

The Bravo Help Guide

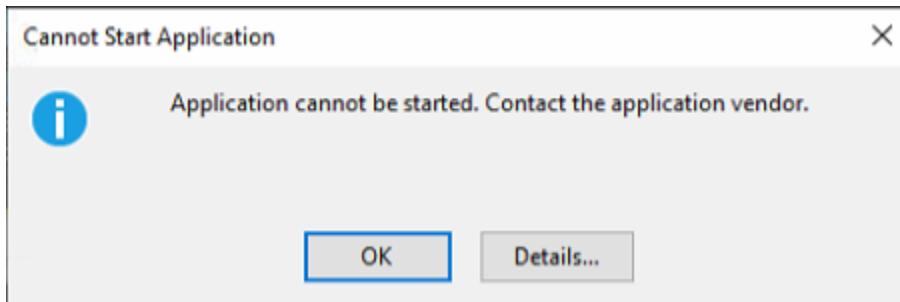
Quick triage (start here first)

Before changing anything, let's find out **what's really causing the issue**. These first checks are quick and safe.

- **Try Bravo on another computer (if available).**
 - If Bravo works elsewhere → focus on the original computer.
 - If Bravo doesn't open on any computer → skip ahead to **Internet or network checks** below.
- **Make sure the computer isn't frozen.**
 - Close Bravo completely.
 - Press **Ctrl + Shift + Esc** to open **Task Manager**.
 - In the list, click on the line named **Bravo** and choose **End Task**.
 - Try opening Bravo again.
 - If that doesn't help, **restart the computer** and try again.
- **Confirm that the internet works.**
 - Open a web browser and go to a familiar site.
 - If the site doesn't load, jump to **Internet or network checks**.
 - If it does, continue below.

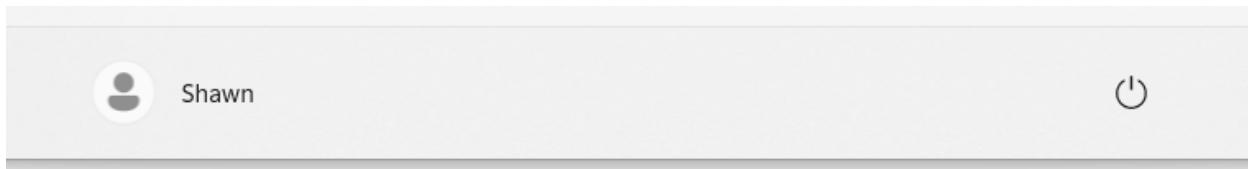
If Bravo won't open (or says “Application cannot start”)

If you see this error when trying to start Bravo, you need to delete what we call the 2.0 folder.



To delete the 2.0 folder, we need to first identify the name of the user logged into Windows. To

