CLIQ® FAQs

CLIQ Connect does not work as requested after an update (ccPC).

After an automatic update of CLIQ Connect (ccPC), it can happen that the configuration was not taken over as desired.
As usual, you can find the corresponding installation instructions here in the FAQ section: CLIQ Connect PC Installation

If you have followed these instructions and the use of CLIQ Connect still does not offer the appropriate configuration as desired, please try the following solution approaches:

1) Adapt the configuration file

You can find these under: C:\Users\IHRBENUTZERKONTO\AppData\Local\CLIQ Connect

Alternatively, you can get there as follows:

- Right click on the ccPC icon
- Go to "About"
- Click on "Application protocols"
- Go to the parent "CLIQ Connect" folder
- Adapt the file "profiles.xml" there

Here you have to adjust the following strings - the term "true" means that the option is active ("false" stands for deactivated).

true	true
if you want to use the CLIQ Go	if you want to use the CLIQ Web Manager

2) Uninstall ccPC and reinstall it

As a second option, you can also uninstall the programme and reinstall it.

- To do this, enter the search word "programmes" in the Windows search line.
- Then click on "Add or remove programmes".
- Uninstall ccPC
- Then follow the FAQ for new installation already listed.

  - CLIQ Connect PC Installation