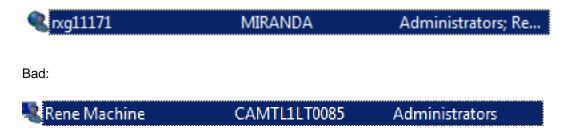
iControl Solo 6 - No Densite Manager

Here are a few things to verify when you are unable to get Densite Manager to start *** Mind that you may need to do a refresh list from the view menu of iControl Solo 6 ***:

IMPORTANT NOTE: iControl Solo does not support users for which the home directory is rerouted to a network mounted drive. If the home directory is actually not on the local C drive, but on a network path, the Densite Manager will never appear. Should be fixed in 6.20.

1- Make sure that the Windows username has NO SPACE in it. iControl Solo does not like it when there is a space in the username. Densité Manager will not start.

Good:



2- If username is correct, make sure that you have administrator permissions.

🔍 rxg11171	MIRANDA	Administrators	Re

3- Launch as Administrator

E			
2	Open	1	
iContro	Troubleshoot compatibility		
Contra	Run with graphics processor	▶ 🖁	
	Open file location		
	🌍 Run as administrator		
	Edit with Notepad++ Scan with Sophos Anti-Virus	Make sure to allow access through the firewall when prompted.	
	Add to archive		
	Add to "iControlSoloWinLauncher.rar"		
	Compress and email		
	Second Se	rar" and email	

4- Verify that the Windows firewall does not block icontrolsolo.exe :

Adjust your computer's settings

System and Security Review your computer's status Back up your comput System and Security Find and fix problem: View and change system a status, back up and restored						
Windows Firewall Check firewall status Allow a program through Windows Firewall						
✓ icontrolsolo.e	exe	✓	✓		No	
✓ icontrolsolo.e	exe				No	
✓ icontrolsolo.e	exe	\checkmark	✓		No	

5- Verify that the folder .iControlSolo is located at: C:\Users\<username>\.iControlSolo

🗼 🔹 Computer 👻 OSDisk (C:) 👻 Users 👻 rxg11171 👻					
Include in library 🔻 Share with 👻 Burn New folder					
tes	Name ^	Date modified	Туре		
ctop	iControl	2015-05-08 3:41 PM	File folder		
nloads	iControlNavigator	2015-06-08 2:29 PM	File folder		
ent Places	鷆 .iControlRouter	2015-02-25 4:40 PM	File folder		
es	🐌 .iControlSolo	2015-06-30 10:09 AM	File folder		

6- Verify that the folder JWrapper-iControlSolo is located at C:\Users\<username>\AppData\Roaming\JWrapper-iControlSolo

🍌 🔹 Computer 🔹 OSDisk (C:) 👻 Users 👻 rxg11171 👻 AppData 👻 Roaming 👻					
🔚 Open Include in library 🔻 Share with 🔻 Burn New folder					
tes		Name *	Date modified	Туре	
top		JWrapper-EdgeVision Player	2015-06-12 11:35 AM	File folder	
nloads ent Places	퉬 JWrapper-EdgeVision Updater	2015-06-12 11:31 AM	File folder		
	🌗 JWrapper-iControl6.03	2015-02-04 2:58 PM	File folder		
25		퉬 JWrapper-iControl6.04	2015-05-04 12:54 PM	File folder	
uments	📗 JWrapper-iControlSolo	2015-06-16 10:00 AM	File folder		

7- Verify that you can find *hasp_windows_99653.dll* and *HASPJava.dll* at : C:\Windows .

