

Problem: When I am typing a job, the words do not keep up with my typing.

Solution: If you have not done so already, please reboot your computer. If you are using a third-party word-expander try temporarily turning this off to see if the problem goes away. There are times when a word-expander can cause a slowdown in the ITC, especially in cases where you have many entries. If you temporarily turn off the word expander and the problem does go away, you should examine your computer's system resources to ensure you have a proper amount of RAM memory and enough CPU to handle a large amount of data.

Problem: I just ran Windows Updates and now my ITC will not start.

Solution: There can be various things that occur during the Windows Updates procedure. Often the update will include updates to the Microsoft .NET Framework. If you start having issues after a Windows update, the first thing you can try is to uninstall and then reinstall the [.NET Framework](#). If things still won't work after that process, it would be best to Uninstall and Reinstall the InfraWare ITC software.

Problem: I have uninstalled and reinstalled the ITC and it still will not work.

Solution: When a user is having difficulties with the ITC, i.e., unexplainable issues that cannot be resolved within settings or some other resolution, sometimes a fresh install of the ITC is necessary. These instructions can also be followed when a user uninstalls the software due to an issue unresolved any other way, and the same issue persists as before the installation. Many users do not 'show all files' or delete the leftover folders, if any, causing the system to retain some of the prior issues with the previous install.

Steps:

- View hidden files and folders in Windows 10
- Open File Explorer from the taskbar.
- Select View > Options > Change folder and search options.
- Select the View tab and, in Advanced settings, select Show hidden files, folders, and drives and OK.
- Uninstall the ITC via Control Panel in Windows
- Delete the folder located at C:\Users\user name\AppData\Roaming\InfraWare\ITC and all its contents
- Reinstall the production ITC from <https://downloads.infraware.com/ITC/setup.exe>

Problem: I can have 5 files downloaded and only have 4, but the ITC says my queue is full.

Solution: Occasionally, connection issues will cause the ITC to register that you have downloaded a job, but you will be unable to see it in your queue. Contact your manager or system administrator. Provide them with the job numbers you can see. They should be able to locate the job number that you cannot see and manually return it to the server. You should now be able to keep the proper number of jobs downloaded.

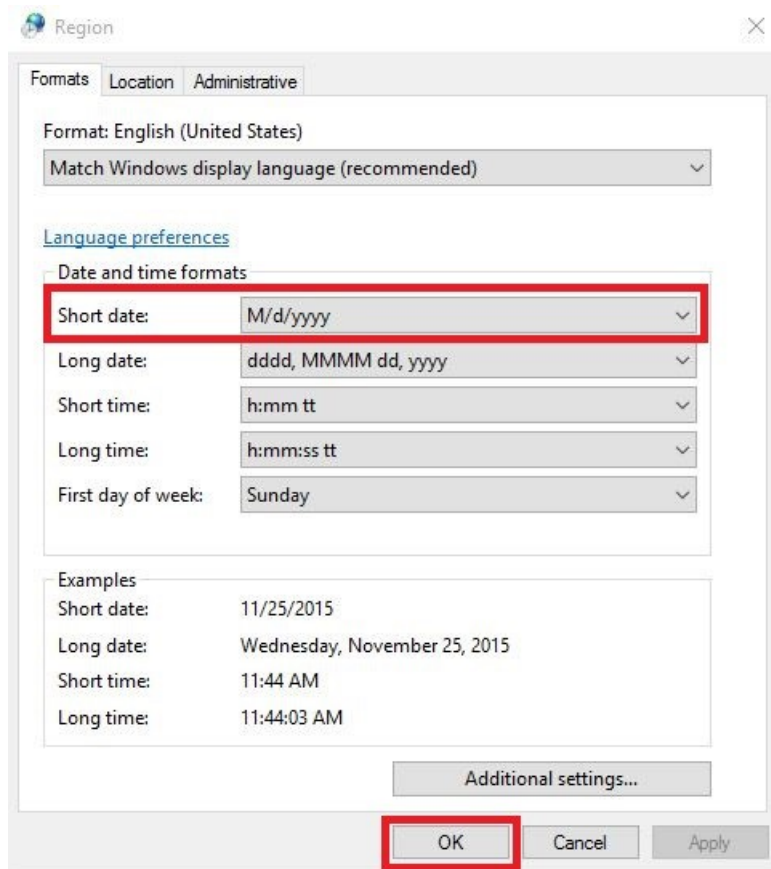
Problem: I am unable to log-in/download jobs in the ITC

Solution: In rare occurrences, a user of the ITC attempts to log in with their email address and password, and the login window comes back up without any error message. This is caused by the date format in Windows being incompatible with the ITC. Date and Time formats can also result in jobs not downloading to the ITC.

