

# 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.

## **Check/ Repair the 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

## DELETE Datacolor TOOLS Temporary Files

### 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 your Std & Bat ribbon – or by right-clicking on the samples in TOOLS Desktop Explorer  
(This saves samples to permanent storage in your database so you'll not lose data when you delete them from your TOOLS desktop.)
- 2) Use the “**List Std**” button on the Std ribbon or right-click the Desktop Explorer and list standards or 'delete all standards'

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

The procedures below will delete the desktop data from outside the TOOLS application.

I suggest working through step 8 and rebooting the system. If you must continue to step 9, be aware that the file QCSETUP.CNF stores a number of user configurations -- like Standard Defaults, Batch Defaults, Monitor Display Options, Illuminant/Observer Selections ....

This procedure will clear any samples from the desktop. It will not delete any samples permanently stored to your database.

Before proceeding, if you can access the application, save any data on the desktop (samples, standards or batches.)

By default temporary files are located in the folder:

Windows XP: C:\Documents and Settings\All Users\Application Data\Datacolor\Tools\Tools\_Global\tmp\

Windows 7: C:\ProgramData\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 listed above for your OS: (C:\Documents and Settings\All Users\Application Data\Datacolor\ or C:\Program 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:\ and search for the folders named below.)
- 4) Delete the folder, “Envision” and all of its sub-folders.
- 5) Use Windows Explorer search toolbar button to find ‘all files and folders’ named “tmp”
- 6) 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.
- 7) **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

**Note:** I'd suggest stopping here and seeing if the errors are gone before trying the next steps.

- 8) Following the same procedure in step 4 to search for all files named "QCSETUP.CNF"
- 9) 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.
- 10) 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.

**In TOOLS v2.x**, right click on any color patch panel and select "Switch" to change the panel to a different type of evaluation. If you want to use on-screen color, change the substrate listed for the color patch panel to a simple pad. (Do not select any image.)

