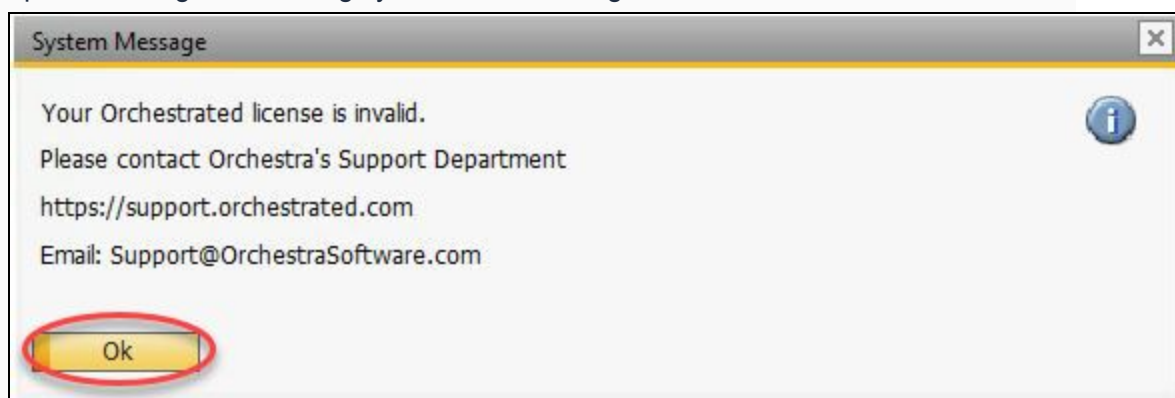# Summary

A known issue for any user when logging into the Orchestrated for the first time in a new environment or if actions/processes are performed in the system before the add on fully loads.
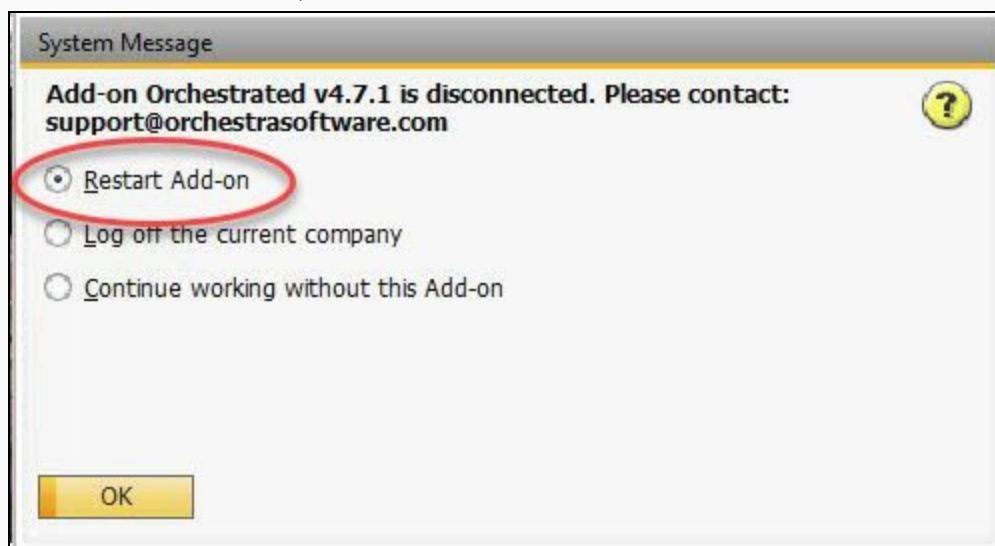
When logging into Orchestrated, please wait approximately 20 seconds until the green system message bar at the bottom of the screen says "Orchestrated add-in has fully loaded" before performing any actions in the system.

How to Fix

1. Upon receiving the following system error message, Click OK.

2. Select "Restart Add-on", then click Ok.

3. If the Add-on still does not start, you can manually restart via: Administration > Add-Ons > Add-on Manager. Then, highlight the add-on Orchestra Software > Yellow Stop button > then Yellow Start Button. For additional information, please see: How do I Restart the Orchestrated Add-On?