



Help and support

# Pass-thru Troubleshooting guide

# Table of contents

## Pass-thru e-Form RS link troubleshooting

Condition .....	3
Cause.....	3
Solution .....	3

## Install Cegid Peoplenet ClickOnce Add-On to Chrome for e-Form RS Pass Thru..... 4

## Enable Click Once Support in Microsoft Edge for e-Form RS Pass Thru... 5

## Install Breez ClickOnce Add-On to Firefox for e-Form RS Pass Thru ..... 6

# Pass-thru e-Form RS link troubleshooting

## Condition

You're using Checkpoint and the pass-thru link to open e-Form RS, but it is not opening or you get prompted to save the e-Form RS application instead of opening it.

## Cause

This typically happens when your system requirements are out of date.

## Solution

If you get the System Update Required message when trying to install or run e-Form RS, your machine has an old version of .Net Framework. The latest version of .NET Framework can be installed from Microsoft.com. If this doesn't fix the issue, you're getting a different error, or e-Form RS isn't opening, try installing a ClickOnce add-on in your browser:

1. Close the error message.
2. If you're using Google Chrome, [install the Cegid PeopleNet ClickOnce add-in](#).
3. If you're using Microsoft Edge, [enable Click Once support](#).
4. If you're using Mozilla Firefox, [install the Breez ClickOnce add-in](#).
5. Once you've installed or enabled the relevant item, go back to Checkpoint and re-launch e-Form RS.

# Install Cegid Peoplenet ClickOnce Add-On to Chrome for e-Form RS Pass Thru

When you open e-Form RS from Checkpoint, the e-Form RS Pass Thru window is shown. To continue to e-Form RS, you'll need to download an extension for your web browser if it's not already installed.

## NOTE

The following steps apply if you use Google Chrome. You'll need to take different steps if you use the Microsoft Edge or Mozilla Firefox web browsers.

1. Open Google Chrome.
2. Select the icon to **Customize and Control Google Chrome**.
3. Select **Extensions**, then **Open Chrome Web Store**.
4. Use the search field to search for Cegid Peoplenet ClickOnce launcher.
5. Select it, then select **Add to Chrome**.
6. Select **Add Extension**.
7. Once downloaded, select the *m4clickoncehelper.exe* file to install it.

## NOTE

You may be asked to download and install Microsoft .NET Framework before you can complete the installation.

# Enable Click Once Support in Microsoft Edge for e-Form RS Pass Thru

When you open e-Form RS from Checkpoint, the e-Form RS Pass Thru window is shown. To continue to e-Form RS, you'll need to download an extension for your web browser if it's not already installed.

## NOTE

The following steps apply if you use Microsoft Edge. You'll need to take different steps if you use the Google Chrome or Mozilla Firefox web browsers.

1. Open Microsoft Edge.
2. Enter `edge://flags/#edge-click-once` in the **Address Bar**.
3. Select **Enabled** from the dropdown list for ClickOnce Support.
4. Restart Microsoft Edge.

# Install Breez ClickOnce Add-On to Firefox for e-Form RS Pass Thru

When you open e-Form RS from Checkpoint, the e-Form RS Pass Thru window is shown. To continue to e-Form RS, you'll need to download an extension for your web browser if it's not already installed.

## NOTE

The following steps apply if you use Mozilla Firefox. You'll need to take different steps if you use the Google Chrome or Microsoft Edge web browsers.

1. Open Mozilla Firefox.
2. Select **Open Menu**, then **Add-Ons**.
3. Select **Extensions**.
4. Enter Breez ClickOnce in the **Search** box.
5. Select **Breez ClickOnce**.
6. Select **Add to Firefox**.
7. Select **Add**.
8. Mark the **Allow this extension to run in Private Windows** checkbox.
9. Select **Okay, Got it**.
10. Follow the instructions to save and install *breezeclickoncehelper.exe* to complete the installation.