

## Tacx trainer software 4: questions and answers

### unofficial support page



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Q1: Garmin and Tacx completely stopped supporting the TTS4. So what's now?

A1: The termination of support from Garmin/Tacx entailed the termination of the servers that used to perform the following online functions of TTS4:

- 1) online license activation/deactivation;
- 2) online multiplayer;
- 3) use of Google services (maps, streetview) during GPS rides;
- 4) BikeNet.

However, the offline operation of the TTS4 was not affected in any way. The following types of rides are still available:

- 1) Workouts/Catalyst (fully);
- 2) RLV films (without viewing Google maps);
- 3) GPS rides in graph mode (activated non expired Google license required);
- 4) Virtual Reality (fully);
- 5) Multiplayer on the local network (Internet must be turned off).

It cannot be ruled out that Garmin/Tacx will try remotely via the Internet to make it impossible to use the TTS4 on your computer. We have already seen a demonstrative neglect of consumer interests in the performance of this company. Therefore, it is reasonable to use the TTS4 only when the Internet is turned off.

In addition, it will be useful to set the firewall to ban Internet connections for the following TTS4 modules:

C:\Program Files (x86)\Tacx\Common\LicProtector312.exe  
C:\Program Files (x86)\Tacx\Common\LicProtector313.exe  
C:\Program Files (x86)\Tacx\tacxTrainerssoftware4\TrainerSoftware.exe  
C:\Program Files (x86)\Tacx\tacxTrainerssoftware4\Launcher\TTSLauncher.exe  
C:\Program Files (x86)\Tacx\tacxTrainerssoftware4\Tools\RaceServer\RaceServer.exe

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Q2: How can I reinstall the TTS4 on another computer now?

A2: To do this, you need to:

- 1) have an activated license file  
C:\ProgramData\tacx\TrainerSoftware\TTS4\tts4.lic  
(or tts4b.lic if your initial license type is basic);
- 2) know the name of the computer on which the license was activated.

As it turned out, when the license was activated, it was tied to only one software parameter - the name of the computer in Windows. An activated license is not tied to any hardware parameters.

**Note. If you lost the activated license file, see [question 16](#).**

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If you have this lic file and know the name of the computer, then installing the TTS4 on a new computer can be done using the following procedure:

- 1) Change the name of the new computer so that it matches the name of the previous computer.
- 2) Install version 4.23 with this full installer (4.86 GB):

<https://lunicus.org/download/TTS4/TTS42300.zip>

**Note. This file is huge, sometimes it downloads poorly. To download large files we recommend [Internet Download Accelerator](#). It allows you to resume interrupted download.**

Please note that installing older versions of the TTS4 may lead to incompatibility of such versions with your activated license file.

- 3) Install a patch that upgrades to 4.23.1:  
<https://drive.google.com/file/d/1FQaIA3az8qC1O2iHd5nHgVMBh-YU7qf/view>  
[https://yadi.sk/d/L\\_mRccL-o\\_4aGA](https://yadi.sk/d/L_mRccL-o_4aGA)

This patch restores the functionality of direct data upload from the TTS4 to Strava. If this function does not interest you, then you can skip this step.

- 4) On a new computer, two files (tts4.lic and tts4b.lic) are generated in this folder during the new installation:

C:\ProgramData\tacx\TrainerSoftware\TTS4\

These two lic files need to be deleted. Copy the activated license file to this folder.

- 5) If you have films for the TTS4, then copy the corresponding tts files to this folder on a new computer:

C:\ProgramData\tacx\TrainerSoftware\TTS4\Trainings\RLV\

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There is also a faster way to copy the TTS4 from one computer to another computer manually. This method is based on the fact that the TTS4 is indifferent to entries in the Windows registry. The installation speed will depend only on how fast your computer is able to read/write about 1500 files with a total size of about 2.5 GB. So, during installation, you need to copy the following folders to the following places:

- 1) TacxTrainerssoftware4 folder to C:\Program Files (x86)\Tacx\  
2) Common folder to C:\Program Files (x86)\Tacx\  
3) TTS4 folder to C:\ProgramData\tacx\TrainerSoftware\  
4) Se7en Soft folder to C:\ProgramData\  
5) Jungo drivers  
6) DirectX 9.0

