KNOWLEDGE BASE ARTICLE

# Why Password Vault Does Not Load: "Something Went Wrong" and Permission Errors

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## Overview

When Password Vault does not show your entries, the screen tells you where to look. This article lists the symptoms with a quick check and the fix for each. Some fixes are for the user, others need an administrator with the appropriate Microsoft 365 role.

It helps to know how the **web part** gets its data. Each user's vault is one file, `vitextra-password-vault.json`, in the app folder of **the user's own OneDrive**. When the page opens, the web part reads this file through **Microsoft Graph** with the user's own identity; if the file does not exist yet, it creates an empty one. Every change is saved back to the same file. Nothing is stored on the page, in SharePoint lists or on Vitextra servers. Details: KB10453. Where Password Vault Stores Your Passwords: The OneDrive App Folder.

## Start here: what does the web part show?

| What you see | Go to |
|---|---|
| *Sorry, something went wrong. Please refresh the page and try again.* and a **Refresh** button, no entries | **The vault cannot be opened** |
| The entries are shown, with the same red message above the **list** | **Refresh failed** |
| A red message for a few seconds after you save, delete or mark an entry, or on the **Set up PIN**, **Change PIN** or **Reset** screen | **A change cannot be saved** |
| An entry added or changed on another device or in another tab is missing | **Changes made elsewhere are not shown** |
| The vault locks itself and the PIN you used before is not accepted | **Changes made elsewhere are not shown** |
| The entries are listed with empty values, and the correct PIN is not accepted | **Entries appear empty** |
| The **Set up PIN** screen, although you already had entries | **The vault is empty and asks for a new PIN** |
| The **Reset** screen with *You've entered an incorrect PIN too many times.* | **The vault is blocked** |

| What you see | Go to |
| --- | --- |
| The message *We hope you enjoyed your free trial...* | **The license message** |

# The vault cannot be opened

**Symptom.** Instead of the list, the web part shows the red message *Sorry, something went wrong. Please refresh the page and try again.* and a **Refresh** button.

**Cause.** The web part could not read the vault file from the user's OneDrive when the page loaded. The causes, from the most common:

## 1. The Microsoft Graph permission has not been approved

Password Vault requests one delegated Microsoft Graph permission, **Files.ReadWrite.AppFolder**, which allows it to read and write files only in its own app folder of the user's OneDrive. If the required permission has not been granted to the SharePoint client principal, the web part cannot read or create the vault. A pending package request alone does not prove that the permission is missing: another SPFx solution may already have obtained it.

**Check.** In the **SharePoint admin center**, open **Advanced** → **API access**. If the request *Microsoft Graph - Files.ReadWrite.AppFolder* is listed under **Pending requests**, it has not been approved.

**Fix.** A Global Administrator approves the request. The SharePoint Administrator role alone is insufficient for Microsoft Graph permissions. Then reload the page or click **Refresh**. Step-by-step instructions: KB10454. Microsoft Graph Permission Files.ReadWrite.AppFolder: Why Password Vault Needs It and How to Approve It and KB10360. How to Approve Microsoft Graph API Permissions for Vitextra Solutions in the SharePoint Admin Center.

**Note**

When the package is updated or deployed again, check the **API access** page once more: if a new request appears there, it must be approved as well.

## 2. The user has no OneDrive

The vault is stored in the user's own OneDrive, so a user without a OneDrive in the

**tenant** cannot use Password Vault. If the error appears only for **some** users while others work normally, this is the first thing to check.

**Check.** Ask the user to open OneDrive in **Microsoft 365** (for example from the app launcher). If OneDrive does not open, or the user's OneDrive has not been set up yet, the web part cannot open the vault either.

**Fix.** A Microsoft 365 administrator makes sure that the user has a license that includes OneDrive and that the user's OneDrive has been provisioned. Then the user reloads the page.

### 3. A network or a temporary Microsoft Graph error

The browser could not reach Microsoft Graph or the user's OneDrive at that moment - the user is offline, a proxy or content filter blocks the request, or the service returned a temporary error.

