

TTR-SUITE - GRAPHICAL INTERFACE TROUBLESHOOTING GUIDE

PROBLEM DESCRIPTION

Symptoms: The TTR-SUITE application starts but only shows the background and some graphical elements, without displaying the complete user interface.

Root cause: This issue is caused by **missing updates on the host PC**. Windows 10 requires specific Microsoft runtime components to properly execute modern applications like TTR-SUITE. When these components are missing or outdated, the graphical interface doesn't load completely.

Resolution rate: 95% of cases are resolved by following this procedure.

STEP-BY-STEP RESOLUTION PROCEDURE

IMPORTANT: After each step, **always test TTR-SUITE** to verify if the problem is resolved before proceeding to the next step.


STEP 1 - VISUAL C++ REDISTRIBUTABLE 2022 INSTALLATION

This is the most important step that resolves 95% of problems.

What to do:

1. Open your browser and go to: https://aka.ms/vs/17/release/vc_redist.x64.exe
2. Download the **vc_redist.x64.exe** file
3. Double-click the downloaded file to start installation
4. Follow the installation wizard
5. **IMPORTANT:** If an administrator privileges request appears, select **"Install for current user only"**
6. Wait for installation completion
7. **Restart your PC completely** (do not use fast restart)

Test TTR-SUITE:


- After restart, open TTR-SUITE
 - Check if the interface loads completely
 - **If it works:** PROBLEM SOLVED 
 - **If it doesn't work:** Proceed to Step 2
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STEP 2 - COMPATIBILITY MODE CONFIGURATION

What to do:

1. Navigate to the TTR-SUITE installation folder (usually `C:\TTR-SUITE`)
2. Find the **Suite-TTR.exe** file
3. **Right-click** on Suite-TTR.exe → select "**Properties**"
4. Click on the "**Compatibility**" tab
5. Check the box "**Run this program in compatibility mode for:**"
6. From the dropdown menu select "**Windows 8**"
7. Check the box "**Override high DPI scaling behavior**"
8. Select "**Application**" from the menu below
9. Click "**Apply**" and then "**OK**"

Test TTR-SUITE:

- Open TTR-SUITE by double-clicking Suite-TTR.exe
 - Check if the interface loads completely
 - **If it works:** PROBLEM SOLVED 
 - **If it doesn't work:** Proceed to Step 3
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STEP 3 - SCREEN RESOLUTION VERIFICATION AND CONFIGURATION

What to do:

1. **Right-click** on the Windows desktop
2. Select "**Display settings**"
3. In the "**Display resolution**" section:
 - Verify it's set to at least **1366x768** or higher
 - If it's lower, select a higher resolution
4. In the "**Scale and layout**" section:
 - Set scaling to **100%** if possible
 - If not possible, use **125%** maximum
5. Click "**Apply**" if changes were made
6. Confirm changes when prompted

Test TTR-SUITE:

- Open TTR-SUITE
- Check if the interface loads completely


- **If it works:** PROBLEM SOLVED 
 - **If it doesn't work:** Proceed to Step 4
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STEP 4 - COMPLETE WINDOWS UPDATES

What to do:

1. Press **Windows key + I** to open Settings
2. Click on "**Update & Security**"
3. In the "**Windows Update**" section click "**Check for updates**"
4. **Install ALL available updates**, including:
 - Security updates
 - Driver updates
 - Optional updates
5. If updates are found, click "**Download and install**"
6. **Restart your PC** when prompted
7. **Repeat the process** until no more updates are available

Test TTR-SUITE:

- After all updates and restarts, open TTR-SUITE
 - Check if the interface loads completely
 - **If it works:** PROBLEM SOLVED 
 - **If it doesn't work:** Proceed to Step 5
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STEP 5 - ANTIVIRUS VERIFICATION AND EXCLUSIONS

What to do:

1. Open your antivirus program installed on the PC
2. Look for the "**Exclusions**" or "**Whitelist**" section
3. Add the following exclusions:
 - Complete folder: C:\TTR-SUITE\
 - Specific file: C:\TTR-SUITE\Suite-TTR.exe
4. Temporarily disable "**Real-time protection**" for 10 minutes
5. Save settings

Test TTR-SUITE:

- With antivirus temporarily disabled, open TTR-SUITE
 - Check if the interface loads completely
 - **If it works:** The problem was the antivirus. Keep exclusions and reactivate protection
 - **If it doesn't work:** Reactivate antivirus and contact technical support
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MINIMUM SYSTEM REQUIREMENTS

For proper TTR-SUITE operation:

- **Operating System:** Windows 10 version 1809 (build 17763) or higher
 - **Screen resolution:** Minimum 1366x768 pixels
 - **RAM:** Minimum 4GB
 - **Disk space:** At least 500MB free
 - **Runtime:** Visual C++ Redistributable 2022 (x64)
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FREQUENTLY ASKED QUESTIONS




Q: Do I need administrator privileges? A: No, TTR-SUITE is installed in `C:\TTR-SUITE` with user permissions. Only Visual C++ Redistributable might require admin privileges.

Q: Can I test in safe mode? A: Yes, if the problem persists, try starting Windows in safe mode and test TTR-SUITE.

Q: Can antivirus cause problems? A: Yes, some antivirus software can block TTR-SUITE. Follow Step 5 for exclusions.

TECHNICAL SUPPORT

If the problem persists after following all steps, contact technical support:

-  **Email:** info@aviolab.ai
-  **Phone:** +39 3356050950
-  **Hours:** Monday - Friday, 9:00 AM - 6:00 PM (CET)

Information to provide to support:

- Windows version (Start → Settings → System → About)
- Current screen resolution
- Installed antivirus
- Screenshot of the problem
- Steps of the procedure already completed

RESOLUTION STATISTICS

- **95%** of problems are resolved with **Step 1** (Visual C++ Redistributable)
- **3%** are resolved with **Steps 1-2** (Compatibility)
- **2%** require the complete procedure

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