Virtual Machine Troubleshooting

Common Issues Windows · https://cclearninghub.co.uk/docs/virtual-machine-troubleshooting/

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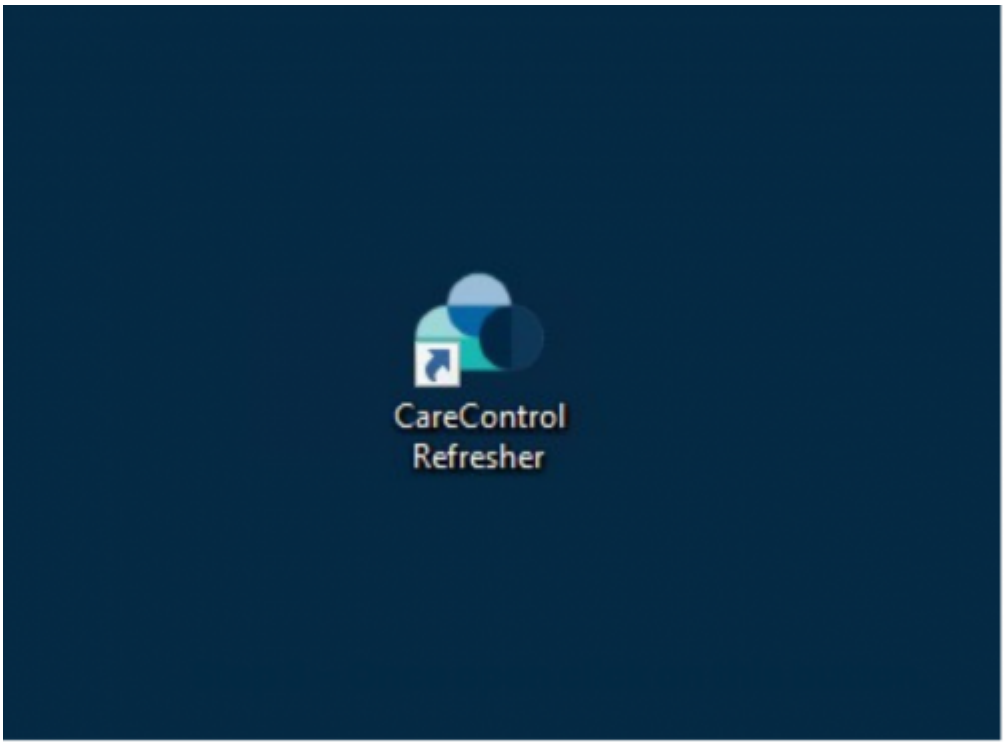


Kieran Worth

If you are having issues with your VM i.e. you are getting error messages, the application is crashing or is advising it requires an update you can perform the following steps to try and resolve it.

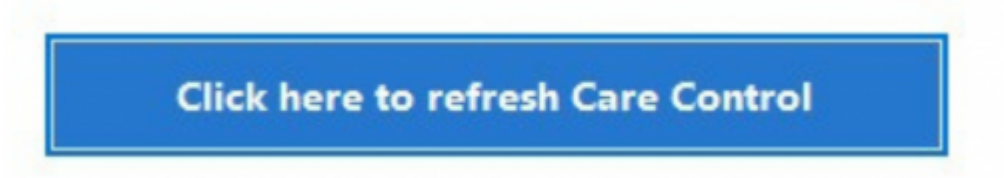
Make sure Care Control is not running

Open Care Control Refresher



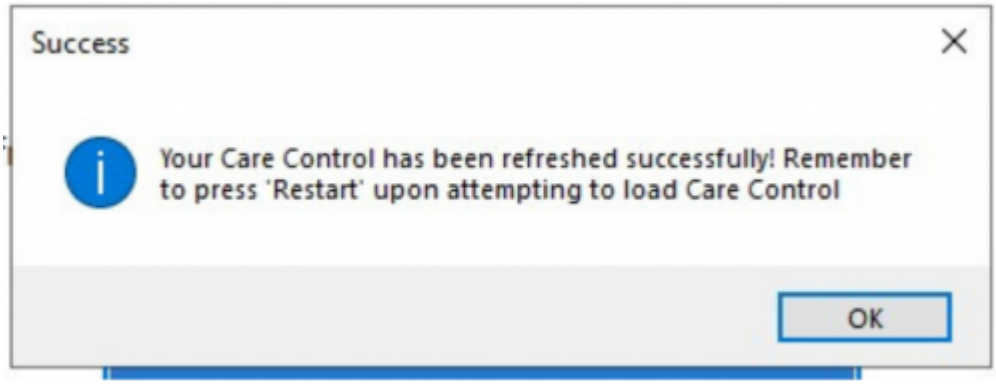
Find Care Control Refresher on your desktop, it will look like the image above. Double-click to open it.

Select refresh



This button will appear. Click the button to refresh your Care Control.

Click Ok



You will get this message to say that the refresh was completed successfully.

When you launch Care Control you will receive an error message. Press Restart Care Control in the bottom right hand corner.

Care Control will now allow you to login successfully.

Did this guide help?

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