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A. Unable to access LEO screen

• Check for proper website address

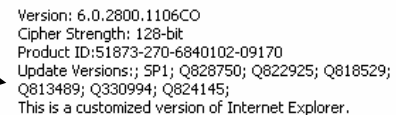
- Verify the URL address shows (or was typed) as:
<https://leo.louisiana.gov> (may have slash at end, other symbols prohibited)
- Cannot see the address?
 - Press **F11** to **view** the URL internet address.
 - Press **F11** to **close** this address window.
 - **F11** may also show a **world turning** – indicates the system is working on the request.

• LEO “short cut” or “favorite” not working

- A shortcut or favorite with a web address that reads:
<https://leo.louisiana.gov/default1024.asp> no longer works
- There should be no characters after “.gov”
- Advise user to recreate “shortcut” or “favorite” after linking to correct website address

• Verify Microsoft Internet Explorer Version

- Open Internet Explorer browser session. Click **Help**. Click **About Internet Explorer**
- Version must be = 5.5 or higher (example is 6.0)
- Update Versions (fourth line) must list ‘SP1’ or ‘SP2’ for the security patches

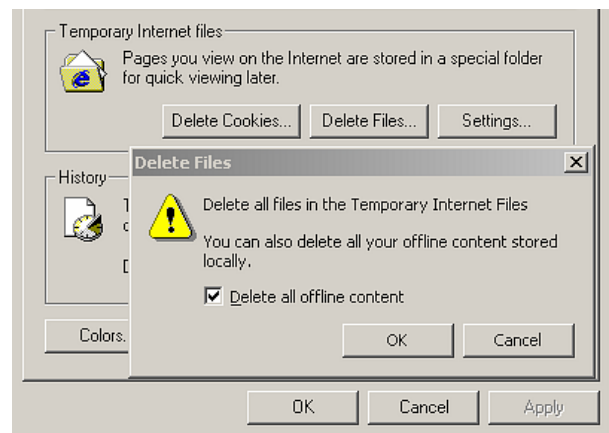


Version: 6.0.2800.1106CO
Cipher Strength: 128-bit
Product ID:51873-270-6840102-09170
Update Versions:; SP1; Q828750; Q822925; Q818529;
Q813489; Q330994; Q824145;
This is a customized version of Internet Explorer.

*Link to Microsoft download page is available from Online Help under “Required Software”.
On the LEO logon page select “Online Help”.*

• Clear cookies and temporary files (cache file)

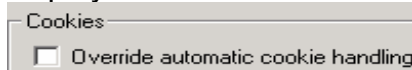
- Open Internet Explorer browser session. Click **Tools**. Click **Internet Options**.
- On the **General** screen in the section, **Temporary Internet files**.
- Click **Delete Cookies...** button “Delete all cookies in the Temporary Internet Files folder?” message is displayed. Click **OK** button.
- Click **Delete files...** button, “Delete all files in the Temporary Internet Files You can also delete all your offline content stored locally.” message is displayed.
- Click in the **Delete all offline content** checkbox. Click **OK** button and wait for all the files to clear. Click **OK** button again.



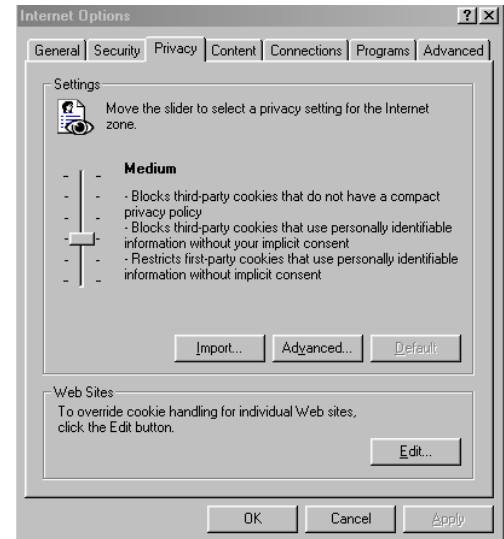
- Reboot computer if clearing out these files takes a long time (5 minutes). Advise user to shut down, reboot PC, and repeat the DELETE FILES process. (If there are many temporary files on the computer, sometimes they are not all cleared on the first attempt.)

- **Verify security level & Override automatic cookies handling is not selected:**

- Open Internet Explorer browser session. Click **Tools**. Click **Internet Options**. Click **Privacy** tab.
- Move the sliding bar to either Medium or Low.
- Click **Advanced...** button, "You can choose how cookies are handled in the Internet zone. This overrides automatic cookie handling." message is displayed. Check box must **not** be checked,



Click **OK** button and then click **OK** button again to close Internet Options.



