

Solutions to problems

Solving general problems

If you are Using Mac OS 10.8.x Mountain Lion or older:

There are frequently problems when the preferences document

com.lemkesoft.graphicconverter9.plist

is corrupt. You can check this by dragging the preferences document to the desktop so that GraphicConverter can no longer access the document. To move the preferences document, open the **Help** menu and select **Show GraphicConverter Preferences with Finder**. The „Preferences“ folder is then opened in the Finder. Now exit GraphicConverter and drag the preferences document to the desktop.

Restart GraphicConverter. Check whether the problems persist. If the problem has been solved, you can delete the preferences document on the desktop. You will need to select your preferences in GraphicConverter again.


If the problem is still there, exit GraphicConverter and overwrite the automatically recreated preferences document with the old one from the desktop and contact our support via e-mail: support@lemkesoft.com

Alternatively you can delete the preferences document with the programm „GraphicConverter First Aid“ which you can [download from our website](#).

If you are Using Mac OS 10.9.x Mavericks or newer:

Mac OS 10.9 or newer caches the preferences data so you should not delete the preferences file. You would have to delete the cache via the Terminal too. Instead please use the additional program „GraphicConverter First Aid.app“, you can [download from our website](#) free. It will delete the preferences file and the cache.

Image Display

If an image is displayed black this is normally due to a broken color profile. Click the circle with the four sections  in the lower window frame of the opened image. Now the broken color profile is not active any more and the image should appear correctly.

In this case delete the broken color profile and correct the settings in **Edit / Assign Profile**. The color profile file is located in the folder user / ~ / Library / Application Support / GraphicConverter / Profiles. The tilde character stands for the name of the respective user. To open the **Library** folder hold the Alt-Key and select **Library** from the Finder's **Go to** menu. If you cannot replace the broken color profile file with a backup, open an image containing the profile. GraphicConverter saves the profile automatically into the profiles folder.

Users Group

Visit our website to enter yourself in our mailing list to receive help from other users.

<http://www.lemkesoft.de/en/products/graphicconverter/user-forum/>

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