

Startup or runtime problems due to user profile corruption

In some contexts, for example following the sudden shutdown of the computer due to a power outage, the NextGen user profile may be corrupted and the program unstartable.

Online version: <https://nextgen.sant-ambrogio.it/KB985782>

Latest update: 01 gen 2023

In some contexts, for example following the sudden shutdown of the computer due to a power outage, the NextGen user profile may be corrupted and the program unstartable.

The problem manifests itself with the program stalling on its splash screen.



To fix this, you need to reset your user settings. This operation will restore some customizations to their initial state, such as the size of the windows, the colors of the program, the path of the user files.

Data relating to project files or custom databases are not affected.

Generally speaking, the reset data is that which can be accessed and set from the program's "Options" window

To perform the reset, simply start the License Manager software from the Sant'Ambrogio NextGen program group, taking care to start the correct version, then choose "Reset software default values" from the "Settings" menu.

