

Unable to Validate in Copy Wizard

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12:59 PM

	<div><div>SME</div><div>Symptoms</div><div>Cause</div><div>Resolution</div><div>More Information</div></div>	<div>In the first step of Copy Wizard, when customer hit the warning message of "Unable to Validate",</div> <div>It could be caused by the customer disabled all third party cookies</div> <div><div>1. Suggest customer to use IE/Edge</div><div>Or</div><div>2. Add Cookies exception for microsoftonline.com and windows.net Chrome</div><div><div>1. Open the Chrome browser</div><div>2. Click the wrench or three lines on the right (Customize and control Google Chrome)</div><div>3. Click Settings</div><div>4. Search "Cookies" or go to Privacy under Advanced Settings</div><div>5. Select Content Settings</div><div>6. Cookies should be set to allow local data to be set (recommended)</div><div>7. Click Manage exceptions. Under hostname pattern enter the following, make sure Allow is the behavior set login.microsoftonline.com login.windows.net</div><div>8. Close the browser and re-launch.</div></div><div><div>Firefox</div><div><div>1. From the Firefox menu, go to Tools > Options</div><div>2. Privacy tab, History section, your current setting should be Use Custom settings for history</div><div>3. In Accept third-party cookies, your current setting might be Never, then you should click Exceptions on the right to add the following site. https://login.microsoftonline.com https://login.windows.net</div><div>4. Close the browser and re-launch.</div></div></div></div>	<div><div>CSS Feedback</div><div>Please leave you feedback if you are using the article to help customers</div></div>

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