

# Resolving Common Errors Quick Start Guide

by

**PARTNET**

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## Revision History

Revision Date	Author	Summary of Changes
11 / 02 / 2023	Leigh Hibner	Update Formatting

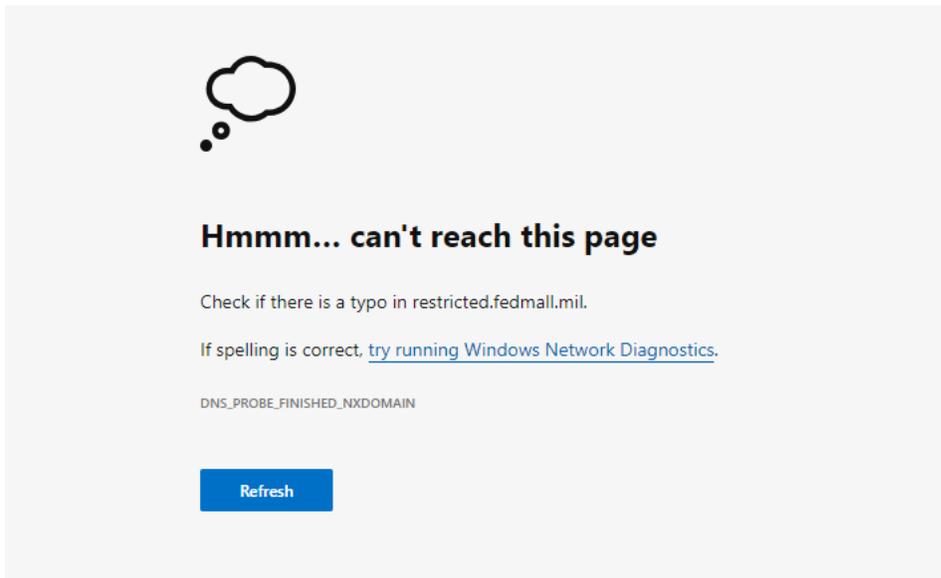
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# 1. Errors Observed During Registration

## 1.1 After Clicking Sign In / Register and Selecting Certificate, the Browser Returns “This page cannot be displayed.”

When starting a login/registration, in conjunction with accepting the DoD Notice and Consent banner, you will be prompted to present an identifying certificate (e.g. Common Access Card (CAC), Personal Identify Verification (PIV) card, or hard External Certification Authority (ECA) token). If you see this page after selecting your certificate, we may need to review the trust chain associated with your certificate.



*“Page can’t be displayed” error message*

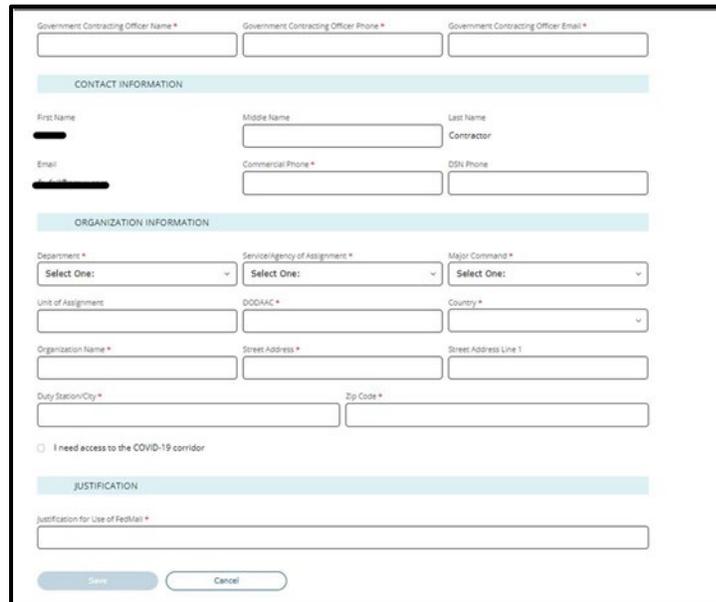
To resolve this please open a help desk ticket and include a screenshot of your certificate details. Users can go to:

- Internet Options
- Content tab
- Certificates button
- View button

Please take screenshots of the information on the General tab and the Certification Path tab.

## 1.2 Unable to Submit Registration when Registering as a Contractor

When registering as a contractor you **MUST** fill in all the fields in the Contract Information section. Although an error may not display all fields are required and you will not be able to submit your registration if you leave them blank. Please fill in all the fields in the Contract Information section and then hit the “submit” button. Please note that the user must also register as a contractor via PIEE. For PIEE registration issues please contact the PIEE helpdesk at [disa.global.servicedesk.mbx.eb-ticket-requests@mail.mil](mailto:disa.global.servicedesk.mbx.eb-ticket-requests@mail.mil) or 1-866-618-0032.



