

Handling Errors and Error Messages in IMS/PIC

HUD upgraded IMS/PIC on March 13, 2020 in order to align with industry best practices for security and data integrity. Following this upgrade, users may experience new errors when attempting to complete certain tasks in IMS/PIC.

We anticipate that the most common error message users will receive is a “9605” error message. The message reads: “There was an error processing your request, please try your request again. If this does not correct the problem, please contact the system administrator. Application Error Number: 9605.” A screenshot of the error message is below. (In fewer cases, users may receive a “500 Internal Server error message”, such as when clicking on the Housing Agency Reports tab, or another error message.)

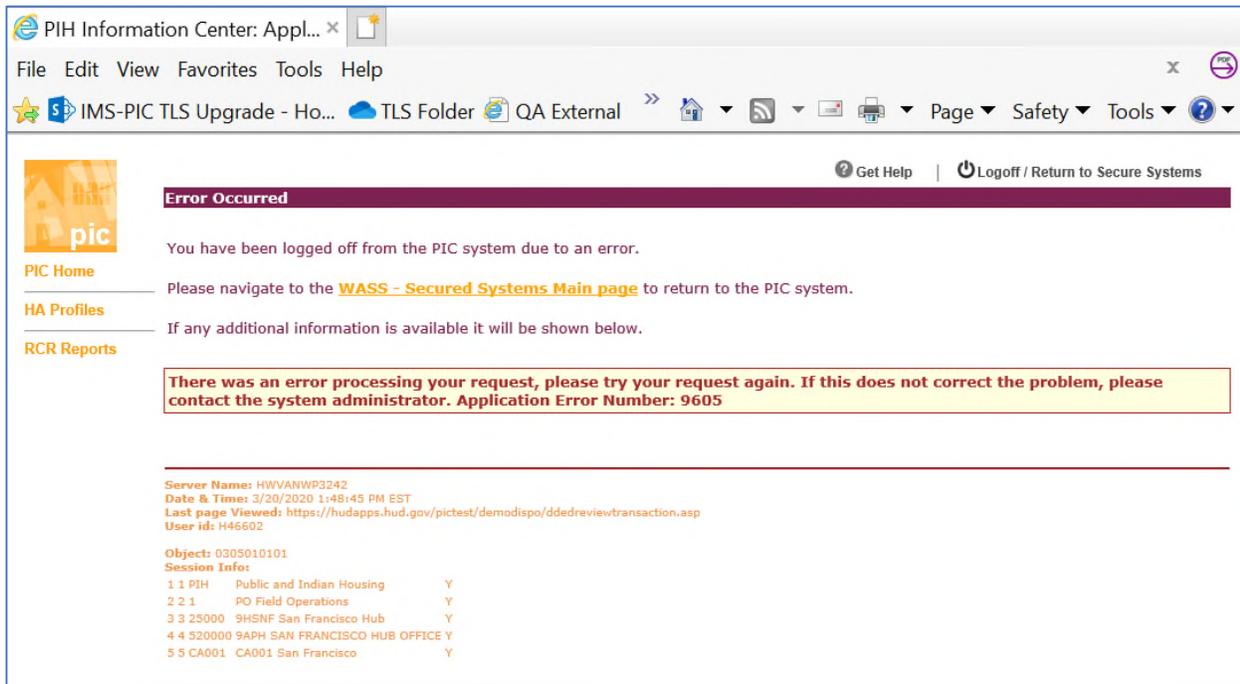


Figure 1: Sample screenshot of "9605 Error Message"

When a user encounters this error message, the user should complete the following steps:

1. Use the WASS – Secured Systems Main Page link or the Logoff / Return to Secure Systems link on the error page to go back to the Secure Systems Main Menu.
2. Click on the link for PIC as the user would normally go into PIC.
3. Navigate to the sub module and PHA the user was working on and verify whether the requested action was completed or not.

* It is important to follow the steps above to log out and log in again. Users receiving this error message should **NOT** click the “Back” button. Clicking the Back button will cause the previous screen to display. It may look like the data was properly saved, but the screen is not showing the current status, and therefore may be misleading. Additionally, a user who has clicked the “Back” button rather than log in again will eventually receive a message indicating they are not properly logged in. *

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After a user receives a “9605 error message” and fully logs out and back in to IMS/PIC, the user may find that the action in IMS/PIC completed (e.g., the change registered or the data saved), despite generating an error message. In these cases, no further action is needed.

In other cases, the user will find that the action they were attempting to take did not register/save. In these cases, the user should contact the Technical Assistance Center (TAC).

There are two tables below that provide details about known issues.

