

DEPT. OF HEALTH AND HUMAN SERVICES

# Nebraska Vital Records Electronic Registration System-Browser Application (VRERS-BA) LOGIN ERRORS

## Logging in with browsers other than Internet Explorer (32 Bit).

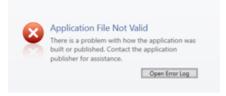
#### Internet Explorer (64-bit)

When the 64-bit version of Internet Explorer is used this error will display.

😵 Exception	
An error occured: The type initializer for 'Netsmart.VR.UI.Controls.PdfViewerControl' t	hrew an exception.
OK Show Details	

## <u>Edge</u>

Will infinitely loop trying to download the file and open or display "Application File Not Valid"" message.



Edge left, Internet Explorer right.



#### 64-bit operating system

Sometimes if you are using a 64-bit operating system the same error will display.

Seception	
An error occured: The type initializer for 'Netsmart.VR.UI.Controls.PdfViewerControl' threw	an exception.
OK Show Details	

To work around this issue, change the value of the **TabProcGrowth** registry entry to an integer number that is greater than 0. To do this, follow these steps:

- 1. On the lower left edge of the screen, select **Start** and then **Search Programs and Files**.
- 2. In the search box, type regedit.
- 3. Click on the displayed **Regedit** icon. Locate and then select the following registry entry: HKEY\_CURRENT\_USER\Software\Microsoft\Internet Explorer\Main\TabProcGrowth
- 4. Change the value of the registry entry from 0 to 1.
- 5. If TabProcGrowth is not listed, then it will need to be added.

- ab Show\_StatusBar REG\_SZ LowRegistry ab Show\_ToolBar REG\_SZ Main Collapse Show\_URLinStat... REG\_SZ New ₽ Key Find... String Value MA D Me Delete **Binary Value** MI DWORD (32-bit) Value Rename Net QWORD (64-bit) Value Export Pad Multi-String Value Phi Permissions... D Expandable String Value D. Computer\HKEY\_CURRENT\_L Copy Key Name explorer (iviain
- 6. Right click on the Main folder and select New $\rightarrow$ DWORD (32-bit) Value

- 7. Rename the name from New Value to TabProcGrowth
- 8. Then right click on TabProcGrowth and select Modify
- 9. Then change the Hexadecimal value from 0 to 1 and select OK.

Edit DWORD (32-bit) Value	×
Value name:	
TabProcGrowth	
Value data:	Base Hexadecimal Decimal
	OK Cancel

10. Re-boot or re-start the PC and try logging in again.

## <u>Firefox</u>

Will display a message asking to open or save file. If opened a loop will initiate or error message displayed and continually open tabs.

Opening Netsmart.VR.XBAP.xbap	$\times$
You have chosen to open:	
Netsmart.VR.XBAP.xbap	
which is: XAML Browser Application	
from: https://iadhvrs.netsmartcloud.com	
What should Firefox do with this file?	
Open with Windows Presentation Foundation Host (def	
○ <u>S</u> ave File	
Do this <u>a</u> utomatically for files like this from now on.	
OK Cancel	

#### <u>Chrome</u>

Will display a message that the file may harm the computer or initiate loop and continuously open tabs.

▲	This type of file can harm your computer. Do you want to keep Netsmart.VR.XBAP.xbap anyway?	Кеер	Discard

## <u>FIX:</u>

Use Internet Explorer. (32-Bit is just called Internet Explorer)

## Logging in without site in Trusted Sites

An error occurred in application you were using. Logging in without website in trusted list, or file being renamed.

Error Log

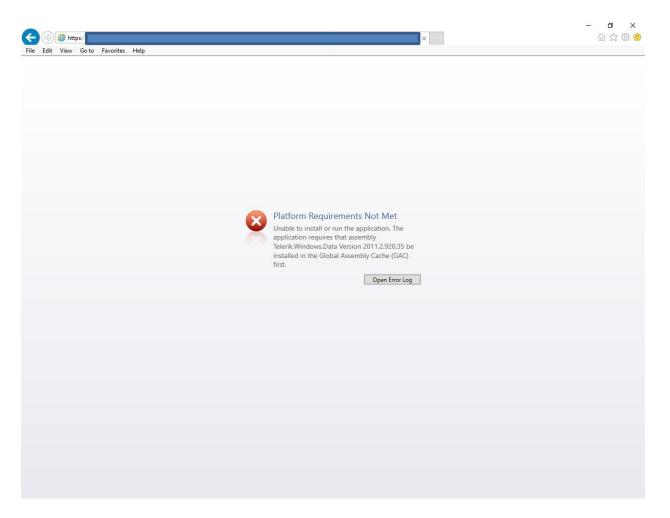
- 1. "This Application type has been disabled" (not in trusted sites)
- 2. "Download of the Specified resource has failed" (file being renamed)

