

2020

# Common ETS Errors & Solutions



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## Document Change History

Date	Version	Notes:
9/29/2020	3.2.0	ETS Version Number – 3.2.203XX.X (v3.2.0) (see homepage for official version number) New Features in 3.2.0 <ul style="list-style-type: none"> <li>• IER Retirement (to RADD)</li> <li>• SAER Policy Changes</li> <li>• Concurrent Exam SAER Upload (Bug Fix)</li> </ul>
2/8/2019	1.4.2	ETS Version Number - 1.4.18360.2 (1.4.2) New Features in 1.4.2 Edited: Errors Removing Exams, Corrupt Backups, Appendix Reformat Modified document version to reflect the current ETS version

## Points of Contact

Please note: All ETS incidents and/or inquiries, should be sent to the **Examiner Help Desk** so an Incident Ticket can be created and tracked internally. All email messages are processed in the order received each day; however, a Service Desk Agent should respond to your message within 1 business day.

Contact	Technical Lead:	E-mail:	Phone:
<b>DIT Sr. Project Management</b>	Diana Imlay	<a href="mailto:ETSProduction@fdic.gov">ETSProduction@fdic.gov</a>	
<b>Examiner Help Desk (Tier 1)</b>	Keith Edens Marcus Hughes	<a href="mailto:ehelp@fdic.gov">ehelp@fdic.gov</a> <a href="mailto:helpdesk@fdic.gov">helpdesk@fdic.gov</a> (DIT)	1 (877) 334-2999, option 2
<b>ETS Tier 2 (Business Process)</b>	Russell Eckhardt Jeffrey Diebold Janice Kozlowski		
<b>ETS Tier 3 (Technical Errors)</b>	Joshua Zastudil Ali Shamim McKinsey Bond Emmanuel Motsiopoulos	<a href="mailto:ETSProduction@fdic.gov">ETSProduction@fdic.gov</a>	

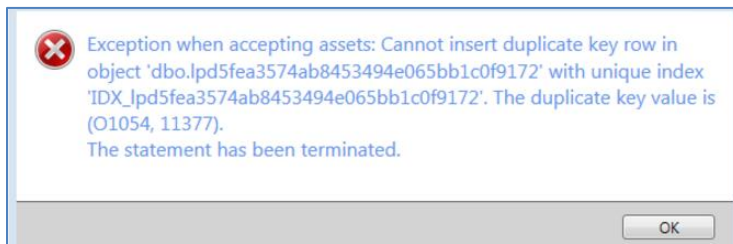
## New Features in ETS 3.2.0

ETS v3.2.0 is a minor release, with one minor bug fix. Policy updates to the SAER form, as well as the official retirement of IER. Both services have been updated within ETS in this release.

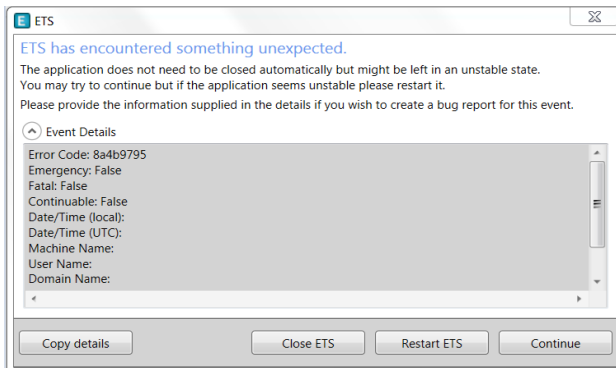
\*\*Please see [Release Notes](#) for complete details\*\*

## Types of Error Messages – Definitions

- 1) **Error Message** with dialogue box and no details. For example, an error accepting assets.



- 2) **Something Unexpected Happened (SUH)**: An error within the application that includes event details. For example, a SUH printing the Report of Examination.



- 3) **Shell Has Stopped Working** The entire application freezes, becomes non-responsive, and crashes.



## Setup/Installation

\*\*Before installing [ETS](#), please verify prerequisite software installations using [ETS-FREDDY](#)\*\*

### ETS Click Once Website Error Codes

The following errors may occur during the Click Once installation (<https://ets.fdic.gov/>)