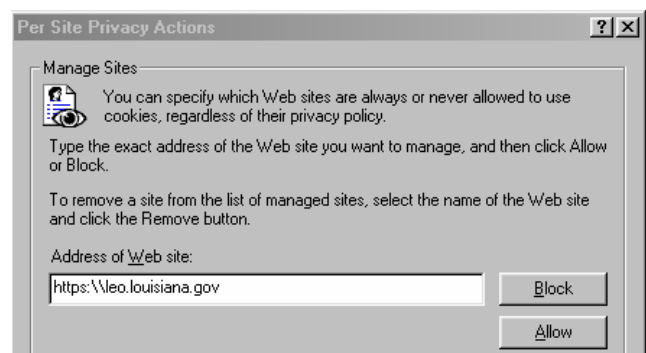
- **Pop-Up Blockers:**

LEO is regarded by Windows as a pop up and may be blocked. There are two options:

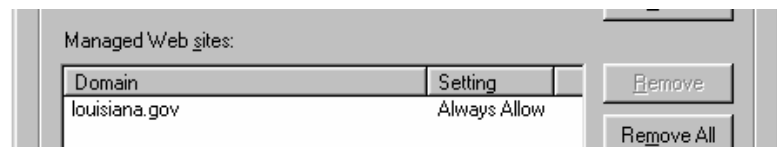
- **TURN OFF (Disable)** the pop-up blocker **OR** we recommend
- **ALLOW** the specific sites through...see below

- **Pop-Up Blocker on Windows 2000**

- Open Internet Explorer browser session. Click **Tools**. Click **Privacy** tab.
- Click **Edit** button near the bottom under Web Sites section. The Manage Sites Section is displayed.
- Type the LEO website "https://leo.louisiana.gov" into the field and click **ALLOW** button.



- This **allows** the LEO website to be displayed.



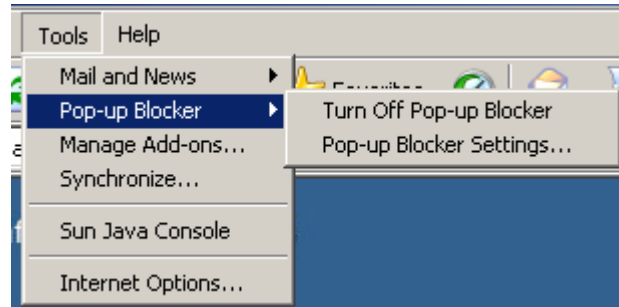
- **Pop-up Blocker on Windows XP**

- Open a new Internet Explorer browser session for XP's automatic pop up blocker.

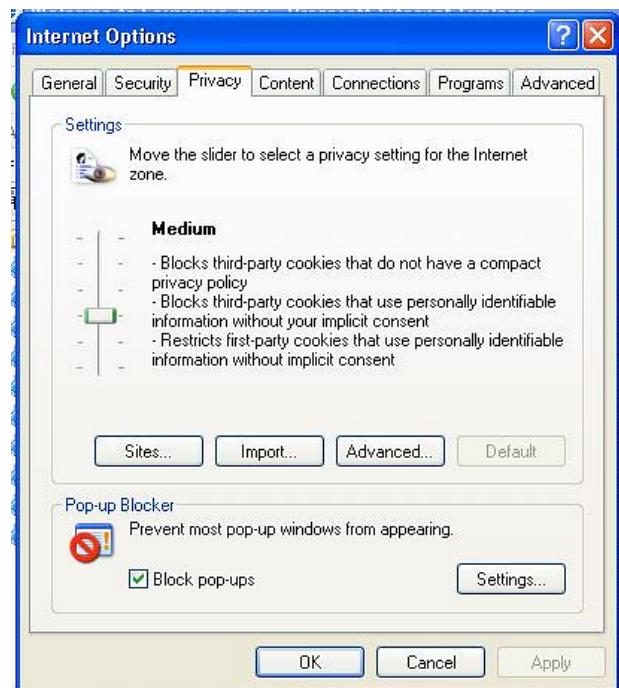
Turn OFF blockers:

There are multiple ways to turn off the blockers:

Click **Tools**. Click **Pop-up Blocker**.
Click **TURN OFF Pop-up Blocker**.



Go to **Internet Explorer**. Click **Tools**.
Click **Internet Options** and **Privacy** tab.
A "√" in the check box indicates there is a blocker. Removing the "√" allows All pop ups through.



ALLOW specific sites:

There are multiple ways to allow sites through the blocker:

Method 1: Click **Tools**. Click **Pop-up Blocker** (see dropdown above).

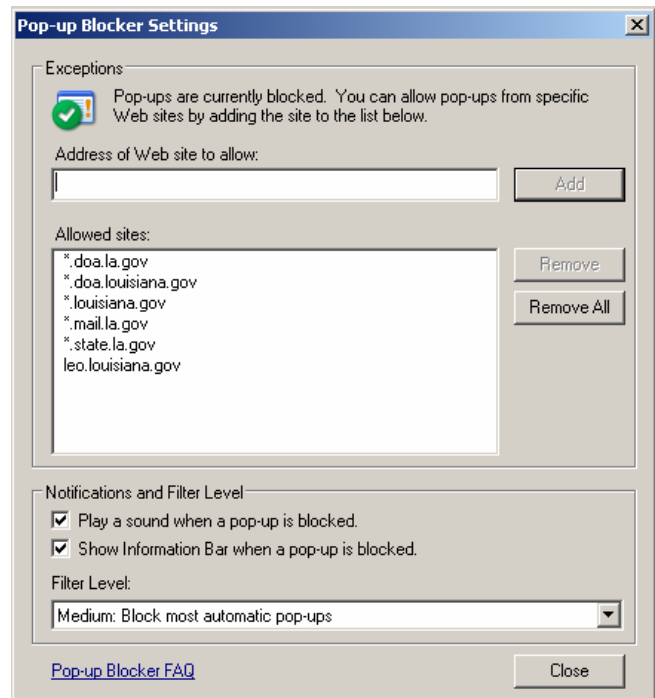
- Click **Pop-up Blocker Settings**.
- Add the LEO address: "**leo.louisiana.gov**" as an exception

Method 2: Click **Tools**. Click **Internet Options**. Click **Privacy** tab.

