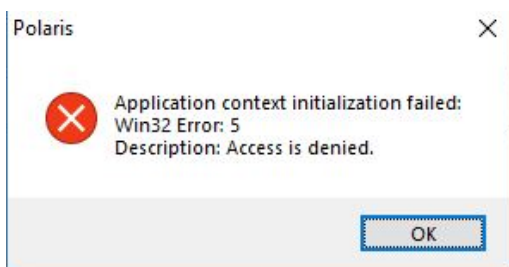


How to Fix Polaris Login Issue - Win32 Error: 5

The following instructions will guide staff through how solve the **Win32 Error: 5** issue when logging into the desktop Polaris client.

Identifying the error

If the Win32 Error: 5 message (pictured below) appears on a staff computer, it has been discovered that it is due to the computer not being fully up-to-date to the current Windows 10 operating system (Windows 10 - 22H2).



Upgrading your computer to 22H2

To solve this issue, ensure your computer is up-to-date by following these steps:

1. Open the **Start** menu and select **Settings** (gear icon), then select **Update & Security**.
2. Click the **Check for updates** button that appears to search for any that may be available. If this button doesn't appear, click **Check online for updates from Microsoft Update** (this will be in blue text).
3. Download and install any updates that appear, especially any feature updates. **If asked to download/install Windows 11, please decline the prompt.**
4. Once your computer is updated to version 22H2 and has been restarted, attempt to access Polaris again. If you are unsure that the update has gone through, open **Settings** from the **Start** menu again, select **System** and then **About**. Look for the version under Windows specifications. If it reads 22H2, your computer is up-to-date.

Questions?

If you have any questions, contact the TSI Department at ask@nlls.ab.ca.