



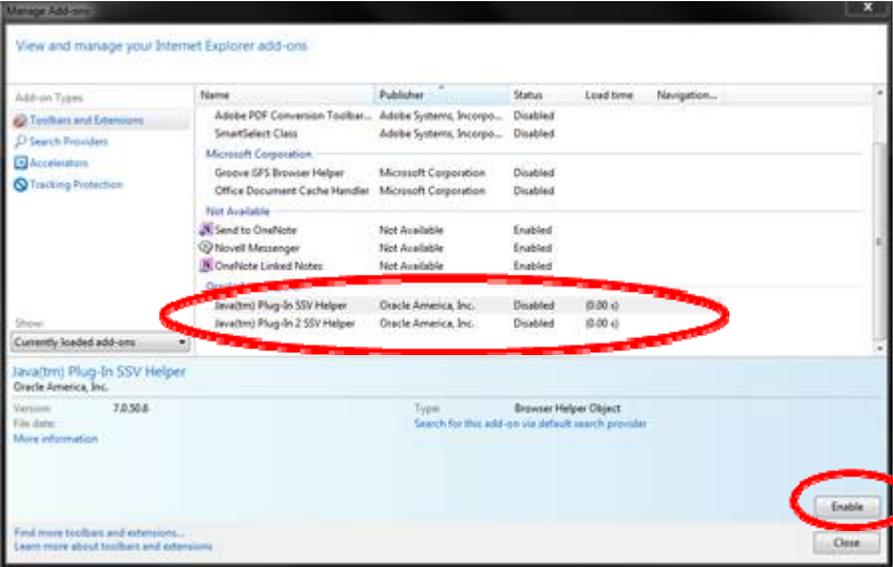
Talent Acquisition / MAP

Troubleshooting Guide

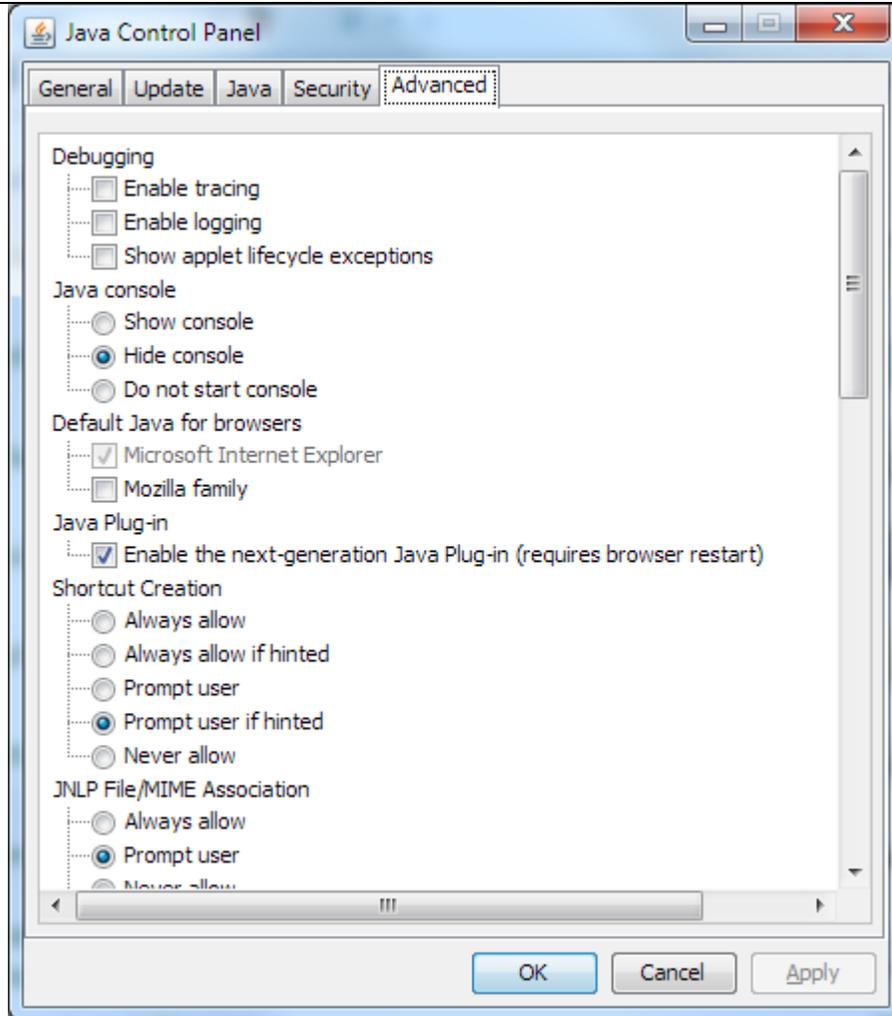
This guide may be used to troubleshoot issues while using Talent Acquisition and MAP. Work with your local IT department to work through the issues in this guide.