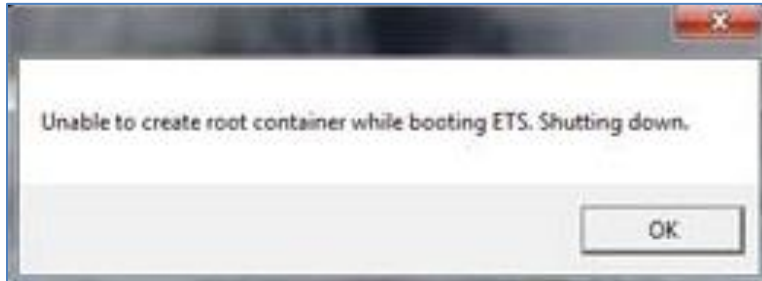
Error:	Message:	Resolution:
300	Unexpected error occurred during installation	<ul style="list-style-type: none"> <li>▪ Add <a href="https://ets.fdic.gov">https://ets.fdic.gov</a> to the trusted zone in Internet Explorer under <i>Tools &gt; Internet Options &gt; Security &gt; Trusted Sites</i>.</li> <li>▪ Alternatively, the user can save the <i>Setup.exe</i> file to the Desktop and then run. When this error is received, the Virus Protection is set up so that executables are not allowed to run directly from the Click Once website, but can be saved to the desktop and run locally.</li> <li>▪ This issue may also occur if certain <i>pre-requisites are missing</i>.</li> </ul>
301	The deployment manifest URL supplied is not a valid URL	<ul style="list-style-type: none"> <li>• Verify .NET Framework is installed, all Microsoft Updates are installed, and there are no pending restarts on the computer.</li> <li>• Ensure <i>ets.exe</i> is added as a trusted site</li> </ul>
302	This program requires Windows 7 or higher with .NET Framework 4.0	<ul style="list-style-type: none"> <li>▪ Change the LAN settings on the Connections tab in Internet Explorer under <i>Tools &gt; Internet Options &gt; Connections &gt; LAN Settings</i>. Uncheck "Use a proxy server..." and check "Automatically detect settings".</li> <li>▪ Add <a href="https://ets.fdic.gov">https://ets.fdic.gov</a> to the trusted zone in Internet Explorer under <i>Tools &gt; Internet Options &gt; Security &gt; Trusted Sites</i>.</li> <li>▪ Install recommended .NET Framework from the latest Prerequisite document.</li> </ul>
303	Error occurred while accessing web server	<ul style="list-style-type: none"> <li>▪ Change the LAN settings on the Connections tab in Internet Explorer under <i>Tools &gt; Internet Options &gt; Connections &gt; LAN Settings</i>. Uncheck "Use a proxy server..." and check "Automatically detect settings".</li> <li>▪ If the above does not work alone, also delete the user's temporary internet files, restart the browser, and try again.</li> <li>▪ On some State and Fed user's machines, antivirus programs may try to block the <i>ets.exe</i> file/communications. The antivirus software needs to be configured to allow the <i>ets.exe</i> file; this may need to be completed by an IT administrator. To verify the antivirus program is blocking the setup, open the Windows Event Viewer and view the application logs.</li> </ul>
304	Access to the local file was blocked by the operating system	<ul style="list-style-type: none"> <li>▪ On some State and Fed user's machines, antivirus programs may try to block the <i>ets.exe</i> file. The antivirus software needs to be configured to allow the <i>ets.exe</i> file; this may need to be completed by an IT administrator. To verify the antivirus program is blocking the setup, open the Windows Event Viewer and view the application logs.</li> <li>▪ This may also occur if there are Windows Updates pending or recently installed and require a restart.</li> </ul>
305	The installation files are corrupted	<ul style="list-style-type: none"> <li>• Verify .NET Framework is installed, all Microsoft Updates are installed, and there are no pending restarts on the computer.</li> <li>▪ Ensure <i>ets.exe</i> is added as a trusted site</li> </ul>
306	You don't have the required level of permissions on the local computer in order to run the application	<ul style="list-style-type: none"> <li>▪ User permissions on the machine are restricting the ability to run <i>ets.exe</i>. The Click Once website shouldn't require administrative rights to install.</li> <li>▪ To test, try running the <i>Setup.exe</i> file with elevated credentials and see if the installation is successful. <ul style="list-style-type: none"> <li>○ If yes, uninstall ETS and delete the ETS database from SQL Server. The user profile must have read/write access to the installation location.</li> <li>○ If no, verify prerequisites using ETS-FREDDY and retry.</li> </ul> </li> </ul>

For further assistance, please contact the FDIC Help Desk [EHelp@fdic.gov](mailto:EHelp@fdic.gov) or 1 (877) 334-2999, option 2

## Errors Opening ETS

**\*\*Before installing [ETS](#), please verify prerequisite software installations using [ETS-FREDDY](#)\*\***

### 1) Unable to Create Root Container



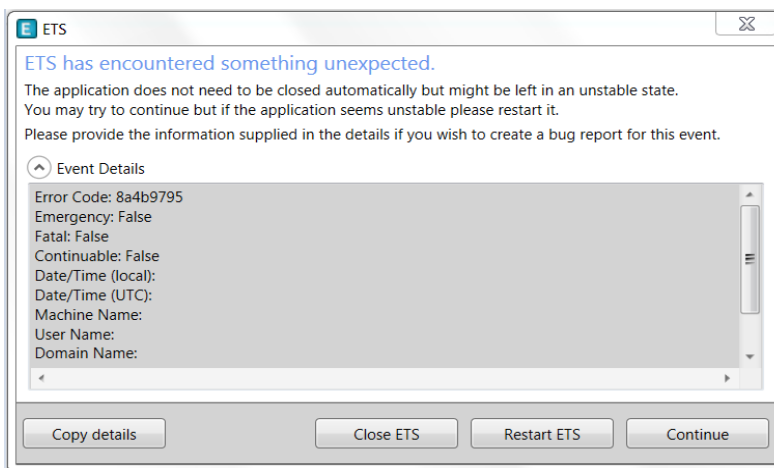
When starting ETS the error message above is received and ETS will not open. These errors become more frequent after installing Windows Updates associated with the .NET Framework.

