Image Transmission Issues

There are several possible reasons why the ROES Client will not start up, (common issues click the Support page link above or visit www.roes.co) or in some cases not transmit to the lab. We have found it is best to go through these steps in order and always end with cleaning out Temporary Internet Files:

1. Mac OS X - the most common issue currently is with 10.8.3 Mountain Lion, where nothing seems to happen when the ROES startup is attempted in Safari. First, be sure Java is listed under System Preferences (if not, go to www.java.com, to get Java, download the .dmg package, unpack it and run the Java installer). While Firefox is a better browser option for starting Java applications, if using Safari when in the ROES index page right-click or CTRL-click on the Direct Launch link and choose Download Linked File As from the menu. Save the launch.jnlp file to Documents, then open Finder and select Documents. Double clicking on the launch.jnlp should start ROES.
2. Various Anti-Virus Applications - AVG, Avast and Kaspersky have been shown to block the initial ROES download under certain conditions. Disabling the Web Filter segment of these will usually help in starting the program.
3. Failure to launch via desktop shortcut - Occasionally after a Java update the desktop shortcuts to ROES or any Java application will be broken. The error message Details area will indicate a failure to find javaws.exe or unable to load resource with a path that lists '...Java\Deployment\Cache...' in it. If these arise, delete the existing shortcut and open the Java Control Panel from Control Panel or System Preferences. Under Temporary Internet Files, choose View and look for the desired Java application in the Cached Applications Viewer. Right-click or Control-click (for Mac) and select Install Shortcuts or Create Desktop Shortcut/Application to set a new shortcut that will work. You can also double click on the program name in the Cache Viewer to start it if desired.
4. Error Details indicate a null pointer or invocation exception - This can occur if the ROES setup has changed or your graphics/monitor arrangement has changed. The best bet is to delete the preferences file for your specific ROES, found in a folder under your user home directory such as C:\Users. The ROES folder will start with a period and usually be the lab name or ROES label. Inside this folder will be a file with the same name as the folder with a .properties extension, try deleting this file and see if ROES launches.
5. ROES fails to send - There are many potential causes, however in later Windows versions with Java 7 the Windows Firewall may be blocking the send immediately.

Common ROES Startup Issues

What characters cannot, or should not, be used in image file names?

The software will refuse certain characters, and while we filter most out in the ROES Client, it's still best to not use apostrophes, commas, slashes or ampersands in image file names and

keep them under 23 characters. Find the complete list of characters to avoid above under file management.

How can I create a ROES desktop shortcut if I skipped the option during the initial launch?

If you skipped the shortcut install, you can create the shortcuts from within Java Web Start Application Cache Viewer. To get there, Click Start - Run and type javaws.exe and press Enter. Find the ROES application you want a shortcut for and right-click on it. Select Install Shortcuts and they will be created.

I am receiving an error when the order is preparing to transmit that states it cannot find the path specified for order_accountid_xxxxxxxx_xxx.zip?

There can be 2 causes of this: 1) Verify the file has no illegal characters like a backslash in it from the My Information screen's Account field, where N\A may be entered. Go back to the My Information screen and replace N\A with just NA, None, or NewUser. 2) Zip file corruption can occur in rare instances. Go back into the order and save it as an incomplete order; then Open the saved order. This will assign it a new random order number and you should be able to just complete the order and send it.