**Ticketing application - KB02366**

Impacted App/Service: Ticketing

Title: The Ticketing application does not launch

Short Description: The application may not open if there is a network issue. Follow the instructions below to solve the issue.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **144.60.49.71** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. From the bottom Windows Taskbar, select the Search function (magnifying glass icon).
6. In the search patter, type **ntrace** and press **Enter**.
7. Once the nTrace popup appears, press the **Restart root** button.
8. As soon the nTrace tool completes, a popup dialog will ask if a reboot is needed, select **Yes**.