]] → Computer → OSDisk (C:) → Windows →						
Open with Burn New folder						
es .	Name *	Date modified	Туре	Size		
top	🗟 hasp_windows_99653.dll	2015-06-23 9:28 AM	Application extension	2,924 KB		
iloads nt Places	🚳 HASPJava.dll	2015-06-23 9:27 AM	Application extension	200 KB		

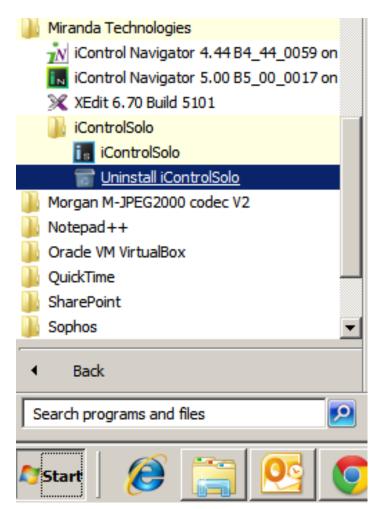
8- Change the compatibility of iControl Solo 6 to Windows 2000.

It was reported that changing this compatibility helps getting the Densite Manager to come up :

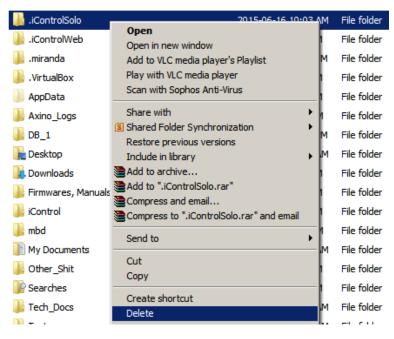
	🔚 iControlSolo Properties					
s	Security	Details	Previous Versions	-1		
iControlSolo	General	Shortcut	Compatibility			
	an earlier version of matches that earlier Help me choose the Compatibility mode I Run this prog Windows 2000 Settings □ Run in 256 c □ Run in 640 x □ Disable visua □ Disable visua □ Disable displ	Windows, select the version. <u>s settings</u> gram in compatibility colors : 480 screen resolution at themes top composition ay scaling on high D gram as an administr	on PI settings			
		ОК	Cancel Appl	y		

If you have done all the above and you still cannot get the Densite Manager, your last resort is to uninstall the application completely.

Run the uninstaller that you can find in the Windows start menu



 Delete the .iControSolo folder found here : C:\Users\<username>\ (you would think that the uninstaller would have taken care of that one, but it does not)



 Delete the JWrapper-iControlSolo folder located at : C:\Users\<username>\AppData\Roaming\ (the uninstall should have taken care of that one)

退 JWrapper-iControlSolo	2015-06-16 10:00 AM File folder
]] JWrapper-Kaleido	Open Open in new window
퉬 Macromedia	Add to VLC media player's Playlist
퉬 Media Center Programs	Play with VLC media player
퉬 Microsoft	Scan with Sophos Anti-Virus
퉬 Miranda	Share with
Mozilla	Shared Folder Synchronization
Notepad++	Restore previous versions Include in library
	Add to archive
DpenCandy	Add to "JWrapper-iControlSolo.rar"
	Compress and email
퉬 SalesLogix	Compress to "JWrapper-iControlSolo.rar" and email
🍌 Scooter Software	Send to
] TeamViewer	
퉬 TechSmith	Cut
🔒 vlc	Сору
webex	Create shortcut
	Delete

Delete hasp_windows_99653.dll and HASPJava.dll from : C:\Windows

kasp_windows_99653.dll	2015 05 15 10:01 AM Appli	ca
NASPJava.dll	Scan with Sophos Anti-Virus	22
🕜 HelpPane	Add to archive	Cē
😭 hh	Add to "Windows.rar"	ca
LyncMISlog	Compress and email	Ь
🗿 МЗЈР2К	Compress to "Windows.rar" and email	g
MEMORY.DMP	Send to	Fi
mib.bin	Cut	ik
MirandaInastall	Сору	Fi
MMOEM	Create shortcut	D
prod.	Delete	
🚛 msdfmap	Rename	g

- Reinstall the application. It will recreate .iControSolo, JWrapper-iControlSolo folders and install both dll files.
- See if you can finally get the Densite Manager to come up.

In most cases, you will not need to continue after step 3. But you may find yourself in front of a really bad situation where it just won't work... and the only way to get make it work will be to completely uninstall and reinstall.