TRA Systems Support Document

Version 1.0

Contents

1. Introduction

This document is designed to help external users troubleshoot common issues and effectively use TRA Systems.

1.1 Audience

This document is intended for:
- External User
- TRA Employee

1.2 Contact Information for Support

If you need additional assistance, please contact our support team at:
- **Call Center:** 1000
- **Phone:** 24222290
- **Email:** traoman@tra.gov.om
          appsupport@tra.gov.om

2. Troubleshooting

This section should provide step-by-step solutions to the most common problems users encounter.

2.1 Common Issue

2.2.1 Unable to Log In

- Ensure you are that you are Authorized person in CR or delegated.
- Check your internet connection and try again.
- Clear your browser's cache and cookies, then attempt to log in once more.
- Try accessing the system from a different browser.
- If the issue persists, contact support at traoman@tra.gov.om with **Screenshots**

2.2.2 System is Running Slowly

- Verify that your device meets the system requirements.
- Close any unnecessary programs or browser tabs that might be using up system resources.
- Clear your browser cache or try accessing the system using a different browser.
- If the issue persists, contact support at traoman@tra.gov.om with **Screenshots**

2.2.3 Features Not Displaying Properly

- Refresh the page or try accessing the system from a different browser.
- Ensure that your browser is up to date with the latest version.
- Disable any browser extensions that might be interfering with the system.
- Clear your browser cache or try accessing the system from a different browser.
- If the issue persists, contact support at traoman@tra.gov.om with **Screenshots**

2.2.4 The Requested URL was Rejected

- If you face the below issue, contact support at traoman@tra.gov.om with **Screenshots**

The requested URL was rejected. Please consult with your administrator.

Your support ID is: 13665658366310134664

[Go Back]

2.2.5 Cannot Upload Files or Attachments

- Verify that the file format is supported by the system. Common supported formats include .doc, .pdf, .jpg, .png, etc.

- Check the file size; the system may have a maximum upload size limit.
- Ensure your internet connection is stable during the upload process.
- Try using a different browser or clearing your current browser's cache.
- If none of these solutions work, contact support at traoman@tra.gov.om **with details about the file you are trying to upload & Screenshots**

3. Error Messages

This section provides details about Error Messages and What They Mean

3.1 Error Message

3.1.1 Invalid ID No or CR No.

- **Meaning:** The login credentials you entered do not match our records.
- **Solution:** Double-check your ID No or CR No. for accuracy.
- If the issue persists, contact support at traoman@tra.gov.om with **Screenshots**

3.1.2 Session Timed Out

- **Meaning:** Your session has expired due to inactivity.
- **Solution:** Log in again to continue using the system. To prevent this in the future, try to remain active during your session or save your work frequently.

3.1.3 "403 Forbidden"

- **Meaning:** You do not have permission to access this resource.
- **Solution:** Verify that your account has the necessary permissions to access the requested resource. Clear your browser cache or try accessing the system from a different browser.
- If the issue persists, contact support at traoman@tra.gov.om with **Screenshots**

3.1.4 "500 Internal Server Error"

- **Meaning:** There is a problem with the server that is preventing the system from functioning correctly.
- **Solution:** Try refreshing the page or come back later or use different browsers
- If the issue persists, contact support at traoman@tra.gov.om with **Screenshots**

3.1.5 "Unable to Connect to the Server"

- **Meaning:** The system cannot establish a connection to the server.
- **Solution:** Check your internet connection and try again. Clear your browser cache or try accessing the system from a different browser.
- If the issue persists, contact support at traoman@tra.gov.om with **Screenshots**

3.1.6 "404 Page Not Found"

- **Meaning:** The page you are trying to access does not exist or has been moved.
- **Solution:** Check the URL for any typing errors. Clear your browser cache or try accessing the system from a different browser.
- If the issue persists, contact support at traoman@tra.gov.om with **Screenshots**

3.1.7 "502 Bad Gateway"

- **Meaning:** The server received an invalid response from an upstream server.
- **Solution:** Try refreshing the page after a few minutes. Clear your browser cache or try accessing the system from a different browser.
- If the issue persists, contact support at traoman@tra.gov.om with **Screenshots**