

Technical issues troubleshooting cache, cookies, browser, bugs, eWatch reporting tool

GUIDE.SUMMARY Internal Information This article covers common technical issues that members have and troubleshooting tips to identify and solve them. Table

of contents Related Links Helpful links you can reference, and customer facing pages you can share with members

Additional CSKB articles that can help you solve specific member issues

Talking Points For common member concerns and questions

Detailed Information This section contains internal information about the deeper why and explanation behind some internal processes

Definition of common terms

Service Level Agreement Table

Classification of Process Flows

MyIT bug tool overview (how to report technical issues to eWatch via MyIT)

Instructions/Steps to Resolve Comprehensive guided troubleshooting for typical technical issues

Important: Remember never direct a customer to links or tools outside of eBay This can cause eBay to appear legally

liable for the information security on those other sites This appears as if we're telling customers to use a specific site or product This includes Google.com or any specific search engine

If the customer needs information regarding tools, products, item details, etc... politely advise them to complete their own research

Exceptions: .gov and shipping websites to view tracking and order details are OK (FedEx, USPS, etc.)

GUIDE.RELATED_LINKS Help Pages: Web Browser Recommendations for Using eBay

<http://pages.ebay.com/help/account/browser.html>

[http://pages.ebay.com/help/account/browser.html](#)

Managing Cookies

<http://pages.ebay.com/help/account/cookies.html>

target="_blank">http://pages.ebay.com/help/account/cookies.html

 Registration and Signing In
 <a
href="http://pages.ebay.com/help/account/registration.html"
target="_blank">http://pages.ebay.com/help/account/registration.html

 Troubleshooting the photo uploader
 <a
href="http://pages.ebay.com/help/sell/pictures-basic-troubleshoot.html"
target="_blank">http://pages.ebay.com/help/sell/pictures-basic-troubleshoot.html
t; Related Articles: <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1016"
target="_blank">Checkout - paying for items <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1635"
target="_blank">Checkout - resolving errors <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1044"
target="_blank">Using the eBay catalog <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1008"
target="_blank">Shipping labels troubleshooting ALERT
(Site Issues) Channel (list of articles describing reported bugs)
<a href="https://cskb.vip.ebay.com/cskbapp/browse?channelId=NEWS"
target="_blank">Top News Channel Other: eBay
System Announcements
 <a href="https://www.ebay.com/sts"
target="_blank">https://www.ebay.com/sts
</h2><h2>GUIDE.TALKING_POINTS When a customer contacts us to report a site issue
or bug, its important we take the time to: <img alt=""
src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1452/4%20steps.PNG"> Show
Empathy Experiencing technical difficulties is frustrating, especially when you want to quickly make

a purchase or sale. Troubleshoot the issue thoroughly Always identify potential workarounds and report any new known bug. Set expectations with the customer Clearly define timelines if the bug is a P1 or is an active ALERT, followed by realistic expectations on next steps. Show empathy again Before finishing the contact, acknowledge the time taken by the member to report the issue and apologize again for any inconvenience. We have talking points to help you throughout two different types of bug or technical issue contacts: First contact from a customer reporting bug or site issue (green). Recontact from a customer about a bug or site issue thats still outstanding and unresolved (orange). Before troubleshooting

1st contact reporting a potential bug or site issue	
Opening	<ul style="list-style-type: none"> Match the customers pace and understand their urgency Listen for and acknowledge their concerns Ask probing questions to fully understand the issue they are experiencing
	<ul style="list-style-type: none"> <p>Im sorry youve been experiencing this issue. I know technical issues are never fun to deal with</p> <p>Youre in good hands now, lets take a look together and troubleshoot to find out whats going on</p> <p>To help me better understand the issue, can you walk me through whats happening on your end?</p> <p>Well try to make this as quick as possible today so we can get you going again</p> <p>I appreciate you taking the time to explain the issue to me.&nbsp; I would like 1-2 minutes to research and troubleshoot on my end</p>
	Once investigated, continue to

After troubleshooting. </td> </tr> <tr valign="top"> <td>If troubleshooting is taking longer than a few minutes, ask additional probing questions as

needed.

this out

apologies again you have experienced this issue today

Its important that we fully troubleshoot this issue in order to provide the best possible next steps or resolution.

Recontact / customer follow up

Opening

- Match the customers pace and understand their urgency
- Listen for and acknowledge their concerns
- Ask probing questions to fully understand why the issue may still be on-going

Im really sorry youre still experiencing this issue

(If the customer expresses frustration) I would feel frustrated myself too in this situation

Thank you for taking the time to get back in touch with us it means a lot you have spent the time trying to get this resolved


Let me take a look and see how if this has been resolved on eBays side, or if there are any updates

Once investigated,

continue to

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452#AfterTroubleshooting>

After troubleshooting



<https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1452/Troubleshoot%20section%202.png>

1st time reporting the bug	
Customer Issue	
You cannot reproduce the issue the customer is experiencing	
Actions the customer says aren't working are working for you	
I've found that the issue doesnt seem to be on eBays side.	
Lets go through a few basic troubleshooting steps on your	
end:	Go to

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452#issuespecific> issue specific troubleshooting

- Continue if the issue is not listed.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452#sitebugs> Go to Site bugs - Best Known troubleshooting steps and follow the steps.

It appears you likely need outside help. What I recommend next is for you to contact and resolve this issue by contacting your internet company, computer technical support or have someone else assist you in person.

Possible eBay issue

- You can reproduce the issue and / or receive the same error message as the customer
- OR
- Youve confirmed that the issue / error is not related to an account restriction or suspension

Youre right, there is definitely an issue taking place and it looks like its on eBays side. Thanks again for bringing this to our attention.

I will now create a report to send to our technical teams so they can begin working on finding a solution

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452#sitebugs> Go to Site bugs - Best Known troubleshooting steps.

- Follow instructions in Step 3 to check for an active ALERT to submit a new report.
- If a workaround exists, focus the conversation on what the customer CAN do.
- Be sure to capture complete information for the MyIT report.
- Providing full details on the problem being reported will assist with the quickest possible resolution

I want the technical team to contact me directly

While I wish I could fix your issue right now myself, my role is to help you pass on details about the issue you are experiencing to the right teams to help

Our technical teams work behind the scenes on solving priority issues and do not speak directly to customers

They rely on reports like the one weve submitted today

Youre in the right hands with me though, as I will report the issue directly to the team to get this prioritized

Recontact / customer follow up

If the bug has not been resolved

Youre right, the issue is still taking place

Im really sorry you've had to deal with this ongoing issue and I cant thank you enough for persisting with us as we figure this out together

Why is my issue still not solved?

