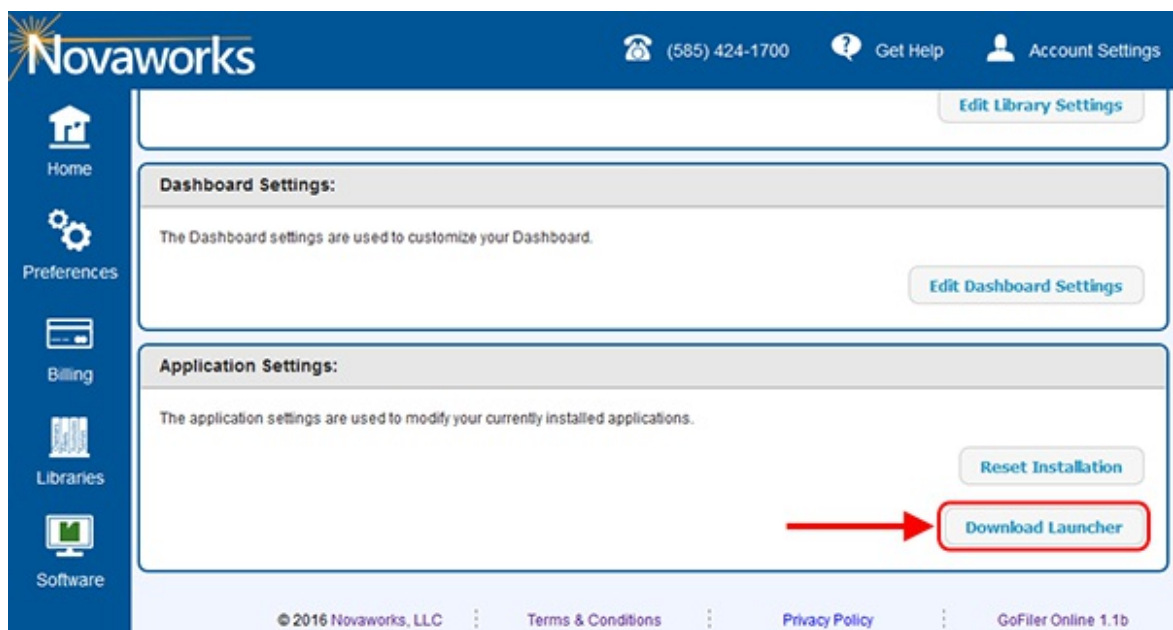# Troubleshoot: "Unsupported application..." Error

Last Modified on 03/24/2017 2:17 pm EDT

If the Launcher attempts to open the software, and you receive an error about an unsupported application, you are likely using an out-of-date version of the Launcher. From time to time, the Go16 Online software will change to support new filing types and may require you to download a newer version of the Launcher. If you see this notice, then take the steps below.

To Download the Launcher:

1. Click on the *Preferences* link located in the left navigation bar.

2. In the *Application Settings* area, press the *Download Launcher* button.

3. You will be asked to download the launcher file. Save the file to your computer.

4. Run the launcher file. The software installation page will then appear. Follow the instructions for your browser to open the software.

> **Helpful Hints:**
>
> - The *Download Launcher* button can be used any time you wish to download a new version of the Launcher. If the software page fails to load, you can use this button to download the launcher file instead.