Talent Acquisition or MAP Log In Issues:

Verify system requirements	<p>Work with your IT staff to verify the following:</p> <ol style="list-style-type: none"> 1. CPU: Pentium processor (for optimum performance, we recommend dual core cpu with 2Ghz). 2. Operating System: Windows XP SP2 or higher, Vista, Windows 7. 3. Memory: 2Gb of RAM. 4. Disk: 1 Gb (Optimum performance 2 Gb). 5. Resolution: 1024x768 (Optimum 1280x1024). 6. Java JRE: 1.6 minimum update 24 (you need 32 bit version to access LRC from browser). 32 bit version is critical to the State as this is how the end users access Talent Acquisition here at the State of Arizona. NOTE: Java JRE: ADOA is running Java 1.7 Update 5 (32 bit version) and Talent Management is operating properly. The important thing is the 32 bit version. 7. Using Internet Explorer 7 or greater.
Delete cookies and temporary internet files	<ol style="list-style-type: none"> 1. Go to Tools. 2. Select Internet Options. 3. Under Browsing history, click the Delete button. 4. Click the Delete button. 5. Click Ok.
Add to trusted sites	<ol style="list-style-type: none"> 1. Open a browser session. 2. Go to Tools. 3. Select Internet Options. 4. Click the Security tab. 5. Click on the "Trusted sites." 6. Then, click on the "Sites" button.

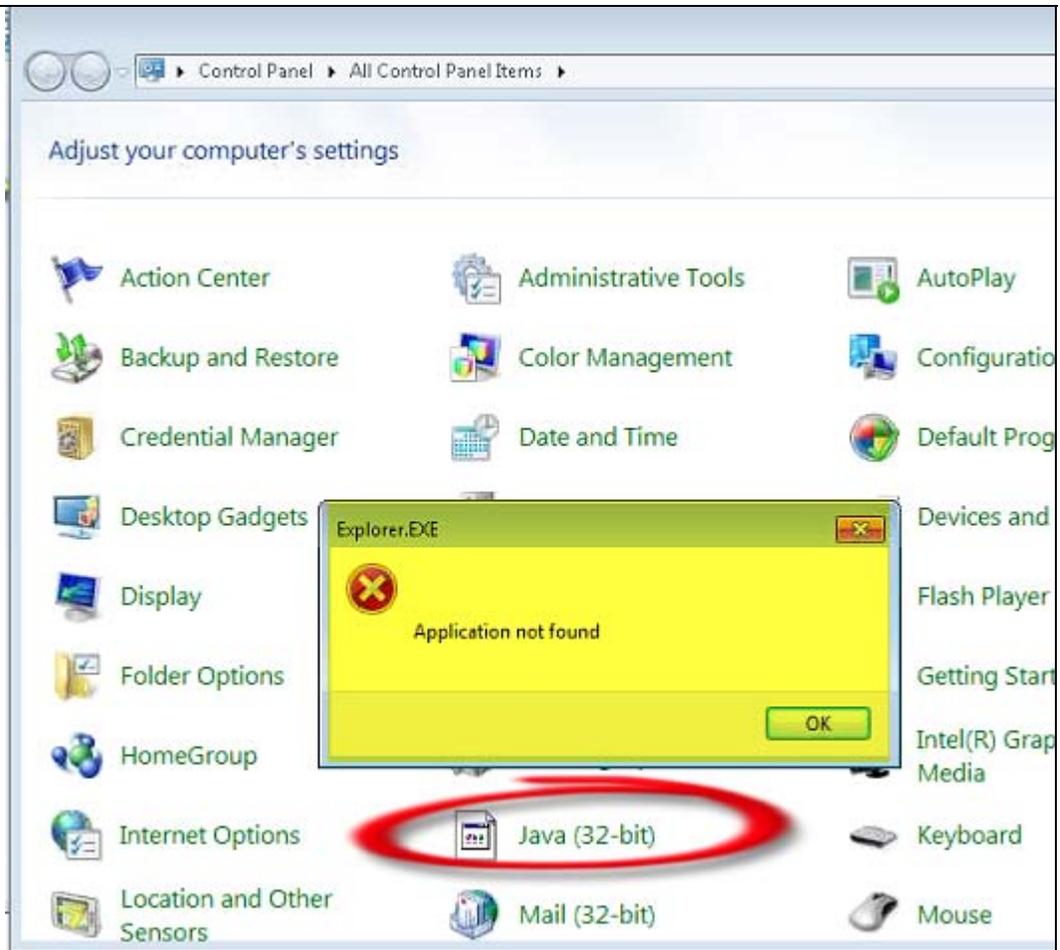
	<p>7. Add: https://*.azdoa.gov to your list of trusted sites.</p>
<p>HTTP 1.1</p>	<ol style="list-style-type: none"> 1. Go to Tools. 2. Select Internet Options. 3. Click the Advanced tab. 4. Scroll down to HTTP 1.1 settings. 5. “Use HTTP 1.1” and “Use HTTP 1.1 through proxy connections” boxes should be checked.
<p>Screen is white and unable to access the login screen</p>	<ol style="list-style-type: none"> 1. Open Internet Explorer 2. Click on Tools 3. Click on Manage Add On 4. Under Oracle America, highlight Java Plug in SSV Helper 5. Click on the Enable button 6. Close all Internet Browsers and reopen 
<p>User enters User ID and password and screen hangs</p>	<p>Go to Control Panel, Java, Advanced tab and make sure “Enable the next-generation Java Plug-in” is checked. See screen shot below:</p>

