

Workstation Troubleshooting - DIY

Brief Overview

WalkMe Workstation is the gateway of DAP.

As a Windows, Mac or Web app, Workstation allows employees to **search across any repository** without leaving their current focus, serves as a **shortcut for repetitive tasks**, and engages employees to **become up-to-date with upcoming meetings and the latest organization messages**.

Workstation is WalkMe's solution that enables large organizations to work remotely, supporting employees to become more productive using cutting-edge technologies.

We are constantly improving Workstation with new features and this article will provide a few first steps for common Workstation issues.

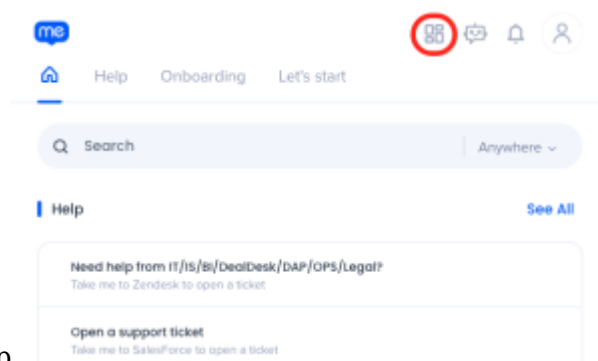
If you are experience any of the following issues, please try the troubleshooting steps described.

Search Related Symptoms

"I don't get results from Google Drive, OneDrive, or any other third-party app"

Ok, no worries, please try the below steps:

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



Workstation Apps

Connect to enrich your Workstation experience

 Google Drive Search Through Google Drive Files Directly From Workstation Disconnect	 Confluence Gain Personalized Search Through Confluence Directly From Workstation Disconnect
 Google Calendar Search For Calendar Events And Join The Upcoming Meetings Directly From Workstation Disconnect	 One Drive Make Files And Document Available On Workstation Disconnect
 Okta Start Apps And Bookmarks Directly From Your Workstation Disconnect	 SharePoint Connect SharePoint To Make Sites, Lists, Items, And Documents Available Disconnect
 Salesforce Make Contacts, Prospects, And Collaterals Available On Workstation Coming Soon	 Zendesk Tickets, Articles, And Contacts Will Be Part Of Your Workstation Search Coming Soon
 GitHub Search Through GitHub Repositories Directly From Workstation Coming Soon	

