Clearing a corrupt user profile

When loading the Olympus software you may get an error message "The application will be terminated because the user profile is corrupt" then closes.

Alternatively the software may not launch at all when you double click on the application.

This problem occurs when a user's Olympus profile, a combination of files (mainly XML files) containing the user's settings, are corrupt and cannot be read by the Olympus software.

Resolution

We recommend deleting the Olympus User profile and updating to the latest version.

Note: Deleting the Olympus User profile will reset the software settings.
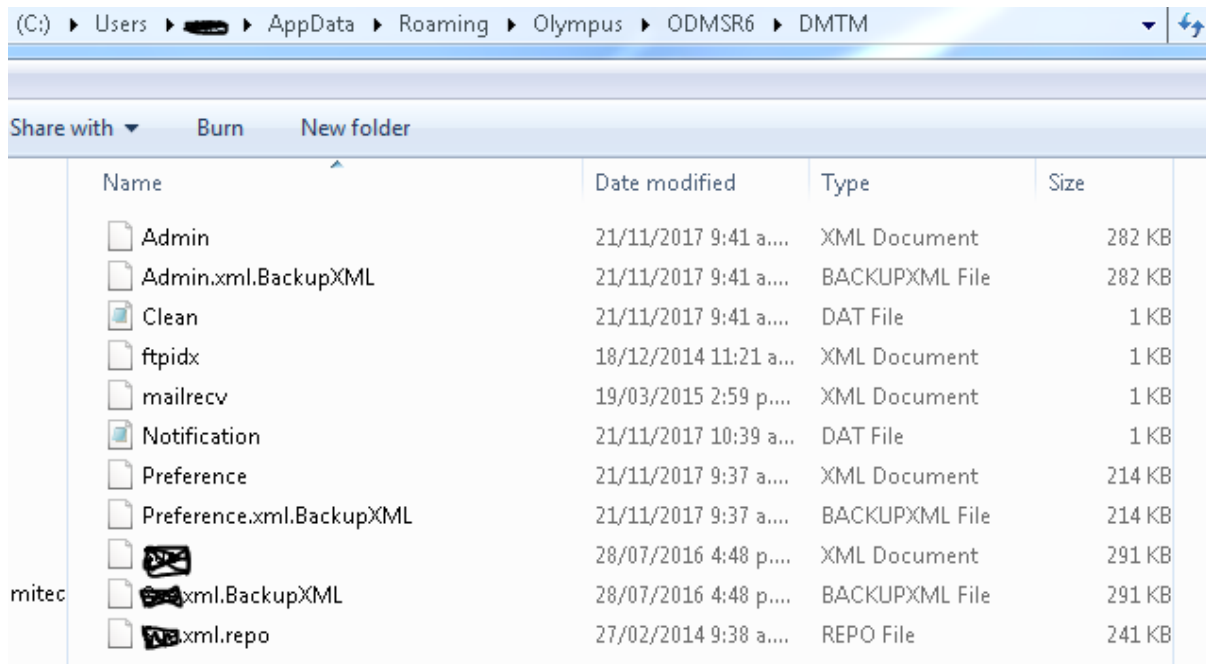
How to delete the Olympus User profile:

Depending which version you are using, browse to

Pro version C:\Users*username*\AppData\Roaming\Olympus*softwarerelease*

Standard version C:\Users*username*\AppData\Local\Olympus*softwarerelease*

You should see xml files in the folder, we recommend deleting all the files within this folder.

Open the Olympus software - this will recreate the xml files.