

GuardTools Office does not start after Windows 10 version 1803 update

After updating Windows 10 to version 1803 GuardTools Office does not start. This is because of a change to how Windows handles application signing. Microsoft is working for a fix to this problem and we at Blue Mobile Systems AB are reviewing our application signatures.

There is a temporary work-around to make GuardTools Office work. This work-around requires some computer experience.

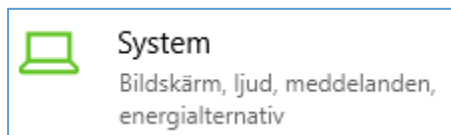
This problem only applies to Windows 10 version 1803!

1. Check your Windows 10 version

- Click Start, Settings



- Click System

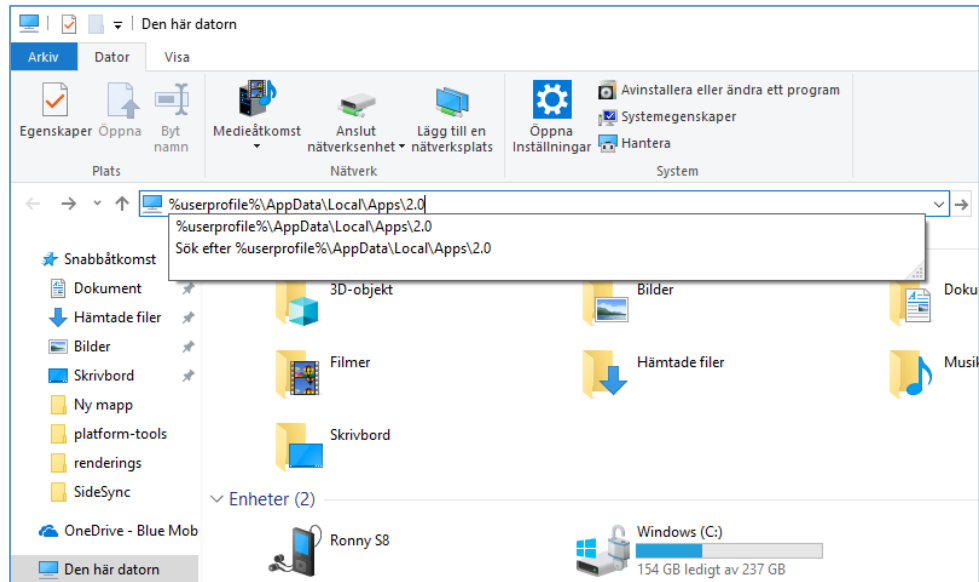


- Click About at the bottom left and look for the following information

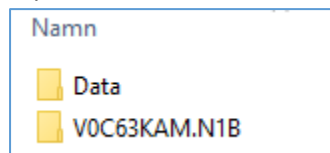
Windows-specifikationer	
Utgåva	Windows 10 Pro
Version	1803
Installerad	2018-05-14
OS-version	17134.48

2. Open Explorer, My computer or press Win+E
 - Type the following in the address bar:

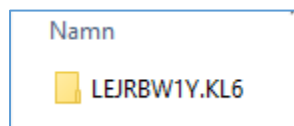
%userprofile%\AppData\Local\Apps\2.0



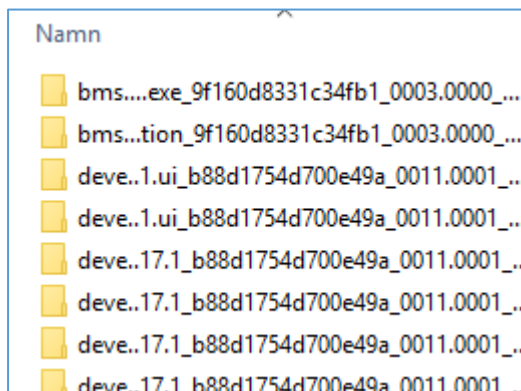
3. Here's where things can get complicated. GuardTools is installed with an application called Click Once. Click Once installs its applications in randomly named folders. The name of the folders in your explorer depends on what was randomized when you installed GuardTools Office on your computer.
 - Open the folder with a name consisting of eight characters, a dot, three characters.



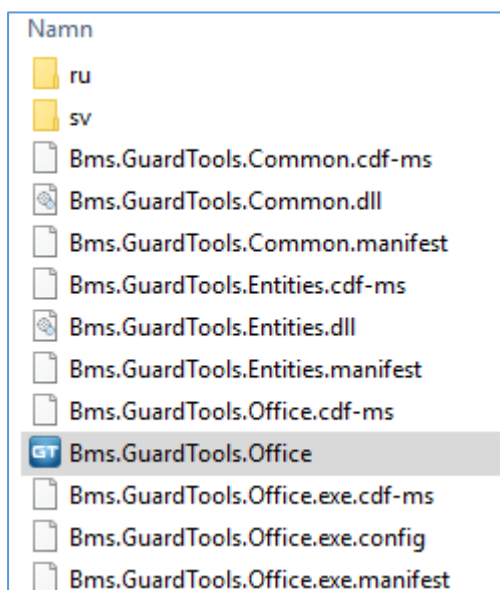
- Open the next folder with the same type of name



- Open the folder with a name starting with "bms...tion"



- Find Bms.GuardTools.Office.exe and run it once



4. GuardTools Office should now start as usual with the shortcuts in your Start-menu or your desktop.
5. If in step 3. there are more folders with similar names you must click your way through all of them until you find the "bms...tion" folder.