If a workaround was not found

Ive fully researched the reported issue and currently there is not a workaround. I was hoping it would have been fixed or I could have found a workaround, but unfortunately thats not the case today

If a workaround was found;

While I havent been able to solve your issue using the preferred steps, we do have a workaround that will help you navigate this issue in the meantime until our technical teams solve the original root cause


I want the technical team to contact me directly

While I wish I could fix your issue right now myself, my role is to help you pass on details about the issue you are experiencing to the right teams to help

Our technical teams work behind the scenes on solving priority issues and do not speak directly to customers

They rely on reports like the one weve submitted today

The issue has already been logged and documented from your original report of the issue and the team is working as quickly as possible to get this fixed



colspan="2">1st time reporting the bug</td> </tr> <tr valign="top"> <td>When will the customer hear back?</td> <td> Weve taken the best resolution step we can by reporting this issue today The relevant technical team will be alerted to review the details of the report Its important to note that there wont be a follow up email or call as part of this process We arent able to provide individual confirmation when this issue is fixed I can assure you our teams will look to resolve the issue as quickly as possible </td> </tr> <tr valign="top"> <td>Why cant I have an exact timeframe for this to be fixed?</td> <td> The report weve submitted today will be reviewed and prioritized for resolution, however due to the complexity of some technical issues, I am unable to provide an exact time frame I wish I could share a timeframe, but that isn't possible until our technical team investigates further Rest assured our technical teams will be doing everything in their power to get this resolved for you as quickly as possible </td> </tr> <tr valign="top"> <td>How the customer knows when its fixed?</td> <td>Only say this if the issue is a p1 issue with global impact Since it appears the issue youre facing is a large global issue, well have a notice on our eBay Announcements page: <https://www.ebay.com/sts> This page will keep you updated on the status of the issue and confirm once its been fixed If you found a workaround for the customer: I recommend you continue to use the workaround we discussed in the meantime until the issue is resolved Keep checking periodically though to see if the issue has been fixed Since you wont receive a call or email confirmation, I recommend you continue to check so you can get back up and running Weve already reported the impact this issue is having

to your account, so there is no need to contact us about the issue again while we work toward resolving it

- If no workaround has been found:

I recommend you check your issue periodically to see if the issue resolved itself, as often that's the case, and you will be back up and running

We've already reported the impact this issue is having to your account, so there is no need to contact us about the issue again while we work toward resolving it

What about compensation?

While technical issues are not expected, they can still occur, and I am sorry for the time you've spent trying to find a resolution with us. I am not able to extend any compensation for your troubles

Our best resolution is to report the issue and allow our technical team to take the necessary next steps

Your business is important to us and once again, I appreciate the time spent with me today trying to figure this out

Recontact / customer follow up

Customers issue is not an ALERT (new site bug)

I apologize for you having to contact us repeatedly on this issue, I know this is frustrating and you shouldn't have to contact us again

Your issue has already been logged and sent to our technical team to inspect as it didn't appear to be a site wide issue or experienced by multiple reporters

Because of this, there are many factors to resolution time with technical issues and I cannot give you an exact timeframe on when this bug will be fixed

Know that our teams are doing everything in their power to get the issue resolved as quickly as possible

Customer issue is an ALERT

I apologize for you having to contact us repeatedly on this issue, I know this is frustrating and you shouldn't have to contact us again, I really

appreciate your patience with us

Our technical team currently has a timeframe assigned to this so we can expect it to be fixed by then. Let me get that ETA for you

Check alert for info, share any expected fix date and also any new workarounds if they are available

Sometimes things are fixed earlier or later than expected so this is not an exact timeframe, but I am hopeful this will be fixed in a timely manner

I appreciate you taking the time to contact us again and I hope to get this fixed as quickly as you do

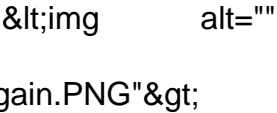
I can again confirm that we were aware of the issue; with respect to your time and business you won't need to contact us again to report the issue

What about compensation?

While technical issues are not expected, they can still occur, and I am sorry for the time you've spent trying to find a resolution with us. I am not able to extend any compensation for your troubles

Our best resolution is to confirm the issue has been reported and allow our technical team to take the necessary next steps

Your business is important to us and once again, I appreciate the time spent with me today trying to figure this out



Closing

Is there anything else I can assist you with today?

If NO:

Ok, I want to thank you again for the time it's taken today to discuss the issues you have experienced

We've taken the best resolution by making sure the issue is fully reported

Our technical teams will take it from here and work towards a resolution as quickly as possible.

While you won't receive a follow up call from us, we will be working as quickly as

possible

eBay

GUIDE.DETAILED_INFORMATION

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1452&ViewLocale=en_US#Detailed information

Select an accordion below for detailed information.

- How to report an issue to eWatch (after completing these
- https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1452&ViewLocale=en_US#troubleshootingstepstroubleshooting steps
- Typical terms and definitions
- External terms

Below are some common terms and processes you can openly discuss with members. Knowing what these are can aid in your troubleshooting steps.