up

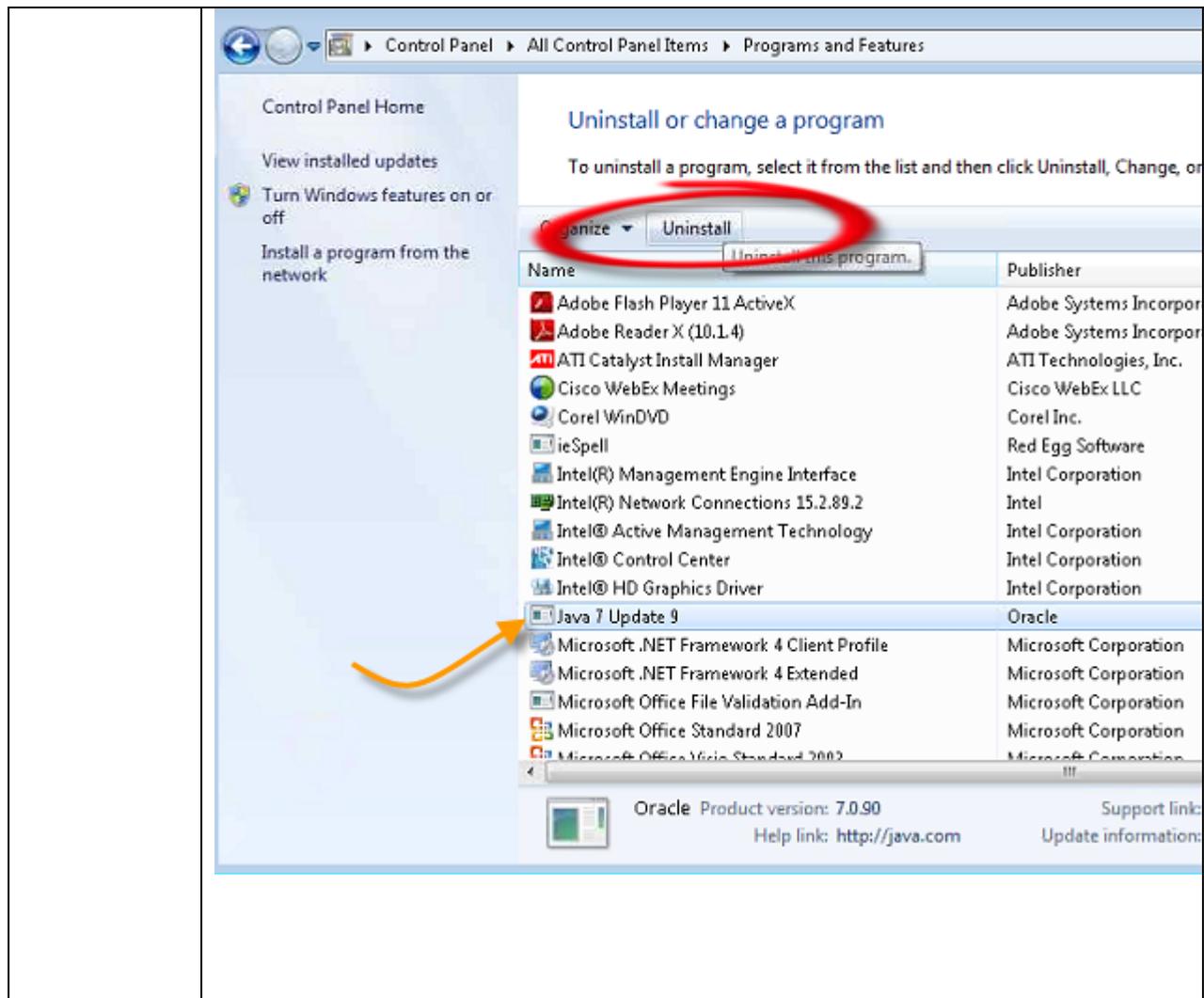


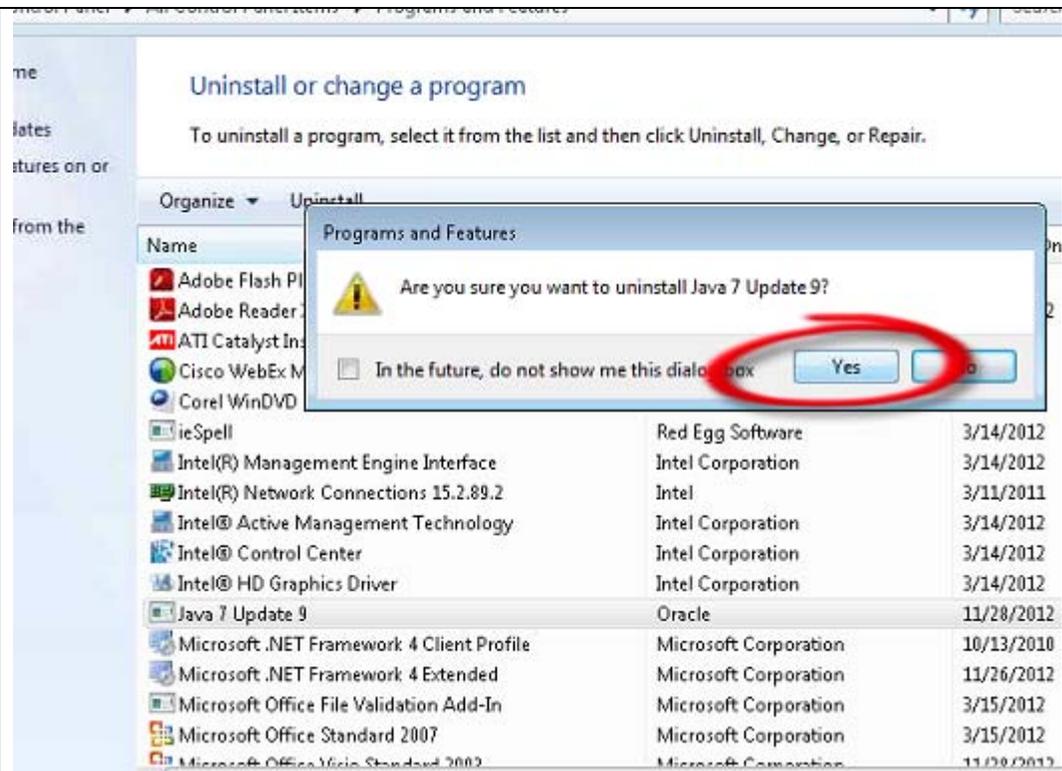
Employee gets stuck on a White Screen AFTER our Blue Screen which displays 2 to 3 minutes to Load Applet

