

# CORENET 2.0

## Self Help Troubleshooting Guides

Version 1.2

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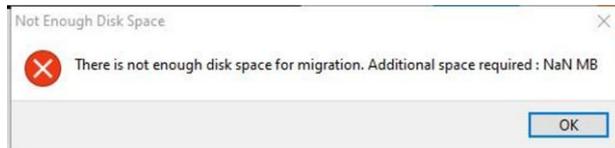
**Summary of Document Changes:**

<b>S/N</b>	<b>Version</b>	<b>Update By</b>	<b>Release Date</b>	<b>Summary of changes</b>
1	Release 1.0	Sam Ong	27 Aug 2022	Initial Release
2	Release 1.1	Masita	29 Aug 2022	Rearranged topics base on module, added Topics 3, 4, 5, 6 and 9
3	Release 1.2	Masita	31 Aug 2022	Added Topic 8, 11 and 12. Rearrange topics from Topic 9-12

## Topic 1 – ESPro: Project Migration

Scenario: Encounter error during migration although user's PC have sufficient storage space.

Error message: There is not enough disk space for migration. Additional space required: NaN MB



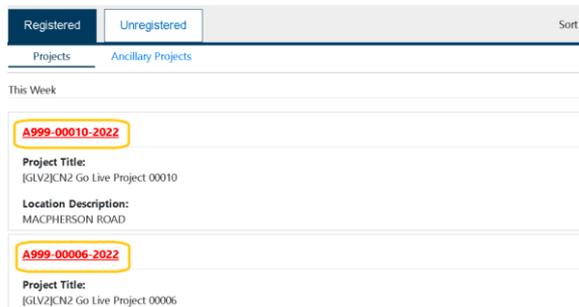
Solution: Manually export required ongoing projects from CORENET eSS and import into CORENET 2.0 ESPro

- Step 1 – Launch CORENET eSS ESPro
- Step 2 – Go to File > Select “Export Project”
- Step 3 – Click Browse and select the location to save the exported project and click Save
- Step 4 – Select the Work Area and/or Submitted Area checkboxes and click Export
- Step 5 - The project will be exported into a zip file
- Step 6 – Launch CORENET 2.0 ESPro
- Step 7 – Go to Projects > Import
- Step 8 – Click Browse and select the location of the exported project.
- Step 9 – Click OK to import the project.

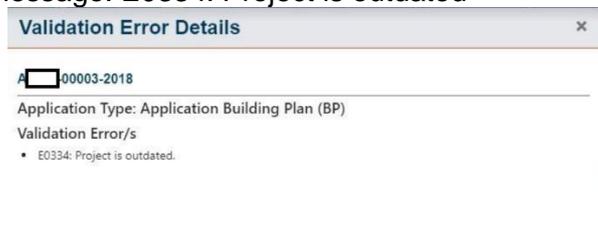
For more details on the steps to import the project, please refer to [User Manual](#):  
Section 4.5 **ESPro – Projects Tab** (Page 36)

## Topic 2 – ESPro: Submission Validation Error Detail

Scenario: Project reference number in RED, encounter 'Validation Error Detail' during submission



Error message: E0334: Project is outdated



Solution: Click on the Project Reference No and click Update Project Profile

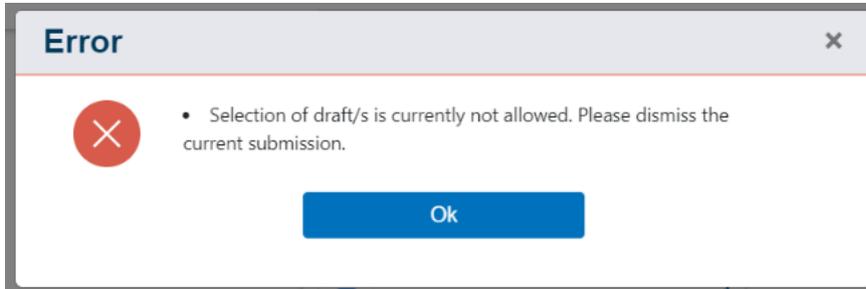
- Step 1 – update project profile

For more details on the steps to import the project, please refer to [User Manual](#): Section 4.6 **ESPro - View Project Information** (Page 38)

### Topic 3 – ESPro: Unable to proceed to send another submission in ESPro

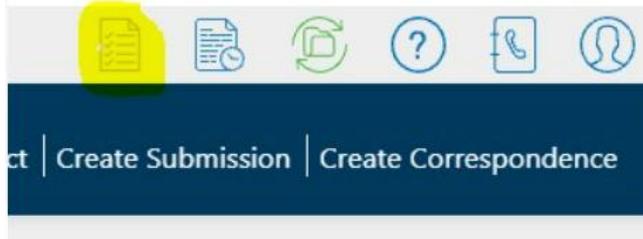
Scenario: Error prompted when sending next submission in ESPro.

