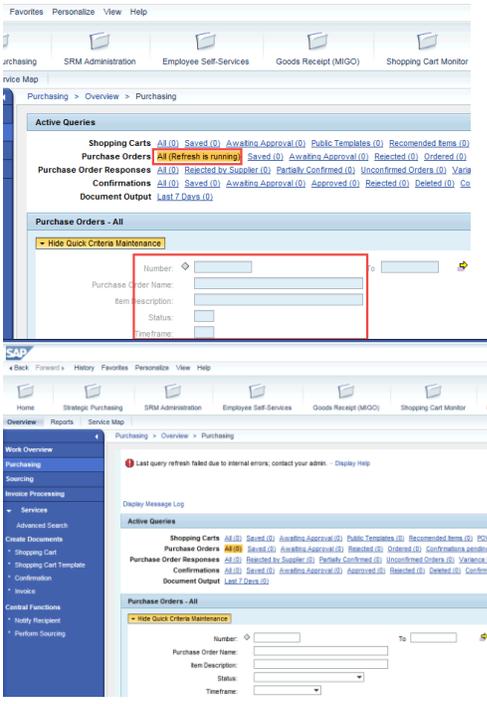


Error or Issue	Resolution
<p> Last query refresh failed due to internal error, contact your admin.</p> 	<p><b>Problem:</b> The system processed a transaction to clear numerous POWL queries which were making the system run slower. When a user attempts to retrieve a Shopping Cart (SC), Purchase Order (PO), RFx, or Contracts from any POWL search, the system will "time-out" and the search will "fail." Notice that the "Refresh" indicator's numerical value will remain at 99% until the system fails. When the system fails, the user will receive this hard stop error.</p> <p><b>Solution:</b> Wait until the query fails (this could take anywhere from 10 minutes to an hour, depending on network speed, amount of queries processed, etc.). Once the greyed-out fields on the screen turn white, conduct another search by keying-in a SC, PO, RFx, or Contract number into the search field and selecting "Apply." The search will now retrieve the data. Note, the Column titles may not be what you are accustomed to seeing. If this occurs, log off of the system. Upon logging back into the system, the column titles of the POWL will return to a view that you are accustomed to.</p>