

PROBLEM:

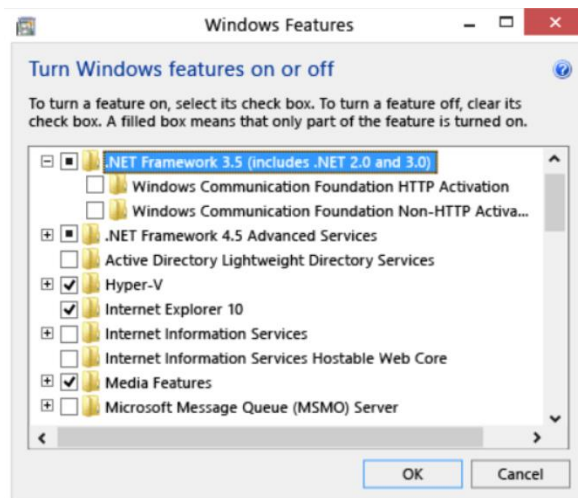
Hilti software not installing properly or not launching:

SOLUTION:

Depending on your computer settings, you may need help from your IT help desk with admin rights to be able to do the following.

.NET Check

Please press the Windows key on your keyboard, type "Windows Features", and press Enter. The "Turn Windows features on or off" dialog box appears. Select the .NET Framework 3.5 (includes .NET 2.0 and 3.0) check box, select OK, and reboot your computer if prompted.



If .NET is not available in Windows features please download and install it manually:
<https://www.microsoft.com/en-za/download/details.aspx?id=21> (official Microsoft site).
It would be best if the customer downloads .NET Framework 3.5 full package.

Select Language: English Download

Microsoft .NET Framework 3.5 contains many new features building incrementally upon .NET Framework 2.0 and 3.0, and includes .NET Framework 2.0 service pack 1 and .NET Framework 3.0 service pack 1.

- Details
- System Requirements
- Install Instructions

- Important:** Make sure you have the latest service pack and critical updates for the version of Windows on the computer. To look for recent updates, visit Windows Update. In addition, make sure you have [Windows Installer 3.1](#) installed before you install this service pack.
- Click the **Download** button on this page to start the download.
- To save the download to your computer for installation at a later time, click **Save**.
- To cancel the installation, click **Cancel**.

Full Redistributable Package
To download the full redistributable package, rather than the bootstrapper, click on the link below to start the download:
[.NET Framework 3.5 full package](#)

- Related Resources

After .NET 3.5 or higher is installed proceed with the installation of the Hilti Profis software.