- Browser:
- The program/app that is used to navigate the Internet
- Examples: Internet Explorer, Chrome, Firefox
- Add-ons/Extensions:
- These are additional bits of software added inside of a browser, meant to enhance/change how it functions
- Clear App Data
- Similar to clearing cache/cookies on a computer, we can clear the app data on a phone
- This is not something eBay supports due to the multitude of phones/tablets on the market
- The member will need to use an internet search to locate the steps for their specific phone/operating system version
- The member will have to sign back into the eBay app in if this is done correctly
- Firewall:
- Internet traffic blocking software, meant to protect from typically risky or unknown data transmissions
- Chromebook
- A laptop running the Google-made operating system called Chrome OS, designed to compete with Apple, Windows, and Linux computers
- Chromebooks typically have issues with eBay regardless of the browser being used
- We do not support Chromebooks

 Internal terms Site Issue: Any time the eBay site does not work as it should and causes problems for eBay members Not always caused by eBay coding Bug: A bug is a site issue with eBay's code, where the code is causing a feature to behave incorrectly This is something only eWatch can identify Let the customer know that this looks like a site issue and avoid the term "bug" Environmental Issue: An environmental issue is when the environment that runs eBay code is not working properly For example: A server crashes, is rebooted, or is in an indexing process External issues related to internet connectivity / traffic / backbone carrier services (note: these are usually self-resolving in a short time frame) Priority: How important it is to fix the site issue The more impact to members, the higher the priority, and the sooner eBay will try to fix it For bugs, eWatch assigns a P1-P4 classification For environmental issues, Site Operations team uses a priority Class1-Class6 classification Environmental issues can be higher priority than bugs because they can cause more impact Process Flows: Process Flows refer to certain site features These are grouped into Critical, Major, and Minor Process Flows A small impact to a Critical Process Flow would be a higher priority issue than the same impact on a Major or Minor Process Flow. Critical Process Flows: directly impact trading on eBay Major Process Flows: other important features that don't directly impact trading on eBay, but are still important nonetheless Minor Process Flows: do not block trading, and are generally smaller features used by fewer people SLA (Service Level Agreement): The expected timeframe for the issue to be fixed

(note:these timelines are estimates only)

- Train: Most changes to eBay's code go out on weekly "train" rollouts
- "Code Train roll out" (internal term only): amount of code that can be rolled to the site each week without impacting site's stability
- eBay will roll out code to the US and US Motors site one week (called the "Core" site). Then the next week we will roll out the same code to all other sites (called "International" sites)
- Most bug fixes are rolled out in one of these trains
- Because of this, sometimes a bug may be fixed on the US site but still broken on International sites, or the other way around

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1452&ViewLocale=en_US#Service Level Agreement (SLA) for technical issues

Service Level Agreement Table

This table goes over how soon an issue should be fixed and how eWatch and Operations determines priority. Do not share this information and terminology with members.

Priority	Assessed	Impact
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Expectation	SLA
Class 1 & Class 2	

Catastrophic and Complete Failure of Any eBay Site (Class 1) or Critical Function (Class 2)

Only Site Operations can declare a Class 1 or Class 2 Situation

Resolve Now!	ASAP
P1 & Class 3	Mission Critical

Critical Process Flow with 5% potential transactional impact

Major Process Flow with 20% potential transactional impact

Major contact volume for more than 1 hour

Category	Severity	Impact	Resolution Time	Frequency
Critical	P1	High Value Member Escalations	24 hours	100+ CSKB ALERT uses in 24 hours
	P2	Urgent	24 hours	100+ CSKB ALERT uses in 24 hours
	P3	High	24 hours	100+ CSKB ALERT uses in 24 hours
	P4	Standard	24 hours	100+ CSKB ALERT uses in 24 hours
Major	P1	Critical Process Flow with 5% potential transactional impact	24 hours	100+ CSKB ALERT uses in 24 hours
	P2	Major Process Flow with 20% potential transactional impact	24 hours	100+ CSKB ALERT uses in 24 hours
	P3	Minor Process Flow Failure with 100% Loss of Function	24 hours	100+ CSKB ALERT uses in 24 hours
	P4	Significant contact volume for more than 1 day	24 hours	100+ CSKB ALERT uses in 24 hours
Minor	P1	Critical Process Flow with 1% potential transactional impact	24 hours	100+ CSKB ALERT uses in 24 hours
	P2	Major Process Flow with 5% potential transactional impact	24 hours	100+ CSKB ALERT uses in 24 hours
	P3	Minor Process Flow Failure 50% Loss of Function or Degradation	24 hours	100+ CSKB ALERT uses in 24 hours
	P4	Moderate contact volume	24 hours	100+ CSKB ALERT uses in 24 hours
Transient	P1	For Example	24 hours	100+ CSKB ALERT uses in 24 hours
	P2	For Example	24 hours	100+ CSKB ALERT uses in 24 hours
	P3	For Example	24 hours	100+ CSKB ALERT uses in 24 hours
	P4	For Example	24 hours	100+ CSKB ALERT uses in 24 hours

Selling	Primary	Impact	
Sell Your Item	Listing API Calls		


Major Process Flows		
Billing	Secondary	
Automatic Billing Payments (EOM)	Pricing Content	
Invoices and Billing Emails	One Time Payments (OTP)	
Transaction Debiting / Crediting	Update CC / ACH / DD	
View Account Status		
Buying	Secondary	
Best Offer	EPS Images on View Item	
Shipping Calculator		
Customer Service / Trust and Safety	Admin Changes to Items and Users (End Item, Suspend User)	
Contact Us Webform and Portals	CS and Billing Admin Functions (CS Pools, CS API, Kenan)	
Live Chat	LVIS Filters / TUV / RFC	
Online Dispute Resolution (INR / UPI)	Unify Tools (Siebel, CCA, Inquira)	
Finding	Secondary	
Best Match	Gallery	
Seller Search		
General Navigation	Homepage	
Global Header/Footer	Site Map	
Item and Transaction Tracking	CEM /	

