

## **Problems you may encounter when operating the BIOS or ECO website:**

**1. The operation of the system is not always stable. The small probability will appear that the steps cannot be closed. Click the sure button and it will pop up the fail window (premise that your status bar is convert to finish). This situation may be caused by data feedback, it may be fine while you refresh page or log in again. If the problem still occurs after refreshing, please contact the administrator.**

**2. Please note that before each step is completed, Be sure to switch the status bar to finish and then click the sure button, otherwise the step cannot be closed.**

**3. The interval between operations should not be too frequent and intensive, otherwise the mail sender is easily detected by the system and blocked for some time.**

**4. The sixth step of the ECO system, if the checker does not agree to the pass, be sure to switch**

check pass

☒ pass ☐ reject

the

column to reject.

**5. If TPR QA receives the email the eco has not been imported for 30 days, please go to the TPR website to fill in the description within three days. At that time, the system will automatically generate a webpage link in the Delaypage column. The link will disappear automatically after three days. So be sure to fill out within three days.**

**6. When create the BIOS or ECO event , if the pop-up window shows "model is null" ,that indicates that the model is not added to the database, please contact the administrator to add the model.**