# Crash of Rainlendar on Pop up notification
Posted by BoudewijnD - 2012/03/01 09:42

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Hi,

I have two calendars in my Rainlendar Pro, one Zarafa bases business calender via Outlook and one standard gmail calender. My Rainlender crashes on a notification pop up and will not be restarted afterwards.

Can someone help?

with kind regards,

BoudewijnD

Windows 7 64 bit
Outlook 2003

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# Re: Crash of Rainlendar on Pop up notification
Posted by Jorge_Luis - 2012/03/01 10:00

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Welcome to the forum, BoudewijnD.

Which is the warning or message of the popup?
Is there any other message in the log file? (see
http://www.rainlendar.net/cms/index.php?option=com_easyfaq&Itemid=26#faq21)

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# Re: Crash of Rainlendar on Pop up notification
Posted by BoudewijnD - 2012/03/01 10:04

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Check here is the log and the print screen!
http://www.rainlendar.net/cms/images/fbfiles/images/01_03_2012_17_04_03.png
http://www.rainlendar.net/cms/images/fbfiles/files/rainlendar2-3ecc1c15422b0523e56a54c297947e4c.log

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# Re: Crash of Rainlendar on Pop up notification
Posted by Jorge_Luis - 2012/03/01 10:24

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The only 2 things that I see in the log are
Microsoft Outlook: Read 425 appointments, 0 tasks and -1 contacts
WARNING: .....: Unable to create an exception. The original event doesn't exist.
Why -1 contacts?  Maybe Rainy could say if this could cause a crash.

Try running from command line with "Rainlendar2.exe --debug" for a bigger log file. (check first if any private data is in the file before submitting)

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# Re:Crash of Rainlendar on Pop up notification
Posted by BoudewijnD - 2012/03/02 05:58

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Here is the debug log.

However I got the same crash windows after hitting the enter.

\BoudewijnD

It was to big for a normal upload sorry http://www.rainlendar.net/cms/images/fbfiles/files/rainlendar2-cb968ccba77d602649680995d0fe264d.zip

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## Re:Crash of Rainlendar on Pop up notification

Posted by Rainy - 2012/03/03 04:15

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The -1 for the contacts just means that the reading them from Outlook is not enabled.

The most common reason for a crash in the alarm is caused by broken audio codecs so you should check if this fix applies to you: http://www.rainlendar.net/cms/index.php?option=com_easyfaq&Itemid=26#faq42

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## Re:Crash of Rainlendar on Pop up notification

Posted by BoudewijnD - 2012/03/04 06:18

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Cool, the change in the .ini file fixed the problem of the crashing Rainlendar.

However what do you mean by  The -1 for the contacts just means that the reading them from Outlook is not enabled.?

It is true that i can only see my agenda when I'm online. Is there a setting which makes my agenda available offline and updates it when I'm online?

\BoudewijnD

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## Re:Crash of Rainlendar on Pop up notification

Posted by captain.zhou - 2012/03/23 22:27

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Rainlendar crashes just before the alarm should be shown.
Written by Kimmo Pekkola
If you have a 3rd party codec pack (e.g. K-Lite Codec Pack) installed it can cause Rainlendar to crash or hang when the alarm sound should be played. If you cannot uninstall the additional codecs you can also try to solve the problem by changing the wav sound to a mp3.

Quit Rainlendar if it is running.
Open Windows Explorer and go to the Rainlendar's settings folder.
Open the rainlendar2.ini file with a text editor.
Find the text "alarm.wav" and change it to "alarm.mp3" (without the quotes).
Save the file and start Rainlendar.

Note that you need to have Rainlendar 2.9 since the alarm.mp3 file doesn't exist in earlier versions.
i have the same problem like the topic, but there's no "rainlendar2.ini" file in the Rainlendar's settings folder, why?
system environment:
win7, rainlendar v2.9 pro

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## Re:Crash of Rainlendar on Pop up notification

Posted by captain.zhou - 2012/03/23 22:59

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I created an empty rainlendar2.ini file, finded the text "alarm.wav" and changed it to "alarm.mp3" just like the FAQ, but also couldn't resolve the problem. Why?? :(

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## Re:Crash of Rainlendar on Pop up notification

Posted by Rainy - 2012/03/27 09:59

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You shouldn't create any new files but edit the one that Rainlendar is using. If you cannot find it you can also try to upgrade to the latest beta version as it has a workaround for the bug.

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