ASQ&/li> &/li> EOA/EOT, Transaction Emails&/li> &/li> My eBay
(Watching, Buying, Selling)&/li> &/li> My Messages&/li> &/li> Selling
Manager&/li> &/li> Tracking API Calls &/br> &/br> &/li>
&/ul> &/li> &/li> Selling &/em>Secondary Impact&/em>
&/ul> &/li> Bulk Relist&/li> &/li> EPS Image Uploading&/li>
&/li> File Exchange / Flat File Lister&/li> &/li> Quick Sell
(EasyLister)&/li> &/li> Selling Manager Autolisting&/li> &/li> Store
Inventory Management&/li> &/li> TurboLister&/li> &/ul> &/li> &/ul>
&/td> &/tr> &/tbody> &/table> &/table align="center" border="0"&
&/tbody>
&/tr bgcolor="#006666"& &/td colspan="3"& Minor Process Flows &/em>*
all features not specifically mentioned above, including:&/em> &/td> &/tr> &/tr
valign="top"& &/td> &/ul> &/li> Buying &/em>Tertiary
Impact&/em> &/ul> &/li> Bid Retraction &/br> &/br>
 &/li> &/ul> &/li> &/li> Finding &/em>Tertiary
Impact&/em> &/ul> &/li> Bidder Search&/li> &/li> Completed
Search&/li> &/li> Member Search&/br> &/br> &/li> &/ul>
&/li> &/li> Item Promotion / Marketing &/ul> &/li> eBay Pulse&/li>
&/li> Editor Kit / Item Promotion API Calls&/li> &/li> Favorite
Searches/Sellers/Stores&/li> &/li> Markdown Manager&/li>
&/li> Marketing Tools Page&/li> &/li> Recently Viewed Items&/li>
&/li> Recommended Items&/li> &/li> Store Email Marketing&/li>
&/ul> &/li> &/ul> &/td> &/td> &/ul> &/li> Member Preferences
&/ul> &/li> Change Personal Information&/li> &/li> Manage My
Store&/li> &/li> Manage Subscriptions&/li> &/li> My eBay
Preferences &/br> &/br> &/li> &/ul> &/li>
&/li> Non-transaction Content &/ul> &/li> Profile Page&/li>

[eBay Neighborhoods](#), [Non-transaction Emails](#),
[Reviews and Guides](#), [Solutions Directory](#),
[Trading Assistant](#), [Passive Support](#), [Announcement Board](#),
[Discussion Boards / Forums / Groups](#), [Help and Static Content \(Non-Billing\)](#),
[Help Search / Kanisa](#), [Retention Wizard](#), [Toolbar](#),
[Selling](#), [Tertiary Impact](#), [Bidder Management \(Bid Cancellation, Bidder Block\)](#),
[Change Gallery Image \(non-RYI\)](#), [Description Builder](#),
[Listing Designer](#), [Pre-filled Catalog Information](#),
[Reporting \(SM and Sales Reports\)](#), [Second Chance Offer](#),
[Spell Check](#), [Suggest Category](#),
[GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE](#)
[Summary of contents](#),
[eWatch reporting tool \(via MyIT\)](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1452#troubleshootingsteps),
[Best practices for troubleshooting](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1452#bestpractices),
[Site bugs - Best Known troubleshooting steps](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1452#sitebugs),
[Issue specific troubleshooting](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1452#issuespecific),
[eWatch reporting tool \(via MyIT\)](#) Important
Please don't submit enhancement or new feature requests for any CS tools via this flow -

use it to report technical issues only

- If a teammate is experiencing work stoppage due to tools issues (meaning that they aren't able to do job-critical functions without a workaround):
- Immediately report it to a team leader
- The team leader will file an eWatch report, or will contact eWatch directly
- NEVER add any piece of member's personal information in eWatch tickets (name, surname, phone number, email address, etc.)
- Reporting an issue
- Be sure to follow the recommended troubleshooting steps before reporting an issue
- This includes any specific LOBs process such as checking for account on hold
- If you are uncertain, reach out to your team lead or coach for further guidance before filling the report
- You can access the eWatch reporting tool from the expandable menu at the bottom of any CSKB page



Detailed steps:

- Run into a possible CS tool issue / Have a member report a possible site issue
- Complete standard troubleshooting, as described in the below in this article
- If that doesn't resolve, type MyIT in your browser
- Look for or select "Possible Site Bug" tool page
- Fill out the requested information
- Submit
- Inform the member that you have notified the relevant team
- You will receive an email confirmation with the ticket number/details
- Note: the term Bug Ticket is eBay jargon and should not be used with the customer
- Educate the member accordingly, and close the contact
- Classify SR according to the area impacted (eg: L1 Buy & L2 Paying for Items)



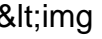

Note: Adding reports to existing Bugs through the ALERT Articles in the CSKB remains the same (see immediately below) Note for billing analysts: please file billing-specific tickets

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1398>

Billing escalations and researching PayPal refunds

[addtoticket](#)

Adding to an existing alert in the CSKB If you receive a contact

from a member about an issue that already has a CSKB alert, just add the member's user ID and item number to the existing report. This allows the "user count" to increase. eWatch may then upgrade the priority of the open issue (depending on the number of reports). Here's how: 1. Locate the desired ticket in the CSKB which has an article open. The fastest way to find these reports is to browse the Site Issues in the CSKB. You can do this by Bug Classification. Example for a Listing Tools issue:  
src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1452/ALERTs%20classification.png"> 2. Make sure the bug is still open and your report matches the existing ALERT description exactly 3. Each Alert article will have a section to "Add your report to the ticket", as well as steps to recreate, and a workaround (if there is one):  
src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1452/ALERTs%20classification%202.png">

 4. If you are experiencing an error when submitting your report via MyIT, you can get support via the chat link on the top right, or using the "Contact MyIT Helpdesk" link at the bottom of the page

 CAUTION:
 If you have an example from a different site, make sure to file a MyIT ticket. This way eWatch can make sure that all impacted sites are handled properly. An example would be, that the issue is only known to happen on ebay.com, but the impacted eBay member is from a different site, like eBay.de or eBay.co.uk. Can I email or call eWatch? Yes, for work stoppages, large scale and potentially sensitive incidents only These are for eBay Internal Use Only. Do NOT distribute to customers: Email: ewatch@ebay.com Phone: Global Support:(408) 376-5555 (or ext 65555 in US) DUB: 00353 1 2432955 (or ext 32955 in Dublin) DRL: 0049 30 3082 9555 (or ext 9555 in Dreilinden) Can I view tickets that other people filed? If I have the ticket number, can I find those tickets in MyIT? This is not possible for now with new site issues reported via MyIT Yes, if

there is an open alert in the CSKB Please check the CSKB ALERT articles to view current bug tickets, and add your customer to the existing tickets if necessary

 Best practices for troubleshooting Teammate facing issue If you experience work stoppage due to tools issues with no workaround: Report immediately to your team leader

Your team leader will file an eWatch report or contact eWatch directly

 This document covers: How best to troubleshoot common technical issues experienced by customers only Keys to success