- [Current Issues](#) – This table includes issues that were either identified during testing of the code prior to the March 2020 release or by users after the release. **These are issues that currently still exist.**
- [Issues That Have Been Resolved](#) – This table includes issues that were identified but have since been resolved in a subsequent system release.

Current Issues

The table below lists actions that may generate this error message, and whether or not we expect that the change will have properly registered. This list is not exhaustive. If a user encounters a “9605 error message” when completing a task not listed in the table below, they should follow the steps above to log out and back in, see whether the change registered, and contact the TAC if the change did not register.

IMS/PIC Module/ Sub-Module	Action That May Generate a “9605 Error Message” or Other Error Message in IMS/PIC	Do We Expect the Change to Have Properly Saved Despite the Error Message?	Date Last Updated on this List
Security Administration	Adding Roles	Yes – Users may encounter this error when attempting to add a role. Due to the intermittent nature of the issue, PIC IT has not been able to determine the source of the issue. Workaround: Users should use the link to go back to Secure Systems and then log out. After 30 minutes, users should try to perform the steps for adding the role again. IMS/PIC should log the user into a different server and hopefully the issue will not occur again. Alternatively, if the PHA or field office has more than one security administrator, another security administrator could attempt to do the work from a different computer.	04/06/2020

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Development	Building and Unit Submission	When a user clicks the Submit Data for Approval button, they system could take up to a minute or more to process the request. <u>Do not click the button again or use the Back button.</u> The page will confirm that the data was submitted one it is done processing. This is not a bug that needs to be resolved. This item is listed to make users aware of the amount of time the system may take to process the request.	03/22/2021

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Issues That Have Been Resolved

The items in the table below were originally identified as issues but have since been resolved in a subsequent system release.

IMS/PIC Module/ Sub-Module	Action That May Generate a “9605 Error Message” or Other Error Message in IMS/PIC	Do We Expect the Change to Have Properly Saved Despite the Error Message?	Date Resolved
Security Administration	Deleting Roles	No – Users will need to complete the workaround steps in the document previously posted on the IMS-PIC home page. This was resolved during a system release on 03/19/21.	03/22/2021
SEMAP	Rejecting a SEMAP certification	No – HUD users will be unable to reject a SEMAP certification back to a PHA so that a PHA can make corrections and resubmit the certification. This was resolved during a system release on 05/15/21.	05/17/2021
SEMAP	Submitting an appeal	An issue relating to submitting a SEMAP appeal was reported after the March 2020 release, however, the IT team has not been able to replicate the issue. If a user does encounter an error when completing tasks related to appeals, after logging back in the user will likely see that the appeal has been submitted to the field office. In this case, no further action is needed.	09/04/2020
Housing Agency	Clicking on the Reports tab	No – Users will be unable to use the Reports tab. Upon clicking on this tab, they may receive an error message. Note that this message is likely to be a “500 Internal server error” message, not the more prevalent “9605 error message”. This was resolved during a system release on 05/15/21.	05/17/2021

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Housing Agency	HA Contact List Report	When a user generates this report, the first name of the list HA Contacts (from the HA Contacts tab) will be shown as Test1. <u>The data in the HA Contacts tab is not affected.</u> Users should rely on the information in the HA Contacts tab instead of this report while this is being investigated. This was resolved during a system release on 09/04/21.	09/04/2021
Development	Create a new development	No – HUD users may encounter this error when attempting to create a new development. After verifying that the change(s) did not save, the HUD user should contact the TAC. The TAC will refer the ticket to REAC, which will contact the HUD user to obtain the necessary development details. REAC will enter information on SharePoint to initiate the data fix request, through which the development will be added. This was resolved during a system release on 05/21/20.	05/22/2020
Development	Editing Development Profile page	No – HUD users may encounter this error upon trying to save changes to the Development Profile page. After verifying that the change(s) did not save, the HUD user should contact the TAC. The TAC will refer the ticket to REAC, which will contact the HUD user to obtain the necessary development details, including those need to be updated. REAC will enter information on SharePoint to initiate the data fix request, through which the development will be added. This was resolved during a system release on 05/21/20.	05/22/2020

