
hangs? or maybe just very slow??

Posted by hjuki87 - 2013/09/22 23:05

Hi

I just installed last week the free version (will go pro should it suit me)

The application either hangs, or wakes up very very very slowly. That is, when i go to use it, it takes anywhere from 2 seconds to 20 seconds to 'wake up' and allow the buttons to be used.

Probably the best way to explain it is that in normal use, when you (lets say) want to scroll the calendar across a month, you hover over the arrow button, the pointer changes to the hand icon, and the arrow button highlights. For me, this does not occur until I click on the app (to activate the window i guess) and then it takes 2 seconds or more for the pointer to become active/arrow to highlight. NB. 2 seconds is being very generous

Another experiment to explain my issue is that once the application does 'wake up' i can double click a date to open a new entry window. If i cancel that entry, and go back to the application, it takes a minimum of 5 seconds to become active for me to do something else.

I have win7 on an i5 with 4g ram etc etc... nothing wrong with the hardware

I have tried using the different skins and also the different positions available in the options. (interestingly, i didnt know what you called that setting, so i went in to look it up and it took literally 2 minutes before the right click raised the raincalendar menu rather than the windows desktop menu)

Have I done something wrong? is this a known issue? Any suggestions?

also, is there a trial version of pro i can access without doing those crazy sponsor task things?

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Re: hangs? or maybe just very slow??

Posted by Rainy - 2013/09/24 09:48

Can you run Rainlendar in the debug mode and send the debug log to me (use the support email address and include a link to this forum thread). I can try to check from it what is causing the slowdown. Try using e.g. the Chromophore or some other solid skin so that the clicks don't go to the desktop through the calendar so easily.

You can download the Pro version from the download page. It works without the license too.

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Re: hangs? or maybe just very slow??

Posted by hjuki87 - 2013/09/24 18:28

Thanks Rainy...

How do I start in debug?

I have tried the diffreent skins and positions to see if there was any change, but did not get any result.

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Re: hangs? or maybe just very slow??

Posted by brianoh68 - 2013/09/24 19:03

above Rainy's writing, click 'debug log'

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Re: hangs? or maybe just very slow??

Posted by hjuki87 - 2013/09/24 19:11

oh crap!, thanks brian

debug log attached

thanks http://www.rainlendar.net/cms/images/fbfiles/files/hyjuki87___debug_log.txt

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Re: hangs? or maybe just very slow??

Posted by Rainy - 2013/09/28 03:55

Hmmm... nothing special in the log. The application starts in less than half second and when the calendar window is activated Rainlendar reacts to it immediately after the Windows sends the activation message. There are not redraw entries in the log so I guess you did not do anything with the calendar when you created the log.

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Re: hangs? or maybe just very slow??

Posted by hyjuki87 - 2013/09/29 19:51

Ok, so i ran it again, and then i tried to use it and do stuff...

It did load up very quickly

as soon as it loaded up, i clicked on the desktop gadget to make sure the window was active and then hovered over the change month arrow (and hover off and on and off and on) waiting for the button to highlight, it did not... i did this for ages until i then right clicked on the desktop gadget (which brought up the desktop menu) and then about 2 seconds later the change month button become active. I clicked drop done menu for changing colours (did not select one) and then changed month a few times before double clicking on date to create new event. I did not, just cancelled it and then went about the same process as above waiting for the change month arrows to highlight...

this went on forever!!!

I did note however that using the tray icon, i had full and immediate functionality, so the problem is with the desktop gadget only...

note that i made all the events/tasks from the tray icon. The desktop gadget had the usual delays...
http://www.rainlendar.net/cms/images/fbfiles/files/hyjuki87___debug_log_2.txt

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Re: hangs? or maybe just very slow??

Posted by Rainy - 2013/09/30 01:09

I can't find any problems from the log. So either the slowdown happens even before Rainlendar gets the mouse events from the operating system or the window is not updated correctly. Try to disable the transparency in Rainlendar by setting Options->Advanced->"Transparency type" to "Copy". Maybe your system has trouble handling the transparent windows for some reason.

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