

SYSTEMS AND DATA (GROUP PROCUREMENT)

eTender Troubleshooting Steps CGI ERROR

TRANSNET



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OPTION 1 (RESTARTING)

Can you please do the following steps:

1. Close all applications and restart your machine, so the session can be cleared.
2. Log on back on
3. Ensure your network is up and stable
4. Change the browser, if you were using Chrome, try Edge, Or if you were on Edge go to Chrome



OPTION 2: GO TO INCOGNITO WINDOW

1. This is the error encountered due to network on the system and one receives such a feedback from the system.

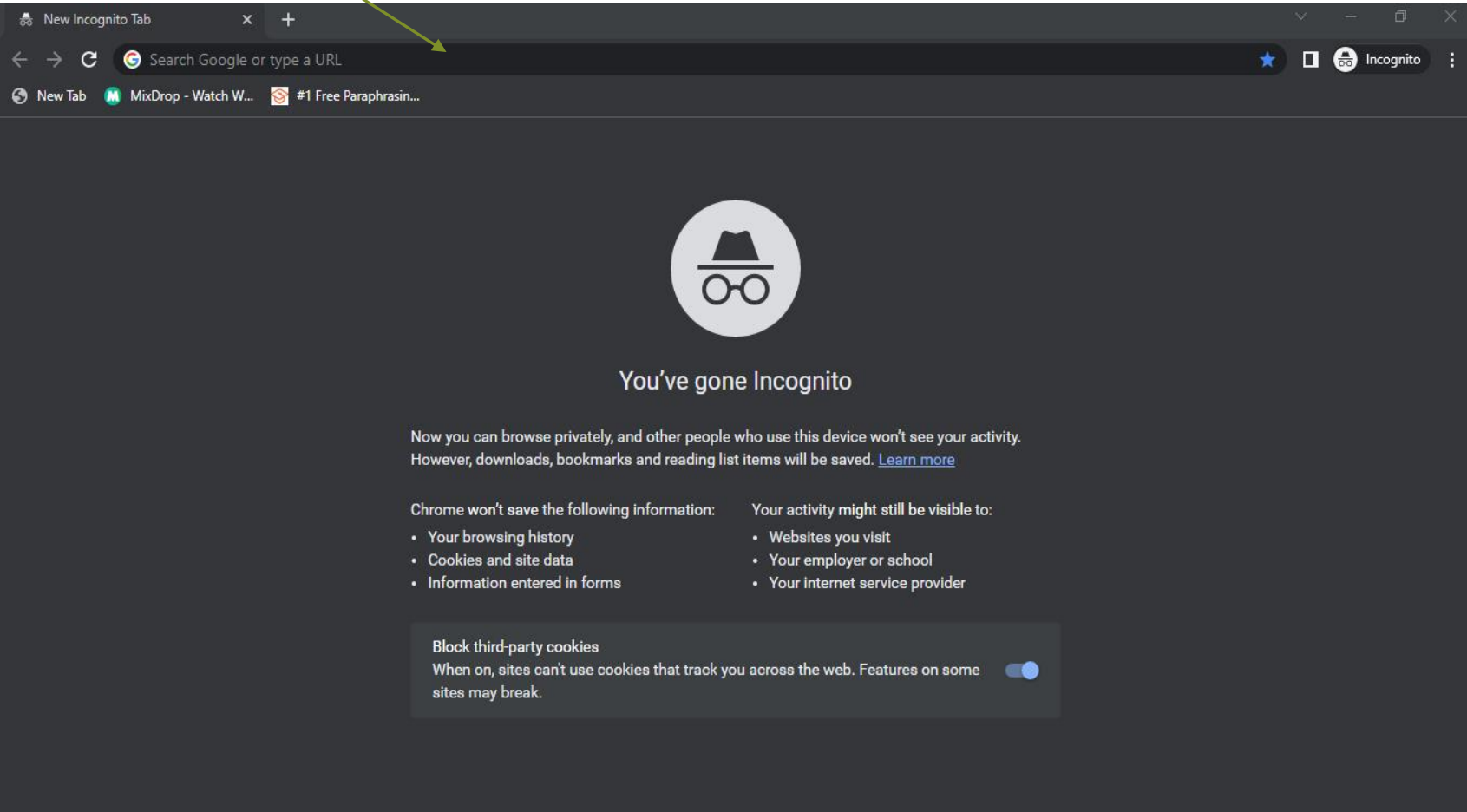


The specified CGI application encountered an error and the server terminated the process.

