

Public Support - Support Request #2613

ADTF DevEnv or Runtime do not start

2018-05-14 15:30 - hidden

Status:	Closed		
Priority:	Normal		
Category:			
Customer:	AUDI	Product Issue Numbers:	https://support.digitalwerk.net/projects/download-center/wiki/FAQ's#Q-ADTF-does-not-start-or-starts-and-quits-immediately
Department:	AEV	Affected Products:	ADTF 2.14.1
Requester's Priority:	Normal	Platform:	Windows 7 64bit
Support Level:	2nd Level	Topic:	ADTF::Python
Resolution:	Known Problem	FAQ Links:	
Description			
Supportanfrage			
<p>After installation of adtf and setting up the licence adtf still does not start. According to the FAQ there should have been an issue with the python installation. However I installed python 2.7 to the default path (c:\python27) and added it to the PATH variable in the default environment.</p> <p>In the FAQ there is a reference that python 2.7.6 has to be installed which I downloaded from the official python page. When I look up the version of python however it shows that version 2.7.11 is installed.</p> <p>Is there some kind of logging I can have a look at get at least a better error message other than that it simply is not working?</p>			
Lösung			
Q: ADTF does not start (or starts and quits immediately)			

History

#1 - 2018-05-14 15:58 - hidden

- Project changed from Public Support to 11
- Status changed from New to In Progress
- Topic set to ADTF::Python

#2 - 2018-05-14 16:01 - hidden

- Status changed from In Progress to Customer Feedback Required

Hi Michael,

can we switch to German ?

Anyway... just go step by step with the FAQ ([Q: ADTF does not start \(or starts and quits immediately\)](#)), Python 2.7.11 does not work.
So you must fix that by removing 2.7.11 from your machine and point to 2.7.6.
Please also check for 64Bit.

There is also a hint for more logging information.

#3 - 2018-05-14 16:01 - hidden

- Resolution set to Known Problem
- Product Issue Numbers set to <https://support.digitalwerk.net/projects/download-center/wiki/FAQ's#Q-ADTF-does-not-start-or-starts-and-quits-immediately>

#4 - 2018-05-15 09:25 - hidden

Hallo Florian,

Deutsch passt auch.

habe alles nochmal de-/installiert und nun startet ADTF. Vielen Dank also für die Hilfe.

Wenn ihr so maximal auf eine spezifische (inklusive Minorversion) Version von Python fixiert seid, könnt ihr das nicht in den Installationspfad von ADTF mit hineinkopieren (also schon in der Lieferung)?

Würde vermutlich viele, viele Tickets direkt lösen.

Gruß
Michael

#5 - 2018-05-17 10:57 - hidden

- *Project changed from 11 to Public Support*

- *Description updated*

- *Status changed from Customer Feedback Required to To Be Closed*

- *Private changed from Yes to No*

Hallo Michael,

sehr gut dass es geholfen hat.

Wenn ihr so maximal auf eine spezifische (inklusive Minorversion) Version von Python fixiert seid, könnt ihr das nicht in den Installationspfad von ADTF mit hineinkopieren (also schon in der Lieferung)?

Python war früher Lieferbestandteil, dass ist aber lizenzrechtlich für unsere Lieferung nicht mehr möglich, deshalb musste entfernt werden und wir können nur explizit in der Doku darauf hinweisen und deshalb auch der FAQ Eintrag.

Ticket wird geschlossen

#6 - 2018-05-23 13:20 - hidden

- *Status changed from To Be Closed to Closed*