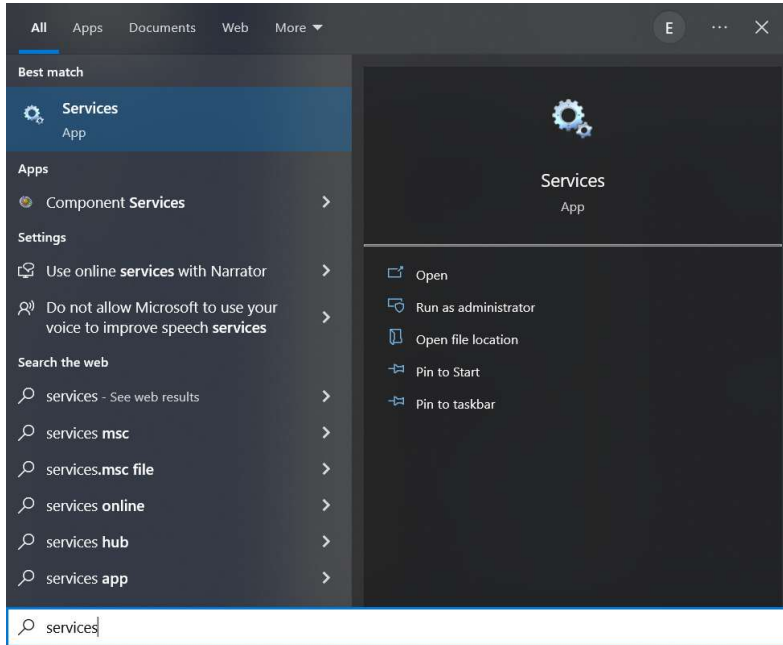


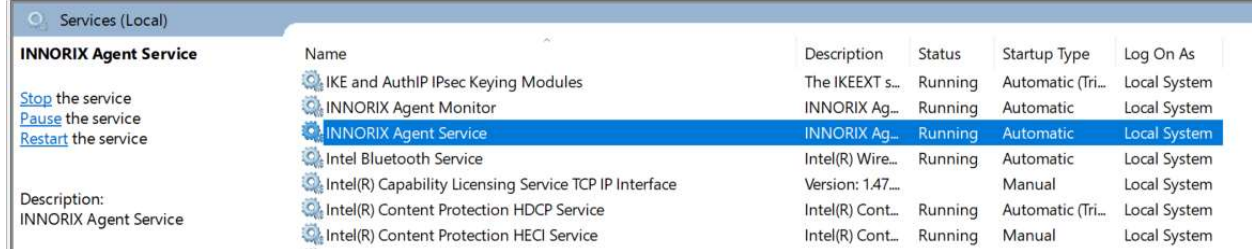
## Part 1 - Restarting Innorix Services

Restarting Innorix Services:

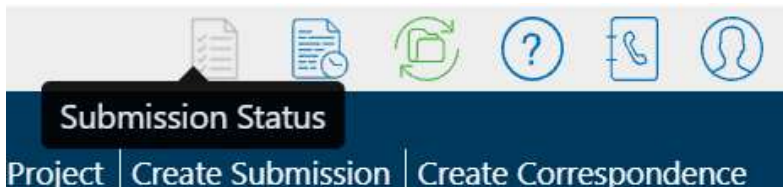
Please ensure that ESPro is open, then search for Innorix services on your computer.



Look for 'INNORIX Agent Service' and restart the service.



Once that is done, please verify the Submission Status again.



