## wsp

### PS2 Error: Unexpected Error Occurred... Plug-in Will Be Disabled

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#### Situation

A user who has successfully used both ProjectSolve<sup>2</sup> (PS2) and the associated plug-in application logs into the system and gets an error message that states: "An unexpected error occurred while initializing the eRoom plugin. The plugin will be disabled."



Figure 1. The "Unexpected Error Occurred" Error

#### Fix

The suggested fix for this issue is to clear your browser's cookies and try again. How you do this is dependent on which browser you are using.

#### Edge

1. Click the ellipsis icon in the upper right-hand corner.



Figure 2. The Edge "Settings and More" Button



2. Select the "Settings" option to access the browser's "Settings" page.

| ŝ | Settings                     |   |
|---|------------------------------|---|
| 0 | Hel <mark>CLICK</mark> dback | > |
|   | Close Microsoft Edge         |   |

Figure 3. The "Settings" Option

3. You can manage the cookies for this browser by clicking on the "Cookies and Site Permissions" link provided.

| Set                     | Settings                      |  |  |  |  |
|-------------------------|-------------------------------|--|--|--|--|
| Q                       | Search settings               |  |  |  |  |
| 8                       | Profiles                      |  |  |  |  |
| Ô                       | Privacy, search, and services |  |  |  |  |
| 6                       | Appearance                    |  |  |  |  |
|                         | Start, home, and new tabs     |  |  |  |  |
| Ē                       | Share, copy and paste         |  |  |  |  |
| <b>G</b>                | Cookies and site permissions  |  |  |  |  |
| G                       | Default CLICK                 |  |  |  |  |
| $\overline{\downarrow}$ | Downloads                     |  |  |  |  |
| 쑝                       | Family                        |  |  |  |  |

Figure 4. The "Cookies and Site Permissions" Link

4. Open the "Manage and Delete Cookies and Site Data" screen.

| Cookies and data stored  |  |
|--|--|
| Save cookies and data on your device in order to facilitate continuous browsing between sites and sessions |  |
| Manage and delete cookies and site data  |  |

Figure 5. The "Manage and Delete Cookies and Site Data" Option



5. Open the "See All Cookies and Site Data" screen.



Figure 6. The "See All Cookies and Site Data" Option

6. Click the "Remove All" button to clear all cookies for this browser.

| Cookies and site data / All cookies and si         | ite data |        | Q s        | earch cookies   | 5       |
|--|----------|--------|------------|-----------------|---------|
|  |          | Remove | all Remove | e third-party o | cookies |
| Cookies and data stored for sites you have browsed | Sort by: | Name C | Filter by  | : All           | ~       |
|  |          |        |            |                 |         |

Figure 7. The "Remove All" Button

7. When prompted to confirm this selection, click "Clear" to clear your browser cookies.



Figure 8. The "Clear" Confirmation Button

- 8. Once the clear cookies process completes, close the browser.
- 9. Open a fresh session of the browser.
- 10. Try accessing ProjectSolve<sup>2</sup> again.

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### Chrome

1. Click the ellipsis icon in the upper right-hand corner to open the "Customize and Control" menu.



Figure 9. The Chrome "Customize and Control" Icon

2. Select the "Settings" option to access the "Settings" page for the browser.

| Edit           | Cut         | Сору | Paste |  |
|----------------|-------------|------|-------|--|
| Settings       |             |      |       |  |
|                |             |      | •     |  |
| Exit           |             |      |       |  |
| Managed by you | r organizat | ion  |       |  |

Figure 10. The "Settings" Option

3. You can manage the cookies for this browser by clicking on the "Privacy and Security" link.



Figure 11. The "Privacy and Security" Link

4. From the "Privacy and Security" screen, click the arrow to open the "Clear Browsing Data" screen (Figure 12).

#### Privacy and security Clear browsing data Î Clear history, cookies, cache, and more 2 CLICK Cookies and other site data ۲ Third-party cookies are blocked in Incognito mode Security O b Safe Browsing (protection from dangerous sites) and other security settings Site Settings 乖 Þ Controls what information sites can use and show (location, camera, pop-ups, and more) Privacy Sandbox L $\square$ Trial features are on

