VSee Not Launching From VSee Clinic

- 2023-07-20 - Advanced Troubleshooting

SCENARIO

The symptoms of this problem are often clear:

- VSee Messenger is working if launched normally (e.g. search start menu for VSee and launch, comes up with login window)
- VSee Messenger doesn't work when you're in the Clinic and try to start a session. There is a message 'VSee appears to take longer than normal to launch' or related.

The cause is likely that the user has accidentally selected 'deny' when confronted with the initial launch confirmation dialog by Chrome. Therefore, the VSee app can't launch anymore from the waiting room.

RESET PROTOCOL HANDLER IN CHROME

WINDOWS

1. Quit Chrome (or else none of these changes will save!)

2. **Important**: Check in the System Tray that Chrome is not allowed to run in the background, or the changes will not save even though Chrome is not actively open.

3. From your Start menu, search for **%LOCALAPPDATA%\Google\Chrome\User Data**, and open the folder **User Data**.

4. If using the file explorer, open a folder for your C: drive, then **Users > (your user profile name) > AppData > Local > Google > Chrome > User Data**.

5. **AppData** is often a hidden folder, so be sure you can view "Hidden Items" if you will be looking for the file through your directory. (Click on the "View" tab and make sure the box next to "Hidden Items" is checked.)

6. Open the file **Local State** using Notepad.

7. Within the file, hit the keys **Control** and **F** to search for "vsee". You should see a line that says **"vsee": true**

8. Delete **true** and replace it with **false**. Save the file.

9. Re-open the file, and verify that the vsee line has been changed.

10. Re-start Chrome. Attempt to join your session again.

MAC

1. Quit Chrome (or else none of these changes will save!).

2. You will need to find and open the file **Local State** > Open a Finder window > Library > Application Support > Google > Chrome > find the file **Local State**.

3. On a Mac OS X 7 (Lion) or later: the Library folder may be hidden. To find it, right click on the Finder icon and select **Go to Folder...** enter "~/Library".

4. Once you've found the file **Local State**, double-click to open it using TextEdit.

5. Within the file, hit the keys **Command** (the Apple key) and **F** to search for "vsee". You should see a line that says **"vsee": true**

6. Delete **true** and replace it with **false**. Save the file.

7. Re-open the file, and verify that the vsee line has been changed.

8. Re-start Chrome. Attempt to join your session again.