



iQ-LED

Troubleshooting Guide

Support Document

December 10, 2015



1 APPLICATION CRASH ON STARTUP DUE TO BROKEN JAVA VERSION

If you are experiencing an application crash on startup, this might be due to a broken Java Runtime Environment installation on your system. This can be fixed by re-installing the Java Runtime Environment.

To achieve this please follow these steps:

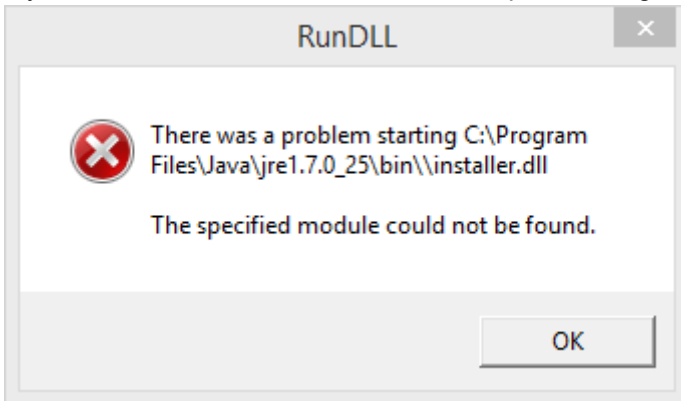
1.1 UNINSTALL JAVA USING “PROGRAMS AND FEATURES”

Go to “Start” → “Control Panel” → “Programs” → „Programs and Features“. Find the Java entry in the list and uninstall it (right mouse-click → uninstall)

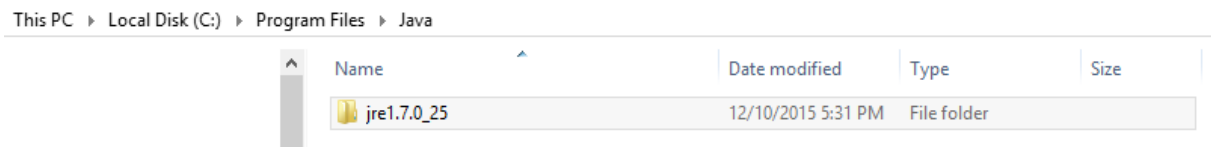
Java 7 Update 25 (64-bit)	Oracle	12/10/2015	892 MB	7.0.250
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1.2 MANUALLY REMOVE JAVA FILES USING THE FILE EXPLORER

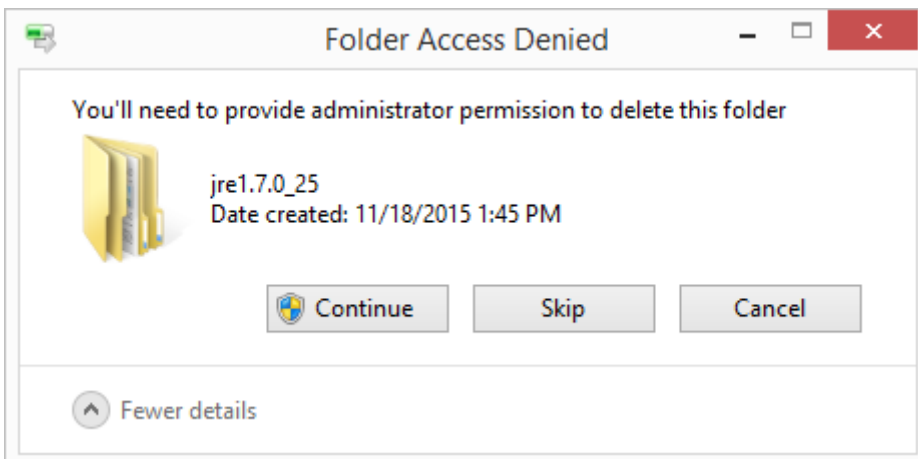
If your Java version is broken the uninstall process might fail:



In this case please browse to the Java installation path in Windows File Explorer:



Now delete the folder (right mouse-click →Delete)





1.3 REINSTALL JAVA RUNTIME ENVIRONMENT

After the successful uninstall you will have to install a working Java version.

You can find an installer in your iQ-LED installation path in the subfolder "install". But you can also install any newer version of the Java Runtime Environment.

This PC > Local Disk (C:) > Program Files > Image Engineering > iQ-LED 2.0.0 > install

Name	Date modified	Type	Size
driver	12/10/2015 2:49 PM	File folder	
dotnet.bat	12/10/2015 2:49 PM	Windows Batch File	1 KB
dotNetFx40_Full_x86_x64.exe	12/10/2015 2:49 PM	Application	49,268 KB
java.bat	12/10/2015 2:49 PM	Windows Batch File	1 KB
jre-7u25-windows-x64.exe	12/10/2015 2:49 PM	Application	32,374 KB
vcredist.bat	12/10/2015 2:49 PM	Windows Batch File	1 KB
vcredist_2010_x64.exe	12/10/2015 2:49 PM	Application	5,541 KB
vcredist_2012_x64.exe	12/10/2015 2:49 PM	Application	7,017 KB