Error message: Selection of draft/s is currently not allowed. Please dismiss the current submission.

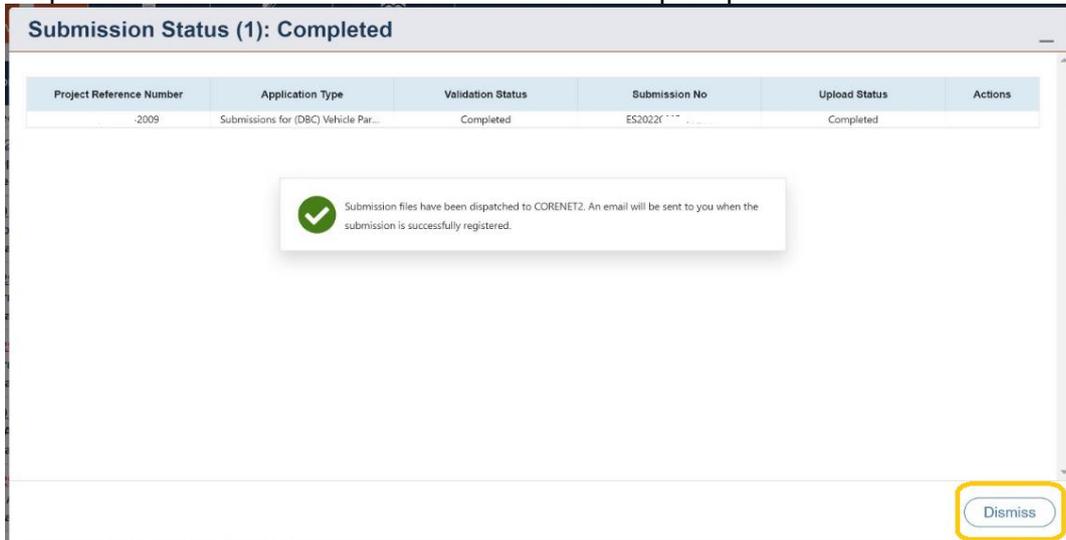


Solution: Go to Submission Status icon check if previous is completed and click on the dismiss button before sending next submission.

Step 1: Click on Submission Status icon located in top right corner



Step 2: Click on the Dismiss button to remove the prompt



## Topic 4 – ESPro Validation Error when submitting DC Application to URA

Scenario: User attached EDAform under Application type: DC Application to URA but prompted EDAFORM.EDF is mandatory

