

How to fix a broken update from TokenWorks

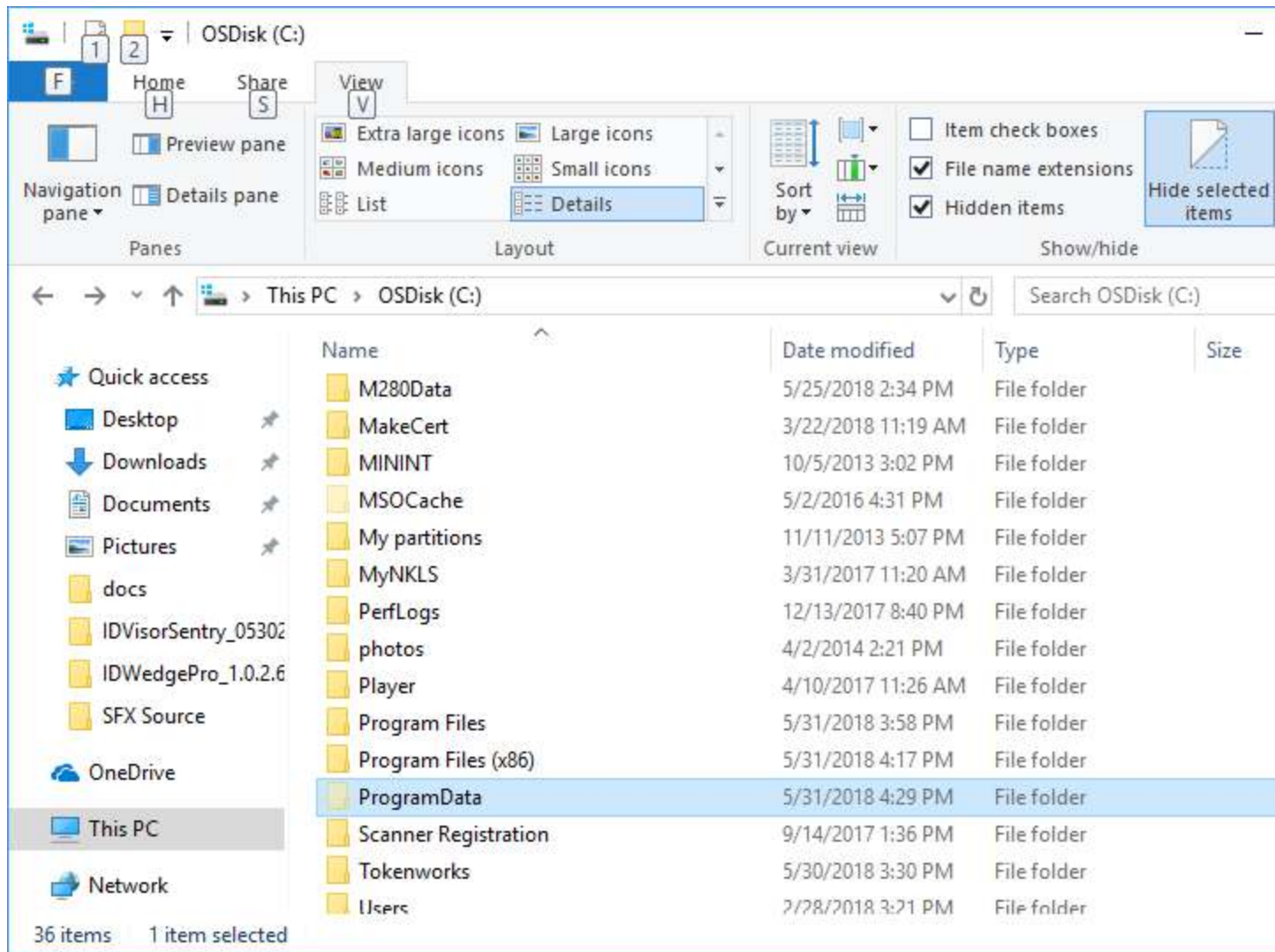
Sometimes, the update process will fail, and will require manual intervention. For PC users who are comfortable with the Windows file explorer, please follow these instructions to repair a broken update.

First, exit the app you are having the update problem with, in this example, we are working on IDWedgePro.

