

Unknown Launcher/SmartTip is appearing in the environment

Issue

Unknown Launcher/SmartTip is appearing in the environment and need to archive it

Resolution

1. Open the Developer Tools Console by pressing F12 on your keyboard or right clicking and selecting the [Inspect icon](#)
2. Click on the Launcher or SmartTip that should not be appearing in the environment, you should see something like this walkme-launcher-id-XXXXXX.
 1. The X's are the ID of the launcher or SmartTip you can use it to find when searching in the Editor
3. Search in the Editor for the ID
4. Archive the ID of the Launcher/SmartTip by selecting the item and clicking the three vertical dots on the bottom right of the Editor and selecting "Archive"