Listen to the customers exact issue Whilst listening you may be able to quickly scan their account to rule out any obvious issue like a hold or restriction that may be the cause Reassure them, were here to support Be prepared to ask open questions and troubleshoot to get to the root of the issue Be confident in your delivery of any message so the member has confidence in you If the member says its a "technical issue", dont automatically assume thats the correct diagnosis It may be a new feature, design change or other issue e.g. account hold

 Site bugs - Best Known troubleshooting steps <table border="1" cellpadding="2" cellspacing="0">

<tbody>

<tr>

<td colspan="1">Steps</td>

<td colspan="1">Workflow</td>

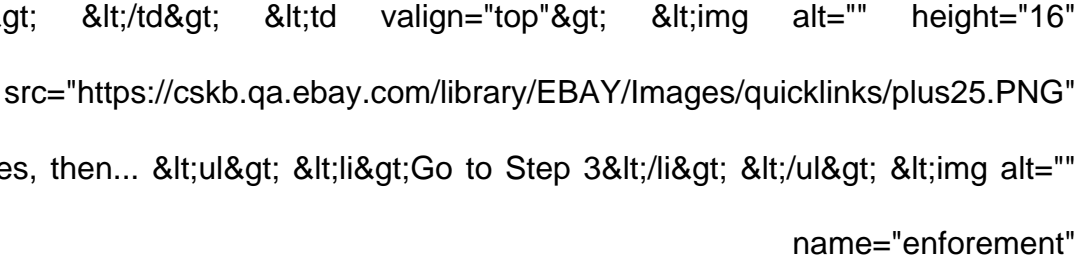
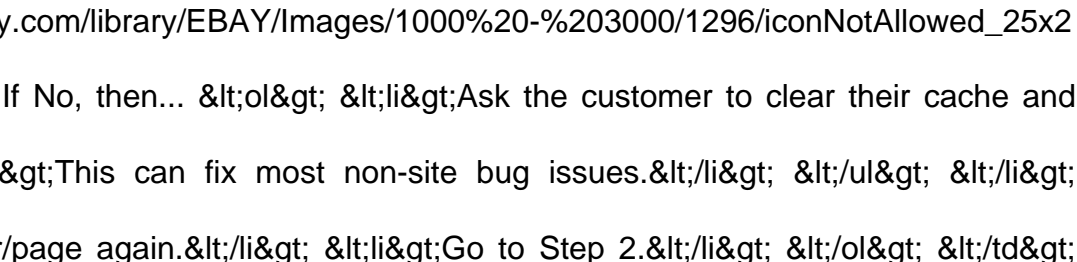
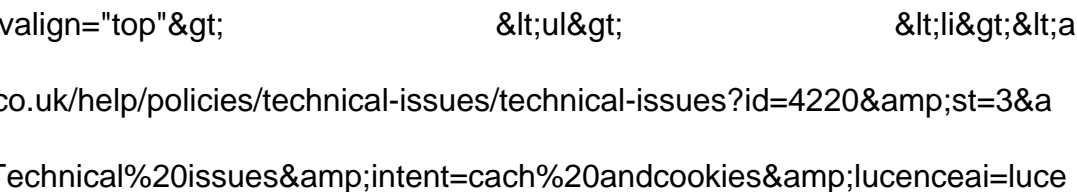
<td colspan="1">Resources</td>

</tr>

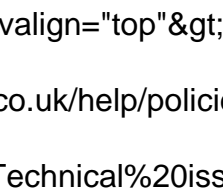
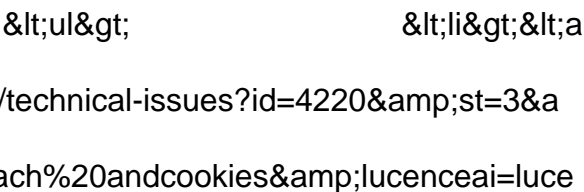
<tr>

<td colspan="1" valign="top">Step 1. Understand the issue Is this a site bug or something else? Top tips: Determine if the customer is tech savvy or not Every customer has different technical abilities Match their pace A common troubleshooting step that works is to ask the customer to clear their cache and cookies A temporary workaround is to ask the customer to try a different eBay site .com or co.uk Remember the Help Hub has helpful

content for customers, including troubleshooting steps This allows them to self-serve in the future Top tips: General troubleshooting steps: NA Teammates who have access to co-browse functionality may use co-browse to identify the issue Check LVIS tool to rule out anything obvious on the account Holds or restrictions as an example How to clear cache and cookies Edge, Internet Explorer, Chrome: In the browser, press CTRL+SHIFT+DELETE to go directly to the Delete menu. Choose relevant options from there. Android: Open the browser. Tap the Menu button. Tap More. Scroll down to the Privacy Settings. Select Clear Cache/Clear all Cookie Data. Safari for iPad and iPhone: From the Home screen, select Settings. Select Safari from the settings menu. Tap Clear History and Website Data button near the bottom of the page. Safari for Mac: Select the Safari menu on the upper left of the screen. Select Preferences. Select the Privacy tab. Select Remove All Website Data.

src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1296/iconNotAllowed_25x25.gif" width="16">No If No, then... Ask the customer to clear their cache and cookies. This can fix most non-site bug issues. Check the error/page again. Go to Step 2.

	
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href="https://www.ebay.co.uk/help/policies/technical-issues/technical-issues?id=4220&st=3&pos=3&query=Technical%20issues&intent=cach%20andcookies&lucenceai=lucen

nceai">Help Hub > Technical information Chat snippets
I can see that you are having an issue with ##enter text## Im going to look
at your account now to see if I can see what you are seeing. Can you walk me
through click-by-click so I can make sure I understand what is happening? Have
you tried clearing your internet history and cache? Sometimes browsers get clogged with old
information and it can slow down or cause errors. I can provide you with steps to
do this, but it will cause the chat to disconnect. If you still experience these issues
after clearing cache & cookies, please dont hesitate to open another chat and we will be happy
to support you. I will leave a detailed note on your account.
</td> </tr> </tr> <td valign="top"> Step 2. Did the replicate issue or clear
cache/cookies work? Tools/How Restriction/issue with the account
Educate the customer or Transfer
as per transfer
guidelines </td> <td valign="top"> Yes If Yes, then... Issue is resolved. End of
workflow. No If No, then... Check LVIS/MAC notes for restrictions or
actions on the account. End of workflow. </td> <td
valign="top"> Trust and
safety issues directory Transfer guide
for CS phones, chat and email </td> </tr> </tr> </td>

valign="top"> Step 3. Yes this looks like a site issue Is it A known alert in the CSKB? A new issue to be reported to MyIT Top tips: When were dealing with any kind of bugs, letting the member know what to expect next is key See talking points to the right in the resources column Check any internal comms channels you have for mention of any new or emerging issues Scan the sites announcements, AB posts, eBay community pages etc. Check comms pack for any new features or design changes that may have caused the contact Quickly check HelpHub & Seller Center pages Teammates should not need to contact a customer back, unless eWatch provide new information (as designed) Teammates should guide the customer to try the feature again later and/or offer a workaround if available For sensitive issues, teammates should practice judgment if another touch point with the customer is needed

