



Facilis Technology, Inc. Technical Note

TN-020

ATTO Configuration Tool will not launch.

There is an incompatibility between the ATTO Configuration Tool and Quicktime 7.0.4 on Mac OSX version 10.3.9. Upon launch of the ATTO Configuration Tool, the icon of the application will appear in the Doc but never launch (then will disappear). The following describes a workaround to launch the application.

1. Navigate to the Mac internal Hard Drive and open Applications.
2. Open the ATTO Configuration Tool folder.
3. Holding down the "Control" key on the keyboard, click on the ATTO Configuration Tool application icon.
4. Select "Show Package Contents".
5. Next open the Contents folder that is shown.
6. Open the Resources folder.
7. Open the Java folder.
8. Within the Java folder with be a file called "HBAConfig.jar".
9. Double click the "HBAConfig.jar file to launch the ATTO Configuration Tool.

Note: To solve this issue the Quicktime version should be back rev'd from version 7.0.4 to 7.0.1. The following link will take you to the 7.0.1 re-installer. Once 7.0.1 is installed, the ATTO Configuration Tool should open properly.

<http://www.apple.com/downloads/macosx/apple/quicktime701reinstallerforquicktime704.html>