Error message: E0353: EDAFORM.EDF is mandatory



**Solution 1:** Ensure EDAFORM.EDF is digitally signed and attached to the application before submitting.

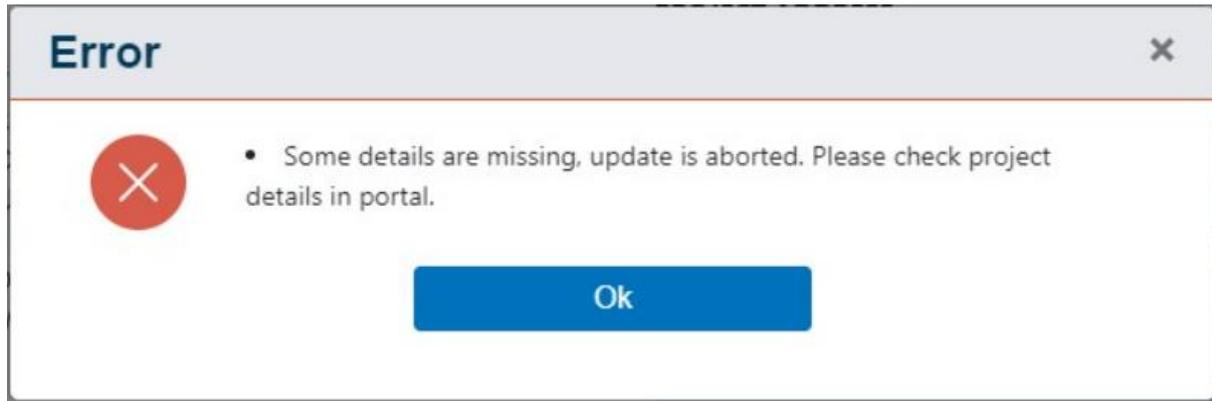
**Solution 2:**

- Ensure the original file name remain as EDAFORM.EDF when performing the digital signing.
- Ensure the file name is EDAFORM.EDF.ent before submitting.

## Topic 5 – ESPro: Project failed to add in ESPro / Error when update Project Profile in ESPro

**Scenario 1:** Error prompted when updating the project in CORENET 2.0 ESPro for projects migrated from CORENET e-Submission System (CORENET 1.0).

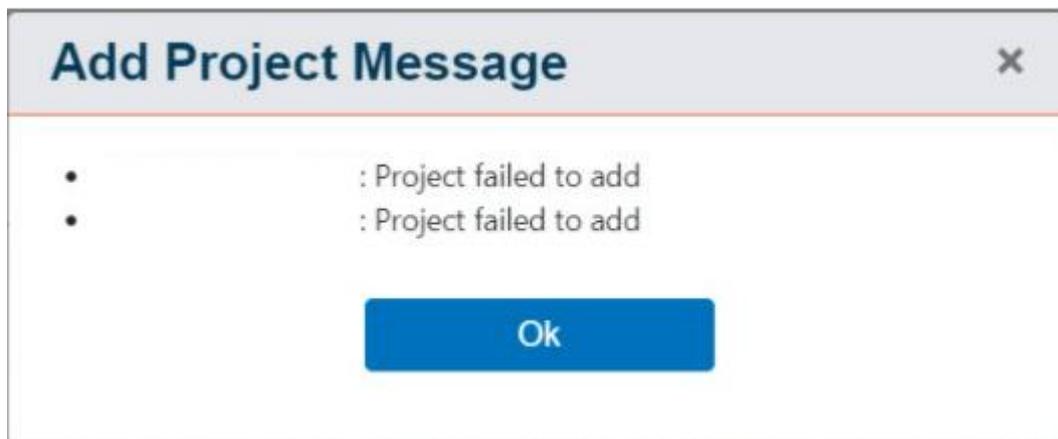
Error message: Some details are missing, update is aborted. Please check project details in portal.



**Solution 1:** Delete the project from the Work Area and click on Add Project.

**Scenario 2:** User encountered "<Project Reference No>:Project failed to add" error when click Add Project in CORENET 2.0 ESPro

Error message: Project failed to add



**Solution 2:** Please retry to click Add Project from CORENET 2.0 ESPro.

## Topic 6 – ESPro: Invalid Submission Number when creating Correspondence (CR) draft

Scenario: Invalid submission number error was prompted when preparing a Correspondence draft.

Error message: E0236: You have entered an invalid submission number

### Create Correspondence Draft ×

Project Ref. No:

Submission No:

**E0236 : You have entered an invalid submission number.**

[+ Create Correspondence Draft](#)

**Solution 1:** Ensure this is a valid submission number submitted under the project.

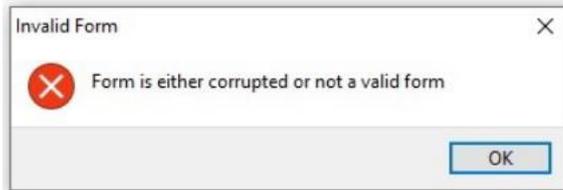
**Solution 2:** Verify if you can search the submission number in CORENET 2.0 portal to confirm if the submission number is registered in CORENET 2.0. Note that the submission has to be registered successfully in CORENET 2.0 portal in order to proceed with the correspondence.

