

# Getting Started

## Startup problems

In the rare situation that Fade In has trouble starting up (such as a crash, etc.) it may be necessary to delete the application's saved preferences.

This solution to startup problems should probably be attempted only after other solutions have not worked, as it will require re-entering any registration information, as well as window layout and any other customized setup made under **Preferences**.

You can try resetting preferences by holding down the **Ctrl**, **Alt**, and **Shift** keys (**Cmd**, **Option**, and **Shift** on Mac) simultaneously while Fade In is starting up. If that doesn't work, you can try removing preferences manually:

### **Mac**

From Finder, click the **Go** menu, hold down the **Option** key and select **Library**. Once Finder shows the Library contents, double-click on the **Preferences** folder. Find the file **com.generalcoffee.fadein.plist** and move it to the Trash.

(For Mac App Store users, the Fade In .plist file can be found in **~/Library/Containers/com.generalcoffee.fadein/Data/Library/Preferences.**)

Note: Delete only this .plist file. If you are uncomfortable deleting preference files, you can also rename the file to "com.generalcoffee.fadein.plist.old" or something similar.

### **Linux**

Remove the hidden dot file **~/.config/fadein.conf** by typing: **rm ~/.config/fadein.conf**

Delete only this hidden dot file. If you are uncomfortable deleting hidden files, you can also rename the file to **.config/fadein.conf.old** or something similar.

(**Note:** In older versions of Fade In, this file was found at "**~/Fade In**".)

### **Windows**

**Please note:** Changes made to the Windows registry happen immediately, and no backup is automatically made. Do not edit the Windows registry unless you are confident about doing so. Microsoft has issued the following warning with respect to the Registry Editor: "Using Registry Editor incorrectly can cause serious, system-wide problems that may require you to re-install Windows to correct them. Microsoft cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk."

Start the Registry editor by typing **Win+R** and entering "**regedit**". You can also search for **regedit.exe** from the Start menu's program search field.

Navigate to **HKEY\_CURRENT\_USER\Software\General Coffee Co.\Fade In**.

To make an optional backup of the Fade In configuration, right-click on the **Fade In** key (folder icon) and select **Export**.

Then, to delete the Fade In configuration, right-click on the **Fade In** key, ensure that the status bar shows **HKEY\_CURRENT\_USER\Software\General Coffee Co.\Fade In**, and select **Delete**.

Unique solution ID: #1055

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