

Usually problems in ROES are caused by users trying to access individual images inside a folder with hundreds or thousands of other images in the folder. When trying to add images to ROES it asks for a folder not an image. Don't try to add images by drag and drop or by drilling down to the image. You will lock up ROES every time.

To avoid problems, always create a new folder on your desktop and copy only the images you are going to have us print into that new folder. Then when you get into ROES and click the green "Add Images" button you will navigate to that new folder, highlight the new folder by single clicking it and click the "Open" button

If you are reading this How-To you have probably experienced an issue with ROES. Start-ups, lock-ups and problems getting orders to send have all been encountered so here are some things to try to get you going again.

First of all call us. Our number is 801-489-3218. Please don't fight it and try to uninstall and re-install and get frustrated. It won't do you any good. Just call us so we can walk you through how to fix the problem.

If it's after hours and you want to try these fixes on your own have at it.

ROES won't start or it locks up

If you have used ROES before and now it won't start or it locks up try these steps.

1. Go to the ROES Start screen and in the bottom right corner click on Diagnostic Tools then click Clear Caches and choose Clear Both Caches. ROES will close.

Windows users:

1. Go to your C drive and open the "Users" folder then open the folder with the user name, usually it will be your name
2. Inside will be two files one named .roescache and one named .snelson. Delete them both.
3. Restart ROES. It should work. If not take these additional steps:

DISCLAIMER: If you try the following on your own and damage your computer by deleting the wrong files we are not liable.

1. Uninstall ROES using your "Uninstall a Program" Control Panel
2. Access the files highlighted in red by navigating to them via the path indicated and delete them. If you can't see some of the folders listed you will have to unhide files and folders. If you don't know how to unhide files and folders [click here](#).

C:\Program Files (x86)\ROES

C:\ProgramData\SWROES

C:\Users\USERNAME\AppData\Roaming\ROES

C:\Users\USERNAME\AppData\Local\Temp\RWSCleanup... files

C:\Users\USERNAME\.snelson

C:\Users\USERNAME\.roescache

3. Re-install ROES and it should work. If not you'll have to call us on our next business day.

Mac Users

1. View your file tree using the window pane option
2. Click command+shift+G
3. In the resulting text field type ~/.roescache (The ~ character is to the left of the 1 key)
4. Delete the .roescache folder
5. Repeat typing ~/.snelson and delete the .snelson folder
6. Repeat typing ~/.ROESEngineCache and delete the .ROESEngineCache folder
7. Restart ROES. It should work. If not you'll need to call us on our next business day.

ROES won't complete the sending process.

ROES needs a solid internet connection to send your order. If your internet is down or blocked the order won't send. The order will stay in the order queue until access to the internet is restored.

Firewalls might interfere with sending. We have seen Windows Firewall and/or a third-party firewalls block ROES from sending the order. Try temporarily turning off your firewall(s) to send the order but be sure to turn it back on.

Some businesses and schools have firewalls in place that block ROES from sending. If that's the case try saving the order for alternate delivery in the check out procedure The order can be saved to a USB drive and brought in to us or saved into a cloud storage service and the link emailed to us.

Occasionally we see the error: "Broken Pipe". That just means there is no internet connection. You'll have to wait until the connection is restored or save for alternate delivery as explained above.

Be sure to check your email after sending your order. If you receive a confirmation we have your order and all is well. If you don't get the confirmation the order didn't go through. Call us.

If none of this works try our [Easy Pix](#) ordering system.