

Solving Common Problems with Datacolor Tools



Power outages, unexpected program terminations, corrupt import files or hard drive/file system errors can corrupt the temporary files Datacolor TOOLS uses to cache samples shown on its desktop.

Symptoms of corruption are usually errors from TOOLS like “Doman,” “Overflow,” “Math,” or operating system errors like “Illegal Operation,” “Out of Memory” or “Program must close.”

Good advice: *Following a regular maintenance plan can help keep your system running smoothly. When failures occur, however, no maintenance procedures or amount of good intention can take the place of a current system and data backup. Compare the inconvenience of making a system backup to the inconvenience of losing the use of your system, recreating your data, customizations, forms and system settings. When the pain of reconstructing a system would be greater than the pain of making a backup – it is past time to make backups.*

The best way to solve problems is to prevent them from happening.

The desktop of Datacolor TOOLS was designed to be a work area, not permanent storage for standards and batches.

Regular maintenance should include moving the samples you want to keep to permanent storage and deleting those you don't. Below you'll find instructions for cleaning the desktop for both routine and emergency cases:

Below are general procedures for checking your file system for errors, maintaining Datacolor TOOLS desktop, cleaning Datacolor TOOLS temporary files when the program will not start, and minimizing memory usage.

Checking / Repairing a PC Hard Drive File System:

This procedure examines your system's hard drive for bad files and indices and attempts to repair them.

Repairs will modify files and folders on your system.

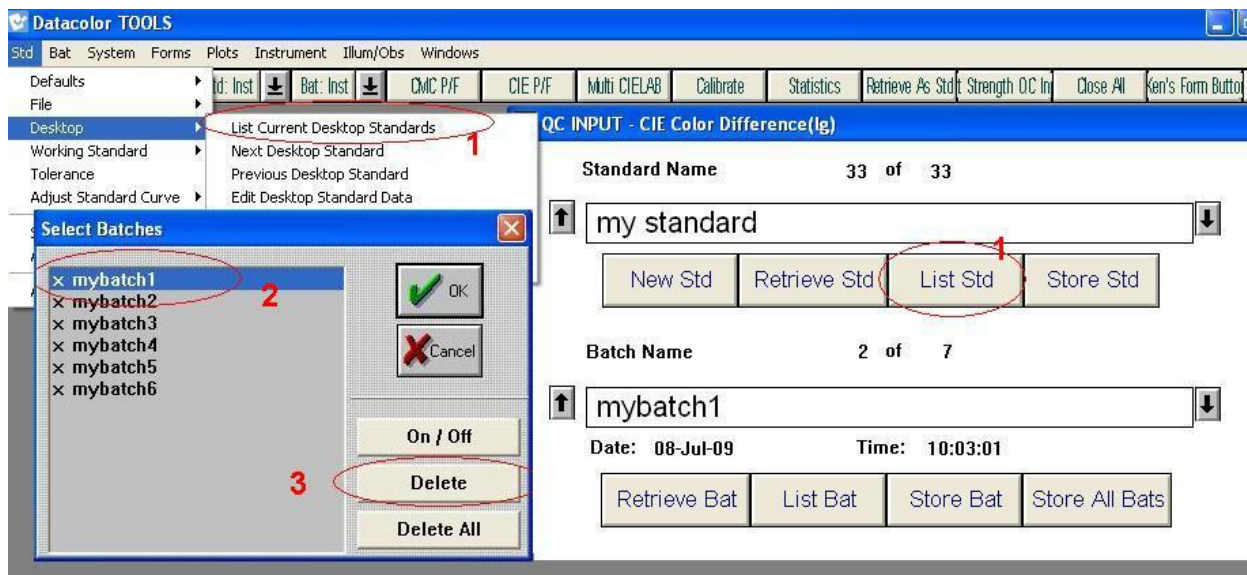
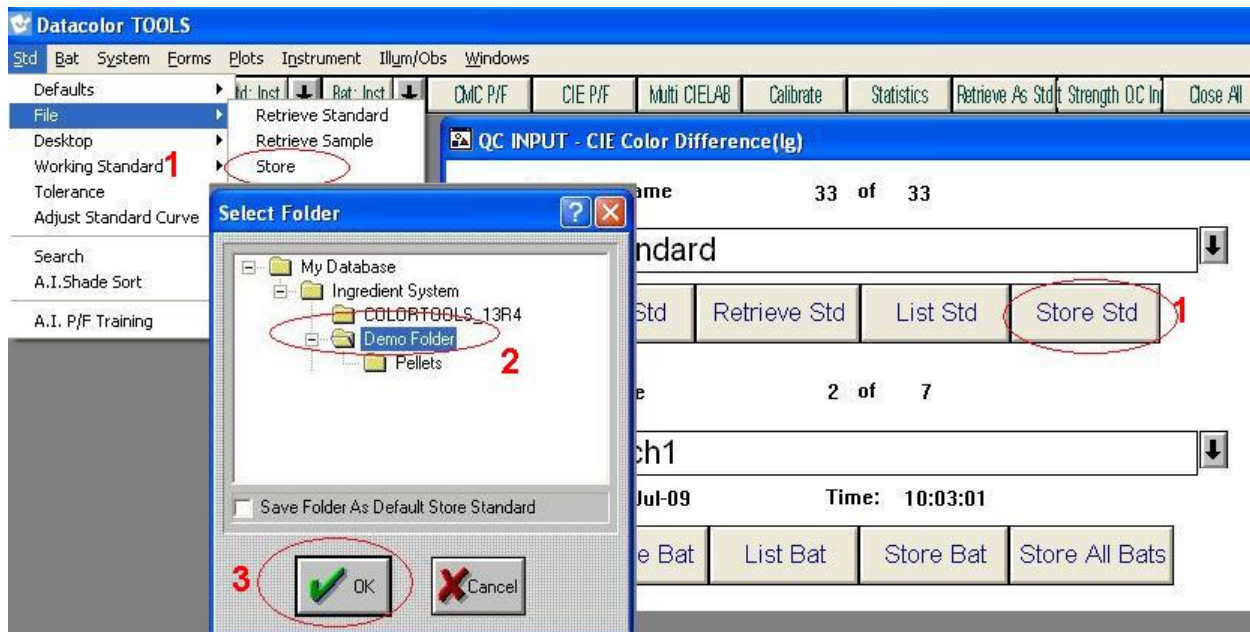
As much as possible, make sure that important samples are stored to your database and that you have a good backup.

