**Unable to find TRSUI to login**

There are 4 reasons to know why TRSUI is not launching

1. Make sure the installation is done properly, check **C:\Tetherfi\TRSService** to see if the application is present if its not it would look like the screenshot below.

Graphical user interface, application, table, Excel

Description automatically generated

1. Make sure there is no restriction set from the TM team on the path **C:\Tetherfi\TRSService.**

**A picture containing text, indoor, computer, computer

Description automatically generated**

1. Check for **TRSWorkerService** to see if its running in the services or not. **Start** if **Stopped.**

A screenshot of a computer

Description automatically generated with medium confidence

1. Check the agent **Pulse secure** is connected. Only when the **BCP is connected** TRS will launch itself.