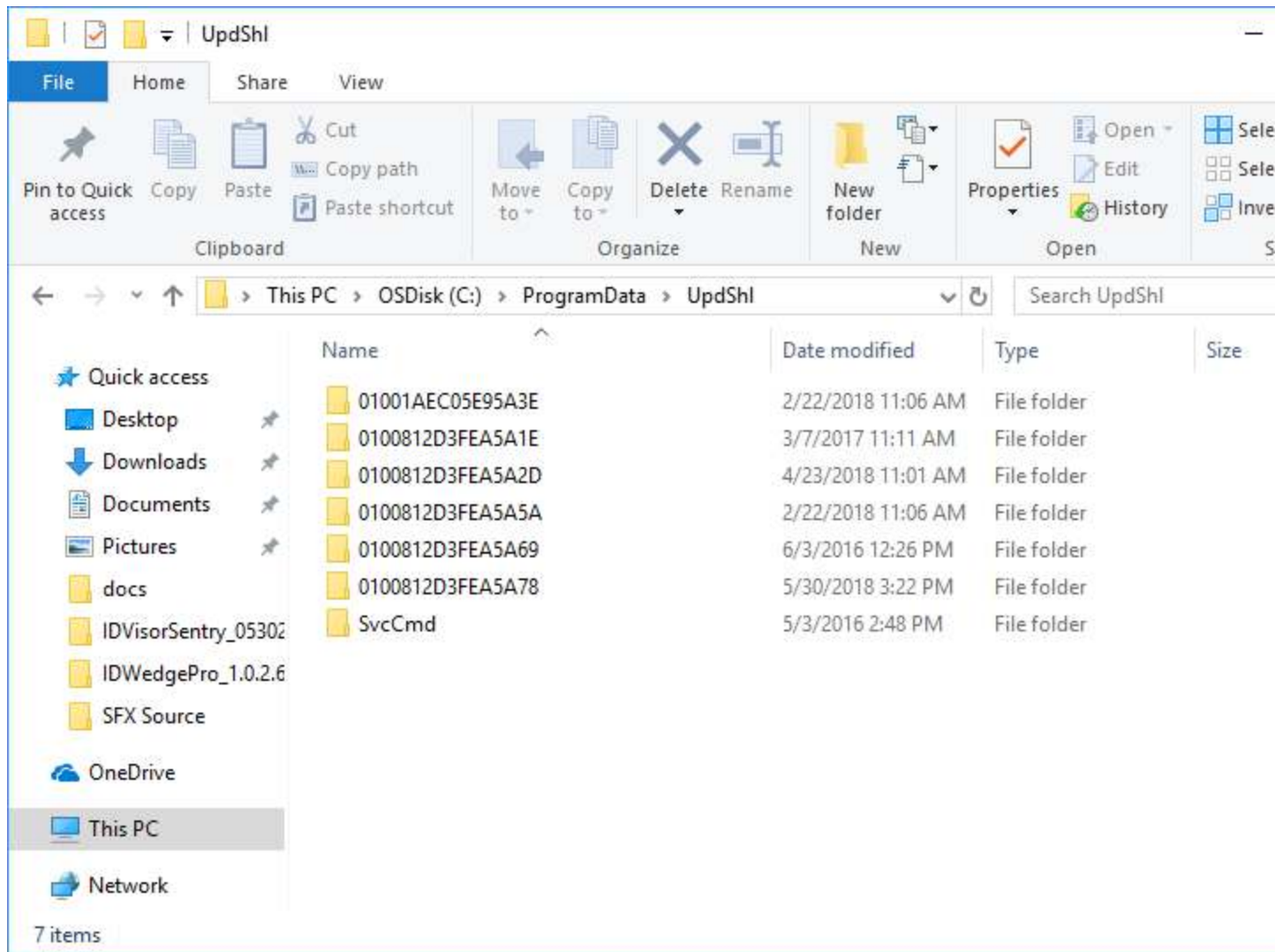
With IDWedgePro not running do the following:

Go to your file explorer and navigate to the C: drive, then find the hidden folder called C:\ProgramData.

click View and make sure the hidden items is checked so you can find hidden folders.

