

## Engineering Note: EN0104 Hydro-Control VI Corrupted File Recovery

Summary: Hydro-Control VI Corrupted File Recovery process. User Config and Prefetch corruption.

Products affected: Hydro-Control (HC06 v2)

Revision Date: 23/02/2021

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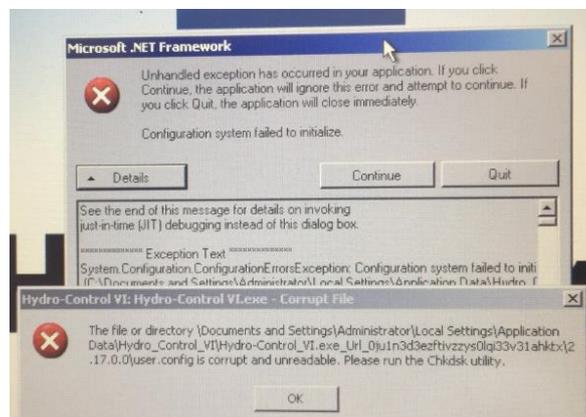
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### 1 Summary

This engineering note details a method to fix HC06 v2 units (Serial number 81651 and above) running software HS0085 up to and including v2.18. This issue can cause units to fail to boot correctly and report a file corruption error. This note is specifically for use with Hydro-Control units that utilise an SSD hard drive and do not have removable Compact Flash memory cards.

### 2 User Config Corruption

If a HC06 unit fails to load and displays an error message stating that the user.config file is corrupt (Figure 1), the following procedure can be used to fix the fault.



**Figure 1: User.Config Corruption error**

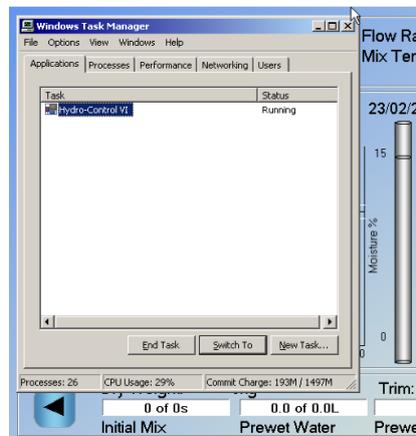
If the error messages are closed the overview screen buttons will be disabled (Figure 2).



**Figure 2: Overview Screen**

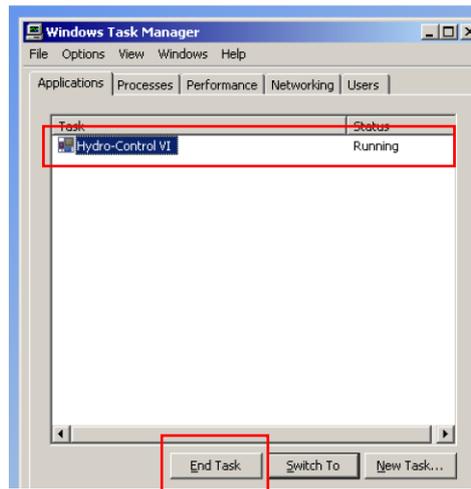
## 2.1 User Config Repair Procedure

1. Connect a USB Keyboard and Mouse to the Hydro-Control
2. Press Control/Alt/Delete to access Windows Task Manager (Figure 3).