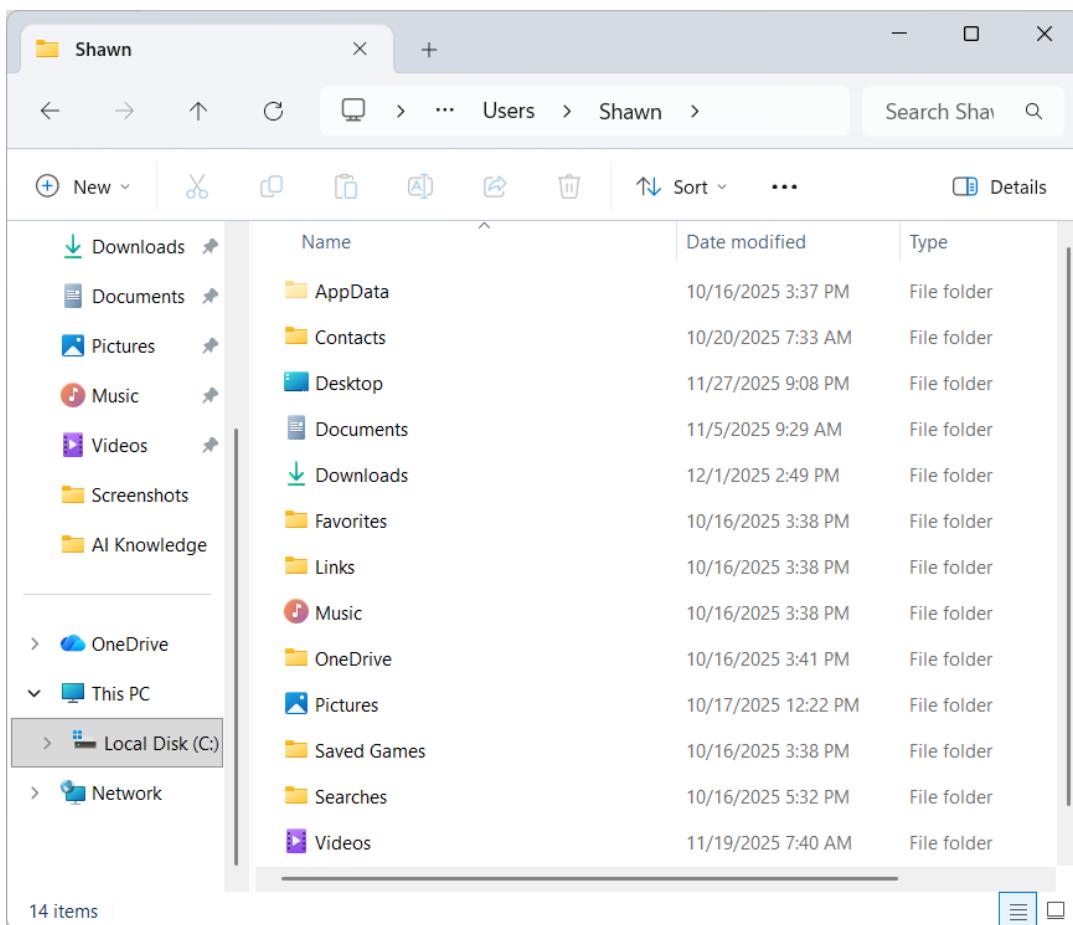
do this, a fast way is to open the start menu and note the username near the shutdown options.



Once you have identified the username, go ahead and open File Explorer. This is the little folder on your taskbar.

