

Common Omnixx Errors - Troubleshooting Procedures

I. Omnixx Log In Errors

A. 'Please Enter a Password'



Symptom: User receives an error when he / she presses login.

Problem: No value was included in the Password Field

Solution: User needs to input a valid password.

Discussion: Pressing the "Click Here For More Details" link will clear any data from the password field and reset the form.

B. 'User or other parameter not found. Error Number: 1400'



Symptom: User receives error 1400 when he / she presses login.

Problem: The UserID is not defined or is marked DISABLED in Omnixx.

Solution: User needs to input the appropriate UserID. If user continues to receive this error, contact the TLETS Order Center during normal business hours to investigate.

C. 'Invalid User ID or Password. Error Number: 1402'



Symptom: User receives error 1402 when he / she presses login.

Problem: The User ID and Password do not correspond.

Solution: User needs to input the correct User ID and accompanying Password.

D. 'New Password does not meet password composition criteria. Error Number: 1404'



Symptom: User receives error 1404 when he / she attempts to change the password.

Problem: The value of the New Password & Confirm Password fields contains data that does not meet the password composition criteria:

- *No less than 8 characters; no more than 15 characters*
- *Must consist of at least one letter, one number and one of the following characters . , / ? < > : " ; ' ! @ # \$ % ^ & * () + = { } [] - _ \ | ~ `*

Solution: User needs to input a password which meets the password composition criteria.

E. 'Password expired. Error Number: 1406'



Symptom: User receives error 1406 when he / she attempts to login.

Problem: The user's password is expired and the user's Security Policy is not set properly.

Solution: Contact the TLETS Order Center or TLETS Programming staff to modify the user's Security Policy to the default setting.

F. 'User Locked Out. Error Number: 1407'



Symptom: User receives error 1407 when he / she attempts to login.

Problem: The user's password is locked out. That is, they have tried to logon more than 5 times unsuccessfully without having logged on once successfully.

Solution: Unlock the User's account via Omnixx Console. Have the user check the CAPS LOCK before retyping the password. If the user fails to input the proper UserID/Password combination, the account will be locked out again after one try. If the user is unable to login, reset the user's password, create a

temporary password (dps#*mmdd*) and check Force Password Change (see Password Resets document).

G. 'User Locked Out – Exceeded Max Retries. Error Number: 1408'



Symptom: User receives error 1408 when he / she attempts to login

Problem: The user's password is locked out and the Logon Fail Count is at the maximum allowed of 5. That is, they have tried to logon 5 times unsuccessfully without having logged on once successfully.

Solution: Unlock the User's account via Omnixx Console. Have the user check the CAPS LOCK before retyping the password. If the user fails to input the proper UserID/Password combination, the account will be locked out again after one try. If the user is unable to login, reset the user's password, create a temporary password (dps#*mmdd*) and check Force Password Change (see Password Resets document).

H. User Locked Out – Exceeded Max Tickets. Error Number: 1409'



Symptom: User receives error 1409 when he / she attempts to login

Problem: User has attempted to log in without properly logging out of the last session.

Solution: Perform the LOG OFF function on the User password screen in Omnixx Console to log the user out of all active sessions.

I. 'New Password does not meet maximum length criteria. Error Number: 1410'



Symptom: User receives error 1410 when he / she attempts to change the password.

Problem: The values of the New Password & Confirm Password fields contain more characters than allowed by the security policy (maximum 15).

Solution: User needs to input a password less than 16 characters in length.

J. 'New Password does not meet minimum length criteria. Error Number: 1411'



Symptom: User receives error 1411 when he / she attempts to change the password.

Problem: The value of the New Password & Confirm Password fields does not contain enough characters to meet the security policy (minimum 8).

Solution: User needs to input a password more than 7 characters in length.

K. 'New Password has been previously used. The minimum time criterion before it can be used again has not expired. Error Number: 1412'

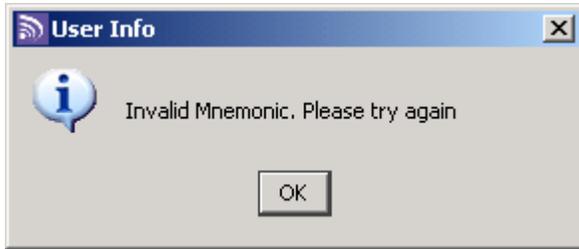


Symptom: User receives error 1412 when he / she attempts to change the password.

Problem: The value of the New Password & Confirm Password fields contains a password that has been utilized before the **Minimum Passwords Before Reuse** variable has expired. This value in TLETS is set at 10 passwords within the last 300 days.

