

# Enterprise - Apps.OnTempWorks.com Troubleshooting

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## What is Apps.ontempworks.com?

[Apps.ontempworks.com](#) is the latest model for running TempWorks Enterprise Infinity. We highly recommend utilizing this method to log in. For log in instructions for general users, check out [Logging in to Enterprise Overview](#).

Internet access is required and connectivity to Apps.OnTempWorks.com IP address space on the appropriate protocols must not be restricted by your local network.

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## Troubleshooting

This section reviews some of the common troubleshooting steps when using [apps.ontempworks.com](#).

### Improper ImCompatibilityLevel

Some computer vendors and other 3rd party software may set an `ImCompatibilityLevel` that is outdated and incompatible with TempWorks RemoteApp and other secure network services. This has been experienced most prevalently with some new Windows 8.1 laptops from Lenovo, but could affect other systems as well.

The setting can be found in the Windows Registry by using RegEdit, great care must be taken in modifying the registry, consult your IT provider.

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\LmCompatibilityLevel >
```

The value needs to be 3 or higher. (Probably best to remove the `LmCompatibilityLevel` key altogether, don't break the registry!)

On a Windows 8+ computer you can remove the `LmCompatibilityLevel` key and the default will work.

### Slow Document Attachment and Retrieval Over Remote App Drive Shares

Firstly, if you are using Windows XP ensure the latest RDP client and hot fixes are installed which can contribute to slow file transfer performance.

Check your network connection quality to understand your effective throughput. You can do this using [TempWorks network connection Quality test](#). Understand that this test will give different results than popular sites like [speedtest.net](#), the reason for this is that popular sites seek to measure maximum speed of your connection but do

not make any attempt to test the quality of the connection which can reduce effective throughput. Take a screenshot of the results or record the "test ID" for later reference by TempWorks Support team.

Another test you can perform is to estimate the effective throughput of the remote app drive share by attaching and then downloading one of the following test files as a document on a test customer/employee record.

[tiny.file.bin](#) 

[small.file.bin](#) 

[Medium.file.bin](#) 

[large.file.bin](#) 

The following table can be used to estimate the effective throughput of your connection based on the time it takes to attach (upload) or save (download) the test file in TempWorks.

<b>Tiny file: 1 MB</b>	<b>Small file: 3 MB</b>	<b>Medium file: 12 MB</b>
30 second = 1/4 Mbps	25 second = 1 Mbps	45 seconds = 2 Mbps
15 seconds = 1/2 Mbps	12 second = 2 Mbps	30 seconds = 3 Mbps
8 seconds = 1 Mbps	8 second = 3 Mbps	18 seconds = 5 Mbps
4 seconds = 2 Mbps	5 second = 5 Mbps	9 seconds = 10 Mbps
< 1 seconds = >8 Mbps	< 3 second = >10 Mbps	<4 seconds = >20 Mbps

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