## Topic 7 – Form Viewer: Form Viewer hang when launching/Unable to open XFD/XFDX form

Scenario 1: Form Viewer keeps loading when launching an XFDX form

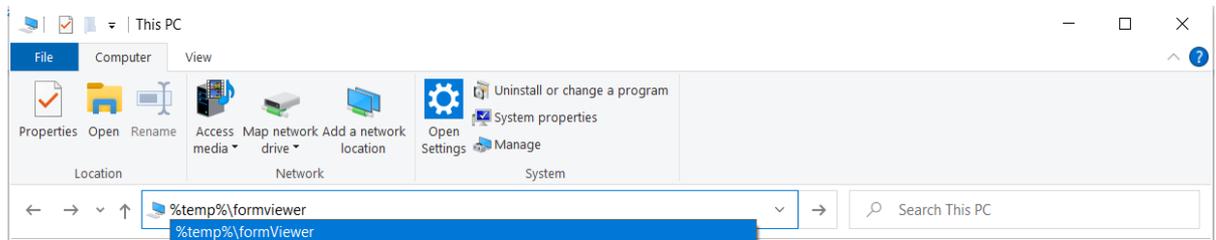
Scenario 2: Unable to view XFD form

Error message: Form is either corrupted or not a valid form



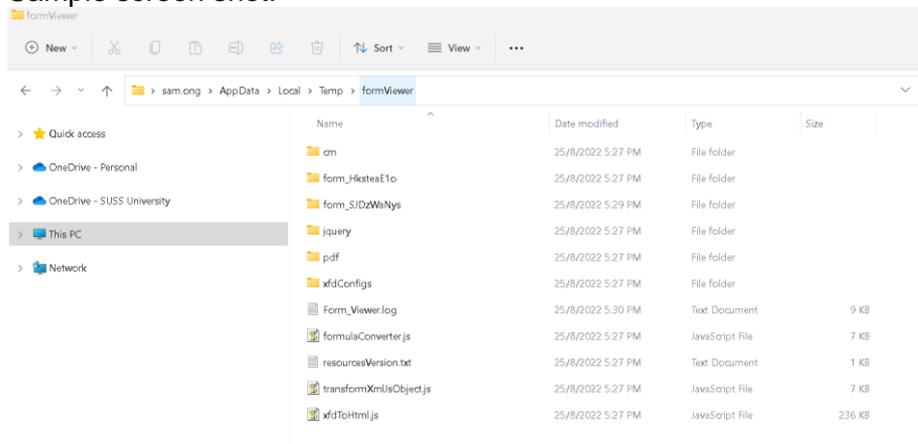
Solution: delete the files inside the Form Viewer temp folder

Step 1: Launch Windows Explorer, type %temp%\FormViewer



Step 2: Delete all the files and folders in the location

Sample screen shot: -



## Topic 8 – Form Viewer: Validation message when sign and submit BCA-BP-BPAPPV01.XFD

Scenario: Fill up BCA-BP-BPAPPV01.XFD form using the Form Viewer App v4.1.5 but when signing the form, it always prompts the GFA values are not filled up though these are not applicable for QP’s application.

Error message:

**Mandatory Field Check Failed**
✕

**BCA-BP-BPAPPV01.XFD**

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No. : 1  
Page No : PAGE1  
Field : Increase GFA  
Item Type : field  
Message : Increase GFA is mandatory. Please update the form accordingly.

No. : 2  
Page No : PAGE1  
Field : Existing GFA  
Item Type : field  
Message : Existing GFA is mandatory. Please update the form accordingly.

.....

Total no. of Error(s) Found: 2

Possible cause: **0** has been entered in the GFA value for New Development or A/A Works under Classification of Works section

Solution: Launch and fill up the BCA-BP-BPAPPV01.XFD form using PureEdge Form Viewer v4.1.1 (CORENET eSS Form Viewer)

