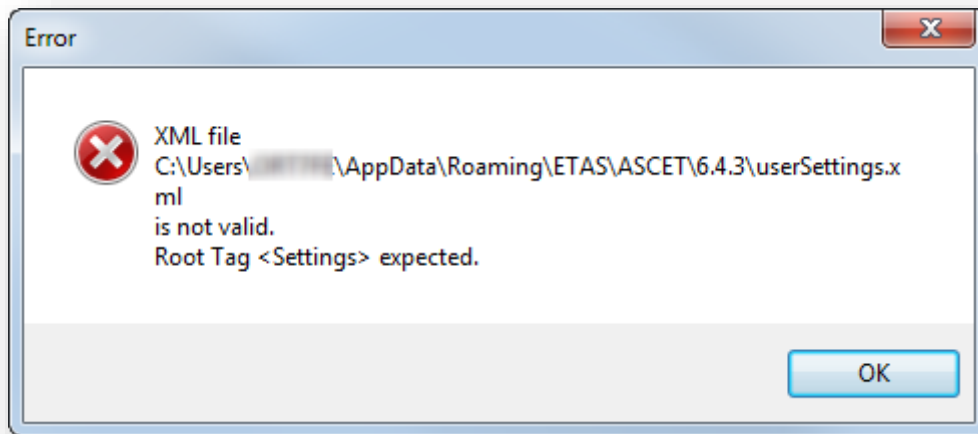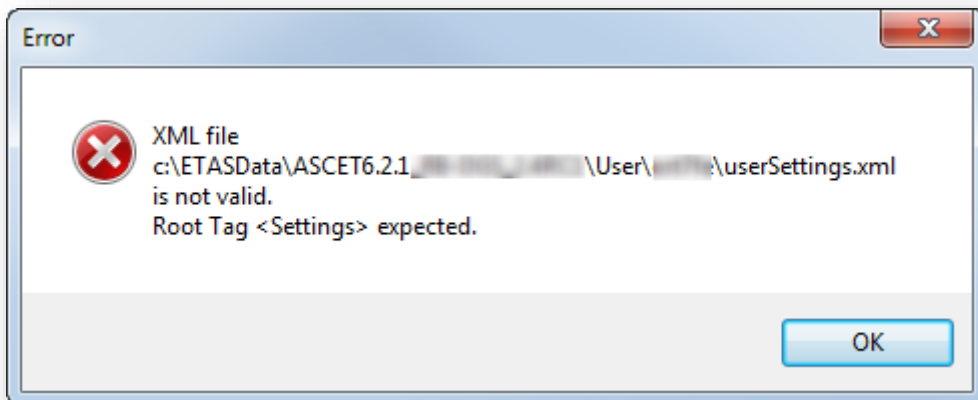# Error: XML file userSettings.xml is not valid. Root Tag <Settings> expected.

? Question:

- When I start ASCET the following error shows up:

- *XML file c:\<PATH>\userSettings.xml is not valid. Root Tag <Settings> expected.*
  - For older ASCET versions the path of the file in the error message may look different:
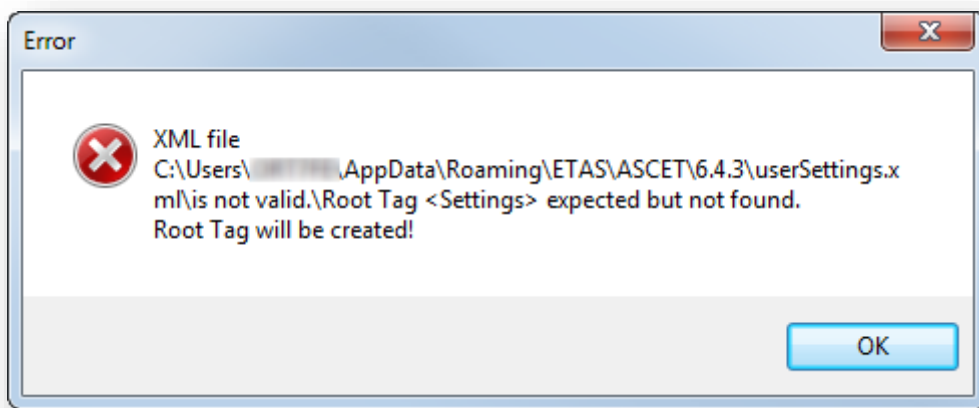

- When I open the mentioned file with text editor, I find out that it is an empty file.
- Also another file called **externaltoolsettings.xml** was reporting the same error
  - And it was also empty
- When I click the **OK** button the dialog does not go away:
  - I have to shut down ASCET via Windows Task Manager

Answer:

Solution 1

- Get the same file from a colleague and paste the content into the according file at your machine

Solution 2

- Start **ASCET** and you will get the error
- Click 24 times on **OK** button to make the error disappear
- Dialog closes and ASCET starts
- Delete the file that was mentioned in the error message
- Close ASCET

Error

XML file
C:\Users_____\AppData\Roaming\ETAS\ASCET\6.4.3\userSettings.x
ml\is not valid.\Root Tag <Settings> expected but not found.
Root Tag will be created!

OK

- Result: While closing, ASCET will create a new file and from next time, you will not be getting this error.

Additional information:

- Although this behavior occurs very seldom: the experts at ETAS managed to identify a possible root cause
  - The virus protection may block the complete saving of the **userSettings.xml** during shutdown of ASCET
    - Because of that the file is just incomplete after closing ASCET.
  - Solution in order to prevent such situation in future:
    - Exclude the complete folder from virus scan

Do you still have questions?

- You will find **further FAQ articles** on the ETAS homepage: www.etas.com/en/faq
- **Movies** corresponding to FAQ articles can be found on the ETAS YouTube channel as well
- 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