Startup Failure – List index out of bounds

Symptoms:

When starting the Digilink-Xtreme software, the program will load to a certain point, it will show the red bar going across and then it turns blue. This bar repeats over and over but does not ever load the program fully. An error message may also appear stating: List Index Out of Bounds

Solutions:

This error typically occurs when Windows may have corrupted a file located in the DigilinkSetup folder. To correct this issue:

1) close the **Digilink-Xtreme** program
2) open the **C:** drive
3) open the **Arrakis** folder
4) open the **Xtreme** folder
5) open the **DigilinkSetup** folder
6) inside this folder is a **DigilinkSetup.dig** file, delete this file
7) try opening the software. If the software opens up as normal, go into the **SETUP** screen in the Xtreme and reset your **SETUP** settings. If the software still does not open up, then proceed on to step 8
8) turn off the **Digilink-Xtreme** software
9) reopen the **Xtreme** folder
10) open the **DigilinkSetup** folder
11) one of the files inside this folder is corrupted. Delete all files inside this folder **<u>EXCEPT</u>** (if they exist)**:**
    1. **AirSched.txt**
    2. **AirSchedNames.txt**
    3. **BridgeComport.txt**
    4. **DigilinkTimeRec.dig**
12) open the **Digilink-Xtreme** software again
    1. if the software still does not start up after those steps, please call customer support and report all steps that were followed.
    2. if the software does start up, then you may need to reset/reenter certain settings within the Xtreme. Such as: Serial Port Number, Jingles (hot key) pages, Jock Names, Satellite Names, Path to Library, ect...