

Troubleshoot: After downloading the Launcher, the software doesn't open

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If you encounter an issue where the software won't open even though you have downloaded and properly installed the Launcher application, there are some steps you can try. This article addresses those issues that do not display an error message or do not have an associated error code. If you have an error code, try searching for the error code to find a solution before trying any of the options below.

Try: Checking the Default Browser

After downloading and installing the Launcher application, the software link will be opened automatically. This process of opening the software link uses a prompt that is not visible to the user and that will cause the software link to open in the default browser for Windows.

If you download and install the Launcher application using a browser other than the default browser, the default browser will attempt to navigate to the software link. Because you unknowingly changed browsers, you will not be logged into GoFiler Online and therefore will not have permission to access the software link. This results in a failure to open the software.

***Solution:* Change the browser you are using to launch the software to the same browser that is set as the default browser for the computer. Alternatively, you can use your preferred browser's settings to change it to the default browser for the computer.**

***Additional Solution:* Close the browser window that was opened automatically. Then, returning to the browser you were using, attempt to launch the software again.**