Sometimes it happens that ARKS AC/TA/RC cannot find the path to the DConv.exe Converter. We get the requests from our users from time to time to assist in resolving this problem. The following recommendations will help.

There may be several origins of the problem.

1. The DConv program just has not been installed at all. Therefore the first step is to check whether it is the case or not. It is simple:

•   Open the C:/users/[username]/CISP directory and check if there is the DConv folder. If it is absent then;
•   download DConv from the https://www.cisp.spb.ru/dconv. Note that you will have to login or register on the site;
•   install the DConv along the default path .

2. Sometimes it is forbidden by the company rules to install programs along the default path C:/users/[username]/ and CISP and a user has to install CISP software somewhere else. Formerly all the applications allowed installation along the user-defined path (e.g. C:/My programs/CISP/) except DConv which could be installed exclusively along the default path. In such the cases the solution to this problem was quite troublesome. **Starting from the ARKS DConv v. 1.0.03** the program can also be installed along the user-defined path similar to other TSS/TSS-ARKS applications. The only obligatory request is that the DConv should be placed in the same directory as other applications.

When any of the above mentioned programs fails to find the DConv, it suggests choosing the path manually and the corresponding dialog appears (Fig. 1). Once the DConv has been installed, do the following:

**Step 1**. In the "Find path to DConv" dialog Go up one level to CISP directory (see 1 in Fig.1 below). If any other path has been used for software installation then you should find the main directory where the applications have been installed

**Step 2**. You will see the contents of the CISP or other main directory. Find and open the DConv folder (see 2)

**Step 3**. In the DConv folder find the DConv.exe. Select it and press Open button (see 3). It will launch the Converter.

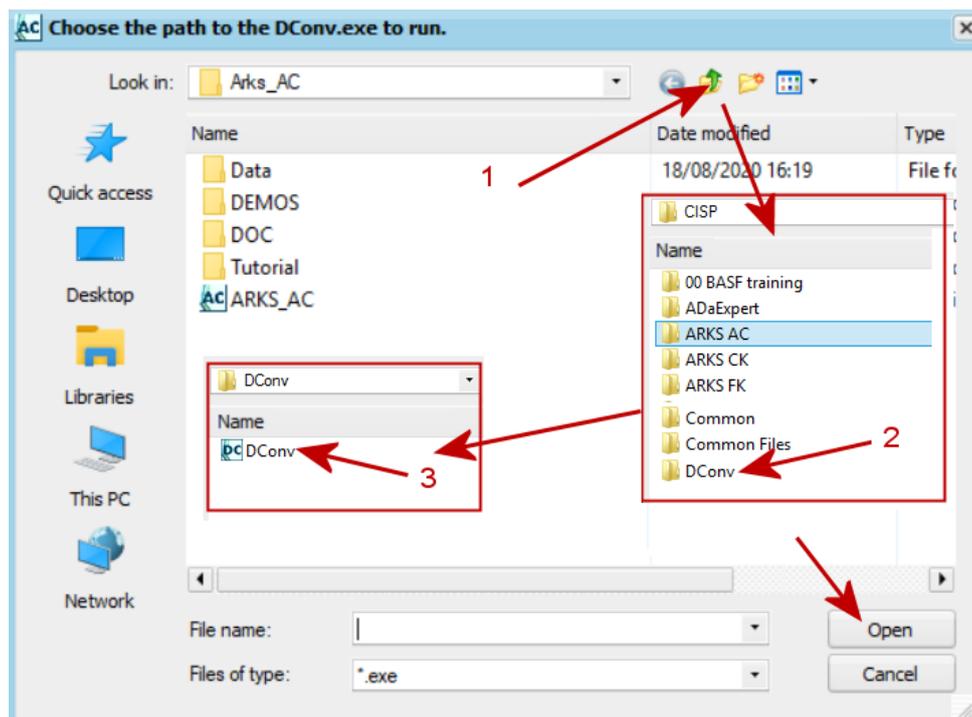The main program (ARKS AC, TA or RC) will save the path so that next time the Converter will be run immediately.



Fig. 1 3 steps to find the path to the DConv program.