In addition, the following components that are used by the TTS4 must be on the computer:

- 5) Jungo drivers
- 6) DirectX 9.0

- 7) FFDSHOW 3154
- 8) Microsoft .NET Framework
- 9) Microsoft Visual C++
- 10) Windows Installer
- 11) XNA Framework 3.0

**Note to paragraph 3. Copying these 2 files to a computer with fundamentally different hardware can lead to malfunctions in the TTS4 performance:**  
C:\ProgramData\Tacx\TrainerSoftware\TTS4\Settings\data.index  
C:\ProgramData\Tacx\TrainerSoftware\TTS4\Settings\settings.tts

**Note to paragraph 5. If you need to install drivers, run as administrator the file TacxDriversSetup.exe from the folder**  
C:\Program Files (x86)\Tacx\TacxTrainersoftware4\TacxDrivers\  
**Before starting the installer, make sure that all ANT+ antennas and USB interfaces are disconnected from the computer.**

**Note to paragraphs 6-11. If you need to install these components, their installers can be taken from the full installer in ISetupPrerequisites subfolder.**

By the way, this copy trick allows you to install several different versions of the TTS4 on one computer and quickly switch between them if necessary.

Keep in mind, however, that the manual installation method is not fully explored. In particular, there is no confidence in the performance of this method on a new computer, on which TTS4 has never been installed in a regular way. Probably, the installer still makes some important entries in the Windows registry, which remain there even after uninstalling the program.

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Here you can download folders for quick installation of version 4.23.1:

TacxTrainersoftware4 folder (the main folder of the TTS4 containing executable modules, including virtual reality; archive size - 1.42 GB):  
[https://drive.google.com/file/d/18rh1\\_wMLLmODoKv4f71AIQI3vzg1Ec5G/view](https://drive.google.com/file/d/18rh1_wMLLmODoKv4f71AIQI3vzg1Ec5G/view)

Folder path after installation:  
C:\Program Files (x86)\Tacx\TacxTrainersoftware4\

Common folder (license protection modules):  
<https://drive.google.com/file/d/14VTYVTm4-F0pCyiAX5XCcgpt6KKNmbp/view>

Folder path after installation:  
C:\Program Files (x86)\Tacx\Common\

TTS4 folder (license files, settings files, tts training files - everything is in its initial state in this case):  
<https://drive.google.com/file/d/1bFllpolv5euFU7Xv5dbUKCRQnnmBDzBt/view>

Folder path after installation:  
C:\ProgramData\Tacx\TrainerSoftware\TTS4\

Se7en Soft folder (software component required for the TTS4 to work):  
<https://drive.google.com/file/d/10yYx20YwfVRuetiFzX07Ai0FgNOmQ30R/view>

Folder path after installation:  
C:\ProgramData\Se7en Soft\

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Q3: What operating systems and trainers is the TTS4 compatible with now?

A3: The TTS4 is compatible with the Windows 7 and higher, including Windows 10.

**Note. Compatibility with Windows Vista was provided in early versions of the TTS4. Possible compatibility of the latest versions of the TTS4 with Windows Vista requires additional testing.**

The TTS4 is compatible with:

- 1) all interactive trainers from Tacx, including old models with a wired connection;
- 2) all interactive trainers from other manufacturers if they support the ANT+ FE-C protocol.

Old wired models are compatible with the TTS4 through the following interfaces:

- T1932 (blue ring);
- T1904 (green ring);
- T1942 (solid blue).

T1902 (solid green) interface has never been officially supported, but practice has shown its compatibility with the TTS4 on 32-bit operating systems.

**Note. The interactivity of Bushido for tablet (T2790) is limited to tablet and smartphone applications from Tacx. This model is not compatible with the TTS4.**

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Q4: The launcher is now completely useless. How to run the TTS4 directly?

A4: Create a shortcut to the main executable module of the TTS4:  
C:\Program Files (x86)\Tacx\TacxTrainersoftware4\TrainerSoftware.exe  
Place this shortcut on your desktop.

