**Known Error Database**

**For**

**GIOS Application – Location Screen Redirection Issue**

**(Fire (4001))**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 16-Jan-2020 |  |
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**Approval History**

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| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
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**Table of Contents**

[Introduction 4](#_Toc30090319)

[Purpose 4](#_Toc30090320)

[Issue 4](#_Toc30090321)

[Resolution 4](#_Toc30090322)

[Document Review Mechanism 4](#_Toc30090323)

# Introduction

## Purpose

The purpose of this document is to record known errors and serve as a knowledge base used for more efficient incident and problem resolution.

## Issue

System not allowing to go inside location screen, after clicking on location button same is redirecting to first screen in Renewal/Endorsement

## Resolution

Follow below process for issues related to ‘System not allowing to go inside location screen, after clicking on location button same is redirecting to first screen in Renewal/Endorsement’:

**Invoke the scrutiny first, after invoking the same directly click on the back button and select the option of ABORT (there will be one pop up message displayed, click on NO). Once the scrutiny aborted invoke the same again and try to click on location button.**

# Document Review Mechanism

As and when a change takes place, process will be updated accordingly. Periodically process will be reviewed.