



# Troubleshoot Interoperability Matrix Tool issues

## Interoperability Matrix Tool

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# Troubleshoot Interoperability Matrix Tool issues

You should be aware of some common Interoperability Matrix Tool issues.

Problems	Workaround
Interoperability Matrix Tool fails to load	You must clear the browser cache, open a new browser and try logging in to IMT.
Interoperability Matrix Tool hangs	This might be a network issue, you can try refreshing your browser.
PI not inferring the desired solution	You must select the appropriate solution from the <b>Solution Catalog</b> or select a specific component.
Unable to select different properties in <b>Refine Search Criteria</b> for HBA configuration	You must uncheck the HBA component and select a property.
Daily report generation displays 404 error	Daily cron jobs run at 22:00 Hrs PST and for a 30 minute duration, the reports will not be available.
Login authentication failure for first time login to Interoperability Matrix Tool	You must synchronize your login credentials for Interoperability Matrix Tool.
Newly added components are not displayed	Wait four hours; the components will get updated automatically.

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