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Q5: News on the main screen of the TTS4 is hopelessly outdated. How to remove it?

A5: Indeed, the news is outdated, and even overlays the background pictures with epic scenes of bicycle battles. In the top panel, click Setup => Setting => General and in the field "Latest News" set the value Off. The same Off value can already be set in the fields "Search for Updates" and "Collect Usage Statistics".

Additionally, you should clear this Cache folder:  
C:\ProgramData\Tacx\TrainerSoftware\TTS4\Cache\

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Q6: Yesterday everything worked fine, but today the TTS4 gets stuck at startup. What to do?

A6: The most likely reason is an excessively large number of saved rides.

To avoid many problems with the functioning of the TTS4, periodically clean these folders:

C:\ProgramData\Tacx\TrainerSoftware\TTS4\Trainings\Catalyst\Runs\  
C:\ProgramData\Tacx\TrainerSoftware\TTS4\Trainings\Ergo\Runs\  
C:\ProgramData\Tacx\TrainerSoftware\TTS4\Trainings\RLT\Runs\  
C:\ProgramData\Tacx\TrainerSoftware\TTS4\Trainings\RLV\Runs\  
C:\ProgramData\Tacx\TrainerSoftware\TTS4\Trainings\Tests\Runs\  
C:\ProgramData\Tacx\TrainerSoftware\TTS4\Trainings\VR\Runs\

Move the important rides to another location outside of the TTS4 folder. The rest just delete.

If the TTS4 gets stuck while displaying the inscription "Migrating video files", then delete this file:

C:\ProgramData\Tacx\TrainerSoftware\TTS4\Settings\installedvideos.xml

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Q7: When I try to start virtual reality, a blue screen appears and nothing else happens. What to do?

A7: Version of these two files must match:

C:\Program Files (x86)\Tacx\TacxTrainersoftware4\TacxVR\TacxVR.exe  
C:\Program Files (x86)\Tacx\TacxTrainersoftware4\TrainerSoftware.exe

If the versions do not match, then you will need to reinstall the TTS4 using the links from [question 2](#) or copy TacxVR folder from the other computer with the required file version.

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Q8: When the TTS4 starts, a window appears with the following message:

"At start of Tacx Training software 4 the following problem has occurred:

The Installation Code of the license file does not match with Code 4. Please contact your system administrator"

What does it mean?

A8: This means that the current computer name in Windows does not match the name of the computer on which the license was activated. Return the old computer name.

If you have forgotten the old computer name, you can find it out from Windows logs using the "Event Viewer" module (enable the "computer" column to display).

Another way to find out the old computer name. If you previously used the Tacx support tool at least once to send a report, then it's possible that you saved the following file:

C:\ProgramData\Tacx\TrainerSoftware\TTS4\Logs\dxdiagresult.txt

In this file in the line "Machine name" you can see the name that the computer had at the time of the preparation of the report.

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Q9: When I started one (several) of my many films, the TTS4 suddenly began again to demand the activation of a license for the film. Other films run without problems. How to fix it?

A9: The license file may be corrupted over time (for various reasons). Therefore, it is so important to have a backup copy of this file or (better) a backup copy of this entire folder:

C:\ProgramData\Tacx\TrainerSoftware\TTS4\

Another explanation is possible. The license file is not corrupted. It's just that this is an earlier copy of it, made before the moment when the license for this film was activated. This can happen if you restore the system from an earlier recovery point and then reinstall this film, forgetting about the licensing aspect.

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Q10: I can't find in the settings how to change the appearance of the information panel at the bottom of the screen.

A10: This can be done in the pop-up menu during the ride. But for virtual reality, the appearance of the information panel cannot be changed.

<https://www.youtube.com/watch?v=pqn0u2ysnlc>

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Q11: Three years later, I again decided to return to the TTS4, but now it constantly crashes when the training starts. I tried all the tips, but nothing helps.

