

# Workstation Troubleshooting

## **Brief Overview**

We are constantly improving Workstation with new features and this article will provide a few first steps for common Workstation issues, including symptoms related to:

- Setup
- Search
- Notifications
- ActionBot

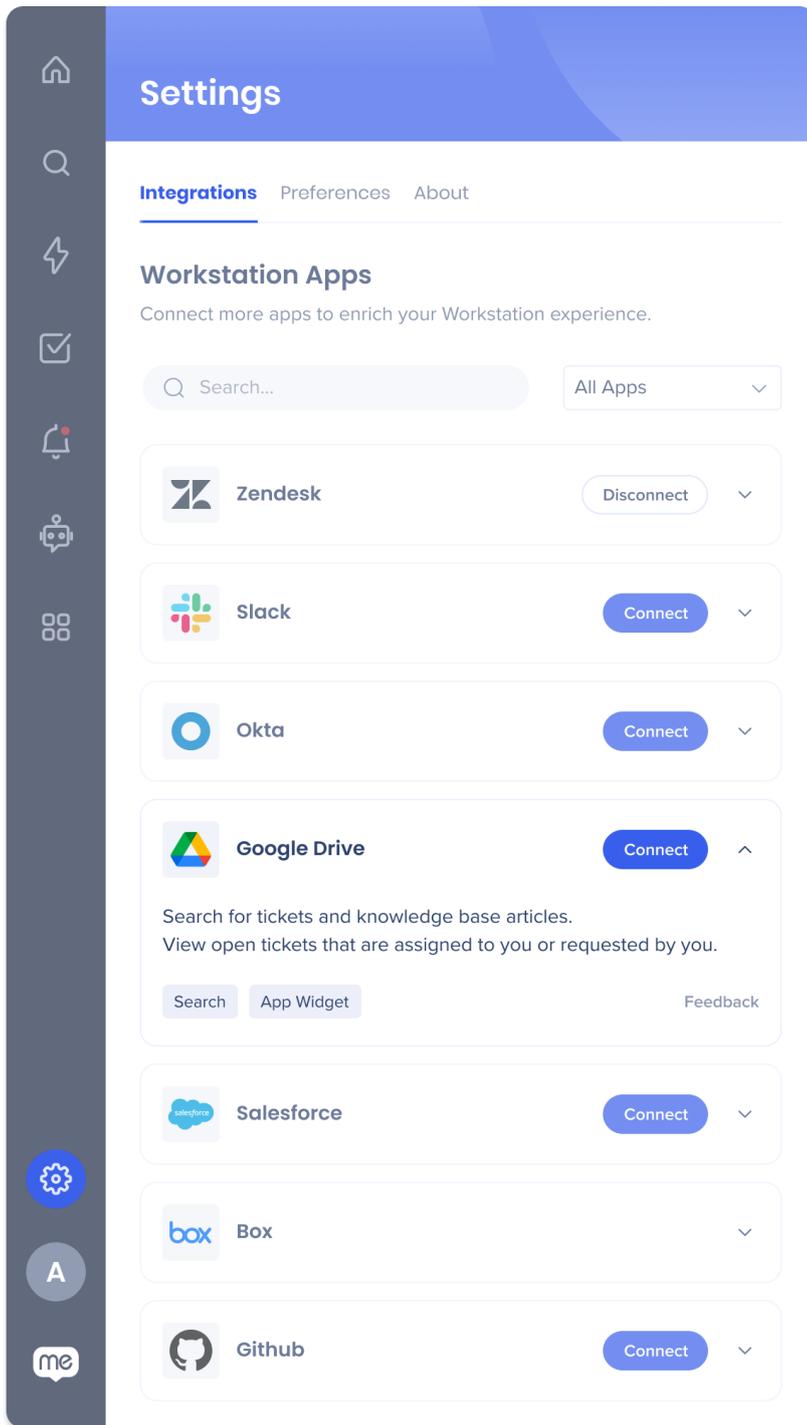
For issues not listed here or if the solutions don't resolve the issue, we request that you send a diagnostic report.