- Go to Control Panel
- Click on Java (32-bit) – If you see the message below



- They can try doing this themselves, or have their IT Desktop support help them out for this. Usually I've noticed they need 'Admin' access to their machines to do this.
- Open up Control Panel – Programs and Features – Uninstall Java xxxxx





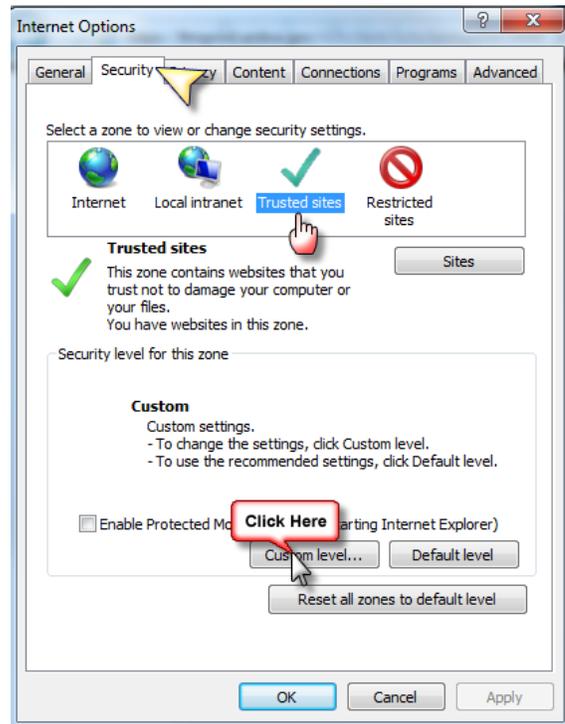
- RESTART the desktop
- Go to GetJava.com, Download and Install the latest Java Version again.

LTM Login
Failed Error

Enable Javascript: Based on the Internet Browser you are using, please follow the instructions below to enable Javascripting.



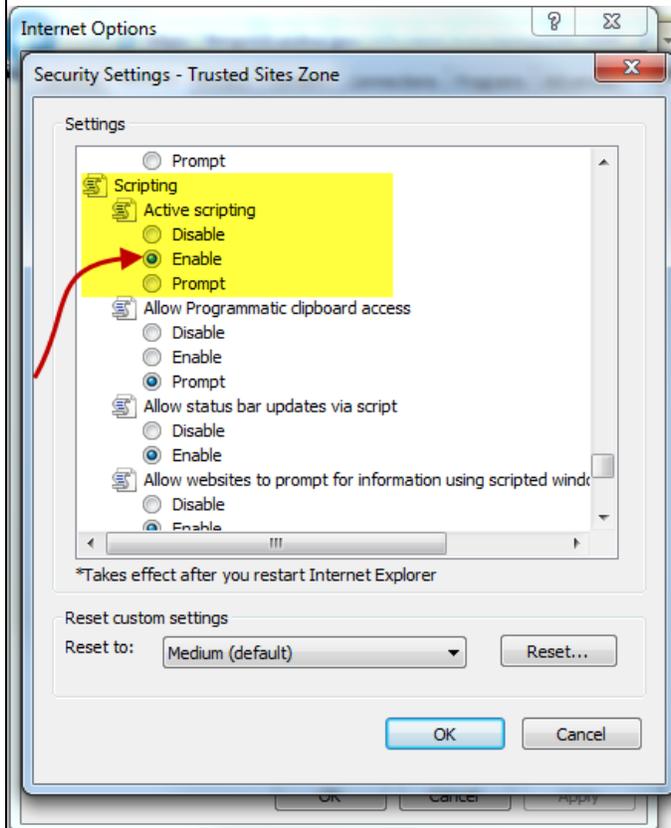
1. On web browser menu click "Tools" menu and select "Internet Options".
2. In the "Internet Options" window select the "Security" tab.
3. On the "Security" tab Select the "Trusted Sites".
4. Click on the "Custom level..." button.
5. When the "Security Settings – Trusted Sites Zone" dialog window opens, look for the



"Scripting" section.

