How to Fix 'ZEN 20xx has stopped working' Error

Product and Applications Support
March 2014

ZEN for LSM uses XML files for writing items in the GUI (Graphical User Interface) and if the ZEN program is prematurely shut down there can potentially be corruptions within any number of these XML files. These XML files are necessary for building the GUI so if any are corrupt you can get the 'ZEN20xx has stopped working' error message from Windows. This guide discusses how to fix this for all versions of ZEN for LSMs.

*Note – this does not apply to ZEN Blue. Any questions or concerns can be directed to the ZEISS Product and Applications Support group at 1-800-509-3905 or Support@zeiss.com

Step 1: Locate appropriate file location and delete file(s)
For ZEN versions 2010 and earlier:

1. Close ZEN.
2. Open Windows Explorer and navigate to: C:\Users\USERNAME\AppData\Roaming\Carl Zeiss\AimApplication\Profiles\Default
replace 'USERNAME' with the name of the user account you are currently logged into.

3. Delete both 'Profile.xml' and 'Options.xml'.
4. Restart ZEN.

For ZEN versions 2011 and newer:

1. Close ZEN.
2. Open Windows Explorer and navigate to: C:\Users\USERNAME\AppData\Roaming\Carl Zeiss\
replace 'USERNAME' with the name of the user account you are currently logged into.

3. Delete entire 'AIMApplication' folder.
4. Restart ZEN.

***Note – by default the 'AppData' folder is hidden in Windows 7. To see this path you must enable hidden files. To do this navigate to the Control Panel – Appearance and Personalization – Folder Options and click on the link 'Show hidden files and folders'.

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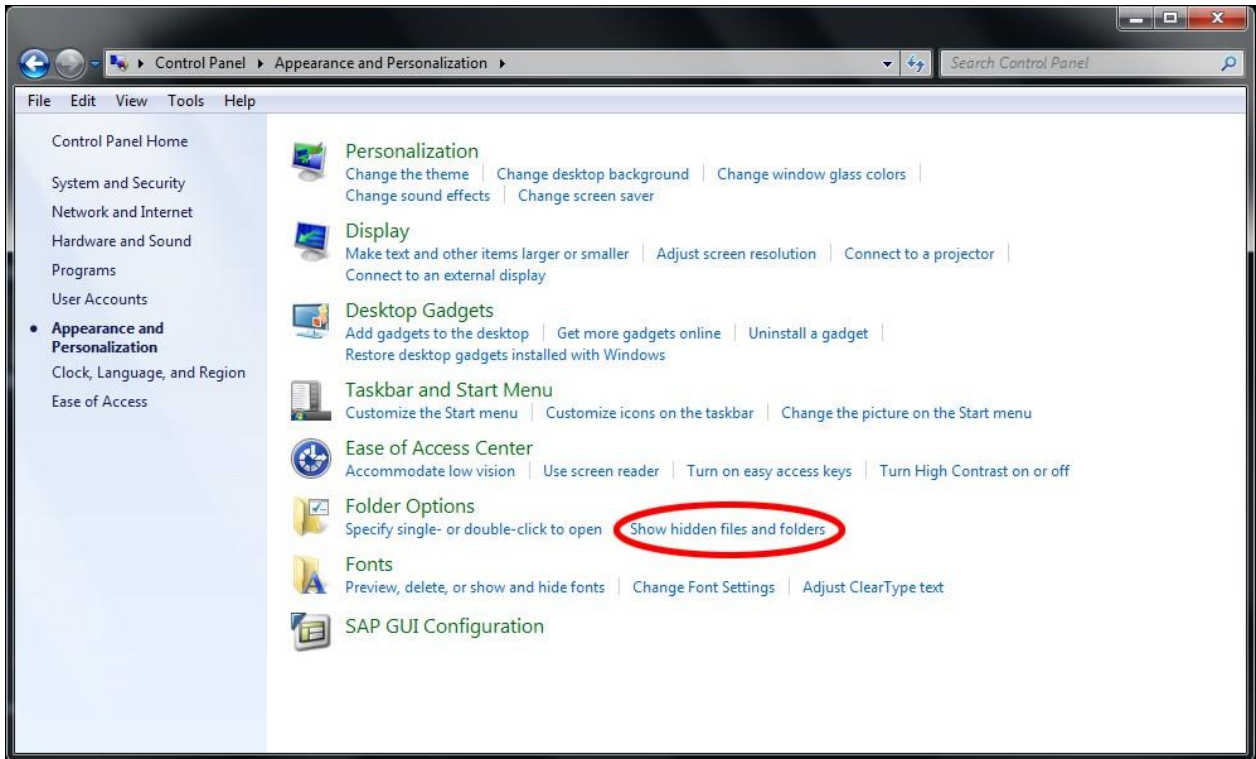
Ensure the radio button is selected on Show hidden files, folders, and drives.