

## Troubleshooting in Running Jade

Jade is a robust but complex program. Much effort has been taken in its design, testing, and refinement over many years. However, error conditions could still arise from (a) malfunctions of hardware or the operating system, (b) changes of system environment such as network disconnection and file relocation, (c) I/O problems due to insufficient computer resources or erroneous data and parameter settings. The recovery tips recommended below are for solving problems due to error conditions (b) and (c) in running Jade:

- If you have problems in printing, first make sure they are not unique to Jade by test-printing from other Windows applications. If they are unique to Jade, perform a reset of all print settings from Jade's [print setup](#) dialog. Should the problems persist, exit and restart Windows.
- If you have problems in pattern analysis, perform a reset of all analysis parameters from the 'Help | Reset All...' menu. Should the problems persist, reinitialize Jade from the 'Help | Initialize Jade...' menu. This will restore Jade to the as-installed state by deleting all setting files associated with the current [user or project id](#).
- If you can't start Jade in Windows, restart Windows or reboot your computer. If you still can't start Jade, delete all setting files that are specific to the current user or project id from its folder under Jade's program folder. These files have names like 'your name.ini', 'your name.dat', etc. If the problem persists, Jade's dependent DLL files may be corrupted or overwritten by other applications, and you need to reinstall Jade. You don't have to uninstall Jade first since the installation program will uninstall it first before reinstalling.
- If you experience intermittent failure of [MDI license key](#) recognition, check to make sure that the key is firmly connected to the printer or the USB port. Some older printer drivers are known to interfere with the key when bidirectional printing is enabled. Try turning the printer on if it is off.

Contact MDI for help if all else fails. Jade writes an error log file 'jade6.err' in its program folder for trappable run-time exceptions. You can browse this file from the 'Help | Browse Error Log...' menu. It will be very helpful for the tech-support if you can fax or e-mail the file to MDI.