

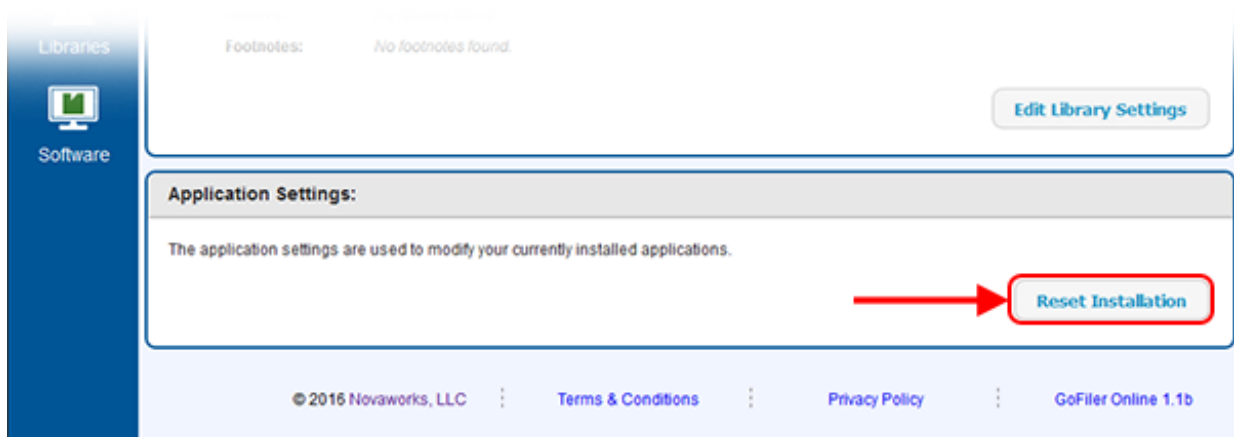
Troubleshoot: The software gives an error about missing files

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If the Launcher attempts to open the software, and you receive an error about missing files, a problem occurred during the installation of the software. This error is unlikely to occur, but GoFiler Online has tools to repair an installation of the software on your computer.

To Repair Your Installation:

1. Click on the *Preferences* link located in the left navigation bar.
2. In the *Application Settings* area, press the *Reset Installation* button.



3. A notice will appear to let you know whether the software was reset successfully.

Helpful Hints:

- The *Reset Installation* button should only be used as a last resort to repair your software installation. We recommend reviewing our other help articles first for a solution to your problem prior to pressing this button.
- If the *Reset Installation* button doesn't correct your problem and you can't find a solution in the Knowledge Base, please contact [customer support](#).