Steps:

Start --> Control Panel --> Clock, Language, Region --> Region and Language

Under the Formats tab, change the Short Date to display as M/d/yyyy, then click OK.



If your ITC login window is still up, closeout and restart the ITC.

Problem: My foot pedal was working previously but has now stopped working.

Solution: The foot pedal MUST be plugged in prior to starting the ITC for it to work properly. Desktop and Laptop computers allow you to adjust the power settings. This is especially helpful with laptop computers. Depending on these settings, the computer may shut down power to the USB ports to conserve power, effectively disconnecting the foot pedal from the computer, when it sleeps. Waking the computer reestablishes power but if the ITC was running when this happens you will need to shut down the ITC and then restart it to re-establish the connection with the foot pedal. Disabling this feature will prevent the need to do this each time you leave the computer for an extended period.

- From the Windows Start menu, type Power & Sleep settings. Choose Open (Windows 10).
- Scroll down to Related settings and click Additional Power Settings
- Under Preferred plans, find the active plan and click Change plan settings
- Next click Change advanced power settings
- Scroll down and locate USB Settings
- Click the + to expand – USB selective suspend settings
- Next to Settings you will see a link that will either say Disabled (preferred) or Enabled. If it is Enabled, click to Disable. Then click okay. That window will close saving your choice and you can then X out of the power settings window.

If the USB Selective Suspend Settings are Disabled and you are still experiencing issues:

Shut down your computer, unplug the USB foot pedal, wait a few seconds, plug the pedal back in and start your computer back up. If it still does not work, shut down the ITC, unplug your foot pedal then plug it back in. You should hear an audible "ding" and/or see a pop-up in the lower right corner of your screen indicating that Windows sees the foot pedal confirming that the foot pedal is working. If you do not hear the ding or see the popup, unplug the pedal once more and try plugging in into another USB port on your computer. If you do not hear a ding or see the popup, it is possible that your foot pedal needs to be replaced.

I just installed the ITC and my foot pedal does not work.

Your foot pedal MUST be plugged in prior to starting the ITC. If you plugged in the foot pedal AFTER starting the ITC, shut down the ITC and restart it.

Sometimes the ITC will install without issues, but antivirus software can cause problems with the foot pedal preventing it from working correctly. Try disabling the AV software and try the foot pedal in the ITC. If it works, you will need to add an exclusion for the ITC.

Unfortunately, all AV software clients are a little different in how they have you add exclusions. Because of that, we are not able to give specific examples of how to add exclusions for the ITC. Here are links to three of the most used AV products:

- Norton: <http://us.norton.com/support/>
- McAfee: <https://service.mcafee.com/>
- AVG: <https://support.avg.com/>

Compatibility

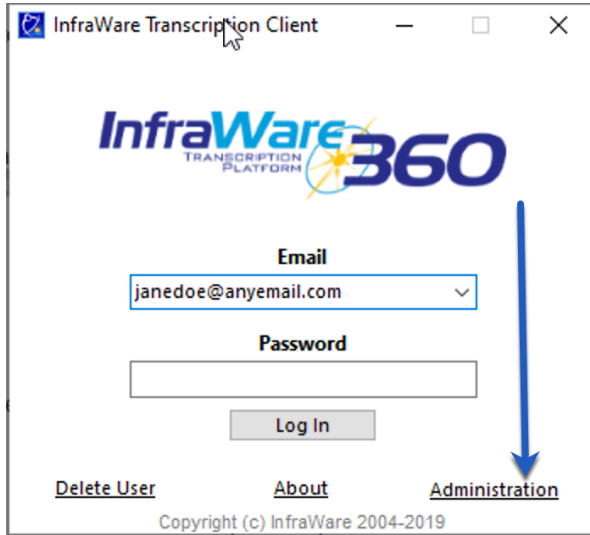
The ITC is compatible with many foot pedal manufactures/models, but there are some that will not work, especially those which were designed specifically to work with proprietary systems (i.e., Olympus, Phillips, etc.) Make a note of the manufacturer/model of your foot pedal (typically found on the bottom of the pedal). On the log-in window of the ITC (before logging in) click the link for Administration.



Next, click the tab for USB Pedal. Click the dropdown box for the manufacturer and select the appropriate one. Next, click the dropdown for Model and select if applicable. Click Save. Start the ITC and try your foot pedal. *Infinity pedals are the most common; this is the default.

My rewind and fast forward pedals are reversed.

Click the Administration link on the log-in screen of the ITC.



Click the USB tab. Put a checkmark in the box next to Reverse FF and REW

