

APPENDIX 3:

**TROUBLESHOOTING
GUIDELINES**

TROUBLESHOOTING

In this appendix, errors that can be corrected by the user will be explained, and the steps in correcting the errors will be given. The errors/error messages are listed alphabetically.

There may be times when an error is not one that the user can correct. Such errors are:

- Inconsistent terminal type for reconnect processing - Restart
- Input endpoints not defined
- Input message ignored
- User ID suspended
- User ID suspended for password violations
- User ID revoked
- ACF2 Security Violation

In these cases, the user must call their servicing Regional Financial Center.

If you are unable to correct a problem using these guidelines, or if you experience a problem for which a solution is not provided in this chapter, please contact your servicing RFC at the number provided in Chapter 2, page 3 of this guide.

New Password is not Minimum Length - Passwords must be a minimum of 6 characters.

New Password Matches Previous Password and Is Rejected - You can not pick a password that you have used any of the last 6 times that you selected a password.

Password Expired - Passwords expire every 30 days. Enter your User ID, your old password in the Password field, and a new password in the New Password field. The New Password must be 6-8 characters in length and cannot be the same password used any of the previous 6 times that the user changed the password. You will also get this message if you have typed your user ID and a temporary password assigned by the FRB and hit **Enter** without specifying a new password. This is your prompt to select a new password.

Password Not Matched - You have entered a password that does not match what you had previously selected as your password. Retype the correct password in the password field and hit **Enter**.