A11: Over the past years, the runtime may have changed on the computer, primarily Microsoft Visual C++. Try advanced reinstallation using the following procedure:

0) Before starting the procedure, make a backup this folder:  
C:\ProgramData\tacx\TrainerSoftware\TTS4\

- 1) Uninstall the TTS4 and TTS Launcher via Control Panel - Programs.
- 2) Uninstall all the Microsoft Visual C++ via Control Panel - Programs.  
Here carefully: they will be many and not in a row. Make ordering by name for convenience.
- 3) Uninstall all the Jungo drivers via Device Manager.  
Keep in mind that to remove the VRinterface driver, this device must be connected to the computer (for devices with a wired interface connection). Otherwise, you will not see VRinterface in Device Manager.
- 4) Clean the Windows registry by using:  
<https://www.ccleaner.com/Ccleaner>
- 5) Reboot the computer.
- 6) Install TTS 4.23 using this link:  
<https://lunicus.org/download/TTS4/TTS42300.zip>
- 7) Copy the previously saved folder to its place  
C:\ProgramData\tacx\TrainerSoftware\TTS4\

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Q12: What other settings in the TTS4 can cause failures in its work?

A12: Video Player 2.0 is not working on many computers. Switch in the settings (Setup => Setting => Video) to Video Player 1.0.

There is also an assumption that failures can be caused by enabled Workout 3D or Catalyst 3D (Setup => Setting => Training).

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Q13: I found a huge file - debug.log - in this folder  
C:\Program Files (x86)\Tacx\tacxTrainersoftware4\  
Can i remove it?

A13: Yes, you can delete this debug.log file without concern. This is just a log. It does not contain any useful information and consists of repeating lines:

WARNING:dns\_config\_service\_win.cc(673) Failed to read DnsConfig.  
Its size increases with each new use of the TTS4 offline.

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Q14: Where are film license files located?

A14: The license for the film after its activation becomes an extension of the license for the TTS4. Information about all activated licenses is encrypted in the same file:

C:\ProgramData\tacx\TrainerSoftware\TTS4\tts4.lic

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Q15: I created a route based on the film. How can I pass this route to a friend who also has this RLV?

A15: Routes, including multisessions, which are created by the user on the basis of the film, are saved in the tts file of this film. Tts files for films are in this folder:

C:\ProgramData\tacx\TrainerSoftware\TTS4\Trainings\RLV\  
Just copy the corresponding tts file to a friend's computer.

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Q16: I have a license key, but I did not save the activated license file. How do I activate a license now?

A16: In this situation, you can use the offline license activation method. The method is based on the fact that the TTS4 allows you to activate the license by e-mail. Of course, you can't use this directly, since neither Garmin nor Tacx will answer you. However, the idea is to use the same license key as a confirmation code as well.

But not every key has these properties. During testing, it was found that offline activation is completed successfully if the key used has the following structure:

**\*\*CU\*-F1182-w36D\*-0tS87-\*L8Ek-7\*3S\***

Hereinafter, we will call such keys magic keys.

Keys with the following structure are not magic keys:

**\*\*FU\*-F1182-w38D\*-0tR87-\*LpEk-7\*3S\***

Such regular keys only behave like magic keys during the trial period.

What if your key is not magic? You can create or find a magic key using the following tips.

Method 1. Create a magic key.

- 1) take [this key](#) (one user for some reason posted his key on the network);
- 2) convert its structure to magical;
- 3) replace the end with infinity.

Method 2. Find the magic key.

The magic key can be found in some of the tutorials. Consider where you can find a lot of teaching material on a variety of topics.

Fallback method. If you were unable to complete this exciting quest on your own, then contact the author for additional help. Send to the author an image of the envelope of your DVD with TTS4. The key in the image should be fully visible and readable. In return, you will receive a magic key.

So, the offline activation procedure is as follows.

1) Make sure there are two initial lic files in this folder:

C:\ProgramData\TAcx\TrainerSoftware\TTS4\

If necessary, you can download these two files from here:

<http://w47.narod.ru/doc/tts4-lic-initial.zip>

2) Turn off the Internet. In general, it is now recommended to abandon the Internet when using the TTS4. In this procedure, disabling the Internet is crucial.

