

# “unexpected error occurred” message when clicking on VisualSP help items

 [support.visualsp.com/knowledge-base/unexpected-error-occurred-message-when-clicking-on-visualsp-help-items/](https://support.visualsp.com/knowledge-base/unexpected-error-occurred-message-when-clicking-on-visualsp-help-items/)

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Applies to: **VisualSP Classic**

## Problem

The “unexpected error occurred” message shows up when clicking on VisualSP help items.

The ULS log with the correlation ID show the below info:

Application error when accessing  
/\_layouts/15/SharePointVideos.VisualSP/VisualSPHelpConsumerSettings.aspx,  
Error=Could not find any resources appropriate for the specified culture or the neutral culture. Make sure “Resources.SharePointVideos.VisualSP.resources” was correctly embedded or linked into assembly “App\_GlobalResources.z7e23pa-” at compile time, or that all the satellite assemblies required are loadable and fully signed.

## Solution

At the time of installation, the .resx files did not get propagated to the web application that is showing this error.

On the server that is having issues, run the Install-SPApplicationContent cmdlet (it doesn't take any parameters) and it should copy the missing files to the web application. Note that running this cmdlet will temporarily stop all IIS sites so take the server out of the load balancer rotation or run it during off hours before executing the cmdlet.

Note: Run this from the SharePoint Management Shell and make sure to load the shell as an administrator.

Alternative option: copy the SharePointVideos.VisualSP.\*.resx files from C:\Program Files\Common Files\microsoft shared\Web Server Extensions\15\Resources and put them into the App\_GlobalResources folder of the web application that is having issues with (they should be copied to every web application that the solution was deployed to). The default folder path for the web application will be something like C:\inetpub\wwwroot\wss\VirtualDirectories\<SomeNameAndPort>\App\_GlobalResources (unless a custom path is in use). Doing it this way would avoid the IIS reset.

**Supplemental note:**

This problem might indicate an environmental issue that prevented the SharePoint deployment timer job from fully executing. The .wsp file specifies where the files belong and SharePoint is responsible for getting the files into the proper location, so if this process is failing then an evaluation of the health environment is strongly suggested. Contact us and we can put you in touch with a team member to do a health check of your system as this problem might indicate a larger problem in your environment.

Updated on January 18, 2018

Tagged: VisualSP Classic