

## Problem :

### Service Desk's not working in one of the client system.

The below mentioned solution can be applied if you face any of the following issues.

- **SD Client doesn't start or the first screen come and Client hangs.**
- **Shows any kind of Java Errors**

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Problem Solved on : 14<sup>th</sup> March 05  
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## Setup :

Server : Service Desk 4.5 with Service Pack 10 is installed on Intel Server (Windows 2000 Server with SP 4, Intel Platform)

Client system is working on Windows XP with SP 2 with SD 4.5 with SP 10

## Details of problem :

It is observed that, Only a user was unable to login to SD from this particular system

## How it was trouble-shooted ?

01. Checked whether SD Client installation, Java and JVM.
02. When checked in the log file, it was found that server name was not resolved. So added the server IP and name in the Host file
03. But it didn't resolved the issue.
04. Since SD was working fine for all other users, trouble shooting was concentrated only on the particular user and user profile.
05. Created another user under the group "Service Desk" in domain and tried.
06. But the problem was same.
07. So, the problem may be with the group itself.
08. So, created another user under the same Group and tried.
09. The user created under the new Group was able to login to SD.
10. Copied the Cache and Application data (Application Data folder can be found under c:\Documents and Settings\user name \Application Data. This folder will be hidden. Under this you can find HP and Open View.) of the new user and put under user, which showed issues.
11. Edited user\_setting.xml file under Application data. You need to make only one change. There will be one line with the users name(from where you copied.) Change to the user, who is going to use it.
12. It resolved the problem.

### Solution Applied:

Problem was with the cache files in the  
c:\Documents and Settings\Administrator \Application Data.

So, removed the data from that folder. Resolving the name of the server was an error shown in the log file and it was resolved by adding the server name and IP in the HOST file.

The same solution can be applied if you are getting errors anything related Java. But in that case, re-install Java first. Then apply the above mentioned solution.

If you have multiple people using the same system with the different login names, you can copy the files to all the login's Application Data folder.