**Figure 3: Windows Task Manager**

3. Select Hydro-Control VI from the task manger list and click End Task (Figure 4).



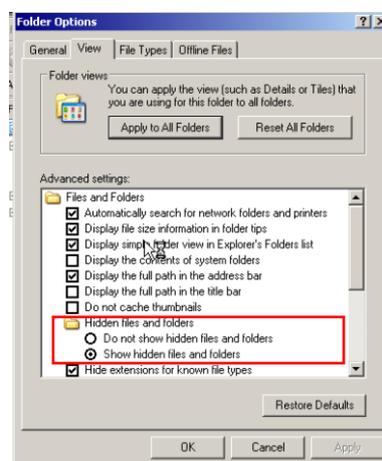
**Figure 4: End Task**

4. Click New task and enter “explorer” (Figure 5).



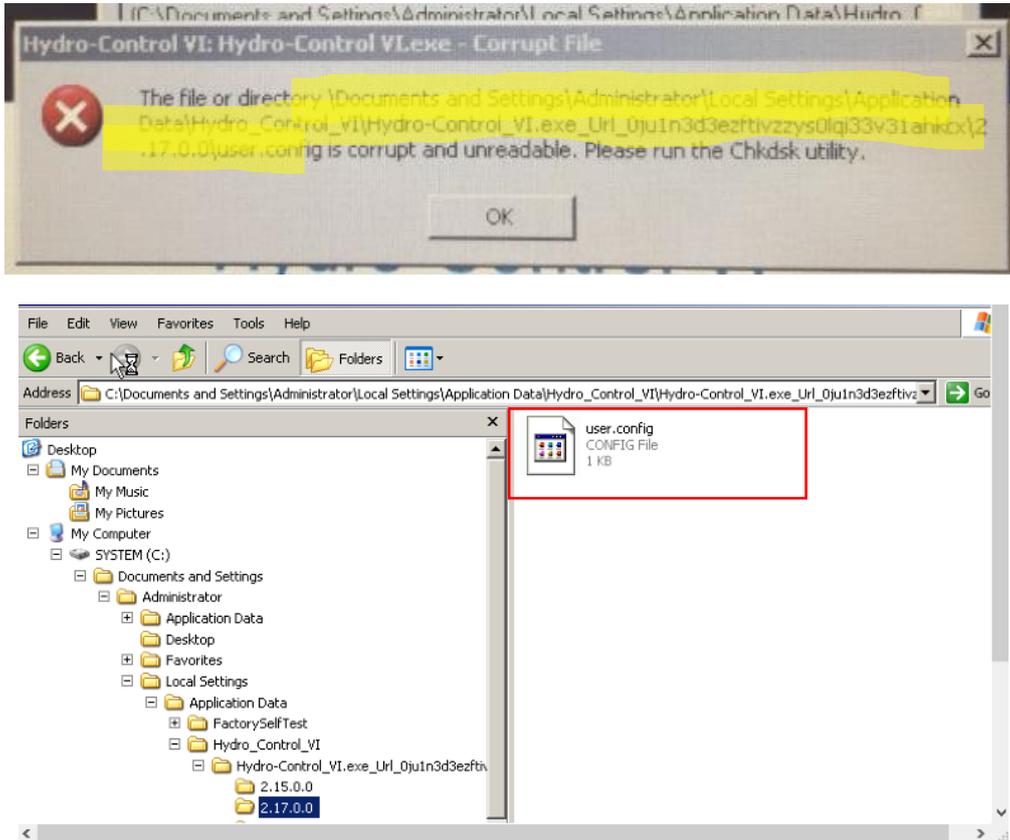
**Figure 5: Explorer**

5. In the “My Documents” window (Figure 6), select show hidden files. (Tools >Folder Options > View)



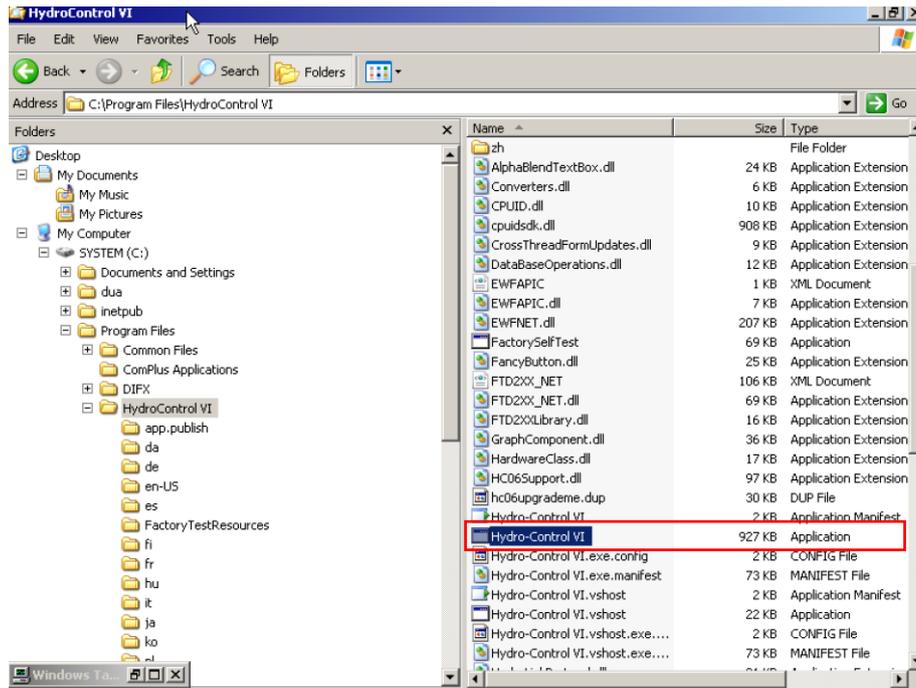
**Figure 6: Hidden files**

6. In the “My documents” window select: **C:\Documents and Settings\Administrator\Local Settings\Application Data\Hydro\_Control\_VI\Hydro-Control\_VI.exe\_Url\_0ju1n3d3ezftivzys0lqi33v31ahktx**



**Figure 7: User Config File Location**

7. In the folder called 2.17.0.0, delete the user.config file (Figure 7). **Do not delete the folder. NB: The folder will be named the same as the software version currently in use. This is usually the folder with the highest number in 2.xx.0.0**
