



هيئة تنظيم الاتصالات  
Telecommunications Regulatory Authority

# Type Approval System Troubleshooting

Version 1.0

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# 1. Introduction

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This document is designed to help external users troubleshoot common issues and effectively use Type Approval System.

## 1.1 Audience

This document is intended for:

- Type Approval System External User
- TRA Employee

## 1.2 Contact Information for Support

If you need additional assistance, please contact our support team at:

- **Call Center:** 1000
- **Phone:** 24222290
- **Email:** TADept@tra.gov.om

## 2. Troubleshooting

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This section should provide step-by-step solutions to the most common problems users encounter.

### 2.1 Common Issue

#### 2.2.1 Unable to Log In

- Ensure you are that you are Authorized person in CR or delegated.
- Check your internet connection and try again.
- Clear your browser's cache and cookies, then attempt to log in once more.
- Try accessing the system from a different browser.
- If the issue persists, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) with **Screenshots**

#### 2.2.2 System is Running Slowly

- Verify that your device meets the system requirements.
- Close any unnecessary programs or browser tabs that might be using up system resources.
- Clear your browser cache or try accessing the system using a different browser.
- If the issue persists, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) with **Screenshots**

#### 2.2.3 Features Not Displaying Properly

- Refresh the page or try accessing the system from a different browser.
- Ensure that your browser is up to date with the latest version.
- Disable any browser extensions that might be interfering with the system.
- Clear your browser cache or try accessing the system from a different browser.
- If the issue persists, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) with **Screenshots**

#### 2.2.4 The Requested URL was Rejected

- If you face the below issue, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) with **Screenshots**

The requested URL was rejected. Please consult with your administrator.

Your support ID is: 13665658366310134664

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#### 2.2.5 Cannot Upload Files or Attachments

- Verify that the file format is supported by the system. Common supported formats include .doc, .pdf, .jpg, .png, etc.

- Check the file size; the system may have a maximum upload size limit.
- Ensure your internet connection is stable during the upload process.
- Try using a different browser or clearing your current browser's cache.
- If none of these solutions work, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) **with details about the file you are trying to upload & Screenshots**

## 3. Error Messages

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This section provides details about Error Messages and What They Mean

### 3.1 Error Message

#### 3.1.1 Invalid ID No or CR No.

- **Meaning:** The login credentials you entered do not match our records.
- **Solution:** Double-check your ID No or CR No. for accuracy.
- If the issue persists, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) with **Screenshots**

#### 3.1.2 Session Timed Out

- **Meaning:** Your session has expired due to inactivity.
- **Solution:** Log in again to continue using the system. To prevent this in the future, try to remain active during your session or save your work frequently.

#### 3.1.3 "403 Forbidden"

- **Meaning:** You do not have permission to access this resource.
- **Solution:** Verify that your account has the necessary permissions to access the requested resource. Clear your browser cache or try accessing the system from a different browser.
- If the issue persists, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) with **Screenshots**

#### 3.1.4 "500 Internal Server Error"

- **Meaning:** There is a problem with the server that is preventing the system from functioning correctly.
- **Solution:** Try refreshing the page or come back later or use different browsers
- If the issue persists, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) with **Screenshots**

#### 3.1.5 "Unable to Connect to the Server"

- **Meaning:** The system cannot establish a connection to the server.
- **Solution:** Check your internet connection and try again. Clear your browser cache or try accessing the system from a different browser.
- If the issue persists, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) with **Screenshots**

#### 3.1.6 "404 Page Not Found"

- **Meaning:** The page you are trying to access does not exist or has been moved.
- **Solution:** Check the URL for any typing errors. Clear your browser cache or try accessing the system from a different browser.
- If the issue persists, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) with **Screenshots**

### 3.1.7 "502 Bad Gateway"

- **Meaning:** The server received an invalid response from an upstream server.
- **Solution:** Try refreshing the page after a few minutes. Clear your browser cache or try accessing the system from a different browser.
- If the issue persists, contact support at [TADept@tra.gov.om](mailto:TADept@tra.gov.om) with **Screenshots**