**Resolution:** Navigate to the folder on the users C:\ drive below and delete the entire Apps\2.0 directory. Then reinstall ETS.

**C:\Users\[*%LocalUser%*]\AppData\Local\Apps\**

**Warning:** This work around will require all ETS applications (ETS, ETS-ALER, ETS-FREDDY, File Transfer Utility) to be reinstalled, however, their respective databases will remain intact (SQL Server). Desktop icons will change to a generic icon after deleting the Apps\2.0 folder, and double-clicking on the generic icon will prompt a reinstall. You do not need to go to the [ETS](#) website. You do not need to uninstall the ETS application from the Control Panel.

### 2) Something Unexpected Happened (SUH) Opening Application



Usually, the database (sqlpackage.exe) doesn't get deployed properly or the entire deployment process fails.

**Resolution:**

- I. Verify ETS Prerequisites are installed using [ETS-FREDDY](#)
- II. Delete the ETS database and try again - [Appendix B](#)
- III. If another ETS account has been activated under a different Windows profile and the ETS database is not removed properly, fragments of the database can remain on the local disk.

Within the **ApplicationEvents.log** you should see:

*Exception when installing/updating the database:*

*\*\*\* Could not deploy package*

*Error SQL72014: .Net SqlClient Data Provider: Msg 5170, Level 16, State 1, Line 1 Cannot create file 'C:\Program Files\Microsoft SQL*

*Server\MSSQL11.FDIC2008\MSSQL\DATA\ETS\_Primary.mdf' because it already exists.*

*Change the file path or the file name, and retry the operation.*

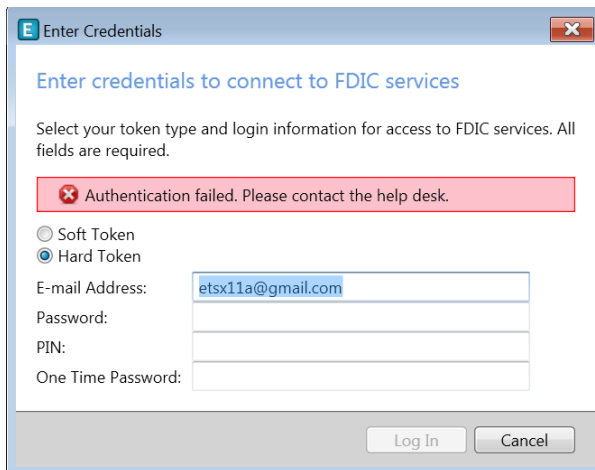
*Error SQL72014: .Net SqlClient Data Provider: Msg 1802, Level 16, State 4, Line 1 CREATE DATABASE failed. Some file names listed could not be created. Check related errors.*

As a workaround, a Windows Administrator will need to navigate to the destination highlighted above and delete the **ETS\_Primary.MDF** as well as the **ETS\_Primary\_Log.LDF** files; then reopen ETS so a new database can be built.

For additional assistance, please contact the FDIC Help Desk [EHelp@fdic.gov](mailto:EHelp@fdic.gov) or 1 (877) 334-2999, option 2

## Login Errors

### 1) Authentication Failed



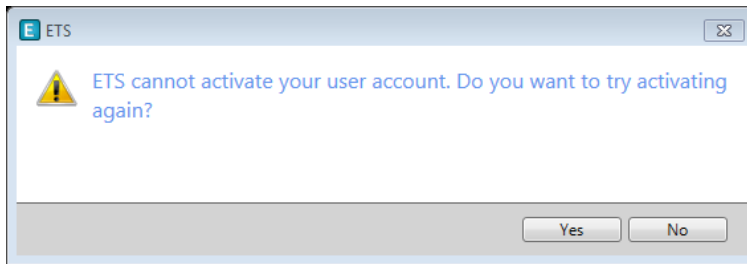
When logging into ETS, users should be entering their [Extranet](#) e-mail and password to gain access to the ETS services. ETS does not directly manage these credentials.

**Resolution:** Verify the user can log into [Extranet](#).

For additional assistance, contact the FDIC Help Desk [EHelp@fdic.gov](mailto:EHelp@fdic.gov) or 1 (877) 334-2999, option 2.

See [Appendix A](#) for the External Access Cheat Sheet.

## 2) Cannot Activate User Account



Users must request access to ETS via an FDIC ARCs request. Please contact your Regional Information Security Advisor or the Examiner Help Desk ([EHelp@fdic.gov](mailto:EHelp@fdic.gov) or 1 (877) 334-2999, option 2) to facilitate this request.

## Collaboration Issues

### 1) Local Collaboration - Configure URL/ACL

Users are unable to see one another when connecting to a LAN (i.e. Hotspot, MiFi, ARUBA) From **Collaboration.Log** file:

```
Collaboration: [11/26/2018 10:08:18.2375400 -05:00] - Not opening network host:  
System.ServiceModel.AddressAccessDeniedException: HTTP could not register URL  
http://+:5555/ETSCollaboration/. Your process does not have access rights to this namespace  
(see http://go.microsoft.com/fwlink/?LinkId=70353 for details). --->  
System.Net.HttpListenerException: Access is denied
```

#### Explanation:

ETS can share information two different ways: 1) using Central Peer, and 2) using Local Collaboration\*\*. In this case, the user could still communicate with ETS's Central Peer, however an error on the LAN was occurring while trying to locally collaborate with other users in the office on the same subnet.

