

# USASWeb Questions and Answers

Note: In general, errors from USASWeb should be easy to read and understand, and consistent with what you might get from AUTOPOST or other USAS programs. Messages that are difficult to read or interpret are likely technical in nature or are program bugs and should be reported to the SSDT. Included in the questions and answers below are some of the common error messages people have asked about, along with their cause and workaround.

---

**Q.** User gets “Error:org.nwoca.ssdt.rpc.vms.OecnRpcInvalidXmlRequestException” error.

**A.** This error is caused by using special characters in a field. For instance, using the “&” when searching by vendors, or entering special characters into the description area have both been reported to cause this error in the past. This error has been fixed for all known cases, but could reoccur. Notify SSDT with details on how to recreate error if it does.

---

**Q.** User gets “Error: ;nested exception is: org.nwoca.ssdt.rpc.vms.OecnUSPException: USP Exception, Invalid XML request

**A.** This means the backend timed out but the webapp is still running. The only way to recover from this is to save the draft, then log in again and load the draft in. This should be very rare since V1.3.

---

**Q.** User gets Error: login failed: %ACME-E-AUTHFAILURE, authentication has failed error

**A.** Incorrect username/password was entered.

---

**Q.** How can I email a copy of the requisition to someone?

**A.** You can use the “Send Page” option of your browser to email either the HTML version, or the “printed” version (from the pop-up box resulting from using the “Print” key). You can also send the query listing. As long as the receiving user is using an HTML-capable email program they will be able to read the emails.

---

**Q.** What browsers are supported in USASWeb? Are there any special requirements when running on a MAC?

**A.** There is no special browser requirement, except that it be any “modern” browser. The latest version of any of the browsers should work fine. Note that IE is no longer supported on the MAC platform. We do require that Javascript and cookies be enabled for both platforms, and if a “popup blocker” is being used that it be disabled for the USASweb site.

---

**Q.** What if the user gets timeout errors as soon as they log in?

**A.** Check your cookie settings. Normally, privacy tab should be set to medium and the advanced box should be unchecked.