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Development	Editing Development Profile page	If a HUD user changed a development name on the Edit Development Profile page, the change would not appear in the Physical Development dropdown box on the Development Profile page. This was resolved during a system release on 05/15/21.	05/17/2021
Development	Add a building	Yes - After logging back in, the user will likely see that the building has been successfully added. In this case, no further action is needed. This was resolved during a system release on 11/13/20.	11/13/2020
Development	Building and Unit Submissions	<p>Yes – PHA users may encounter this error upon submitting their building and unit data for approval. After logging back in, users will likely see that the submission has been recorded. In this case, no further action is needed. This was resolved during a system release on 03/19/21.</p> <p>It has been reported that if a PHA has pending Unit Tenant Status changes and submits their building and unit data – instead of submitting Unit Status Changes – that the field office may not be able to complete their review of the B&U data, resulting in rejection of all data. If this occurs, the PHA will need to submit the pending Unit Tenant Status changes and the field office will need to act upon this submission (approve or reject). Then, the PHA can resubmit their B&U data for HUD approval. B&U data should not remain in rejected status long term. This was resolved during a system release on 03/19/21.</p>	<p>03/22/2021</p> <p>03/22/2021</p>

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Development	Building and Unit Approvals	<p>Yes – HUD users may encounter this error upon reviewing and approving of building and unit data. After logging back in, users will likely see that the review or approval action worked. In these cases, no further action is needed. This was resolved during a system release on 03/19/21.</p>	03/22/2021
		<p>We have received reports that if a PHA has Unit Tenant Status changes that are pending, the system may not save the selection of the Approve or Reject status that the HUD user selects. Subsequently, selecting the Submit Final Approval button without individual developments being approved/rejected may cause the entire set of building and unit data to be rejected. Field office staff should examine the building and unit data to determine if there are Unit Tenant Status changes that need to be submitted by the PHA and have the PHA either submit them or if they are no longer needed delete them. Then, the PHA can resubmit their B&U data for HUD approval. B&U data should not remain in rejected status long term. This was resolved during a system release on 03/19/21.</p>	03/22/2021
		<p>We have received reports that there continues to be an intermittent issue with approvals where the data cannot be approved but instead is rejected. This is being investigated. As a reminder, B&U data should not remain in rejected status long term because it will affect PH unit counts and data used for funding purposes. This was resolved during a system release on 09/04/21.</p>	09/04/2021

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Development	Viewing a Development Regrouping Proposal	No – Users may encounter this error when attempting to click on the Proposal Number link. <i>The previously listed workaround has been removed from the IMS-PIC home page.</i> This was resolved during a system release on 03/19/21.	03/22/2021
Development	Creating a Development Regrouping Proposal	Yes – PHA users may encounter this error upon creating a development regrouping proposal and saving the addition of buildings to the proposal. After logging back in, users will likely see that the buildings have been added. In this case, no further action is needed. This was resolved during a system release on 03/19/21.	03/22/2021
Development	Submitting a Development Regrouping Proposal	No – PHA users may encounter this issue when trying to submit a Development Regrouping Proposal. PHA users should contact the TAC and provide PHA Code, development regrouping proposal number, the user ID (do not include the name) of the user that attempted to submit the proposal, the date the submission was attempted, and PHA point of contact information. This was resolved during a system release on 03/19/21.	03/22/2021
Inventory Removals	Clicking on the Submission tab	No – Contact the TAC and provide PHA Code, inventory removal application number, and point of contact. The TAC will refer the case to the Real Estate Assessment Center (REAC). REAC will enter information on SharePoint to initiate the data fix request, through which HUD will submit the application on behalf of the PHA. This was resolved during a system release on 05/21/20.	05/22/2020

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Development	Building and Unit Approval	This is most likely related to changes in Google Chrome and Microsoft Edge and not the March 2020 TLS release. If there are multiple pages of developments to approve, users using the Google Chrome browser may not be able to navigate to pages after page 1. If the user switches to Internet Explorer, they will be able to navigate to pages after page 1. This was resolved during a system release on 09/04/21.	09/04/2021
Inventory Removals	Entering, Submitting, Reviewing and Approval Removal Dates (i.e., Action Dates) for removal transactions	Yes – PHA users and HUD users may encounter this error when entering, submitting, reviewing, approving and rejecting removal dates (action dates). After logging back in, the user will likely see that the change registered. In this case, no further action is needed. However, the user may find that other screens in IMS/PIC may not properly display information on removed units. HUD is working to address this issue. This was resolved during a system release on 11/13/20.	11/13/2020
Inventory Removals	Adding buildings to Section 5 <i>(Note: This does not apply to entering other data fields in Section 5 of an inventory removal application)</i>	Maybe – After verifying that the change(s) did not save, contact the TAC and provide PHA Code, inventory removal application number, and point of contact. The TAC will refer the case to the Special Applications Center (SAC). The SAC will contact the PHA to collect information on the buildings/units the PHA is attempting to add to the application. The SAC will collaborate with colleagues to determine whether the information can be entered via the IMS/PIC front-end or whether a data fix is required. This was resolved during a system release on 03/19/21.	03/22/2021

