



Guidelines For Issues faced in CV Upload

Table of Contents

[1.0 Introduction 3](#_Toc222312483)

[2.0 Issues 3](#_Toc222312484)

[2.1 Guidelines for old PS number being displayed 3](#_Toc222312485)

2.2 CV doesn't seem to be as per the expected format 3

[2.3 Greymatter URL access issue due to VPN or client network 3](#_Toc222312485)

[2.4 Internet and Intranet URL of Greymatter 3](#_Toc222312485)

[2.5 A problem occurred while connecting to the server,Administrator contact issue 4](#_Toc222312485)

# Introduction

The objective of these guidelines is to help Infoknights in solving the issues faced while uploading the CV on Greymatter.

# Issues

## Guidelines for old PS number being displayed

When you open the GreyMatter and if your old PS Number still appears, please follow the below steps to login with your New PS Number.

* **Change internet settings**
* In your browser->internet options->security level->custom level->user authentication->select prompt for username and password

After changing the settings, please open GreyMatter with your new PS Number and password. While uploading new CV make sure filename has new PS number.

## CV doesn’t seem to be as per the expected template

* Please check the size of your resume.

The template which we have provided in the portal is of around 40 KB. The resume which is less than 40KB is not allowed to be uploaded in the portal. so please do not delete any rows/columns, if it’s irrelevant please put NA or leave it blank.

* If the resume is in .docx format save it as .doc and upload. The size will be automatically increased in .doc format.

## Greymatter URL Access issue due to VPN or client network

* Greymatter site is not accessible from client‘s VPN, try accessing it outside the VPN.

## Internet & Intranet URL of Greymatter

* Internet : [https://greymatter.lntinfotech.com](https://greymatter.lntinfotech.com/)
* Intranet : <https://greymatter>

While accessing the above URL Infoknights need to enter their domain credential

**User Name**: chennaiodc\ps number, pwiodc\ps number, vshodc\ps number, puneodc\ps number, bglrodc\ps number, mysodc\ps number, nmumarlodc\ps number

**Password**: Domain Password

## Error: A problem occurred while connecting to the server. If the problem continues contact your

**Administrator**

* Have you tried to edit your resume from other machine? If you can edit your resume from other PC then the problem might be with your PC.

The following is the solution/work around for the below issue.

While the document is opened for editing, it takes the local office installed in your PC to open the document.

* If the office installed in your PC is corrupted or missing some add-ons or not installed properly, you will get the below error.
* **To overcome the error:**

Try following the below steps (below steps will not work in windows server 2003 or windows XP 64-bit m/c) in their PC will help

**Go To Start -> Run(else press windows + r) -> Typewebfldrs.msi   
Click on Select Reinstall Mode button (not Reinstall button)  
Select all options   
Click on OK   
Now click on the Reinstall button  
Click on OK   
Click on Yes to restart the machine or manually restart the machine.**

**Restore IE as the default web browser**

* Or else please update/re-install your office version.
* To install webfldrs.msi for windows 2007/XP, the s/w is available at the below link.

Below is the software to install webfldrs.msi for windows 2007 OS.

* <http://www.microsoft.com/downloads/en/details.aspx?FamilyId=17C36612-632E-4C04-9382-987622ED1D64&displaylang=en>

**Note: if the problem needs to be solved immediately and no time for installations or in case this solution is not working then mail to** [**remg-helpdesk@lntinfotech.com**](mailto:remg-helpdesk@lntinfotech.com)

**Note: 1) If you face any issue on GreyMatter kindly mail to** [**remg-helpdesk@lntinfotech.com**](mailto:remg-helpdesk@lntinfotech.com)

**2) While login into Greymatter please do not enter wrong credentials thrice as the**

**Account gets locked**

**In case if account gets locked then raise a ticket to IT helpdesk or you can unlock**

**By below URLs:**

**From IT Infrastructure Department**

All users who have a domain ID can sign into the site as below:

|  |
| --- |
| **Intranet and Internet Link** |
| <https://adpass.lntinfotech.com/> |

**Users are requested to log into the site and customize their secret questions to complete the registration process to avail of the above features.**

**Self-Password Reset / Account Unlock:**  
  
Configure your own personal questions and answers that will allow you to reset your forgotten password/unlock you’re locked out account.

You are now setup to manage your own AD login.

In future if you ever forget your password or if the account gets locked out you have to go to the above link and follow the instructions listed as attached.

**NOTE : This is not applicable for CITI GROUP domain.**