# HP Issue Resolutions

**Issue:**

**SRL – Not able to log in.**

**Resolution:**

1. Ensure user is **NOT** clicking : *log on using my Corporate Credentials*
2. In order to solve this issue please ask user to do the following:  
   1. Clean the browser cookies or either to open new incognito/private browser  
   2. Navigate to the following URL: <https://login.saas.hpe.com/msg/actions/showLogin>  
   3. Click on ' Forget Password'

**Issue:**

**Case 5318142951 - SaaS Customer SD00250542: Error: The user files were not transferred to the local load generator**

**Resolution:**

**Issue:**

**5318111184 - Unable to record anything on Internet Explorer using Vugen 12.53 build 1203**

**Resolution:**

Modify port map settings. Resolution specific to this issue is below (these port mappings may not work for all.)

Please try to go to rec options > network > mapping and filtering > deselect the all the entries you have created traffic filtering. In the port mapping section, click on the options button and uncheck the “Enable auto SSL detection” option.

In the port mapping entries, delete every entry you created before and create a new one using the following setup:





