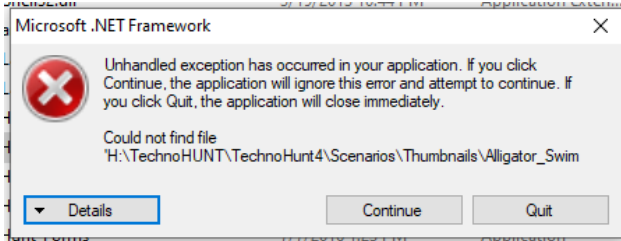# Technohunt Trouble Shoot Guide Solutions

Windows Errors

Windows errors are errors that show up and will not allow the game to play. The cause of these errors can usually be determined when they show up, but on some occasions, the detail needs to be looked at to see the cause. A windows error will look like this but may have different text.

Causes

1. If the windows error shows up when play is hit either in the main menu or in leagues, then the cause is a corrupted saved game.

   Solution: Need to delete all saved games. First, open "my computer", then go to c>Technohunt4>Logs>Saved Games. Once in that folder select all by holding "ctrl" and pressing the "A" key, this will highlight all files and then press the "delete" key. Now the folder should be empty. This should solve the error, and the system should work as usual.

2. If the windows error shows up after hitting launch in the Technohunt Updater, then the cause is either missing files or an error in paths in the configuration file.

   Solution 1: Check to see what files could be missing. Open "my computer", then go to c>TechnoHUNT4. The primary files you want to look for are Technohunt, Technohunt_Forms, Config, and a Technohunt_Data folder. If any of those are missing, then you have two options look in the computers Recycle Bin and see if they got put in there. If they are not in the recycle bin, you will need to copy them from a working copy of the game and replace them. If only one is missing you need to still replace the two files and folder (Technohunt.exe, Technohunt_Forms, and the Technohunt_Data folder). If the config file is missing, then copy that over and then proceed to solution 2.

   Solution 2: Check paths on config file. First open my computer, then go to Technohunt4 folder. Right click on Config, click on open with then click on notepad. Once opened you need to look for text like this
   ```
   <path>
      <option name="calibration" value="C:\TechnoHunt4\" />
      <option name="db" value="C:\TechnoHunt4\" />
      <option name="logs" value="C:\TechnoHunt4\Logs\" />
      <option name="mailinglabelpresets" value="C:\TechnoHunt4\" />
      <option name="scenarios" value="C:\TechnoHunt4\Scenarios\" />
      <option name="templates" value="C:\TechnoHunt4\Templates\" />
    </path>
   ```

   If any of that text does not match, fix it so it looks like the above text. (This solution will only work if the system is setup the way it has been setup in the past if for some reason you have moved the folders, or the customers has then the paths need to be adjusted accordingly.) If you replace the config file then the customer will need to recalibrate, possible reactivate sensors and place them in layout, and fix their shop info in options>scorecard.

3. If the windows error shows up while trying to edit or create a new scenario group then you have a corrupted scene, missing scene, or miss named scenario in your scenarios.xml file.

Solution: Open "my computer" then go to c>Technohunt4>Scenarios>Clips. First, we want to see if any pictures or thumbnails do not show up. Change the view to large icons or medium icons and scroll through to see if the "Pictures" thumbnail does not show up, also you can change the view to "details" and then sort by file size and see if anything comes up as 0 kb or under 1000 kb. If nothing shows up out of the ordinary, then look at the lower left of the screen and see how many items it says. Then go check c>technohunt4>scenarios>hitzones and thumbnails and make sure the numbers match. If they do not match, then you need to compare the file names and see what is missing. If nothing is missing and everything matches, then you need to check the scenarios.xml file for missing or wrongly named files. The structure should look like this

```
<scenario name="Alligator_Swimming_03" type="CLIP" yardage="6">
  <hitzones>Alligator_Swimming_03.hitz</hitzones>
  <clip>Alligator_Swimming_03.mp4</clip>
  <thumbnail>Alligator_Swimming_03.bmp</thumbnail>
</scenario>
```

Make sure all names are matching and then make sure there is a corresponding file in clips, hit zones, and thumbnails folder.

