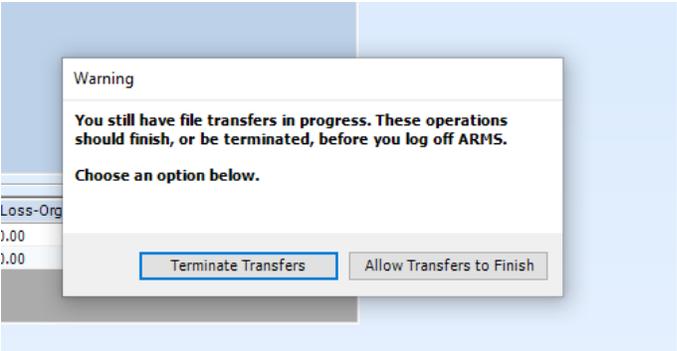


FAQ: Transfers on ARMS

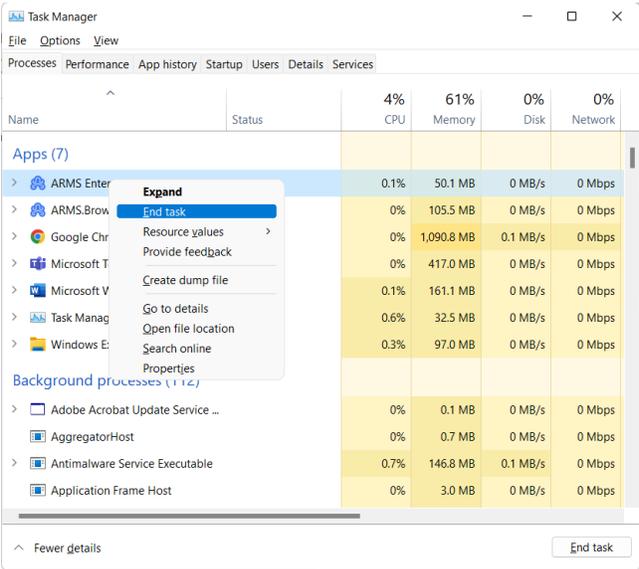
When client machines show the below warning while logging off, then the user should follow these steps:



Step 1: Close ARMS completely or kill the task in Task Manager

To Kill from Task Manager: Go to Task Manager, by clicking Ctrl +Alt +Del

And then select ARMS and select End Task, this will completely close the app.





Step 2: Delete the Media Store folder located at "C:\ProgramData\End2End\Media Store"

The screenshot shows a Windows File Explorer window with the address bar displaying the path: > This PC > OS (C:) > ProgramData > End2End. The main area shows a table of files and folders. The 'Media Store' folder is highlighted with a red rectangle.

Name	Date modified	Type	Size
Media Store	20-Sep-22 7:13 PM	File folder	
plugins	21-Jul-22 12:13 AM	File folder	