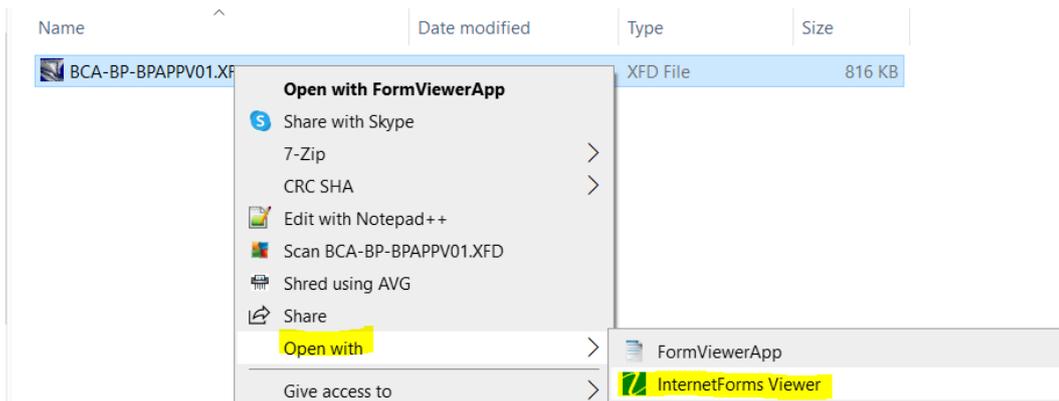
- Step 1 – Upon creating the Submission Draft for BCA-BP-BP Submission, select the BCA-BP-BPAPPV01.XFD and click Copy to copy the form to your local (e.g Desktop).

Copy selected file

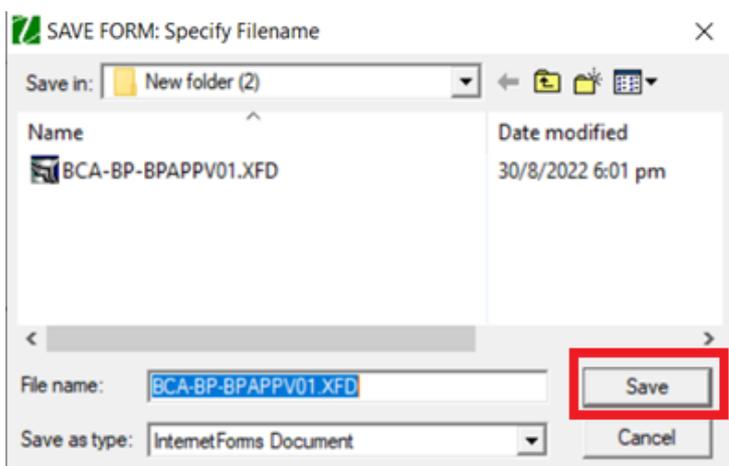
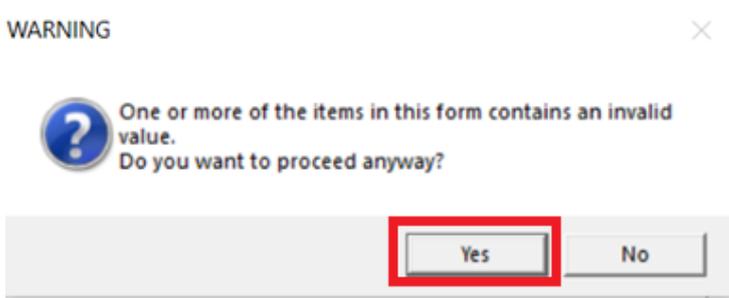
Sign Extract Copy

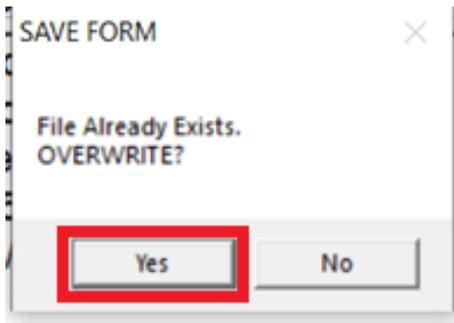
	File Name	File Tag	Size	
<input type="checkbox"/>	BCA-BP-BPAPPV01.XFDX	Main Form	108.88 Kb	⋮
<input checked="" type="checkbox"/>	BCA-BP-BPAPPV01.XFD <span style="font-size: small; color: blue;">✎</span>	Others	815.28 Kb	⋮

- Step 2 – Go to the location (e.g Desktop) to locate the form. Right-click on the form and select Open with >> InternetForms Viewer to launch the form with the PureEdge form viewer.