Figure 12. The "Clear Browsing Data" Option

- 5. Set the Time Range option to "All Time".
- 6. Make sure that the selection boxes for "Browsing History", "Cookies and Other Site Data" and "Cached Images and Files" all checked.
- 7. Click the "Clear Data" button to clear the browser's cookies.

| Clear brow  | sing data   |                                 |
|---|---|---------------------------------|
|   | Basic   | Advanced                        |
| Time range  | All time  | -                               |
| <ul> <li>Brows<br/>Clears</li> <li>Cooki<br/>Signs</li> </ul> | sing history<br>5 history, including in the search bo<br>es and other site data<br>you out of most sites. | ж                               |
| Cache<br>Frees  | ed images and files<br>up 320 MB. Some sites may load i   | more slowly on your next visit. |
|   |   |                                 |
|   |   | Cancel Clear data               |

Figure 13. The Clear Browsing Data Screen and "Clear Data" Button

- 8. On completion, close the browser.
- 9. Open a fresh session of the browser.
- 10. Try accessing ProjectSolve<sup>2</sup> again.



Firefox

1. Click the ellipsis (aka, "hamburger") icon in the upper right-hand corner to open the "Application" menu.



Figure 14. The Firefox "Application" Menu Button

2. Select "Settings" to access the "Settings" page for the browser.

| Settings |              |
|----------|--------------|
|          | >            |
| Help     | >            |
| Exit     | Ctrl+Shift+Q |



3. You can manage the cookies for this browser by clicking on the "Privacy & Security" link on the left-hand side of the page.



Figure 16. The "Privacy & Security" Link

- 4. Scroll down the page until you reach the "Cookies and Site Data" section.
- 5. Click the "Clear Data..." button.



Figure 17. The "Clear Data..." Button

- 6. Make sure that the selection boxes for both "Cookies and Site Data" and "Cached Web Content" are checked.
- 7. Click the "Clear" button to clear the browser's cookies.

|   |   | ×                  |
|---|---|--------------------|
| Clearing all cookie<br>remove offline wel | es and site data stored by Firefox may sign you out of w<br>b content. Clearing cache data will not affect your login | vebsites and<br>s. |
| Cookies and                               | Site Data (0 bytes)   |                    |
| You may get                               | signed out of websites if cleared   |                    |
| Cached <u>W</u> eb                        | Content (45.1 MB)   |                    |
| Will require v                            | vebsites to reload images and data  |                    |

Figure 18. The Clear Data Screen and "Clear" Button

8. When prompted to confirm your selection, click "Clear Now" to continue.





- 9. On completion, close the browser.
- 10. Open a fresh session of the browser.
- 11. Try accessing ProjectSolve2 again.



#### Note

Because you have just cleared your browser's cookies, the next time you go into the ProjectSolve<sup>2</sup> environment using that browser you should be presented with the initial "Software Options" selection screen again:



Figure 20. The PS2 "Software Options" Screen

To reactivate the plug-in for the browser you are using, select the "eRoom Plug-in Software" option and then click the "OK" button.

On activation of the plug-in software you may get a warning message, similar to Figure 21, stating that it was not initialized; this is often a "false positive" so if you receive it, click "OK" to continue.

| eRoom warning  | ×     |
|--|-------|
| The eRoom plug-in software has not been initialized. | ОК    |
|  | CLICK |

Figure 21. The" eRoom Plug-in Has Not Been Initialized" Message

Now go into a project site and mouse over the logo in the upper-left hand corner to confirm if the plugin activated or not; if it did, you should get a message stating that you are using the system "with plugin".



Figure 22. The "With Plug-In" Message