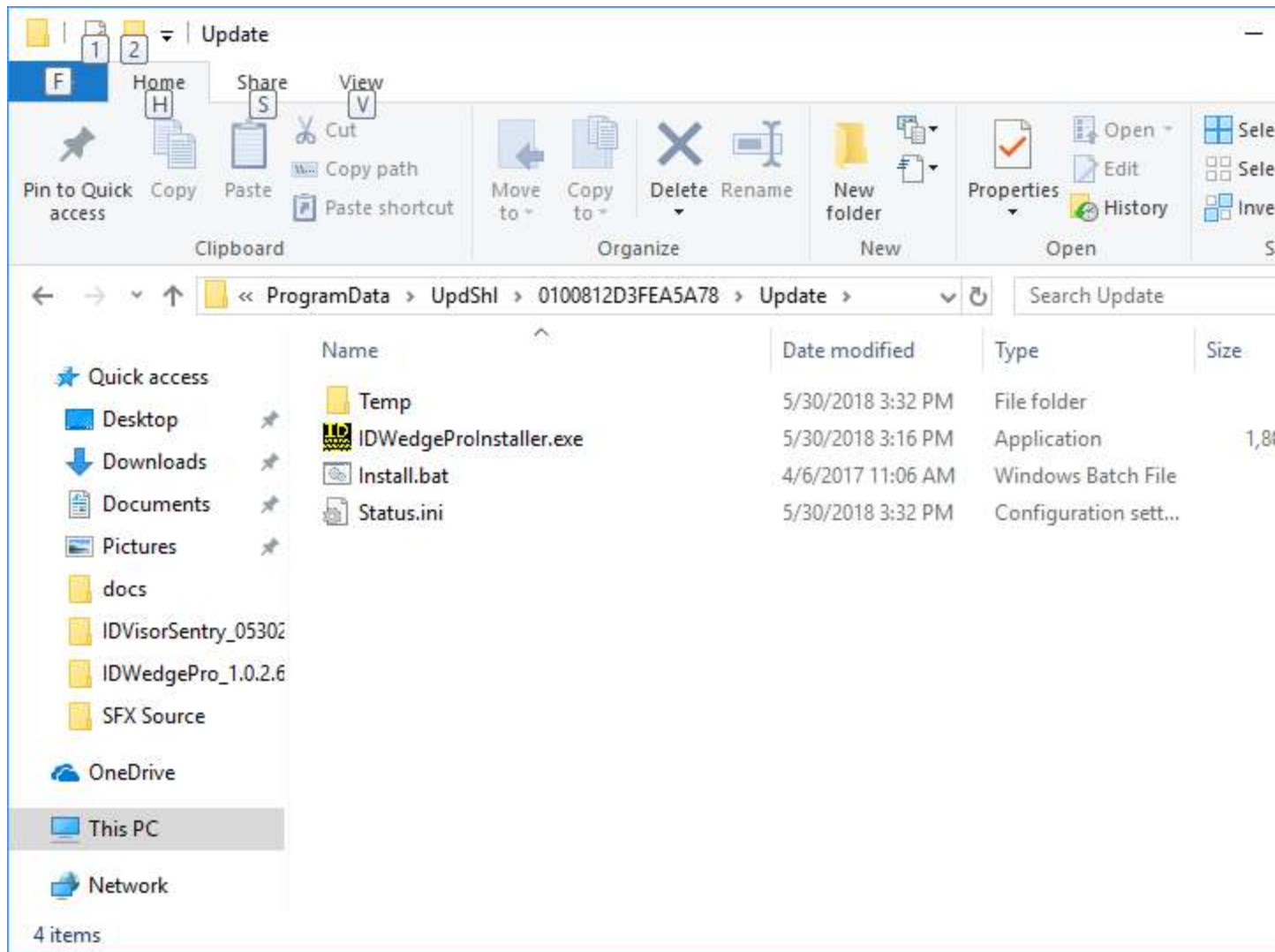


Go to the folder C:\ProgramData\UpdShl and you should see some folders with long hexadecimal names

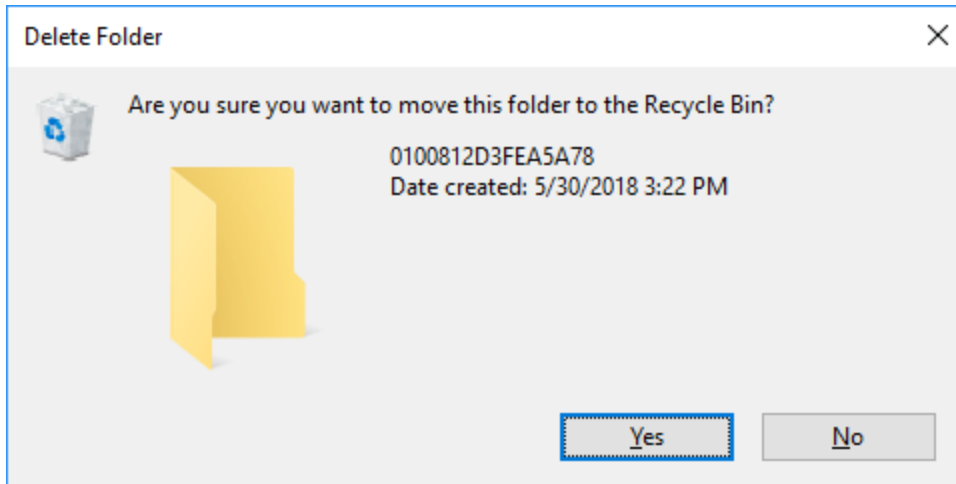


If you have only 1 app from TokenWorks, you may only have 1 folder, the above PC has 6 hexadecimal folders as it is a TokenWorks development PC.

