

From: Shulman, Stu
To: [Bowman, Randal](#)
Cc: [Cash, Marcia](#); [Mark Hoy](#)
Subject: Re: system problem
Date: Thursday, June 29, 2017 3:01:22 PM

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On Thu, Jun 29, 2017 at 3:52 PM, Bowman, Randal <randal_bowman@ios.doi.gov> wrote:

Are we going to use Go to Meeting or a phone call?

On Thu, Jun 29, 2017 at 3:18 PM, Stu Shulman <stu@texifter.com> wrote:

Not sure yet Mark has to resolve anything. The software is unchanged and I can meet with you at 4 pm to see the issue.

On Thu, Jun 29, 2017 at 3:17 PM Bowman, Randal <randal_bowman@ios.doi.gov> wrote:

Just realized that if I go to another set of data it might close the current one out before Mark can look at it, so will work on other things until this is resolved

On Thu, Jun 29, 2017 at 2:38 PM, Stu Shulman <stu@texifter.com> wrote:

Nothing has changed in the software. Would you like to schedule a meeting for 4 pm?

On Thu, Jun 29, 2017 at 2:36 PM Bowman, Randal <randal_bowman@ios.doi.gov> wrote:

I got back in with no problem, searched the database by "uncoded items", received the proper number (109,706) so my previous coding took, but now it will not register coding.

I click the upper left box box to code the entire page, click opposes review, then code, and instead of showing "coded" on the far right, nothing changes. I have done this 3 times now. I need to run some errands in the building and then have a briefing, so will be back around 4 pm.

On Thu, Jun 29, 2017 at 2:23 PM, Shulman, Stu <stu@texifter.com> wrote:

If there is a disruption like this, close the browser. Reopen the browser, clear the cache, and see if a browser that is devoted to just this (no other open tabs) works better.

Stu

On Thu, Jun 29, 2017 at 2:20 PM, Bowman, Randal <randal_bowman@ios.doi.gov> wrote:

I am in the middle of coding the duplicates, but while either recording a page of coding, or moving from "coded" to "codable" records, the portion of the screen where the records were displayed has gone blank, with only the blue "loading" box and a spinning circle; for the last 5 minutes.

I cannot move to another segment of the system. Will I lose any work already done if I just close the internet connection and then log in again?

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