\*\*Local Collaboration communicates using a reserved Namespace. WCF services and clients can communicate over HTTP and HTTPS. The HTTP/HTTPS settings are configured by using Internet Information Services (IIS) or through the use of a command-line tool. When a WCF service is hosted under IIS HTTP or HTTPS settings can be configured within IIS (using the inetmgr.exe tool). If a WCF service is self-hosted, HTTP or HTTPS settings are configured by using a command-line tool.

**Resolution:** **At a minimum** you will want to configure a URL registration, and add a Firewall exception for the URL service ETS will be using. To configure the URL/ACL, run [ETS-FREDDY](#) as an Administrator and execute the check for all 3 sections. Once the checks are complete, the URL/ACL should be red and not configured, simply click the "Fix" button URL/ACL will be configured automatically.




2) **Cannot Connect to Central Peer**

Users will see this icon in the top right-hand corner when they are disconnected with Central Peer.

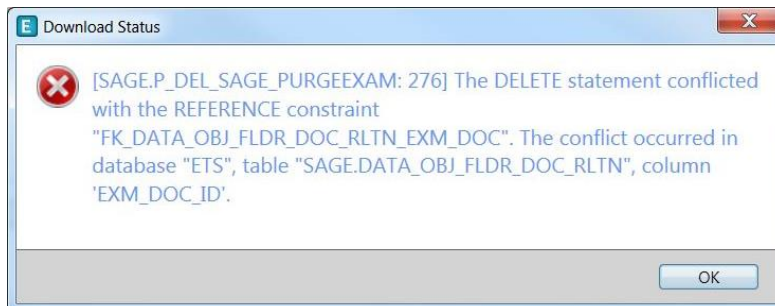


**Resolution:**

- 1) Verify Network Connectivity
  - a) Try to access a webpage i.e. [www.google.com](http://www.google.com)
- 2) Click the  button from the Connections Tab
- 3) Remove old exams from “My Exams” list
- 4) Restart ETS
- 5) Restart Computer
- 6) Reboot Network Device i.e. router, modem, hotspot, MiFi
- 7) Contact the Examiner Help Desk
  - a) The user may have temporarily lost access to the ETS Active Directory groups that provision access to ETS Central Peer.

**Errors Removing an Exam**

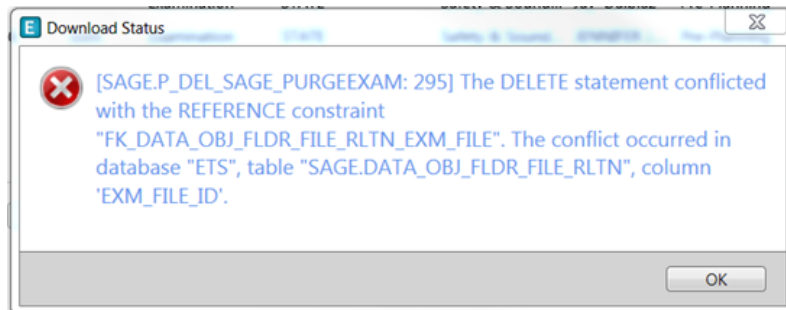
1) **Error 276**



**Resolution**

Please contact the Examiner Help Desk to acquire a script that will resolve this issue.

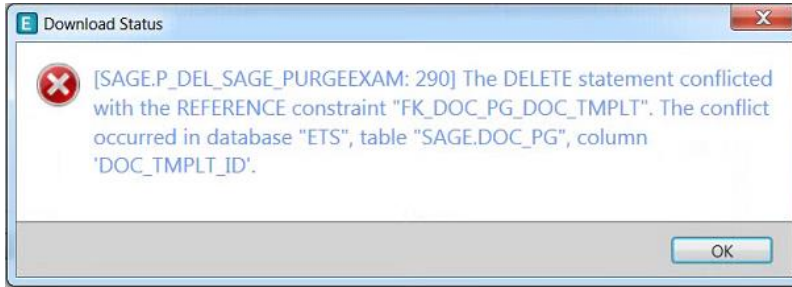
2) **Error 280/295**



**Resolution**

Please contact the Examiner Help Desk to acquire a script that will resolve this issue.

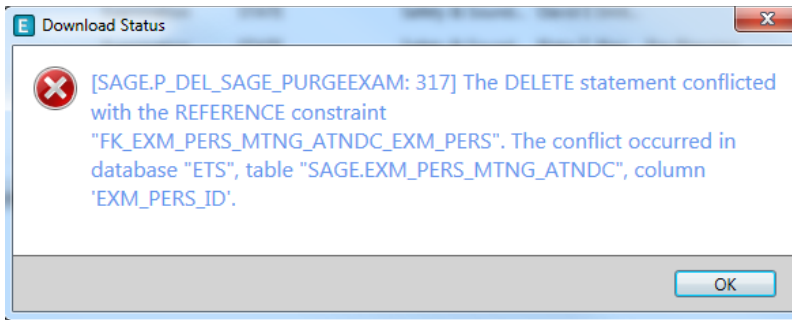
3) **Error 290**



**Resolution**

Please contact the Examiner Help Desk to acquire a script that will resolve this issue.