4. Unknown causes – if none of the causes match the error then click on view details and review details to see what it says and see if the cause can be determined from it.

Visual Problems

Visual problems are problems with the visuals of the game, for example, the game does not look like it should, or things are not showing up where they should or at all.

Problem

1. The screen looks stretched or shrunken.
Cause: The resolution is wrong
Solution: Close game right-click anywhere on the desktop, then click on display settings. Look for an option that says "resolution" or "display resolution" and click on the down arrow and select 1280x960, then click on "keep changes".

2. The screen in the tunnel and outside the tunnel do not match.
Cause: Multiple Displays Setting is wrong
Solution: Close game, right-click anywhere on the desktop, then click on "display settings". Look for an option that says, "Multiple Displays", click on the down arrow, and select "clone, duplicate, or mirror". Then click on "keep changes" if the option shows up.

3. In the game mode Dart Crickets, the marks are showing up wrong and not matching the numbers that were hit.
Cause: Resolution is wrong
Solution: Close the game. right-click anywhere on the desktop, then click on "display settings". Look for an option that says "resolution" or "display resolution" and click on the down arrow and select 1280x960, then click on "keep changes".

4. The right side of the screen looks skewed.
Cause: The keystone on the projector has been reset or adjusted.
Solution: Start TechnoHUNT then go to options>arrow tracker>graphs. Next, get the projector remote and click on "settings" then click on "settings" in the menu. Then go to "h/v keystone" or "keystone option" as seen in image 1. Next measure from the red arrow in image 2 to the metal frame on the right side. Then measure from the blue arrow in image 2 to the metal frame. Then adjust the v-keystone and redo the measurements until they are within a ¼" of each other or better.

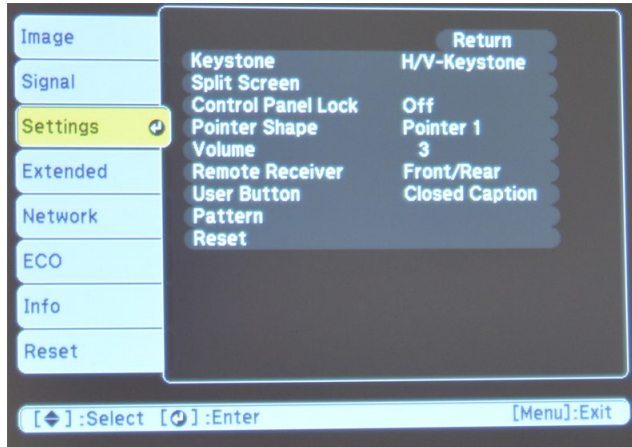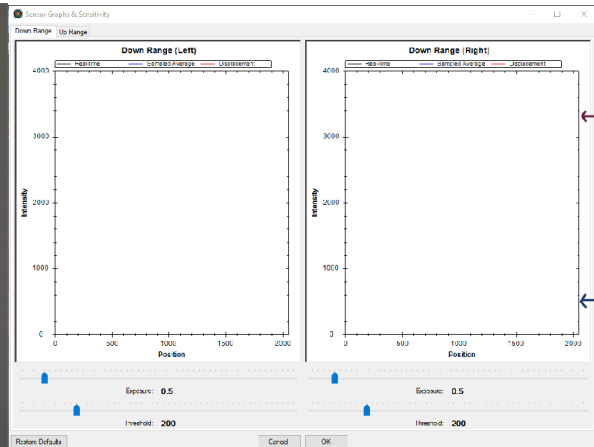Image 1   Image 2

5. Scenes Video not showing up only showing a black screen.
Cause: QuickTime not installed or has been updated.
Solution: Open "my computer", go to C:\>Technohunt4>required installers, and double click on QuickTime installer, if the window that opens says repair or remove click on "remove" and then click "yes" and follow any remaining prompts till it says "finish". Then double click on "QuickTime installer" again or if it did not say repair or remove it should have opened to a window saying QuickTime for windows. Click on "next", then click "yes", then click on "install". Click "yes" on any other prompts that open. Once it is done installing click on "finish", then click on "no thanks". Now, double click on the "QuickTime" icon on the desktop, click "no" on the following QuickTime prompt asking about file associations. If anything pops up that asks if you should allow automatic updates, click on "no" and do not update QuickTime. Now you can exit QuickTime and reopen TechnoHUNT.

