

## CDOL Tip of the Week. July 23, When Errors Occur

Sometimes using CDOL can produce an error. Some errors are caused by user mistakes, while others can be caused by several different things, such as CDOL coding issues, browser incompatibility, low resources on the user's computer or the CDOL server, requests that time out due to complexity or size, just to name a few. When an error occurs, there are a few things the user should check before contacting the help desk to see if CDOL is down or experiencing an issue. Below are some possible steps to try should you (or someone you know/support) encounter an error.

1. If you are unable to sign in to CDOL or can sign in but have no access rights when recently you had access, verify that you are using the correct user name, password, and URL (current LDS Account user name and password, [cdol.lds.org](http://cdol.lds.org))
  - a. If your user name, password, and URL are all correct, if possible have someone nearby verify that you are still listed in CDOL in an active assignment
  - b. If you are unable to verify your active status, or you do show active, contact the help desk
2. If you experience an error while running a search or process, return to the CDOL home page and retry the process that originally produced the error
3. If the error still appears, try exiting CDOL and start a new instance from a new browser window (do not reuse the same browser instance)
4. If the error still appears, ask someone with CDOL access on your team or who sits close to you to try the same process on their computer that produced the error on yours
5. If the error still appears, chances are that there is a problem with the record/process, the network, or CDOL in general that is causing the error, and the help desk may need to be contacted
6. If the error does not appear on the new computer, verify which browser version, etc. is being used and note any differences between the new computer and yours for use with step 6b below. Also ask the other user if you can try to sign in to CDOL on their computer and retry the process
  - a. If the error then appears with your sign in on their computer, then the issue may be with your CDOL user account, either with rights you do or don't have, or something related. Contact the help desk to see if there is a solution
  - b. If the error does not appear on the other computer, there may be something wrong with your computer, either with low resources, lost or damaged drivers, or computer settings that may have recently been changed for one reason or another. If possible try to use the same or similar settings on your computer as were used on the computer that worked. If that is not possible, or if the settings are already similar or it is known that your settings have not changed, try rebooting and see if that resolves the issue
    - i. If changing basic settings or rebooting does not solve the issue, see if you can trace any recent software or hardware updates that may have impacted the proper running of CDOL. If so, it may be necessary to either rollback your software or hardware to a prior state, or find another work around, such as running CDOL in a compatibility mode (if the upgrade was to a browser) or using a different compatible browser
    - ii. If no hardware or software has recently been installed, contact the help desk.