

# Congo Recovery

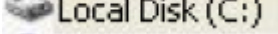
Occasionally a Congo Console will not login to Server. You will get a Windows Visual C++ error or a Memory Exception error referencing a memory location. The application will not start if this error is presented. This error is caused because the Congo application is attempting to load a corrupt backup (recovery.asc or saved.asc.) These files should be removed from the Congo root directory.

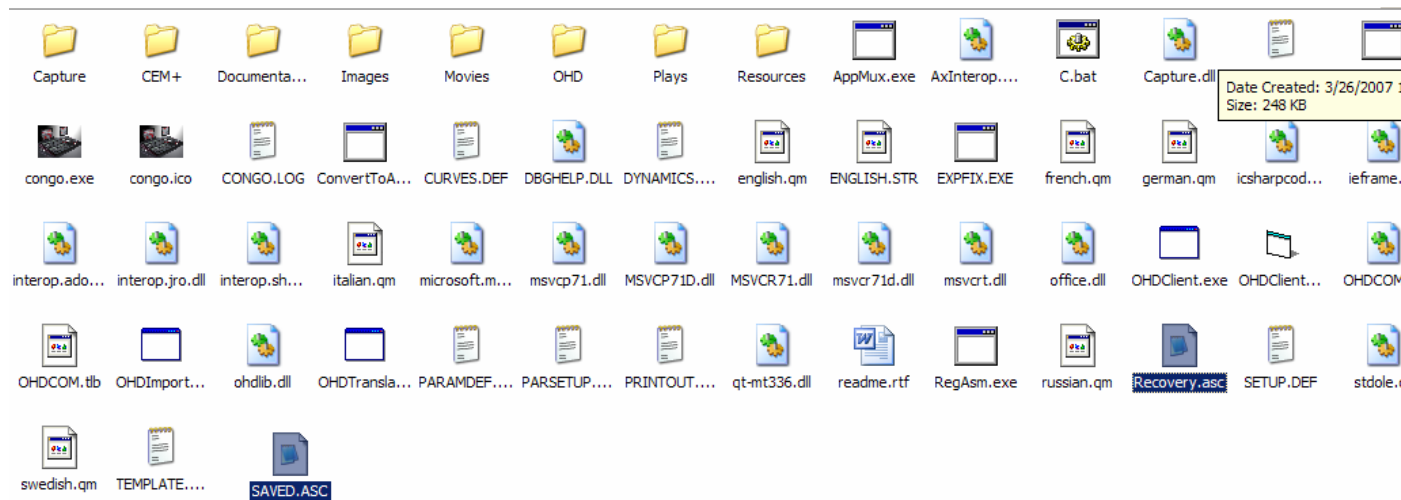
When you're at the Main Login Screen right arrow over to System Settings, then press Modify.

With your Mouse select Advanced Settings, This will open up the "Windows" environment Network Settings



Screen. In the Windows Explorer window, click the Up Folder Icon Until you Get to the My Computer

Folder, From there Double Click on  Local Disk (C:). Then Double Click on the Congo Folder. In this folder you will see **Recovery.asc**. Click on it once and Delete it.



Click on it once and Delete it.

If there is a **Saved.asc** file in this folder, delete it as well.

Close the Windows Explorer window, Escape out of the Congo Advanced Settings Window and Arrow over to Shutdown. Once The Console has shutdown, Restart the Console and log into Server.