

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 Diagraph GmbH.

1. Troubleshooting

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

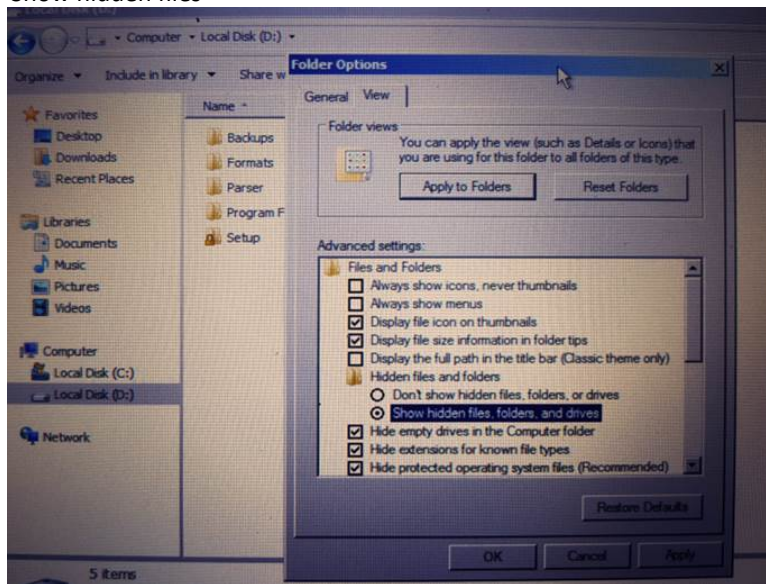
Ursache:

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

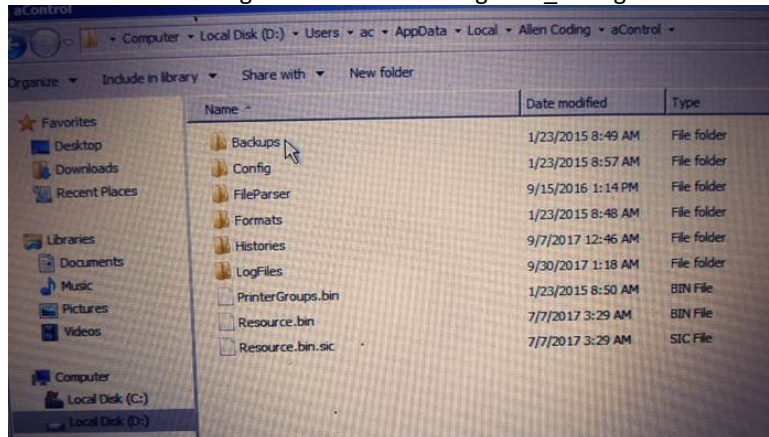
"C:\Users\<benutzername>\AppData\Local\Allen Coding\Control"

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

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

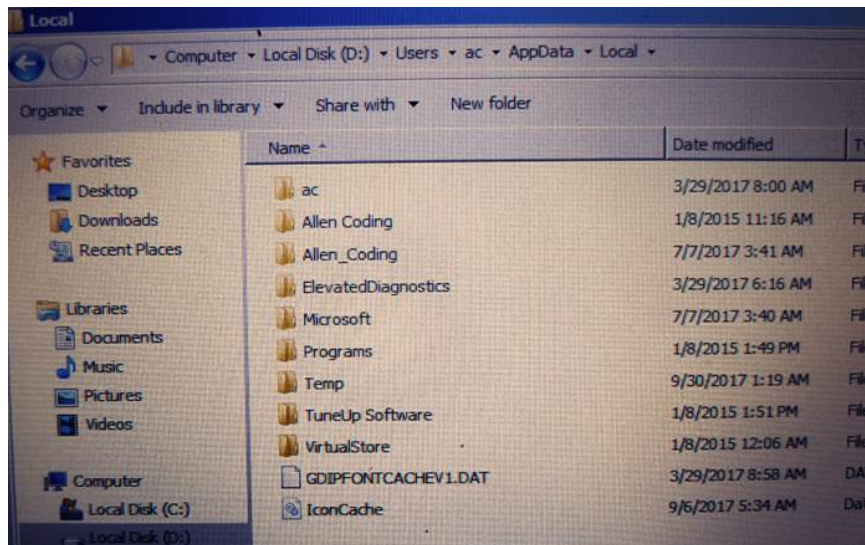
"D:\Users\ac\AppData\Local\Diagraph\Control"

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 ot 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