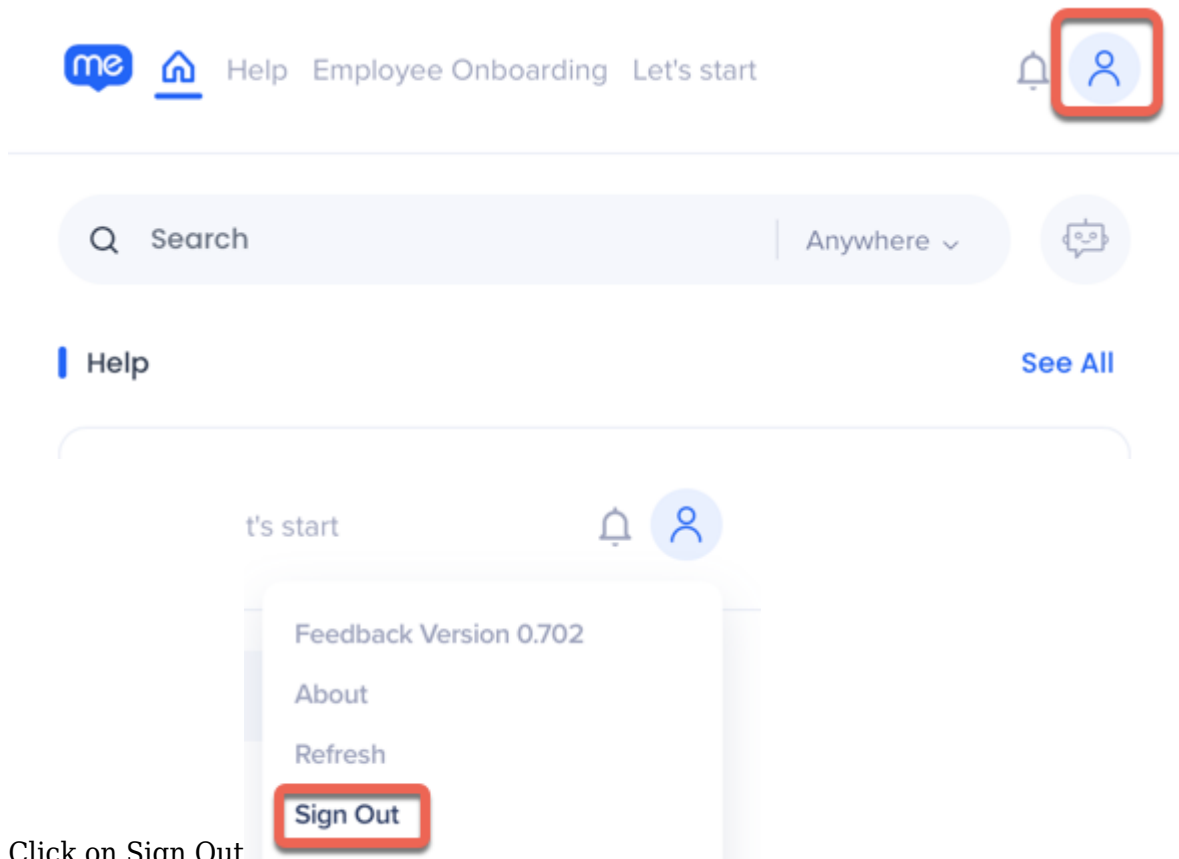
3. If you are missing any of these, please click on the “Connect” button, below the Service you



If this works, you can stop here. If not, no worries, move on to the next possible solution.

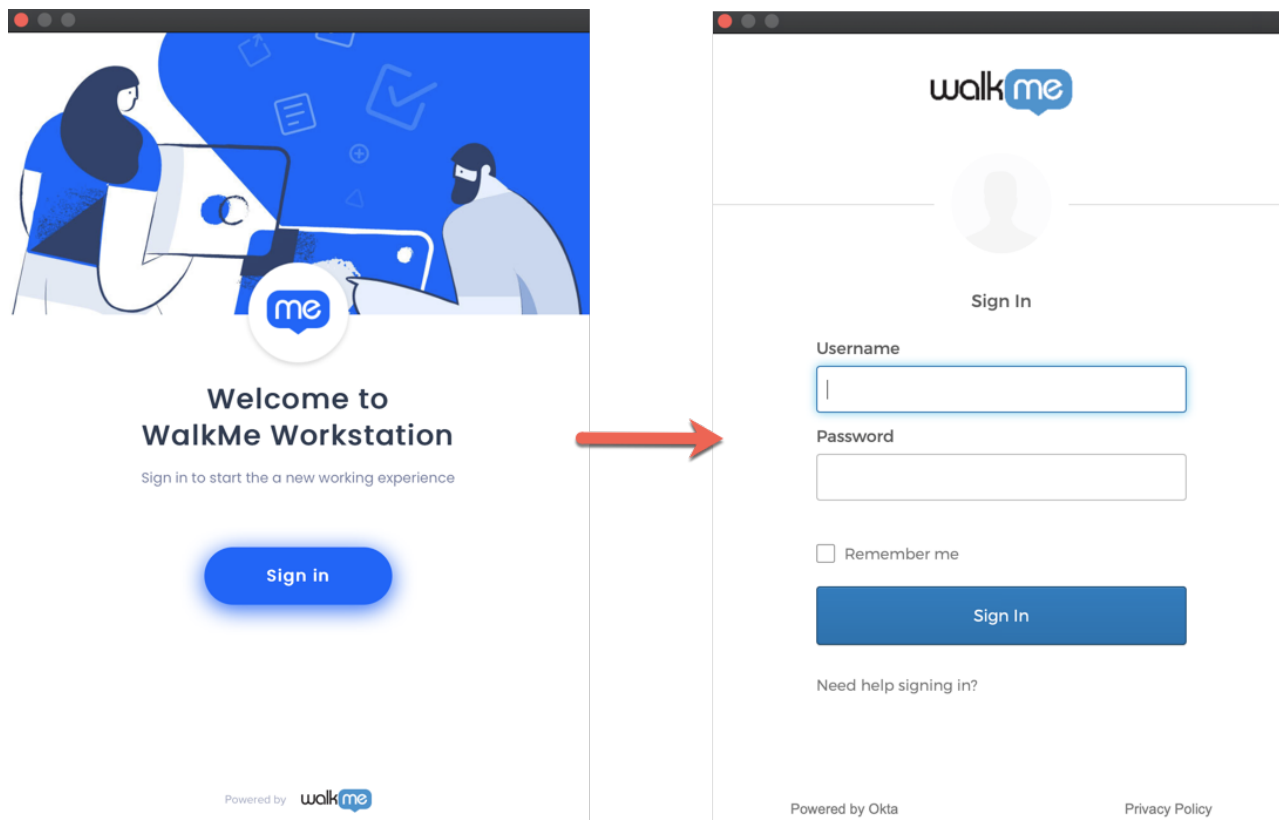
Possible Solution #2 - Reconnect to your IdP account

