**Troubleshooting Guide**

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| **Problem** | **Diagnosis** |
| Very long load time | Contact GPM, something Is likely wrong. If the application is working properly 1,000 rows of data should not take more than three  minutes. ~20,000 rows may take 10 minutes or more. If your times are much longer you are likely experiencing an error. |
| Message is not aligned  with report displayed | You can still use the application by closing it fully and restarting. Please relay this issue to GPM so we can resolve it. |
| Email will not populate | The "Output.zip" file may be too large or there may be an issue with Outlook.exe. Empty the Output folder except for the latest files and attach the contents in an email to GPM with an explanation. |
| I have validations, but the report is blank and says "All clear". | Email GPM. The application is not working properly. |