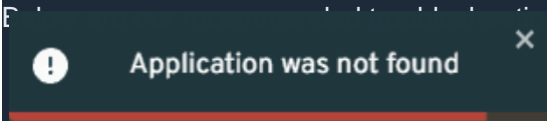


Why is the Recording application not able to find my game?

If you're trying to start a new session in the TopMod QA Recording application and see a warning stating "Application was not found", it means the application cannot detect or connect to the game you're testing. Follow the following steps:



1) Ensure target game is running

Verify that the game you're trying to record is currently active and hasn't crashed or closed unexpectedly.

2) Check selected game is correct

TopMod QA identifies the game using its window title. Please make sure you've selected the correct game from the dropdown menu in the Recording application.

“ Note: If your game launches via a launcher window, wait until the full game window has loaded before starting a new session.

3) Restart TopMod QA

If the issue persists, restart the Recording application to ensure your user configuration has been initialized correctly.

4) Delete TopMod QA Configuration file

If restarting doesn't resolve the issue, you may need to manually delete the TopMod QA configuration file. Follow these steps:

1. Open the **Start** menu and launch the **Run** dialog (Windows + R).
2. Type `%appdata%` and click **OK**. This will open the **Roaming** AppData folder in File Explorer.
3. Navigate to the root AppData folder by clicking on `AppData` in the address bar. The full path should look like:
C:\Users\[YourUsername]\AppDat
4. Open the `Local` folder, then the `topmod` folder.
5. Delete the file named `config.pb`.

6. Restart the TopMod QA Recording application.

5) Reinstall recording application & restart host PC

If none of the above steps work, reinstall the Recording application and restart your computer.

Still having trouble?

If you continue to experience issues, please contact our support team at support@topmodqa.com.

Revision #3

Created 22 May 2025 20:21:05 by Garry Barter

Updated 23 May 2025 11:10:03 by Garry Barter