BridgeSorter program does not start

WINDOWS 7 AND OLDER

Net 4.5 (or higher) is required to run the Duplication program (DupSoft). Please download https://www.microsoft.com/en-us/download/details.aspx?id=42642 and install it if you do not have Net ≥4.5.

WINDOWS SECURITY

Windows security can question components that are part of the BOS package, e.g. USB drivers, or entire programs (e.g. BridgeSorter.exe). The program will not function if you answer "No" on this type of questions.

A. Bridgesorter.exe does not exist

Check that the file C:\BOS\DupSoft\Bridgesorter.exe exists. If it doesn't, it is for sure the reason to your problems. Check which security program(s) that blocks Bridgesorter.exe and whitelist Bridgesorter.exe in that program(s).

B. Bridgesorter.exe exists

1. Click the looking glass icon next to the Windows menu button
2. Type "cmd" and press enter. This will start up a command prompt
3. Go to the location of the Bridgesorter file by typing "cd C:\BOS\DupSoft" and then pressing enter
4. Type "Bridgesorter.exe C:\BOS\DupSoft\Demo\DATA\Demo#1.dlm 1" and press enter. This will start the Bridgesorter software.
5. Check whether something now happens when you click "Start duplication" in BOS.
6, Contact support@bridgesorter.com for further advice.

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