West Point Bridge Builder Technical Support

Updated: 5/13/2016

Issue

I'm trying to run the Mac version of WPBD and it's not working.

Resolution

WPBD installs best using an account with Administrator privileges. If you're working in a lab or other environment where you don't have Administrator privileges, seek the help of a system Administrator.

Still not working? WPBD requires a 64-bit Intel Mac running OS X 10.6 or later and Java 1.6 or later. If WPBD is not working for you, we suggest the following steps: Update Java at http://support.apple.com/kb/DL1360. Temporarily disable your virus checker. Move the bad WPBD installation to Trash. Download a fresh copy from http://bridgecontest.usma.edu/download.htm. Re-install. Give WPBD a test run. Re-enable your virus checker and initiate a scan.

Issue

I'm trying to run the Windows version of WPBD and it's not working

Resolution

WPBD installs best using an account with Administrator privileges. If you're working in a lab or other environment where you don't have Administrator privileges, seek the help of a system Administrator.

Still no luck? The WPBD requires Windows XP, Vista, or Win 7 in either 32- or 64-bit versions. Java 1.6 or later must be installed. If WPBD is not working for you, we suggest the following steps: Bad graphics driver software is the likely cause of the problem. Installing the most recent graphics drivers from your computer or graphics card manufacturer will often provide an immediate fix.

Additional steps if there is still a problem: Update Java at http://www.java.com/en/download/ind.jsp. Temporarily disable your virus checker. Uninstall WPBD using the icon in the WPBD folder of your Start menu. Download a fresh copy from

http://bridgecontest.usma.edu/download.htm. Re-install. Give WPBD a test run. Re-enable your virus checker and initiate a scan.

Issue

The software runs fine in the Drawing Board mode, but the Load Test animation doesn't work at all. The screen is blank, the computer freezes, or a box appears saying that the graphics system has failed.

Resolution

WPBD uses your graphics card aggressively, just as advanced computer games do. Consequently, it is sensitive to graphics driver software problems.

Try starting the Bridge Designer with the icon titled "West Point Bridge Designer 2nd Edition for older computers."

Still no luck? Download and install the latest version of drivers for your graphics card or computer. If you don't know how to do that, consult a computer technician or your computer manufacturer's web site.