- Click **Settings** button.
- Allow only certain pop ups through by entering in the site address: "***.louisiana.gov**" as an exception.

Method 3: Go to **Tools**. Click **Internet Options**. Click **Security**. Click **Trusted Sites**.

- Click **Site** button.
- Allow only certain pop ups through by entering in the site address: "***.louisiana.gov**" as an exception.
(the asterisk allows ANY site associated w/ LEO to go thru)



NOTE: If problem still exists check for other pop-up blockers. They may be associated with downloaded toolbars like Yahoo and Google, or with software such as internet security software.

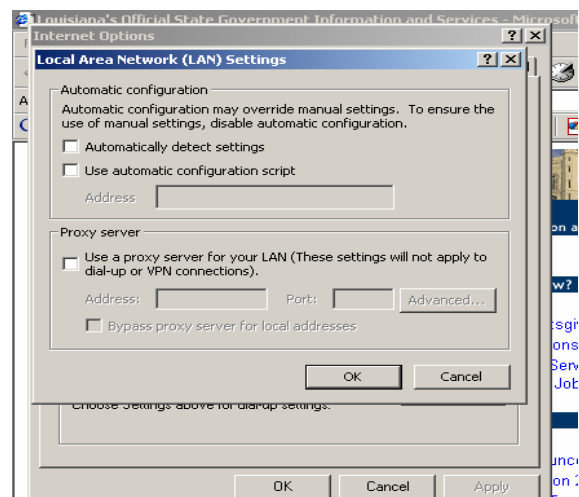
B. Error Messages/Screens – Unable to access LEO

Specific error messages or error screens seen going to LEO MAIN ENTRY screen.

- **LAN Settings pop-up**

If the ports are open but their proxy server is not configured to accept the LEO URL, the technical liaison can advise users to deselect the proxy setting on their browsers:

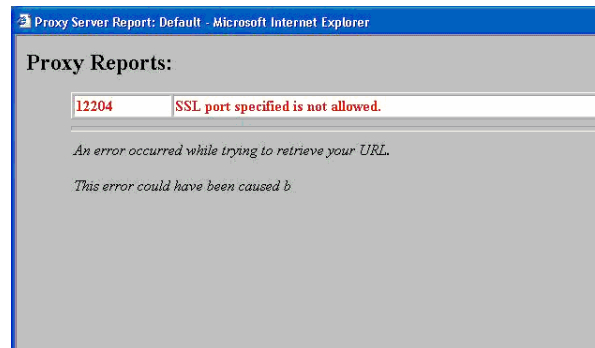
- Go to **Internet Explorer**. Click **Tools**. Click **Internet Options**. Click **Connections** tab. Click **LAN Settings** button.



- **'Proxy Reports: 12204 SSL port specified is not allowed'**

- Contact IT staff and have them open the proper server ports.

Information on Required Ports is available from Online Help under "System Requirements". On the LEO logon page select "Online Help".



- **'The page cannot be displayed'**

- Contact IT staff and have them open the proper server ports.

Information on Required Ports is available from Online Help under "System Requirements". On the LEO logon page select "Online Help".

- If this happens on only one person's PC, the Internet Explorer settings may need to be changed.
- Verify by having the user access LEO on another employee's PC that can access the LEO logon page.
- If the user still gets the "page cannot be displayed" window, go to **Internet Explorer**. Click **Tools**. Click **Internet Options**. Click **Programs** tab and click on Reset Web Settings. Click **Advanced** tab and click Restore Defaults.

- **'Runtime error'**

If user is having slow response time i.e. using a dial-up, line - Advise user to open ADOBE first, then open LEO

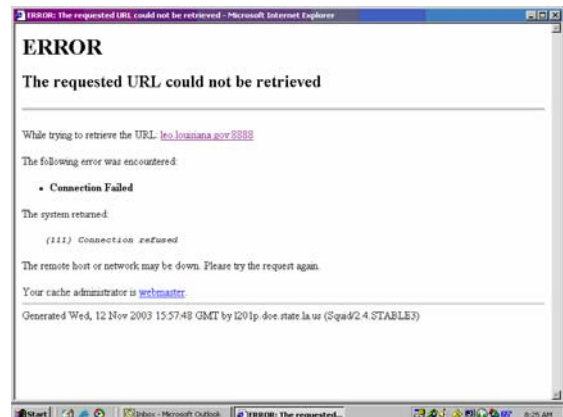
- **'Runtime error' - specific lines in code**

- Clear cookies and temporary files (cache files) see previous instructions.
- Internet Explorer installation possibly corrupted.
- If user has permissions they can reinstall Internet Explorer (5.5 or higher) and Service Packs.