3) Run the TTS4. When the window for entering the license key appears, insert the magic key the first time. Click the Next button. A text file will appear for sending by e-mail, which, of course, does not need to be sent anywhere. Press the Next button again. A window will appear for entering the confirmation code, into which the same (or any other) magic key should be inserted a second time. After clicking on the "apply activation key" button, activation should occur.

If this error message appears:

"Internal error 3006 in Activation Server"

you should restore the initial license files.

If you run the TTS4 in demo mode, then activate the license directly from the License Info window (in the top panel: Help => Show license info). In this case, after activation, the contents of this window will not be updated immediately, but at the next (re) opening of this window.

**Note. It is clear that an advanced user will be able to use the demo mode for an arbitrarily long time without any activation. If you know how to do this, then you are an advanced user.**

Three signs that indicate that offline activation has taken place:

1) In the License Info window, there is no mention of the end date of the demo mode in relation to the TTS4. Do not pay attention to the word "Required", as this does not prevent the full use of the program.

2) Only one lic file remained in this folder:

C:\ProgramData\TAcx\TrainerSoftware\TTS4\

The second lic file does not disappear immediately at the time of activation, but the next time the TTS4 starts.

3) In the log received in [verbose mode](#), there is such a line:

[TRACE] SECURITYWIZARD: GetRemainingDays for module TTS4: -1

A minus one means that the remaining days have stopped counting.

After offline activation, a key request will continue to occur at TTS4 startup, but it should simply be ignored by clicking the Next button.

**Note. In order for the key request to no longer appear, you must use a special hold key once. After that, in the License Info window, the word "Required" will change to the word "Done", and the following line will appear in the log (in verbose mode):**

[TRACE] SECURITYWIZARD: GetWebActivation for module TTS4: Done

**The structure of the hold key differs from the structure of the magic key by the "r" symbol instead of the "S" symbol in the third position of the fourth segment. The hold key cannot be used separately from the magic key. It should only be used after using the magic key.**

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With regard to the activation of keys for licensed films, the situation is completely similar to the situation with the TTS4 itself. If your RLV key has a magical structure, that is, the third position in the first segment of the key contains the symbol C, not F, then activation will be successful. In the future, the key request can be ignored by pressing the Next button.

Is it possible to create a magic key for RLV? Yes, it is difficult, but possible. Please contact the author first. It may well be that the magic key to your RLV already exists. And if there is no such key yet, then at least you will know which characters of the key should be changed, and which characters should remain unchanged. In addition, there are some tricks that can shorten the time to create (select) the correct magic key.

For most films released on DVD and BD, the magic keys have already been created. Send to the author an image of the envelope of your DVD or BD with RLV. The key in the image should be fully visible and readable. In response, you will receive the corresponding magic key.

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Licenses for TTS3 and TTS2 can be activated in a similar way.

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For offline activation of a Google license, you must use not a simple magic key, but a special magic hold key or a combination of a magic key and a hold key.

Recently, a way was discovered to activate a Google license without using any Google key at all. To do this, it is necessary to carry out the above method of offline activation of a license for TTS4 on a computer with any future date. After returning to the current date, Google license will be valid until that same future date.

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For detailed information on how the product name is encoded in the key, see [here](#) (in Russian).

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Q17: I have been using the TTS4 with the T1991 ANT+ stick for a long time. But today, when I decided to replace my old ANT+ trainer with a new ANT+ trainer, the search for new devices in the TTS4 does not give any results. Moreover, the TTS4 freezes during such a search. What should I do?

A17: Old T1991 stick does not work properly with latest versions of the TTS4. First of all, it concerns the search function for new devices. This appears in the log in the following line:  
[ERROR] ANT: The ANT can not start RX Scan because one or more channels are open.

You should use a more modern ANT+ antenna for these purposes. However, it is possible that after searching and detecting new devices with such a more modern antenna, you can return to using your old T1991 stick (this must be checked in each case).

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Q18: My friend and I want to exchange our collections of licensed films. How do we do this?

