I am affected?

You can check this by first filtering the installed apps by "redist" under "Apps" → "Installed apps" in Windows settings. If you then see an entry "Microsoft Visual C++ v14 Redistributable (x64) – 14.50.35710", you are affected. All older versions (e.g. 14.44.35211) are not affected.

How can I solve the problem in the short term?

If you are affected, you must first uninstall the faulty C++ Redistributables. You can do this in the "Installed Apps" section. The sequence is shown below:



Then you have to install an older (still correct) version of the C++ Redistributables. The previous version 14.44 can be downloaded and installed under https://aka.ms/vs/17/release/VC_redist.x64.exe, for example.

After installation, the old version should appear under the installed apps:



Will Microsoft correct the problem?

The problem affects many software vendors and was reported to Microsoft 2 months ago (https://developercommunity.visualstudio.com/t/Calling-omp_set_dynamic-before-pragma-o/10973188). Unfortunately, the new version of the C++ Redistributables was delivered anyway. In the meantime, the problem seems to have been solved internally at Microsoft, so we currently assume that there will also be an official correction in the near future, which will be distributed via the automatic Windows updates. We will send you another email as soon as this is the case. In the email we will also list the specific version number of the C++ Redistributables, which contains the correction and from which there should be no more corresponding problems.

We apologize for the inconvenience caused by the problem, even if we ourselves are not responsible for the problem.