**Check and fix.** Click **Refresh**. If the vault opens, it was a short interruption. If the error stays only on one network or one computer, open OneDrive in a new tab on the same computer; if OneDrive does not work either, the network or the browser blocks Microsoft 365 services and must be fixed first. In **Microsoft Teams**, the same must work from the Teams client.

**Warning**

The error screen does not mean that your data is lost. When the web part cannot read the vault, it does not create a new one in its place: it creates an empty vault only when it finds that the file does not exist at all. As soon as the cause is fixed, your entries are shown again.

## Refresh failed

**Symptom.** The list of entries is shown, and the red message *Sorry, something went wrong. Please refresh the page and try again.* stays above it.

**Cause.** The vault was opened successfully earlier, but a later reload of the file - with the **Refresh** button - failed. The list still shows the data loaded before.

**Fix.** Click **Refresh** again once the connection is back, or reload the page. The message disappears after a successful reload. Do not make changes while the message is shown: the list may be out of date (see **Changes made elsewhere are not shown**).

## A change cannot be saved

**Symptom.** After you click **Save** in the **New Item** or **Edit Properties** dialog, confirm **Remove**, or click the star of an entry - or after you click **Save** on the **Set up PIN** screen or **Change PIN** on the **Change PIN** screen or confirm **Reset** on the **Reset** screen - a red message *Sorry, something went wrong. Please refresh the page and try again.* appears for a few seconds.

**Cause.** The vault file could not be written to OneDrive - usually a network interruption or a temporary Microsoft Graph error. The change is applied only when the save succeeds, so the vault stays as it was.

**Fix.**

- When saving a new or edited entry fails, the dialog stays open with your input. Wait a moment and click **Save** again.
- When removing an entry or changing a favorite fails, simply repeat the action.
- When saving fails on the **Set up PIN**, **Change PIN** or **Reset** screen, the message is shown on that screen and the screen stays open. Wait a moment and repeat the step.
- If the error persists, copy the values you typed somewhere safe, reload the page and check the causes in **The vault cannot be opened**.

## Changes made elsewhere are not shown

**Symptom.** You added or changed an entry on another computer, in another browser tab or in Microsoft Teams, but the open page does not show it.

**Cause.** The web part reads the vault file when the page opens and works with that copy until it is reloaded. It does not watch the file for changes made on other devices. Changes made elsewhere appear when you click **Refresh**, and also after the next save or unlock on this page.

**Fix.** Click the **Refresh** button (the circular arrow at the top right of the web part) or reload the page.




*The Refresh button*

**Note**

Changes to different entries are preserved when a version conflict is resolved by loading the latest file and applying your change again. For the same entry, the last saved complete draft can replace earlier changes; fields are not merged individually. Remote changes are detected only when the latest file is successfully loaded: on refresh, during PIN verification, or after a save conflict. A changed PIN locks the current session and requires the new PIN. A reset that removed the PIN shows **Set up PIN**, rather than asking for a new PIN that has not yet been created.

## Entries appear empty

**Symptom.** The web part lists your entries, but their names and values are empty, and the correct PIN is never accepted.

**Cause.** The page runs an older version of Password Vault. The current version encrypts the vault with a key derived from the PIN and converts an existing vault to its new file format automatically the first time the correct PIN is entered. Older versions cannot read a converted vault. This happens when an older version of the package is still deployed in another **app catalog** of the tenant - for example, in a **site collection** app catalog - after the vault has been converted on a page with the current version. The entries are not lost: the current version shows them as usual.

Conversion requires the old key to decrypt every entry and the converted file to be saved successfully. If either condition fails, the vault is not migrated; entering the correct PIN alone does not guarantee conversion.

**Fix.** An administrator updates Password Vault in **every** app catalog of the tenant - the tenant app catalog and each site collection app catalog where the package is deployed; see KB10050. How to Update a Vitextra SPFx Solution in SharePoint Online and KB10361. Tenant App Catalog vs. Site Collection App Catalog: Where to Deploy Vitextra Apps. Do not use pages with an older version after the update, and reload pages that were already open before it.

