

## WWRS Troubleshooting Document

This is a general guide to help the PMO office gather as much information as possible to help determine the problem a user is having before reporting it to the programmers.

1. If you look at the top next to the Log On/Log Off button, does it have anything to the left? If so, what does it say?

Fix: Tell user to close all browsers and restart WWRS (no need to do a reboot of their pc; just close browsers)

2. What is your username?
3. Which country do you represent?
4. Where are you located? (i.e. at WPAFB or in-country)
5. What is the EXACT error message? Include screen shots.
6. How did you get that error? (i.e. "I clicked on the Buyer Activity Report menu item and the message appeared" or "I was in the offer lookup screen, entered a NIIN and clicked Search and the message appeared.) Also if more detail can be shown with additional screen shots, please include them.

**Note!** If user sent screen shots of error(s) send them to WWRS programmer and they will let you know what the next step to have user take.

7. Is there anything else wrong or going on? (i.e. You are unable to click on any menu items).
8. When did this error start?
9. Is the error consistent?
10. Has it ever worked? If so, when and what changed between now and then?
11. What browser and version are you using?

To determine your web browser version do the following:

- a. For Internet Explorer:
  - i. Open Internet Explorer



- ii. Go to the Tools menu. It is the last icon that looks like a wheel.
- iii. Select *About Internet Explorer*
- iv. The following window will appear. Report this version to the PMO.



- b. For FireFox
  - i. Open FireFox
  - ii. Select the Help Menu
  - iii. Choose About Firefox
  - iv. The following window will appear. Report this version to the PMO.



12. Is your browser set up correctly?

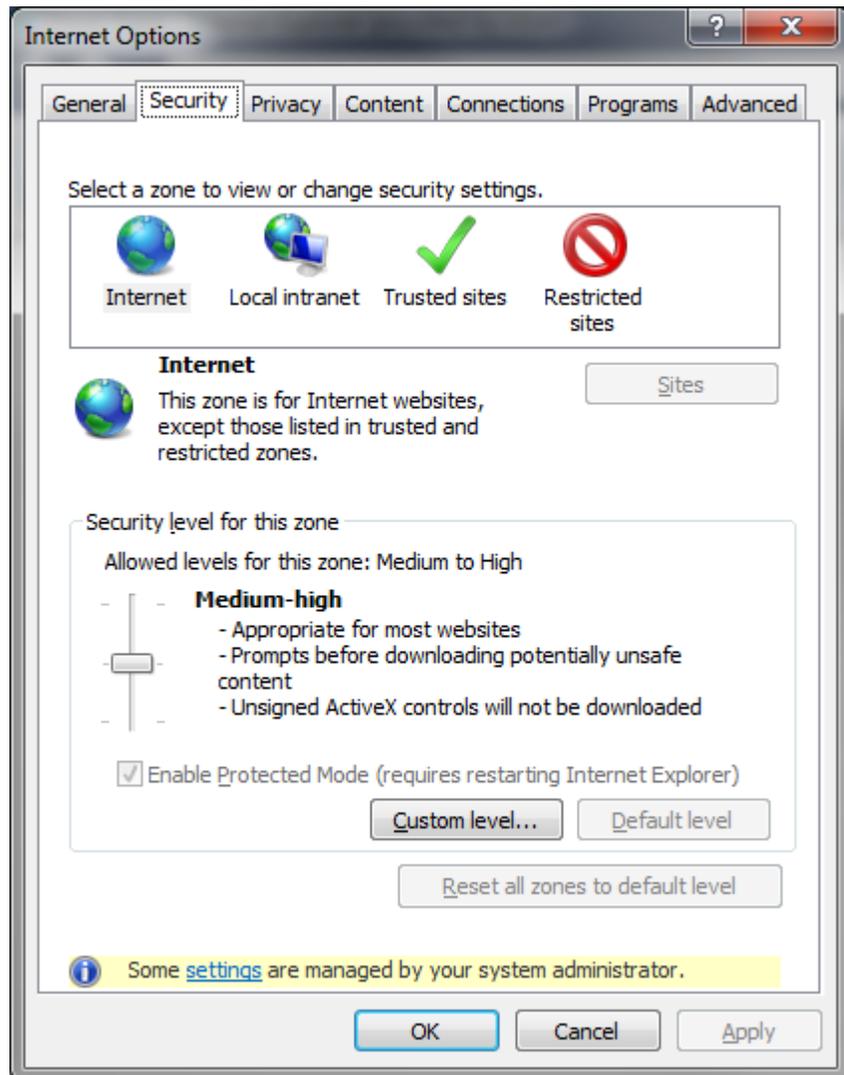
To determine if your browser is setup correctly do the following:

a. For Internet Explorer:

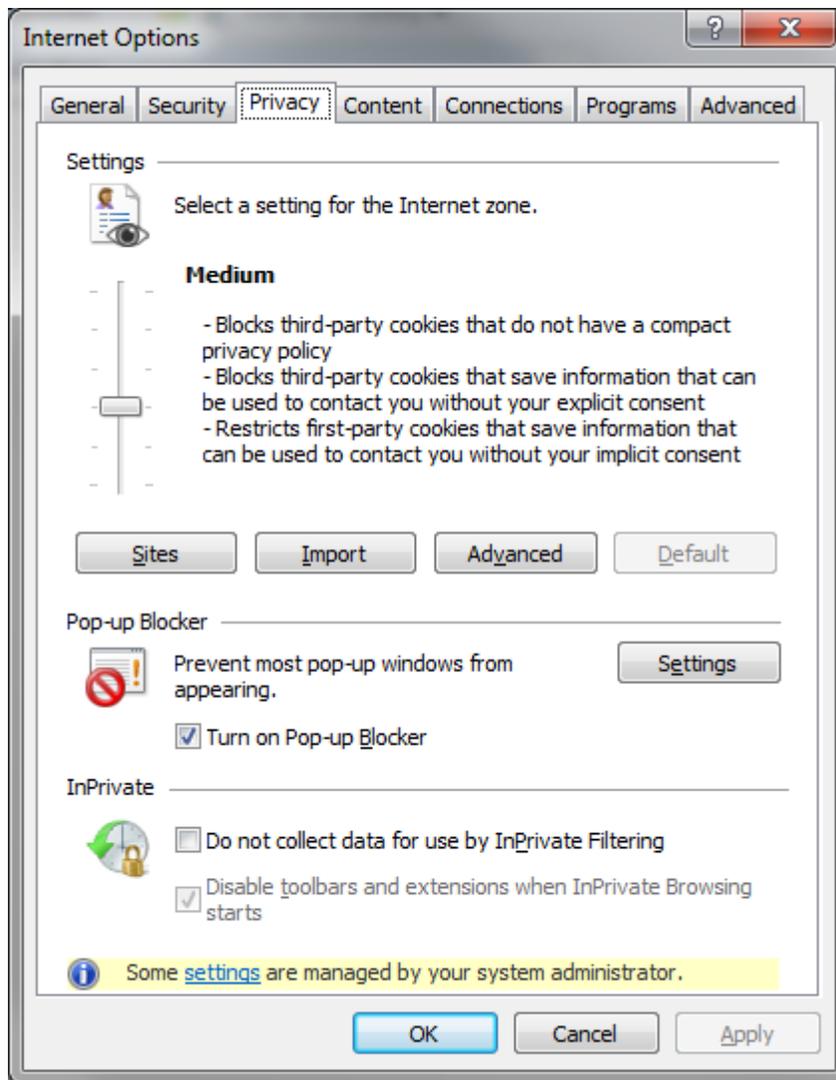
- i. Open Internet Explorer
- ii. Go to the Tools menu which is the last item that looks like a wheel



- iii. Select Internet Options
- iv. Select the Security Tab. Verify it looks like the following:

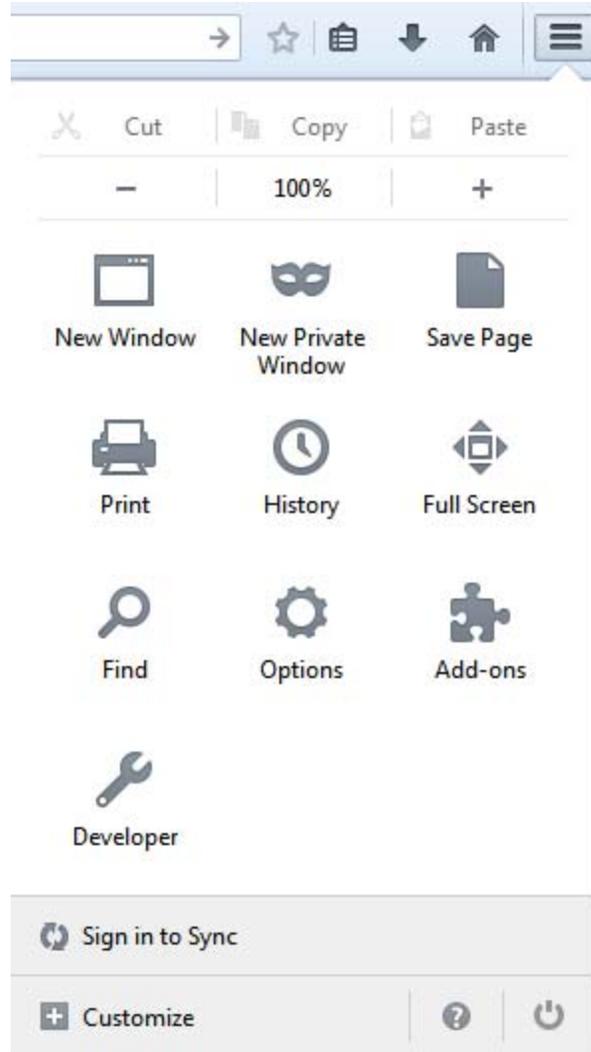


- v. Select the Privacy Tab. Verify it looks like the following:

