

Clarity - Application Crashes on Startup

Problem:

Clarity Crashes when I start it up.

Causes:

There may be several reasons why Clarity is unable to start. Review below for the correct fix.

Solutions:

If your Clarity application crashes on startup without giving an error message, please check the following:

I. See if an anti-virus or firewall software is blocking Clarity from running:

If you are using an anti-virus or firewall software, it may be preventing Clarity from running. Go to your anti-virus or firewall software settings and whitelist Clarity, or allow Clarity to run.

II. See if you have visual theme compatibility issues:

1. Look for your Clarity application icon. The file type should end in .EXE.
2. Right-click on the .EXE file.
3. Click Properties.
4. Navigate to the 'Compatibility' tab.
5. Ensure that "*Disable Visual Themes*" is not checkmarked. If you are running under compatibility mode, turn it off.

III. Ensure you have the proper permissions to run Clarity:

It is best for you to run Clarity as the administrator of the computer (with the highest security permissions).

1. Look for your Clarity application icon.
2. Right-click on the icon.
3. Click "Run As..." and select "Administrator".

IV. If 'Data Execution Prevention' is enabled, Clarity must be identified as an exception

If you are running Windows 9 or earlier:

1. In your Windows operating system, navigate to the Control Panel.
2. Navigate to System.
3. Navigate to 'Advanced' tab.
4. In the *Performance* section, click "**Settings**". The *Performance Options* window will appear.
5. Navigate to the 'Data Execution Prevention' tab.
6. Click "**Add...**" to add "Clarity.exe" or "ClarityUS.exe" to the exception list.
7. Click "**OK**" in the *Performance Options* window to save your changes.
8. Click "**OK**" in the *System Properties* window to save your changes.

If you are running Windows 10:

1. In your Windows operating system, search for "Control Panel".
2. Click "System".
3. Under 'Related Settings', click on "Advanced system settings".
4. In the *Performance* section, click "**Settings**". The *Performance Options* window will appear.
5. Navigate to the 'Data Execution Prevention' tab.
6. Click "**Add...**" to add "Clarity.exe" or "ClarityUS.exe" to the exception list.
7. Click "**OK**" in the *Performance Options* window to save your changes.
8. Click "**OK**" in the *System Properties* window to save your changes.