## **Search Related Symptoms**

### **Unable to get results from integrations (3rd party apps)**

#### **Possible Solution #1 - Make sure the apps are connected**

1. Click on the "Apps" icon at the top
2. Make sure you are connected to the Apps enabled by your Organization
3. If you are missing any of these, please click on the "Connect" button, below the Service you wish to connect



## Menu Symptoms

**“I can’t open the Menu, even though the Workstation icon is visible...”**

1. Start by killing the Workstation process - Once you exit Workstation, make sure it is

completely closed before moving to the next step

◦ **For Windows:**

1. Press Windows key + 'X' Key
2. Click the Task Manager option
3. Click on the "Processes" Tab
4. Select the Workstation process (Workstation.exe)
5. Right-click on the process
6. Click on "End task"

◦ **For MacOS:**

1. Open "Activity Monitor"
2. Search 'WalkMe Workstation'
3. Click on the Process
4. Click on "Stop" and then on "Force Quit"

2. Re-open Workstation:

◦ **For MacOS:**

1. Go to

C:\Program Files (x86)\WalkMeWorkstation

2. Click on Workstation.exe

◦ **For Windows:**

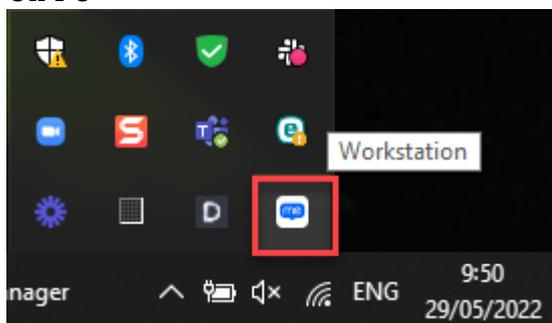
1. Click on cmd+Space (open Spotlight)
2. Search for Workstation
3. Hit Enter

## Notification Symptoms

### Not receiving notifications

1. Make sure you see the Workstation's running

1. On PC

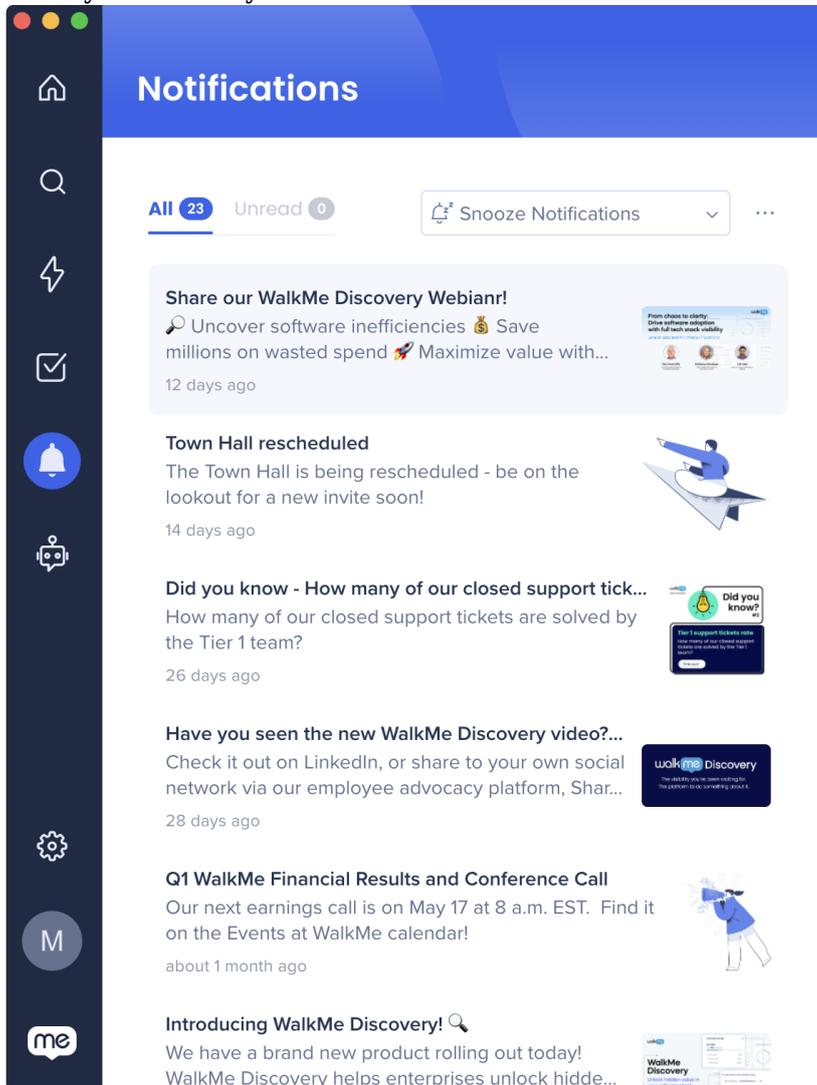


2. On Mac



2. Are you able to open your Workstation Menu?

1. If so, go to the Notifications Center by clicking on the “bell” icon at the top right, and see if you have any unread Notifications



2. If not, please try the troubleshooting steps for “Menu won’t open”

## ActionBot Symptoms

### ActionBot isn’t working

ActionBot for Workstation can’t properly perform if the Editor is open. So, verify your Editor is closed first.