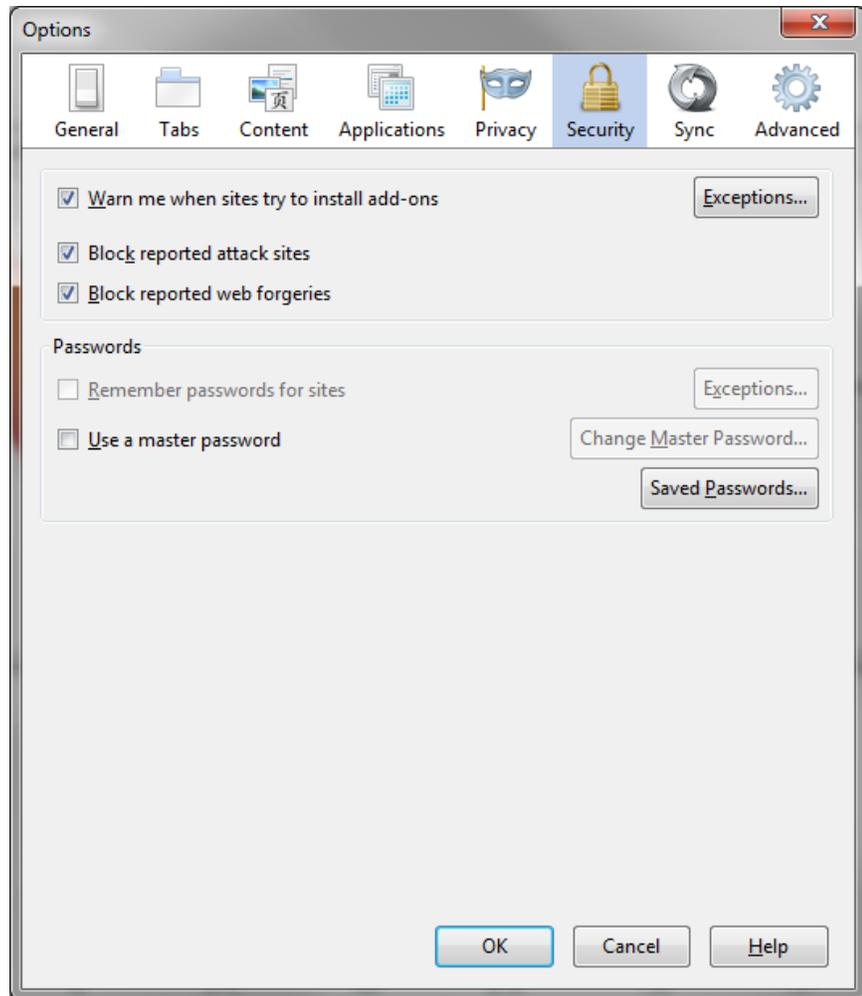


NOTE! Some settings may be site dependent and need to be set by the site system administrator.

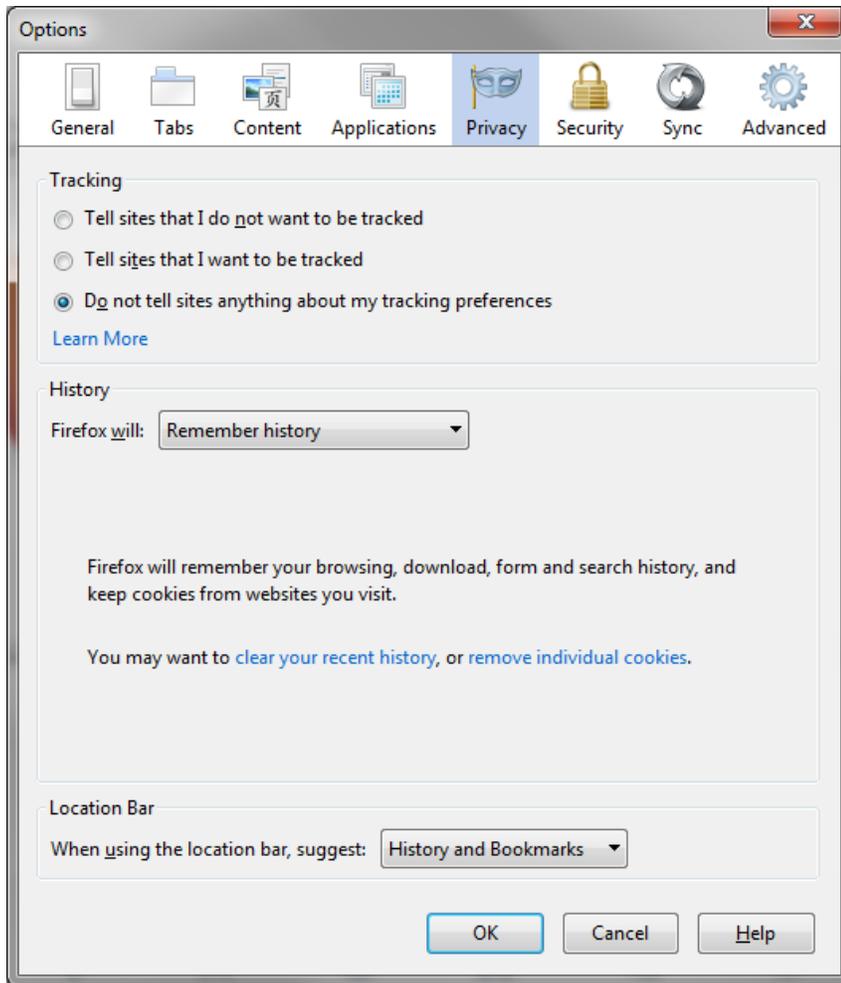
- b. For Firefox:
  - i. Open FireFox
  - ii. Go to the Tools menu.



- iii. Select Options
- iv. Select the Security Tab. Verify it looks like the following:



- v. Select the Privacy Tab. Verify it looks like the following:



NOTE! Some settings may be site dependent and need to be set by the site system administrator.