← ⊕ @ https:/	An error occurred in the ap 🗙	- D × 企会感 🙂
File Edit View Go to Favorites Help		
An error occurred in the application you were using	9	
You can try the following:		
Restart the application.		
Click the "More Information" link below for details about the	his error.	
More Information		

## <u>FIX:</u>

- 1. Add the website to trusted sites through the Security tab of Internet Options in Internet Explorer. Refer to the installation instructions.
- 2. Check system settings on downloads. Run anti-virus scan Malwarebytes found to work.

Logging in without prerequisite applications installed.



## <u>FIX:</u>

1. Run the Netsmart VR BA Prerequisites Setup Wizard from the View Application Prerequisites Button on login page. See installation instructions.

#### Improper Bookmark.

If added to favorites using Internet Explorer's built-in favorites menu the favorite may get added with cookie information tagged onto the end of the URL. This will allow the website to launch but not login correctly and an error will display. On rare occasions the user is not putting their ID in correctly and this error displays when too many characters are present in the ID field.

And a second sec				
C () / Ktips:/		🕯 🖒 🍊 Runtime Error	×	n 🖈 🖸
Eile Edit Yiew Fgvorites Iools Help				
🐅 🏭 vWor 🕘 STEV 🕘 Secu 🚥 Gove				💁 = 🔯 = 🖙 🖶 = Bage = Safety = Tools = 📦 =
Server Error in '/	Application.			
running on the local server machine.				I remotely (for security reasons). It could, however, be viewed by browsers located in the root directory of the current web application. This «customErrors»
tag should then have its "mode" attribute set to "Off".			y	
Web.Config Configuration File				
<configurations <system.vebs <ustomerrors mode="Off"></ustomerrors> </system.vebs </configurations 				
Notes: The current error page you are seeing can be replaced by a custo	m error page by modifying the "defaultRedir	rect" attribute of the application's <co< td=""><td>ustomErrors&gt; config</td><th>puration tag to point to a custom error page URL.</th></co<>	ustomErrors> config	puration tag to point to a custom error page URL.
Web.Config Configuration File				
<pre><configurations< td=""><th>rect="mycustompage.htm"/&gt;</th><td></td><td></td><th></th></configurations<></pre>	rect="mycustompage.htm"/>			

#### **FIX:**

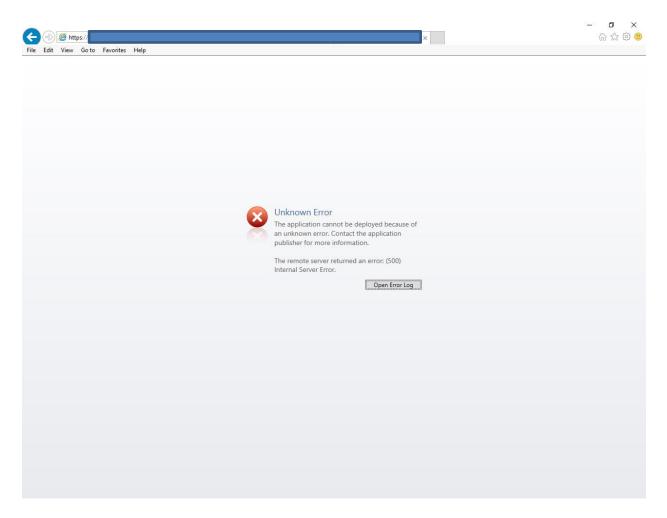
1. Bookmark Vital Records from the login page. Refer to installation instructions.

