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.

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.
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