

ISUPPLIER PORTAL USER MANUAL

Technical Issue

Date 18/02/2024



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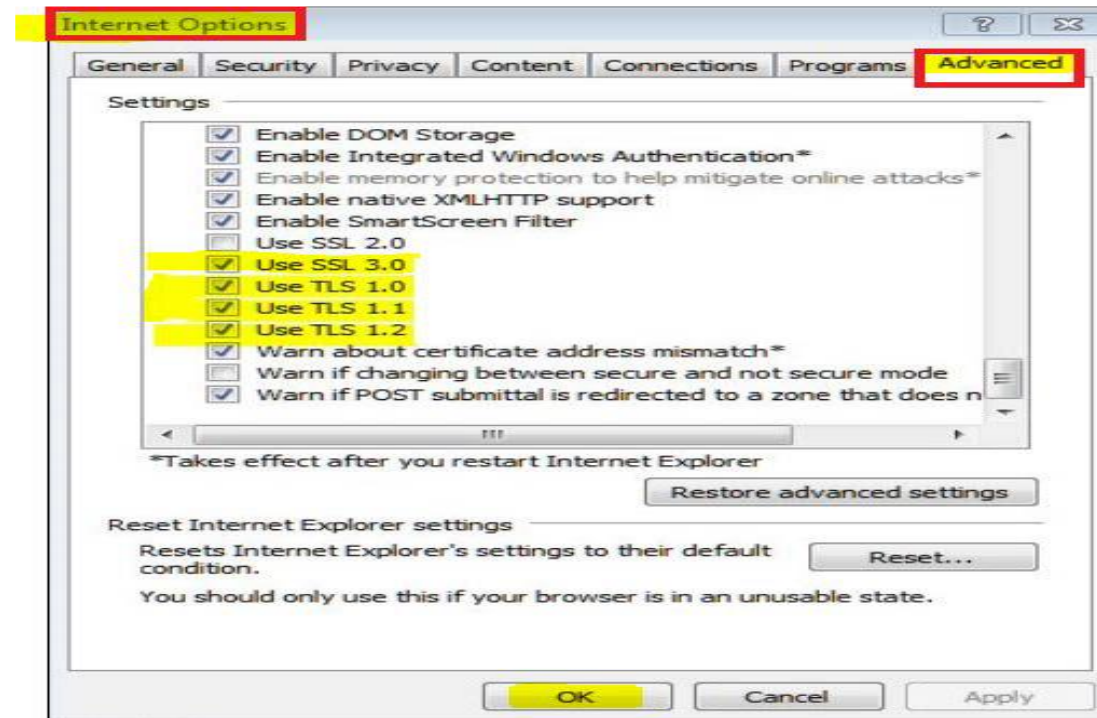
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RECOMMENDED BROWSERS AND SETTINGS

The latest version of Internet Explorer supports all major features and are recommended.
 Advanced Settings : Internet Explorer > Tools > Internet Options > Advanced Settings



▲ 1. TROUBLESHOOTING: ISSUE 1: ERROR, THE REQUESTED URL WAS REJECTED

Cause: The SAMI network validations like exceeded attachment size, may cause this error. Or forget to enter a required field

Note down the support ID as shown above for reference.

Possible Solution

If this error was caused after trying to attach a big file greater than 100 MB or you forget to Enter a Required Field. Try again to split the file into smaller size and attach again. But due to above error, it is possible to get the Issue 2: Error: The Site can't be reached. Refer to the solution in that chapter above.

If the issue is not resolved even now, provide the support ID as shown above and contact help desk immediately with these details for further investigation by SAMI network team.

