

## **CGM APRIMA - Application Cannot be Started After MS Updates are Installed**

### **Problem Description:**

User sees the following error and cannot open CGM APRIMA.

**“Application cannot be started. Contact the Application Vendor”**

After installing a recent Microsoft Update, deployed ClickOnce applications, including CGM APRIMA, begin to prompt for installation even when the ClickOnce applications are already installed and marked as “trusted”. See below link for more details.

[August 8, 2023-KB5029649 Cumulative Update for .NET Framework 3.5, 4.8 and 4.8.1 for Windows 10 Version 22H2 - Microsoft Support](#)

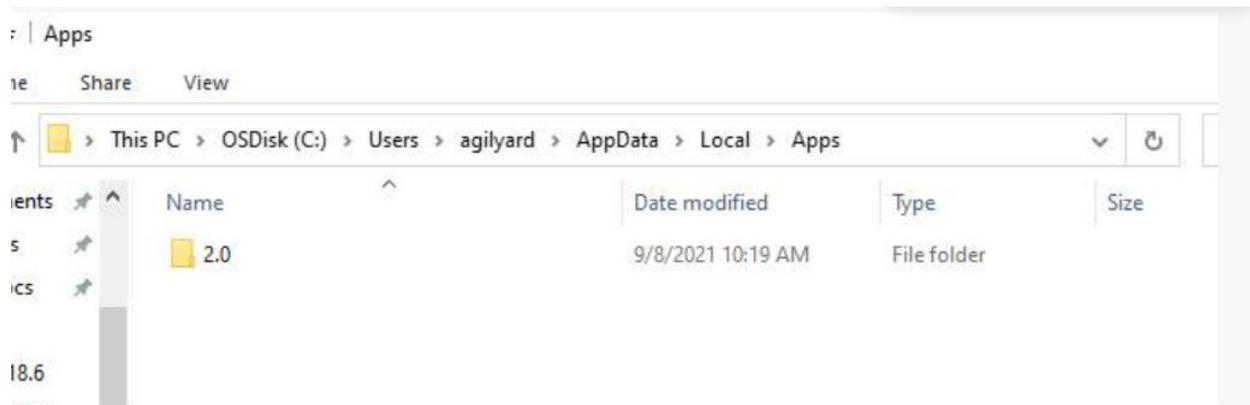
### **Solution:**

We would recommend delaying the deployment of this Microsoft Windows Cumulative Update until Microsoft has resolved this issue.

If you have recently applied this Microsoft Windows Update and you are experiencing problems, Microsoft recommends uninstalling and reinstalling the Click Once application which would include reinstalling CGM APRIMA. In this situation, to uninstall and reinstall, please follow the steps below.

1) From the impacted machine, go to the path “C:\Users\{username}\AppData\Local\Apps” where “{username}” is the name of the account logged into the computer. Note that AppData is a hidden folder and you will need to manually enter the entire path name in File Explorer to get to the Apps folder or you can paste the full path in to the windows search box on your task bar.

2) You will see a 2.0 folder, as shown in the screenshot below, and will want to delete that folder.



3) Go back to your desktop and attempt to launch CGM APRIMA as this will initiate the reinstall.

If you continue to have problems, please contact CGM APRIMA Support at 877-564-4414, option 2, or open a ticket through the CGM Portal for assistance.