

Find the problem you have and then complete the steps in the order shown.

Problem - Images not showing on the Viewing Stations

1. Open the Event Till on the image import computer (the Event Till must be open for image import to occur).
2. In the Event Till, go to Settings -> Preferences -> Setup. Make sure both options are set to 'Yes'
3. Check the images you have placed into the Capture folder are jpg files. Imaculum will ignore (and not import) all other file formats.
4. Check the images have been placed into the Capture folder on the Event Till computer set to resize and process.
5. Go to Event Till -> Settings -> Preferences -> Setup. Click 'Broadcast Update'. This manually forces all computers to check their libraries are up-to-date.
6. In the Event Till, go to Settings -> Preferences -> Image Size. Click 'Remove Overlays'. Then place the images into the Capture folder again. If you wish to use the Overlay function, the selected overlay overlays MUST be .png files.
7. If you have the Event Till running on a second computer on the same network, go to Settings -> Preferences -> Setup. Make sure both options are set to 'No'.
Only one computer can be used for image resizing and processing. The computer used for image import should be the computer set to resize and process the photos.
8. Check the amount of available storage space on the device(s) with missing images. If the device's drive is full (Windows Update is notorious for filling up the storage drives on tablets) then the thumbnail files Imaculum requires to display images cannot be synced from the main Event Till computer to the Viewing Station.
Solution – create some space on the storage drive. The thumbnails take up very little space, so often only freeing up a few hundred megabytes is sufficient.
9. Check that all computers are connected to the network - sometimes a wi-fi signal can stop and a computer does not reconnect automatically. If using a cabled network, pull out the cables at both ends and re-insert.
10. Make sure the IMACULUM folder has not been renamed. It must be exactly 'IMACULUM', including in capital letters. Renaming the folder 'Imaculum' will cause images to not display in the Viewing Stations. Check this on all computers.
11. If you are sure your computers are connected to the correct network, open 'Sync Settings' from the App Launcher.
 - a. Check a folder location has been set in the text field above the 'Open Folder' button.
 - b. Select a folder location if the field is empty by clicking 'Setup Sync'
 - c. Open 'Sync Settings' on all the other computers and check a folder location has been set for all of them.
 - d. Click 'Find Computers' on each computer in quick succession
 - e. Close the Sync Settings window
12. Check your Firewall* – make sure 'Open Source Continuous File Synchronisation' has permission to communicate through the Firewall on every PC. Permission should have already been granted when Imaculum was first run on each PC. If permission has not been granted, click 'Allow another app' and select the file called 'Syncthing' in the Imaculum application directory (typically C:\Program Files\Henwig\Imaculum).
13. Contact Imaculum support - contact@henwig.com

Note: In a couple of instances, all the above had been attempted – the users had reported that Imaculum would be working perfectly well for a period of time, but after a while new images would cease showing on the Viewing Stations. After trying a different router/switch/access point, Imaculum started working reliably on a consistent basis for them. Whilst a router/switch/access point failure or fault is very rare, it is worth noting that this can and does occur and should not be forgotten when fault diagnosing.

* Imaculum should not require your Firewall or Anti-Virus protection to be disabled. It has been designed so that it works with your computers running with their security features enabled.

Problem – Images slow to appear in the Viewing Stations

1. Try setting your camera to record a smaller jpg file size. Smaller file sizes will import more quickly. A 36Mp image is excessive for the print products typically sold at events. A 12x8” photo is 8.64Mp. It is preferable to allow some extra pixels so you can crop a photo, so setting your camera to record 12-16Mp jpg files is a good idea.
Reducing the image resolution from 24Mp down to 14Mp results in images being imported approx. 58% faster.
2. Make sure your computers are set to not go to sleep (Windows Settings -> System -> Power & Sleep. Set sleep time to ‘Never’).
Imaculum uses file syncing to pass the thumbnails from the Event Till to the Viewing Stations. The file sync process pauses whenever your Viewing Station PC goes to sleep. It restarts when the PC is woken up, but it needs a few moments to reconnect to the other PCs, and then needs time to sync any files that have changed whilst it was asleep.
3. Make sure your computer is kept cool. Computers do not like heat, and when they get too hot they slow the processor down to prevent damage to the electronics.
4. Use a cable network connection. Wi-fi can suffer from interference from other nearby devices which can slow the data transfer to a crawl, even if the signal strength is strong.
5. Buy the best router/switch/access point you can afford. You generally get what you pay for.
6. If using wi-fi, make sure the driver on the device is up to date. Do note, cheaper devices have cheaper wi-fi modules in them, which tend to be less reliable and slower. Use a cable connection if necessary.
7. Check the performance of your main image import computer. Are any background tasks slowing it down? A computer that was fast 5/6yrs ago may need some tweaking to bring it back to peak performance, especially if you are importing higher megapixel images compared to 5/6yrs ago.
8. Turn of Face Matching if you don’t need it. It is off by default.
Event Till -> Settings -> Search -> Face Matching. Set to ‘No’.
9. Disable the Zoom function in the Viewing Station. It is off by default.
Event Till -> Settings -> Preferences -> Image Size. Set the ‘Zoom Size’ to 0 (zero), and click Save Settings at the foot of the screen.

