Rig Contracting Problems and Solutions

## 1. Problem:

I can't log in to the Rig Contracting system.

## Solution:

Ensure correct credentials and VPN access. Reset password if necessary.

## 2. Problem:

Contract templates are missing.

## Solution:

Contact the Contract Admin to ensure templates are loaded.

## 3. Problem:

Error: "Unauthorized to edit contracts."

## Solution:

Ensure you have the Contract Manager role. Request access if needed.

## 4. Problem:

Can't upload contract documents.

## Solution:

Ensure file type and size are within system limits.

## 5. Problem:

The approval workflow for contracts is stuck.

## Solution:

Follow up with pending approvers or escalate to the admin.

## 6. Problem:

Contract expiry notifications are not received.

## Solution:

Check notification settings and contact support.

## 7. Problem:

I can't find a specific rig in the contract list.

## Solution:

Verify if the rig is active. Contact the Data Team if it’s missing.

## 8. Problem:

Error: "Invalid contract period."

## Solution:

Ensure contract start and end dates comply with policy.

## 9. Problem:

Document version control is not working.

## Solution:

Contact admin to verify version control settings.

## 10. Problem:

Error during contract renewal process.

## Solution:

Check renewal settings or contact support.

## 11. Problem:

Rig availability status is incorrect in the contract system.

## Solution:

Request Data Management Team to update rig availability.

## 12. Problem:

Unable to download signed contracts.

## Solution:

Verify download permissions or contact IT.

## 13. Problem:

Can't generate contract reports.

## Solution:

Use the Reports section. If disabled, request access.

## 14. Problem:

Notifications for rig contract changes are delayed.

## Solution:

Check notification setup and contact admin.

## 15. Problem:

Contract search function is not returning results.

## Solution:

Use correct search filters. Clear filters and retry.

## 16. Problem:

System logs out during contract creation.

## Solution:

Save drafts frequently. If issue persists, contact IT.

## 17. Problem:

I can't delete expired contracts.

## Solution:

Deletion rights may be restricted. Request deletion from the admin.

## 18. Problem:

Can't assign contract to specific rig category.

## Solution:

Check rig categorization settings. Contact Data Team if needed.

## 19. Problem:

Contract cost calculation seems incorrect.

## Solution:

Request the Finance Team to verify cost parameters.

## 20. Problem:

PDF preview of contract is blank.

## Solution:

Try downloading the file. If blank, contact support.