2. Click on the 3 dots then
Select "New incognito window" it
Is the third item on the list that you will
See.

2. INCOGNITO TAB

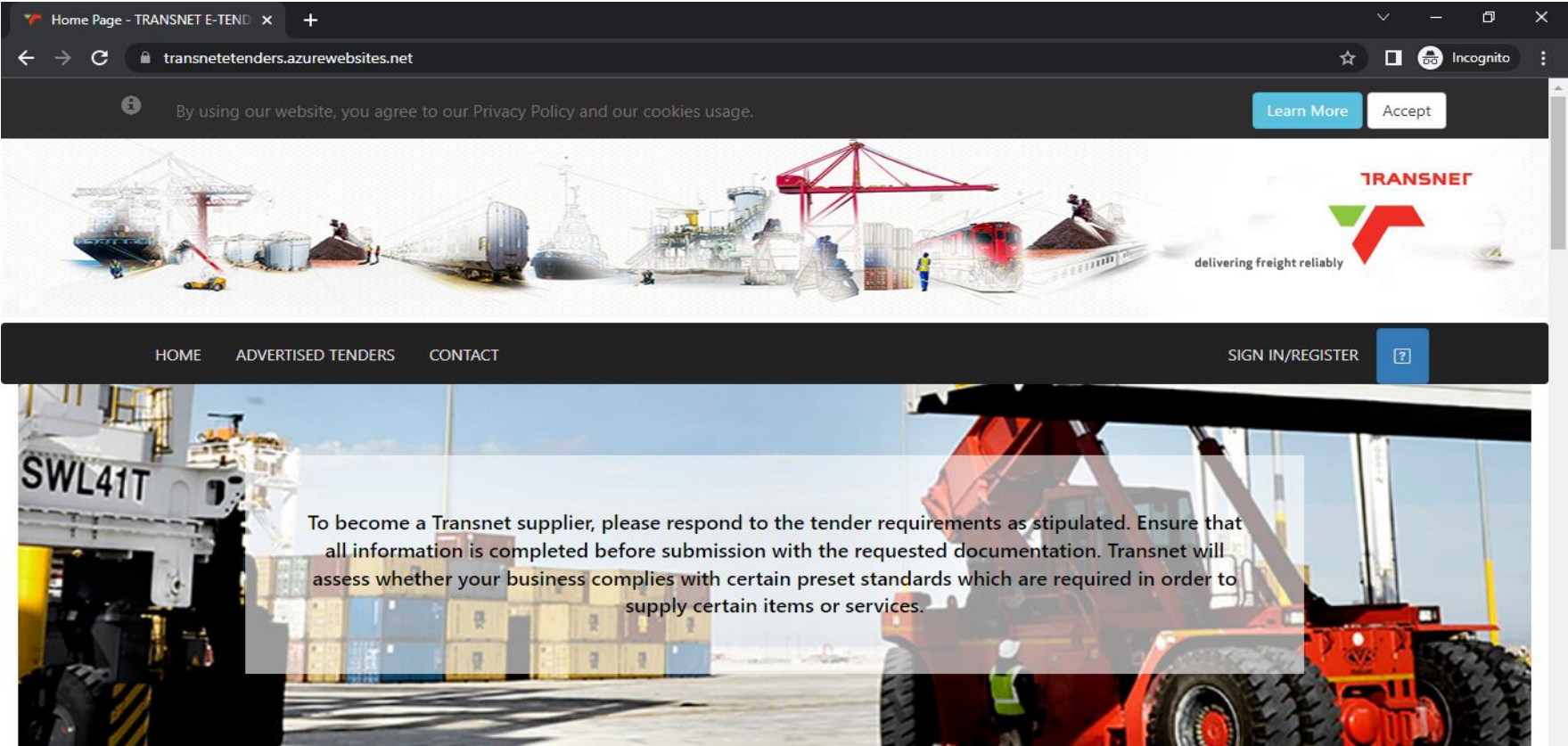
3. You are now in incognito mode Copy the URL "transnetetenders.azurewebsites.net" into the incognito window below then click enter. You should see transnet eTenders home page.



3. HOME PAGE



4. You now can sign in and proceed with submissions.



Thank you