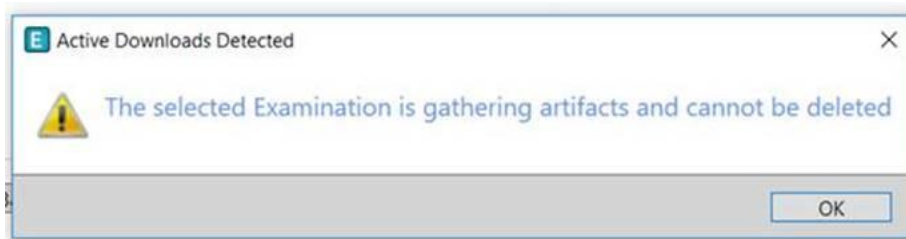
4) **Error 317**



**Resolution**

Please contact the Examiner Help Desk to acquire a script that will resolve this issue.

5) **The Selected Examination is Gathering Artifacts and Cannot Be Deleted**



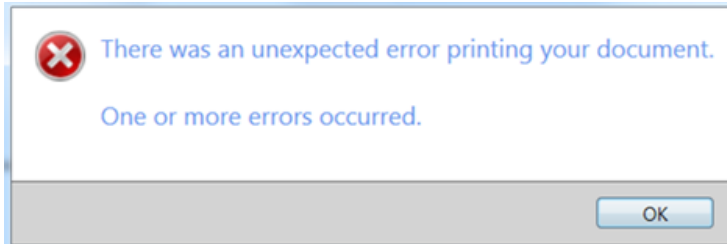
**Resolution**

Please contact the Examiner Help Desk to acquire a script that will resolve this issue.

## Exporting/Printing Issues

### 1) **One or More Errors Occurred**

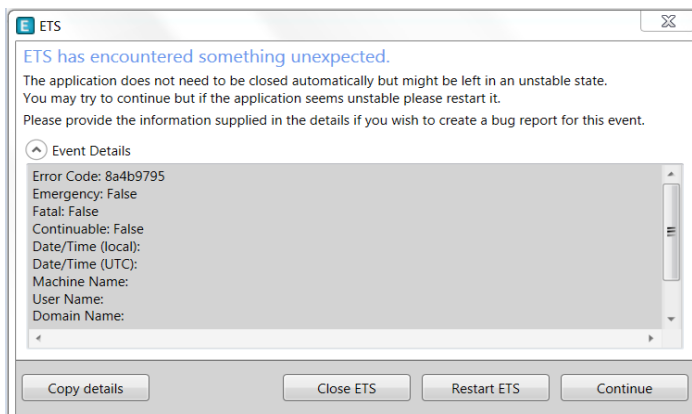
The user is trying to print a document. The application may freeze or become unresponsive, forcing users to restart ETS.



**Resolution** Verify the correct version of Crystal Reports is installed using [ETS-FREDDY](#). Verify the printer is online and operational. Occasionally, custom ROE templates can cause printing issues. Contact the Examiner Help Desk for additional assistance.

### 2) **Something Unexpected Happened**

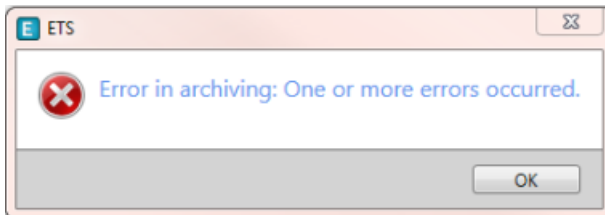
With the ROE open, the user is trying to use Print Preview. While browsing through pages the user may receive a SUH



**Resolution** Verify the correct version of Crystal Reports is installed using [ETS-FREDDY](#)

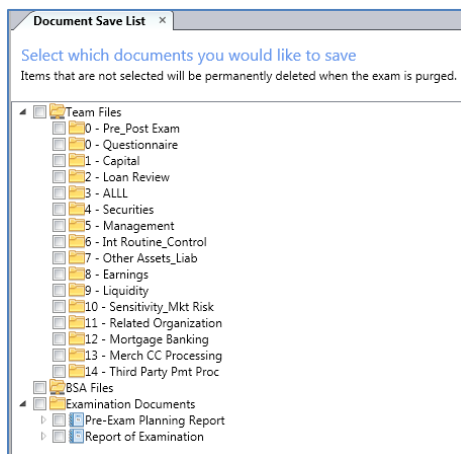
## Archives, Backups and Distribution Files

### 1) Error in archiving: One or more errors occurred



This issue occurs when **importing** PDF files as a work paper, as opposed to **attaching** them. When ETS imports a work paper it gets converted to XAML and, occasionally, imported PDF files do not get converted properly. When you attempt to open the file, nothing appears, and no error is displayed.