The screenshot shows a registration form with the following sections:

- CONTACT INFORMATION:** Fields for Government Contracting Officer Name, Phone, and Email.
- CONTACT INFORMATION (continued):** Fields for First Name, Middle Name, Last Name, Email, Commercial Phone, and DDN Phone.
- ORGANIZATION INFORMATION:** Fields for Department, Service/Agency of Assignment, Major Command, Unit of Assignment, DODAAC, Country, Organization Name, Street Address, Street Address Line 1, Duty Station/City, and Zip Code. There is also a checkbox for "I need access to the COVID-19 corridor".
- JUSTIFICATION:** A field for "Justification for Use of FedMall".

Buttons for "Save" and "Cancel" are located at the bottom of the form.

*U.S. Government Contractor Registration Page*

## 1.3 Generic Application Error during Registration

To resolve this error please clear the browser cache (See Paragraph 3.1 below) and log back into FedMall to attempt the registration process again.

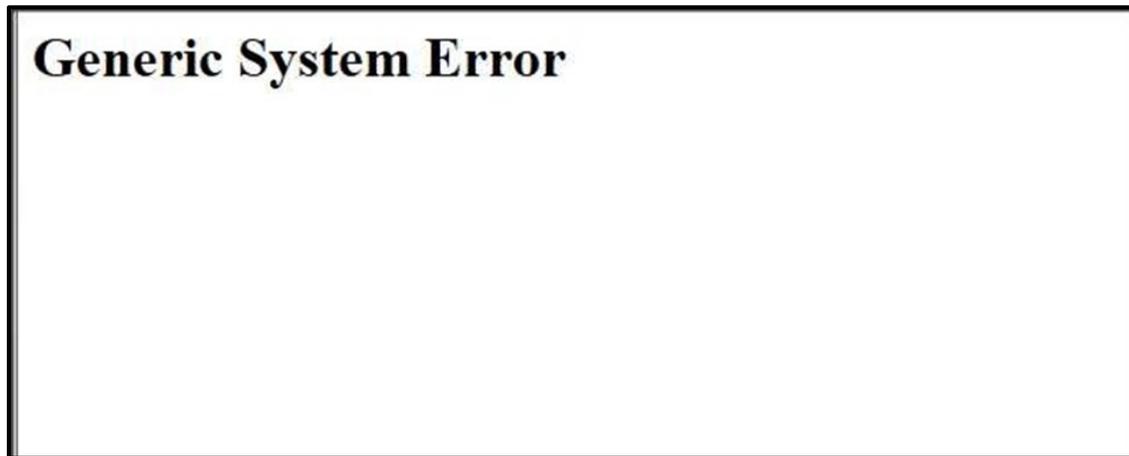


*Generic application error image*

## 2. Errors Observed After Logging On

### 2.1 Generic System Error

To resolve this error please hit the refresh button on your browser (or hit the F5 key, which will perform the same action). If this does not work, clear the browser cache (see Paragraph 3.1 below), close the browser, and log back into FedMall.



*Generic System Error Message*

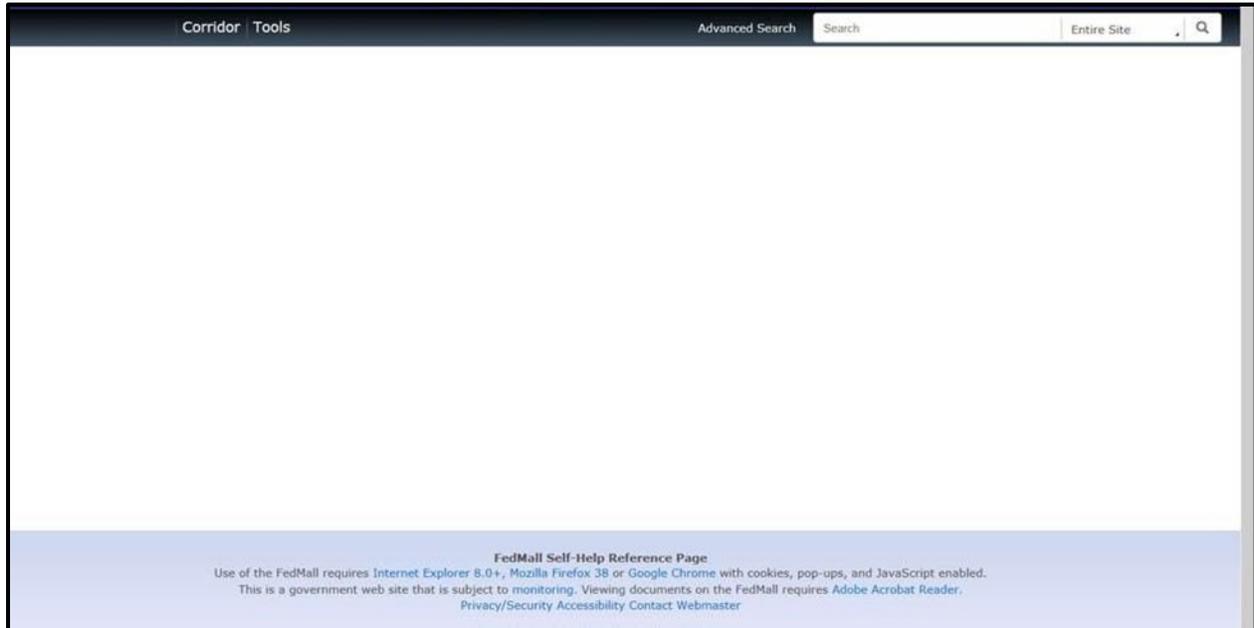
### 2.2 Tools: Accessing one of the Tools (Custom Utilities) results in the message “An Unexpected Error Occurred.”

