eDISS+ Case Management/WebCPCI Frequently Asked Questions

(based on calls received by the eDISS+ Help Desk)

Introductory / Documentation

Q: I'm new to Case Management and not sure what to expect. Where can I find documentation on this new functionality?

A: Go to https://dissweb.doe.gov. Click the "Main Menu" button at the bottom of the home page. Enter the username of "edissuser" and password of "psdbuser1" (both without the quotes). Click on "WebCPCI Users Manuals and Reference Documents". Then click on the appropriate application name link to go to the document download page for that application.

Login / Installation

Q: When I try to open the online OPM reports, I get a blank screen or a "coffee cup".

A: Update your internet browser java version as instructed in the "Instructions for the WebCPCI v7.0" document on https://dissweb.doe.gov webpage. This resolution is now out of date since we have programmed WebCPCI to detect the user's java version and will prompt the user to update to the required version if out of date.

Q: I have installed the required version of java in my browser, however, when I try to open the online OPM reports, I get a blank screen or can't see the reports.

A: Update your internet browser settings to use the encryption type of TLS 1.0. You can learn how to set this parameter in the "Instructions for the WebCPCI v7.0" document on https://dissweb.doe.gov webpage.

Q: I am receiving the message "ORA: 02391 Exceeded simultaneous sessions per user limit".

A: Only two simultaneous sessions to the system are allowed. Wait 20 minutes for the timeout period to pass and login again. Make sure to log out properly at the end of each session.

User Management

Q: How do I add users to my Case Management user list?

A: As a Site Admin, go to the Admin menu item and choose User Admin. Once in the User Admin screen, choose the Actions menu item and choose Add User.

Q: How do I add individuals so I can assign them cases if they are not on the list? The screeners and Federal analysts are not on the list.

A: The users are not in PSDB Admin and will need user accounts added by an HQ Administrator. At that point, the Site Admin will see them in the drop down for case management user designation.

PIV

Q: I cannot see the PSF Docs tab, I am a PIV Site Admin.

A: User had CPCI_READ_ONLY role and was a designated PIV Site Admin. This is a bug and will be addressed in the near future. User was upgraded to ANALYST_READ_ONLY role which resolved the issue.

Case Management

Q: I'm not seeing the Case Control panel to adjudicate the cases assigned to me.

A: The user either has not been assigned any cases to adjudicate OR the user has not been set up as an adjudicator by their Site Administrator. The user will need to call their Site Admin to properly give them access.

Q: As a Site Admin, I cannot view the cases for my using the Case Monitor screen.
A: This was an isolated issue at Idaho. No other Site Admins at any other site experienced this issue. A programming changes was made to accommodate the user at Idaho. He is now able to see his cases in the Case Monitor screen.

Procedural Issues

Q: How do I change an investigation type?
A: Click on the investigations tab. Double click the current investigation and then use the drop down to change investigation type.

Q: I can't find a way to clear a case from my assignments after it's been adjudicated.
A: In order to remove the cases, we need a Final Approval, Deny, Withdrawn, etc., action from the PIV module, which has not been implemented yet. If you have cases that you would like removed from your Case Control Screen and marked as Completed, please let us know and we will manually complete them as time permits.

Notifications

Q: I am not receiving email notification when a case is assigned to me.
A: This would be because the user's email address is not in PSDB Admin. Please email the eDISS+ Help Desk at diss-helpdesk@hq.doe.gov and let then know you are not receiving emails and to make sure your email is attached to your userid in PSDB Admin.

PSF Docs

Q: How do I view and/or print the OPM reports?
A: You can access and print the reports from the PSF Docs tab in the Case Folder screen, in the investigations summary line in the Investigations tab, or from the investigation detail screen that the report is related to. Look for the PDF icon next to the link.

Q: Is there a timeout when working with the PDF documents?
A: Yes, there is an 18 minute inactivity timeout. Please remember to save often.

Printing

Q: I cannot print the online OPM reports.
A: Software was modified to use Adobe Acrobat reader as a temporary fix while diagnosing the problem with the vendor. Vendor software has been upgraded to a new version and implemented back into the Case Management/WebCPCI software. Site Admins have been notified how solve this by modifying the workstation print settings to print at 300dpi or lower, which will minimize the memory the workstation will need to print the reports..

Q: How do I get my printer to stop printing?
A: Click the printer icon in the system tray and open the printer in question. Either select the print job and click Document -> Cancel or click Printer -> Cancel All Documents

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Q: I am only getting several pages of my output when I print, the rest are blank pages.

A: This could be a configuration issue with the print queue on the PC. To verify the amount of memory configured for the print queue go to Start -> Printers and Faxes then right click the printer in question and select Properties. Select the Device Settings tab and scroll down to the Installable Options section. Make sure the Printer Memory setup has listed the amount of memory installed on the printer.