


Perception Error Instructions

Perception Error 50619:

If you are receiving an Unexpected Problem error like the one below, please [contact the Registrar's Office](#) immediately with the exact title or code of the exam you were attempting to complete.

 **Unexpected problem**

Jul 24 2017 14:23:46


50619 : There was an unexpected problem. Details can be found in the log file.

Please use the button below to retry. If you still encounter problems please contact your monitor or administrator.

For more information on this error use the More Info button below

Perception Error 50214:

If you are receiving the following Access Denied error, this may indicate that the exam server is unexpectedly down. Should you continue to receive this message after 30 minutes, please bring this to our attention ([contact the Registrar's Office](#)). We apologize for any inconvenience.

 **Access denied. Unable to proceed due to improper call of Perception.**

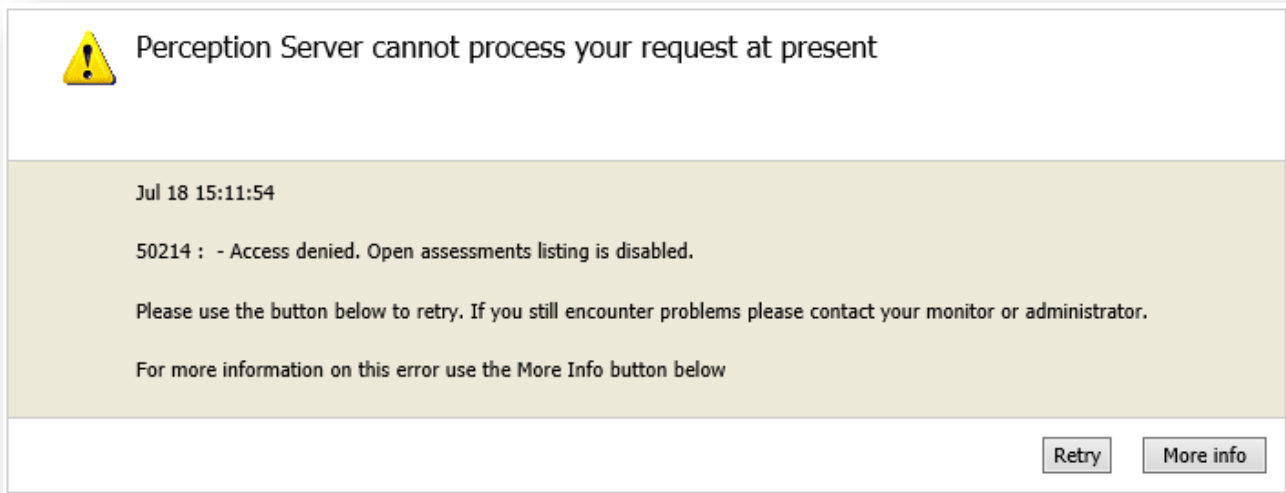
Jul 19 2017 13:02:45

50214 : If you are running Perception from a Management System or Portal, please check this system is calling Perception correctly. Information to help diagnose this is in the pip.log file. Otherwise the system administrator can determine the reason for this by

Please use the button below to retry. If you still encounter problems please contact your monitor or administrator.

