






# 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.”

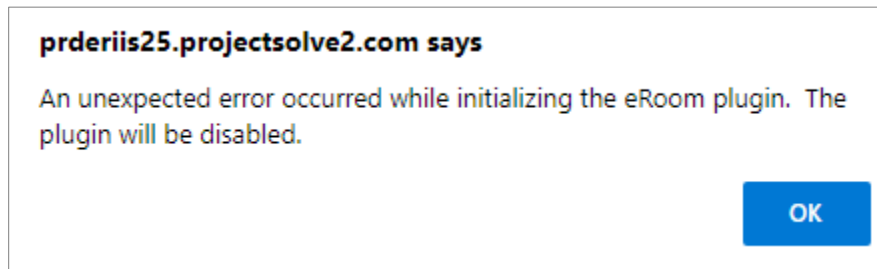


Figure 1. The "Unexpected Error Occurred" Error

## 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.

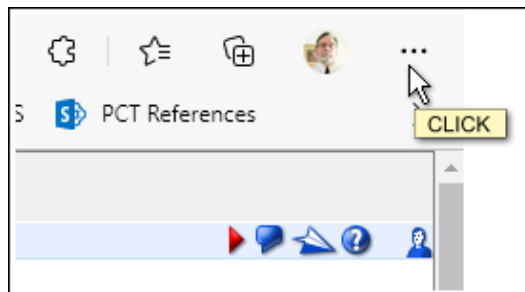


Figure 2. The Edge "Settings and More" Button

2. Select the “Settings” option to access the browser’s “Settings” page.

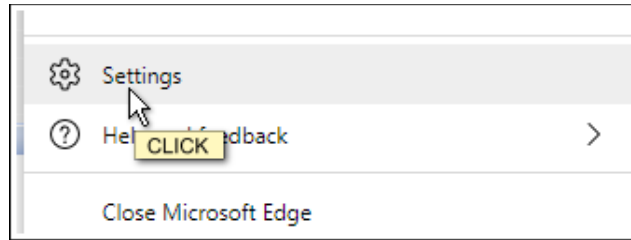


Figure 3. The "Settings" Option

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

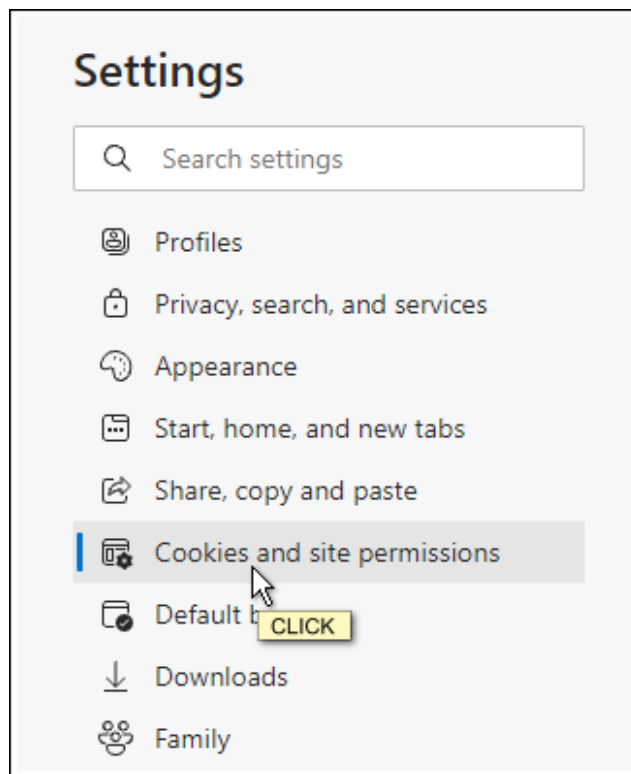


Figure 4. The "Cookies and Site Permissions" Link