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Inventory Removals	Entering data in Section 5 of an inventory removal application (<i>Note: This does not apply to adding buildings and units in Section 5</i>)	No – After verifying that the change(s) did not save, contact the TAC and provide PHA Code, inventory removal application number, and point of contact. The TAC will refer the case to the SAC. The SAC will contact the PHA to collect information on the fields the user is attempting to change and the values for those fields. The SAC will enter information on SharePoint to initiate the data fix request, through which HUD will populate the Section 5 information. This was resolved during a system release on 03/19/21.	03/22/2021
Inventory Removals	Removing a development from an inventory removal application (removing the development from the “Proposed Development” box)	Partially – After logging back in, the user will likely see that the development has been successfully removed from the inventory removal application (i.e., it is no longer listed as a separate record for sections 4-8 of the application). However, the development will continue to display in the “Proposed Development” box. In most cases, no further action is needed. However, if the user later wishes to re-add the development to the application and it continues to show up in the “proposed” instead of the “available” box, the user should contact the TAC. This was resolved during a system release on 03/19/21.	03/22/2021

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Form-50058 Submission	XML Error Report Download	No – The XML Error Report Download is not working. Users may receive a message indicating that the page contains errors or that the page cannot be displayed. If possible, users may convert the CSV file download to XML. Users should contact the TAC. The TAC will refer the case to the REAC. This was resolved during a system release on 04/10/20.	04/10/2020
Form-50058 Viewer	Income details not displaying	No error is being displayed to the user. However, it has been verified that while the type of income is displayed, the amount of that type of income is not displaying on the page. For example, if John Doe shows a line for W (Other Wage) the user will not see the total amount of the wage. We have verified that the information is in the database and there is no foreseen adverse impact on it being used in EIV. This was resolved during a system release on 05/15/21.	05/17/2021

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Form-50058 Viewer	View link for historical database records	<p>If a user searches the historical database (option labeled Historical when doing a search) and clicks on the “View” link on the right side of the page to view the 50058 in one web page, they will receive a 500 Internal Server error. There are two causes for this issue – one related to the TLS upgrade and another that has most likely been present for some time related to if income was more than \$32,767.</p> <p>As a workaround, users can use the SSN link on the left side of the page to view the 50058 and navigate the form using the tabs and links at the top of the page.</p> <p>This was resolved during a system release on 09/04/21.</p>	09/04/2021
Tenant ID Management	Replace ID	<p>No - The user may encounter this error when completing tasks related to replacing IDs. The user should contact the TAC and provide a point of contact, including phone number. The TAC will refer the ticket to the REAC. REAC will reach out to the point of contact to obtain the necessary information and initiate a data fix request. The user should follow all requirements around the proper sharing of personally identifiable information (PII) and should never send PII in an unencrypted email or attachment.</p> <p>This was resolved during a system release on 05/21/20.</p>	05/22/2020

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Tenant ID Management	Removing the duplicate flag	Yes – The user may encounter this error when completing tasks related to the duplicate ID functionality. After logging back in, the user will likely see the change on the Possible Duplicates Report or that the record no longer appears on this report. In this case, no further action is needed. This was resolved during a system release on 03/19/21.	03/22/2021
Adhoc – Form-50058 Adhoc Report	Navigating pages of report	No – Users may receive a 500 Internal Server Error message when trying to navigate between pages of the report when there is more than one page of records. As an alternative, if there are fewer than 10,000 records, is the user can download the report to Excel to view the data. If there are more than 10,000 records, the user can rerun the report with more stringent search criteria so that the report has less than 10,000 records. This was resolved during a system release on 05/21/20.	05/22/2020
Adhoc – Form-50058 Adhoc Report	Download to Excel	No – Users may receive a 500 Internal Server Error message when trying to download an Excel file if there are more than 10,000 records on the report. Excel files are limited to 10,000 records each, so this would mean there are multiple files to download. As an alternative, the user can rerun the report with more stringent search criteria so that the report has less than 10,000 records. This was resolved during a system release on 05/21/20.	05/22/2020

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MTW Data Collection	Incorrect submission templates available for download	Users are able to download the Excel and CSV submission templates under the “Upload Data” link in this sub module. It has been discovered that either due to the TLS release or for some other reason, old versions of the template are currently what a user would receive. This will be fixed in a future release, but until then users can find the correct templates on the MTW Forms and Tools page . This was resolved during a system release on 11/13/20.	11/13/2020
MTW Reports	MTW Delinquency Report	No – Users will receive a 500 Internal Server Error message when try to access the MTW Reports sub module. We are currently looking into this issue. Alternatively, users can generate an MTW Adhoc Report to see a list of all active households, including last action type, effective date, etc. This was resolved during a system release on 05/15/21.	05/17/2021