Problem - Images only showing on some Viewing Stations

1. Check that all computers are connected to the network - sometimes a wi-fi signal can stop and a computer does not reconnect automatically. If using a cabled network, pull out the cables at both ends and re-insert.
2. Check that all the computers are connected to the SAME network. One may have connected to a public wi-fi signal.
3. Go to Event Till -> Settings -> Preferences -> Setup. Click ‘Broadcast Update’. This manually forces all computers to check their libraries are up-to-date.
4. Check the amount of available storage space on the device(s) with missing images. If the device’s drive is full (Windows Update is notorious for filling up the storage drives on tablets) then the thumbnail files Imaculum requires to display images cannot be synced from the main Event Till computer to the Viewing Station.
Solution – create some space on the storage drive. The thumbnails take up very little space, so often only freeing up a few hundred megabytes is sufficient.
Note: Thumbnails will still be sent to all other Viewing Stations that have available storage.
5. If using wi-fi, switch to using a cable connection - cable is faster and far more reliable.
It is possible to have a full wi-fi signal strength but no data transfer. The wi-fi signal can be interfered with by other wi-fi signals in the room (for example, from all the mobile phones in the room), or by radio microphones used by the event speaker or music systems.
6. If you are sure your computers are connected to the correct network, open ‘Sync Settings’ from the App Launcher.
 - a. Check a folder location has been set in the text field above the ‘Open Folder’ button.
 - b. Select a folder location if the field is empty by clicking ‘Setup Sync’
 - c. Open ‘Sync Settings’ on all the other computers and check a folder location has been set for all of them.
 - d. Click ‘Find Computers’ on each computer in quick succession
 - e. Close the Sync Settings window
7. Contact Imaculum support - contact@henwig.com

Problem - Licence limit exceeded

1. You have started Imaculum on too many computers relative to your licence.
 - a. Close the Viewing Station and Event Till on all computers
 - b. Open the Viewing Station and Event Till on as many computers as your licence allows - do not exceed your licence.
 - c. If you continue to see the licence exceeded message and have not exceeded the number of machines your licence allows, then go to 'IMACULUM' (wherever you chose for this folder to go) and open the folder: /Misc/Favourites
2. Delete any files you find in the Favourites folder (files will reappear in here, so don't keep deleting them).

Problem – Folder name not displaying in the Viewing Station

1. Remove any full stops/periods (.) from folder names (most people insert a full stop when typing a time of day into a folder name eg 11.30am). Instead of the full stop, use a hyphen (-) or semi-colon (;).
You can rename the folder in-situ within the Capture folder, Imaculum will note the folder name change and adjust accordingly – just give the system some time to adjust to the change (the time will depend on the number of images in the library and within the folders you have renamed).
Note: Images that are within a folder named with a full stop will still be displayed in the Viewing Station, it is just the folder name in the search bar that will be missing, which limits how the photos can be searched for.

Problem – Image count shown in Event Till and Viewing Station is changing randomly

1. If you have recently deleted any images in the Capture folder, or moved any folders around, allow some time (up to 15mins, depending on the library size) for Imaculum to identify and process the changes.
2. Go to: Event Till -> Settings -> Preferences -> Setup. Click the 'Reset Image Library' button.
Read the message and click OK if you wish to proceed. This will rebuild the library database based on the current folder structure and images. The rebuild time depends on the speed of the computer and the number of images. This should be done when the Viewing Screens are not in use. This is faster than clearing images from the library and rebuilding the thumbnails and data from scratch.
3. Backup the high res images in the Capture folder, then clear the high res files from the Capture folder and the files within the Small, Smallest, Smaller and Data folders.
In the Settings view on the Event Till, wait for the 'images in library' count to reset to zero (0).
Then place the high res files back into the Capture folder. The library will then be rebuilt from scratch.

