DLA FedMall

Guide to Resolving Selected Errors

Version 0.0.2

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Document History

Revision History

Revision Number	Revision Date	Summary of Changes	Author
0.0.1	June 23, 2017	Initial draft	Daniel Stevens
0.0.2	June 26, 2017	Revision 1	Don Tennant

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1   Errors Observed During Registration

1.1   After clicking Sign In / Register and selecting certificate, the browser returns "This page can't be displayed"
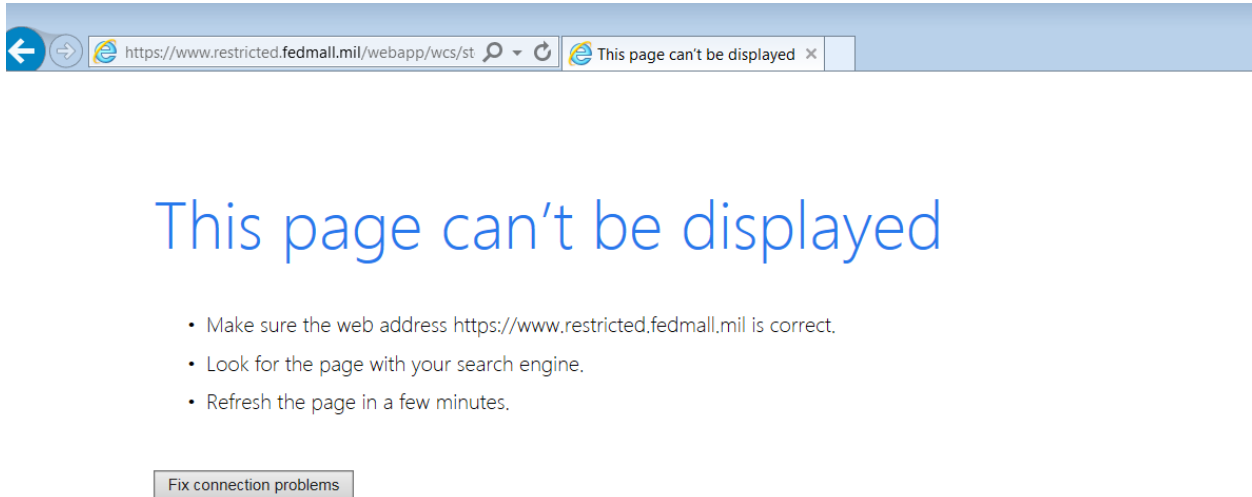

Figure 1: After selecting a certificate that is not recognized as valid, FedMall displays a "This page can't be displayed" error

Additional Details: 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. CAC, PIV, or hard ECA token). If you see this page after selecting your certificate, we may need to review the trust chain associated with your certificate.

Resolution: Please open a help desk ticket and include a screen shot 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

Figure 2: U.S. Government Contractor registration page showing required fields

Resolution: All of the fields in the Contract Information section are required, although an error may not display if you leave them blank. Please fill in *all* fields in the Contract Information section and then hit Submit.

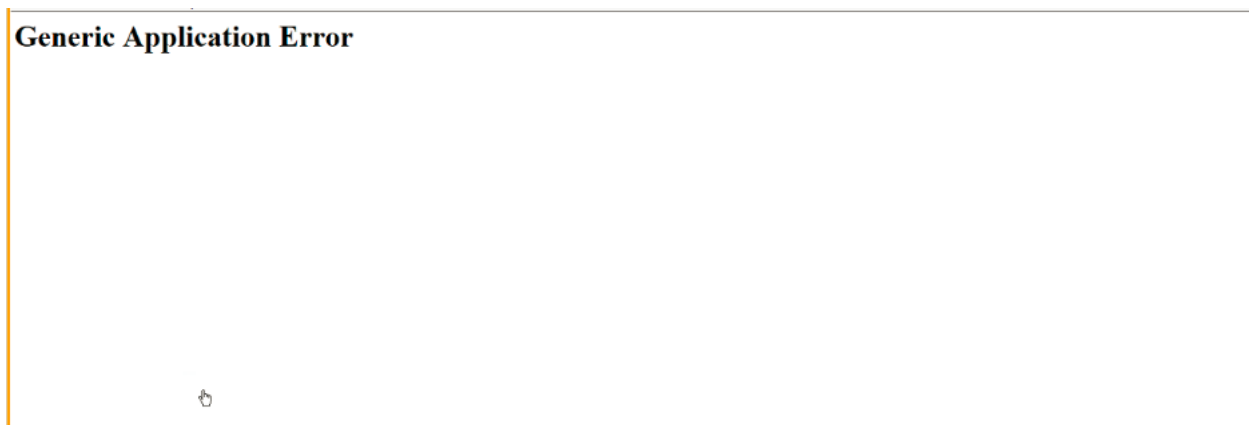## 1.3   Generic Application Error during registration

Figure 3: Generic Application error shown during registration

Resolution: Please clear the browser cache (see section 3.1 below) and log back into FedMall to attempt registration again.