6. In the "Active Scripting" item select "Enable".
7. When the "Warning!" window pops out asking "Are you sure you want to change the settings for this zone?" select "Yes".
8. In the "Internet Options" window click on the "OK" button to close it.
9. Click on the "Refresh" button of the web browser to refresh the page.

Internet Explorer < 9



pops out asking

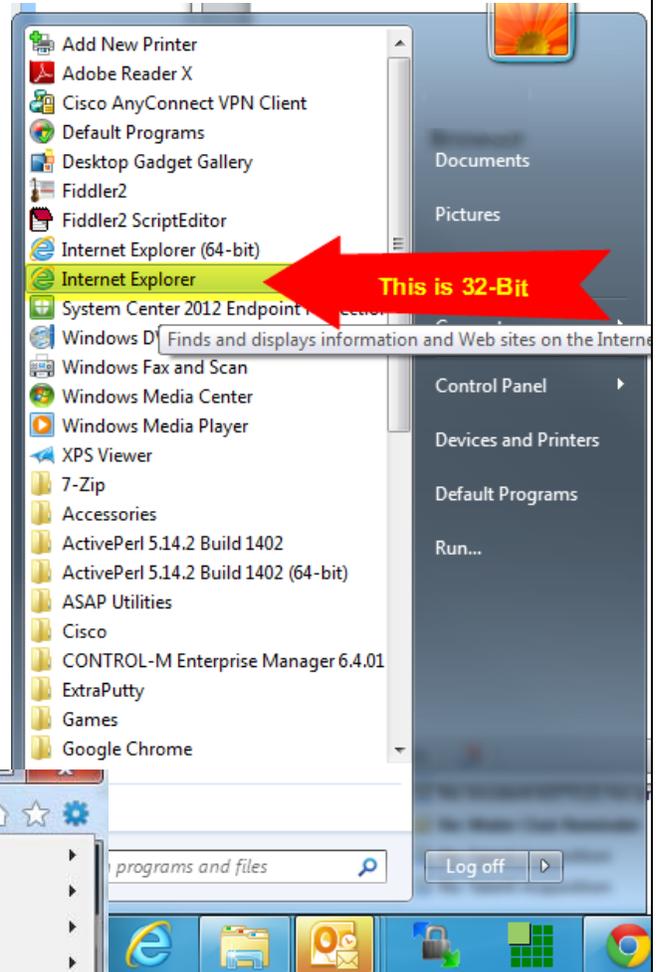
"Are you sure you want to change the settings for this zone?" select "Yes".

8. In the "Internet Options" window click on the "OK" button to close it.
9. Click on the "Refresh" button of the web browser to refresh the page.

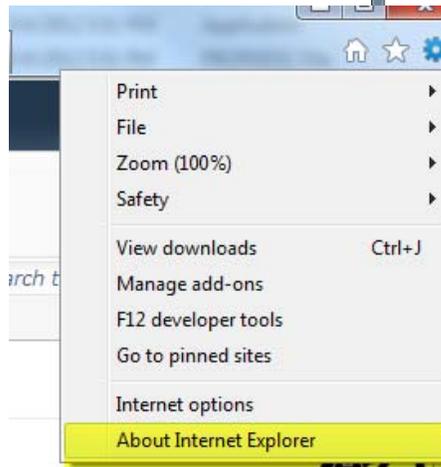
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2. In the "Internet Options" window select the "Security" tab.
3. On the "Security" tab Select the "Trusted Sites".
4. Then click on the "Custom level..." button.
5. When the "Security Settings - Trusted Zone" dialog window opens, look for the "Scripting" section.
6. In the "Active Scripting" item select "Enable".
7. When the "Warning!" window

Browser: Please follow the steps below to open 32-Bit Internet Explorer Browser

1. From your desktop, click the "Start" button on the lower left corner of your screen.
2. Click on "All Programs"
3. From this list, select "Internet Explorer" (NOT Internet Explorer (64-bit))
4. Or click here to open up IE in 32 Bit mode (For Windows 7 machines) [C:\Program Files \(x86\)\Internet Explorer\iexplore.exe](C:\Program Files (x86)\Internet Explorer\iexplore.exe)