- **'The requested URL could not be retrieved'**

- Verify if problem is isolated to only one PC by having the user access LEO on another employee's PC that can access the LEO logon page.
- If problem also occurs on the other PC, contact IT staff and have them open the proper server ports.

Information on Required Ports is available from Online Help under "System Requirements". On the LEO logon page select "Online Help".



C. Cannot LOGON

- **Verify information (Personnel Number & Password):**

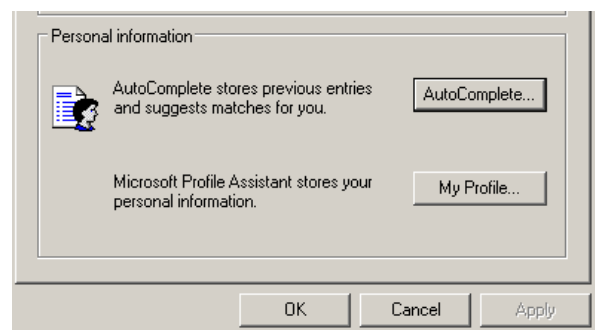
- Enter **personnel number** using **P** and **zeros** not letter 'o'.
- Verify they are using the correct personnel number.
- Advise user of non-paid agency to reset password in password maintenance.
- Determine if user has been through **Password Maintenance** and received a **"Password is changed successfully."** message **or** if they know their password.

- **Is Employee New? Rehire? Transfer?**

- Verify employment date, new employee may not be in Portal yet.
- Rehire or transfer, verify the data matches on the Communication record of PA20 under the Work Contract Data Tab. May not have completed processing in Portal, so advise employee to retry in 24 hours.

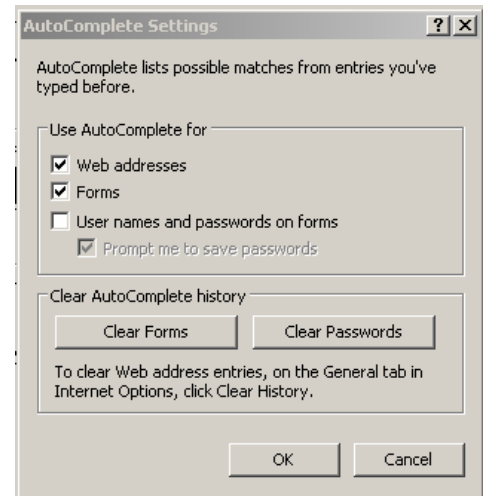
- **Did they STORE their Password on the computer?**

- Verify user **has not** checked the **Save Password** checkbox on any **Network** pop-up boxes. Advise user **not** to use any Save Password options.
- Remove this option & clear out passwords that have been stored:



- Open Internet Explorer browser session, on the toolbar click **Tools**, in the dropdown, click **Internet Options**, click **Content** tab.

- In the Personal information section, click on **AutoComplete**.
 - In the Auto Complete for section, deselect the Prompt me to save passwords checkbox.
 - In the Clear AutoComplete history section, click Clear Passwords.
 - Click **OK** twice.



- **Logon box is redisplayed without an error message**

User unable to log on with new password. Logon box is redisplayed without an error message:

- Portal is down due to technical failure of server or back-end support.
- Contact LEO Help Desk.

User is unable to log on with old password and did not receive “user authentication” error message.

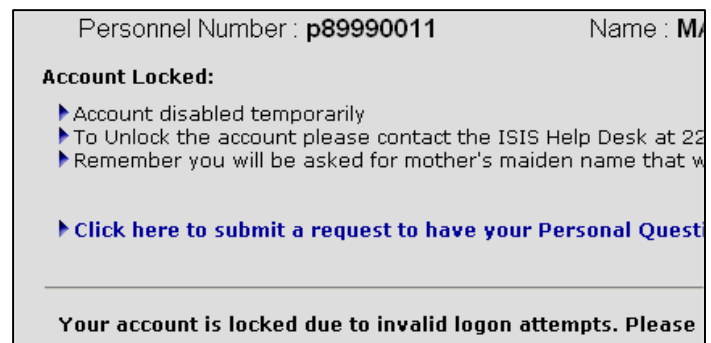
- Open Internet Explorer browser session, click **Tools**, click **Internet Options**, click **Privacy** tab. Move the sliding bar to either Medium or Low.

D. Error Messages/Screens – Cannot LOGON

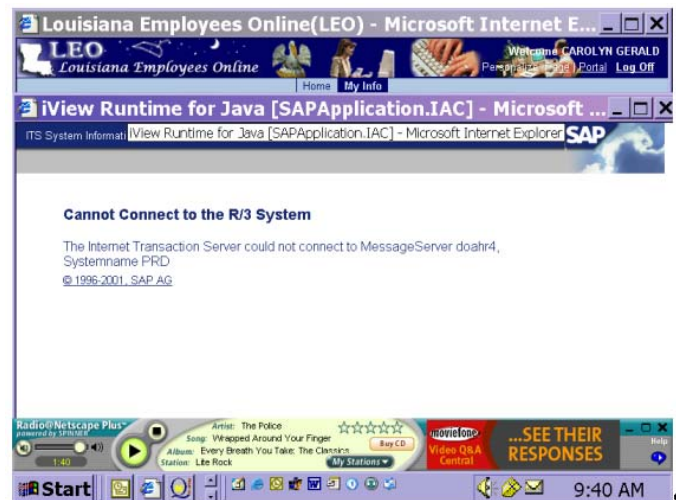
Specific error messages or error screens seen trying to login.

