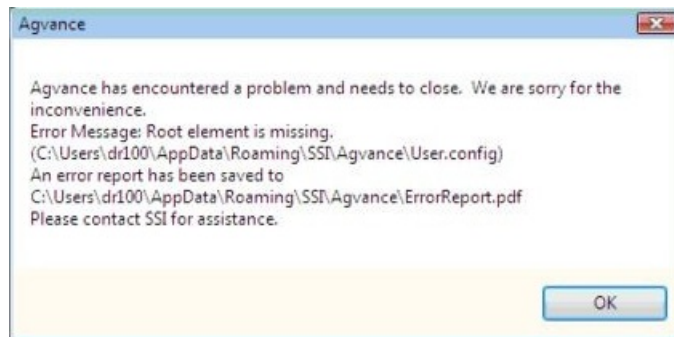


Error 'Root Element is Missing'

Last Modified on 12/20/2022 11:48 am CST

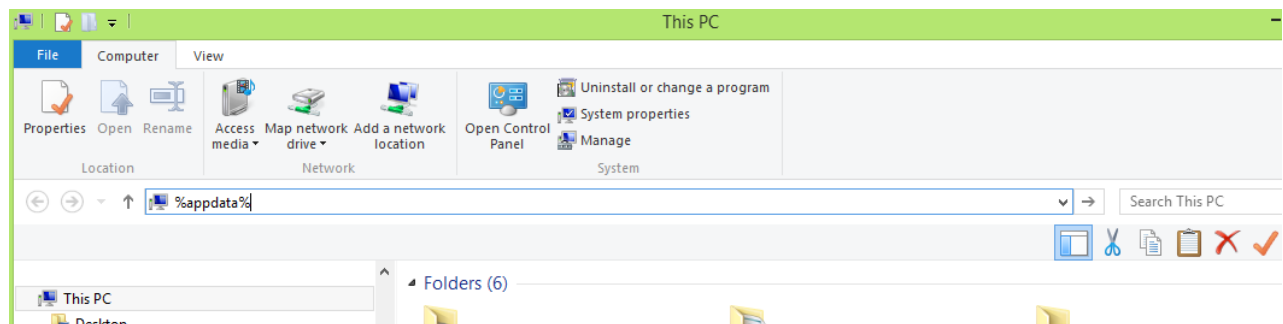
Q. The error message “Root Element is Missing” is displaying when trying to open Agvance:



The error appears before the Agvance login screen. Clicking 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 text box:



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

Name	Date modified	Type	Size
Agvance.INI	06/11/2013 4:43 PM	Configuration sett...	4 KB
AgvanceWebAccessError.log	04/21/2014 2:47 PM	Text Document	9 KB
AgvanceWindowSizes.config	04/28/2015 9:24 AM	CONFIG File	11 KB
ErrorReport.pdf	12/09/2014 11:48 ...	Adobe Acrobat D...	56 KB
ErrorReport.xml	12/09/2014 11:48 ...	XML File	96 KB
User.config	04/28/2015 9:24 AM	CONFIG File	25 KB

From here, you should be able to 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 Mobile Inventory scanner settings. If possible, SSI advises users to take 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 if you have any questions or concerns regarding this error or performing the necessary steps to resolve it.