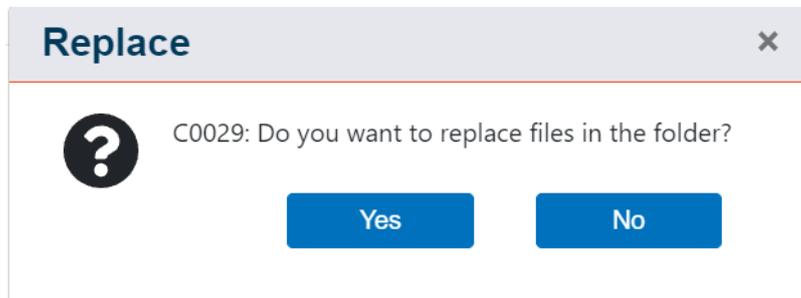
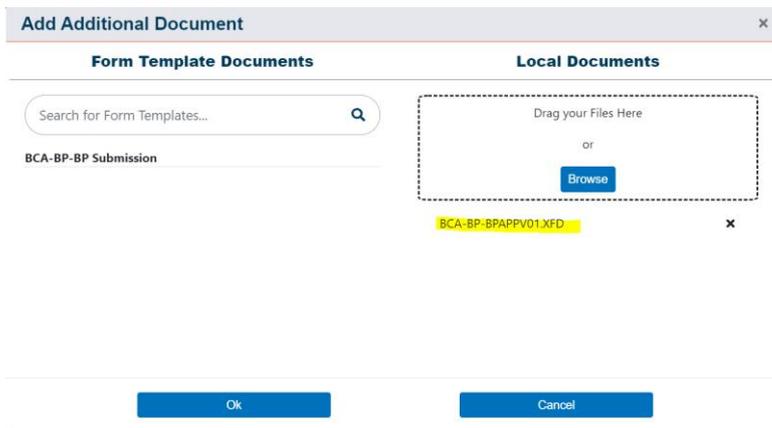


- Step 3 – Fill up the form except for the following:
  - Project Reference No
  - Project Title
  - Project Location Description
  - Description of Building Works
  - Particulars of Developer
  - Particulars of Qualified Person
- Step 4 – Save the form. You will be prompted the following. Click Yes to continue and save the form as its File Name. Close the form once you have saved the details.

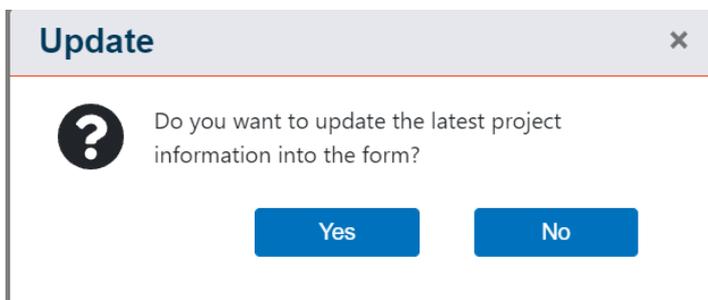




- Step 5 - Launch CORENET 2.0 ESPro. In the Work Area under BCA-BP-BP Submission, click Add Files and add the filled up BCA-BP-BPAPPV01.XFD form from your local. Click Yes to replace the form under the BCA-BP-BP Submission Folder.

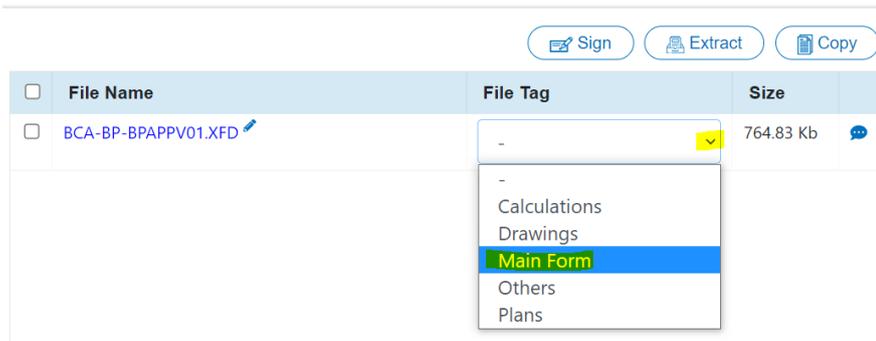


- Step 6 – Launch the partially filled up BCA-BP-BPAPPV01.XFD from the BCA-BP-BP Submission folder. Click Yes when prompted the following.

