Resolving LightField Crashes

Sabbir Liakat

Applications Specialist
Power off all running cameras and kill all running LightField Processes in Windows Task Manager.

If you are using automation, the LF processes will be called ‘AddinProcess.exe’ Check for those and kill as well.

End all LightField tasks, but leave FirmwareAssistant running.
Try running LightField with cameras still powered off

- If no crash, you are good to go – you can power on the hardware and try to load into experiment
  - For spectrometers, you will want to close LightField, turn on spectrometer, then re-open LightField.
- If it still crashes, please proceed to the next set of slides.
Clear Possibly Corrupt Configurations (Part 1)

Enter the “C:\Users\<username>\AppData\Local\Princeton Instruments\” directory and rename the ‘LightField’ folder to ‘LightField_old’
Clear Possibly Corrupt Configurations (Part 2)

Enter the “C:\ProgramData\Princeton Instruments\” directory and rename the ‘LightField’ folder to ‘LightField_old’
Try running LightField

- If no crash, you are good to go
- If it still crashes, please proceed to the next set of slides.
Repair PICam from ‘Add/Remove Programs’

Apps & features

Installing apps

Choose where you can get apps from. Installing only apps from the Store helps protect your PC and keep it running smoothly.

Turn off app recommendations

Apps & features

Manage optional features

Manage app execution aliases

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

pica

Sort by: Name

Filter by: All drives

Princeton Instruments PICam

70.1 MB

6/13/2019

5.7.1.1903

Modify

Uninstall

Modify

Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.

Repair

Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.

Remove

Remove Princeton Instruments PICam from your computer.

< Back  Next >  Cancel
Try running LightField

• If no crash, you are good to go
• If it still crashes after all these steps, it is likely a hardware configuration issue
  – Please obtain an event log from the crash
  – Here is a video tutorial on how to obtain an event log:
  – Email this event log to pi.techsupport@Teledyne.com