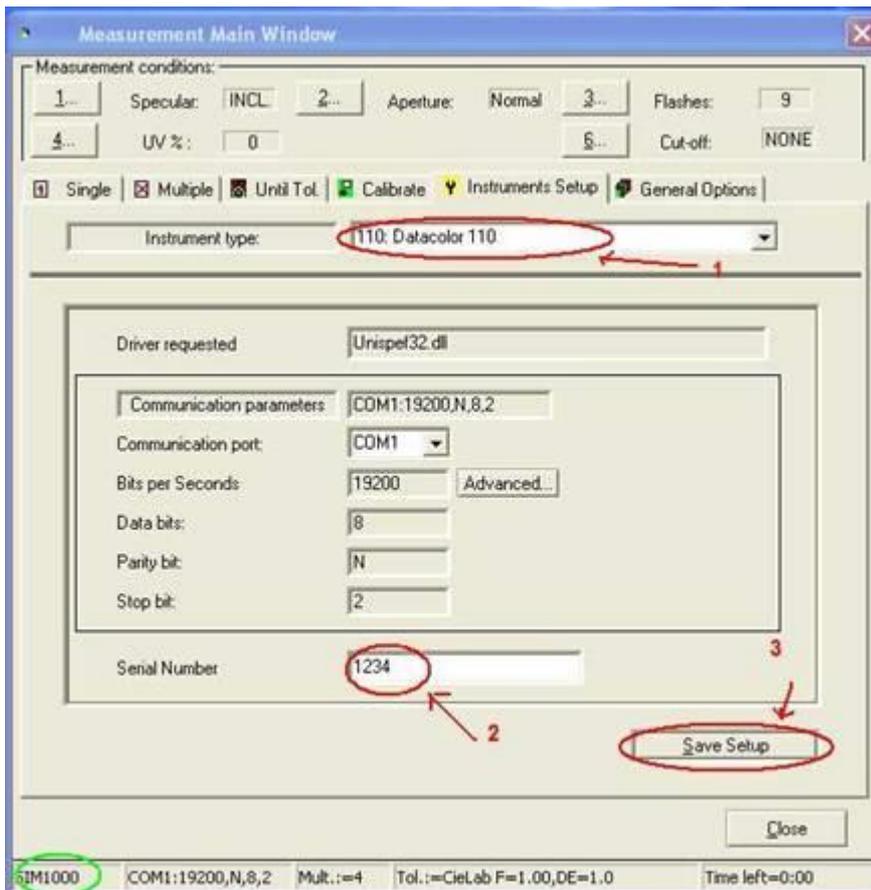
### **In TOOLS v 1.X**

1. Start TOOLS and select the menu, **System-> Monitor Display Options**
2. Uncheck any boxes and remove any text in the input box labeled "image file"
3. Click the button, OK.
4. Restart Datacolor TOOLS

### **Instrument Connection & Configuration**

Once Datacolor TOOLS is installed you will need to provide the connected instrument's calibration data.

From Inside Datacolor TOOLS, use the menu, **Instrument->Instrument Setup** to select the correct instrument.



Notice the area in the lower left corner of the picture above (circled in green.) If the word “SIM” or “SIMULUS” appears there, then the instrument is NOT connected properly or the communication port is not set correctly. Be sure the correct communication port is selected.