6. Frozen Game in between scenes
Cause: Corrupted Scene Video File
Solution: Open up "my computer" then go to c>Technohunt4>Scenarios>Clips. First, we want to see if the "Pictures" thumbnail does not show up. Change the view to large icons or medium icons and scroll through to see if any files do not show up as a thumbnail, you can also change the view to details and then sort by file size and see if anything comes up as 0 kb or under 1000 kb. Replace whatever file is not showing up or extremely small file size.

7. The screen looks blurry
Cause: The projector needs adjusting.
Solution: On top of the projector there are two knobs by the lens one adjusts the zoom and the other the focus. Adjust the focus knob until the image is clear. If no number of adjustments fixes the image then you might need to get a new bulb or projector. Contact TechnoHUNT.

Calibration Problems

Calibration problems will cause the game to not pass calibration, the system will either show a complete fail or it will repeat calibration dots until it eventually shows a calibration fail.

Problem

1. Repeating a corner calibration dot over and over.
Cause: Spikes in the far right of the graphs usually in the last quarter of the graphs.
Solution: If the spike is on the right sensor then get a piece of electrical tape and work from the bottom of the camera case and move the tape up slowly until the spike disappears. If the spike is on the left sensor, then get a piece of electrical tape and work from the top of the camera case and move the tape slowly down until the spike disappears.

2. Random Dots keep repeating or calibration fails outright.
Cause: A short person calibrating - Because of their height they cannot keep the arrow level for the top rows this will cause the top row dots to repeat or will cause failure.
Solution: Someone at least 5'7" should calibrate the system.

3. Spikes in the first 3 quarters of the graphs
Cause: Uneven Floor
Solution: Open graphs and look for spikes. Find spiked locations on the bottom tape by moving across the bottom tape until a dip cancels out the spike. Once you find the location, get a hammer, and pry the bottom frame up at the location of the spike until the spike vanishes back into the graph, then shim up the location. Repeat this process on any other spikes that do not take place in the last ¼ of the graphs.

4. Problem: Misaligned Sensors
Solution: Realign sensors, first by opening graphs and performing a tape test on the right sensor, make adjustments until readings are within a ½ line of each other. Repeat the process on the left sensor.

5. Problem: Keystone on the projector
Solution: Start TechnoHUNT, then go to options>arrow tracker>graphs. Get the projector remote and click on "settings" then click on "settings" in the menu. Then go to "h/v keystone" or "keystone option" as seen in image 1. Next, measure from the red arrow in image 2 to the metal frame on the right side. Then, measure from the blue arrow in image 2 to the metal frame. Then adjust the v-keystone and redo the measurements until they are within a ¼" of each other or better.