- **Account locked (too many invalid logon attempts)**

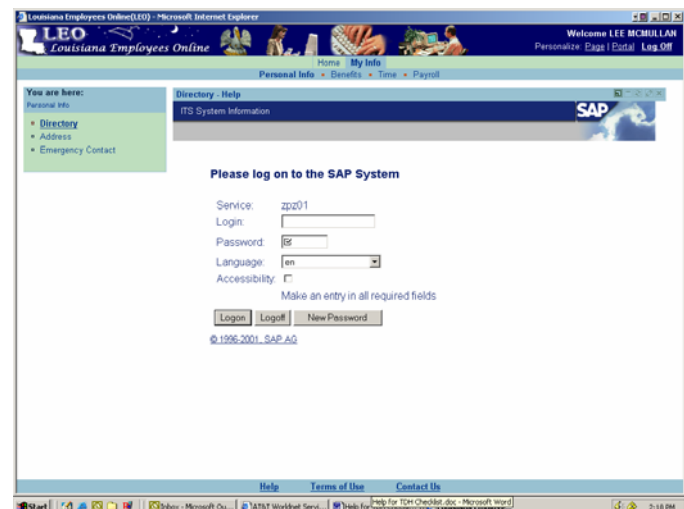
- Password Maintenance account is locked.
- Contact Helpdesk and select Option 1 for System Administration to unlock.
- User must start over with Password Maintenance and reenter personal question, etc.



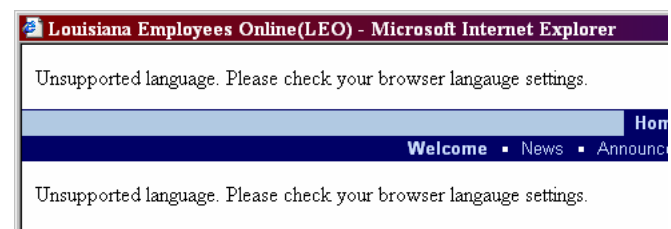
- **'Cannot Connect to the R/3 System'**
 - Message shows instead of the Welcome Page. This is a network connection problem; contact the LEO Help desk.



- **'Please log on to the SAP System' messages**
 - Verify correct URL address <https://leo.louisiana.gov>
 - If a **period '.'** or other **symbol** is entered **after 'gov'**, brought to a 'look alike' site and not connected to ISIS HR. Enter the correct URL.



- **'Unsupported language. Please check your browser language settings.'**
 - Open Internet Explorer browser session.
 - Click **Tools**, click **Internet Options**.
 - On the **General** screen, click the bottom **Languages** button.
 - On the pop-up, use the Move Up button to put English (United States) [en-us] as the first one in the list.
- **'user is null (this information has been logged)!'**
 - Refer user to IT staff for permission to deselect the proxy server option.



- **'User Authentication Failed'**

User entered an incorrect personnel number and/or password **OR** is locked.

- Verify the user is entering a 'p' and all leading **zeros**.
- Reset their password through Password Maintenance.
- If user is locked in Password Maintenance, contact LEO Help Desk; select Option 1, 1 for System Administration.
- If user has **Saved Password** option set, delete ********* that automatically appears in Password field and enter correct password.

- **'Your account is locked'**

- Contact LEO Help Desk; select Option 1, 1 for System Administration to unlock.

E. Password Maintenance

- **Blank screen when trying to use password maintenance**

- If user gets a blank screen trying to use LEO Password Maintenance, but is able to login to LEO without a problem, **clear the temporary files (cache)**. See Section A. for instructions.

- **Birthday / Does not display the entire field.**

- Not able to input info in birthday fields.
- Check browser; user probably has Netscape.

Validation select your date of birth from the dropdowns, enter the last 4 digits of your S

Date of Birth MM/DD/YYYY:	Aug	-	23	-	200
Last 4 digits of SSN (XXXX):	6058				
Next>>					

Help Terms of Use Contact Us

- **'The page cannot be displayed'**

- Contact IT staff. They must open up the proper server ports.

Information on Required Ports is available from Online Help under "System Requirements". On the LEO logon page select "Online Help".

F. Error Messages/Screens – Password Maintenance

Specific error messages or error screens seen getting to or using password maintenance.

- **500 Location: /password reset/PRUserId.jsp**
 - Contact LEO Help Desk.
 - Clear cookies and temporary files (cache files). See Section A. for instructions.

Error: 500

Location: /passwordreset/PRUserId.jsp

Internal Servlet Error:

```
java.lang.NoClassDefFoundError: PRUserID_4 (wrong name: PRUserID_4)
  at java.lang.ClassLoader.defineClass0(Native Method)
  at java.lang.ClassLoader.defineClass(ClassLoader.java:488)
  at org.apache.tomcat.util.depend.DependClassLoader12Impl.defineClassComp
  at org.apache.tomcat.util.depend.DependClassLoader12Impl.loadClassIntern
  at org.apache.tomcat.util.depend.DependClassLoader12Impl$1.run(DependCl
```

- **1000: Invalid personnel number. Please retry.**

User is entering incorrect Personnel Number.

