

# Wisconsin Online application troubleshooting guide

## Requirements:

- **Must use Internet Explorer** if ordering Single Trip Permits (No other browser will work).
- Default browser for Windows 10 is Microsoft Edge which will not work with our application.
- Must have Java version 8 or older installed on your PC. (Java 9 versions will not work).
- Pop-up Blocker must be turned off.
- ActiveX Filtering must **NOT** be checked (found in IE tools dropdown box)

## My map will not load when I submit for routing

### Step One: Delete Java history

1. Close all Internet Explorer browser tabs and sessions.
2. Go to Start menu and type "Java" in the search box, **if no Java is found** go to [java.com](http://java.com) to download the latest version and then skip to Step Two below.
3. Select "Configure Java" or Java (32 bit) from list. (This will open Java Control Panel).
4. On General tab select "Settings".
5. Select "Delete Files".
6. Select all three options.
7. Select "OK".
8. Select "OK" again.
9. Select "Apply" then "OK".

### Step Two: Delete browser history

1. Open new Internet Explorer.
2. Select "Tools" (if Tools is not visible, right click on top of page and check "Menu Bar" you should now be able to see Tools).
3. Open Tools and go to "Internet Options".
4. On bottom of General tab under Browsing history select "Delete".
5. Make sure Temporary Internet files, Cookies, and History are checked and Select "Delete" on bottom of box.
6. Select "Apply" then "OK" on next screen.

### Step Three: Turn off Pop-up Blocker

1. Open "Tools" again.
2. Go to "Internet options".
3. Go to "Privacy" tab.
4. Deselect "Turn on Pop-up Blocker" if it is checked.
5. Select "Apply" then "OK" at bottom of window.

### Step Four: Add Wisconsin OSOW application to your Java Exception Site List.

1. Search for "Java" in the search window
2. Select "Configure Java" to open Java Control panel
3. Select "Security" tab
4. Select "Edit site List"

## Wisconsin Online application troubleshooting guide

5. Select "add"
6. Paste <https://trust.dot.state.wi.us/osow/osowservlet> into box
7. Select "OK"
8. Select "OK" to exit control panel

### Step Five: Log into OSOW permit application

1. Say, 'Yes', 'Set', or 'Grant Always' to any Pop-up boxes that appear.
2. Map should load when you submit for routing. It could take 1 minute or more to load.

### I get message "403 forbidden" when I try to Login

- Usually means that Step B in WAMS setup has not been completed.

### I get "Authentication Cards" page when I try to login from my favorites

- You are using an invalid link from your saved links
- Save this link to your favorites
  - <https://wisconsin.gov/Pages/dmv/com-drv-vehs/mtr-car-trkr/osow-autosys.aspx>

### I get message "Web page declined to show page"

- You may need to delete cookies
  - Close out all internet explorer pages and tabs
  - Open new Internet Explorer page
  - Tools/Internet options/Browsing history (General tab)/Delete
  - Temporary internet files/Cookies/History/Delete
  - Close out of Internet explorer
  - Try to log back in again

### If your issues have not been resolved contact OSOW Permit Unit

- E-mail: [Oversize-permits.dmv@dot.wi.gov](mailto:Oversize-permits.dmv@dot.wi.gov)
- Call: (608) 266-7320

10/24/2018