Bug fixing

At rare occasions, and specifically when upgrading from v. 1 to v. 2, you can experience erratic functionality.

In case users cannot be detected or UPC has other unwanted behavior, please read on.

#1 try a full installation clean up

1. Uninstall UPC

2. If still present, delete all program folders related to UPC.
    Delete the folder C:\Program Files (x86)\EhlerTech\User Profile Center
    Delete/rename the C:\UPCtools folder
    - Backup the XML files from C:\UPCtools\USMT_x64_v10\ and USMT_x86_v10, if you made any customizations

3. Delete the whole UPcentral registry folder.
    (HKEY_CURRENT_USER\Software\UPcentral)

4. Reboot and reinstall UPC. It will prompt to install UPC tools and approve license.

5. Put all the settings back into UPC again.

#2 Installation clean-up did not do the trick?

In case UPC suddenly just stopped detecting users, check if your Networks staff made any changes

Check if PSexec.exe has been blocked by security, on your devices.

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