

Appworx Client - Failure to Launch error after Appworx Upgrade

In some cases when downloading the client, we have seen the Appworx client fail to start.

Generally, the way to fix it is to do the following. This article provides the procedure to clear Java temporary files allowing the Appworx client to start

Steps

- Go to the Java Control Panel



Go to the Java Control Panel

Windows: Right click Windows Start and go to the Control Panel > Java (Java Control Panel)

macOS: Go to Systems Preferences > Java Control Panel

1. On the General tab, click on the "Settings ..." button towards the bottom of window. (See below)
2. In the Settings window click on the "Delete Files ..." button.
3. In the Delete Files window click on "OK".
4. In the Settings window, click on "OK".
5. Finally, in the main window, click on OK again.

More Help

For questions, contact the CIT HelpDesk by calling (585) 245-5588, or visiting our [online service desk](#).