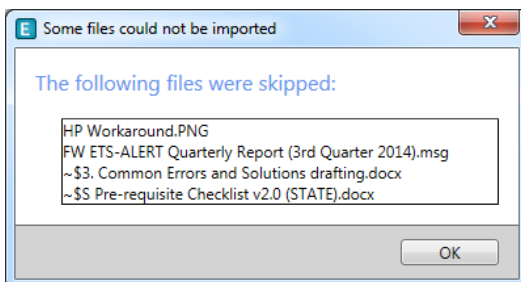
**Resolution:** You can create an archive without the Team Files, or you can try to identify which attachments are causing the problem and **remove** them. As an EIC or Team Member (Reviewers do not have visibility into Work Papers), go to the Exam Management Tab and locate the Document Save List (far-right). This will produce a list of all documents in this exam:



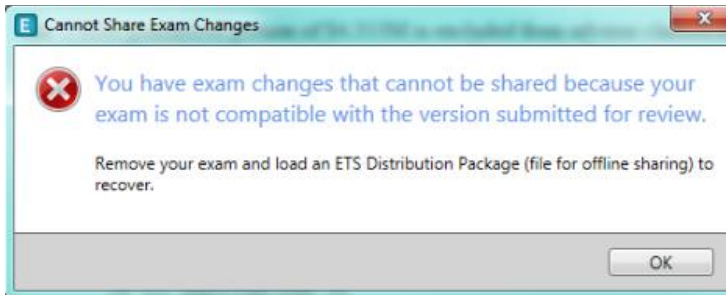
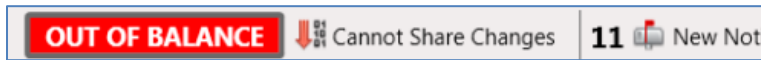
Select all exam documents and export (as .pdf)



When the export process finishes, it will identify files that could not be exported. These are the problematic files and need to be deleted.



2) **Cannot Share Changes**

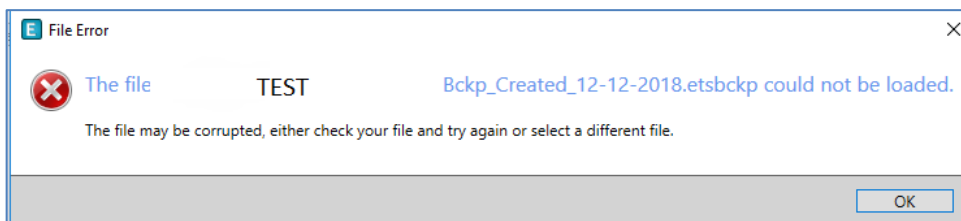


ETS has a built in feature to prevent an exam team member from becoming “out-of-sync” with the rest of the exam team. If an ETS team member becomes out of sync, ETS places those users in a manifested state. If the user wasn’t put in this state, the way ETS shares data implicitly there would be a possibility of overwriting already completed data. As a result, the out of sync user is placed in this Cannot Share Changes state.

**Resolution:** As described in the error message, the user must first remove the exam, and then load an ETS Distribution Package (file for offline sharing) from the EIC.

\*\*Before creating a new distribution package, the EIC should ensure the out of sync team member is properly listed as a team member. Only ETS users listed as a team member at the time the file is created will be able to import this distribution file.

3) **Cannot Load Backup/Archive/Distribution** Users have been reporting “corrupt” files created by ETS. Typically users will receive this error message when importing a *bad* file.



Because these files are generally very large in size (average >250MB per file), there is a relatively greater risk associated when creating and/or sharing ETS files (i.e. Network Drive, Could, etc.) . Users should maintain good practice when *creating* and/or sharing ETS file - validating they actually work before and after transmit.

**Resolution:** As a general rule of thumb, users should follow these instructions for **creating ETS files:**

- I. Always save files to your local C:\ drive first, then copy to desired location (i.e. Network Drive, FDICConnect, Internet Shared Location)

- II. Upload files while on an optimal internet connection (i.e. Hard-wired, Field Office LAN)
- III. Compare the file size before AND after uploading to its final location. Sizes should be identical.
- IV. Report all corrupted messages that cannot be resolved to the Examiner Help Desk.

## Appendix A: ETS External Access Cheat Sheet

The screenshot shows a dialog box titled "Please Enter Credentials" with the instruction "Please enter your login information for the FDIC services." It contains four input fields: "Username:", "Password:", "PIN:", and "OTP:". At the bottom are "OK" and "Cancel" buttons. Blue arrows point from the explanatory text boxes on the right to the Username, PIN, and OTP fields.

When you open ETS or attempt to access ETS services with Network access, this dialog box will appear.

Email that was registered to your FDIC Extranet token, i.e. [etsx13@gmail.com](mailto:etsx13@gmail.com)

PIN is for physical "hard" tokens only; mobile "soft" tokens don't need one

OTP is generated by the token

Users' access to FDIC services is restricted by their agency and the state and class of the institution:

Access Rights	FDIC examiner, any bank	State examiner, same state	State examiner, different state	FRS examiner, any bank
Download Templates, Institution Profile	Yes	Yes	Yes	Yes
Set up exam + Gather Artifacts	Yes	Yes	No	No
Upload to ViSION	Yes	No	No	No

**Timing:** These external access credentials will expire after 24 hours or when ETS is closed. Secure Connection Requests between users last for 1 year.

**Effects:** Without credentials, ETS services will not work, but offline sharing (via local network or Distribution Package files) can still be used. ETS also needs these credentials to activate a new machine and add it to the list of possible team members, even if it will be used offline thereafter.