1. Click the windows START button, then “run”
2. In the box, type the command, “CHKDSK /F” then click OK. Note: the command does not include the quotes.
3. You'll be asked whether you want to run this test the next time windows starts.
4. Answer the question yes, then shut down and restart the PC

Routine Cleaning Datacolor TOOLS Desktop – Deleting Temporary Files

Here's how to store and delete samples from Datacolor TOOLS desktop normally:

- 1) Use the **“Store Std”** and **“Store Bat”** buttons on a form, or the menus, **Std->File->Store** and **Bat->File->Store Current** or **Bat->File->Store All** to copy samples to permanent storage in your database.
- 2) Use the **“List Std”** and **“List Bat”** buttons on a form, or the menus, **Std->Desktop->List Current Desktop Standards** and **Bat->Desktop->List Current Desktop Batches** to delete unnecessary samples.



Emergency Cleaning Datacolor TOOLS Temporary Files – When the program will not start:

This procedure will clear any samples from the desktop. It will not delete any samples permanently stored to your database – folders in the data navigator.

Before proceeding, save any data on the desktop (samples, standards or batches.)

By default temporary files are located in the folder: C:\Documents and Settings\All Users\Application Data\Datacolor\Tools\Tools_Global\tmp\ However, non-default configurations are common

- 1) Close Tools and all other Datacolor programs
- 2) Start Windows Explorer (Click “My Computer” or “My Documents” for example)
- 3) Browse to the folder: C:\Documents and Settings\All Users\Application Data\Datacolor\
(This is the current default location. If you know your system is configured differently or an older version, browse to the appropriate folder. If you are unsure, browse to C:\)
- 4) Use Windows Explorer search toolbar button to find ‘all files and folders” named “tmp”
- 5) For each folder found with the name, “tmp,” double-click to open then delete their contents.
Important: do not delete the folder, just press Ctrl+A to select all the files inside the tmp folder and press the delete key.
If you are concerned about deleting, you can move the files to a safe location instead of deleting.
- 6) **OPTIONAL:** At this point you can try to restart your system. If TOOLS runs normally, then the problem was caused by corrupt data on the TOOLS desktop. Proceed to the next steps. The issue may be from problems with the file storing default settings
- 7) Following the same procedure in step 4 to search for all files named “QCSETUP.CNF”
- 8) Delete each instance of that file
if you prefer a more conservative approach, rename those files or copy them to a different folder for backup before deleting.
- 9) Restart your system and check Datacolor TOOLS.
Note: If you deleted the file(s) QCSETUP.CNF, review your system configuration. Illuminant/Observer selections and previous changes to most menu selections with “Defaults” in their names will have been reset.

System Running Slowly / Out of Memory Errors:

When TOOLS is starting (and just after a measurement, it recalculates most of the data displayed on the desktop. If there are many samples and many forms on the screen, of course, it takes longer.

If an IMAGE is used for the on-screen color patches, the time can be quite long – especially if the image is large. While only extreme cases would actually make the operating system hang, it could appear so.

The component that processes images is configurable and can be disabled.

Here is how to do it:

1. Start TOOLS and select the menu System-> Monitor Display Options
2. In this window shown below, uncheck the boxes and remove any text next to “image file”
3. Click the button, OK.
4. Restart Datacolor TOOLS