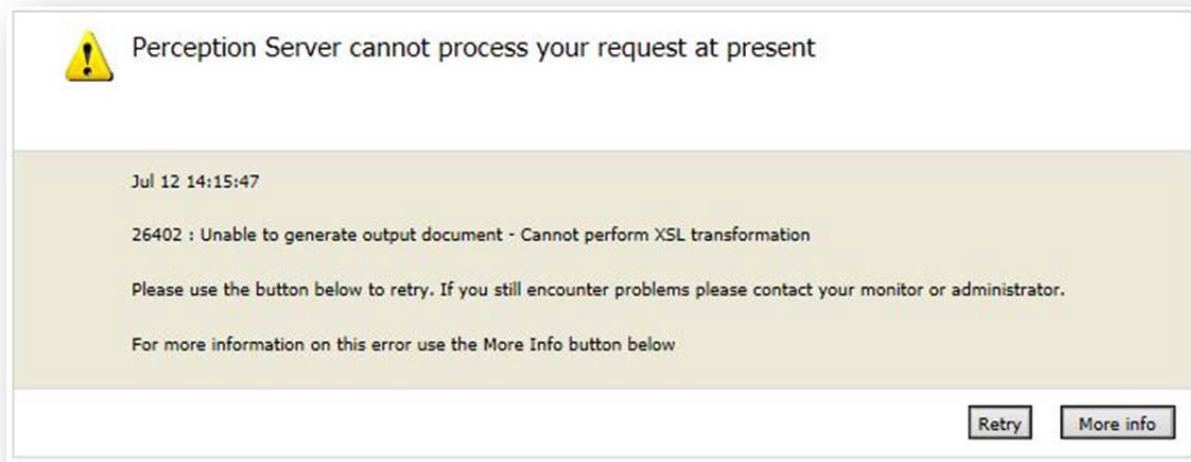
For more information on this error use the More Info button below

If you are receiving the following Perception Server message upon selecting the **HOME** button (visible after exam submittal), please ignore and simply close the exam window. Your score will be retained.

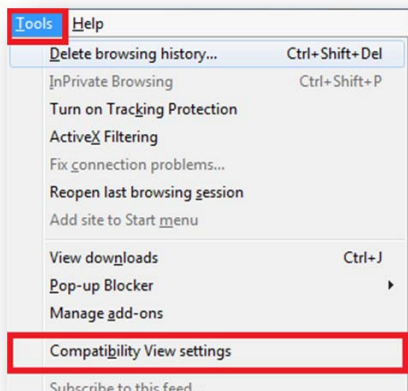


Perception Error 26402:

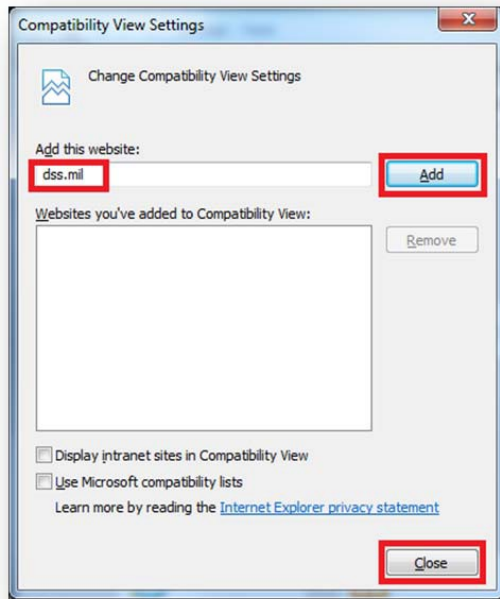
If you are receiving the following error message, please enable Compatibility View mode for our website:



1. Within Internet Explorer (IE), press **ALT-T** on the keyboard or select the **Tools** menu



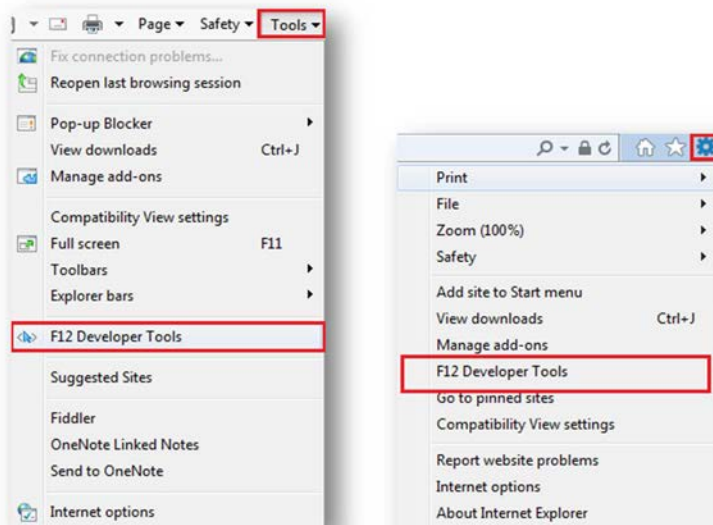
2. Select **Compatibility View settings** from the dropdown menu
3. Enter **dss.mil** in the Add this website: box



