Troubleshooting Problems When Launching Springbrook

This document is intended to assist in resolving common issues with launching the Springbrook Application.

- 1. Clear the .Net Cache
 - a. Open the Control Panel and ensure Show Hidden Files/Folders is enabled.

	Folder Opti	ions		
General View	v Search			
Folder view				
	You can apply this view (such as Details or Icons) to all folders of this type.			
	Applyto Folders	Reset Folders		
Alw Alw V Dis Dis Dis Hid	nd Folders vays show icons, never thum vays show menus play file icon on thumbnails play file size information in fo play the full path in the title b Iden files and folders Don't show hidden files, folders, a show hidden files, folders, a re empty drives le extensions for known file t le folder merge conflicts	Idertips par ders. or drives and drives		
	e rolder merge connieta			

b. Browse to the following location: C:\Users\username\AppData\Local\Apps\2.0

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File Home Share Vi	ew				
opy Paste Sort	Move Copy to* Copy	New item ▼ Person access ▼ Folder	Properties	Select all Select none	
Clipboard	Organize	New	Open	Select	
🖻 🎯 💌 🔶 🔰 🕨 This PC	Windows (C:) → Users → keith.	finkel → AppData → Loca	I ▶ Apps ▶ 2.0		
Desktop Downloads Recent places This PC OneDrive for Business	Name	Date modif	ied Type	Size	
	퉬 D8Z4G63R.38Y	5/16/2018 1	0:28 AM File folder		
	🎉 Data	5/16/2018 1	0:28 AM File folder		

- c. Delete the entire 2.0 folder.
- d. Re-launch Springbrook. The manifest files should re-deploy in their entirety and allow the application to launch successfully.
- If you are still having issues, have your IT staff ensure the C:\Users\username\AppData\Local\Apps\2.0 location is added to your Anti-Virus software's real-time exclusion list.
- 3. Make sure .NET 4.7.2 or higher is installed. Springbrook versions 7.18.7.0 and above will not launch properly without it.
- 4. We recommend launching the Springbrook Enterprise application from a current version of the Edge browser.
 - Legacy Edge versions may require you to enable the ClickOnce feature to run our application.
 - To launch the Springbrook application from other browsers, such as Mozilla or Chrome, you can install an extension for ClickOnce. Springbrook does not provide these extensions, but they can be found in the marketplace.
- If you are using our Unified Login or Enterprise Connection (AKA SSO w/MFA), please see additional guidance on the login process here <u>https://s</u>prbrk.box.com/s/zc3g50bon9ddxjpha4g42dglw6c9mb9w.

- If you are receiving authentication errors on login when entering the correct credentials, make sure the system time is correct. If the time on your PC is off by more than five minutes, the system will not allow you to log in.
- 7. If a Springbrook user is not receiving the expected email after resetting their password, confirm that user is not set to "Out of Office" status in SS> Utilities> Out of Office Utility.
- 8. If you have completed your login successfully, but the expected applications are not available to you in the application portal, or you have attempted to launch the application, but it has not opened and no error was returned please check the following:
 - Verify that the application is not open, but just not visible on the desktop. The application
 may have opened on another monitor/display or may have opened to the system tray.
 There is a setting in user preferences for Default Form None in Springbrook that can
 have the application open, but not on the desktop and you only see it is available in the system tray.
 - Verify that you are not attempting to launch an application that you do not have access to as you may be using an email address that is not assigned to an active user. Contact your local Springbrook Administrator to confirm, or check the local Springbrook log for the error "User is not authorized to access Springbrook####." To access your local log go to C:\Users\USERNAME\AppData\Local\Springbrook Software, Inc\7.18.7\Log.txt.