

## **PARS II KNOWN ISSUES AND SUGGESTED WORKAROUNDS**

The following information identifies known issues in PARS II and suggests possible workarounds to address those issues.

### **Upon log-in, I receive a white screen. What should I do?**

- A fix was added to PARS II to partially mitigate the issue of users getting a blank white screen when logging in. This issue is caused by their previous session having timed out, and Internet Explorer not recognizing that the session can't be restored.

*Note:* While the fix assists in reducing the number of instances of this happening, it does not completely eliminate the issue as there are factors outside of the application that affect it. In the event the user receives a white screen, the following workaround is suggested:

Close all browser windows (PARS II and web applications). Reopen a browser and proceed with the PARS II log-in. PARS II does enable the use of multiple browsers simultaneously; however upon time-out (20 minutes) all browsers (PARS II and web applications) must be closed in order to log into PARS II. If you have used the log-out functionality in the application, the necessity to close all browsers before log-in is not required.

### **When I try to access PARS II, I receive a server error. What is the problem?**

PARS II is a public addressable website with access to the following URL: <https://pars2.doe.gov/> from any internet-connected computer. If you cannot access this website, the error message may be a result of an internal security / web filtering / firewall issue with your workstation. The following steps should be followed to determine the cause of the server error:

1. Access either of the following URLs:  
    <http://www.energy.gov>  
    <http://management.energy.gov>
2. If you cannot access either website, contact your local site IT Helpdesk.
3. If you can access either website, the PARS II website can be accessed through the following steps:
  - a. Access the following URL: <http://management.energy.gov>
  - b. Click on “Online Resources” within the left hand menu.
  - c. Click on “for Project Management” in the listing located beneath “Online Resources”.

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- d. On the upper right hand menu of the Welcome to PARS II screen are PARS II Functions. Click on “Login to PARS II” to gain access.

### **I tried to upload a document attachment, but it does not appear in my document list. What should I do?**

Currently, the PARS II system does not have an error message/warning for attachments which have failed to upload properly. Successful attachment upload is reflected in the Attachment List window which appears upon completion of the upload process. However, files with special characters, (such as # or &), in the file name cannot be attached in PARS II. The file will appear to upload properly, but when clicking on the file to view, the user receives an error message and is not able to view the attached file. Rename the file, removing the special characters, prior to uploading the attachment to PARS II. If the attachment does not appear in the Attachment List window, two options are available:

1. Repeat the Attachment process
2. Contact your OECM Analyst who can store your document on a network (HQ) drive in a related project folder.

### **I have an intermediate phased milestone that I would like to provide information. How should I do this?**

The PARS II system allows for attachments in the following phases: CD-0, CD-1, CD-2, CD-3A, CD-3, CD-4 and Closeout. All intermediate phased milestone attachments should be uploaded into the closest/most relevant CD. When attaching the file to the appropriate milestone, in the Title field type the title of the specific approval memo, i.e. “CD-2D Approval Memo” (please note that the Title field contains a drop down menu, but also allows free form text to be typed into the field). Indicate and describe in the Approval Notes section the attachment name so that quick reference can be made. If you do not have the appropriate rights for editing within the Approval Notes section, contact your OECM Analyst so that he or she can upload and enter the appropriate information.