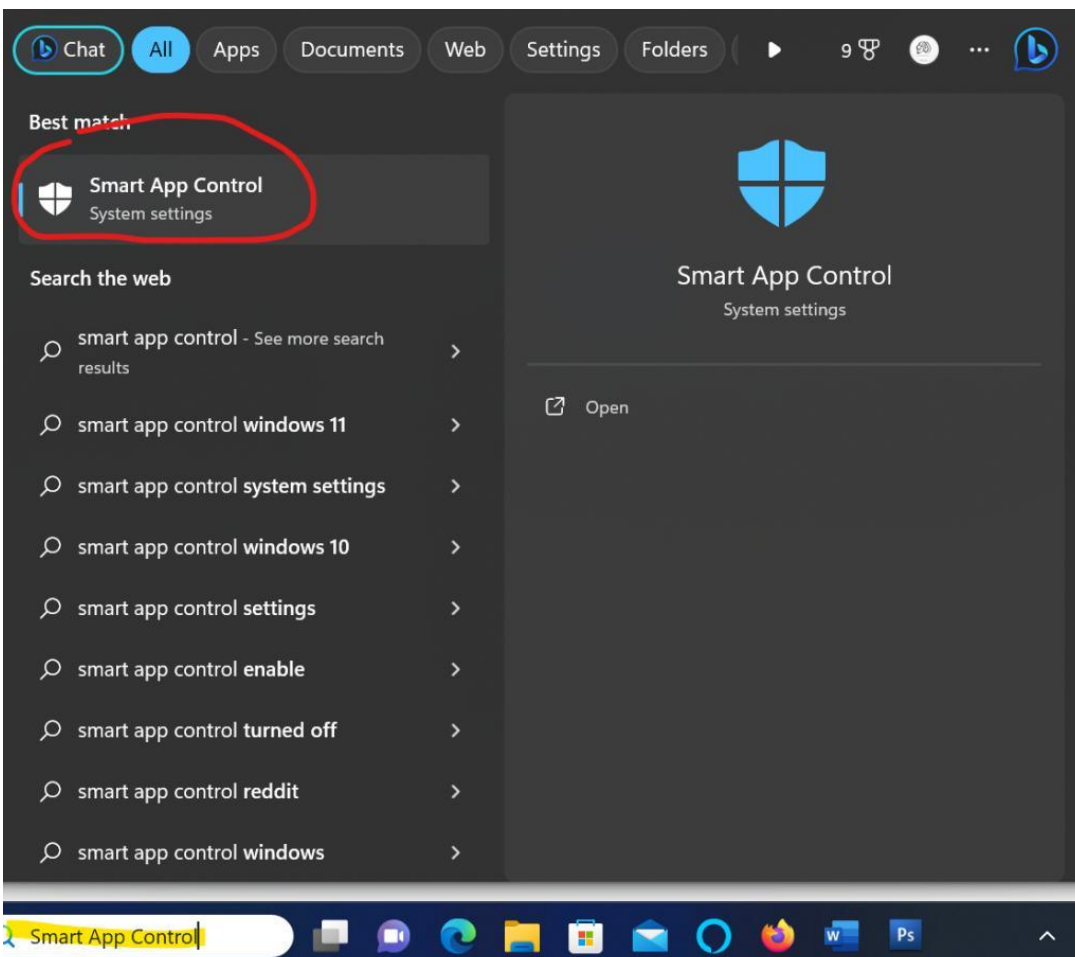
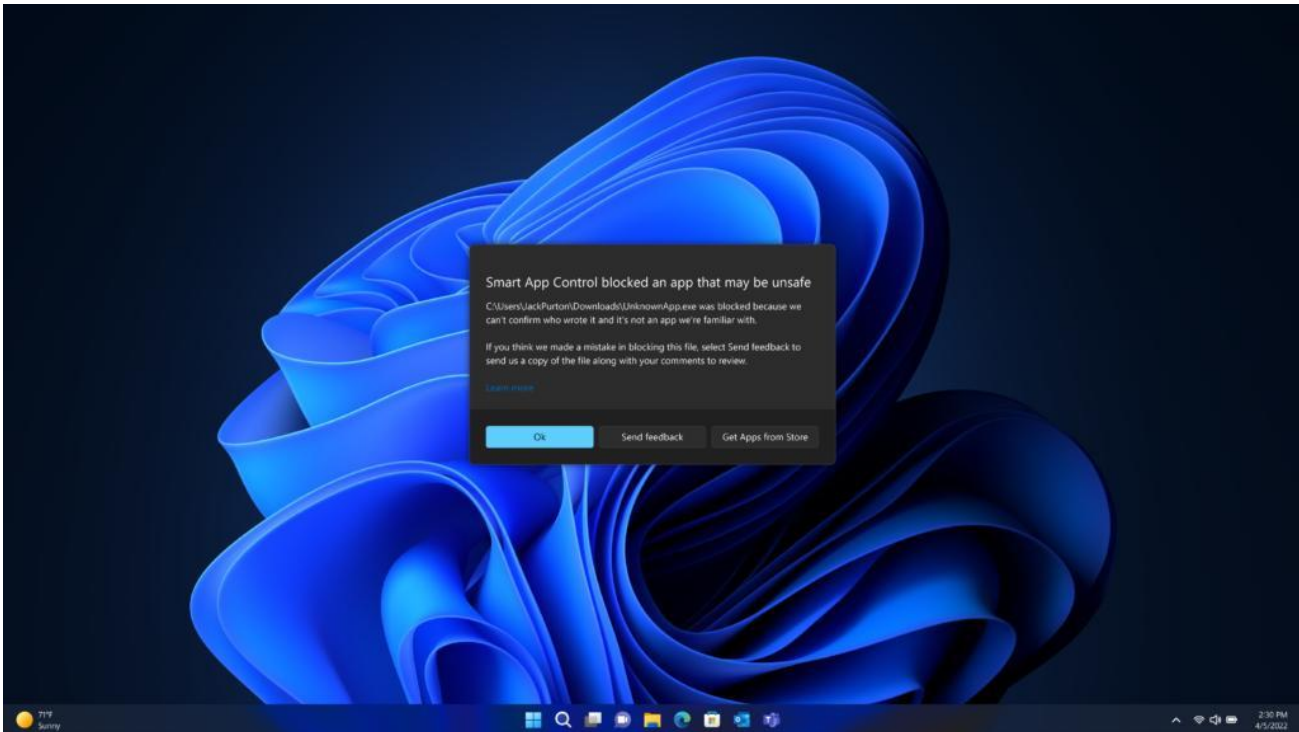
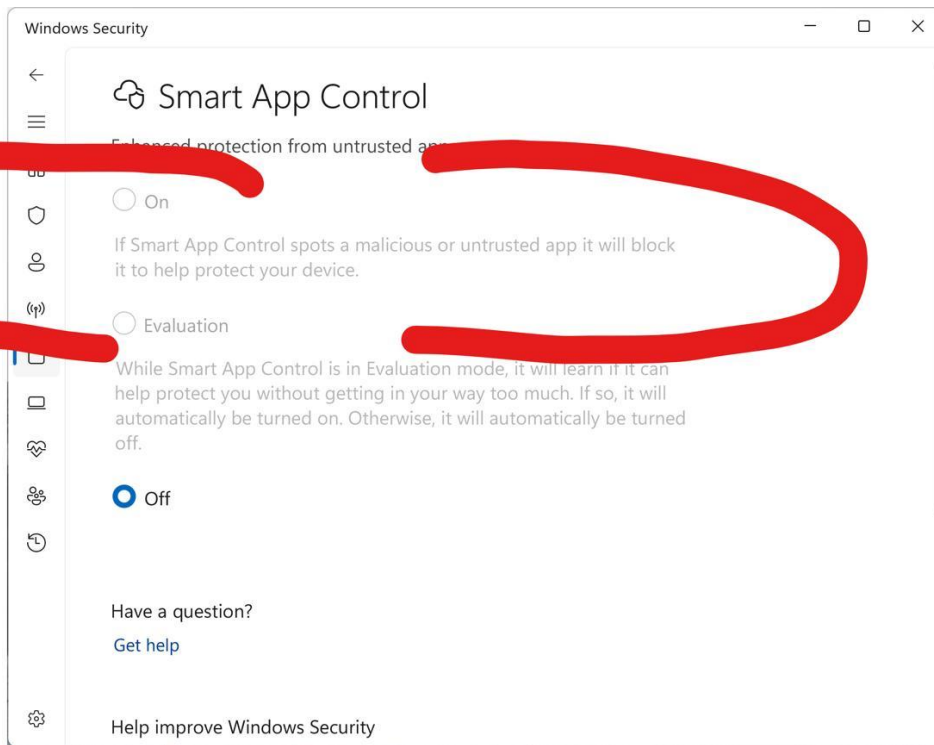


