Public Support - Support Request #10158

Harddisk Player & Recorder filter is not loaded

2020-02-03 14:34 - hidden

Status:	Closed			
Priority:	Normal			
Category:				
Customer:	DAIMLER	**Product Issue Numbers:**		
Department:	RDI/CEI	**Affected Products:**	ADTF 2.13.2	
Requester's Priority:	Blocker	**Platform:**	Ubuntu 16.04 64bit	
Support Level:	2nd Level	**Topic:**	ADTF::CE	
Resolution:	Solved Issue	**FAQ Links:**		

Description

Supportanfrage:

I have created a empty project in ADTF but found that Harddisk player & recorder is not loaded.
Please check the attached image, can you please let me know what could have been went wrong

Lösung:

Seems only the examples (Demo) are loaded... please check the plugin directories in Options -> settings, as default is confugured:

```
*.plb
..\addons\*\bin\*.plb
..\src\examples\bin\*.plb
..\addons\*\src\examples\bin\*.plb
```

If you installed like always and do not change anything, this must work.
Otherwise please check if the binaries exists.
If yes, have a look at the log, then there must be some strange entries...

If not, please reinstall.

History

#1 - 2020-02-03 15:25 - hidden

- Project changed from Public Support to 9

- Status changed from New to Customer Feedback Required

- Topic set to ADTF::CE

Hello,

which version of ADTF are you using?
Is this a fresh installation?

#2 - 2020-02-04 09:57 - hidden

Seems only the examples (Demo) are loaded... please check the plugin directories in Options -> settings, as default is confugured:

```
*.plb
..\addons\*\bin\*.plb
..\src\examples\bin\*.plb
..\addons\*\src\examples\bin\*.plb
```

If you installed like always and do not change anything, this must work.
Otherwise please check if the binaries exists.
If yes, have a look at the log, then there must be some strange entries...

If not, please reinstall.

#3 - 2020-02-07 09:24 - hidden

Florian Roth wrote:

> Seems only the examples (Demo) are loaded... please check the plugin directories in Options -> settings, as default is confugured:
>
> [...]
>
> If you installed like always and do not change anything, this must work.
> Otherwise please check if the binaries exists.
> If yes, have a look at the log, then there must be some strange entries...
>
> If not, please reinstall.

Could your problem be solved with this information?
Please give us feedback until 11.02.2020

#4 - 2020-02-07 09:30 - hidden

The problem is solved.
Thank you for the Support.

#5 - 2020-02-12 10:14 - hidden

- Description updated

- Status changed from Customer Feedback Required to To Be Closed

- Resolution set to Solved Issue

#6 - 2020-07-07 16:19 - hidden

- Project changed from 9 to Public Support

- Private changed from Yes to No

#7 - 2020-07-07 16:40 - hidden

- Status changed from To Be Closed to Closed

Files

ADTF_Blocker.png	510 KB	2020-02-03	hidden