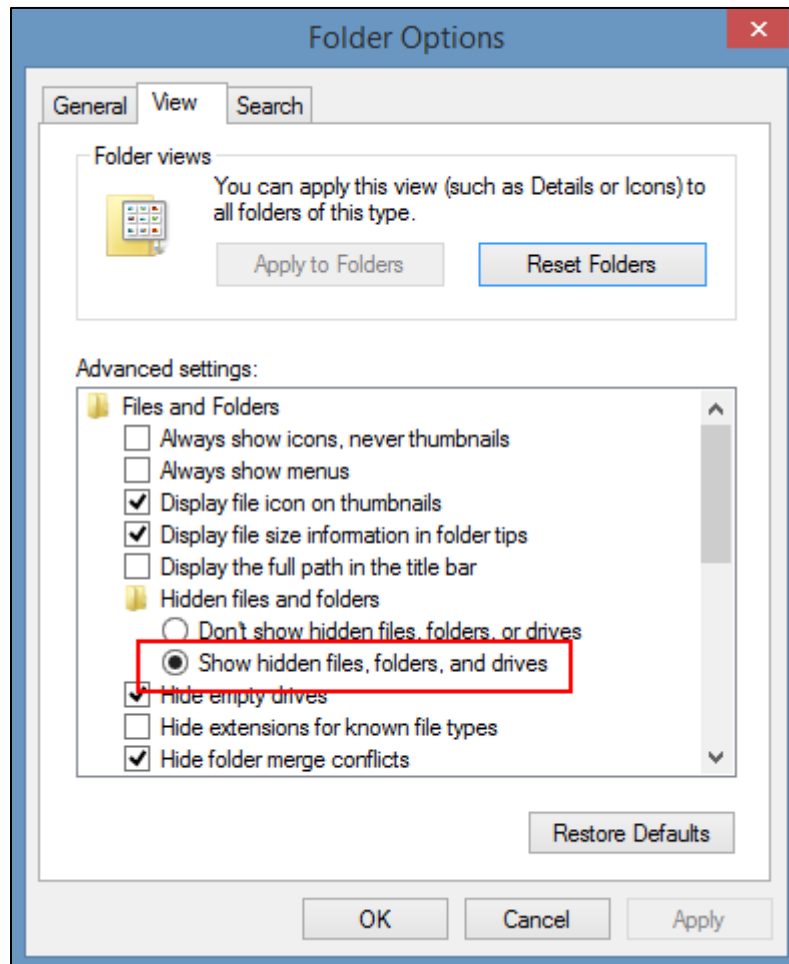


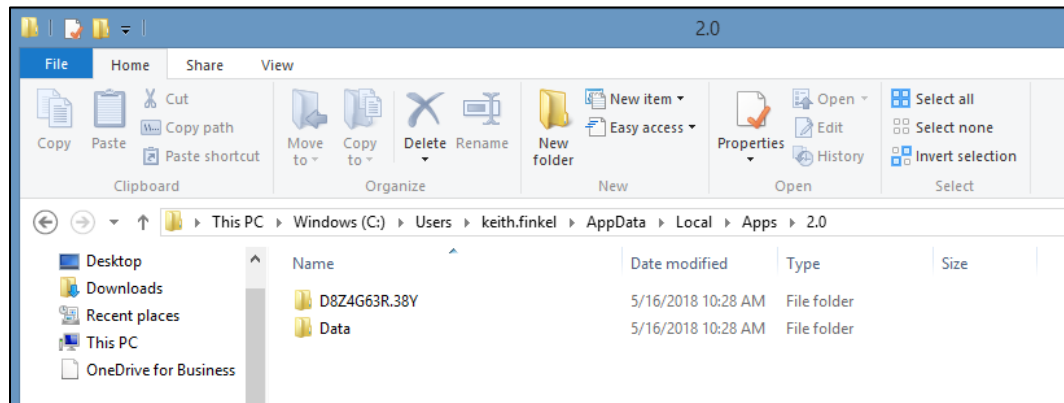
Troubleshooting Problems When Launching Springbrook

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.



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



- 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.
 - Make sure .NET 4.7.2 or higher is installed. Springbrook versions 7.18.7.0 and above will not launch properly without it.
 - Internet Explorer and Edge Legacy browsers have native support for ClickOnce, a component used to launch the Springbrook 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.
 - To launch the Springbrook application from the latest version of Edge, the ClickOnce feature must be enabled. Instructions can be found at <https://docs.microsoft.com/en-us/deployedge/edge-learn-more-co-di>.
 - 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.