A18: Technically, it is very simple. You and your friend should give each other the following files and information:

1) activated license file. It should be put in this folder:

C:\ProgramData\tacx\TrainerSoftware\TTS4\

2) information about the name of the computer on which the license was activated. The computer name should be changed accordingly;

3) tts and avi files of the corresponding films. Tts files should be put in this folder:

C:\ProgramData\tacx\TrainerSoftware\TTS4\Trainings\RLV\

Avi files can be located where it is convenient for you to store them. Paths to avi files should be specified directly from the TTS4.

**Note to paragraphs 1-2. If the keys to the films are magic keys (that is, the third position in the first segment of each key contains the symbol C, not F), then instead of exchanging the activated license files, these magic keys can be exchanged.**

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Q19: Where can I download earlier versions of the TTS?

A19: Full installer for version 4.3 (size 1.43 GB):

<https://drive.google.com/file/d/1oU3iTrxrlfOsXN6GoTuYfBFERN4NJRD/view>

Last full installer for TTS3 (version 3.13; size 1.44 GB):

<https://drive.google.com/file/d/1Pt9wAjPv8z7vQ0aJvQkSaBx4WoJS7nFw/view>

Last full installer for TTS2 (version 2.05; size 1.43 GB):

[https://drive.google.com/file/d/173CVN6ZSn1esw1t\\_Q4k5f6tJCXh0ZjEL/view](https://drive.google.com/file/d/173CVN6ZSn1esw1t_Q4k5f6tJCXh0ZjEL/view)

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Q20: The TTS4 tells me that the firmware version of my Genius (T2021) is 1.1.317. Is this the latest firmware version?

A20: The latest firmware version for Genius is 1.1.325. Use this utility to update the firmware:

[http://w47.narod.ru/doc/GeniusUpdateInstaller\\_v102.zip](http://w47.narod.ru/doc/GeniusUpdateInstaller_v102.zip)

Before you run the utility place the trainer as close as possible to the ANT+ antenna and make sure that the tyre is not attached to the brake's roller. After the procedure is completed, turn off the resistance unit for 2 minutes.

This utility will also help you in cases of malfunctions in the work of Genius (alignment procedure).

**Note. If you want to return to the old firmware version, then use the same utility for this, replacing the firmware bin file in this folder:**

C:\Program Files (x86)\Tacx\GeniusUpdateTool\

**The bin files of versions 1.1.317 and 1.1.322 are available in this archive:**

<http://w47.narod.ru/doc/Genius-bin.zip>

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Q21: I installed the TTS4 on my new computer using my existing DVD. But at startup, the TTS4 does not detect my T1932 VR interface. What am I doing wrong?

A21: Apparently you installed the old version of the TTS4 (and the old version of the drivers) on the computer with the new Windows 10. This combination will not work.

Uninstall the old version of the TTS4. Install the latest version using the links from [question 2](#).

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Q22: I just installed the TTS4 on my new computer, but when I try to run it, nothing happens. This situation is not similar to that described in questions 6 and 11. What is the problem?

A22: In some rare cases, for unknown reasons, the TTS4 installer does not install an important component - Se7enSoft. This makes it

impossible to run the TTS4 at all.

Two signs by which you can identify a problem with Se7enSoft:

1) Only one file (moznet.dat) is located in this folder:

C:\ProgramData\Se7en Soft\Runtimes\XR3.6.27\

2) The log contains the following entries:

System.Exception: Unable to extract embedded runtime.

at Se7enSoft.MozNet.MozEmbedManager.ExtractRuntime()

at Se7enSoft.MozNet.MozEmbedManager.GetRuntimeDirectory()

The solution to this problem does not require reinstalling the TTS4. Just download this archive:

<http://w47.narod.ru/doc/XR3.6.27.zip>

and replace the XR3.6.27 folder.

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Q23: Why don't I have an information panel with data about speed, power, cadence, and others displayed in virtual reality?

A23: Information displayed by the TTS4 in the lower and right parts of the screen (or window) may not be visible if the screen scaling factor (DPI, dots per inch) is set too high in the Windows settings.