8. Open C:\Program Files\HydroControl VI and double click the “Hydro-Control VI” application file (Figure 8).

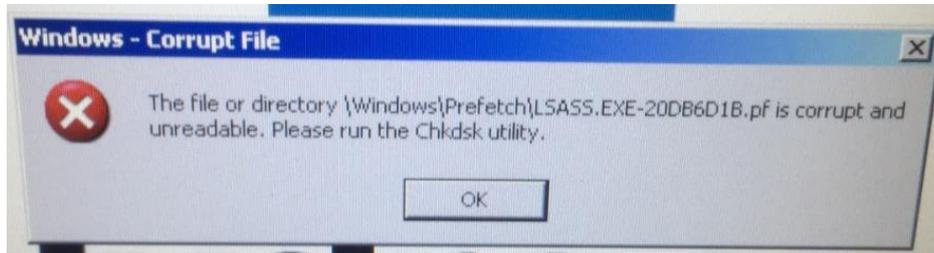


**Figure 8: Reboot the Hydro-Control**

- The Hydro-Control should reboot and ask you to enter a serial number and possibly to calibrate the screen (follow the instructions). There might also be an error message, just close the error. If the Hydro-Control does not boot fully, press the power button on the front of the unit to reboot, do not switch off the power supply.

### 3 Prefetch Corruption

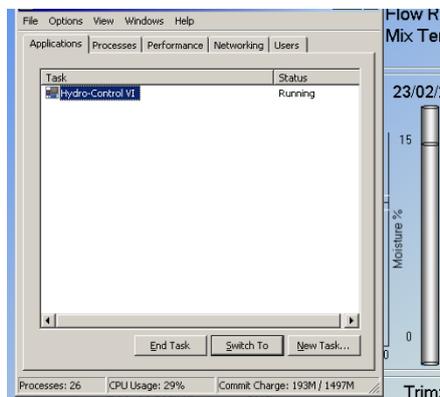
If a HC06 unit fails to load and displays an error message stating that the Prefetch file is corrupt (Figure 9), the following procedure can be used to fix the fault.



**Figure 9: Prefetch Corruption Error**

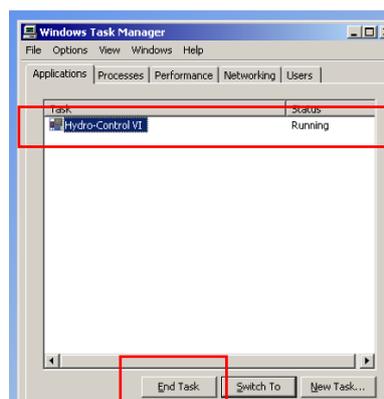
#### 3.1 Prefetch Corruption Repair

1. Connect a USB Keyboard and Mouse to the Hydro-Control
2. Press Control/Alt/Delete to access the windows Task Manager (Figure 10).