 - Check employee record in SAP.
- **1007: Answer did not match with information on file. Please Retry.**

If going through **Password Maintenance** and **system does not recognize Answer**, (to your Personal Question) that **verifies person's identity**, set up a new question.

 - To reset personal question, contact LEO Help Desk; select Option 1 for System Administration.
 - Set up a new question through Password Maintenance.
- **1008: Data Mismatch, Please try again. (DOB / SSN do not match what is in SAP).**

If going through **Password Maintenance** and **system does not recognize DOB or SSN** that **verify a person's identity**, verify in SAP.

 - If information is incorrect in SAP, correct it in SAP. Contact LEO Help Desk; select Option 1 for Security and have them perform an **Update** on the record.
 - If information is, correct in SAP. It may have had been changed, but never updated. Contact LEO Help Desk; select Option 1 for Security and have them perform an **Update** on the record.

- **1009: Unable to store information. Please retry.**

- Verify employee has **NO special characters** in their name such as **Cheri'**.
- Verify user has not input **special characters** in password reset fields or personal question.
- Data corrected and needs cycle run in portal. Contact Helpdesk.
- User is trying to access Password Maintenance and is directed to store their personal question & mother's maiden name (regardless of completing this before). The application returns error 1009. Contact LEO Help Desk.

- **3000: Old password cannot be empty.**

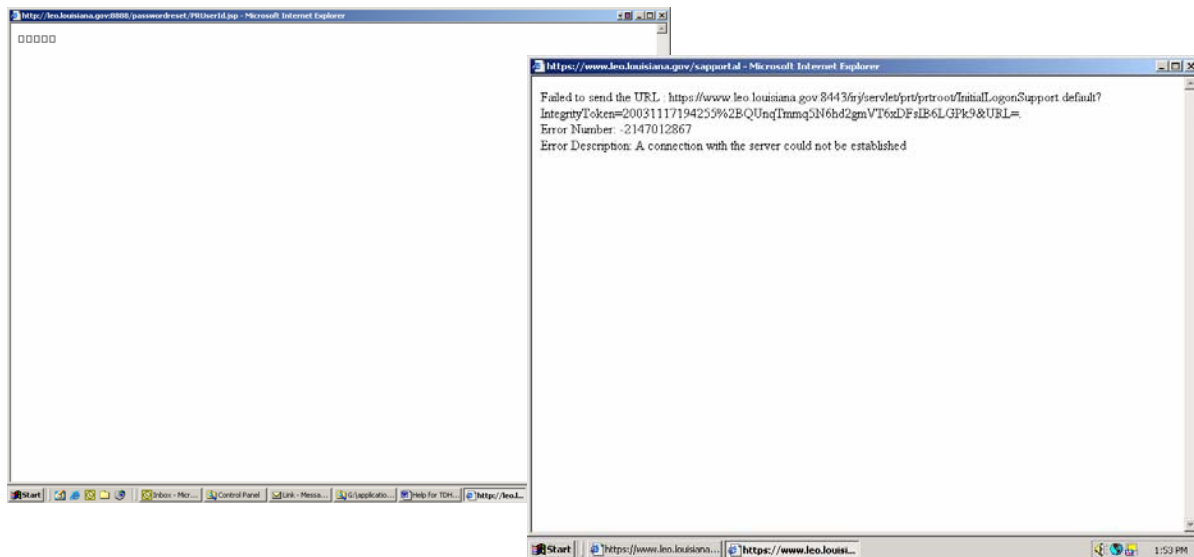
- Verify user is still employed. If still employed exit Password Maintenance, close session and attempt again a short while later.
- Employees only have LEO permissions for approximately 30 days after separation.

- **3000: Invalid Password.**

- The Password does not follow the guidelines, **OR**
- User is no longer an active employee with the state.
- If going through **Password Maintenance** and **message 3000 appears**, explain the restrictions. Password requirements shown at top of New Password screen (or see Online Help for complete list):
 - Must be **minimum** 8 characters.....must contain **both** letters and numbers
 - Is case sensitive (Baton2007; baton2007)
 - Cannot repeat characters more than once (AAA, 2222)
 - Cannot be the same password as the last 5 passwords
 - Cannot begin with abbreviations for months (Jan, Mar,)

- **Failed to send the URL**

User forgets to **add the 's' to http** and attempts **Password Maintenance**. User can see either of these screens....



G. Cannot view DATA

Cannot get to data...this includes any errors/screens that might be seen in multiple locations within LEO. Some messages such as MSS are included grouped together since they only appear in this section of LEO.

- **ADOBE ACROBAT READER issues:**

- Box with a **red X** is displayed rather than Pay Statement.
- Pay Statement area is blank.
 - Verify version of Adobe Acrobat Reader is at least 5.0 or higher. Click on **Start** bar, click **Programs** and verify Adobe Reader 5.0 or higher is listed.
 - Activate Adobe Acrobat program first, then go into LEO and access Pay Statement.
 - Open another .pdf document to verify if Adobe Acrobat Reader is corrupted.
 - No Acrobat Reader installed.

