GS1 US DATA HUB
Troubleshooting Guide

General

Problem	Likely Cause	Solution
I am unable to see my product or location records when I log into into Data Hub.	Your computer is storing settings from an earlier version of Data Hub. You'll need to clear those settings so that the new Release will perform effectively	This is easily fixed by clearing the cache under your browser settings. **Chrome** 1) Click the ellipsis "**…**" in upper right corner of the Chrome window 2) Click Settings 3) Click Advanced Settings at the bottom of the screen 4) Scroll to the Privacy and Security section 5) Click on "Clear browsing data" 6) Select the box "Cached Images and Files" **Safari** 1) Go to the settings app 2) Scroll down to find Safari 3) Scroll down to find "Clear History and Website Data" 4) Tap on it to clear Safari Cache 5) Tap "Clear" to confirm **IE (Internet Explorer)** 1) Press the [Ctrl], [Shift] and [Del] Key together. A Popup-Window opens... 2) Remove all checks despite the selection "temporary internet and website data" . 3) Click on the Button "Delete" to empty the browser cache. 4) Reload the page. **Firefox** 1) Go to Tools or Menu button (in upper-right corner) > Options > Advanced > Network > Cached web content > "Clear now" **Or**

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		2) Use the shortcut **Ctrl + Shift + Del** in Firefox. Press details in the popup window and select "cookies" and "cache".
Some sections of the menu greyed out and I can't click on them.	1) You may not be using one of the recommended browsers. 2) You may not have permission to access those menu options. 3) Your company may not have a subscription for that section.	1) Use Chrome, Internet Explorer or Firefox as your browser. 2) Check with your company's user administrator to ensure your role is assigned correctly. You can find that person by clicking on your name, then on **User Profile**. You'll see the administrator in the **Administration** section. 3) Go to the **Home Page** and check in the **Subscriptions** section on the far right. To add more subscriptions click **Update Subscriptions**.

I cannot find the report I generated.	The location of downloaded files is based on the browser you are using to access GS1 US Data Hub.	Downloads are browser based.
		
		IE (Internet Explorer):
		   1) Go to Settings
		   2) Click "View Downloads"
		
		Chrome:
		   1) Click on the ellipsis "…"
		   2) Click on Settings
		   3) Click on Advanced Settings
		   4) Click on Downloads
		   5) You may preset the folder location in your computer so that you may easily find downloaded files.
		
		For other browsers, follow similar steps.

I am not able to send or receive messages.	This option may be disabled.	Verify your user preferences are set to receive messages and notifications. Contact your company administrator and ask them to enable messaging for your company. To set user preferences and identify your company administrator, click your name in the top right-hand corner and select User Profile. Your company administrator will be listed there. Email preferences are at the bottom of the screen. Select the boxes.

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I got this error message: **HTTP ERROR 500 (INTERNAL SERVER ERROR)**	This is a general-purpose error message for when a web server encounters some form of internal error. For example, the web server could be overloaded and is therefore unable to handle requests properly.	Try refreshing the page. You can also submit a Contact Help form. Please include the URL and steps you were taking when you encountered the error to help us to investigate or fix the issue.
I got this error message: **HTTP ERROR 404 (NOT FOUND)**	A 404 error happens when you try to access a resource on a web server (usually a web page) that doesn't exist. This could be because a page was deleted or moved.	Please submit a Contact Help form. Please include the URL and steps you were taking when you encountered the error to help us to investigate or fix the issue.
I've been using GS1 US tools for a long time. When I logged into GS1 US Data Hub the first time, I had to accept a new usage agreement. Why?	We added new functionality to the tools, so a new Usage Agreement is needed the first time a user logs into Data Hub and again on the annual renewal of a prefix.	The first time any user from your company logs in to GS1 US Data Hub that user will need to accept the new Usage Agreement on behalf of your company. This will cover your entire company for all of your current and future GS1 US Data Hub subscriptions. The usage agreement will also appear when the annual prefix is renewed. Any user representing your company can accept the agreement if they are the first to log in after the prefix is renewed.