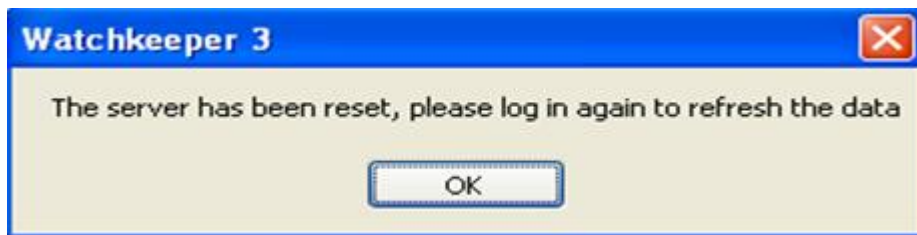


## WK3 Client – The server has been reset

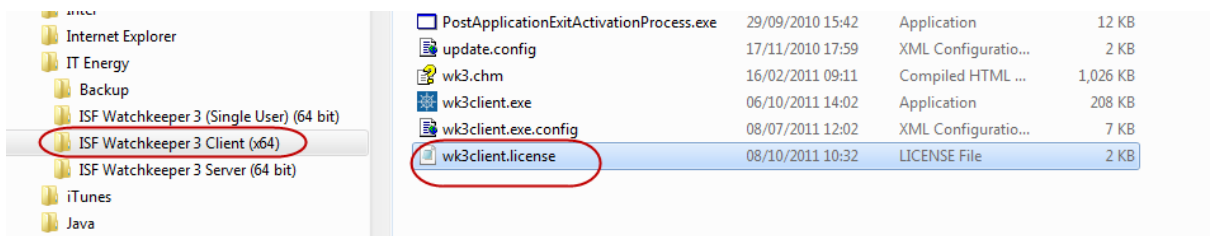
### Problem

Watchkeeper Client has been working normally for some time then when loading up and clicking LOGIN you start to regularly get this error:

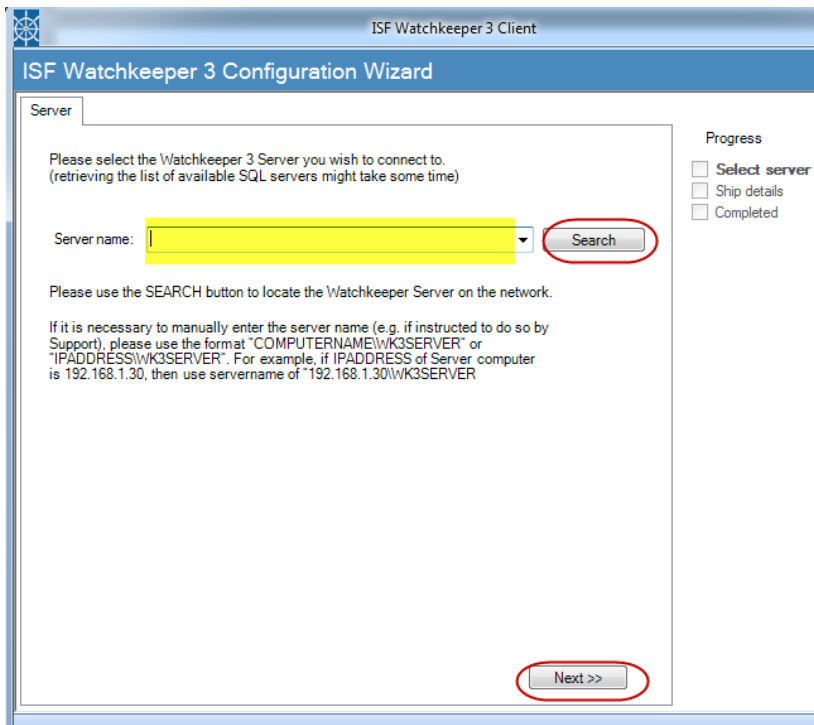


### Solution

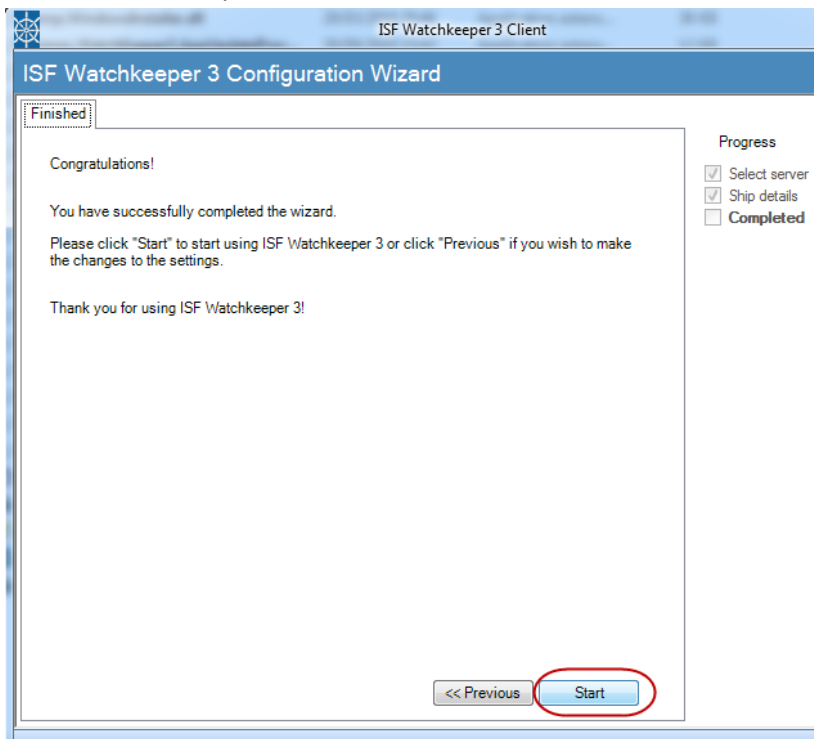
1. Close WK3 Client
2. On the computer running WK3 Client, user "My Computer" or "Windows Explorer" to browse to the installation folder:  
C:\Program Files\IT Energy\ISF Watchkeeper 3 Client  
OR  
C:\Program Files (x86)\IT Energy\ISF Watchkeeper 3 Client (x64)



3. Delete the file WK3CLIENT.LICENSE
4. Load WK3 Client. You will now be prompted to reconnect to the server. Please follow the steps in the wizard to reconnect
5. Click the SEARCH button to locate the server and then when found, click NEXT:



6. Click NEXT to accept the vessel details



7. On the last page click START
8. You should now be able to log back in to Watchkeeper Client normally

[support@isfwatchkeeper.com](mailto:support@isfwatchkeeper.com)