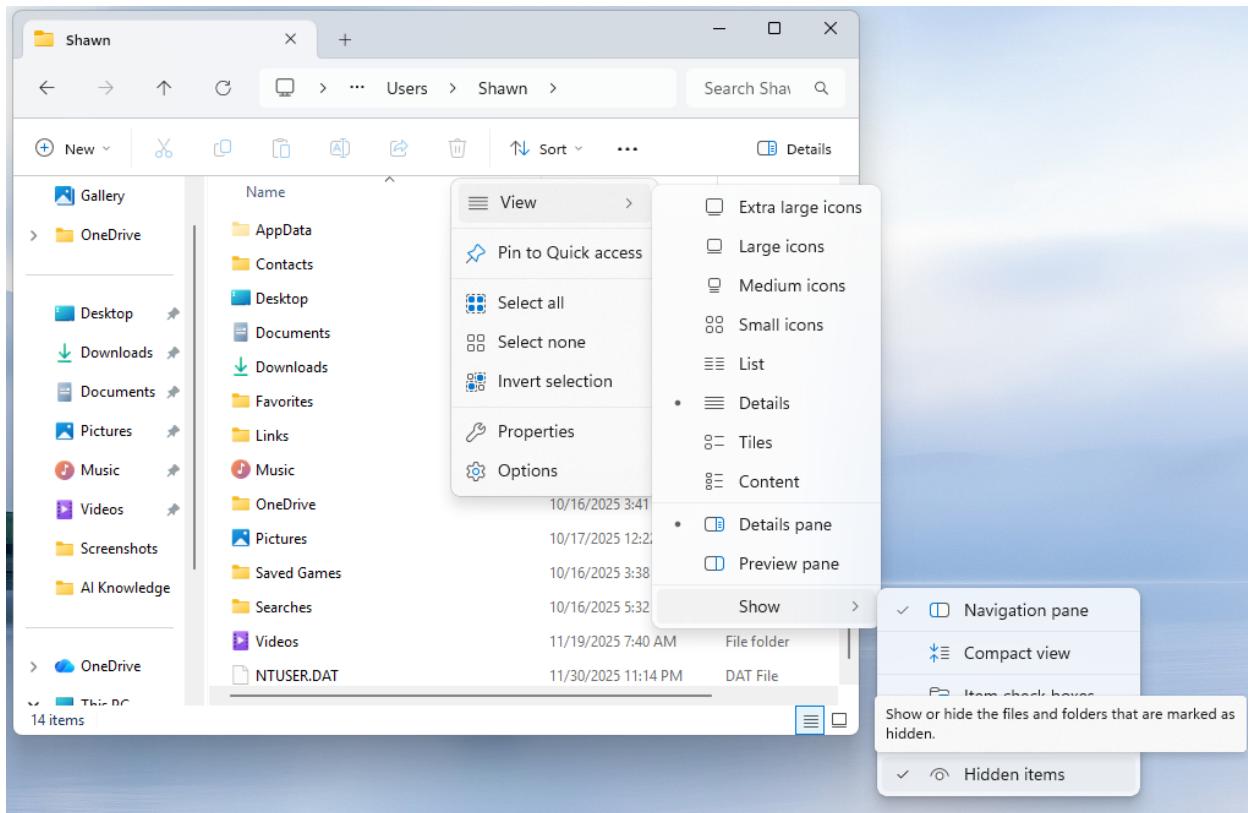


In here, we need to navigate to This PC > Local Disk (C:) > Users > (Name of user logged in).

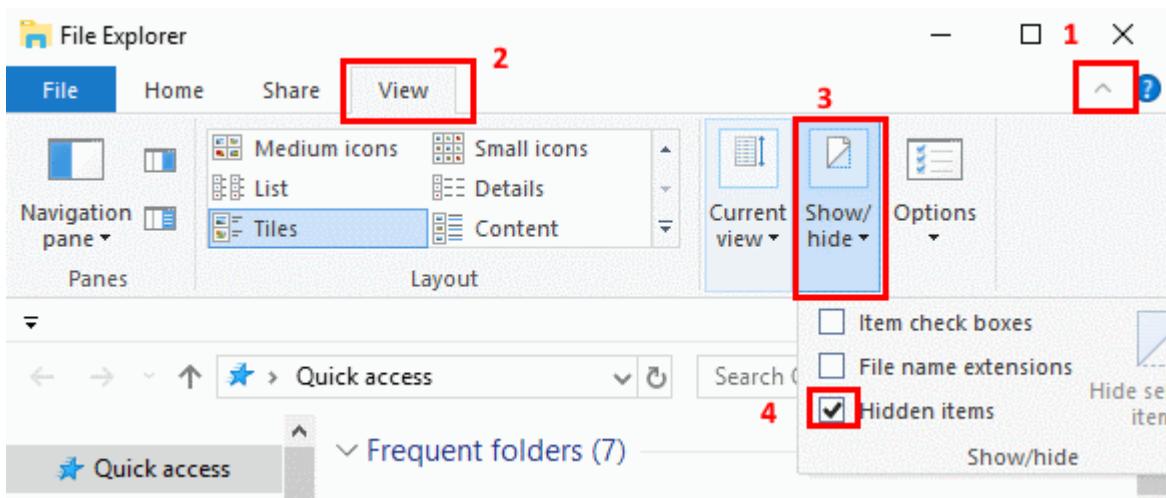


Once we are here, we need to allow see hidden folders. To do this, in Windows 11, you can click the 3 little dots in the Sort options menu at the top, select view, go down to Show on the

bottom, and check Hidden Items



If you have Windows 10, you need to go to View Options, and change the dot to Show hidden files and folders



Once you have hidden files showing, continue to click on AppData > Local > Apps. Once you are here, click on the folder labeled 2.0, and then click Delete. This is a rather large cache folder and

may take a minute to delete. Once this is deleted, relaunch Bravo again. Bravo should begin to reinstall and then open as normal.

