Solutions to problems

Solving general problems
 There are frequently problems when the preferences document

com.lemkesoft.graphicconverter.plist

is corrupt. You can check this by dragging the preferences document to the desktop so that GraphicConverter can no longer access the document. To do this, open the Help menu and select Show GraphicConverter Preferences with Finder. The „Preferences" folder is then opened in the Finder. Now exit GraphicConverter and drag the preferences document to the desktop.

Restart GraphicConverter. Check whether the problems persist.

If the problem has been solved, you can delete the preferences document on the desktop. You will need to select your preferences in GraphicConverter again.

If the problem is still there, exit GraphicConverter and overwrite the automatically recreated preferences document with the old one from the desktop and contact our support via e-mail: support@lemkesoft.com

As problems with the preference document occur sometimes when an update of GraphicConverter is installed, you should create a back-up of the preference document before updating if you do not make regular backups.

Image Display
If an image is displayed black this is normally due to a broken color profile. Click the circle with the four colors in the lower window frame of the opened image. Now the broken color profile is not active any more and the image should appear correctly.

In this case delete the broken color profile and correct the settings in File / Edit Color Profile. The color profile file is located in the folder user / ˜ / Library / Application Support / GraphicConverter / Profiles. The tilde character stands for the name of the respective user. If you cannot replace the broken color profile file with a backup, open an image containing the profile. GraphicConverter saves the profile automatically into the profiles folder.

Users Group
Visit our website to enter yourself in our mailing list to receive help from other users.

http://www.lemkesoft.com/content/169/user-forum.html

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