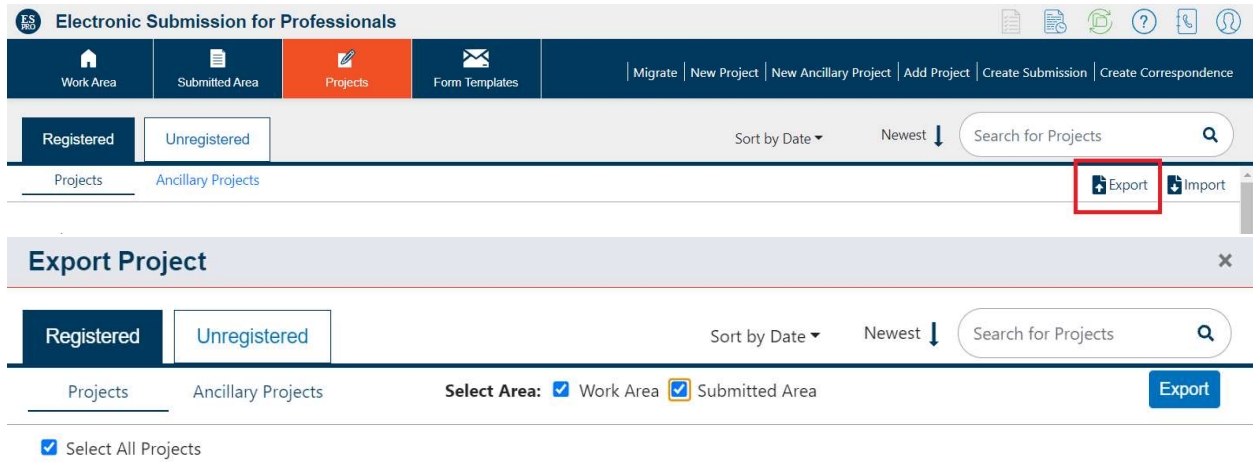
If the above does not work, please perform the steps to do a [backup](#) and [clean uninstall](#) followed by reinstallation of ESPro.

**Note:** For those submissions that you have received any email notification on the submission. You don't have to resubmit. Only resubmit for those submissions that you did not receive any email notification.

## Part 2 - Back-up Project in ESPro

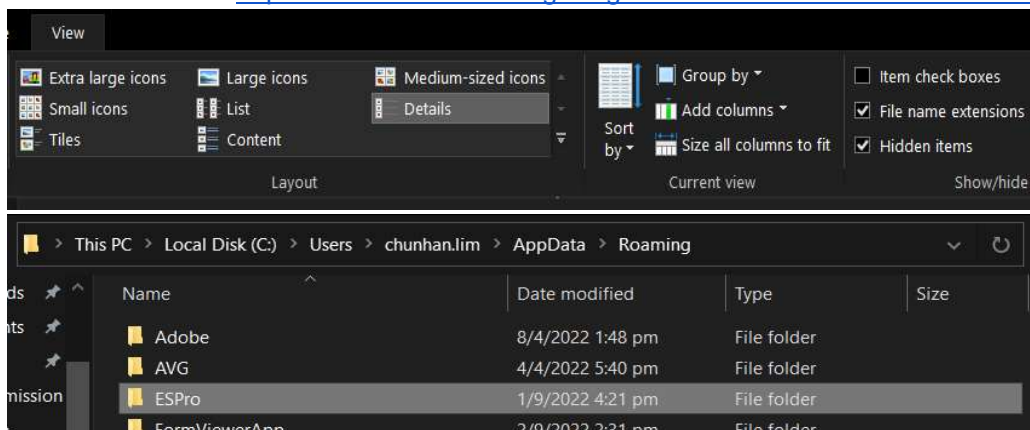
If you have any projects, please back-up all your projects and submissions first by going to the 'Projects' tab and select 'Export'.

Please ensure that you select all your projects and tick 'Work Area' and 'Submitted Area' before exporting. There should be a successful message after export.



## Clean uninstall and reinstallation for ESPro

Before uninstalling, please go to your C:/Drive > Users > (Current User) > AppData > Roaming and delete the entire ESPro folder. Please ensure that hidden items are checked while doing this as well. Once done, please perform a full reinstall of ESPro (You may get the installer from our CORENET 2.0 portal for the latest installer: <https://www.corenet2-ess.gov.sg/document/#/home/Cn2SoftwareDownloads>).



After reinstallation, please ensure that all the processes are successful in the synchronization. Then try to click on the login button again to see if you are able to login. If there are no problems, please proceed to import the backed up projects back into ESPro.

Please note that if you encounter the same issue, you may proceed to restart the Innorix Agent Service without closing the ESPro. This might resolve the issue without the need to reinstall ESPro.