



# Carrier **android** Tab Alert

## Troubleshooting eBOL Connectivity Problems

It has come to our attention some tablet users are experiencing problems when trying to connect to the eBOL Server (see Figures 1 -3 for example error screens). Please try the following actions to address the problem:

- Tap the Xerox Login icon on the Home Screen to open eBOL
- Tap the Menu Button (the three stacked dots) at the upper right hand corner of the screen
- Tap Settings > Clear private data
- Check all boxes except Saved logins, then tap CLEAR DATA
- Use the tablet back button or left arrow at the top of the screen to return to the app
- Power off / power on the tablet
- Tap the Xerox Login icon on the Home Screen to open eBOL, then enter your login and password
- If the normal eBOL Open Manifest screen appears the issue should be resolved.

If you are unable to access eBOL after clearing data:

- Tap Apps from the Home Screen and tap Chrome
- Enter the URL: <https://carrier.services.xerox.com/EBOL>
- Enter your login and password.
- If the correct eBOL Open Manifest screen appears the issue should be resolved
- Tap the Menu button (3 dots in upper right) and select Add to Home screen. Tap ADD. This will create a new shortcut that will open the Chrome browser instead of Firefox. Use this new icon until further notice.
- If still unable to get into eBOL, tap the Menu button > Settings > Privacy > Clear browsing data > Advanced
- Check Browsing history, Cookies and site data, and Cashed images and files. Tap CLEAR DATA
- Use the tablet back button or left arrow at the top of the screen to return to the app
- Power off / power on the tablet
- Open Chrome and copy/paste this URL: <https://carrier.services.xerox.com/EBOL>, then login if required
- If the correct eBOL Open Manifest screen appears the issue should be resolved
- Tap the Menu button and select Add to Home screen. Tap ADD to create a new shortcut using Chrome instead of Firefox. Use this new icon until further notice.

If you are still unable to access eBOL:

- Try to login from a computer browser to see if the result is the same
- If that also fails, do a password reset (click Forgot your password).

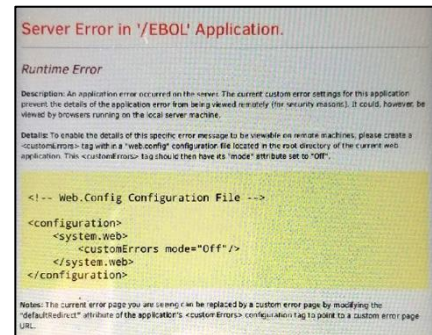


Figure 1: eBOL Server Error

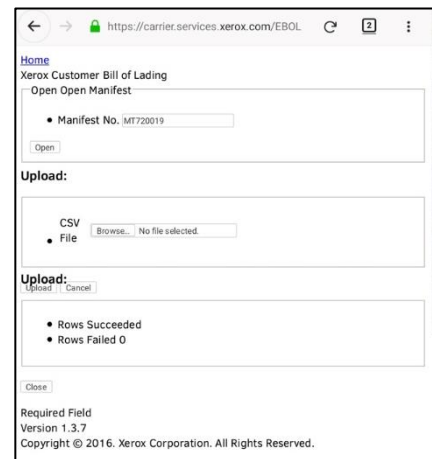


Figure 2: Bad eBOL Open Manifest Screen

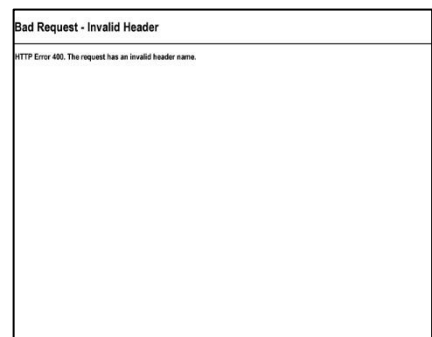


Figure 3: Bad Request - Invalid Header