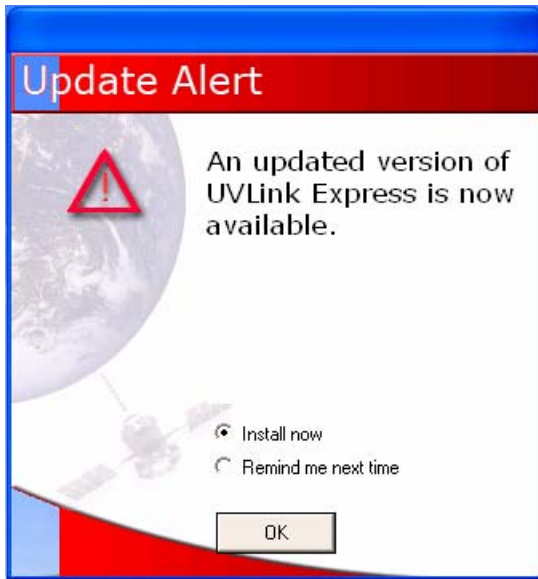


# UVLink Express Troubleshooting

*Problem 1: When I open UVLink Express, I get a window that says “An updated version of UVLink Express is now available.”*

A new version was recently release that fixed some issues. When you receive the window shown on the left, do the following:



1. Select “Install now”
2. Click “OK”
3. When asked to “Install UVLink Express for yourself, or for anyone who uses this computer”, select “Just me”
4. Click next and the new version will install.
5. Finally, click the close button and you will be up-to-date.



*Problem 2: I installed the new version of UVLink Express, but the window keeps popping saying “An updated version of UVLink Express is now available.” When I select “Install now” it just asks me to “Repair UVLink Express” or “Remove UVLink Express”*

A bug was found in the program that checks for updates. If you installed the newest version and selected to install UVLink Express for “Everyone”, it does not recognize that UVLink Express is installed. To fix the problem, follow the steps below:

1. Open the control panel (in the “Start” menu) and then select “Add or Remove Programs”
2. Uninstall “UVLink Express” and also “Portal Express” if it is found.

 Portal Express	Size	4.44MB
 UVLink Express	Size	3.86MB

3. Open a web browser and go to [www.uvsc.edu](http://www.uvsc.edu) and then select the UVLink icon on the bottom left hand side.
4. Log in to UVLink with your UV ID and password
5. On the “My UVSC Web” tab, select find “Quick and easy login to UVLink”

- UVLink secure? I don't see
- Quick easy login to UVLink
- What browsers do

6. Select "Download it now" and download the newest version of UVLink Express.
7. Once downloaded, reinstall UVLink Express and select "Just me" when asked who to install UVLink Express for

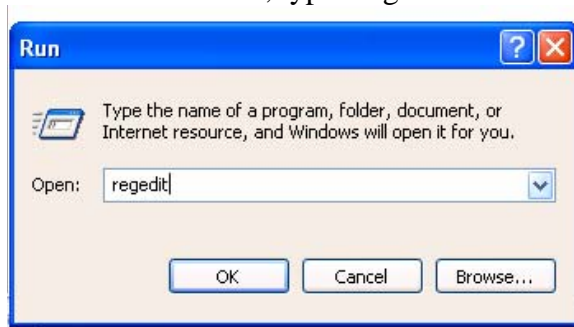


*Problem 3: I did the above steps and the window keeps popping up:*

**Warning: The steps below are to be used as a last resort. It involves editing the registry which can be very dangerous if you delete or change the wrong items. Use caution.**

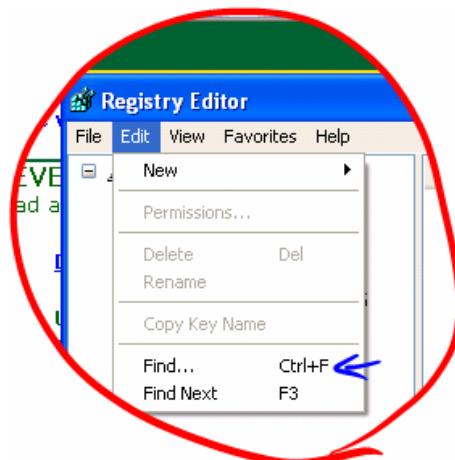
If you uninstalled everything and installed it with the "Just me" option, try the following only as a last resort.

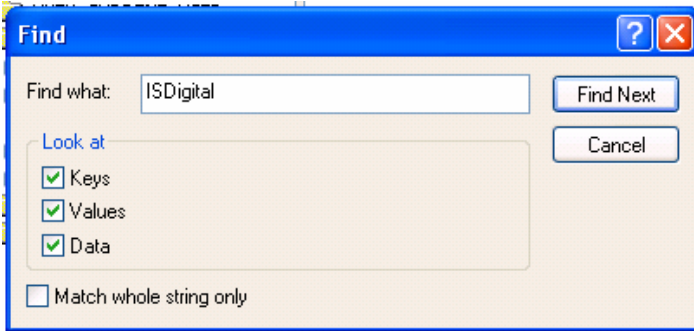
1. Uninstall UVLink Express and Portal Express if it is present
2. Go to the start menu and select "Run..."
3. In the text box, type "regedit"



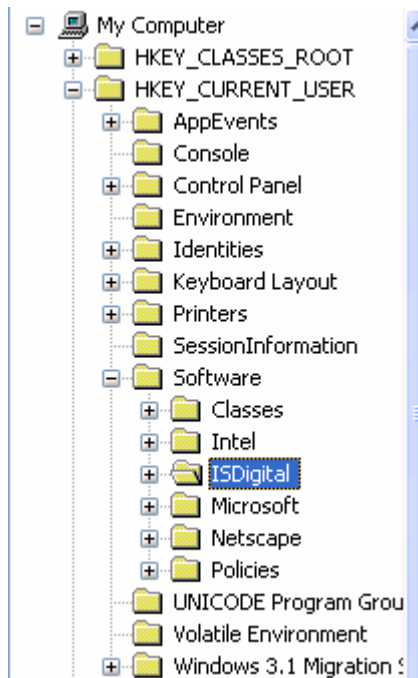
4. Once the registry is open, go to "Edit" and then "Find..."

5. In the window, type in "ISDigital" without the quotes and select "Find Next"





6. When it finds a folder named ISDigital, delete it and press F3 to find any other instances of it (Note: There could be one or more different folders found in the registry that needs to be deleted. Do not delete any other values or keys found.)



7. Reset the computer and reinstall the latest version of UVLink Express from UVLink and install for "Just me".