Miscellaneous Notes

Sync Settings -> Setup Sync – choosing a location for the IMACULUM folder structure

1. It is recommended to select the 'Pictures' folder for the IMACULUM folder location.
Note: Just select the Pictures folder when choosing the location, the IMACULUM folder structure will then be created for you within Pictures.
2. (i) To make matters very confusing, Microsoft typically places two 'Pictures' folders onto a single computer. One is a regular Pictures folder where all contents are stored on the computer, and a second Pictures folder within the OneDrive folder (Microsoft's cloud storage solution).
(ii) The images captured at a typical event will quickly fill up the OneDrive storage of most users. It is recommended to use the local storage Pictures folder for Imaculum use (unless you want all your images auto backed up into the cloud, of course).
(iii) To help tell the two apart, the OneDrive Pictures folder typically contains a sub-folder called 'Camera Roll', the local storage Pictures folder typically does not.

Selecting the Desktop for the IMACULUM folder location – Not Recommended

It is strongly recommended that the 'Desktop' is not selected for the IMACULUM folder location. Placing it directly onto the Desktop can prevent the 'Archive Event' process from completing. This is due to the more restrictive access permissions Microsoft can grant folders placed on the Desktop for some installations of Windows.

If you need direct access to the IMACULUM folder from your Desktop, then it is recommended to select the 'Pictures' folder in 'Setup Sync', and then create a shortcut to the IMACULUM folder and place the shortcut to your Desktop.

Multiple IMACULUM folders on your PC

It is possible to create multiple IMACULUM folders by repeating the Sync Settings -> Setup Sync procedure, and selecting a different location for the IMACULUM folder each time you complete the process.

If you notice you've managed to create multiple IMACULUM folders around your computer, then it becomes very confusing to know which one to use. If you place images in the wrong Capture folder, Imaculum will not import the images. Images must be placed within the IMACULUM/Capture folder displayed in Sync Settings.

To navigate to the current in use IMACULUM folder, either:

Open Sync Settings, click on 'Open Folder'

Open the Event Till -> Settings. Click on the 'Open Imaculum Directory' button middle right of the screen.

It is very strongly recommended that any important data in the excess version of the IMACULUM folder is backed up and the folder then deleted.

If you delete the current IMACULUM folder by accident, the folder structure will be re-created the next time Imaculum starts.

Nested IMACULUM folder

It is possible to place a new IMACULUM folder within an existing IMACULUM folder. This is exceedingly confusing for yourself and for Imaculum – the result of nesting an IMACULUM folder inside another is that some data will sync and some won't.

If this has been achieved, then typically the folder path shown in Sync Settings will look similar to this:

C:\Users\userName\Pictures\IMACULUM\Capture\IMACULUM

Note the repetition of 'IMACULUM' in the folder path.

To resolve, click 'Setup Sync', and select (using the above folder path as an example):

C:\Users\userName\Pictures\ and click 'OK'

Then navigate into the location with the nested folder (in the above example, the nested IMACULUM folder would be found within the Capture folder) and delete it - remember to backup any important data within in first.

Unexpected Images in the Library

1. To resolve, either:
 - i) Find the high resolution file of the unwanted image(s) in the Capture folder and remove them. The library will correct itself. Time taken for the correct to occur depends on the size of the current library.
 - ii) If no high resolution file for the unwanted image exists in the Capture folder, identify the thumbnails of the unexpected images in the Capture/Smaller folder and delete them.
 - iii) Archive the event and re-import the images for that event.
2. To avoid this occurring, close the Viewing Stations but leave the Imaculum app launcher running. Then archive the event using Event Till -> Settings -> Event Admin -> Archive Now. This ensures that when the event is archived, the Viewing Stations are updated (images removed from the library) at the same time.

Event Name and Archive Event

1. Remember to set your Event Name before you import images for a new event.
Event Till -> Settings -> Event Admin -> Archive Event.
Type in a name into the Event Name text field.
Click 'Save'
2. At the end of your event, to reset the Viewing Stations and image library for your next event, close the Viewing Stations but leave the Imaculum app launcher running on each PC.
Then go to Event Till -> Settings -> Event Admin -> Archive Event -> Archive Now
Wait for the green progress bar to complete before closing the Event Till.
The archived event can be found in IMACULUMArchive