

# TROUBLESHOOTING GUIDE



## KuandoBOX



### KuandoBOX is not working

If a user is experiencing issues with KuandoBOX, please ensure the user:

- does not have both Lync 2010 AND Lync 2013 clients installed on the same PC.
- is not running an outdated version of Lync 2010/2013 (see list of updates for [Lync 2010](#) and [Lync 2013](#)).

### .NET framework error

KuandoBOX requires .NET framework 3.5. On some Win8 and Win8.1 machines .NET 3.5 has been deactivated. Please see [this guide](#) on how to enable it.

### Log files

On software version 2.0+ we are using [DebugView from Microsoft](#) to log software issues.

Please ensure that DebugView is running when you start the KuandoBOX application to log the start-up sequence as well.

### Citrix and VMware

If you are installing KuandoBOX in a Citrix or VMware environment, here are some articles to help you redirect USB devices:

- [Citrix support](#)
- [VMware support](#)

Please note: Citrix XenApp 7.6 has the necessary redirection of USB devices to run Busylight. However, we have no documented support for XenApp 6.5 due to missing option to redirect USB devices ([more info on USB redirection](#)).

**NEED SUPPORT?**

800.641.6416 *or*  
CHAT ONLINE