# Windows 11 – Software Not Opening (Smart App Control Block)

## 1. Problem

In some cases, Windows 11 may block the Spitronics software from starting. You may see a message similar to:





Typical message:

*“An error occurred starting the process. Please try again or start the application manually”  
“Smart App Control blocked an app that may be unsafe”*

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## **2. Cause**

Windows 11 uses a security feature called **Smart App Control**.

If the software:

- is not recognised by Microsoft
- or is newly released

👉 Windows may block it from running.

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## **3. Solution – Disable Smart App Control**

⚠️ **Note:** This setting may require administrator access.

### **Step 1 – Open Windows Security**

1. Click **Start**
2. Type: **Windows Security**
3. Open the application


### **Step 2 – Go to App & Browser Control**

1. Select **App & Browser Control**

### **Step 3 – Open Smart App Control Settings**

1. Scroll down
2. Click **Smart App Control settings**


#### **Step 4 – Turn Smart App Control OFF**

1. Select:
  -  Off
2. Confirm if prompted

#### **Step 5 – Restart the Software**

- Close the warning window
  - Run the ecuDIY / Spitronics software again
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### **4. Important Notes**

-  Turning off Smart App Control:
- Allows unverified applications to run
  - Only do this if you trust the software source


✓ ecuDIY / Spitronics software is safe to use when downloaded from official sources

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### **5. Result**

After disabling Smart App Control:

- The software should start normally
- No further blocking messages should appear

 If the problem persists:

- Restart the PC
- Reinstall the software
- Ensure antivirus is not blocking execution