</td>	<td valign="top">		Yes If
Yes, then... 	Check CSKB, site issues for open alerts 	Alert	already open:
Add your customer's example to the ticket 	Set expectations with the customer 	New issue: 	Open a bug report via MyIT
Set expectations with the customer 		End of workflow 	<td>
<td valign="top">	MyIT 	Type MyIT in your browser. 	Search or browse to the appropriate "report issue" tool page
Fill out the requested information 	Submit 	</a href="https://www.ebay.co.uk/help/policies/technical-issues/technical-issues?id=4220&st=3∓pos=3&query=Technical%20issues&intent=cach%20andcookies&lucenceai=lucenceai">	Help Hub & Technical information
</a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=KB2646">	Comms	pack	

repository Chat snippets Can you walk me through click-by-click so I can make sure I understand what is happening? Chat snippets/general talking points

It is not possible to provide exact timeframes to a member until the issue has been looked at further and prioritized by eWatch. The best practice is to encourage the member to check back on site soon. Thank you for troubleshooting with me, as I see the same issue it looks as though this is a technical issue on our side. I will report this issue to our technical team to investigate further. I am unable to give an exact timeframe for when this will be resolved, as this needs to be investigated further. The timeframe depends on the type of issue and its impact, our technical team will prioritise the most impactful first I wish I could share a timeframe, but that is not possible until our technical team investigates further. I recommend you to try back later in the next 24 hours, simply trying the feature again will show if it is working again. I do encourage you to check back on your account from time to time.

Guidance depending on the priority of an issue

P1: I see there has been several other reports for this issue and its our highest priority to get this resolved as quickly as possible. I will add your account with our technical team for review. Please continue to check your account as the experience will return to normal once is issue has been resolved.

P2: I can see that there have been several other reports about this issue. I will add your account with our technical team for review. Please continue to check your account as the experience will return to normal once is issue has been fixed.

P3/P4: Thank you for highlighting this. I can see there have only been a couple of reports from other members about this. We will notify your account to our technical team now. I encourage you to check back on the site from time to time.

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id="issuespecific" name="issuespecific">Issue specific troubleshooting;

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valign="top">Issue</td> <td>Troubleshooting and solving steps</td> </tr>

<tr> <td valign="top"> Loading and connection issues Page is coming up blank Page is not loading fully/correctly Page shows old information when it shouldn't The page is not displaying correctly

 </td> <td> Try refreshing the page first This will reload the web page you're viewing Click the "refresh" or "reload" button in your browser, or press F5 on your keyboard Try a "hard refresh" if the issue was not fixed A new version of the page will be loaded directly from the server and not from the cache Hold down the Control key and press the "refresh" or "reload" button in your web browser at the same time Is eBay in the trusted sites list? Internet Explorer: Tools Internet Options security tab Click on Trusted sites (green tick) and choose the button for sites Add *.ebay.com (or appropriate domain) Click close Click Ok Try the page again In Internet Explorer specifically: Tools Internet options - > Advanced tab Look for the section multimedia Is the box show pictures ticked (it should be in order for images to show on web pages)? Tick box and click OK Then restart computer and try again </td> </tr>

<tr> <td valign="top"> Cache related issues Page loads slowly or not at all Page shows old information when it shouldn't Cookie related issues: Sign-in problems </td> <td> Cache (or "temporary internet files") is a local storage area on your computer Copies of images and webpages are kept in it This allows quicker loading the next time you visit the same page Your cache can become outdated or full, causing pages to load slowly or not at all

 Cookies are small files placed on the hard drive of your computer
We use cookies to help provide our services, and to make your interaction with eBay smoother and safer Some cookies enable websites to identify you when you return Without the cookie files, websites you visit will consider you a new user each time you return You should only need to delete cookies if you receive a message saying that your browser is rejecting cookies How to clear your cache and/or cookies: Edge, Internet Explorer, Chrome: Press CTRL+SHIFT+DELETE to go directly to the Delete menu Android: Open the browser, tap the
Menu
button, tap
More,
scroll down to the
Privacy Settings,
and tap
Clear Cache/Clear all Cookie Data Safari for Mac: Click the
Safari
menu on the upper left of the screen, click on
Preferences, click the
Privacy
tab, and then click Remove All Website Data Safari for iPad/iPhone: From the Home screen, choose
Settings. Select
Safari
from the settings menu. Tap the
Clear History and Website Data
button near the bottom of the page </td> </tr> </table> <td valign="top">
Account verification being prompted repeatedly Possible issue: Flash cookies are not enabled for eBay
 <td> Flash cookies are different than normal browser cookies.
They control features like: saved passwords for sign in, and "known good" verification. When you sign into your eBay account, a unique ID is generated that identifies the computer you've used to connect to eBay This unique ID is stored as a Flash cookie (a.k.a. supercookie or super-cookie) on your computer. The next time you visit eBay from the same machine, we're able to confirm that it is a trusted source If you delete or disable Flash cookies, we won't be able to recognize the computers you frequently use If member is seeing

repeated verification prompts they may have an browser add-on that clears the flash cookies (or blocks them completely) Disabling add-ons (or trying in incognito mode) may allow them to continue Note: Adobe Flash Player is required to use Flash Cookies. It can be downloaded from: http://www.adobe.com/products/flashplayer/ Flash cookies can be cleared by going to: http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html </td> </tr> <tr> <td valign="top"> Problems with interactive features caused by pop-up blockers Examples: problems accessing Live Help, problems uploading pictures </td> <td> If you use a pop-up blocker, you may want to temporarily allow popups while on eBay This ensures all information is displayed and all eBay interactive features can work properly Holding down the "Control" key on your keyboard while pressing the link or button that opens the pop-up can override some pop-up blockers If you're not sure if you have pop up blockers running on your machine: Go to the following page for a free pop up blocker test: http://www.popuptest.com/popuptest12.html The page will try to open popup windows If you don't see any popup windows, you're probably using a popup blocker </td> </tr> <tr> <td valign="top"> Firewall/anti-virus settings Images, pages, or links not loading Sign-in issues </td> <td> If you have more than one firewall installed, this may cause issues with some eBay functions For example, some members have installed firewalls on top of the firewall that came pre-installed with their computer's operating system