4. Open the “Manage and Delete Cookies and Site Data” screen.

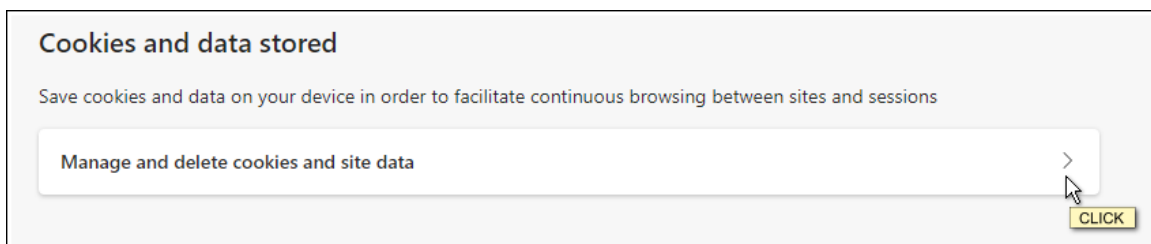


Figure 5. The "Manage and Delete Cookies and Site Data" Option

5. Open the “See All Cookies and Site Data” screen.

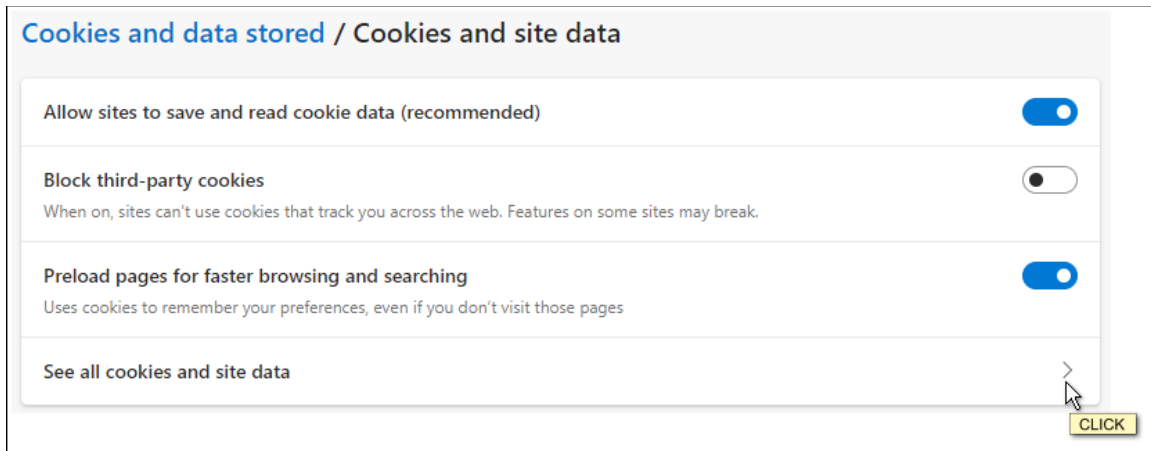


Figure 6. The “See All Cookies and Site Data” Option

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

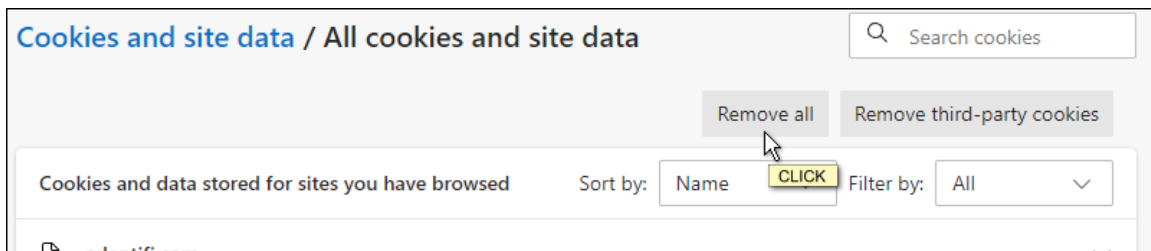


Figure 7. The “Remove All” Button

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

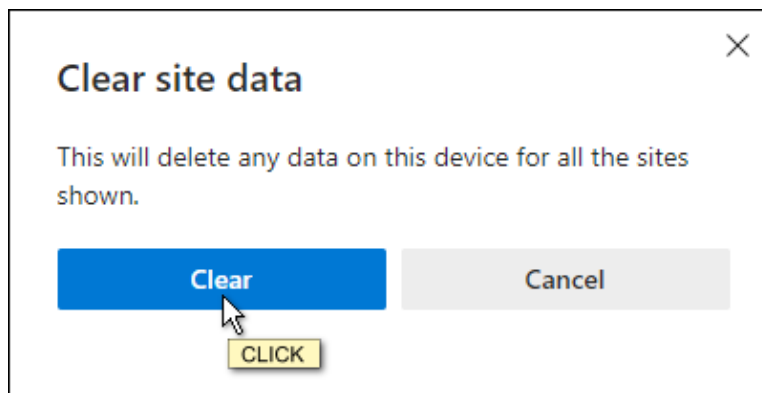


Figure 8. The “Clear” Confirmation Button

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.

