

If an Expert cannot click the Start button on a Customer's computer through GoToAssist Remote Support, quitting and restarting explorer.exe on the customer's computer will often fix the problem.

1. Right click on the Task Bar of the customer's computer and click Start Task Manager
2. Select the Processes tab and locate the explorer.exe process
3. Right click on it and select End Process
4. Select the Applications tab
5. Click on New Task...
6. Type explorer.exe and click OK.

You should now be able to press the Start button

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