	ges (
User ID	
Password	
	Login o
	Forgot My Password



2. Check User ID being used.

## Communication error.

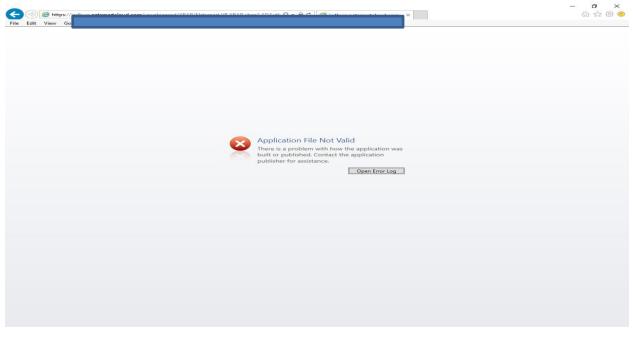


## <u>FIX:</u>

Simple refresh usually works. May need multiple attempts

## Download of the application failed or current version needs re-downloaded.

In some instances network settings handling certificates may be blocking the download. VRERS-BA is stored in temporary files and after system changes or updates in VRERS-BA itself, these files may become corrupted or unusable. Re-download of the files be needed. In some occasions system settings may be blocking the download. In rare occasions Java may not be present on the computer.



Or

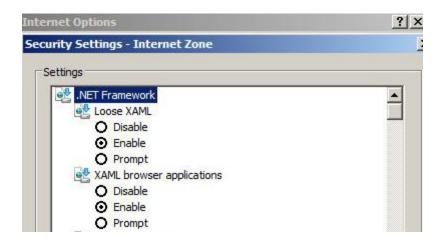
S Exception
An error occured: Object reference not set to an instance of an object.

## <u>FIX:</u>

- 1. Clear out the application cache by running Netsmart Multisite Refresh. If you haven't installed it, please refer to the installation instructions.
- 2. Check advanced setting of Internet Options especially with how signatures are handled and saving encrypted files to disk.
- 3. Install Java.
- 4. Install .NET framework 4.5 or higher. The latest version will work which is currently 4.6.2.

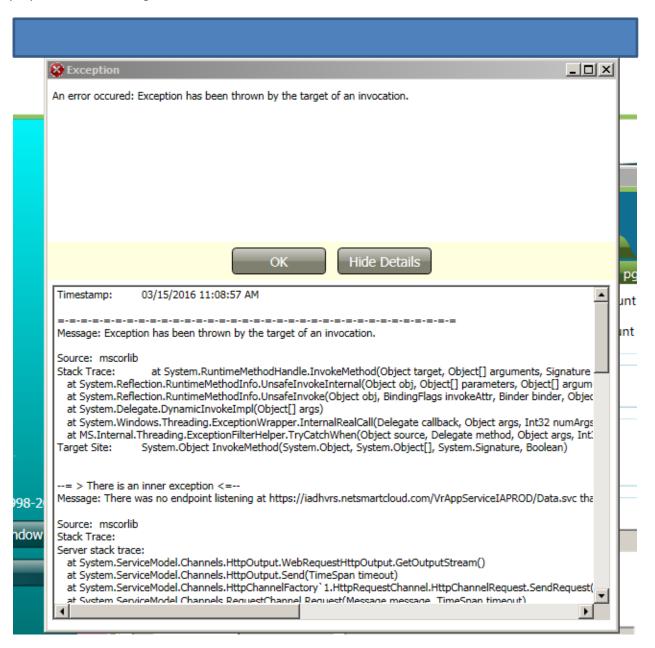
5. Enable .NET Framework and XAML in the Internet zone (custom level of Internet Options-Security).

Internet Options
General Security Privacy Content Connections Advanced
Select a zone to view or change security settings.
Internet Local intranet Trusted sites Restricted sites
Local intranet This zone is for all websites that are found on your intranet.
Security level for this zone Allowed levels for this zone: All
Medium-low     Appropriate for websites on your local network     (intranet)
Enable Protected Mode (requires restarting Internet Explorer) Custom level Default level
Reset all zones to default level
Some <u>settings</u> are managed by your system administrator.
OK Cancel Apply



#### **Internet Connectivity loss.**

With limited connectivity a user may be able to access the site and even partially login. At the point the .net file is handled the download fails but sends a response to the server the file is being handled. This message will display when a zero length .net framework file is executed.