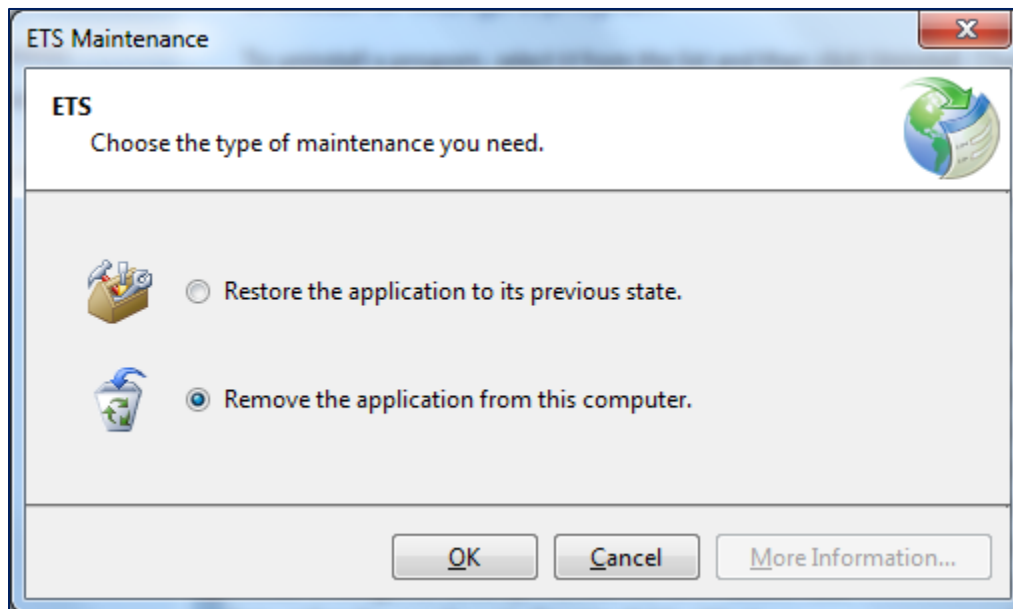
## Appendix B: Steps to Uninstall ETS and Delete the Database

### Steps to Uninstall ETS

1. Open the Control Panel and navigate to **Programs and Features**
  - a. If, in Windows 10, you try to use the “Apps” tool to remove ETS; you may be prompted for Administrative rights.
2. Find ETS from the list. Highlight and choose to Uninstall.

Name	Publisher	Installed On	Size	Version
Conexant 20585 SmartAudio HD	Conexant	9/5/2013		4.95.46
Crystal 8 Merge Modules	FDIC	9/5/2013	9.86 MB	1.0.0
Crystal Report 2008 Runtime SP4	SAP AG	9/5/2013	205 MB	12.4.0.
CTM_GUI_MenuLinkv3.8_Win7	Federal Deposit Insurance Corp.	9/6/2013	404 KB	1.00.00
CTSOATS_MenuLink_Win7	Federal Deposit Insurance Corp.	9/6/2013	404 KB	1.00.00
DIT WebRequest Link_Win7	Federal Deposit Insurance Corp.	9/6/2013	404 KB	1.00.00
DSC_HOURS_MenuLink_Win7	Federal Deposit Insurance Corp.	9/6/2013	408 KB	1.00.00
EA-REP Menu Link ver1.1	Federal Deposit Insurance Corp.	9/6/2013	612 KB	1.00.00
Entrust Intelligence Security Provider 9.1 for Outlook	Entrust, Inc.	10/3/2013	5.79 MB	9.10.00
Entrust Intelligence Security Provider 9.2 FIPS Feature Pack	Entrust, Inc.	10/3/2013	1.64 MB	9.20.00
Entrust Intelligence Security Provider 9.2 for Windows	Entrust, Inc.	10/3/2013	26.6 MB	9.20.00
<b>ETS</b>	<b>FDIC</b>	<b>7/28/2015</b>		<b>1.1.151</b>
ETS-ALERT	FDIC	7/27/2015		1.40.2.
FACTS1.6_MenuLink_https_Win7	Federal Deposit Insurance Corp.	9/6/2013	412 KB	1.00.00

3. You can elect to completely remove the application, or restore to its previous state\*
  - \*Restoring to the previous state is essentially a rollback feature built into ETS. This option will only be available if the computer had previously “upgraded” from a prior version. When selecting this option, it will roll back ETS back to the prior version (i.e. ETS 1.4.2 → ETS 1.4.1)

