eCrash Installation Troubleshooting

If you are having difficulty running the installer, or running the application after installation, then your firewall, anti-virus software and/or domain registry might be the issue.

Required Website Access

There are some sites that may be blocked and need to be whitelisted in the firewall.

Sites to be whitelisted:
- autowebupdate.com
- https://aka.ms (Microsoft)
- https://download.visualstudio.microsoft.com
- http://go.microsoft.com
- updater.caps.ua.edu
- ecrash.la.gov
- ecrash-training.la.gov
- cas.la.gov
- map-la-ext.aladata.com
- mapclickservices.aladata.com

UDIP Service or CRDL Updater Errors

Some agencies may be blocking the required UDIP Service and/or CRDL Updater services. The services must be set to automatic and running. Run services.msc and check that these services are set to *Automatic* and *Running*.

Firewall and Anti-Virus

If issues persist, then exceptions may need to be written for the services in the firewall and/or anti-virus software.

Group Policy

Group policy management may prevent access to registry entries.

An example of a possibly needed change within the registry permissions:

- *user configuration\policies\admin templates\system\"prevent access to registry editing tools"*