Sometimes anti-virus or other security software may block pages, images, or links from loading Although we can't help with this directly, adjusting the settings of this software may help resolve the issue Steps: Check the manual or help files for your firewall or anti-virus program If the information is not there, you can usually contact the manufacturer of the software directly through their website Caution: Never advise a member to turn off their firewall or antivirus software </td> </tr> <td valign="top"> Issues uploading images </td> <td> See Adding photos/videos to your listing article (Talking Points section) </td> </tr> <td valign="top"> Incognito mode / private browsing Site not working properly Having to repeatedly log in </td> <td> Browsers have modes to help users stay anonymous on the internet These modes can adversely affect things like logging in Each browser has an indicator to show this mode is currently active Be sure this is not the case if the customer is having any issues </td> </tr> <td valign="top"> Frozen browser / Page is locked up </td> <td> You can close the page through the Task Manager Press Ctrl+Alt+Delete Click on Start Task Manager, if needed From the Applications or Processes tab, click on the name of the internet browser Click the End Task button If a pop-up appears saying that the program is not responding, then click on Force Quit </td> </tr> <td valign="top"> Certain applications not working Examples: Category selector in the SYI form Live Help (or "Live Chat") application </td> <td> We recommend that you keep your browser's Java engine up to date

Note: Not a lot of issues on eBay are caused by Java. We usually recommend this as a last resort. To Update or Download Java: Go to: http://www.java.com Click Downloads Click Free Java Download </td> </tr> <tr> <td valign="top"> Member not receiving eBay emails </td> <td> There are different types of messages sent to members: Automated emails: Examples: Bid confirmation, listing confirmation, promotional emails, favorite emails, surveys, etc. These kinds of messages are not sent to the members My Messages Member to member emails: Emails that are generated by one member to another Examples: ask seller a question, request contact information, respond to members question, eBay invoices, etc. These go both to a members personal email account and to their My Messages They may be filtered for content (check Agent Desktop for the LVIS filters / keywords in messages / Issues on accounts) Customer Service emails: Sent by teammates These go both to a members personal email account and to their My Messages Note: eBay cannot guarantee that any email we send will be received This is why "My eBay" has: The most up to date information to manage listings Member to Member, and eBay to Member, communications </h3>Troubleshooting steps:</h3> 1. Check the email address you have on file If the member doesn't have the correct email address on file, explain how can they update it Note: Do not change the member's email address for them 2. Check your communication preferences <ol start="1" type="1"> Go to top left corner, hover on "Hi Username" area In menu that appears, select Account Settings Select Communication Preferences on the left.

Select Show next to the topic of emails you wish to receive. Change the drop-down menu to Real-Time for the notifications you wish to receive 3. Check your junk/spam/trash email folder <ul type="disc"> Check if your mail settings or filters may be blocking our emails If your junk settings are not the cause, it may be on your email provider's end Email providers have servers that stop a majority of bad emails from ever arriving in customer mail boxes If this is the case, and eBay's emails are being stopped before ever arriving, contact your email provider 4. Add eBay email addresses to your Safe Sender List: aw-confirm@ebay.com Registration Confirmation Email Password Emails Username reminder Request Contact Information Retract Bid Emails ebay@ebay.com Sold/Unsold Notification Listing Confirmation Outbid Notification Favorite Searches/ Items from Favorite Sellers Watched Item Reminders Best Offer Notification Feedback Revision Requests Buyer Protection Case Updates endofitem@ebay.com Winning Notification checkout@ebay.com Won Item Invoices Request Total Email mymessages@ebay.com Forwarded Emails from My Messages member@ebay.com Member to Member Communication ebaytools@ebay.com Listing Tools Subscription

Confirmation/Cancelation

salesreports@ebay.com

Sales Report Subscription Confirmation/Cancelation

email@ebay.com

Registration Country Change Confirmation

5. Check your email isn't set up to forward your emails

You can usually go to "Settings" or "Options" from your email account to do that

Check with your ISP (Internet Service Provider)

6. Contact your ISP (Internet Service Provider) to see if they are having any temporary issues

7. Check with your email provider (example: Gmail, Yahoo, Hotmail...)

They may inform you of an outage or give further troubleshooting

8. Consider placing an alternative email address on file

If one email provider (e.g. Yahoo Mail) is not working, a different email provider may (e.g. Google Mail)

This is because the systems may be set up differently, which will allow for the mail to reach you

Problems with draft listings
The data for a draft listing can become corrupt and display error messages if:
We have a code change to the site (for example, updates to categories, item specifics, or catalog data)
The account status has changed
To fix it, clear your web browser cache and cookies (see how
https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1452&ViewLocale=en_US#cookieissues here)
Close all browser windows, then restart the browser
If the problem persists, then delete the current draft listing, and create a new one from scratch
"Security certificate has expired" error message
Security Certificates have set date ranges that they are valid for
If the Time/Date settings on your computer are incorrect or have been reset, the certificate will appear as expired
Correct the Time/Date setting on your computer to resolve the

issue

Try these steps:

- If your browser is auto filling in your username and/or password boxes for you, erase everything and type it in yourself
- The computer may be remembering an old password which is causing the issue
- Clear cache and cookies (see how [here](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1452&ViewLocale=en_US#cookieissues))
- Clear flash cookies (see how [here](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1452&ViewLocale=en_US#flashcookies))
- Try an alternate browser
- Ensure you are not using Incognito Mode/Private Browsing
- Try signing in from a different PC or device

See [SOL7206](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL7206)

Deactivate security token (E2M) - US only

Internal Information How to deactivate security token in Unify Siebel:

- Open the member's Accounts screen
- Click More Info and then the Security Tokens view
- Highlight the token to be disabled and click on the Resolve button
- You will see a Resolve menu; click Deactivate Token option
- Click Create
- Click Go To: Resolution Account in the customer dashboard and type your comments
- Go to Summary and click Submit

Catalog issues

Internal Information

We need every teammate and team leader to report these problems

When a member has contacted us with a catalog error, we can better handle the contact and resolve the issue by involving the Catalog Support team (see contact details below)

How to determine if there is a catalog issue:

- Look at Item Specifics and Detailed Item Info in the listing

From here you will be able to see the product information that was added from the catalog You will want to make sure the item listed, and the information added from the catalog, match Example - the title of the item states 256GB while the

Detailed Item Info is for 128GB
 </blockquote>

Important Sellers can choose not to show the product details during the listing process.

