

Appendix—Troubleshooting

Tables of common problems and solutions

Use the tables in this section to help you diagnose and resolve problems encountered while using EDX and with suspended records. While the information found in these tables will not resolve all the technical problems you might encounter, they do address the most common issues.

If the information in these tables does not help you resolve EDX problems or error messages, please contact the Employer Service Center at 503-603-7788 or toll free at 888-320-7377.

Access, login, and browser issues

| Symptom/problem/error message | Explanation | Diagnosis/solution(s) |
|--|---|--|
| I cannot gain access to the EDX reporting system. | Users other than the Web administrator must create an account for themselves. The Web administrator then activates the account. | PERS gives Web administrators access to EDX. New payroll specialists can go to the EDX site and open a user account for themselves by clicking the Open a Payroll Specialist Account link and completing the user profile information. |
| Odd errors are displayed when trying to log in with multiple browser windows open. | Login information is shared across browser windows, which can create security errors when moving between windows. | Close all browser windows. Open a single Internet Explorer window and log on to EDX again. |
| Received notification from EDX that my password is about to expire. | Passwords are set to automatically expire after 90 days. | Reset the password by following the steps outlined on pages 11–12. |
| EDX returned me to the login page when I took a short break from editing records. | For security purposes, EDX times out a user's session after 15 minutes. | You must log in again. A user cannot control or reset the time-out setting. |
| When attempting to log in, the error "Please verify ID and password" is displayed. | The user ID and password are case sensitive. | Make sure CAPS LOCK is off. If you are entering your login information correctly, contact the Employer Service Center. |

Error notification and correction

| Symptom/problem/error message | Explanation | Diagnosis/solution(s) |
|---|--|---|
| I do not receive e-mail notifications from PERS when data processes. | The Web administrator should verify that the desired recipient of EDX e-mail has been assigned the Employer Reporting 1 role. | If there is an Employer Reporting 1 role assigned, EDX attempts to e-mail that person first. If there is no one in that role, e-mails will be sent to the Web administrator. |
| I was just looking at an error on my report error list and now it is missing. | Saving an error record removes that record from the error list. | When you save an error record, EDX assumes you have fixed the error. It will be removed from the error list until the next batch evaluation. If only viewing a record, do not click the Save button. Click the Work on Reports link. |
| Flagged errors disappear from the error list, but the records have not been modified. | Flagged errors are only warnings. | A flagged error (preceded by “F”) is not a true error but a warning that something about the record is unusual and should be checked for correctness. You are not required to edit these records, and the flagged records will post when all other suspended and bad format errors are cleared. |
| DTL2 records submitted for retired workers properly have the 07 – Retired/No Contributions wage code, but EDX suspends the DTL2 record with a message that there is open enrollment for the member. | DTL2 records with reported wage code 07 – Retired/No Contributions will not post if an active service employment segment has not closed or the retiree has not been rehired. | Make sure the retired member has been terminated in EDX through submission of a DTL1 termination record. Call the Employer Service Center if uncertain about the member’s EDX employment status. |

Error notification and correction (*continued*)

| Symptom/problem/error message | Explanation | Diagnosis/solution(s) |
|--|--|---|
| “No Data Exists for the Year Requested.” | There is no wage and contribution data for the year you requested. | Make sure you are entering the correct year. Verify wage and contribution records were submitted for the year requested. Try entering a different year. |
| When submitting a Regular Report containing multiple records for the same SSN, the records in that report suspend. | The problem can occur when submitting a report containing multiple records for the same member. An error in one record will cause the other records in the report to either suspend or go into “valid” status. | Do not combine negative and positive adjustment records for the same member within the same report when a change in the contribution start date is involved. Instead, create two separate Demographics and Adjustment Reports: one for positive adjustments and the other for negative adjustments. |
| DTL2 record (for wage code 02) suspends for a part-time or non-qualifying employee. | When using wage code 02 for a part-time or non-qualifying employee, the record will suspend once the total hours posted exceeds 599 hours. | Change the wage code to 01 or another applicable wage code. Note: If the member has posted hours exceeding 599, he or she may be qualified to receive contributions. |

