

# Unable to Open Sedona Account from the Manitou Operator Workstation

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## Description of Issue:

Manitou Operator not able to open a linked account in Sedona.

## Fixes:

1. Verify that the Sedona Client has been installed on the operator's workstation.
2. Check the Distributer Commander and see if package 92 has been sent to the workstation. If not, send package 92 to the workstation.
3. The Sedonaremotecontrol.dll must be registered.
  - a. Open a command prompt as an administrator on the operator's workstation and browse to the manitou directory.
  - b. Use Regsvr32 to register the dll. Example: C:\Program Files (x86)\Bold Technologies\Manitou>regsvr32 sedonaremotecontrol.dll.
4. Open a linked account in the operator workstation.
5. Click on the Sedona icon on the menu bar and select 'Open Customer'.