

HTH Engineering, Inc. Tel: (866) 254-0714 Fax: (810) 821-6940 Web: <u>http://www.startstop.com</u>

Corrupt Configuration Error



This error can appear for a few different reasons relating to the Configuration file located on your Local Hard Drive. Rarely, this may indicate another existing issue which requires customers to call Technical Support.

Follow the steps below to resolve this issue temporarily, but we recommend you call Technical Support.

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🤫 Homegroup			Program Files	11/26/2014 7:32 AM	File folder			available.
			Program Files (1896)	3/6/2015 10:31 AM	File folder			
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ProgramD File folder)ata	Date	modified: 3/6/2015 10:31 AM					

1. The Configuration file is located inside a Hidden Folder called: PROGRAM DATA. (To UN-HIDE folders see below...)

To reveal Hidden Folders: Open Windows Explorer and select Organize.





Select Folder and Search Options, then click on VIEW tab. Select "Show hidden files, folders and drives." Click APPLY and then OK.

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	Foldersieur
	You can apply the view (such as Details or Icons) that
	you are using for this folder to all folders of this type.
	Apply to Enidem
	Apply to Folders
	Advanced settings:
	Files and Folders
	Always show icons, never thumbnails
	Aways show menus
	✓ Display file icon on thumbnails
	Display file size information in folder tips
	Display the full path in the title bar (Classic theme only)
	🕌 Hidden files and folders
	Don't show hidden files, folders, or drives
	Show hidden files, folders, and drives
	Hide empty drives in the Computer folder
	Hide extensions for known file types
	Inde protected operating system nies (necommended)
	Restore Defaults
	OK Cancel Apply

You should now be able to view the Program Data folder.

2. Select the HTH Engineering Folder; Select the Start Stop software folder that this issue is related to. (i.e. Start Stop Universal, Start Stop OmniVersal etc.) Select the Bin folder; Select the VirginConfigFiles folder.

Control of the start Stop Universal Transcription System > bin > VirginConfigFiles + 49 Search VirginConfigFiles P						
Organize Include in library Sha	are with 🔻 Burn New folder			🙂 Shred File 🛛 🗮 🔻 🔲 🔞		
Downloads Recent Places Dropbox Ibraries Documents Music Videos Homegroup	Date modified 11/4/2005 9:58 AM 12/12/2012 11:55 0.cfg 9/15/2014 12:57 PM	Type Si Microsoft Access CFG File 1 CFG File	ize 196 KB 2 KB 2 KB	Select a file to preview.		
B Computer B OS (C:) HP_RECOVERY - 3 items State: 3 Shared						

- 3. Copy the Pedalsxxx.cfg file (if there are two of them, copy both).
- 4. Paste these files into the BIN folder: (Window previous to the Virgin Config files window)

(C:\Program Data\HTH Engineering\Start Stop Software\Bin.

Compute	er 🕨 OS (C:) 🕨 ProgramData 🕨 HTH Engineeri		✓ 4y Search bin					
File Edit View Tools Help								
Organize 🔻 🛛 😭 Open	Include in library 👻 Share with 👻	Burn New folder				🙂 Shred File 🛛 🗮 🔻 🔲 🔞		
🚺 Downloads 🔺	Name	Date modified	Туре	Size	<u> </u>			
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Cibraries	DVX	11/21/2014 10:56	File folder					
Documents =	퉬 Nice Install	11/21/2014 10:56	File folder					
	鷆 temp	3/9/2015 12:26 PM	File folder			No provine available		
Videos	VirginConfigFiles	12/3/2014 2:22 PM	File folder			ivo preview available.		
Videos	acm100.exe	10/25/2006 5:59 PM	Application	161 KB				
A Homogroup	🐴 C!%ProgramData%HTH Engineering, Inc	2/16/2015 2:32 PM	Microsoft Access	256 KB				
Nonegroup	🔀 CR11.5MMSetup.msi	11/26/2012 11:08	Windows Installer	90,042 KB				
Computer	🕘 dbv980.mdb	11/4/2005 9:58 AM	Microsoft Access	196 KB				
	🛃 dbv980NW.mdb	8/26/2008 8:19 AM	Microsoft Access	212 KB				
HP RECOVERY -	dcom95.exe	10/25/2006 5:00 PM	Application	1,201 KB	*			
VirginConfigFiles State: Shared Shared with: Everyone File folder Date modified: 12/3/2014 2:22 PM								

- 5. Restart the Start Stop software. It should ask you to reset the Pedal configuration.
- 6. As stated earlier, this walk-through may resolve this issue but we recommend you call Technical Support to verify this (866-254-0714)

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