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.

Services (Local)					
INNORIX Agent Service	Name	Description	Status	Startup Type	Log On As
Stop the service Pause the service Restart the service	IKE and AuthIP IPsec Keying Modules	The IKEEXT s	Running	Automatic (Tri	Local System
	🥋 INNORIX Agent Monitor	INNORIX Ag	Running	Automatic	Local System
	INNORIX Agent Service	INNORIX Ag	Running	Automatic	Local System
	Intel Bluetooth Service	Intel(R) Wire	Running	Automatic	Local System
Description	Intel(R) Capability Licensing Service TCP IP Interface	Version: 1.47		Manual	Local System
INNORIX Agent Service	Intel(R) Content Protection HDCP Service	Intel(R) Cont	Running	Automatic (Tri	Local System
and the service	A Intel(R) Content Protection HECI Service	Intel(R) Cont	Running	Manual	Local System

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



If the above does not work, please perform the steps to do a <u>backup</u> and <u>clean uninstall</u> 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.

Electronic	Submission for P	rofessionals					? ₪
N Work Area	Submitted Area	Projects	Form Templates	Migrate New Project New Ancilla	ry Project Add Proj	ect Create Submission Create	• Correspondence
Registered	Unregistered			Sort by Date ▼	Newest ↓	Search for Projects	٩
Projects	Ancillary Projects					Expo	ort 🛃 Import 🔒
							- 1
Export P	roject						×
Registered	Unregistere	ed		Sort by Date 🔻	Newest ↓	Search for Projects	٩
Projects	Ancillary Proj	jects	Select Area:	🗹 Work Area 🗹 Submitted Area			Export
Select All	Projects						

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: <u>https://www.corenet2-ess.gov.sg/document/#/home/Cn2SoftwareDownloads</u>).

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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.