



FAQ

Frequently asked questions

Error during software starting up



Start up error

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Question:

The software shows problems while starting up: how can I proceed?

Answer:

If the software crashes or displays “no answer” message when starting up, procedures described below will help solving the problem:

N.B.: following solution must be executed to temporarily recover your software; please, notify the situation you're facing to AiM, sharing the folder/file that generates this error, so to make us able to analyze and correct possible bugs.

- **Modify antivirus and firewall settings:** it is possible that some antivirus programs (i.e.: Norton, AVG) deny the access to the operative system functionalities for some software. To avoid this locking, add the Race Studio installation path to those folders the antivirus action makes exception for. Browsing our website www.aim-sportline.com, -> Documentation -> Software/Firmware section, documents are available that better explain these procedures.
- **Rename “PROFILES” folder (RS2, RSA):** in some cases, the Profiles folder, which stores every single modification executed on data files, can have a large number of entries which make it not accessible to the software while opening, or make the data scrolling when analyzing too slow. To avoid these issues, it is possible to rename this folder (i.e.: “PROFILE-old”), so to nullify current Race Studio user profiles, which will be created from scratch automatically at the next software start up. To execute this operation, right click Race Studio 2 icon, click “Open files path” and rename the folder.
- **Rename “user” folder (RS3):** if errors happen while starting the software Race Studio 3, it can be helpful to rename the USER folder in Race Studio 3 installation path. To execute this operation, right click Race Studio 3 icon, click “open files path” and rename the folder (ex.: “user-old”), so to temporarily clear the software user settings. A new empty “user” folder will be created from scratch automatically at the next software start up.
If you want to recover the old user folder contents or want to isolate the faulty folder/file that does not make the software start up correctly, subfolders must be copied from the “old” to the “new” USER folder one by one, closing and reopening the software each time. Once the software won't start again, last copied folder is the one that causes the issue: the same procedure can be executed with files contained into the corrupted folder. Once understood which file is the broken one, share it with AiM staff, so to be able to analyze and solve the specific issue.



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- **Modify PC graphic board settings (RSA):** there are some operations that could make Race Studio Analysis generate “no answer” message or sudden crashes when opening specific windows, generally related to GPS track map or GPS Lap Insert function, which require an access to the graphical routines. If such an event happens, a solution is to modify your PC graphical settings, improving the performance against quality and image detail.