## Chrome

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

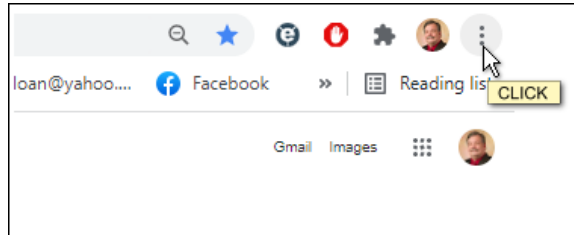


Figure 9. The Chrome "Customize and Control" Icon

2. Select the “Settings” option to access the “Settings” page for the browser.

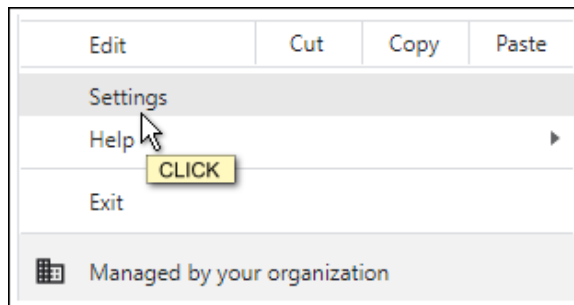


Figure 10. The "Settings" Option

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

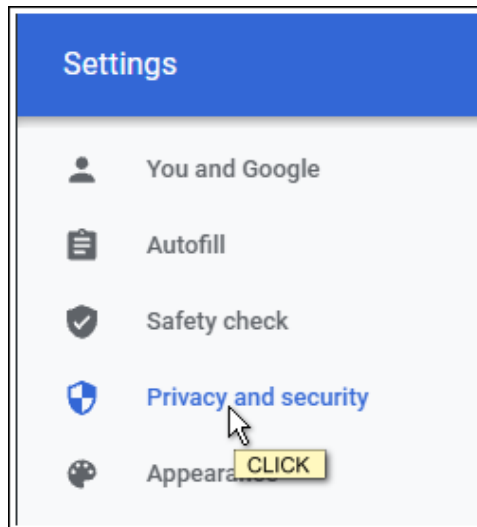


Figure 11. The "Privacy and Security" Link

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

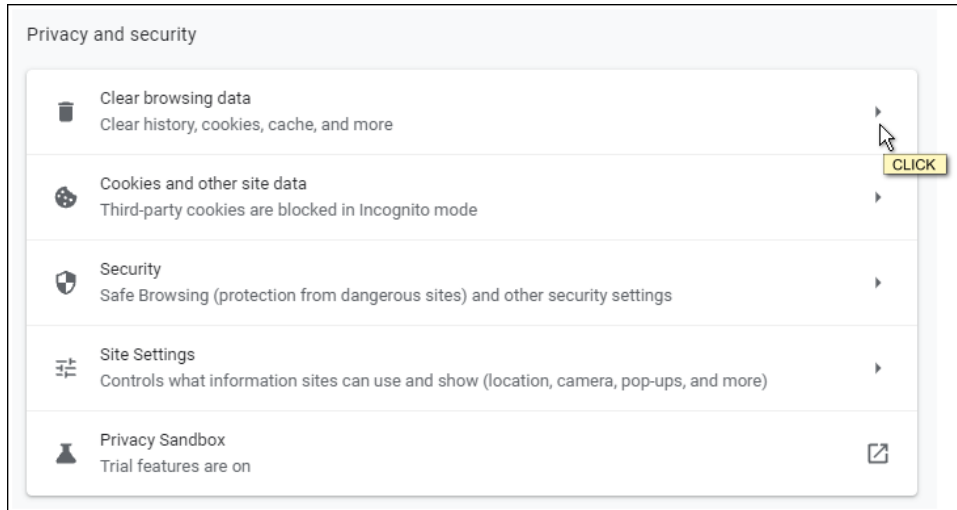


Figure 12. The "Clear Browsing Data" Option

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.

