



Trade &  
Investment  
Resources & Energy

# EROL user guide – known issues

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The EROL application has a number of known issues that users need to be aware of.

## Application home page appears when trying to attach files

EROL will only accept attached files that are 32 Mb or less in size. If files larger than 32 Mb are attached, the system will default back to the EROL Login page without warning.

You will need to login and, if the report has been saved in the previous step, access the report from your Saved Report list. If the report has not been saved you will have to start again to prepare the report.

## User Account has become locked - cannot log in

The EROL password security feature will block your access after 5 unsuccessful attempts where an incorrect username or password has been entered. You will need to wait 30 minutes for the system to unlock the account before trying again.

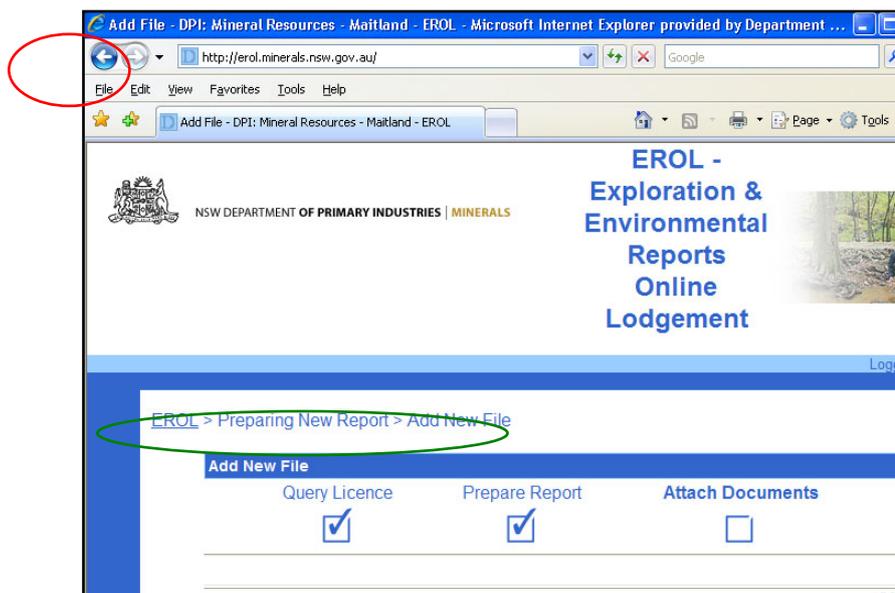
## I have forgotten my password

Use the forgotten password feature on the EROL login page. Your password hint will be sent to you by email i.e. the email address attached to your EROL account.

If further assistance is required email [digs.info@trade.nsw.gov.au](mailto:digs.info@trade.nsw.gov.au)

## Internet Explorer Back button does not return to previous page

The Internet Explorer back button is not consistent in returning to the previous screen. Click on EROL in the EROL menu link (circled in green in the figure below) to return to the EROL main menu page.



## Estimated Expenditure field limited to 10 characters

The estimated expenditure field has a string limitation of 10 characters. It is suggested to avoid using "\$", commas, extra spaces and to round to the nearest dollar.

## LAS and DAT files not accepted

The text file formats of LAS and DAT need to be zipped when submitting them through EROL.

If not zipped an error message will appear saying "The submitted file is not identified, or is not an accepted file format. Please confirm the file extension or file format. Or in the batch upload facility "The file format is not recognised/accepted"

## File location error when using batch upload

If a “file location” error is received when using the batch upload facility, check that you have the [latest version of Java](#). If you have an older version of Java, you will need to update Java and start again.

## Unable to add more files using batch upload

The total number of files to be uploaded using Batch Upload (JumpLoader) is 200. You are unable to add more files using JumpLoader even if some of the files have been deleted. Use Single Upload instead.