

a:control

Troubleshooting



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Note:

All screenshots and pictures of the application which are shown in this document are to be taken as examples and are subjected to the copyright of Allen Coding GmbH.

1. Troubleshooting

- **Problem: a:control does not start**

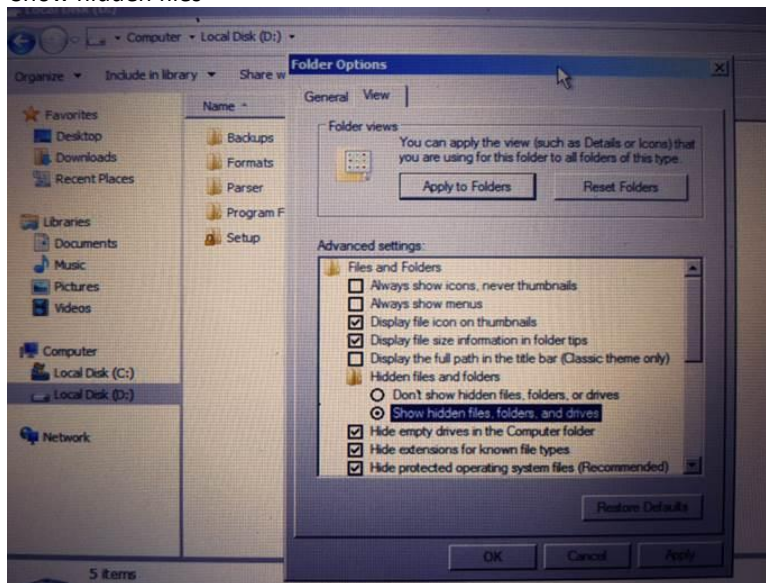
Ursache:

The configuration files are invalid.

Newer a: Control oversights have emergency configuration files that contain these case numbers
(a:control version > 1.8.5)

Solution:

1. Show hidden files



2. Navigate to the following folder:

-for Windows-Pcs or Touch-Pro zu

"C:\Users\<benutzername>\AppData\Local\Diagraph\Control"

For a:control versions from 1.10-R the path is

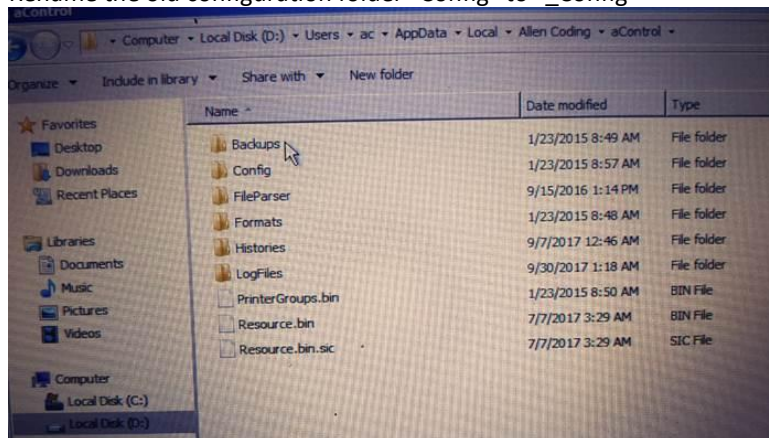
"C:\Users\<benutzername>\AppData\Local\Allen Coding\Control"

-for atouch2 in Explorer to **"D:\Users\ac\AppData\Local\Allen Coding\Control"**

For a:control versions from 1.10-R the path is

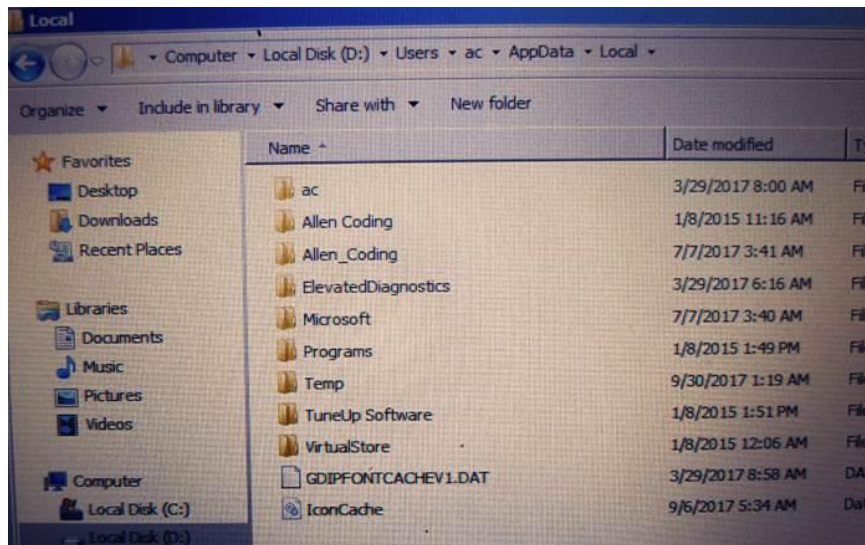
"D:\Users\ac\AppData\Local\Diagraph\Control"

3. Rename the old configuration folder "Config" to "_Config"



4. Restart a: control
If the restart failed, rename the entire aControl folder:
5. e.g. on a:touch2
"D:\Users\ac\AppData\Local\Diagraph\acControl" in
"D:\Users\ac\AppData\Local\Diagraph_acControl"

and try again.



6. If the problem is still exists, try to reinstall a:control:

With an a: touch2, do the following:

Set C-Filter to OFF (Startmenü->C-Filter)

Deinstall a:control

Install a:control to „D:/Programme/Diagraph/accontrol“ (from Version 1.10-R) or

Install a:control to „D:/Programme/Allen Coding/accontrol“ (< Version 1.10-R)

Start a:control (Program should run now)

Leave a:control

Set C-Filter to ON

Restart new