



Known Bugs



Known bugs in the current version of Hauptwerk

The following is a list of all known bugs in Hauptwerk, so that you can work around them when possible. If you find any other bugs in the current Hauptwerk version, please contact us and we will add them here and aim to fix them.

HW-000456: Installer: non-English or non alpha-numeric characters in Windows temporary folder can cause 'Insert new media' prompt during installation (Windows only).

Prior to installation, the installer's files are unpacked to the Windows temporary folder. If the name of that temporary folder contains certain non-English or special characters, during the installation phase the installer may incorrectly give an 'Insert new media' prompt with the message 'Please insert Hauptwerk or select Browse to locate it manually'. Selecting the folder causes the prompt to appear again ad infinitum, preventing further progress. If you encounter this problem, as a work-around, please set the user and system-level Windows 'TEMP' and 'TMP' environment variables to an existing folder with a name containing only English characters, such as 'C:\temp' (create the folder first) using 'Start | Settings | Control Panel | System | Advanced | Environment Variables', then reboot the computer. IMPORTANT: if a mistake is made in the process the computer might not be able to boot, so please contact us for advice if you think you may have difficulty or are fairly inexperienced with Windows; an alternative work-around is possible by extracting the files manually using WinRAR. Since this problem appears to exist in the Java tool used to create the installer, it seems unlikely that we will be able to address this problem. However, it is extremely unlikely to occur for most default Windows installations. In particular, you do not need to change the Windows TEMP and TMP environment variables unless you encounter this problem.

Product version introduced: *02.00*

Product version fixed in: *No fix yet available*

Priority: *Low*

HW-000679: Installer: non-English or non alpha-numeric characters in installation folder names can prevent Hauptwerk launching (Mac OS X only).

As a work-around, when installing Hauptwerk, please use only the following characters in the names of the folders you select for installation: a-z, A-Z, 0-9, space, underscore, hyphen. Other characters (such as an umlaut) may be incorrectly encoded into Hauptwerk's XML files by the installer, preventing Hauptwerk from reading the folder names correctly. In such cases you may see error 1108 (XML parsing error) in a file named FileLocations.Hauptwerk.xml when you attempt to launch Hauptwerk. The problem has been fixed in Hauptwerk version 3.00 for Windows PCs (see bug HW-000400), but additional work is needed to address it fully on Mac OS X.

Product version introduced: *02.20*

Product version fixed in: *No fix yet available*

Priority: *Low*