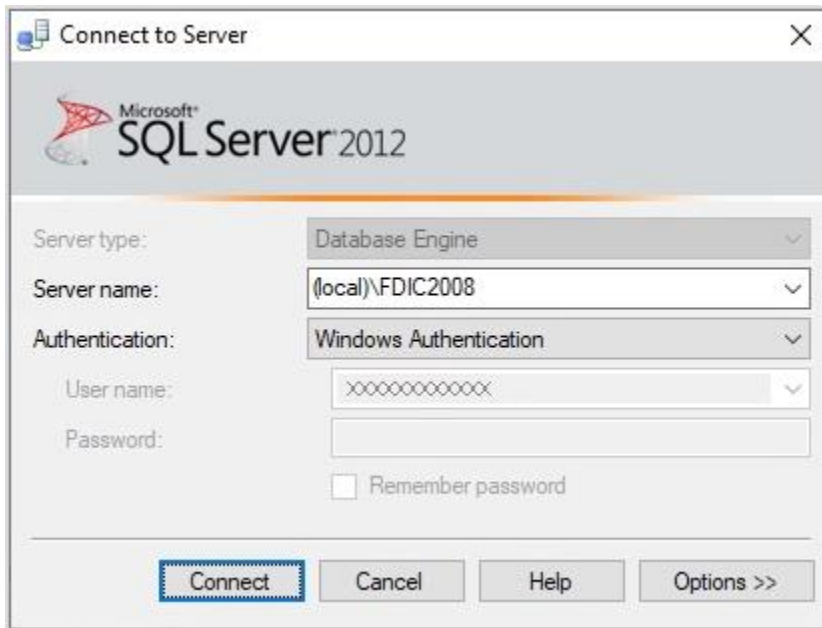


4. Once the process is complete, the dialog box (shown above) will close. Please go back to the Programs and Features list and verify ETS has been uninstalled or rolled back to a prior version.

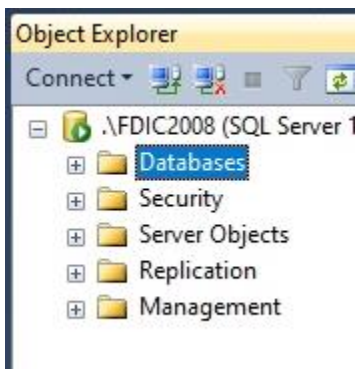


**Steps to Delete the ETS Database**

1. Open SQL Server Management Studio:
  - i. Click START > All Programs > Microsoft SQL Server 2012 > SQL Server Management Studio.
  - ii. Once open, Connect to the Server:
    - \* Server Name should read one of the following: **[ComputerName]\FDIC2008**  
or **(local)\FDIC2008**  
or **.\FDIC2008**
    - \* Authentication should read: **Windows Authentication**
    - \* Username should remain greyed out.



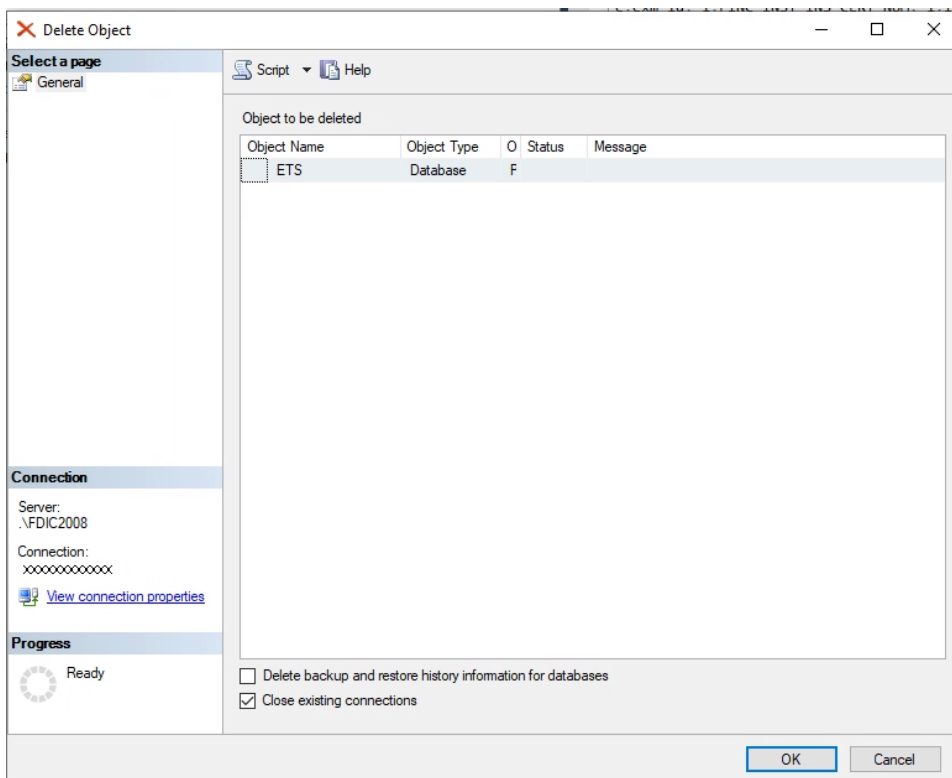
2. Once successfully connected, 5 folders should drop down on the left hand side of the window



3. Expand (+) the **Databases** folder and you should see the ETS database - simply titled **ETS**



4. To delete, right click on the **ETS** database and navigate to **Delete** (3<sup>rd</sup> one up from the bottom)
5. From there a new popup window will appear, you **MUST\*** uncheck the first option (Delete backup and restore history information for databases) and check the second option (close existing connections), then click OK.



\*Deleting the backup and restore history information will delete all of the automatic backups that SQL Server creates on a periodic basis; which can be located at: **C:\Program Files\Microsoft SQL Server\MSSQL11.FDIC2008\MSSQL\Backup**

\*Closing the existing connections, will just ensure that the ETS database is not in use under another system profile.