Solution: User needs to input a different password which has not been used in the value of the **Minimum Passwords Before Reuse** variable.

L. Invalid Mnemonic.



Symptom: The user receives a generic error when trying to log in. There are numerous causes.

Problem1: The user has actually typed in an invalid mnemonic in the Mnemonic field.

Solution1: Ascertain that the user has typed in the correct mnemonic in the Mnemonic field

Problem2: The user is on Satellite and has not been set up to use Omnixx Force

Solution2: Run a User Certification Report with no filter on the certification and determine if the user has the OFB Certification.

Problem3: The user's device is not defined to Omnixx

Solution3: Contact the TLETS order Center or if available run a Device Summary report to determine if the Device is defined to Omnixx.

II. Other Common Problems

A. No Force Icon after Logging in

Symptom: The user can successfully log in to the Desktop, but does not have an Omnixx Force icon.

Problem: The Mnemonic on the Omnixx Login Page is missing or incorrect.

Solution: Close the Omnixx Desktop.
Open the Omnixx Login Page.
Click the “Click here for More Details” link.
Verify the Mnemonic is present and correct.

Discussion: Omnixx Force always requires a “Known Device” as it is a law enforcement/criminal justice terminal that must be validated at the switch.

Note: Omnixx Console and Omnixx Trainer do not require a “Known Device” by default.



Omnixx Logon

Log In

Omnixx™

User ID:

Password:

Agency: TLETS

Mnemonic:

Omnixx Path: C:\TLETS\

New Password:

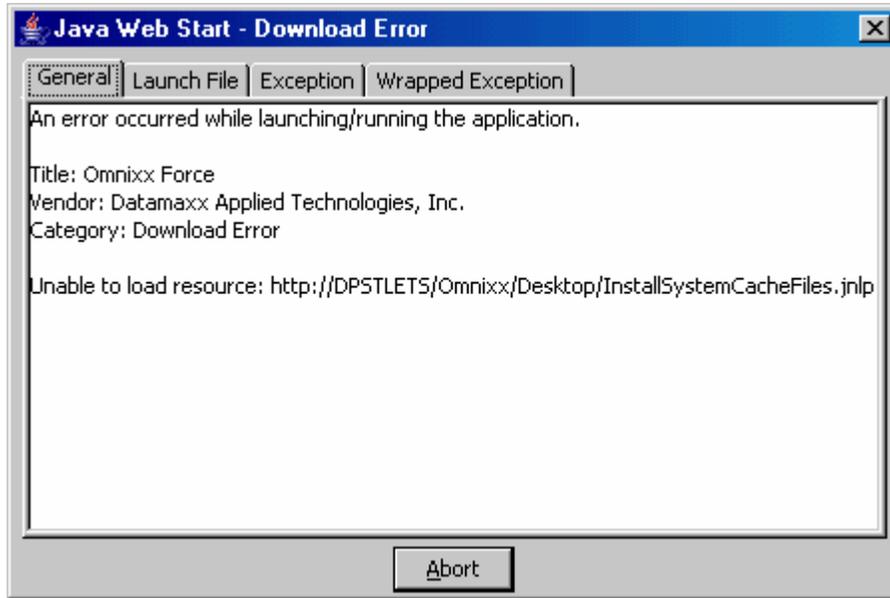
Confirm:

Log In

Click here to hide details

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B. Failed to Load Resource & Unable to Launch Omnixx



Symptom: Java Web Start begins, but displays an error prior to starting the Omnixx Desktop.

Problem: The temporary Internet Files folder is too full to start the Omnixx Desktop (Problem A), the User logged into Windows does not have sufficient permissions (Problem B) or the PC has not been configured to connect to the DPSTLETS server (Problem C). **NOTE:** Faded Satellite signal can cause enough of a delay to prevent connectivity to the DPSTLETS web server over satellite.

Possible Solutions:

1. Solution to Problem A to resolve 'Temporary Internet Files folder is too full'

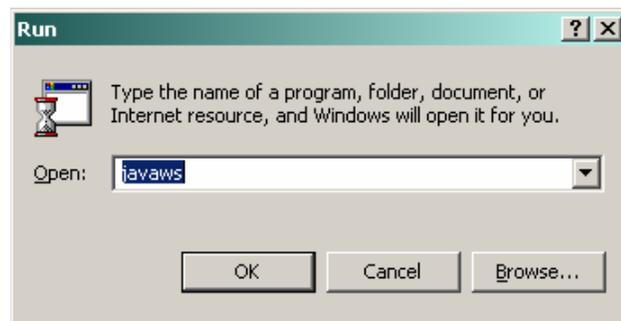
Open Internet Explorer.

