AlphaApp Release Note: Error loading buffer

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AlphaLab, Inc.

Version

All

Operating Systems

Windows 10

Description

AlphaApp uses file space on your computer to buffer the onboard memory of an AlphaLab, Inc. meter. Without this buffering capability, downloading, loading, and reviewing data would take far longer. When AlphaApp cannot find the folder it uses for buffering it will give the following error in the bottom right corner of the user screen:
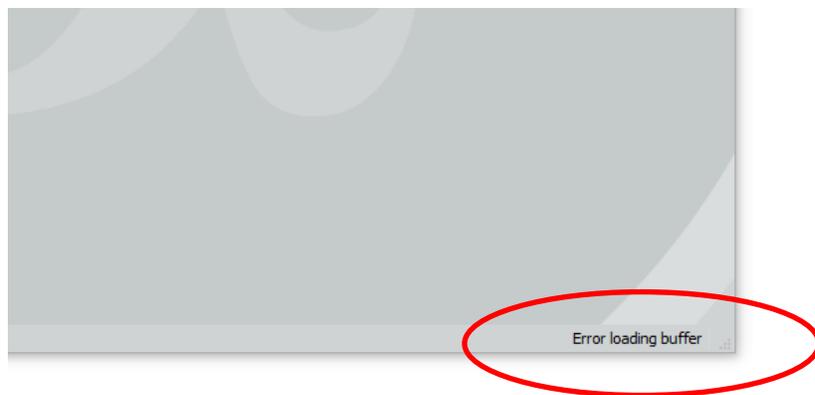
Version 1.0.9 and prior will match the above error. In the beta release for 1.0.10 and future releases, the file path that created the failure will be appended to the error message for easier diagnostics.

Cause

The most common cause noted among users reporting the problem is a restrictive IT environment. These generally exist in large companies that have a dedicated IT department to handle the computer needs of many users while maintaining the security of the network. Note that it is not enough to have

read/write permissions in the "User" folder for a given user. If security protocols restrict running software from creating their own folders, AlphaApp will fail.

Fix

AlphaLab, Inc. is currently exploring modifications in future releases that will allow AlphaApp to function in these environments without additional user setup. Unfortunately, this will take some time to roll out. In the meantime, the user can add the folder structure necessary to fix the problem manually and AlphaApp will function normally.

- First confirm that the missing folders are the cause by navigating to the appropriate folder:

  The path that is missing is C:\Users\"YourUserName"\AppData\Roaming\AlphaApp\buffer. Please substitute your login information for "YourUserName" and note that "AppData" is often a hidden folder.

- The likely culprit is that the "AlphaApp" folder in "Roaming" is missing. Add the folder manually, within "Roaming", spelled exactly as "AlphaApp". Within this folder create a subfolder titled "buffer".
- Minimize this folder and return to AlphaApp. Using the menu bar, navigate to Home > Preferences and select "Delete All Buffers".
- Shutdown AlphaApp. Ensure your meter is plugged in and turned on. Now restart AlphaApp and allow the software to download all the data from your meter again. Once all downloads are complete you should have access to all of your onboard data as expected.

Additional

The data in these buffer files is in binary format, as stored onboard the meter, and is intended for use by AlphaApp. It will not be in an easy to read format. AlphaApp will convert it to the appropriate format and allow you to save it in the "Documents" folder as CSV files. Please remember that you should instruct AlphaApp to save your data and then store it and any backups appropriately to protect yourself from data loss.