Question:

Why does the evaluation freeze in EATB status "Job queued" and shows the error message "unrecognized function or variable 'ctfroot' " ?
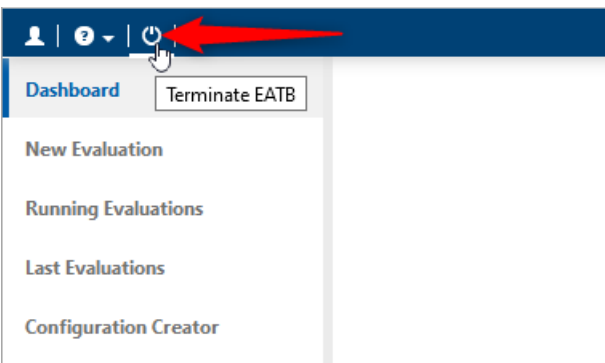

Answer:

This error indicates that the cache of Matlab Runtime is full and EATB cannot allocate enough memory.

You have now two options to solve this issue.

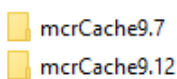The first one is to restart the PC in order to release the Matlab Runtime cache.

If you do not wish to restart the PC, please perform these steps.

Terminate the EATB application at first.

Then open the path for the cache *C:\Users\%username%\AppData\Local\Temp\%username%* and delete the folder for your related Matlab Runtime version.

mcrCache9.1 is for EATB V4.1 and older
mcrCache9.7 is for EATB V5.0 to V5.2 HF2
mcrCache9.12 is for EATB V5.2 HF3 and higher

EATB now should work as expected.

In case of further questions:

Please feel free to contact our Support Center, if you have further questions.
Here you can find all information: http://www.etas.com/en/hotlines.php?langS=true&

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