

## Public Support - Support Request #10158

### Harddisk Player & Recorder filter is not loaded

2020-02-03 14:34 - hidden

<b>Status:</b> Closed	
<b>Priority:</b> Normal	
<b>Category:</b>	
<b>Customer:</b> DAIMLER	<b>Product Issue Numbers:</b>
<b>Department:</b> RDI/CEI	<b>Affected Products:</b> ADTF 2.13.2
<b>Requester's Priority:</b> Blocker	<b>Platform:</b> Ubuntu 16.04 64bit
<b>Support Level:</b> 2nd Level	<b>Topic:</b> ADTF::CE
<b>Resolution:</b> Solved Issue	<b>FAQ Links:</b>
<b>Description</b>	
<b>Supportanfrage:</b>	
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	
<b>Lösung:</b>	
Seems only the examples (Demo) are loaded... please check the plugin directories in Options -> settings, as default is configured:	
<pre>*.plb ..\addons\*\bin\*.plb ..\src\examples\bin\*.plb ..\addons\*\src\examples\bin\*.plb</pre>	
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 configured:

```
*.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 configured:

[...]

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**

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ADTF_Blocker.png	510 KB	2020-02-03	hidden
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