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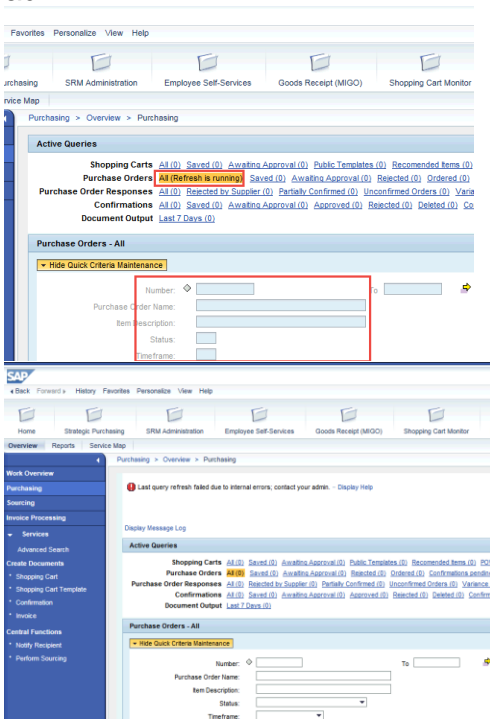# SRM Guide to Hard Stop and Common Errors

Error or Issue	Resolution
⚠️ Document you are trying to open is same as the current document	**Problem:** The document you are trying to open is already open. **Solution:** View the document that is already open, or close down all and wait for the system to refresh.
User is unable to see a field or provides a screen shot of a field that is missing	**Problem:** User accidentally selected "Hide" for this field. **Solution:** Place the cursor where the field should be. Select "User Settings." Select "Invisible Elements." Select the "Restore of the Hidden Screen Elements."
User is unable to edit text for Notes, will not let them type	**Problem:** The user is unable to edit notes in a Purchase Order (PO) or Shopping Cart (SC). **Solution:** Reset your individual settings: 1. Sign on to the SCEIS application. 2. Go to the PO or SC details. 3. Somewhere near the tabs, right click with your mouse. 4. Under "User Settings," select "More." 5. Find the hyperlink, 'Reset User Settings for Running Application' and click. This will resolve the issue.
⚠️ Hard Stop Portal Runtime Error	**Problem:** User session has timed out. **Solution:** Wait at least 30 minutes and log in again.

Error or Issue	Resolution
Initialization of SAP GUI for html failed:[object] for portal iviews	**Problem:** User receives this error message while in the SRM portal. This message means that a browser property setting needs to be changed. **Solution:** 1. In your browser, select Tools → Internet Options. 2. Open the Advanced tab. 3. Under Security, select the checkbox next to Enable native XMLHTTP support (may be toward the bottom of the list).
⛔ Last query refresh failed due to internal error, contact your admin. 	**Problem:** 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. **Solution:** 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.

Error or Issue	Resolution
Protocol cannot be switched to HTTPS is not configured /active No switch to HTTPS occurred	**Problem:** User is getting the below screenshot when trying to log into SCEIS: **Solution:** The issue may be the browser's trusted sites. 1. Navigate to the Internet Explorer Tool Bar. 2. Select Tools → Internet Options. 3. Click the Security tab and then select Trusted Sites. 4. Select the Sites button. 5. In the pop-up box, add https://srwwebgui.sc.gov to your trusted sites. If the above steps do not work, contact your agency's IT department.