PCL West ROES Tips

TROUBLESHOOTING GUIDE

Call Customer Service at 866-725-9378 with any Questions!

PCL West ROES TIPS:

1) MULTIPLE FOLDERS REMOVAL:

The new ROES allows for the opening of multiple image folders and shows each separated by a divider. If you find that too many folders are open to close one at a time, hold the **ALT** (**OPT** on a Mac) and click the **X** for the first listed folder to remove all. To prevent this from happening again, be sure that "**Search Enclosed Folders**" is unchecked in the **Preferences**.

2) UPLOADS PANE MANAGEMENT:

Orders that have not been sent (saved for sending at a later time) will have the "**re-open as new**" and "**delete**" buttons grayed out. To re-open or to delete and start over, hold the **ALT** (**OPT** on Mac) key down to gain access to all buttons.

COMMON PROBLEMS:

"NULL POINTER EXCEPTION" UPON LAUNCH:

In some cases, the old ROES versions may have stored a setting that can no longer be read, such as a screen location. This can cause a launch error called "**null pointer exception**." If you receive this error, it is usually easiest to re-install the software (see sections below for "**How to Re-Install ROES on Your Computer**").

Otherwise, you will need to empty the "**.roescache**" folder and delete the "**PCLWestROES.properties**" file from the "**.PCLWestROES**" folder of the launch. These folders will be under the user home folder in Windows (like C:\Users\You) and Mac, however on a Mac the folders are hidden.

To access these hidden folders in OSX, you must do a direct "**Go To**" via Finder. Open Finder and choose **Go** from the top menu, then choose **Go To Folder** from the list. In the dialog that opens, enter: **~/.roescache**

Press **Enter** and the folder's contents will appear in a Finder window. You can select all and delete the contents to clear it if needed. You can also access the "**.PCLWestROES**" folder the same way.

MISSING/INVALID SAVED ORDERS FROM PREVIOUS VERSIONS:

If you are having difficulty opening a saved order, or you cannot find your saved orders, try finding the saved .ENC or .XML.ENC files in the "**.PCLWestROES**". This folders will be under the user home folder in Windows (like C:\Users\You) and Mac, however on a Mac the folders are hidden.

To access these hidden folders in OSX, you must do a direct "**Go To**" via Finder. Open Finder and choose **Go** from the top menu, then choose **Go To Folder** from the list. In the dialog that opens, enter: **~/.PCLWestROES**

They then need to move them to the "**saved**" sub folder within the "**.PCLWestROES**" folder. Valid order files in that "**saved**" folder will appear under the **Uploads** tab, in the bottom section called "**Saved Orders**" to be re-opened.

"UNABLE TO LAUNCH":

If you receive the error "**Unable to Launch**" upon trying to open ROES, there is likely a conflict due to a recent Java update or your ROES has become corrupted, and needs to be re-installed. Depending on your operating system type, see the following sections for "**How to Re-Install ROES on Your Computer**." Generally, Windows users should remove and re-install Java first.

NOTE: Any order information auto-saved in ROES will be lost once the program is removed

HOW TO RE-INSTALL *JAVA* ON YOUR WINDOWS COMPUTER:

1) OPEN THE ADD REMOVE PROGRAMS MENU:

Open your computer's **Control Panel** by clicking the Start button and click on the **Programs and Features** icon to access a list of your installed programs. If you do not see **Programs and Features** select the **Add/Remove Programs** icon.

2) REMOVE JAVA:

Scroll through your list of installed programs to locate **Java**. Right-click on the Icon for Java then select the **Uninstall** option to remove it from your computer. If you see multiple instances of Java ensure that you remove each one before proceeding to the next step.

3) RE-INSTALL JAVA:

Visit **Java's website** to download and install the most recent version of their software.

HOW TO RE-INSTALL *ROES* ON YOUR WINDOWS COMPUTER:

1) OPEN THE JAVA CONTROL PANEL:

Choose the **Control Panel** option from your computer's Start menu. In the Control Panel select the icon for Java. If you cannot find the Java icon make sure the **View By** option in the upper right hand corner of the Control Panel is displayed as either Small Icons or Large Icons.

2) REMOVE ROES FROM JAVA'S CACHE:

Navigate to the **General** tab in the **Java Control** panel. Click the button labeled **View** to bring up the Java Cache Viewer. Ensure that the drop down menu at the top of the Java Cache Viewer shows Applications. Right click on the line item labeled **PCL West ROES** and select the delete button. If you see multiple entries for ROES ensure that you remove all of them. If you see no entries for ROES move on to the next step. After removing NPL ROES you may close the Java Cache Viewer and Java Control Panel.

3) REMOVE ROES FILES FROM YOUR COMPUTER'S HARD DISK:

Open **Windows Explorer**. You can do so by right-clicking on your computer's **Start** menu. Navigate to your computer's C drive then select the Users directory. In the users directory you may see multiple folders; one for each user you have set up on your computer. Select the folder corresponding to the user account that is running ROES. Delete the two folders labeled "**.roescache**" and "**.PCLWestROES**".

4) EMPTY THE RECYCLE BIN

5) RE-INSTALL THE ROES SOFTWARE.

Download and run the ROES installer by clicking the **big red Download ROES button** on the "**Getting Started**" page! (seen below)

HOW TO RE-INSTALL *ROES* ON YOUR MACINTOSH OSX COMPUTER:

1) OPEN THE JAVA CONTROL PANEL:

Open **Finder** and choose **Applications**. Select Utilities and run the **Java Preferences App**. Sometimes the Java app is missing or in another location. If you are unable to locate Java please contact us for assistance (1-866-725-9378).

2) REMOVE ROES FROM JAVA'S CACHE:

Navigate to the **General** tab in the Java control panel. Click the button labeled **View** to bring up the Java Cache Viewer. If you have a newer version of OSX the View button may be located under the Network tab.

Ensure that the drop down menu at the top of the Java Cache Viewer shows Applications. Right-click on the line item labeled **PCL West ROES** and select the delete button. If you see multiple entries for ROES ensure that you remove all of them. If you see no entries for ROES move on to the next step. After removing PCL WESt ROES you may close the Java Cache Viewer.

3) REMOVE ROES FILES FROM YOUR COMPUTER'S HARD DISK:

Open **Finder** and choose the **Go** option from the top menu. Select **Go** from this menu and type **~/.roescache** into the dialog box that appears. The finder will take to you a folder titled "**.roescache**". Delete the entire contents of this directory.

Once again open the **Go** dialog box from the finder. Type **~/.PCLWestROES** to navigate to the "**.PCLWestROES**" folder. Delete all of the files in this folder as well.

5) RE-INSTALL THE ROES SOFTWARE.

Download and run the ROES installer by clicking the **big red Download ROES button** on the "**Getting Started**" page! (seen below)