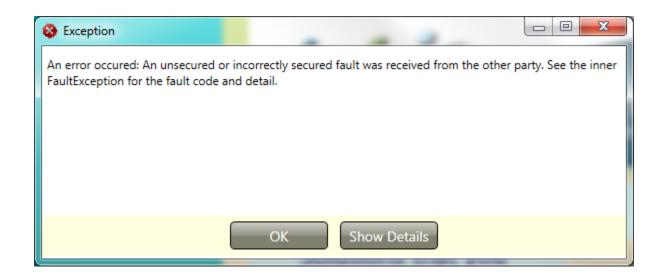


## <u>FIX:</u>

1. Check internet connection.

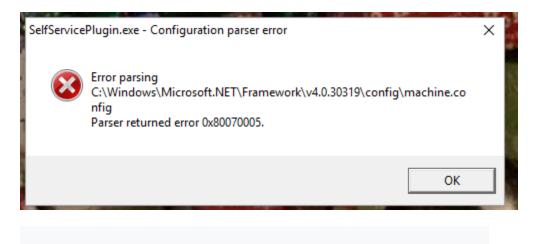
## Logging in with incorrect time.

The user's clock with need to match the time on the server to communicate and time stamp processes correctly. If the clock does not match this error will appear, more common on laptops with battery issues.



**<u>FIX:</u>** Correct time set on clock or change to internet time.

#### **Configuration Parsing Error.**





## **Unknown Error**

The application cannot be deployed because of an unknown error. Contact the application publisher for more information.

The type initializer for 'System.Net.ServicePointManager' threw an exception.

Open Error Log

Go to the C:\Windows\Microsoft.NET\Framework\v4.0.30319\Config folder\ with Windows Explorer. Right-click the file machine.config and select properties.

	Vindows	Microsoft.NET      Framework      v4.0.30319	Config		Alam
CSC CSC Cursors		Name	Date modified	Туре	Size
<ul> <li>debug</li> <li>diagnostics</li> </ul>		Browsers           DefaultWsdlHelpGenerator.aspx         Image: Construction of the sector of the s	05/05/2015 7:05 PM 03/18/2010 12:27	File folder ASPX File	69 KB
DigitalLocker Downloaded Program Files		<ul> <li>legacy.web_hightrust</li> <li>legacy.web_hightrust.config.default</li> <li>legacy.web_lowtrust</li> </ul>	03/18/2010 5:02 AM 03/18/2010 5:02 AM 03/18/2010 5:02 AM	CONFIG File DEFAULT File CONFIG File	13 KB 13 KB 8 KB
ehome		<ul> <li>legacy.web_lowtrust.config.default</li> <li>legacy.web_mediumtrust</li> </ul>	03/18/2010 5:02 AM 03/18/2010 5:02 AM 03/18/2010 5:02 AM	DEFAULT File CONFIG File	8 KB 12 KB
Image: Second Seco		<ul> <li>legacy.web_mediumtrust.config.default</li> <li>legacy.web_minimaltrust</li> </ul>	03/18/2010 5:02 AM 03/18/2010 5:02 AM	DEFAULT File CONFIG File	12 КВ 7 КВ
> 🎍 Help > 🍑 IME		legacy.web_minimaltrust.config.default	03/18/2010 5:02 AM 09/11/2013 5:02 PM	DEFAULT File CONFIG File	7 KB 36 KB
IL2Schemas	=	machine.config.comments	09/11/2013 5:02 PM 09/11/2013 5:02 PM	COMMENTS File DEFAULT File	90 KB 36 KB

Go to "Security" tab.

Add the users or the user group to the list and add read & execute and read. Remove deny read if it is checked. If there is still an issue, you may want to add write.

machine Properties
General Security Details Previous Versions
Object name: C:\Windows\Microsoft.NET\Framework\v4.0.3031
Group or user names:
& SYSTEM
Administrators (BF223029\Administrators)
Sers (BF223029\Users)
& IIS_IUSRS (BF223029\IIS_IUSRS)
To change permissions, click Edit.
Permissions for Users Allow Deny
Full control
Modify
Read & execute 🗸
Read 🗸
Write
Special permissions
For special permissions or advanced settings, Advanced
Leam about access control and permissions
OK Cancel Apply

.Net 4.5 and later user the same folder (they are in-place upgrade).