

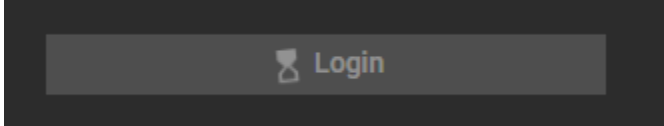
Cannot login to Encore after update to Blueriq 16.8.0 or higher

Problem

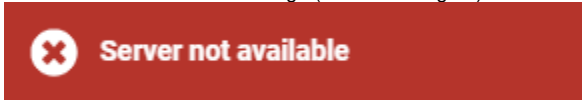
In some cases, the installer does not properly update the configuration of the Studio service during a Blueriq update from versions older than 16.8.0.

If this is the case, it will result in:

- Either an hourglass that keeps spinning after pressing the Login button in Blueriq Encore (16.8.0):



- Or a server not available message (16.8.1 and higher):



In both cases, the following error is visible after opening the browser console (F12):

```
✖ Failed to load resource: the server responded with a status of 502 (Bad Gateway) :160/depot/api/v1/ac.ment/current-user:1
✖ x5 main.bb840fd43ea91a9b.js:1
  (anonymous) @ main.bb840fd43ea91a9b.js:1
⚠ Failed to resume session IntegrityError: An unknown error occurred main.bb840fd43ea91a9b.js:1
  at main.bb840fd43ea91a9b.js:1:1278597
  at C.i [as _subscribe] (main.bb840fd43ea91a9b.js:1:107775)
  at C._trySubscribe (main.bb840fd43ea91a9b.js:1:4862103)
  at main.bb840fd43ea91a9b.js:1:4862048
  at Q (main.bb840fd43ea91a9b.js:1:4890918)
  at C.subscribe (main.bb840fd43ea91a9b.js:1:4861961)
  at main.bb840fd43ea91a9b.js:1:108078
  at Q._error (main.bb840fd43ea91a9b.js:1:4876545)
  at Q.error (main.bb840fd43ea91a9b.js:1:4866267)
  at Q._error (main.bb840fd43ea91a9b.js:1:4866505)
```

Solution

1. Replace the runtime element with the xml-snippet shown below in StudioService.exe.config (typically found here: "C:\Program Files\Blueriq16\Studio\Services\StudioService.exe.config")
2. Restart Blueriq16StudioService from the services app or task manager.

Runtime element in "C:\Program Files\Blueriq16\Studio\Services\StudioService.exe.config"

```
<runtime>
  <assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
    <dependentAssembly>
      <assemblyIdentity name="System.Web.Http" publicKeyToken="31bf3856ad364e35" culture="neutral" />
      <bindingRedirect oldVersion="0.0.0.0-5.2.7.0" newVersion="5.2.7.0" />
    </dependentAssembly>
    <dependentAssembly>
      <assemblyIdentity name="System.Net.Http.Formatting" publicKeyToken="31bf3856ad364e35" culture="neutral" />
    </dependentAssembly>
    <dependentAssembly>
      <assemblyIdentity name="System.Web.Cors" publicKeyToken="31bf3856ad364e35" culture="neutral" />
      <bindingRedirect oldVersion="0.0.0.0-5.2.7.0" newVersion="5.2.7.0" />
    </dependentAssembly>
    <dependentAssembly>
      <assemblyIdentity name="System.ValueTuple" publicKeyToken="cc7b13ffcd2ddd51" culture="neutral" />
      <bindingRedirect oldVersion="0.0.0.0-4.0.3.0" newVersion="4.0.3.0" />
    </dependentAssembly>
    <dependentAssembly>
      <assemblyIdentity name="Newtonsoft.Json" publicKeyToken="30ad4fe6b2a6aeed" culture="neutral" />
      <bindingRedirect oldVersion="0.0.0.0-13.0.0.0" newVersion="13.0.0.0" />
    </dependentAssembly>
    <dependentAssembly>
      <assemblyIdentity name="Microsoft.Owin" publicKeyToken="31bf3856ad364e35" culture="neutral" />
      <bindingRedirect oldVersion="0.0.0.0-4.0.1.0" newVersion="4.0.1.0" />
    </dependentAssembly>
    <dependentAssembly>
      <assemblyIdentity name="System.IdentityModel.Tokens.Jwt" publicKeyToken="31bf3856ad364e35" culture="neutral" />
      <bindingRedirect oldVersion="0.0.0.0-5.7.0.0" newVersion="5.7.0.0" />
    </dependentAssembly>
    <dependentAssembly>
      <assemblyIdentity name="System.IO.Compression" culture="neutral" publicKeyToken="b77a5c561934e089" />
      <bindingRedirect oldVersion="0.0.0.0-4.0.0.0" newVersion="4.2.0.0" />
    </dependentAssembly>
    <dependentAssembly>
      <assemblyIdentity name="Microsoft.IdentityModel.Tokens" culture="neutral" publicKeyToken="31bf3856ad364e35" />
      <bindingRedirect oldVersion="0.0.0.0-5.7.0.0" newVersion="5.7.0.0" />
    </dependentAssembly>
  </assemblyBinding>
</runtime>
```