



# V A N U A T U

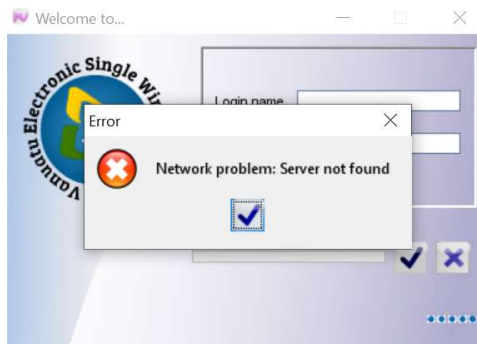
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## ELECTRONIC SINGLE WINDOW SYSTEM PROJECT

### How to resolve Vanuatu Electronic Single Window (VeSW) system connection issues

These instructions are to assist VeSW users in resolving common system connection issues.

#### 1. Network Problem: Sever not found



##### Problem

- Network connection
- Wrong *jnl*p file

##### Solution

- Check the *jnl*p file you downloaded. If you are an internal user, your *jnl*p file should be *VeSWlive\_int.jnl*p. If you are an external user, your *jnl*p file will be *VeSWlive.jnl*p.
- Check your internet or network connection.
- If your internet or network is not an issue, check with the VeSW team to see if it is server related.

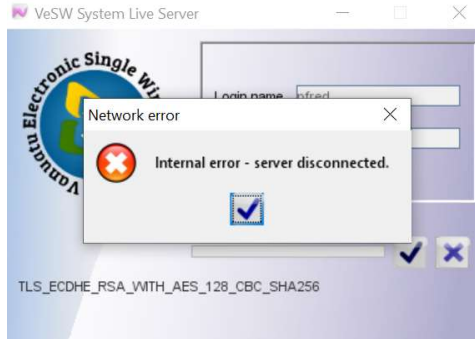
#### 2. Internal error: server disconnected.



# VANUATU

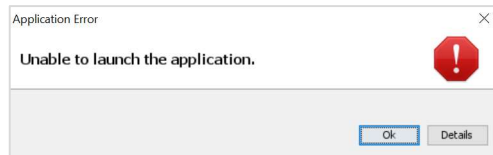
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## ELECTRONIC SINGLE WINDOW SYSTEM PROJECT



Or

### Unable to launch the application



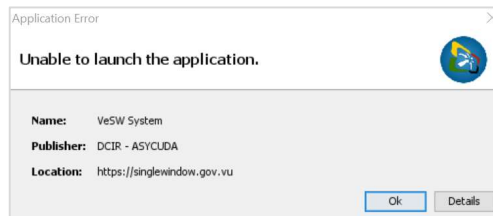
#### Problem

- Network connection.

#### Solution

- Check your internet or network connection.
- If your internet or network is not an issue, check with the VeSW team to see if it is server related.

### 3. Unable to launch the application



#### Problem

- Network connection
- Outdated configuration files

#### Solution

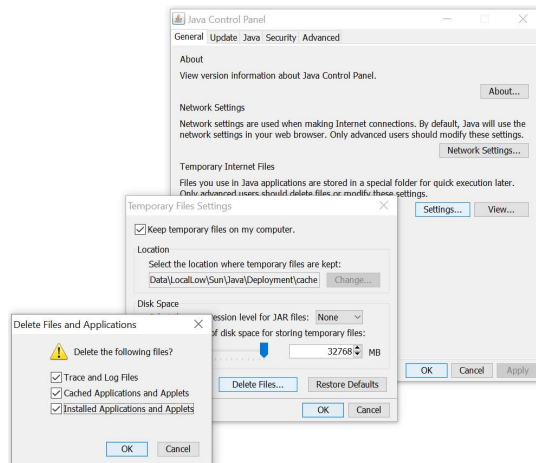


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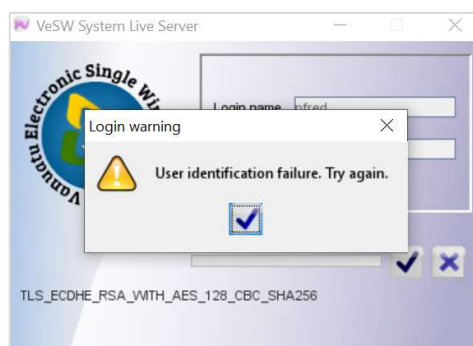
## ELECTRONIC SINGLE WINDOW SYSTEM PROJECT

- Check your internet or network connection. If it is not network related then, go to the next step.
- Go to Programs→Java→Configure Java or type *Java* in the search text box and click “Configure Java” on the list.
- On the Java control panel, click “Settings”
- Click the “Delete Files” button.
- Check all boxes, then click “OK” on the popup window (“Delete Files and Applications”)



- Click “OK” on the Temporary Files Settings.
- Click “Ok” on the Java Control Panel.

#### 4. User identification failure. Try again





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## ELECTRONIC SINGLE WINDOW SYSTEM PROJECT

### Problem

- Incorrect username or password. It is illegal to use another person's user access.
- User already logged in the system either on the same computer or on another computer.

### Solution

- Make sure you enter the correct username and password
- Make sure you are not already connected to the system either on the same computer or another computer. The system only allows users to log in only once.

## 5. Java Update Needed



### Problem

- The SW application checks your current Java version and if a new version is available, it will recommend an update.

### Solution

- You can click on “Update (recommended)” to update Java to the latest version or click “Later” and proceed to the login window.
- You can also check “Do not ask again until next update is available” and click “Later”.

■ End