4. Click Add, then Close

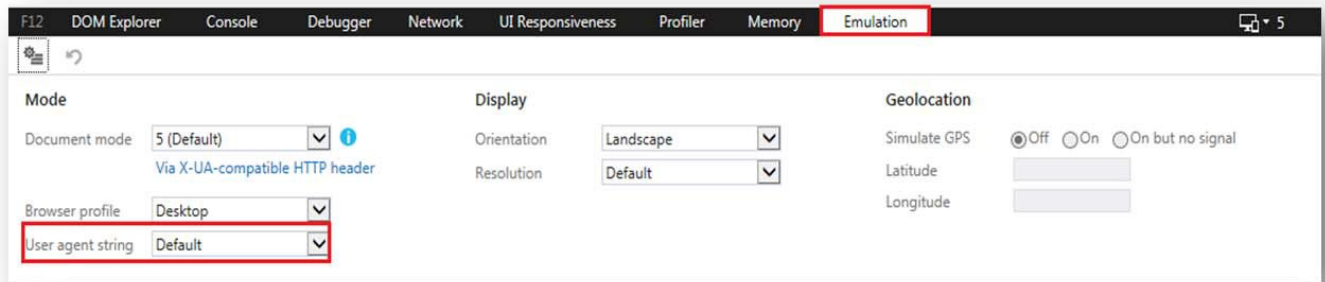
If you still experience Perception errors after following the above instructions and refreshing the website, please continue to the following emulation mode instructions. These instructions are intended for browser IE11.

1. Select **Tools** or the **wheel** from the upper right-hand corner of your internet browser

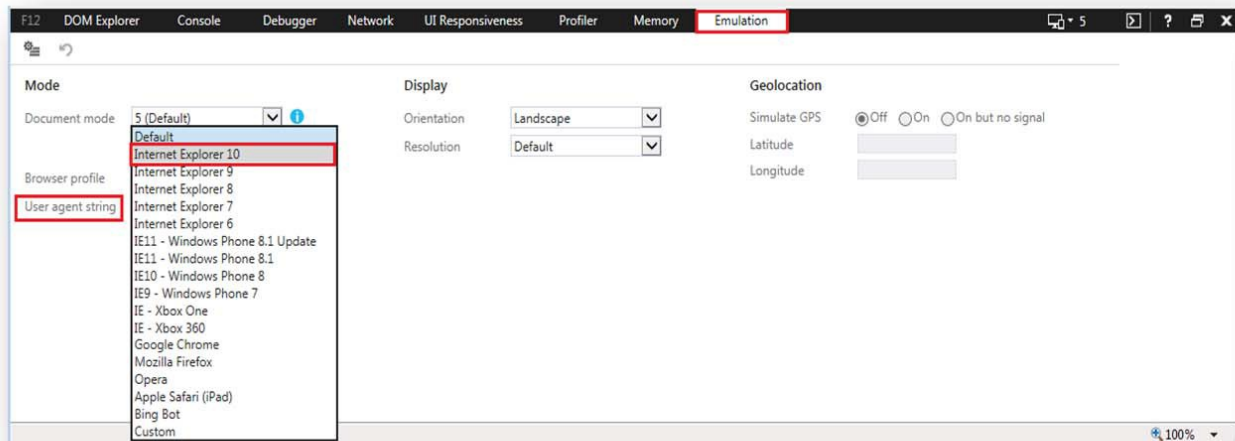



2. Select **F12 Developer Tools** from the dropdown menu (or **F12** key on your keyboard)
3. Select the Emulation Tab

4. Locate User agent string



5. Select the **dropdown arrow** to provide a list of browsers
6. Select an **earlier version** of Internet Explorer (recommend **IE10**)



7. The page will **refresh** after selecting an earlier version of IE
8. Save changes by clicking on the  icon
9. Close the **F12 Developer Tools** window