

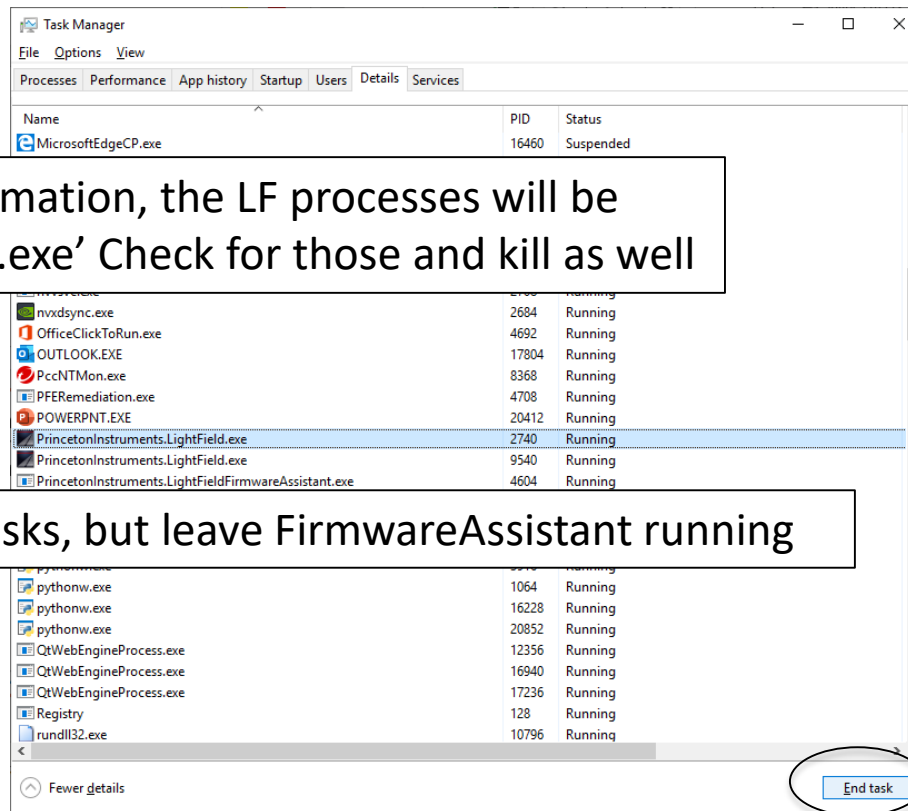


Resolving LightField Crashes

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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\\AppData\Local\Princeton Instruments\” directory and rename the ‘LightField’ folder to ‘LightField_old’

The screenshot shows a Windows File Explorer window with the address bar set to C:\Users\sliakat\AppData\Local\Princeton Instruments. The 'LightField_old' folder is selected and highlighted. The following table represents the contents of this directory:

Name	Date modified	Type	Size
ExperimentScheduler	8/2/2019 3:38 PM	File folder	
High Speed Camera	4/3/2019 9:56 AM	File folder	
LightField_old	2/12/2020 1:24 PM	File folder	
Phase Modulation Sorting	5/8/2019 1:38 PM	File folder	
PI Camera Tests	1/10/2020 5:06 PM	File folder	
Picc	6/13/2019 12:52 PM	File folder	
ResXtreme	4/15/2019 3:45 PM	File folder	
Temperature Monitor	3/4/2019 9:14 AM	File folder	

Clear Possibly Corrupt Configurations (Part 2)

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

Share View

C:\ProgramData\Princeton Instruments

Name	Date modified	Type	Size
backup	4/4/2019 3:11 PM	File folder	
DacTuner	10/1/2019 11:23 AM	File folder	
Experiment Control	11/3/2016 7:20 PM	File folder	
LightField_old	2/12/2020 1:01 PM	File folder	
Picc	11/2/2016 5:28 PM	File folder	
ResXtreme	4/15/2019 4:17 PM	File folder	
Spectral Devices	2/28/2020 5:31 PM	File folder	

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
	5.7.1.1903	6/13/2019
	Modify	Uninstall



Princeton Instruments PICam Version 5.7.1.1903 - InstallShield Wizard

Program Maintenance

Modify, repair, or remove the program.

- 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.

InstallShield

< 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:
<ftp://ftp.princetoninstruments.com/Public/TechSupport/SL/LFEvt/LFEvt.TDY.mkv>
 - Email this event log to
pi.techsupport@Teledyne.com