

Cannot logoff or reboot a computer running the WAFS Agent or WAFS Server after logging on and off the system multiple times

**THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- WAFS/CDP v3.7.1 and earlier

**SYMPTOM**

Cannot log off or reboot a computer running the WAFS Agent or WAFS Server after logging on and off the system multiple times

**RESOLUTION**

Occasionally, if you log off of the system and then log back in, when you attempt to log off again, you are unable to log off or to reboot the computer.

If this occurs, do one of the following:

- Stop the Server or Agent service that is running on the computer. You should now be able to log off or reboot the computer, if necessary.
- Alternately, you can run the executable **AvailLogOff.exe** in **C:\AVCStuff**. Running **AvailLogOff.exe** issues the logoff command and logs the computer off of the system.

This is a known issue and is expected to be resolved in an upcoming release.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10452/Cannot-logoff-or-reboot-a-co...>