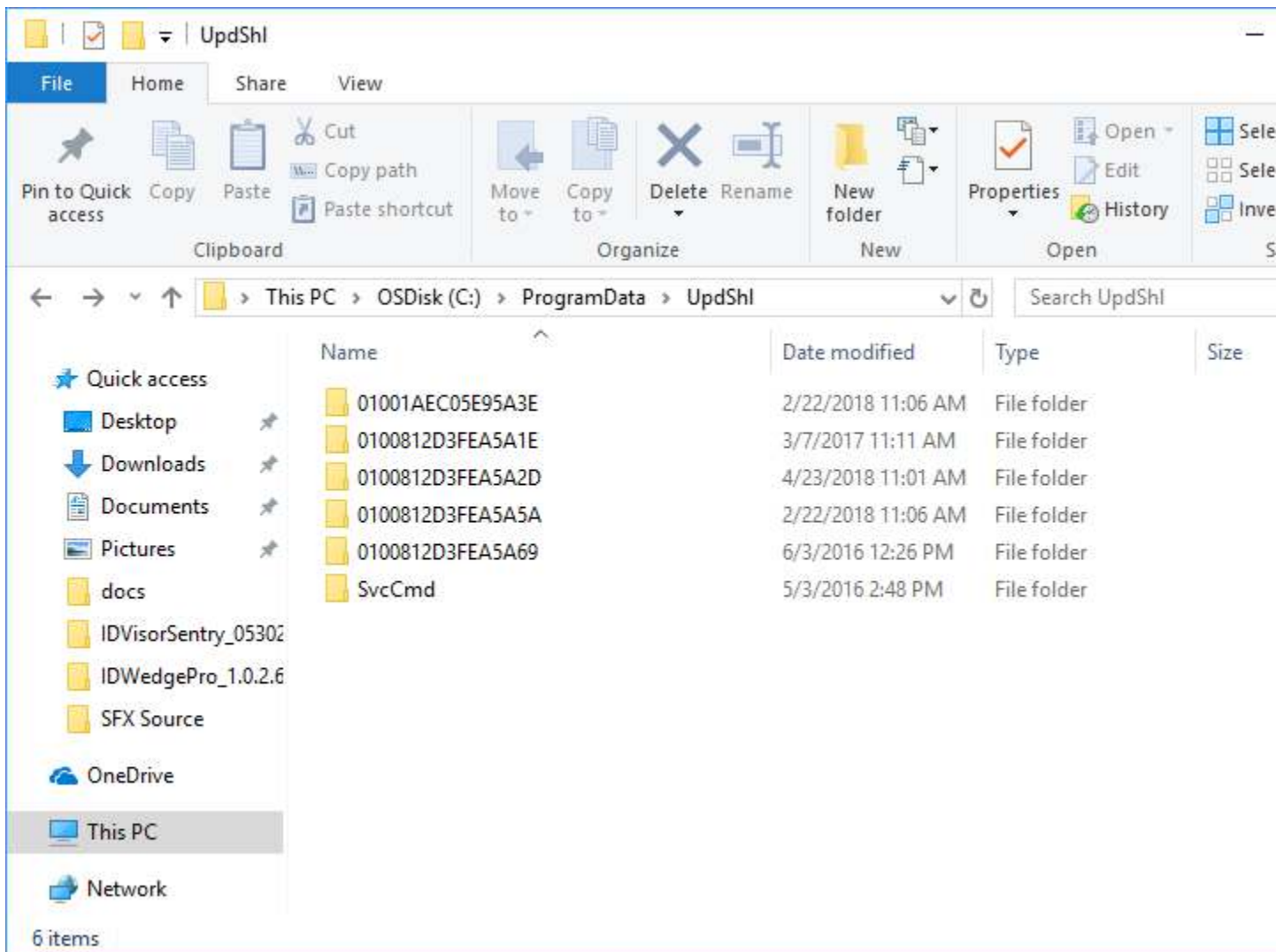
Look inside the hexadecimal folder and you will see a folder called *Update*. Open the folder called *Update* and see if you recognize some file names for the app you are having problems with, in this case we see IDWedgeProInstaller:



To fix your broken update, you must delete the top level hexadecimal file, that is associated with the app you are having trouble updating, in this example the folder to delete is `C:\ProgramData\UpdShl\0100812D3FEA5A78`



Click yes



Notice that there are now only 5 folders, you pc may only have 1 folder, in that case, you will delete the only hexadecimal folder you find in the Updshl folder.

Now you can restart your app, and try the update again, this should resolve the issue.