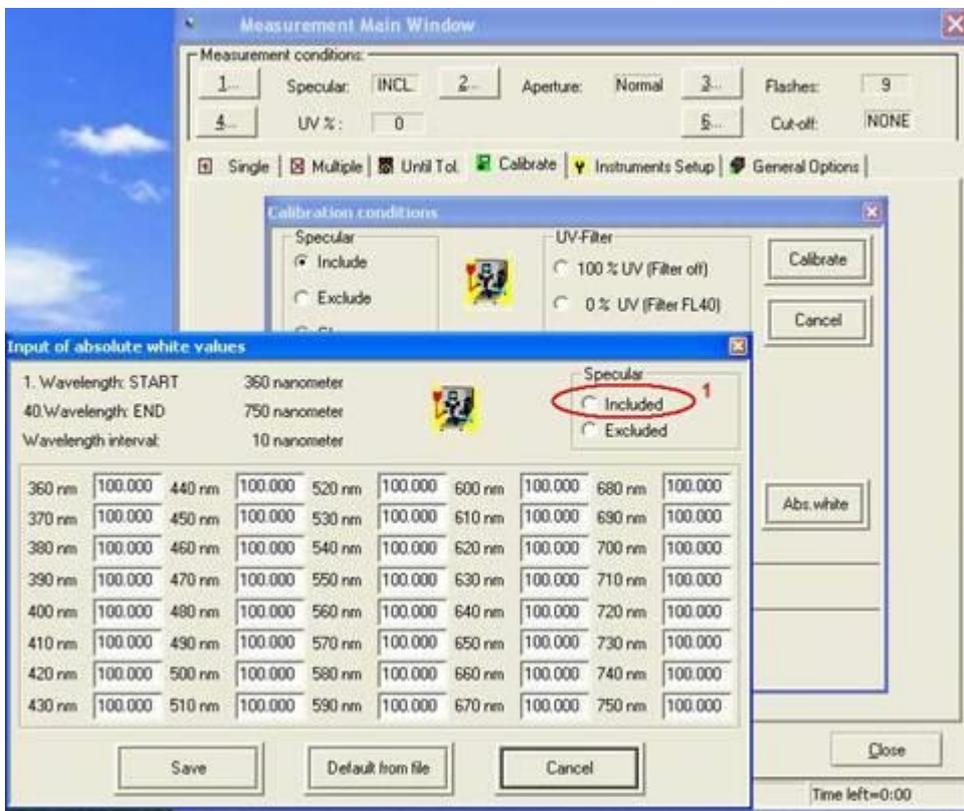
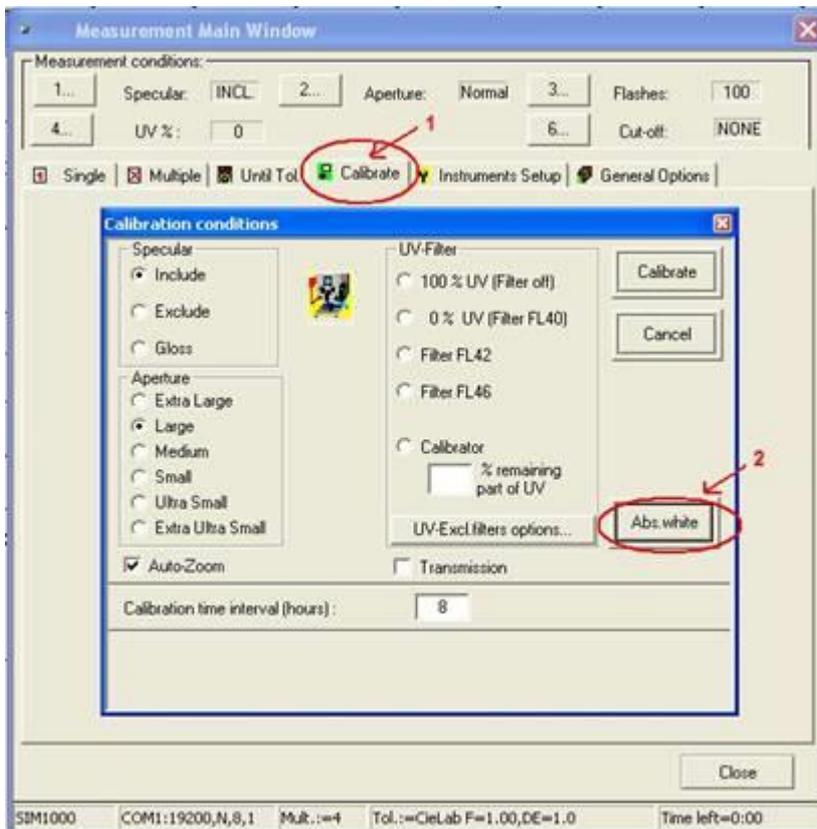
- 1) Select your instrument
- 2) Input the correct serial number for the instrument
- 3) Click Save Setup.
- 4) You should be prompted for white tile values.
- 5) Insert the 3.5” diskette or mini-CD that accompanies your spectrophotometer (or browse to the location of the files WHITESE.DAT and WHITESI.DAT) Hold the Ctrl key down and click on both files to highlight them, then click “OK” or “OPEN” to store the calibration values.
- 6) Once these files are successfully loaded, you should be prompted by the system to calibrate the instrument.

**To compare the white tile reference values stored on your PC with those provided with the white tile:**

Reference values for calibration tiles may be found on a printed report accompanying the instrument or replacement calibration tile. You can also open the files WhiteSI.dat or WhiteSE.dat using Windows Notepad.

The file, WhiteSI.dat corresponds to the Specular INCLUDED instrument setting  
The file, WhiteSE.dat corresponds to the Specular EXCLUDED instrument setting

To access the stored values, use the menu, **Instrument->Calibrate**, then click the button, “Abs.White”



On the dialog, “**Input of absolute white values**”, ensure the correct radio button is checked in the box labeled, “Specular”

Compare the numbers from your printout or from the WhiteSI.dat / WhiteSE.dat files with those displayed.

If they do not match you may modify them manually, or use the button “**Default from File**” to browse to the location of the appropriate DAT file.

Remember, when Specular: Included is selected, open the file, WhiteSI.DAT.

When Specular: Excluded is selected, open the file, WhiteSE.DAT.

Once you have confirmed the correct values are displayed, press the button “Save” if you have made changes. – or Cancel, if you have not.