

**2017**

## **Q60011712 - The ArcSAP utility keeps crashing when I try to open it.**

Most of users install MRAID and ArcSAP at same time, so it will create a MRAID folder in Applications folder. ArcSAP cannot work on the machine that it has been created MRAID folder. Please manually create a MRAID folder in Applications folder to solve the issue. New version ArcSAP utility will create the application folder when it is installed.

Unique solution ID: #1723

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