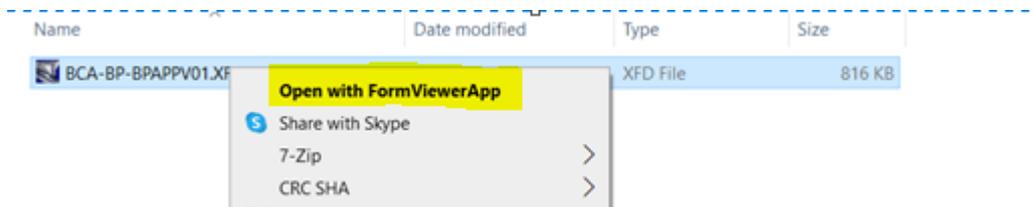


- Step 7 – Ensure the following details are filled up and save the form again.

- Project Reference No
  - Project Title
  - Project Location Description
  - Description of Building Works
  - Particulars of Developer
  - Particulars of Qualified Person
- Step 8 – Select Main Form as the File Tag



- Step 9 – Continue to add the files required for this application and proceed to sign and send the submission.
- Step 10 – Upon successful sending of the BCA-BP-BP Submission application, do locate any XFD form from File Explorer, right click on the form and click Open with FormViewerApp. This is to ensure the subsequent XFD forms are launched with the FormViewerApp 4.1.5 instead of PureEdge InternetFormViewer 4.4.1.



## Topic 9 – Portal: Unable to login using Singpass Business

Scenario: User unable to login using Singpass Business

Error message:

Note:

You cannot select Corppass accounts that are suspended, or unauthorised. Please contact your Corppass administrator.

Possible causes:

1. QP did not appoint the QP Assistant to login using Singpass (Business)
2. Corppass administrator did not authorise the Singpass account holder to access CORENET2.0

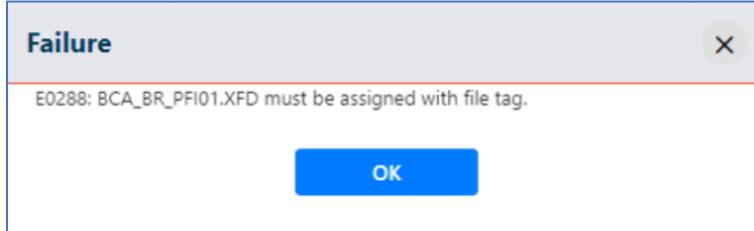
**Solution 1:** For more details how to add QP assistance, please refer to [User Manual](#):  
Section 7.19 **Portal-Add QP Assistance** (Page 127)

**Solution 2:** If your company has a Corppass account, your Corppass administrator will be able to authorize your employees to access CORENET 2.0 at [www.corppass.gov.sg](http://www.corppass.gov.sg). You can find out more at <https://go.gov.sg/cpuserguides>

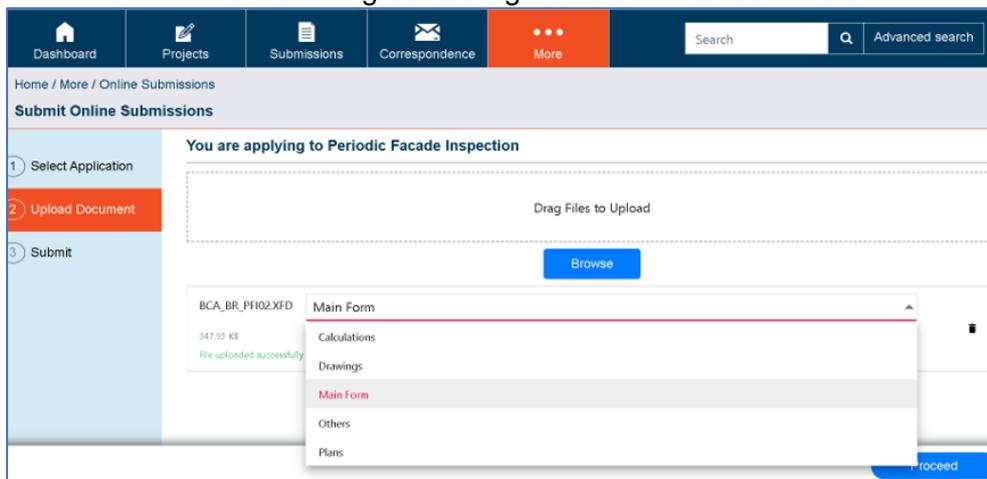
## Topic 10 – Portal: File Tags for Online Submission

Scenario: User is unable to submit the Online Submission application as the File Tags is not assigned.