## The vault is empty and asks for a new PIN

**Symptom.** The web part shows the **Set up PIN** screen, although you already had a vault with entries.

**Cause.** The web part shows this screen when the vault file contains no PIN - that is, when the vault has been reset, or when the file was not found in the app folder of

your OneDrive and a new, empty one was created. Five wrong PINs block the vault but do not erase it. The empty vault appears only after a user confirms **Reset** and the reset is saved successfully; this may have happened on another device or in Microsoft Teams.

**What to do.** If the vault has been reset, its entries cannot be brought back by Password Vault. Set up a new PIN and add the entries again; see KB10442. How to Set Up Your PIN in Password Vault. If you did not reset the vault and nobody else uses your account, contact your Microsoft 365 administrator before you set up a new PIN.

## The vault is blocked

The **Reset** screen with the text *You've entered an incorrect PIN too many times.* is not an error of the web part: the wrong PIN was entered five times in a row. What it means and what **Reset** does is explained in KB10461. Why Password Vault Is Blocked: "You've Entered an Incorrect PIN Too Many Times".

## The license message

**Symptom.** The whole web part is replaced by the message *We hope you enjoyed your free trial. Buy it now to keep it working.*

**Cause.** The trial period has ended or the subscription has expired for your tenant. Until the license is renewed, users cannot open their entries. The vault files in the users' OneDrive are not changed or deleted; the entries are shown again as soon as the license is active.

**Fix.** See KB10365. Why Does a Vitextra Web Part Show "We Hope You Enjoyed Your Free Trial"? License Messages and Fixes, KB10364. What Happens When Your Vitextra Trial or Subscription Expires and KB10206. Vitextra Licensing and Account: How to Buy and Activate a License.

**Tip**

If Password Vault is missing from the web part toolbox or from the apps of your **site**, the package is not installed or not available on that site; see KB10035. How to Install a Vitextra Product in SharePoint Online.

# Terms

**App Catalog**
The App Catalog is a special SharePoint site that stores apps for SharePoint, Teams, and other Microsoft 365 services. Global or SharePoint administrators can upload and manage applications from the AppSource marketplace, custom-developed apps, or third-party apps for the organization's internal use. There can be only one tenant-level App Catalog in a tenant; site collection app catalogs can be added for individual site collections.

**List**
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

**Microsoft 365**
Microsoft 365 is a cloud-based subscription service that combines productivity apps such as Word, Excel, PowerPoint, and Outlook with cloud services such as SharePoint, OneDrive, Teams, and Exchange Online, together with advanced security and device management.

**Microsoft Graph**
Microsoft Graph is a REST API secured with Microsoft Entra ID (formerly Azure Active Directory) and OAuth 2.0. It provides a single endpoint for accessing data and services in Microsoft 365, such as SharePoint, Outlook, OneDrive, Teams, and others.

**Microsoft Teams**
Microsoft Teams is a chat-based collaboration platform for business communications with features for online meetings, live events, and document sharing.

**SharePoint Admin Center**
The SharePoint admin center is the web portal where SharePoint administrators manage sites, sharing and access settings, the App Catalog, storage, and other SharePoint Online settings for the tenant.

**Site**
A SharePoint site is a container for information within the SharePoint platform. Sites

typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

**Site Collection**
A site collection is a group of one or more SharePoint sites, subsites, and related content. A site collection typically shares common settings, permissions, and configuration, providing a cohesive environment for users to work together on projects, departments, or specific areas of focus. Site collections are often used to separate content and control access rights based on organizational structure, security requirements, or project needs.

**Tenant**
A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services. The tenant holds the organization's information, such as users and domains (Microsoft Entra ID), configurations, subscriptions, and services. An organization receives a tenant by signing up for Microsoft 365 services.

**Web Part**
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.