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Q24: Most recently, I used my Genius with TTS4 without the T2022 interface. But now, when I installed this program on a new computer, the TTS4 initially requires me to connect the interface as a prerequisite and does not allow me to go on. How do I skip this step?

A24: The content of your question indicates that you have installed an old version of the TTS4. Before version 4.12, ANT+ trainers connected to the TTS4 via the corresponding interfaces. Starting from version 4.12, the connection of ANT+ trainers does not depend on the presence of interfaces.

Uninstall the old version of the TTS4. Install the latest version using the links from [question 2](#).

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Q25: Where can I find out how the versions of the TTS4 differ from each other?

A25: The release of each new version was accompanied by information from the developers about the most important changes to the TTS4. All this information is consolidated into one text file:

<http://w47.narod.ru/doc/changelog.txt>

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Q26: When I try to start virtual reality, a rider splash screen appears, but then it returns to the main TTS4 screen. All other functions of the TTS4 work fine. What to do?

A26: This can happen if Windows 10 is used on a computer with an old model of a graphics card, for which the manufacturer has not released special drivers for this operating system. The Microsoft drivers used in this situation allow the computer to perform most tasks, but not launch complex graphics games.

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Q27: I added the film tts file to this folder:

C:\ProgramData\Tacx\TrainerSoftware\TTS4\Trainings\RLV\

but the film route did not appear in the RLV section of the TTS4. What's the problem here?

A27: The reasons for this may be the following:

1) The tts file is damaged. This sometimes happens after incorrectly recovering files from a failed disk.

2) The tts file is not compatible with the installed version of the TTS4. So, for example, tts files containing information for Road surface simulation will not be displayed in the TTS4 if the program version is lower than 4.20.

3) The tts file has not yet been indexed by the TTS4. Keep in mind that new tts files are indexed only when the TTS4 is started, so you need to restart it. In addition, you can force reindex all tts files of all categories by deleting this file before starting:

C:\ProgramData\Tacx\TrainerSoftware\TTS4\Settings\data.index

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Q28: Where can I download free RLVs for the TTS4?

A28: For example, here:

<http://rlv-alucard.de/rlvs.htm>

<https://lunicus.org/tacx-trainers/custom-rlvs/>

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Q29: What other software can be used for licensed Tacx videos?

A29: The developers of the Golden Cheetah have managed to find a way to decrypt the corresponding tts files even for licensed Tacx films.

[Quote:](#)



If you have a videosync file (currently rlv and tts formats are supported), you can import and select it on the left sidebar so the video is reproduced in synch with your bike speed, which makes the experience much more realistic for slope/distance workouts.

The setting Training > Preferences > Use Simulated Speed in Slope Mode enables a full bike riding simulation to compute speed based on power, terrain, bike and rider characteristics to use instead of the measured speed which may not consider all this factors. The parameters can be seen and modified in Training > Virtual Bicycle Specifications.

<http://www.goldencheetah.org/>

Keep in mind, that not all Tacx trainers are compatible with the Golden Cheetah. However, for those models that are not directly compatible, you can use this signal converter:

<https://github.com/WouterJD/FortiusANT/>

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Q30: On one of my computers, films in TTS4 play fine, but on the other computer I see only a black screen instead of a RLV. What is the reason here?

A30: Black screen can be caused by the following reasons:

- 1) You have not indicated the path to the avi file on the "Video" tab of the corresponding film.
- 2) In the TTS4 settings, Video Player 2.0 is enabled, not Video Player 1.0. Change this setting (see [question 12](#)).
- 3) Settings the graphics card can affect this situation. Set the default quality setting (turn off high performance). You can also try a different version of the drivers for your graphics card.
- 4) Video codecs from different programs may conflict with each other. Try uninstalling programs that work with video, in particular:

- K-lite codec pack
- Format Factory
- VdviX
- DivX Codec
- Pinnacle TV Center
- TVersity media center
- TVersity

It may also be necessary to reinstall the FFDSHOW component. Its installer can be taken from the full installer in ISSetupPrerequisites subfolder. All versions of this component can be found here:

[https://www.afterdawn.com/software/audio\\_video/codecs/ffdshow.cfm](https://www.afterdawn.com/software/audio_video/codecs/ffdshow.cfm)

As an alternative (instead of FFDSHOW), you can try installing another codec package, for example, this one:

<http://www.windows10codecpack.com/>

Alternative codecs may also be needed if you are trying to play third-party video encoded with a codec other than XviD codec used in Tacx films. You can check what codec the video is encoded with using this utility:

<https://mediaarea.net/MediaInfo>

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Q31: Will such gradient simulators as Kickr Climb or Elite Rizer work with TTS4?

