KNOWLEDGE BASE ARTICLE

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

2026 © Vitextra SIA. All rights reserved.

Disclaimer

For the purposes of this Disclaimer:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to Vitextra SIA, LV-1009 Riga, Matise iela 61 - 25.
- **Document** refers to the Knowledgebase Article.
- **You** means the individual accessing the Document, or the company, or other legal entity on behalf of which such individual is accessing or using the Document, as applicable.
- **Website** refers to Vitextra, accessible from https://vitextra.com

Disclaimer

The information contained in the Document is for general information purposes only.

The Company assumes no responsibility for errors or omissions in the contents of the Document.

In no event shall the Company be liable for any special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, negligence, or other torts, arising out of or in connection with the use of the contents of the Document. The Company reserves the right to make additions, deletions, or modifications to the contents in the Document at any time without prior notice.

Errors and Omissions Disclaimer

The information given by the Document is for general guidance on matters of interest only. Therefore, errors can occur even if the Company takes every precaution to ensure that the Document's content is current and accurate. Plus, given the changing nature of laws, rules, and regulations, there may be delays, omissions, or inaccuracies in the information contained in the Document.

The Company is not responsible for any errors or omissions, or for the results obtained from the use of this information.

Fair Use Disclaimer

The Company may use copyrighted material that the copyright owner has not explicitly authorized. The Company is making such material available for criticism, comment, news reporting, teaching, scholarship, or research.

The Company believes this constitutes a "fair use" of any such copyrighted material as provided for in section 107 of the United States Copyright law.

If You wish to use copyrighted material from the Document for your own purposes that go beyond fair use, You must obtain permission from the copyright owner.

"Use at Your Own Risk" Disclaimer

All information in the Document is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose.

The Company will not be liable to You or anyone else for any decision made or action taken in reliance on the information given by the Service or for any consequential, special or similar damages, even if advised of the possibility of such damages.

Contact Us

If you have any questions about this Disclaimer, You can contact Us by email: support@vitextra.com.

Table Of Contents

Overview 4

Start here: what does the web part show? 4

The vault cannot be opened 5

1. The Microsoft Graph permission has not been approved 5

2. The user has no OneDrive 5

3. A network or a temporary Microsoft Graph error 6

Refresh failed 6

A change cannot be saved 6

Changes made elsewhere are not shown 7

Entries appear empty 7

The vault is empty and asks for a new PIN 8

The vault is blocked 8

The license message 8

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 a SharePoint administrator.

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. Until an administrator approves this request, the web part cannot read or create any vault, so **every** user sees the error screen. This is the usual cause right after the first installation.

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 SharePoint administrator (or Global Administrator) approves the request. 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** or **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.

Note

Changes made elsewhere are **not overwritten**. Every save is sent with the version of the vault file that it was built from; if the vault has been saved on another device or in another tab in the meantime, the web part loads the latest file and applies your change to it. If the PIN was changed — or the vault was reset — on another device, the open page locks itself as soon as it notices this (on **Refresh**, on a save or when you unlock) and asks for the new PIN; the old PIN no longer works there.

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.

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. A reset happens after five wrong PINs in a row, and it can have been performed on another device or in Microsoft Teams, because all of them use the same vault file.

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. For problems specific to Microsoft Teams, see KB10457. How to Add Password Vault to Microsoft Teams.