1. Click on the user icon at the top right



2. Click on Sign Out

3. You'll be presented with your Organization's IdP Login (Okta/AzureAD/etc)



4. Login using your IdP Credentials
5. Try searching again

Works now? Time to celebrate. ☐

“I’m getting results from different services, but the results don’t make sense!”

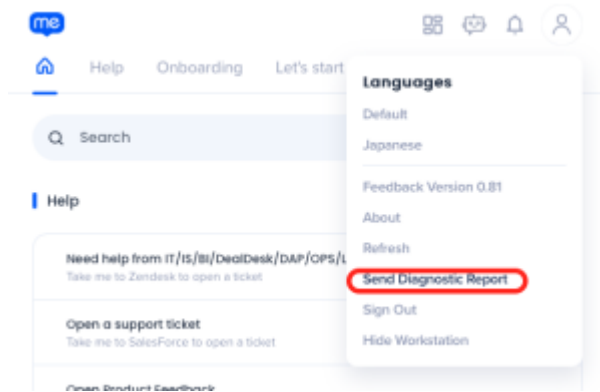
Are you not getting the results you’d expect to get?

Keep calm, and elaborate [here!](#)

“Well... nothing seems to help.”

Please contact your Organization’s WalkMe Admin for contacting WalkMe’s Support, and don’t forget to send us a Diagnostic Report directly from your Workstation! ☐

This will help understand any issues you’ve been experiencing in your Workstation instance.



Menu Symptoms

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

1. Start by killing the Workstation process - Once you have exited Workstation, make sure the process is completely closed before moving to the next step
 - **For PC:**
 1. Press Windows key + 'X' Key
 2. Click the Task Manager option
 3. Click on the “Processes” Tab
 4. Select the Workstation process (WalkMe.Desktop.Client.Launcher)
 5. Right-click on the process
 6. Click on End task
 - **For Mac:**
 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 PC:**
 1. Go to

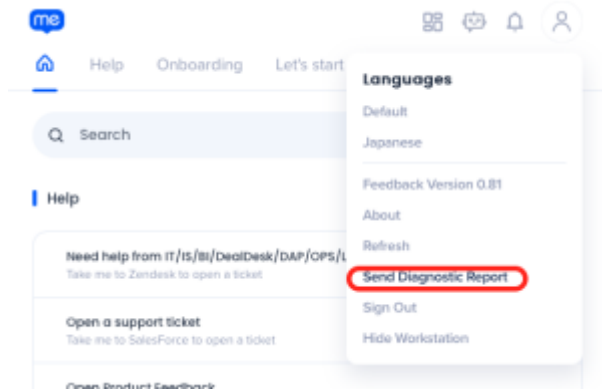
C:\Program Files (x86)\WalkMe\Workstation
 2. Click on WalkMe.Desktop.Client.Launcher.exe.
 - **For Mac:**
 1. Click on cmd+Space (open Spotlight)
 2. Search for Workstation
 3. Hit Enter

“Well... nothing seems to help.”

