

Resolving FACE Issues

August 29, 2023
Initial





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1. Introduction

1.1 Overview

This manual presents known issues and solutions related to using FACE. It is intended to be a continuously developing diagnostic tool as licensing evolves. If you encounter any issues that are not covered herein, please forward the details to our Support Desk (support@mhi.com).

The information in this manual is applicable to FACE v1.0.0+, and covers the following topic:

- Section 2 – FACE Usage Issues

1.2 Related Support Documents

Refer to this [article](#) for other, related, support documents.

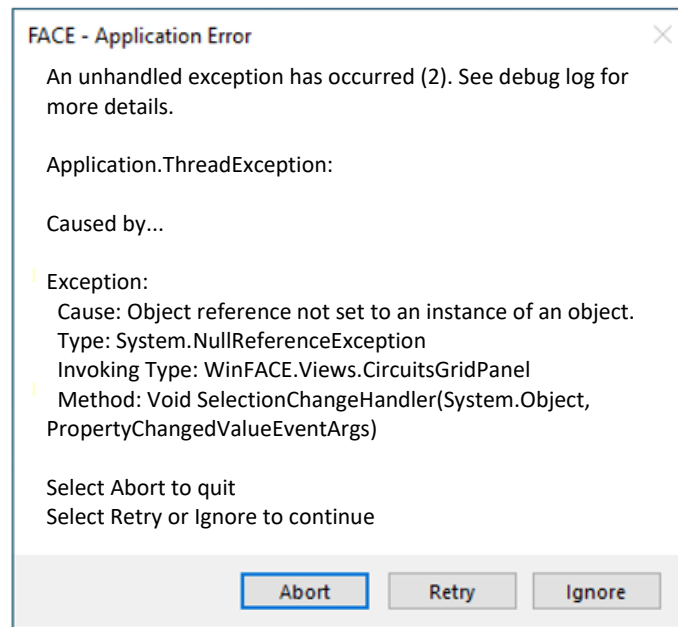
2. FACE Usage Issues

2.1 Receiving “An unhandled exception has occurred” Error Message, and User is Not Able to Log In or Activate a License Certificate

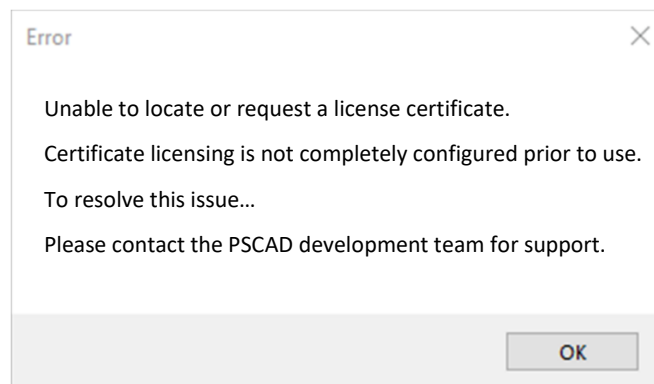
Note – a similar issue is documented in the Certificate Licensing troubleshooting manual, posted to this [article](#).

Problem

When FACE is launched, a dialog similar to the following displays:



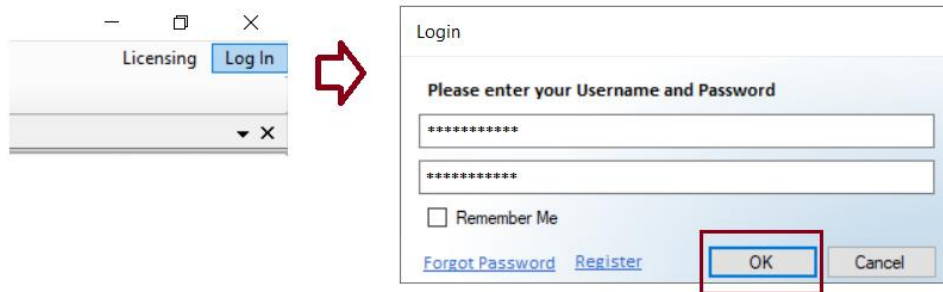
If the user is already logged in to FACE, the user is unable to activate a license certificate:



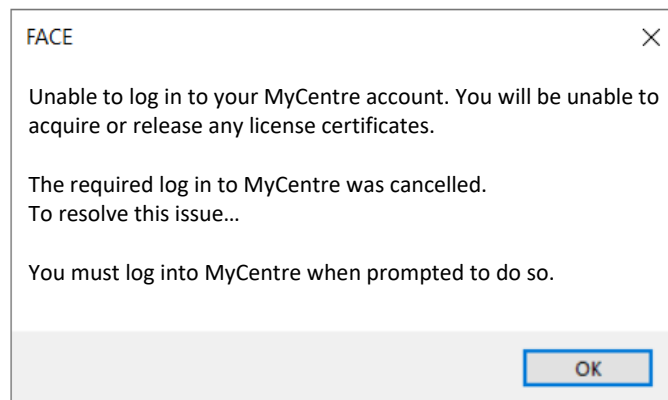
Continued...

Or, if the user is not already logged in to FACE, login fails, as per the following sequence of events:

- The *Login* dialog is launched, login credentials are entered, and the *OK* button is pressed, as shown:



- Pressing the *OK* button in the above dialog produces no results. Login is not successful, and the dialog continues to display.
- To exit the *Login* dialog, the user presses the *Cancel* button. The dialog closes, but a new dialog displays:



Cause

The contents of the following folder are somehow in a bad state, and are blocking login and licensing activities, and other FACE application actions:

C:\Users**<YourWindowsUserID>**\AppData\Local\Manitoba HVDC Research Centre\FACE

Solution

Close all instances of FACE, then delete the *FACE* folder in the above path, including all the contents of the *FACE* folder.

Now you should be able to relaunch FACE, log in, activate a license, and use this software.

DOCUMENT TRACKING

Rev.	Description	Date
0	Initial (includes Sections 1.1, 1.2 and 2.1)	29/Aug/2023