2   Errors Observed After Logging On
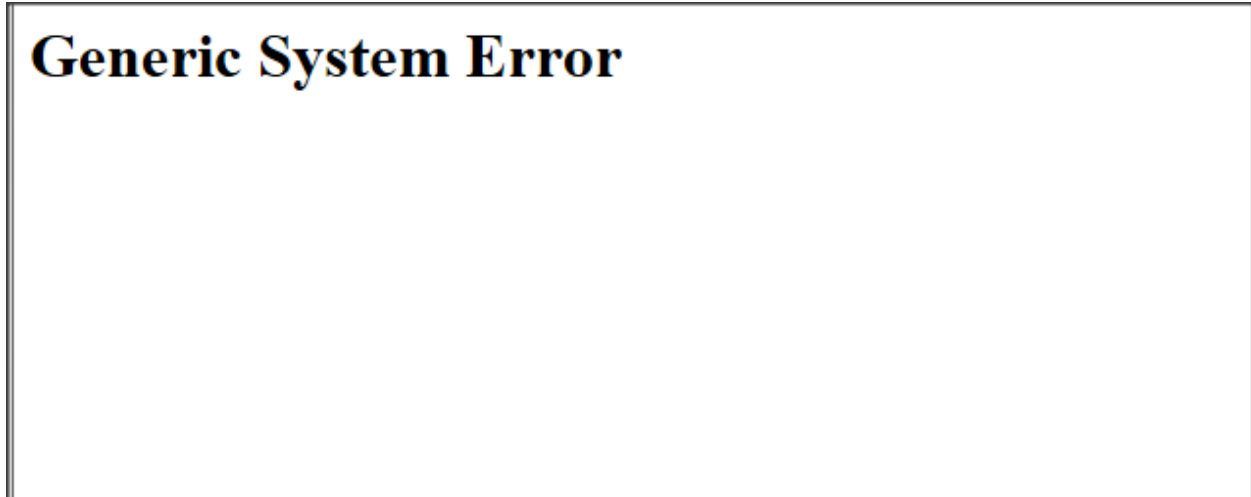
2.1   Generic System Error

Figure 4: Generic System Error shown upon login to FedMall

Resolution: 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 section 3.1 below), close the browser, and log back into FedMall.

2.2   Tools: Accessing one of the Tools (Custom Utilities) results in the message "An unexpected error occurred"
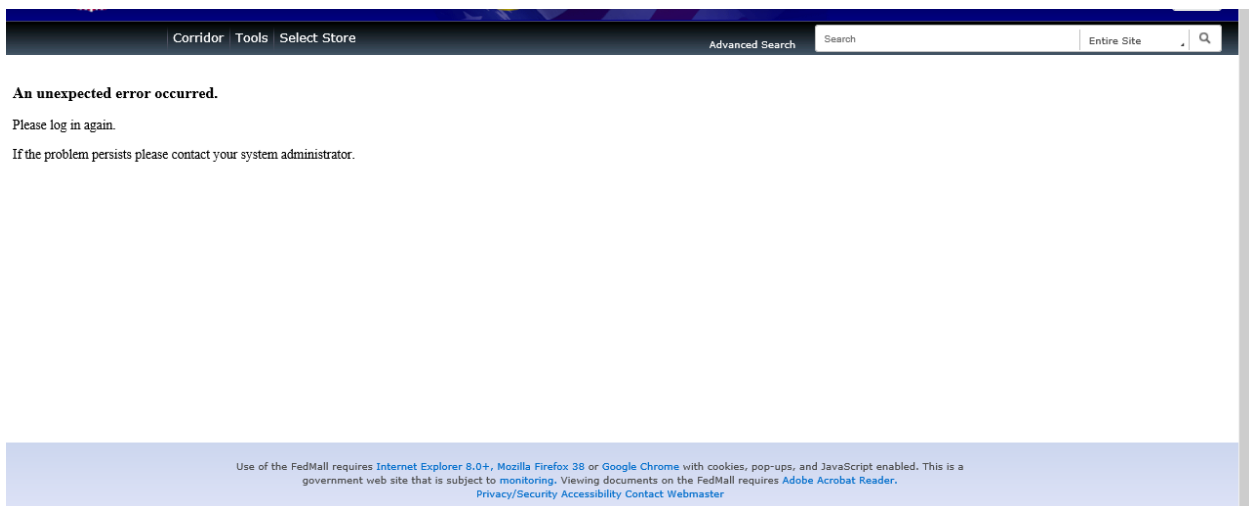

