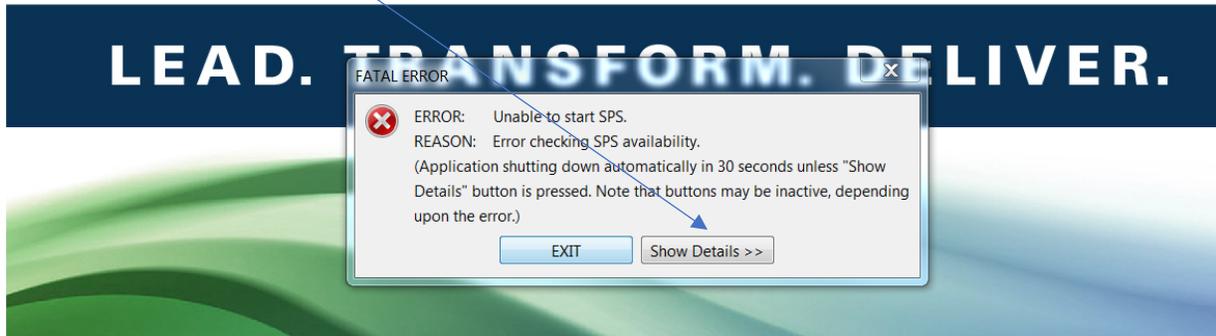


Error-Message

How to Save Error Messages – First check to see if your credential cached needs to be cleared. Go to Internet Explorer tools then > internet options > content > certificates > select all of the certificates and click remove. A message will pop up asking you whether you want to remove them, click yes. Once the credential list is emptied, close the window and click Clear SSL State, then restart the PC and then see if you can access SPS with your PIV and PIN. If you still have problems send the full error message to SPS. Click **“Show Details”**.

Click the show details button.



You will get another message to click and save to file. The error message will be saved on the C drive in the SPS-SC folder/tmp with a fatal error of today's date. Email that message to Production Support Production.Support.Section@fiscal.treasury.gov