A31: First of all, it should be noted that these devices receive the gradient signal from the connected trainer, and not from the application directly. Therefore, the possibility of using them with TTS4 depends simultaneously on:

- 1) compatibility of the trainer with TTS4 (see [question 3](#));
- 2) compatibility of the gradient simulator with the trainer. At the same time, both of these gradient simulators have a manual gradient change mode, so the most important aspect of compatibility is the hardware compatibility of the gradient simulator with the trainer - the ability to rotate the bike around the axis of the rear wheel.

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Personal questions to the author:

Q: Why did you create this support page?

A: In conditions when Garmin and Tacx so pointedly did not care about the interests of consumers of their products, I considered it necessary to share my knowledge about the TTS4 with other users.

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Q: Why were you banned from the Lunicus forum?

A: The formal reason is:

"You have been permanently banned from this board. Reason given for ban: Inflammatory posts despite being repeatedly asked to be respectful and conscious of other members of the forum."

In reality, the owner of the lunicus forum could not stand my criticism of the forum, which established a lot of paranoid prohibitions in the rules that impede the free exchange of information between forum participants.

\*\*\*\*\*

Q: How can I thank you for creating this page that helped me a lot?

A: I am very grateful to everyone who expresses a desire to provide financial assistance to my project. My e-wallet address:  
<https://yoomoney.ru/to/410016965108>

Unfortunately, if your card is issued outside of Russia, direct top-up of my wallet will most likely be impossible. In this case, the "utility bills" method can be used. Please contact me by e-mail for detailed instructions.

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Logs are a path leading to the solution of your problem.

Answers to many questions related to the malfunctioning of the TTS4 can be found in the logs:  
C:\ProgramData\tacx\TrainerSoftware\TTS4\Logs\

For a more complete analysis of errors that occur, a detailed logging mode may be useful. To enable this mode, in the configuration file C:\Program Files (x86)\Tacx\TacxTrainersoftware4\TrainerSoftware.exe.config in this line

```
<add key="VerboseMode" value="False" />  
you should change the value "False" to the value "True".
```

If you do not know how to edit the configuration file, or are afraid to do it yourself, then download this archive:

<http://w47.narod.ru/doc/verbose.zip>

In it in the folder "True" is the configuration file with the verbose mode turned on, and in the folder "False" - with it turned off.

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To use the tips outlined on this page, the user must have the following basic skills for working with a computer:

1) the ability to find, copy, move and delete files, including files located in hidden folders;

2) the ability to distinguish between these two folders from each other:

C:\ProgramData\tacx\TrainerSoftware\TTS4\  
C:\Program Files (x86)\Tacx\TacxTrainersoftware4\

3) the ability to unpack archives, especially zip archives.

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Still have questions? Send them by e-mail, the address of which is formed from the address of the site w47.narod.ru by replacing the first dot with the symbol @. If you attach the log to the letter in a verbose mode, then you will significantly reduce the time that we will need to solve your problem.

Sometimes the mail service does not work properly (false triggering of spam filters and the like). For example, the practice of communicating with French users shows the unreliability of the free.fr mail service. If you have not received a response to your letter within 24 hours, then use the spare communication channel with the author - through social networks:

<https://www.facebook.com/profile.php?id=100001315380692>

<https://twitter.com/7794501>



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Version September 06, 2021

The author thanks all users whose letters helped to replenish and update the content of this page.

Addresses of this page in HTML and PDF formats:

<http://w47.narod.ru/tts4.html>

<http://w47.narod.ru/tts4.pdf>