Figure 5: Clicking on a menu item within the Tools drop-down menu displays an "unexpected error"

Resolution: 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 section 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
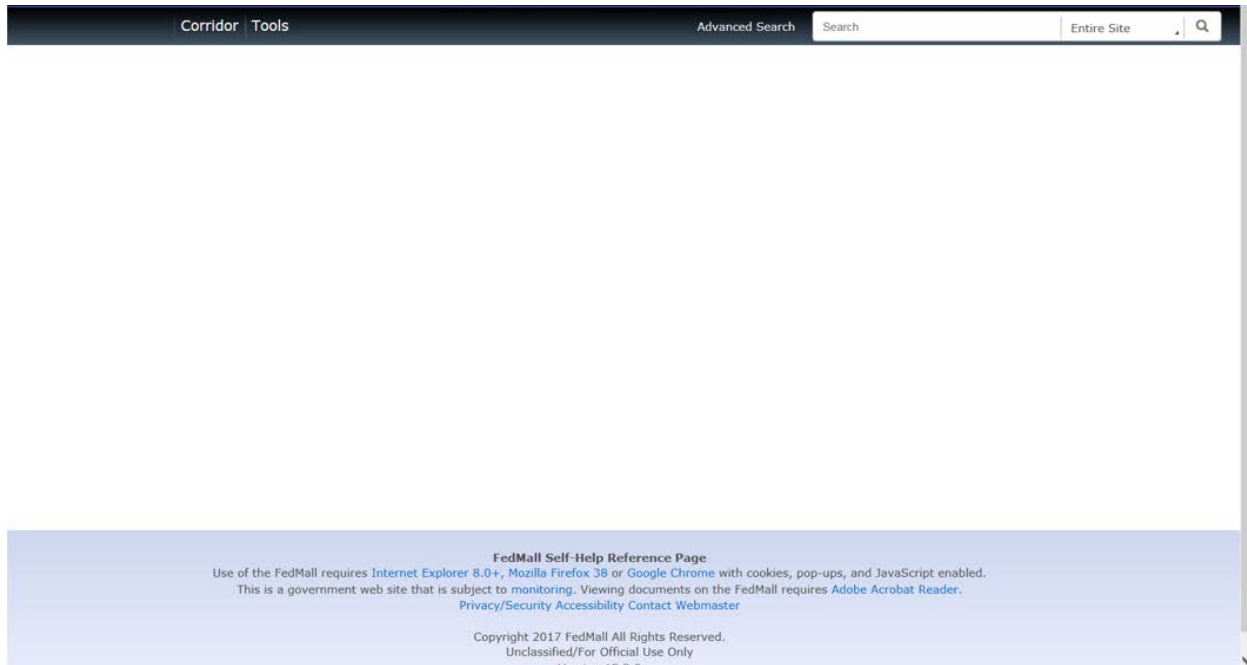

Figure 6: Clicking on a menu item within the Tools drop-down menu displays a blank screen

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

3 How to Perform Common Tasks

3.1 Clear Cache

3.1.1 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 your entire cache, select all items.
5. Click *Clear Now*.
6. Exit/quit all browser windows and re-open the browser.

3.1.2 Internet Explorer (9 and higher)

1. Select *Tools* (via the Gear Icon). This brings up the *Internet Options* window.
2. On the *General* tab, select *Delete...* under the *Browsing History* section of the tab.
3. Deselect *Preserve Favorites* website data, and select: *Temporary Internet files* or *Temporary Internet files and website files*, *Cookies* or *Cookies and website data*, *History*.
4. Click *Delete*. You will see a confirmation at the bottom of the window when the process is complete.
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-in data
    o Cached images and files

    From the *Obliterate the following items from:* drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time.

5. Click *Clear browsing data*.
6. Exit/quit all browser windows and re-open the browser.

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 Internet Explorer (9 and higher)

1. Select *Tools* (via the Gear Icon). This brings up the *Internet Options* window.
2. On the *Content* tab, select the *Clear SSL state* button
3. 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.