Error message: E0288: "FORM Name" must be assigned with file tag.



**Solution:** Ensure the file tags are assigned for all the attachments.



## Topic 11 – Portal: Unable to search for a specific Project Reference Number

Scenario: User is unable to search for specific Project Reference Number despite entering the correct Project Reference Number

Message: No records to display.

**Solution 1:** Expand the date range search to within the year the project is registered.

The screenshot shows a web interface for searching projects. At the top, there are tabs for 'Projects' and 'Manual Projects'. Below this, there's a search bar with 'Project' and 'Ancillary Project' options. The search criteria are: 'From Date: 2021-08-31', 'To Date: 2022-08-30', and 'A-0-09883-2020'. The 'Sort By' dropdown is set to 'Date Created' with a 'Newest' button. The search results area is empty, displaying 'No records to display' and '0 of 0 pages (0 items)'.

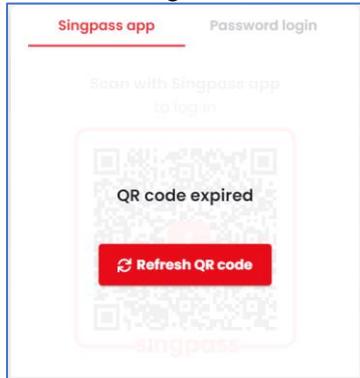
**Solution 2:** Search for a submission under the Project Reference Number from the Submission tab and click on the Project Reference Number link to access to the Project information.

The screenshot shows a web interface for searching submissions. At the top, there are tabs for 'ESPRO Submission' and 'Online Submission'. Below this, there's a search bar with 'From Date: 2021-08-31', 'To Date: 2022-08-30', and 'ES20220825-28462'. The 'Sort By' dropdown is set to 'Submission Date' with a 'Newest' button. A single result is displayed with a red hand icon, 'ES20220825-28462', and 'E1000-00001-2021'. The result details include: 'Application Type: BCA-BE-Cert of Supervision of Piling Work for GBW', 'Project Title: Project Title for sample Project', 'Submission Date: 2022-08-25', 'Agency Contact Name:', 'Agency Contact Email:', and 'Agency Response Due Date:'. There is an 'Open' button next to the result. The pagination shows '1 of 1 pages (1 items)'.

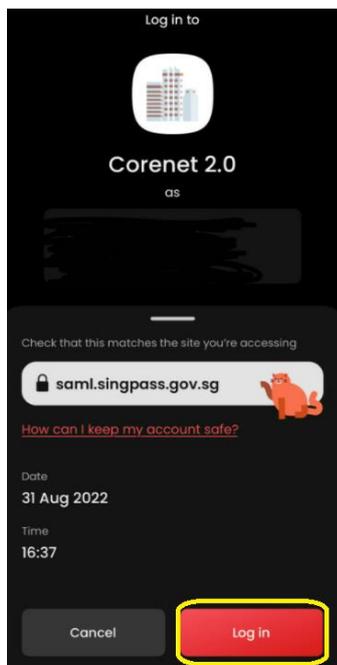
## Topic 12 – Portal: QR Code Expired when login to Singpass Individual/Business

Scenario: User is attempting to login as Singpass Business/Individual via scanning the QR code, however user waited for sometime before prompted the QR code has expired.

Error message: QR code expired.



**Solution 1:** Ensure user click on Log in after scanning the QR code.



**Solution 2:** Check the mobile and verify the identity through passcode, face recognition or biometric (depending on the Singpass verification settings set by the users. Ensure the verification is done before the request expired.

Using Passcode → Ensure user has managed to key in the passcode successfully

Enter your Singpass app  
passcode to proceed



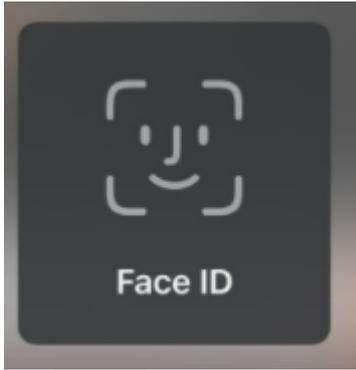
⚠ This request will expire in 112 seconds

Can't remember your passcode?

[Reset this app](#)



Using Face ID → Ensure user has verified through face recognition successfully



Using Biometrics → Ensure user has verified through fingerprint successfully