</blockquote> If there is an eMBG case opened and the cause is an error in the catalog, seller should not be found at fault (see GUIDE1520&Enforcement Criteria&4.3 for more

information) <hr> The Catalog Support team To close out an SR and have the Catalog Support team follow up with the member: Use the external-facing email distribution list (sdsupport@ebay.com) Please copy

(or cc) the member You may share the external-facing DL info with the member The Catalog Support team accepts email contacts directly from members If there are discussions you need to have with the Catalog Support teammates at eBay: Use the internal-only DL (sdsupport@ebay.com) Important: Don't share

the internal-facing DL with the member The Catalog Support team serves the following eBay regions: US, UK, AU, DE </td> </tr>

</tr> <td valign="top"> Issues during the checkout process </td> </td> Buyers and sellers

may get a message stating that they can't pay for an item or process payments if their browser doesn't have the latest security updates Buyer messaging: At

eBay, your data security is very important to us. It looks like you're using an older browser. Soon, customers using outdated browsers will not be able to complete their eBay purchases. Update your browser now by downloading the latest version.

Seller messaging:

It looks like you're using an older browser, which may not provide the security you need to manage your payments. To continue to have a secure experience, download the latest version of your browser for your computer and mobile device.

For all other issues please see <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1635>

Checkout - resolving errors

If buyer got an error code (example: 70004), go directly to <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1016#errors>

Buyer Workflow > Specific Checkout Errors

Listing doesn't appear in search	This can be due to several reasons:
	Search indexing for new items
	This can take between 6 and 12 hours (and up to 24 hours for some branded items)
	If a member revises an item soon after it is listed - before it is fully indexed - the item indexing starts from scratch (and will send items back through the LVIS filters)
	We suggest leaving items with no revisions for 24 hours and see if they get indexed on their own
	Listings scheduled to start at a later date/time are generally indexed faster

More information on search can be found in <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1085>

Finding items you listed for sale

Good Till Canceled (GTC) items:

They are removed from search temporarily during the renewal window

This will make these items seem to "disappear", then reappear in search a couple of hours later

Cross Border Trade / Best Match Searching

The best

match search results will change across browsers, across users, and across platforms

We only display relevant items that the seller can sell to potential buyers. This is influenced by:

- The buyer's shipping address (does the seller ship to the buyer's location?)
- If the item is allowed to be sold to the buyer (based on VERO / Cross border trade / legal requirements)

This means that what eBay displays to one buyer will be different from another buyer. The store/shop items that are available to buyers can vary from site to site

Although sellers may want their items to show internationally, and they include shipping costs for international deliveries, sometimes the items themselves don't qualify for cross border trade

See also:

-

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=guide1084>

Improving search placement (Best Match, Google, etc)

Internal Information

Some factors that can influence what a member sees in search results. Please review these before creating a new ticket for eWatch:

- Out of Stock items are removed from search
- Is the item available and legal to be shipped to the buyer?
- E.g. Does it have shipping costs specified to the buyer location?
- Is it legal - not caught in VERO, allowed to be sold to the buyer location - e.g. food stuffs, jewelry/watches, loose stones, knives/cutlery, cosmetics & perfume are the most common items that are blocked due to local restrictions
- Some of these will appear in Agent Desktop -> Tools -> LVIS filters
- Is the item in parallel categories?
- E.g. not all categories are mapped to their equivalent across all sites
- So, what's available on one site / location may not be available in another location because of the category it's in
- To check this - look up the item by item number on the site which you want it to appear and click on the last of the category bread crumbs
- If you're taken to the category list page instead of a list of items: then the category isn't mapped to that site, and the item won't appear in the default

search

- Is the item in the "local language" of the site you're looking for it on?
- E.g. German items will show on Germany. They may not appear on the US site, unless an advanced search is done. This is because most users in the US don't know German
- Used items are not always eligible for cross border trade, and aren't always eligible for the eBay International Shipping Program
- Often, if they qualify, they will only show to users in the same country as the item is located (note that the person searching may need to be signed in or doing a distance search to their post code)
- Geo buyers will only see "best" sellers
- Items to appear to GEO users have to be available to their location, from sellers with at least 100 feedback and the seller must be eTRS on "all" - not just their home country site
- LVIS filters(always worth checking in Agent Desktop under Tools ->LVIS Filters)
- Look specifically for "block" to know where an item may not appear
- Is the search result too broad?
- The member is searching for "barbie" instead of "crystal barbie" - if the search results are very large, sometimes the business unit will map the search to the most relevant category
- Members can use the menu on the left hand side to go to the category they chose in the listing flows
- Alternately they will need to narrow their search down to something more specific
- Search results will change the more that a member searches for the same thing
- We are more and more basing search results on prior searches
- This is done to "customize" what they see according to the buyer's interests and history
- So, if a member searches by XL red skirt, and then searches by a black skirt, the search learns from prior requests - and displays more XL items for that user
- Please note sellers may not purchase their own items
- At times, if the seller is signed in and/or has been signed in, they may not find their own items (but we internally can)
- Additionally, if they search the seller searches their own items repeatedly - they will be marked down in the search results scoring
- This is because we have

found members try to search their own items in order to get them bumped up in the search results - and manipulate the system

Merged accounts (legacy process)

This is a legacy process

Currently eBay does NOT merge accounts

There will be a MAC note containing information about the two old accounts and their email addresses