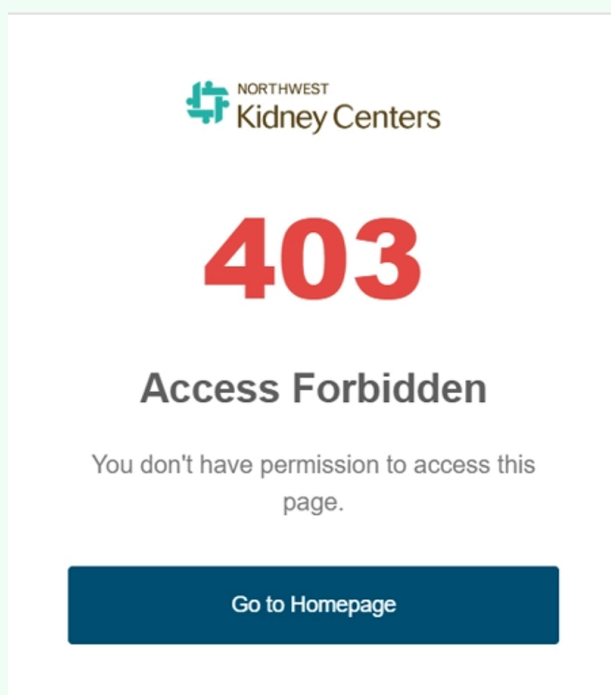# Troubleshooting Prophix Contributor Add-in
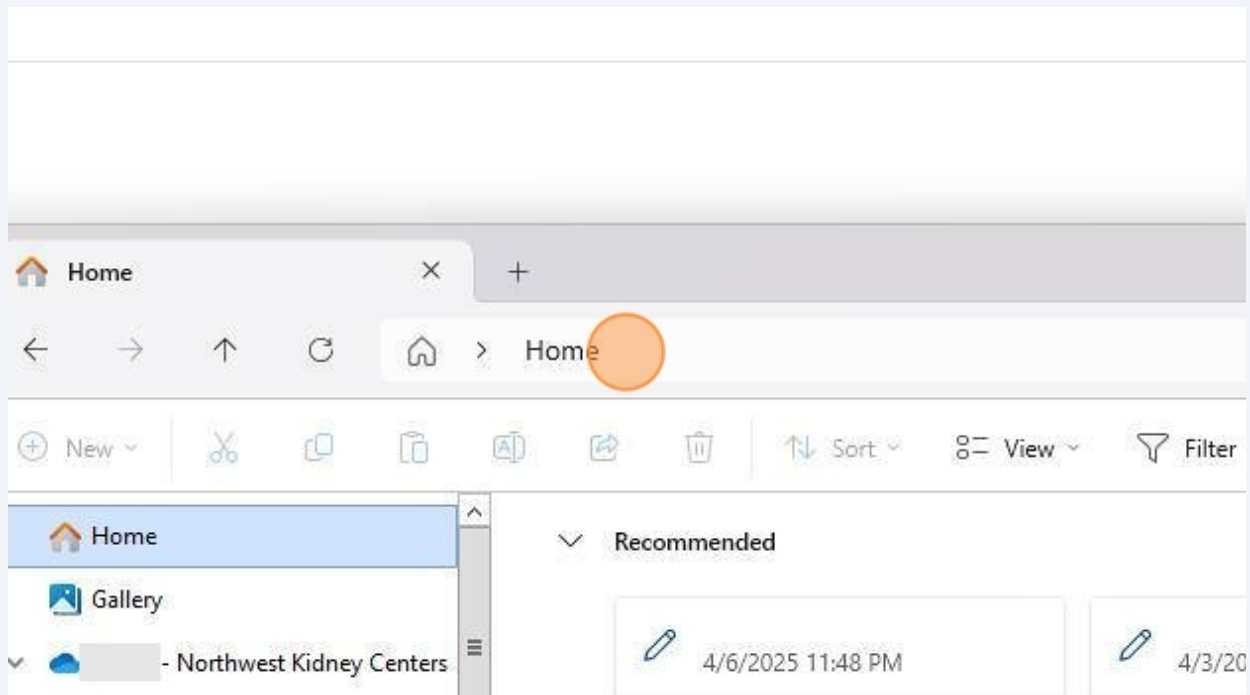
This guide shows how to troubleshoot the Contributor app by clearing your Excel cache.

(i) If you get this error when trying to use the Prophix **Contributor** add-in via Excel, proceed with steps below.

