**World - KB00789**

Impacted App/Service: World

Title: The World application is having access issues

Short Description: The application may present error 401 if there are server issues. Follow the steps below to remediate.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **wrld.great.net** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. Select the Windows Server Power option from the Start menu and perform a **Restart**.