

FieldLink Ghost Folder Fix



This fix can help when you are having issues with the FieldLink software, connecting to hardware, or signing into your subscription.

It is important to note that following these steps will set FieldLink back to it's default settings, but will not delete or make any changes to your projects.

1. On the Windows Desktop navigate to "File Explorer".



- 2. Once File Explorer is open, click on the "VIEW" tab at the top.
- 3. On the VIEW tab make sure that "HIDDEN ITEMS" is checked. (See image below)

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File Computer View	^ (?)
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- 4. Next, navigate to the Local Disk C:/
 - a. Click on "This PC", then double click on the Local Disk (C:)
- 5. Next double click on the "USERS" folder
- 6. Then double click on the "username" folder that corresponds with the username of your system or tablet
 - a. For a T100 tablet the username folder will begin with DAB
 - b. For a T10 tablet the username folder will begin with 01TT
- 7. Next you will double click on the hidden folder named "AppData"



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ightarrow This PC $ ightarrow$ Local I	Disk (C:) → Users → eric.fines		
-	Name	Date modified	Туре
	.ms-ad	7/1/2022 11:28 AM	File folder
	.TrimbleConnect	10/20/2021 11:05 AM	File folder
	🔥 🧊 3D Objects	9/3/2021 8:19 AM	File folder
*	AppData	9/3/2021 8:19 AM	File folder
*	Contacts	9/3/2021 8:19 AM	File folder
	Desktop	12/4/2022 9:13 AM	File folder
	Documents	11/11/2022 11:18 AM	File folder
	🐥 Downloads	12/19/2022 8:55 AM	File folder
5	🛨 Favorites	9/3/2021 8:19 AM	File folder
25	nks 🖉	9/3/2021 8:19 AM	File folder
can-Parnell Inc	h Music	7/13/2022 4-52 PM	File folder

8. Next you will double click the folder "LOCAL"

9. Next, you will delete the folder named "FIELDLINK"

Local Di	sk (C:) > Users > eric.fines > AppData	> Local			
Â	Name	Date modified	Туре	Size	
		1/14/2022 8:58 AM	File folder		
1		9/14/2021 5:31 PM	File folder		
*	•	10/26/2021 11:17 AM	File folder		
*	•	9/13/2021 12:59 PM	File folder		
*	Instant	2/9/2022 5:10 PM	File folder		
	• • • • • • • • • • • • • • • • • • •	3/10/2022 8:57 AM	File folder		
	1 mm	2/10/2022 11:03 AM	File folder		
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	a feasibilities of	1/30/2022 2:31 PM	File folder		
		2/16/2022 9:27 AM	File folder		
		9/14/2021 5:27 PM	File folder		
		9/3/2021 8:35 AM	File folder		
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	- Intelligence	12/7/2022 12:26 PM	File folder		
	a second as a second as	12/11/2022 11:24 PM	File folder		
		6/13/2022 3:15 PM	File folder		
	-	11/8/2021 10:07 AM	File folder		
	a losses and	12/19/2022 8:29 AM	File folder		
	- Insection	11/7/2021 9:23 AM	File folder		
	The second second second second	8/7/2022 8:22 PM	File folder		
		11/7/2021 9:23 AM	File folder		
	FieldLink	12/12/2022 4:37 PM	File folder		
		4/25/2022 1:35 PM	File folder		
		3/9/2022 4:32 PM	File folder		
	and the local division of the local division	2/23/2022 2:58 PM	File folder		
		9/3/2021 11:09 AM	File folder		

- 10. Lastly, it is recommended that you perform a hard shutdown of the tablet or system to clear any memory cache associated with FieldLink.
 - a. To do this, simply click on the Windows Start Menu, then the power button icon, the select "Shut Down".
 - b. Leave the system shutdown for at least 30 seconds to clear the memory cache.
 - c. Then restart system and the FieldLink software.

Note:

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The full path is:

- C:/Users/<username of PC or Tablet>/AppData/Local/
 - o Delete the <u>FieldLink</u> folder