Link to Adobe Acrobat download page is available from Online Help under "Required Software". On the LEO logon page select "Online Help".

- **"circle of dots" - ONLINE TIME AGENCIES ONLY**

Outlook user having "Use MS Word to edit email" selected should deactivate. Click Tools - Options - Mail Format.

- Contact technical support and advise that certain Microsoft scripts must be updated.
- Advise tech support to apply the following script to any PC not up to current MS patch levels for MS WIN2000/XP OS:

<http://www.microsoft.com/downloads/details.aspx?displaylang=en&familyid=c717d943-7e4b-4622-86eb-95a22b832caa>

- **Dial up users or System slow**

- **Before** trying to access LEO, activate Adobe Acrobat program, then log into LEO to access the function which is using Adobe (such as Pay Statement)
- If still experiencing problems, contact the LEO Help desk.

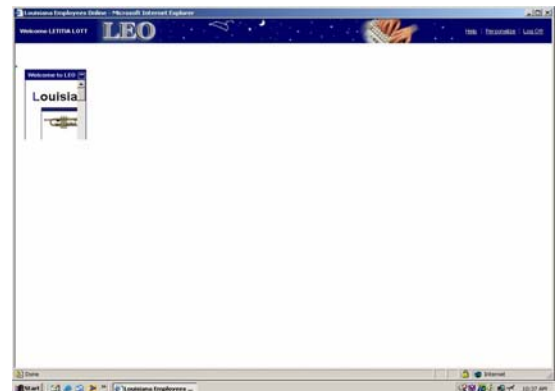
- **Nothing displaying**

User cannot get screens, i.e. Pay statement and Leave screen to display data. They show message "no data found".



- Check employee status, may be in "Transfer Zone".

- **When only part of the opening page in LEO displays**

- Clear cookies and temporary files (cache files). See Section A. for instructions.



- **White screen / no data**

- Check for 'collapsed tray' icon to far right of iview window . No data displayed in the iview (i.e. Pay Statement).
- Click the icon again to get the iview window back .



- On screens that are formatted to contain data when they open (i.e. Cancel Leave Screen), there might be an error message in the bottom left.... "Done, but with errors on page."

H. Error Messages/Screen – Cannot view DATA

Specific error messages or error screens seen trying to get data to display.

- **“Action canceled”**

- Clear cookies and temporary files (cache files). See Section **A.** for instructions.
- Allow “*.louisiana.gov” as a website. See Section **A.** (Pop-up Blockers) for instructions.
- Advise user to contact IT staff to open the proper server ports.

Information on Required Ports is available from Online Help under “System Requirements”. On the LEO logon page select “Online Help”.

- **“Debug: Line # # # - error object required”**

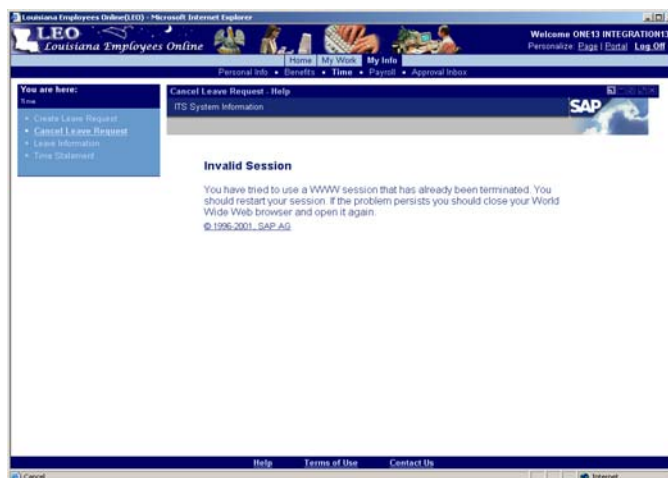
- (Pay Statement) Verify tray is EXPANDED and not collapsed. See Section **G.** for instructions.
- Respond to DEBUG error message by clicking **NO**.
- Click **NO** for each debug error message. Wait for program to clear.

- **“error on page”**

- Clear cookies and temporary files (cache files). See Section **A.** for instructions.

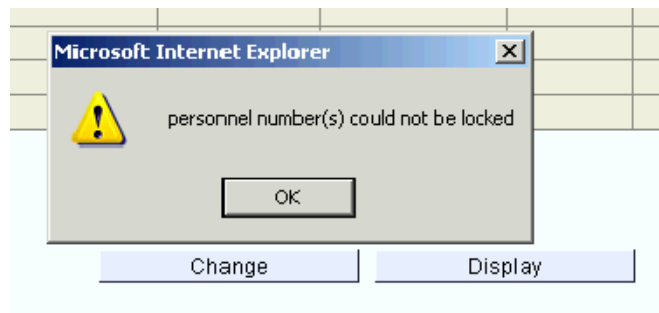
- **“Invalid Session”**

- Usually the result of lost connection.
- Click on the item in the Detailed Navigation to refresh the screen.



