

Chrome plugin for remote tacho download troubleshooting

Ljubljana, February 2022

1. Check which component is missing

a. **Windows application**

- i. Open add or remove programs
- ii. Find mobileWEB Smartcard Plugin...



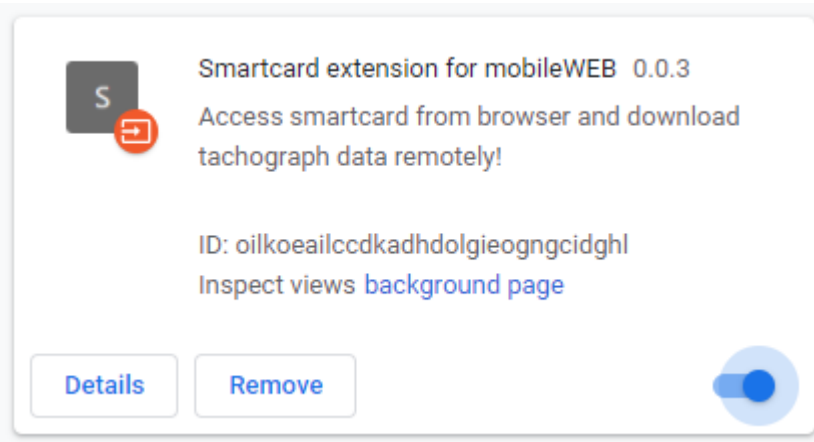
mobileWEB Smartcard Plugin version 30.03.2016

1,22 MB

03/02/2022

b. **Chrome extension**

- i. Go to chrome. Click on three-dot button on right side to open a menu. Open »More tools« and then click on »Extensions«
- ii. Find »Smartcard extension for mobileWEB«



2. Judge what to install

- a. If windows application is not installed, install whole package with installer from mobileWEB. Chrome extension will be added automatically. In newer versions of chrome extension will be added immediately, in older version of chrome extension will be added after chrome restart.
- b. If windows application is installed and chrome extension is missing, point user to the following url: <https://chrome.google.com/webstore/detail/smartcard-extension-for-m/oilkoeailccdkadhdlgieogngcidghl>
Then add extension from web store and restart chrome. User can type chrome://restart into url bar which will restart chrome and reopen closed tabs. No need to run installer again.

Explanation: Chrome extension is added automatically with installer. **If user removes only extension from chrome which was added from background (as it is in our case), chrome marks it as unwanted and blocks it.** So user must explicitly install it from web store.

Recommended way of removing is via uninstall of windows application. This will also remove chrome plugin cleanly.