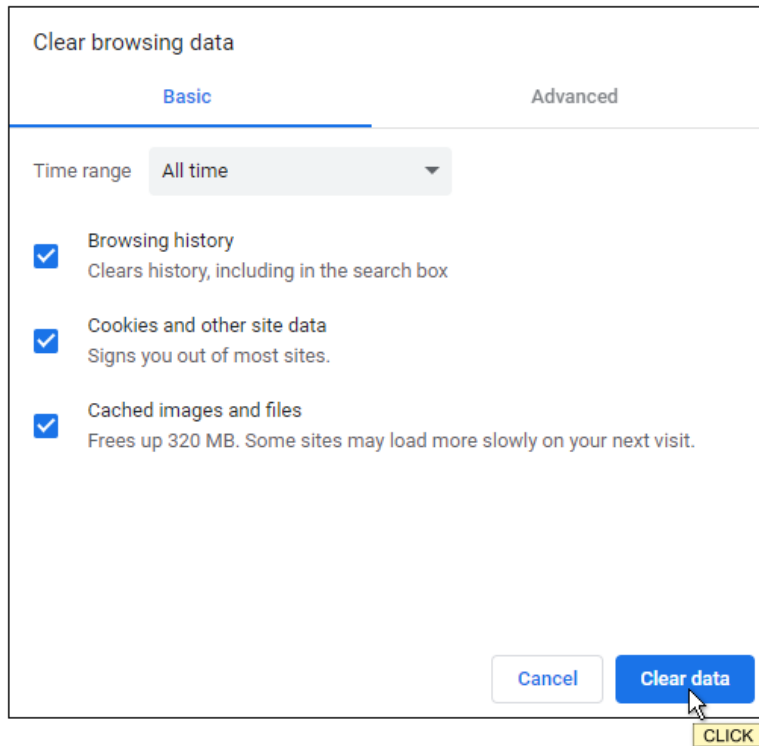


Figure 13. The Clear Browsing Data Screen and "Clear Data" Button

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.

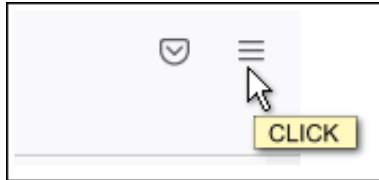


Figure 14. The Firefox “Application” Menu Button

2. Select “Settings” to access the “Settings” page for the browser.

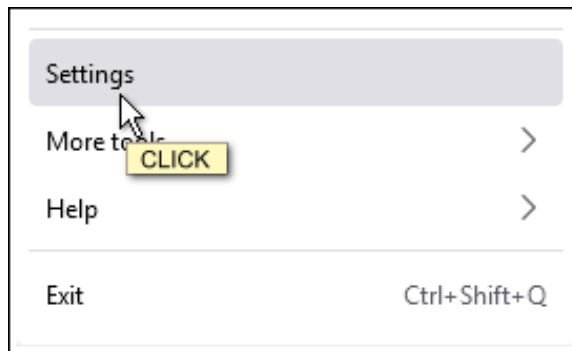


Figure 15. The “Settings” Option

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.

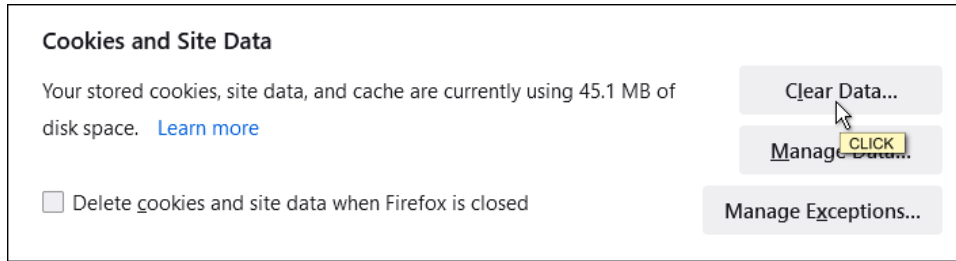


Figure 17. The "Clear Data..." Button

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.