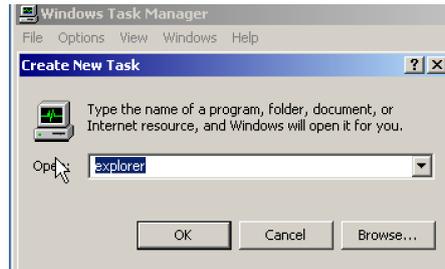
**Figure 10: Task Manager**

3. Select Hydro-Control VI from the task manger list and click end task (Figure 11).



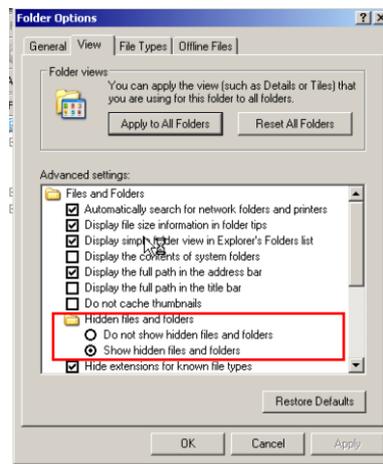
**Figure 11: End Task**

4. Click New task and enter “explorer” (Figure 12).



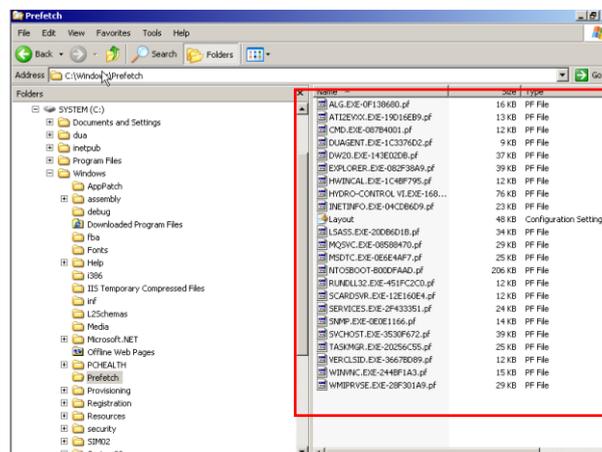
**Figure 12: Explorer**

5. In the “My Documents” window select show hidden files (Figure 13). (Tools >Folder Options > View)



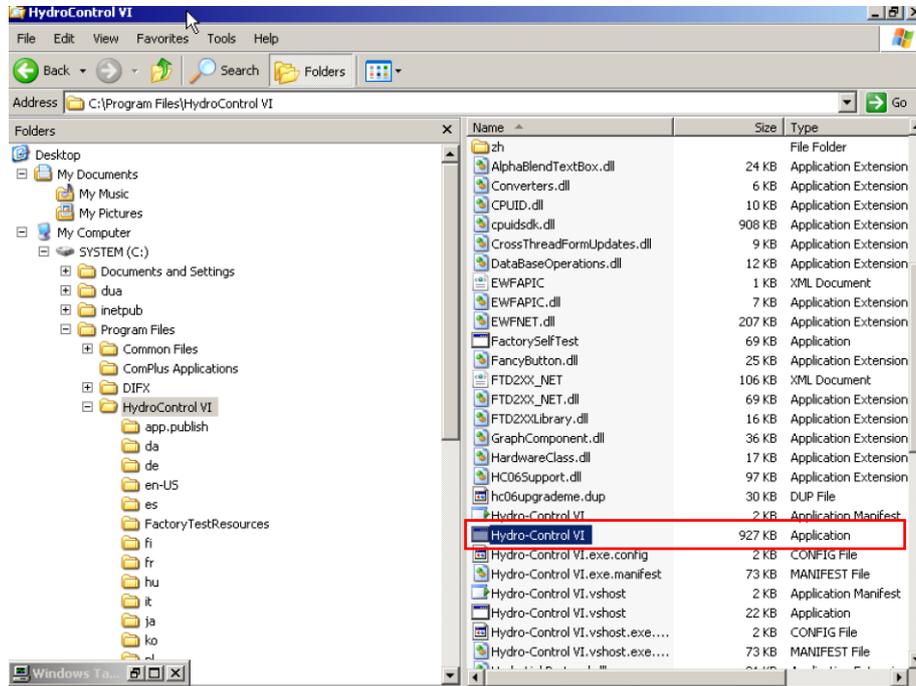
**Figure 13: Hidden files**

6. Select: C:\Windows\Prefetch (Figure 14)



**Figure 14: Prefetch**

7. Delete all the files in the Prefetch folder (Figure 14).
8. Open C:\Program Files\HydroControl VI and double click the “Hydro-Control VI” application file (Figure 8).



**Figure 15: Reboot the Hydro-Control**

9. The Hydro-Control should reboot and ask you to enter a serial number and possibly to calibrate the screen (follow the instructions). There might also be an error message, just close the error. If the Hydro-Control does not boot fully, press the power button on the front of the unit to reboot, do not switch off the power supply.