If this does not work or if you have trouble finding this folder, please give us a call or submit a ticket!

If an update won't download or finish

- Check that you can load a website. If not, go to Internet below.
- Restart your computer and launch Bravo again.
- If you use antivirus or security software, **pause protection temporarily** and reopen Bravo.
- Launch control panel in windows, go to uninstall a program, then uninstall bravo. Once uninstalled download Bravo again from
<http://www.bravoinstall.com/bravoinstall/SetupBravo.exe>
- You may try to reinstall Bravo from a different browser.
- A local ISP issue could also be the cause of this issue, so activating a VPN could also be a potential solution as it changes your location on the internet. We recommend downloading and installing NordVPN, as it is quick and easy to setup.
- A third-party or ISP provided firewall (i.e. SonicWall Firewalls) could also be blocking the traffic to the bravo servers, adding whitelist rules or disabling the firewall will also correct these kinds of issues.
- Windows Security has an App & Browser Control feature that tends to block downloads from Bravo servers, you may need to open Windows Security and turn off the App & Browser Control feature before trying to install again.

Internet or network checks

Bravo needs the internet to work. If websites won't load on all devices:

- 1. Check your router or modem.**
 - a. Make sure all cables are secure, and the lights look normal.
 - b. If they're off or flashing oddly, **unplug the power**, wait 30 seconds, then plug it back in once.
 - c. Wait 1–2 minutes for the lights to steady.
 - d. Try opening a website again.
- 2. Try a backup connection (if available).**
 - a. Connect to a **mobile hotspot** to keep Bravo running while your internet provider restores service. (Note printers will disconnect)
- 3. If Wi-Fi feels unstable**, plug the Bravo computer directly into the router or switch using a network cable if you have one.

If 1 and 3 above do not help, your internet provider or network hardware may be faulty. Using a hotspot will let you continue working until the main connection is fixed.

Not Down, but worth knowing

Sometimes it looks like Bravo is down when a specific feature is just having trouble.

Here's what to do in those cases:

Police Export isn't sending

- You can still ring sales and process loans.
- Try "Send New Items" again later or resend from a previous date once the connection stabilizes.
- All your activity continues to save normally.

Reports or BI dashboards won't load

- Sales, loans, and other transactions continue recording correctly.
- Try again later or use Bravo's standard **Reports** menu for the same data.

Quick Mini Guides (for easy reference)

Fix “Application cannot start” after an update

1. End Bravo in Task Manager.
2. Restart your computer.
3. Reinstall Bravo from Bravoinstall.com after uninstalling in windows.
4. Delete the 2.0 folder (steps above).
5. Open Bravo and let it redownload. (try with a VPN if possible)
6. Turn antivirus back on if you paused it.

Update stuck / won't finish

- Check internet → Restart computer → Pause antivirus → Open Bravo → If still stuck, perform the 2.0 folder reset.
- Try downloading from a different source, such as a hotspot as sometimes ISP traffic may be the issue preventing bravo from downloading.

When to contact Bravo Support

Please reach out if:

- Bravo still won't open after you've restarted the computer, tried "Run as administrator," tried reinstalling bravo from control panel in windows, **and** completed the 2.0 folder reset.
- Bravo is down on every workstation, but the internet works fine. (Be aware that partial internet outages are increasingly common allowing some sites to be reached while others cannot be.)
- You're locked out and your manager can't restore your access.
- You'd simply rather have Support walk through the fix with you.

Resources for IT/ISP's

- Here are some of our Solution Center articles discussing Network setup, ports etc. These may be necessary depending on your situation. These links can be opened on any workstation with Bravo logged in. If you have issues opening these links, go to Bravo on a functional workstation, click on Solution Center, and then come back to these links on the same workstation and try to open them again.

Network and Firewall Settings:

<https://info.bravostoresystems.com/network-and-firewall-settings>

Setting up Hotspot:

<https://info.bravostoresystems.com/how-to-set-up-a-hot-spot-when-your-isp-goes-down>