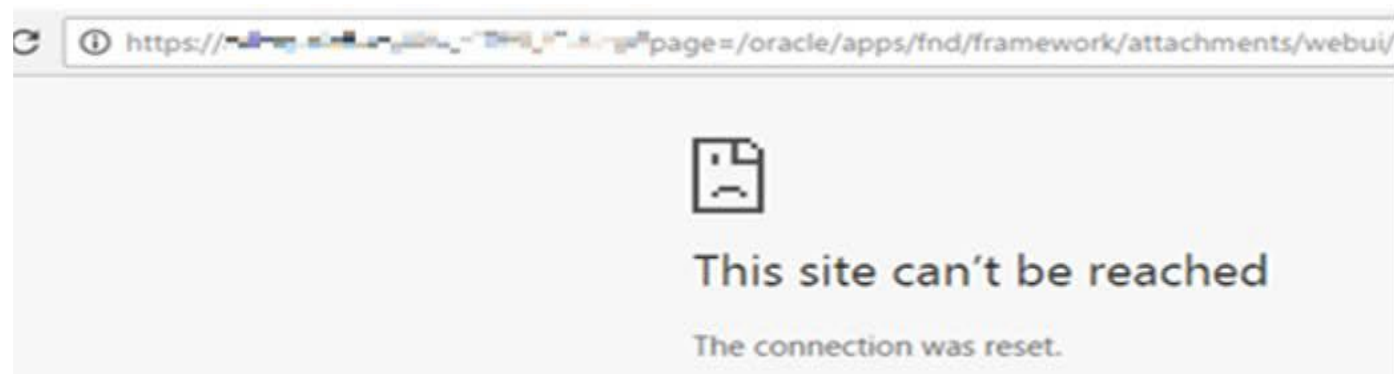


The requested URL was rejected

Support ID is: 15733594072983284588

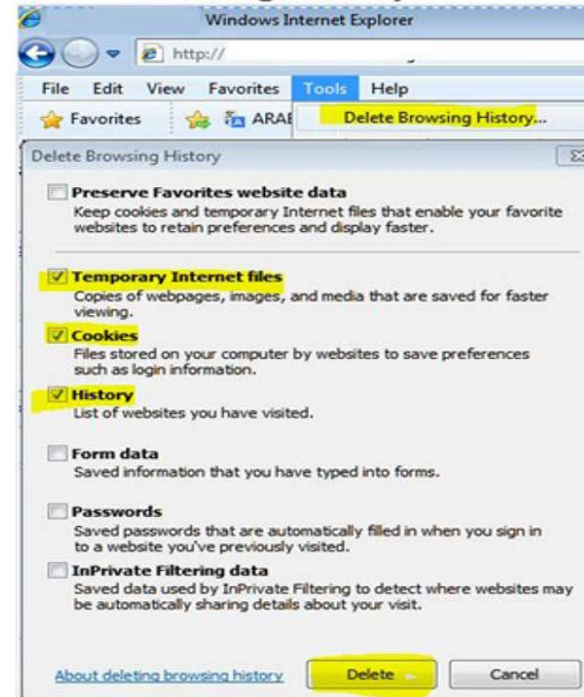
1.1 TROUBLESHOOTING: Issue 2: Error, this site can't be reached

Error, this site can't be reached



Solution: Delete Browsing history and Re-login

1. Tools > Delete Browsing History



2. Mark Temporary Internet Files, Cookies, History.
3. Click Delete.
4. Close the browser
5. Re-login and try again to access the application

▲ 1.2 TROUBLESHOOTING: Issue 3: Error Page

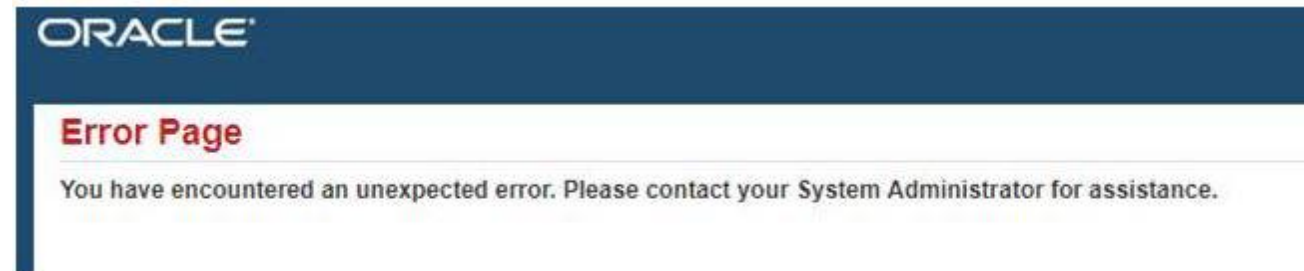
You have encountered an unexpected error. Please contact your system Administrator for Assistance

Probable Cause

The session / page data will be lost if the browser back button is used.

Suggested Good Practices

- Do not use the browser's back button as this will cause 'loss of page data/ stale session'.
- Use the **Blue links** and **Buttons** with in the webpage.



THANK YOU