Please contact your WalkMe Admin for additional support, and don’t forget to send us a Diagnostic

Report directly from your Workstation! ☐

This will help understand any issues you've been experiencing in your Workstation instance.



Notification Symptoms

“I haven’t seen any Notifications lately...”

1. Make sure you see Workstation’s widget

1. On PC

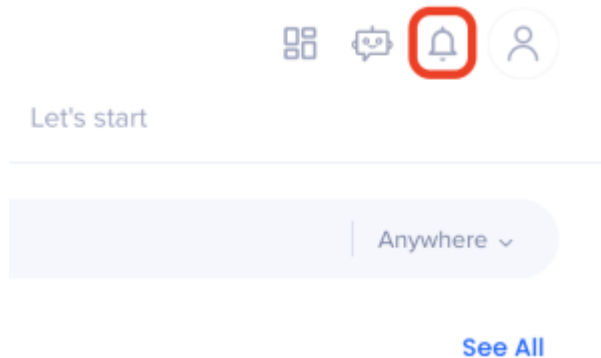


2. On Mac



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

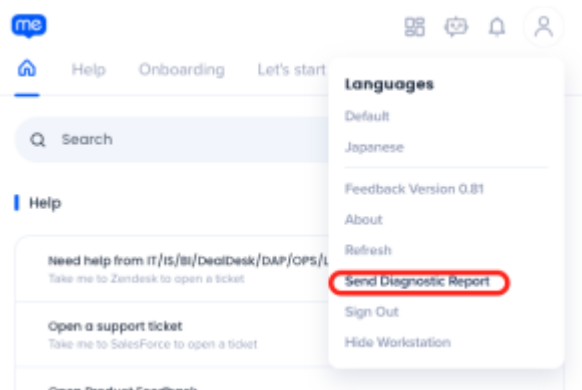


2. If not, please try the troubleshooting steps for “Menu won’t open”

“Well... nothing seems to help.”

Please contact your WalkMe Admin for additional support, and don’t forget to send us a Diagnostic Report directly from your Workstation! ☐

This will help understand any issues you’ve been experiencing in your Workstation instance.

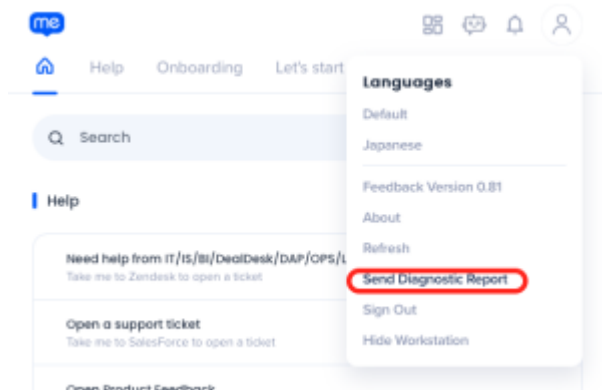


ActionBot Symptoms

“Can’t get the ActionBot to work properly...”

Please contact your WalkMe Admin for additional support, and don’t forget to send us a Diagnostic Report directly from your Workstation! ☐

This will help understand any issues you’ve been experiencing in your Workstation instance.



Collecting Workstation Logs

“Let’s collect some Local logs here...”

For Mac:

Go to /Users/\$USERNAME/Library/Application Support/WalkMe Workstation/WM_RESOURCES/WMLogger.txt – send us this file

For PC:

Go to %LOCALAPPDATA%\WalkMeWorkstationWalkMe_log.log – send us this file.

Other Issues

“I’m having some issues...but not related to the above ones”

For any other issues, please contact your WalkMe Admin for additional support, and don’t forget to send us a Diagnostic Report directly from your Workstation! ☐

