



## General System Issues SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
<p>User is unable to edit text for Notes, will not let them type</p>	<p><b>Problem:</b> The user is unable to edit notes in a Purchase Order (PO) or Shopping Cart (SC).</p> <p><b>Solution:</b> Reset your individual settings:</p> <ol style="list-style-type: none"><li>1. Sign on to the SCEIS application.</li><li>2. Go to the PO or SC details.</li><li>3. Somewhere near the tabs, right click with your mouse.</li><li>4. Under “User Settings,” select “More.”</li><li>5. Find the hyperlink, ‘Reset User Settings for Running Application’ and click. This will resolve the issue.</li></ol>