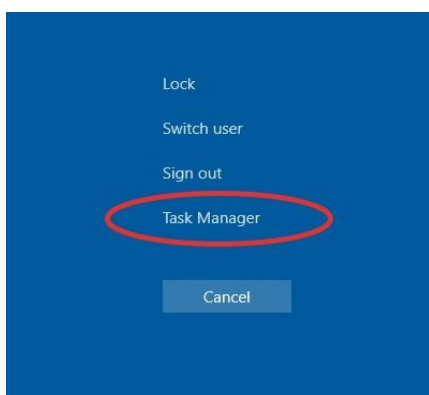


Fixing corrupted XML files

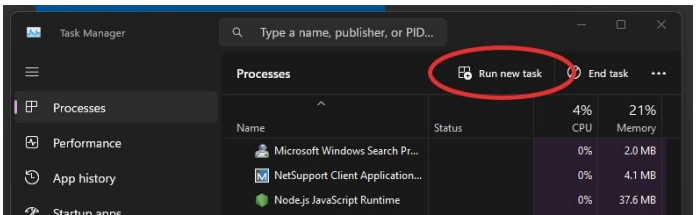
If you encounter a startup error indicating a corrupted .xml file, your arcade may fail to boot properly into BigBox. This issue often occurs due to improper shutdowns—turning off the arcade without first selecting 'shut down' from the BigBox menu. Improper shutdowns can lead to file corruption, as explained in Section 2.6 of the MINICADE user's manual. To prevent file corruption, it is recommended to follow the proper shutdown procedures detailed in Section 2.6, "SHUTDOWN & RESTART," of the user manual.

Ultimately, fixing this error is quite simple. BigBox retains backup files for such situations. All you need is a USB keyboard and mouse, which should be connected to the internal USB ports of your arcade for proper functionality. These USB ports can be accessed by opening and removing the rear maintenance panel at the back of the arcade. Please be cautious, as there are exposed power connections inside the arcade, and avoiding contact with these connections is essential to prevent electric shock. Once your USB keyboard and mouse are connected, follow these steps for a quick resolution:

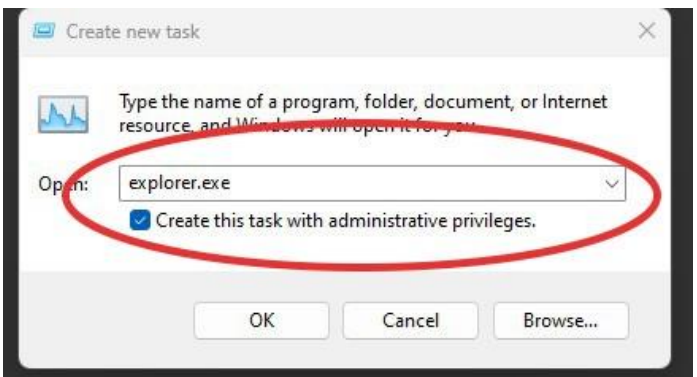
1. While the arcade is powered on, use your mouse to click OK on all error windows.
2. Press CTRL + ALT + DELETE on your keyboard. This will bring you to a Windows 11 screen with a handful of options. Click on the last option, which is labeled TASK MANAGER.



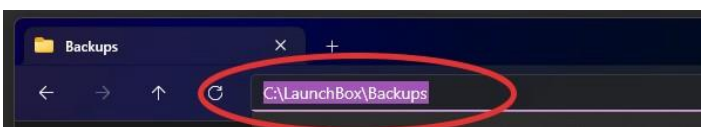
3. A new window will load. In this new window, click the RUN NEW TASK button, as illustrated below.



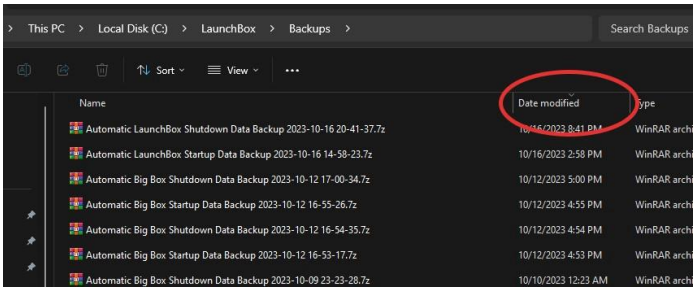
4. A new "create new task" window will load. Please type into the text box "explorer.exe" (without quotes) and also make sure to check the box labeled "create this task with administrator privileges". Once the text is inputted and the checkbox is clicked, click the OK button.



5. A new Windows 11 file explorer window will load. We'll use this file explorer window to navigate to the LaunchBox/BigBox backup folder, then copy and replace all corrupted files. On the top of the file explorer window, type in "C:/LaunchBox/Backups" (without quotes) as illustrated below, then hit enter. Open a second file explorer tab via the + button (above the illustrated red circle below), type in "C:/LaunchBox/Data" (without quotes), then hit enter.

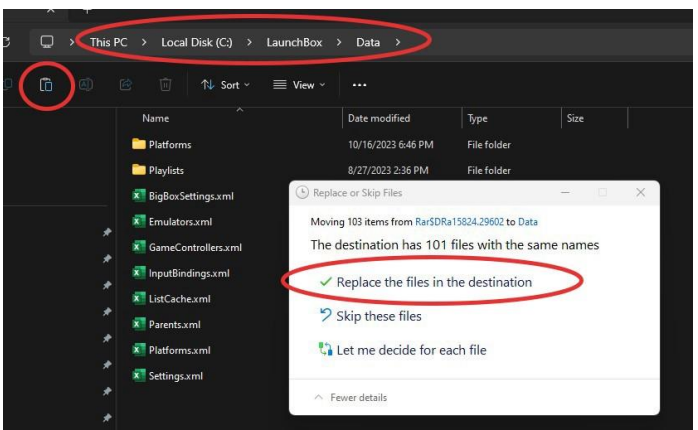


6. In the first tab we opened (C:/LaunchBox/Backups) you'll see multiple zipped backup versions of the BigBox file system. Click on the Date Modified tab to arrange the backups by date, find the newest backup and double click into it.



7. Once the backup file is opened, inside you'll see a list of all files BigBox creates a backup for. Highlight all files and folders by clicking and dragging your mouse to include all files in your selection box, or use the select all command (CTRL + A). Once all files and folders have been selected, right click your mouse and click "Copy".

8. Once files have been copied, click into the second tab we opened (C:/LaunchBox/Data). Paste the files we just copied into this folder location by clicking the paste button illustrated below. You will receive a message asking if you'd like to replace the files, click "Replace the files in the destination".



9. Once all the files have been replaced successfully, press CTRL + ALT + DELETE on your keyboard, click the power button in the lower right side of the screen, then click "Restart". Once the arcade has been restarted, BigBox should now load like normal and your arcade should be ready to play as intended.



If you have any further questions or concerns, please feel free to reach out.