To resolve this error, start by signing out and closing your browser. Ensure that all browser windows and tabs are closed. Reopen your browser, and log in again. This should resolve your issue.

If your issue persists, close your browser. Reopen your browser and clear the browser’s cache (see Paragraph 3.1 below). Next, clear the SSL slate (see 3.2 below). Close the browser. Reopen the browser and try again.

## 2.3 Tools: Accessing one of the tools (Custom Utilities) results in a blank screen

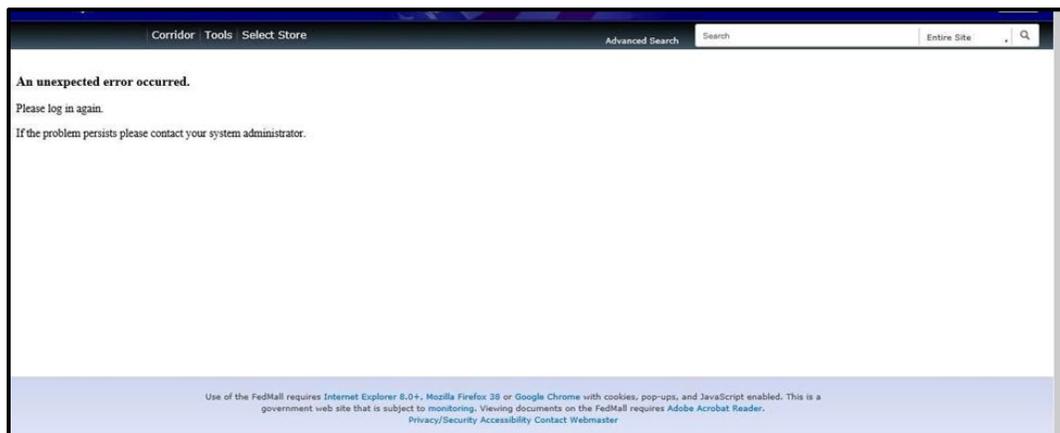
A blank screen indicates that the Custom Utilities are experiencing heavy volume right now. Please try again later.



*Blank Screen with no error appearing image*

## 3. Common Troubleshooting

### 3.1 How to clear the Cache



*An unexpected error occurred message*

### 3.1.1 FireFox

1. Click on  in the upper right hand corner of your browser.
2. Click on the History and then select Clear Recent History.
3. From the time range to clear: drop down menu, select the desired range; to clear your entire cache, select everything.
4. Next to details, click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
5. Click Clear Now
6. Exit/Quit all browser windows and re-open the browser.

### 3.1.2 Microsoft Edge

1. Select settings (via the three dots Icon  ). This brings up the Internet Options window.
2. On the settings menu select Privacy, search, and services.
3. Navigate to "Clear browsing data now" and select "choose what to clear".
4. Select "Cached images and files" and select "Clear now".
5. Exit/quit all browser windows and re-open the browser.

### 3.1.3 Chrome

1. Select  in the upper-right hand corner of the browser window.
2. On the Settings page, select Show advanced settings at the bottom of the page.
3. Under Privacy, click on the Clear browsing data... button.
4. Select the following:
  - o Browsing History
  - o Download History
  - o Cookies and other site and plug-history
  - o Cashed images and files

## 3.2 Clear SSL State

### 3.2.1 Firefox

1. Click on  in the upper-right hand corner of your browser.
2. Click on History and select Clear Recent History.
3. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
4. Next to Details, click the down arrow to choose which elements of the history to clear; to clear the SSL State, ensure that the Active Logins option is selected.
5. Click Clear Now.
6. Exit/Quit all browser windows and re-open the browser.

### 3.2.2 Microsoft Edge

1. Open the start menu (via the Windows Icon in the Operating System Toolbar ). This brings up the search feature.
2. Search for and open Internet Options.
3. Select the Content tab.
4. Select Clear SSL State.
5. Exit/quit all browser windows and re-open the browser.

### 3.2.3 Chrome

1. Select  in the upper-right hand corner of the browser window.
2. On the Settings page, select Show advanced settings at the bottom of the page.
3. Under Network, click on the Change proxy settings... button.
4. The Internet Properties dialog box opens. Click on the Content tab.
5. Click on the Clear SSL State button.
6. Exit/quit all browser windows and re-open the browser.