Agvance Windows Freeze

Q. When opening a window in Agvance, the program freezes or the windows are missing and an error does not display.

A. Agvance remembers the size and position of most windows. If someone switches from using multiple monitors to using fewer monitors or if the configuration files that store the window's size and position become corrupted, Agvance may open a window on a monitor that no longer exists. When this happens, it appears that Agvance has frozen.

There are certain scenarios that cause configuration files to be corrupted, and certain windows within Agvance are either not clickable or not visible. The following procedure should correct this issue.

Close Agvance, and from the Start menu on the monitor, type '%appdata%', and press **Enter.**

Select the *SSI* folder and then the *Agvance* folder.

Contents similar to the following should be visible.

Name	Date modified	Type	Size
Agvance.INI	09/09/2015 10:36 AM	Configuration sett...	4 KB
AgvanceWindowSizes.config	11/20/2015 1:25 PM	XML Configuratio...	1 KB
ErrorReport.pdf	11/02/2015 10:57 AM	Adobe Acrobat D...	62 KB
ErrorReport.xml	11/02/2015 10:57 AM	XML Document	115 KB
ssi-DashboardSettings.config	11/19/2015 1:40 PM	XML Configuratio...	1 KB
User.config	11/20/2015 1:24 PM	XML Configuratio...	12 KB

Delete or rename the *AgvanceWindowSizes.config* file. Agvance will recreate this file, and the Agvance windows will revert to the default location, which is in the center of the screen on the main monitor.

Sometimes the *User.config* is also corrupt and must be deleted or renamed.

If using Agvance Dispatch, a key needs to be deleted from the registry. On the *Start* menu, type 'regedit.exe', and press **Enter**.

A UAC prompt displays. Click **Yes** to allow the program to run.
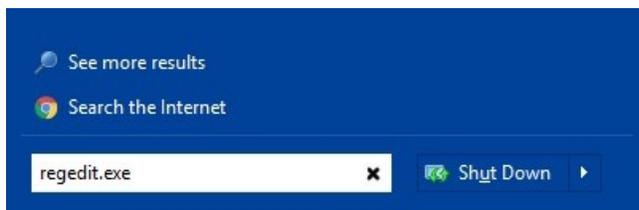
Click on Computer at the top of the list before searching the registry.
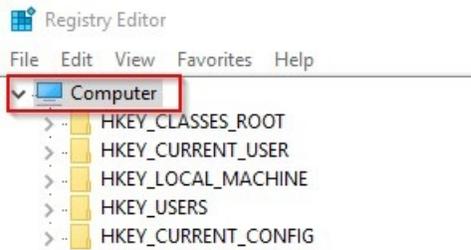
To search the registry, click *Edit / Find* or press **Control** and **F** on the keyboard. The *Find* window displays.

On this window, search for the following two keys and delete them. One or both of these keys may or may not exist.

- DispatchMap_frm
- frmLiveMap