

# Basic Troubleshooting Guidelines

## A. Basic Troubleshooting

Basic Issues/Messages	Troubleshooting
<b>Hard Refresh</b>	A hard refresh reloads the most recent version of the page and bypasses cached files. Shortcut: Ctrl+F5 (or Ctrl + Reload).
Clear browser data (cookies and cache)	Clear browsing data in your browser to remove cookies and cached files. In Chrome/Edge: Settings > Privacy and security > Clear browsing data.
<b>The email or password you have entered is invalid.</b>	This may appear during login. Enter the correct email address and password and try again.
Invalid login attempt	This may appear during login if an incorrect email/username is entered. Use the correct email address and try again.
<b>401 Unauthorized</b>	Authentication failed or access is not allowed for this user. If required, request access from your system administrator.
<b>403 Forbidden</b>	It occurs when user tries to access submenu directly from URL instead of going through UI. Server is refusing to respond. Please follow the recommended procedure from UI.
<b>404 Not Found</b>	The requested page or resource is not available. If you believe you should have access, contact your system administrator.
<b>500 Internal Server Error</b>	A server-side error occurred while processing the request. Please contact BISage Support for assistance.
<b>This site can't be reached</b>	This can occur due to internet/DNS/firewall issues, browser cache/cookies, or an incorrect URL. Verify the URL and connection, then try again.
<b>The requested resource is not found.</b>	This can appear due to a DNS or network issue. Check your internet connection and DNS settings, or contact your internal system administrator.
<b>Slow Application/Response Time</b>	Possible causes include device/OS/browser performance, internet traffic, or server load. Try an alternative device or network. If not resolved, contact BISage Support.
<b>When to clear the cache?</b>	When BISage system changes the default setting.
<b>What are major security issues of the Web application?</b>	Computer Viruses, Data theft and Phishing Attacks.
Menu/submenu not available for a specific user	It may be due to unavailability of user role to that particular user. Please contact your system administrator to solve this problem.
<b>Fiscal Year could not change</b>	Only Executive User can change the Fiscal Year.
<b>Compatible Browser</b>	Google Chrome and Microsoft Edge
Session timeout:	120 seconds
Sharing Username/Password	Do not share your username or password. Always log in using your own account.
<b>Password Security</b>	Use a strong password (uppercase + lowercase letters, numbers, and special characters) and keep it confidential.
<b>Dot Matrix Printer</b>	If the dot-matrix printer does not work, perform a hard refresh. If the issue persists, restart the computer.

<b>Backup Printer</b>	Keep a backup printer available in case the primary printer fails or if the customer requests an invoice.
<b>Kiosk Mode</b>	If Kiosk mode does not work, please restart the system and try again.
<b>Printer Plugin</b>	If printer plugin file is deleted, please copy the same from other system and reinstall it.
<b>System Check</b>	Please get the system repaired in a regular interval to maintain the required efficiency.
<b>Internet Backup</b>	Keep a backup internet connection (e.g., Ncell/NTC mobile data) in case the primary internet goes down.

## B. Shortcut Keys for Windows Environment

Shortcut key	
New Tab	Ctrl+T
New Window	Ctrl+N
Reopen closed tab	Ctrl+Shift+T
New Incognito Window	Ctrl+Shift+N
History	Ctrl+H
Find or Search	Ctrl+F
Save Page as	Ctrl+S
Clear Browsing Data	Ctrl+Shift+Del
Task Manager	Shift+Esc
Full Screen	F11
Exit Full Screen	F11
Take a Screen Shot	PrtSc
Print	Ctrl+P
Tab Key	Moves the cursor to the next field
Tab+Shift Key	Moves the cursor to the previous field
Enter Key	Enter key works in most fields.