

EROL user guide - known issues

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Known issues

The EROL application has a number of known issues that users need to be aware of.

Application home page appears when trying to attach files

EROL will only accept attached files that are 8 Mb or less in size. If files larger than 8 Mb are attached, the system will default back to the EROL Login page without warning. This will also happen if the total size of a batch upload is larger than 8 Mb.

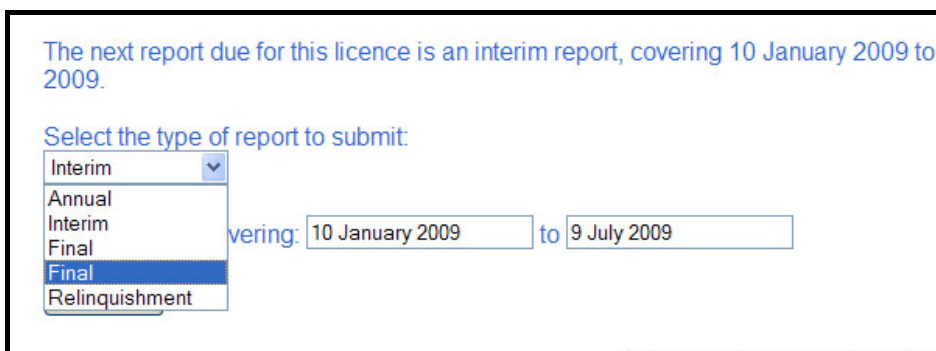
You will need to login and, if the report has been saved in the previous step, access the report from your Saved Report list. If the report has not been saved you will have to start again to prepare the report.

User Account has become locked - cannot log in

The EROL password security feature will block your access after 5 unsuccessful attempts where an incorrect username or password has been entered. You will need to wait 30 minutes for the system to unlock the account before trying again.

Can't find the Combined Annual and Final report type – Mineral reports

When selecting the type of report in the 'Prepare Report' step, the full description of 'Combined Annual and Final' report does not appear in the drop down box. Instead you will see the word 'Final' repeated. To submit a Final report, select the second (last) Final in the drop down list.



Can't see Petroleum report type in drop down list

When querying a Petroleum licence, the Petroleum report type option will not appear in the Report Type drop down list until a Petroleum Title Code has been selected. Therefore select a Petroleum Title Code first, enter the Title Number and then select Petroleum from the Report Type drop down list.

I have forgotten my password

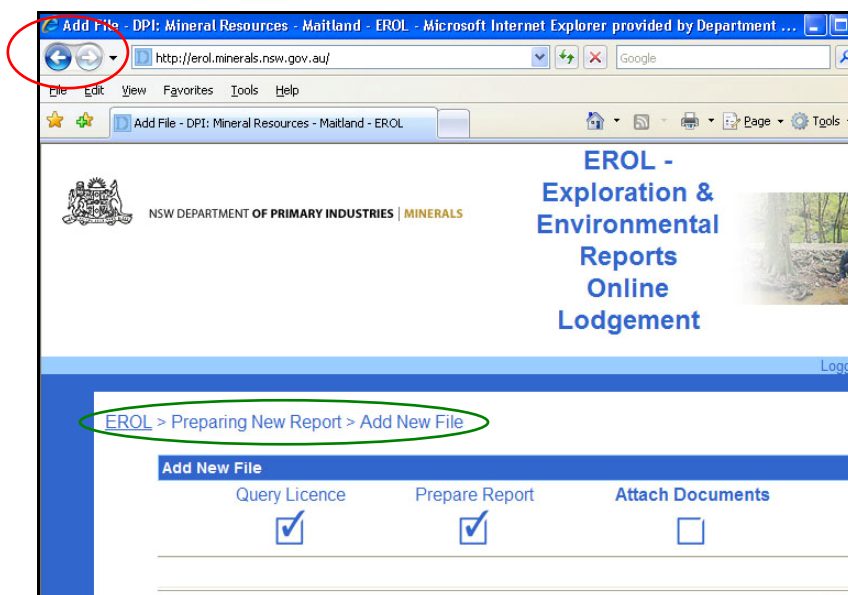
Use the forgotten password feature on the EROL login page. Your password will be sent to you by email i.e. the email address attached to your EROL account.

Help link within EROL not activated

The Help documentation is available from the EROL web page before you login. The Help link within EROL is not activated.

Internet Explorer Back button does not return to previous page

The Internet Explorer back button is not consistent in returning to the previous screen. Click on EROL in the EROL menu link (circled in green in the figure below) to return to the EROL main menu page.



Special Characters (Non alpha characters) not accepted in fields

When submitting exploration or expenditure reports please avoid using single or double quotation marks, forward or backward slashes, apostrophes and other special characters or symbols for any field, otherwise the data is not saved and the report is not successfully transferred to the department.

Estimated Expenditure field limited to 10 characters

The estimated expenditure field has a string limitation of 10 characters. It is suggested to avoid using "\$", commas, extra spaces and to round to the nearest dollar.

LAS and DAT files not accepted

The text file formats of LAS and DAT need to be zipped when submitting them through EROL. If not zipped an error message will appear lodge file singularly saying "The submitted file is not identified, or is not an accepted file format. Please confirm the file extension or file format. Or in the batch upload facility "The file format is not recognised/accepted"