If that’s not the issue, then please refer to the Send Diagnostic Report section.

## Collecting Workstation Logs

### For Windows:

1. Go to %AppData%\Workstation\logs\WalkMe\_log.log
2. Send us this file

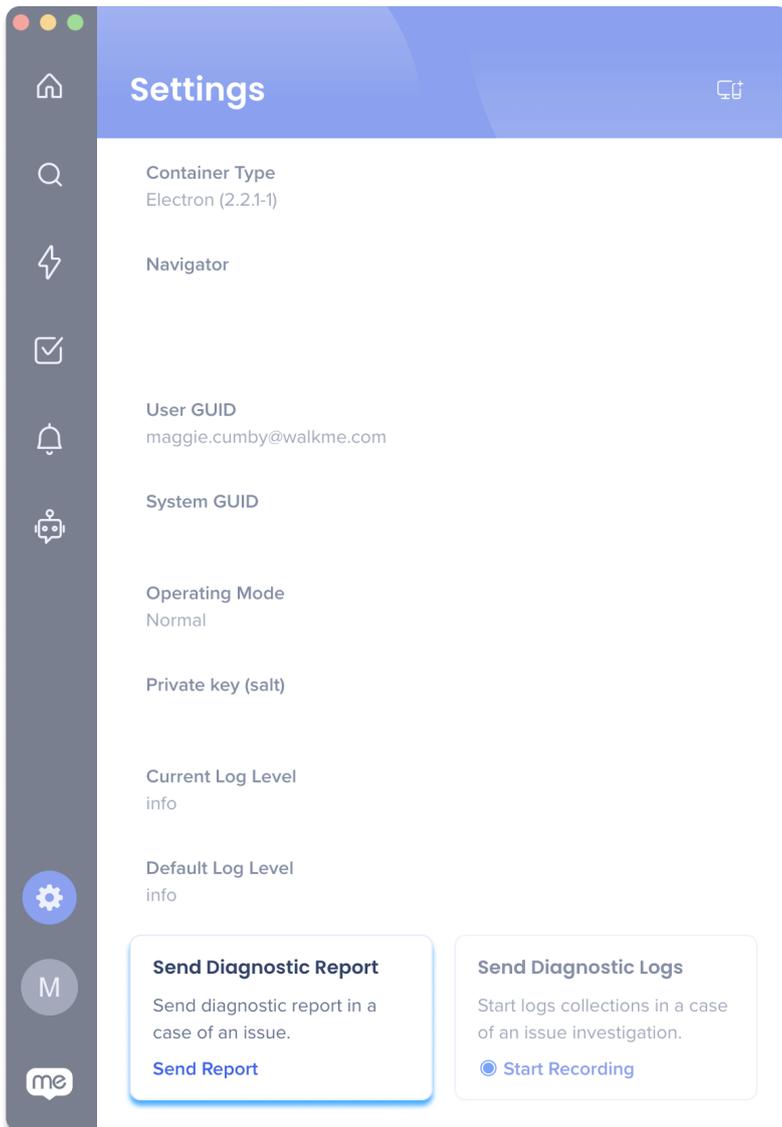
### For MacOS:

1. Go to ~/Library/Logs/Workstation/WalkMe\_log.log
2. Send us this file

## Send diagnostic report

If your issue wasn't resolved with the solutions above then send a diagnostic report:

1. Go to **Settings** → **About**
2. Scroll down to the **Send Diagnostic Report**
3. Click **Send Report**
4. Contact your Organization's WalkMe Admin who can reach out to the WalkMe Support team



The screenshot shows a settings application window with a dark sidebar on the left containing navigation icons: Home, Search, Refresh, Checkmark, Bell, and a person icon. Below these are a gear icon (selected), a circle with 'M', and a 'me' logo. The main content area has a blue header with 'Settings' and a refresh icon. The settings list includes: Container Type (Electron (2.2.1-1)), Navigator, User GUID (maggie.cumby@walkme.com), System GUID, Operating Mode (Normal), Private key (salt), Current Log Level (info), and Default Log Level (info). At the bottom, there are two action boxes: 'Send Diagnostic Report' (with a 'Send Report' link) and 'Send Diagnostic Logs' (with a 'Start Recording' radio button).