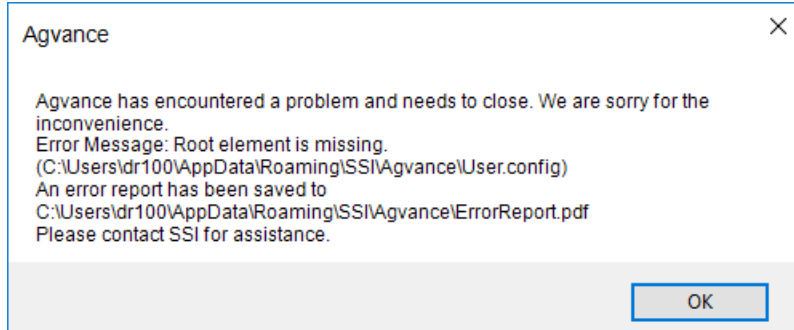


Error Root Element is Missing

Last Modified on 11/04/2024 10:48 am CST

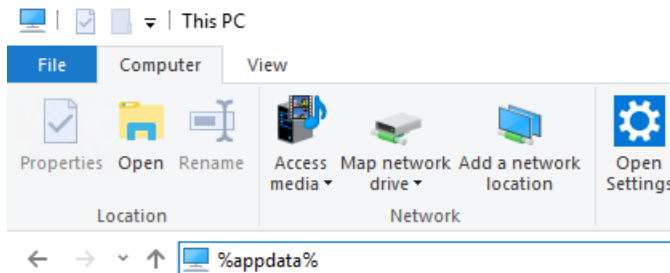
Q. The error message *Root Element is Missing* is displaying when trying to open Agvance:



The error appears before the Agvance login screen. Selecting OK will close the program.

A. This error occurs when the *User.config* file has become corrupt. This often happens after power outages or during any instance where the computer does not shut down properly.

To fix this issue, simply rename or delete the aforementioned *User.config* file to force Agvance to create another. This file can be found by opening a file browser and navigating to the Windows User's *Roaming* folder by typing *%appdata%* in the file browser's navigation field:



From the *Roaming* folder, navigate to *SSI / Agvance*.

Name	Date modified	Type
Agvance.INI	10/04/2024 3:35 PM	XML Configuratio...
AgvanceWebAccessError.log	01/22/2021 8:05 PM	Configuration sett...
AgvanceWindowSizes.config	11/01/2024 4:00 PM	XML Configuratio...
ErrorReport.pdf	08/28/2024 3:47 PM	Adobe Acrobat D...
ErrorReport.xml	08/28/2024 3:47 PM	XML Document
User.config	11/01/2024 4:00 PM	XML Configuratio...

From here, rename or delete the *User.config* file. Upon renaming or deleting the file, Agvance will create a new *User.config* file once the User logs back in to the program.

Note: The *User.config* file stores many important User-specific Agvance settings such as Scale Interface settings, Automated Blending settings, default printer settings, and Warehouse scanner settings. If possible, SSI advises

taking screenshots of any applicable settings inside of Agvance before renaming or deleting the *User.config* file.

The *AgvanceWindowSizes.config* file can also become corrupt on occasion. Deleting or renaming the *AgvanceWindowSizes.config* file will also cause Agvance to create another. Therefore, it can be beneficial to rename that file, as well.

Note: Please be advised that this will cause menus and windows in Agvance to revert back to their defaults. Thus, any Agvance windows or menus alter or re-sized by the user will return to their default state.

Contact SSI with any questions or concerns regarding this error or performing the necessary steps to resolve it.