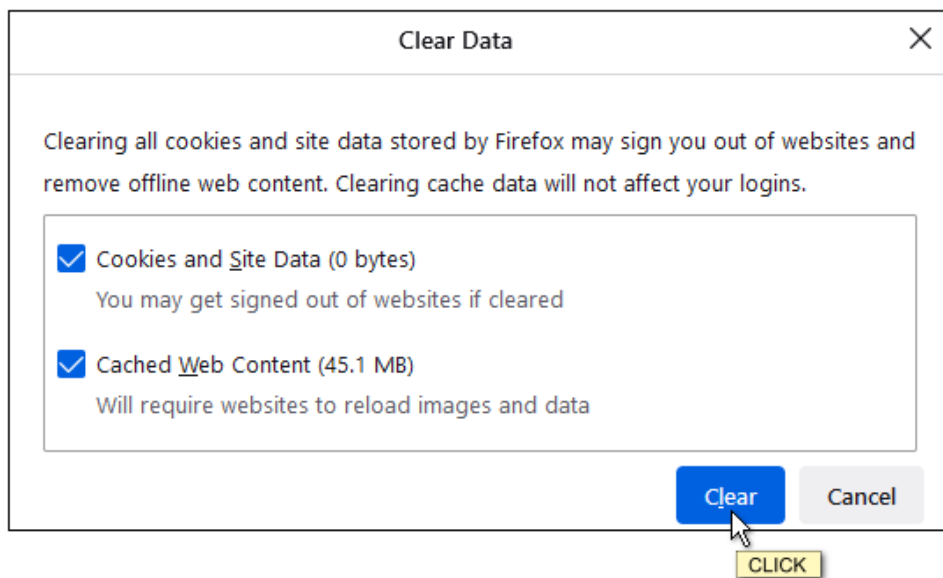


Figure 18. The Clear Data Screen and "Clear" Button

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



Figure 19. The "Clear Now" Button

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:

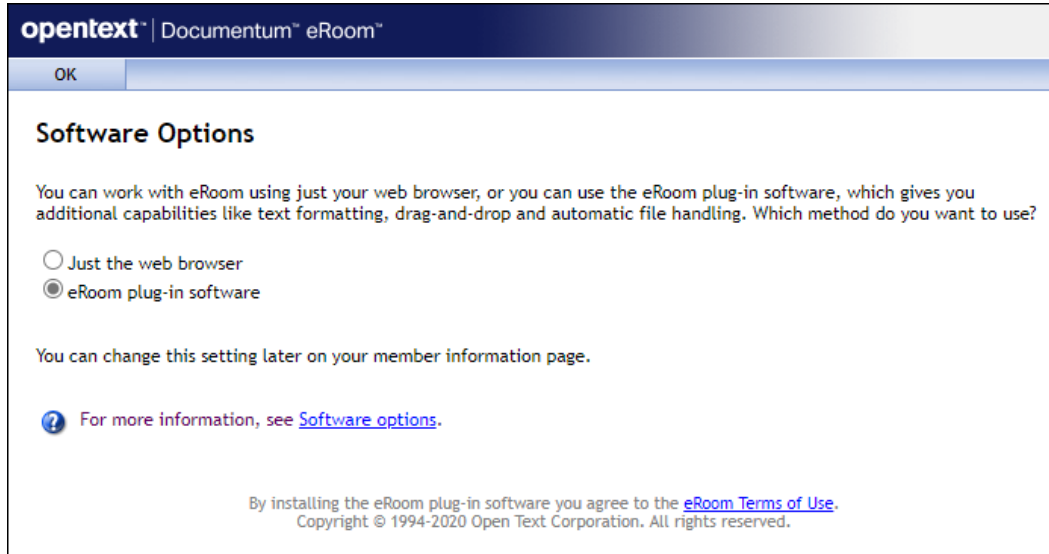


Figure 20. The PS2 "Software Options" Screen

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.

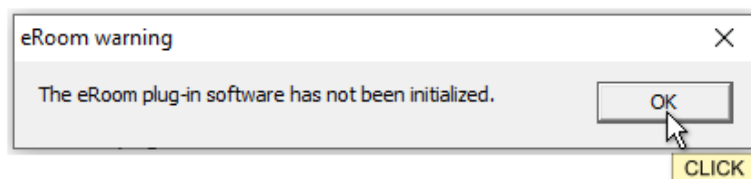


Figure 21. The "eRoom Plug-in Has Not Been Initialized" Message

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

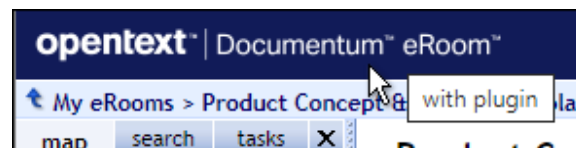


Figure 22. The "With Plug-In" Message