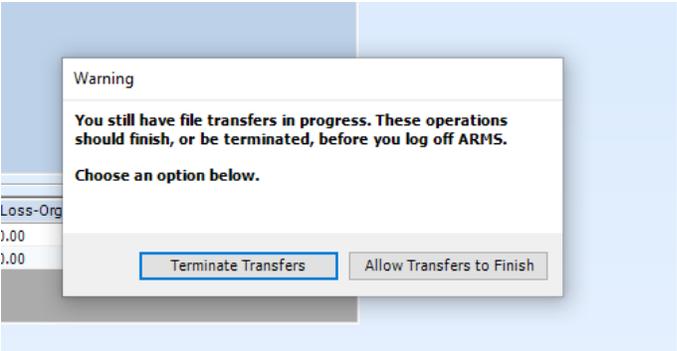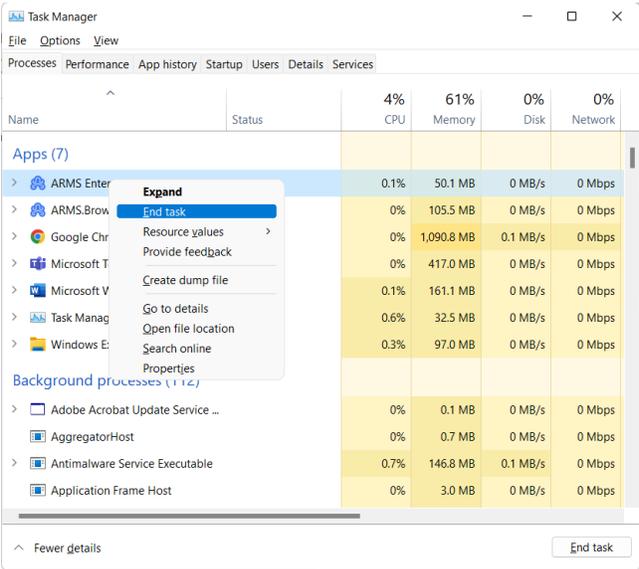# FAQ: Transfers on ARMS

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"

> This PC > OS (C:) > ProgramData > End2End

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