⚠ CLOSE ALL Microsoft Applications prior to proceeding.
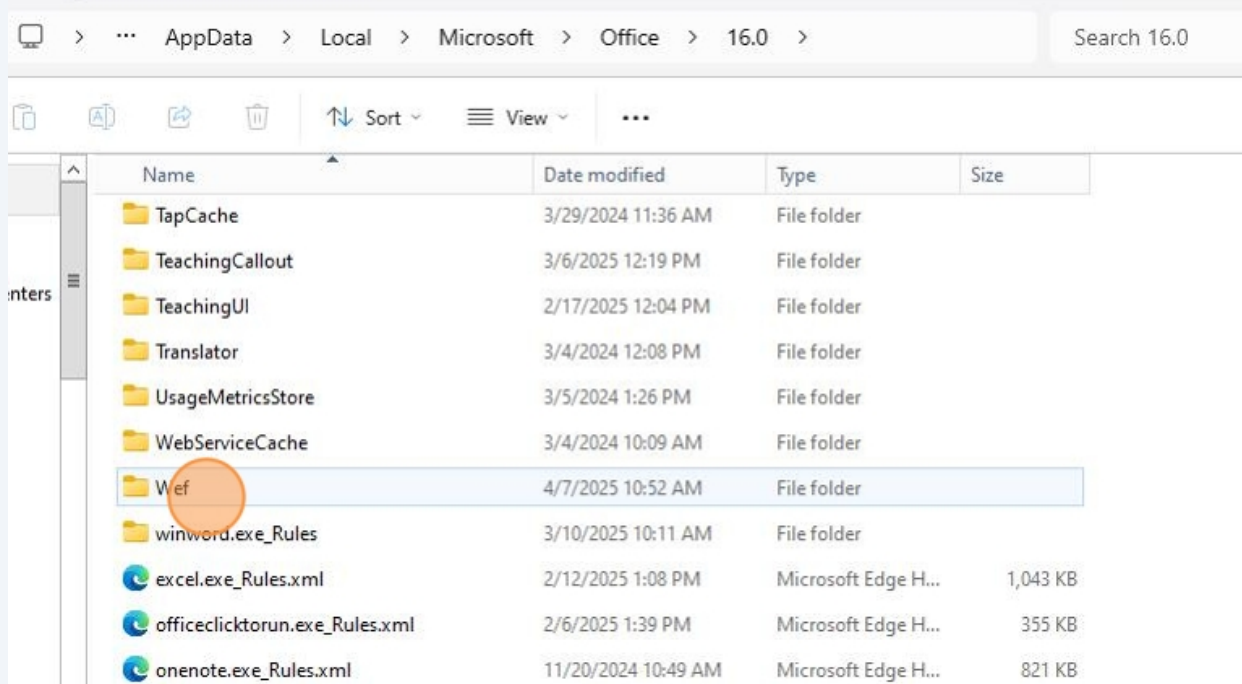This includes Outlook, Teams, Word, Excel, PowerPoint, etc.

1 Open File Explorer and select the Navigation bar.

2 Type the following pathway:

%LOCALAPPDATA%\Microsoft\Office\16.0

3 Search for the folder **Wef** and **delete** this folder.

Name	Date modified	Type	Size
TapCache	3/29/2024 11:36 AM	File folder	
TeachingCallout	3/6/2025 12:19 PM	File folder	
TeachingUI	2/17/2025 12:04 PM	File folder	
Translator	3/4/2024 12:08 PM	File folder	
UsageMetricsStore	3/5/2024 1:26 PM	File folder	
WebServiceCache	3/4/2024 10:09 AM	File folder	
Wef	4/7/2025 10:52 AM	File folder	
winword.exe_Rules	3/10/2025 10:11 AM	File folder	
excel.exe_Rules.xml	2/12/2025 1:08 PM	Microsoft Edge H...	1,043 KB
officeclicktorun.exe_Rules.xml	2/6/2025 1:39 PM	Microsoft Edge H...	355 KB
onenote.exe_Rules.xml	11/20/2024 10:49 AM	Microsoft Edge H...	821 KB

4 Tip: If you see this message, **it means you didn't close all of your Microsoft Products**. Close the application(s) and try again.

Folder In Use

The action can't be completed because the folder or a file in it is open in another program

Close the folder or file and try again.

Wef
Date created: 3/26/2025 12:46 PM

Try Again   Cancel

Fewer details