Go to **T**ools > **I**nternet **O**ptions.

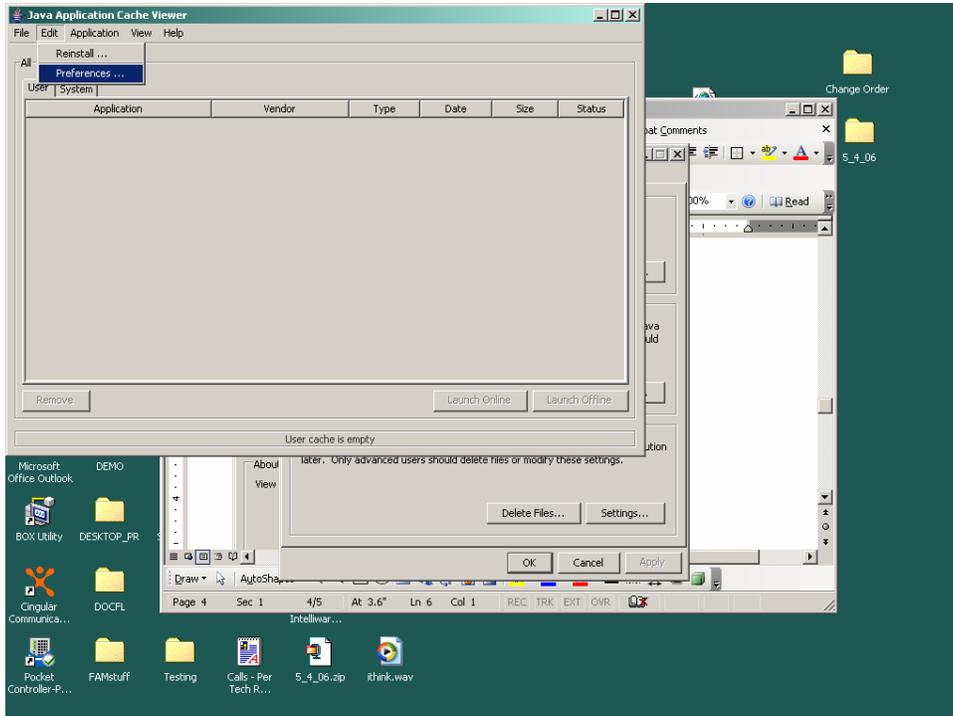
Click the "**D**elete **F**iles" button. Located under *Temporary Internet Files*

Click the checkbox next to **D**elete **A**ll **O**ffline **C**ontent & press **O**K.

Got to START → RUN and do the following:



Choose Edit, Preferences:



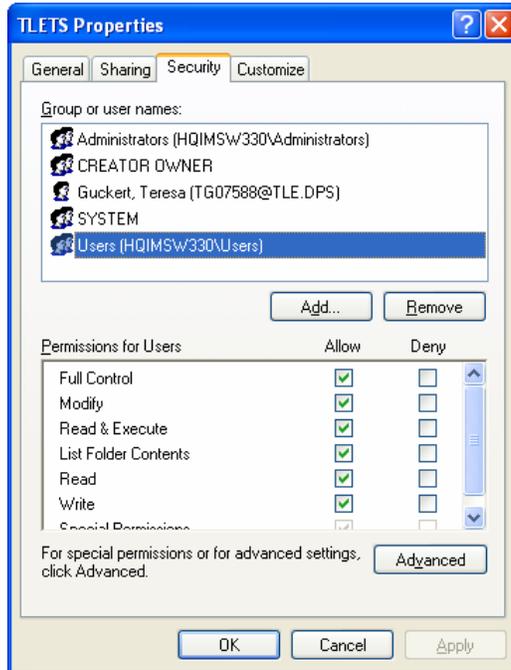
Choose the option for Delete Files:



2. Solution to Problem **B** to resolve 'Verify user has full control over'

Verify user has full control over the following directories on their system while using the workstation software (*screenshot for the TLETS folder shown below*):

- TLETS (C:\TLETS)
- Java (C:\Program Files\java\re1.5.0_xx) (xx is the update number)
- Java Web Start (C:\program files\Java Web Start\)



3. Solution to Problem **C** to resolve 'PC has not been configured to connect to the DPSTLETS server'

Follow the Single Workstation Setup and/or the Multiple Device Connectivity Guide to ensure the PC and/or network has been configured to reach. The user must be able to ping dpstlets from the workstation in order to connect to TLETS.