- **“Personnel number(s) could not be locked” - pop up.**

- A pop-up window may occur when the employee or someone/ something has locked their record in SAP. (Example, they accessed payroll data, then tried to change tax information.)
- Log out of LEO to release any locks.
- Log back in and make changes.



- **“Please logon to SAP” message**

- Check URL for the ‘s’ in ‘https’ or a **symbol** after ‘gov’ in the URL
- Check version of Internet Explorer (5.5 or better) and security patches either SP1 or SP2.

Information on required browser is available from Online Help under “System Requirements”. On the LEO logon page select “Online Help”.

- Verify other users at the agency are able to access payment information. If so, there is no problem with the ports.
- Determine if user has ever accessed payment information in LEO. Advise user to try to access from another computer to determine if it is the settings on their PC.
- Check Security level (Medium).

Information on required browser security setting is available from Online Help under “System Requirements”. On the LEO logon page select “Online Help”.

- **“Runtime error”**

- Determine if user is having slow response time due to using a dial-up line.
- Recommend user try opening ADOBE first, then open LEO.
- Verify the user’s tray is EXPANDED and not collapsed. See Section **G.** for instructions.

I. LEO errors by topic:

MSS:

- **Absence Detail screen cannot view prior/next months (JAVA Sun).**

Users in Absence Detail will be shown initial calendars for two months based on employees leave, but cannot navigate to prior or future months. Change the browser setting as indicated:

- Click **Tools**. Click **Internet Options**. Click **Advanced** tab.
- Scroll down to Java (Sun) and uncheck the box that says “Use Java 2 ver 1.4...” then reboot.

The portal is using version 1.3 and is not compatible with 1.4.

- **MSS Security Issue – “Certificate Invalid” (JAVA Sun)**

Users in Salary and Position Info area will see error message. Change the browser setting as indicated above.


ONLINE TIME:

- **Error Msg: Not enough quota <QUOTA TYPE> for attendance/absence <LEAVE TYPE> on <DATE> for personnel no. <P#>**

Not enough LEAVE hours in employee's bucket.

SEND button is not enabled, so employee cannot process the request.

- **Error Msg: "Work item ### cannot be executed"**

Approver receives this message if the record is locked. If system was exited by clicking  in the upper right corner to close the window, this can occur.

- Record will be locked for approximately 2 hours. Exit the system and try again in 2 hours.

- **Issue: "circle of dots"**

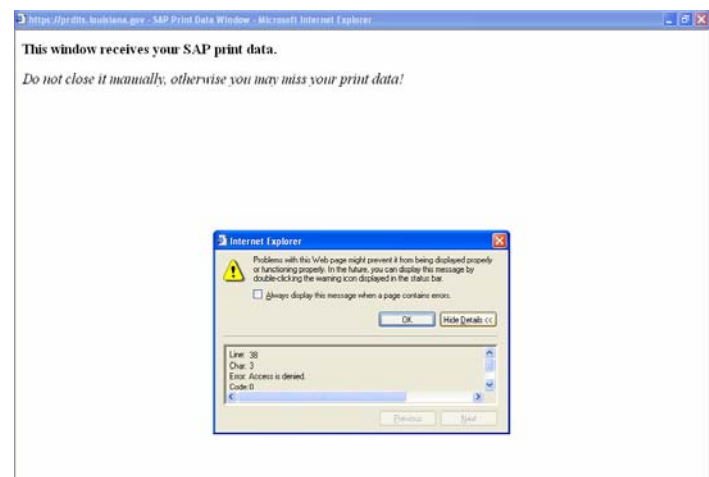
If a supervisor reports problems with Online Time Approval ... and they are getting the "circle of dots":

- Ask if their Java engine has been updated. (LEO Portal team calls it the MS IE scripts.)
- If NO, (or they do not know) they should contact IT tech support and request this update.
- Outlook user having "Use MS Word to edit email" selected can deactivate this under Tools - Options - Mail Format to get leave to work.

- **Problem printing travel reports**

Error message "This window receives your SAP print data" window. Text contains "Problems on this Web page might prevent it from being displayed properly" verbiage.

- Travel reports are generated in another window with an address of <http://prdots.louisiana.gov/>
- Change pop up blockers. See Section A. (Pop-up Blockers) for instructions.



ONLINE LEARNING:

- **Learner cannot access a Flash based course.**

Correct module titles are not displayed. When learner selects a module, a loading message is displayed but course cannot be activated.

- User does not have current version (7 or higher) of Flash. To view the version number, right mouse click on course main menu. Last option will have "About Macromedia Flash Player X." The X is the version number.
- There is an automatic option to download the current version of Flash if obsolete software is detected. However, some users do not select the correct option and others do not have download capabilities. There is also a Flash Player link on the online learning page in LEO.

J. System appears to be stalled

- **To see browser toolbar and address window**

- Press **F11 key** and to close window Press **F11** again.
- Verify system is running and not stalled.

Can be used to verify that the URL address reads: <https://leo.louisiana.gov/>

K. EA & Technical Staff

- **Technical Requirements**

- EA should verify with technical support staff that all technical requirements have been met.

Information is available from Online Help under "System Requirements". On the LEO logon page select "Online Help".