To verify what version of IE Browser you are using, click on

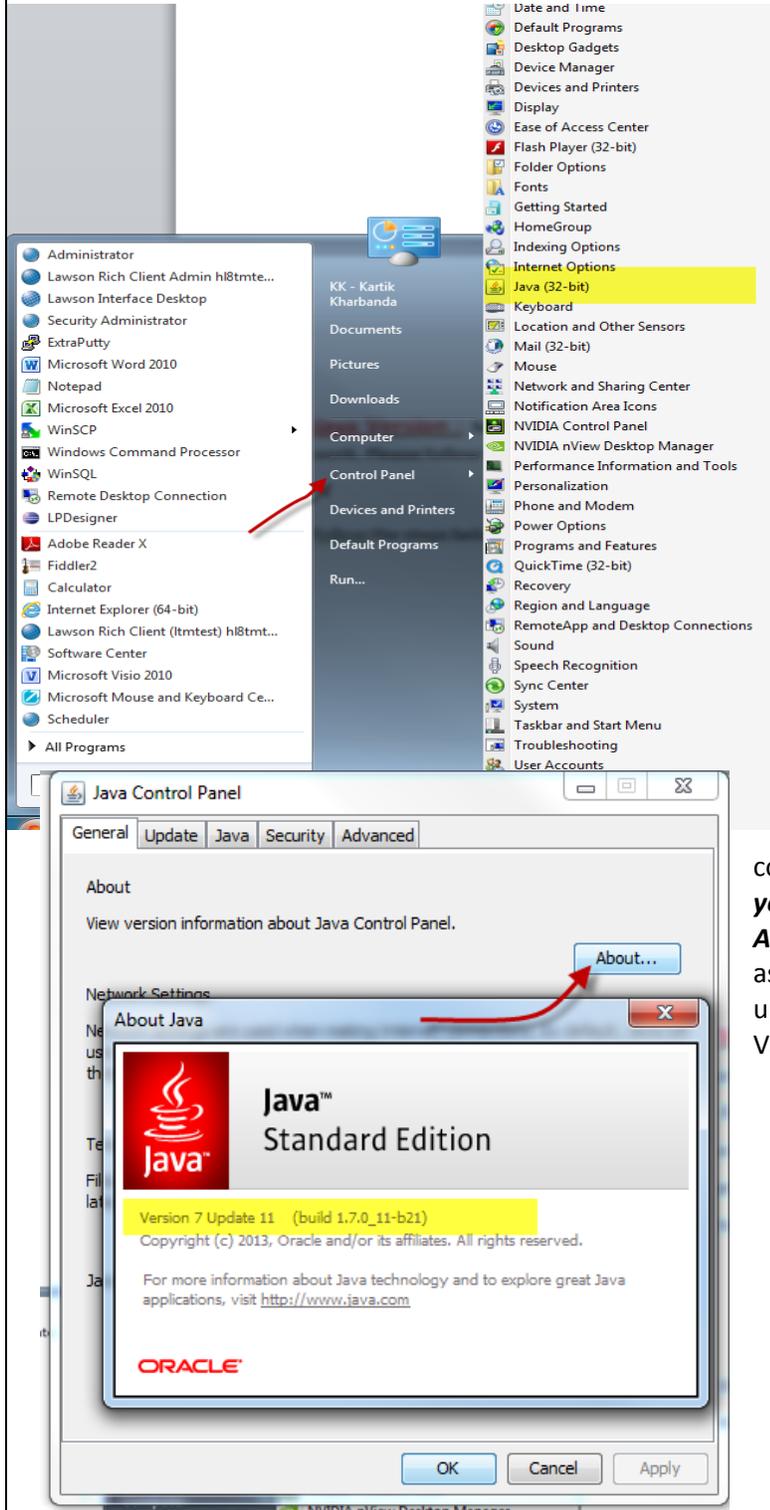


Please confirm that it is NOT the 64-Bit Edition



Java Version: MAP/ Talent Management System requires 32-bit Java 6 Update 24 or Higher to work.

Please follow the steps below to verify what version is installed on your computer.