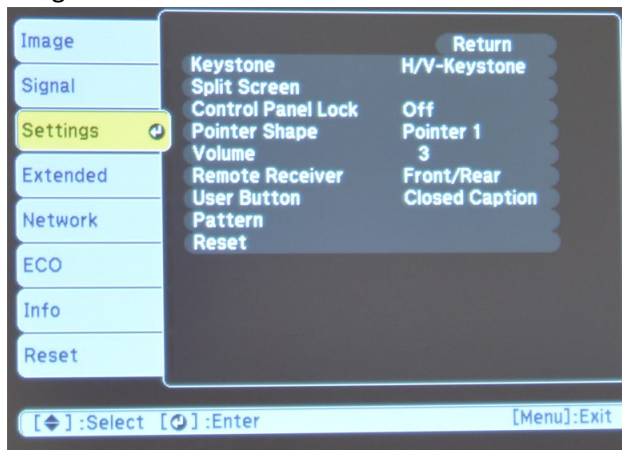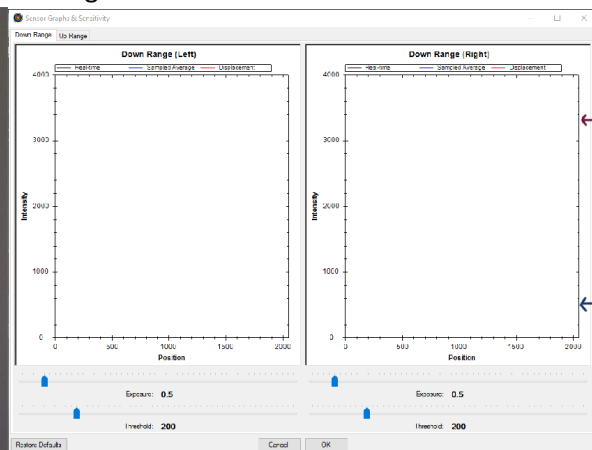Image 1   Image 2

6. Problem: Blown out Sensors or dampened sensors
Solution: Open graphs and if you cannot see the tops of the peaks in the graph then the exposure on that sensor needs to be lowered until the peaks are visible. This also works in reverse if the graphs are extremely low or below the halfway mark of luminosity on the left or the valley is close to the bottom of the graphs then raise the exposure till the peaks are touching the top or close to the top.

Sensor Problems
Sensor problems will cause the game to not function, not read shots, cause errant shots, or also kick out a technoHUNT error.

Problem
1. Shots not being recognized
Cause: Sensors not aligned

Solution: Realign sensors. Start by opening graphs and performing a tape test on the right sensor, make adjustments until readings are within a ½ line of each other, then repeat the process on the left sensor.

2. Calibration is missing or not good
Solution: Recalibrate the system, if the system does not calibrate use Calibration Steps to solve the problem.

3. Bad Sensor
Solution 1: Check the graphs and if you are not receiving an error but the graphs are open and are not showing any activity then make sure LEDs are turned on. If they are turned on, then there is a good chance of a sensor camera not working and might need to be replaced. Contact TechnoHUNT.

Solution 2: Check the graphs, and if you are seeing a graph but it is extremely low and raising the exposure does not drastically fix it then check the LEDs to make sure all 3 are lit and on. If one is not, then the LEDs need to be replaced.

4. Communication Error with left or right down range sensors
Cause: Cable Issue
Solution 1: Check cables on sensors. Unplug them and plug them back in both from the sensor, the USB powered extension, and the USB cable on the back of the computer. Also, check to make sure the power supply for USB extensions is plugged in. If this solves the problem, make sure the cable has enough slack so that it is not unplugging due to tension.

Solution 2: Move USB cables on the back of the computer to a different port making sure the port is a USB 3.0, usually blue colored USBs are USB 3.0

Solution 3: Bad cables, try replacing first the 1' USB A to B Cable, then replace the 33' powered USB extension cables.

5. Sensor not activated or lost activation
Solution: Check the sensor in sensor layout by going to options>arrow tracker>layout. If there are no sensors assigned to left or right and there is no sensor in available sensors, then you need to reactivate the sensor.

6. Problem: Sensor not assigned in layout
Solution: Check sensor locations in sensor layout by going to options>arrow tracker>layout and assign the available sensor to the right or left sensor whichever one is missing.

7. Phantom Shots – shots showing up when no one is shooting
Cause: Vibration
Solution: Open graphs and watch the red line at the bottom if it is showing up and jumping around then you have a vibration issue. Raise the threshold on the affected sensor until the red line stops moving around. Shoot an arrow at the screen and make sure that a new red line shows up. If one does not, then you raised your threshold too high.