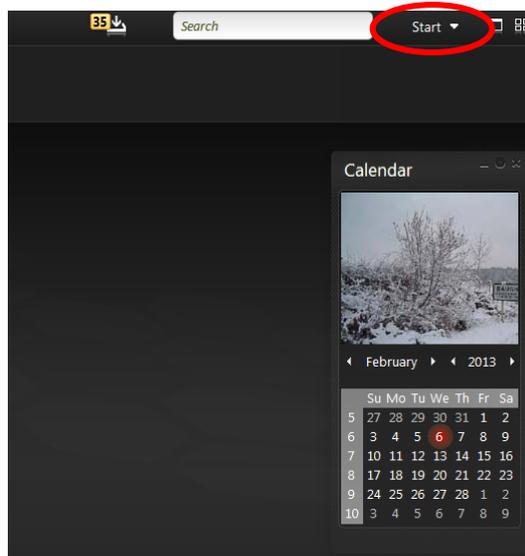


1. Open up Control Panel
2. Select Java (32-Bit) or Java
3. On the General Tab, click "About"
4. Verify the version.
5. If you do not see Java/ have version lower

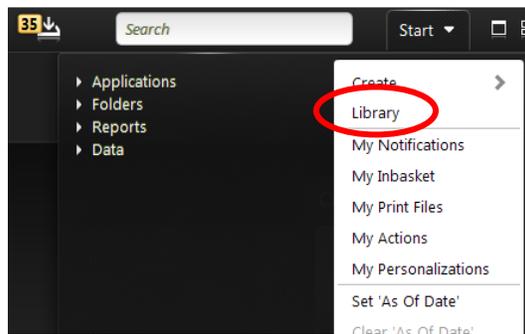
than Version 6 Update 24, please contact **your IT Department/ Agency Lead** to assist you in installing/ updating the Java Version.

Unable to see icon

1. Click the Start menu



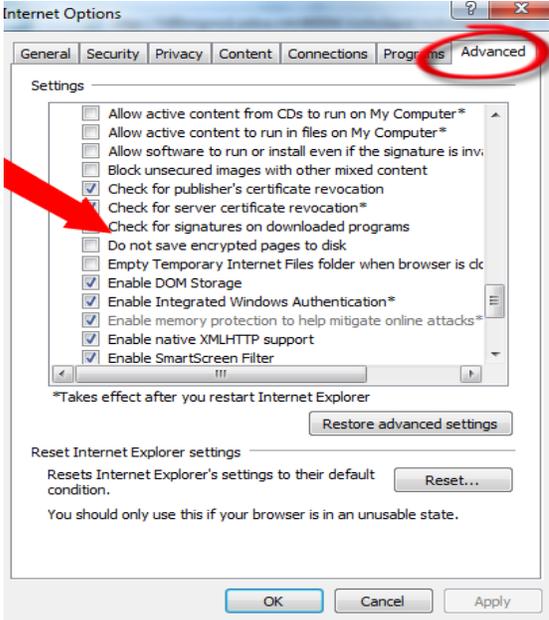
2. Select Library



3. Drag and drop icon to your desktop



Talent Acquisition Recruiter Role:

Tip	Only the Recruiter and Alternate Recruiter can make changes to a requisition.
Unable to View a Resume in TA	<p>If you receive an error when attempting to view a resume in TA, follow these steps:</p> <ol style="list-style-type: none">1. Navigate to the candidate's profile.2. Click the Attachments link.3. Double-click the Resume document.4. Select "Save As" from the drop-down menu (next to the Browse button).5. Save the resume to your desktop.6. From your desktop, double-click the resume and open with MS Word.
Cannot open a PDF document or "Print to File" option does not work.	<ol style="list-style-type: none">1. Open Internet Explorer2. Click the Advanced tab.3. Scroll down to Security.4. Check the box for "Do not save encrypted pages to disk."5. Click Ok.  <p>The screenshot shows the 'Internet Options' dialog box with the 'Advanced' tab selected. The 'Do not save encrypted pages to disk' checkbox is checked. A red arrow points to this checkbox. The 'Advanced' tab label is circled in red.</p>

Talent Acquisition Approver Role:

Inbasket Link does not work

1. Copy and Paste the following link into a new web browser.
ltm.azdoa.gov
2. Proceed to log in using your YES credentials (EIN and password).

Job Board:

Unable to click/view job posting

Delete cookies and temporary internet files:

1. Go to Tools.
2. Select Internet Options.
3. Under Browsing history, click the Delete button.
4. Click the Delete button.
5. Click Ok.