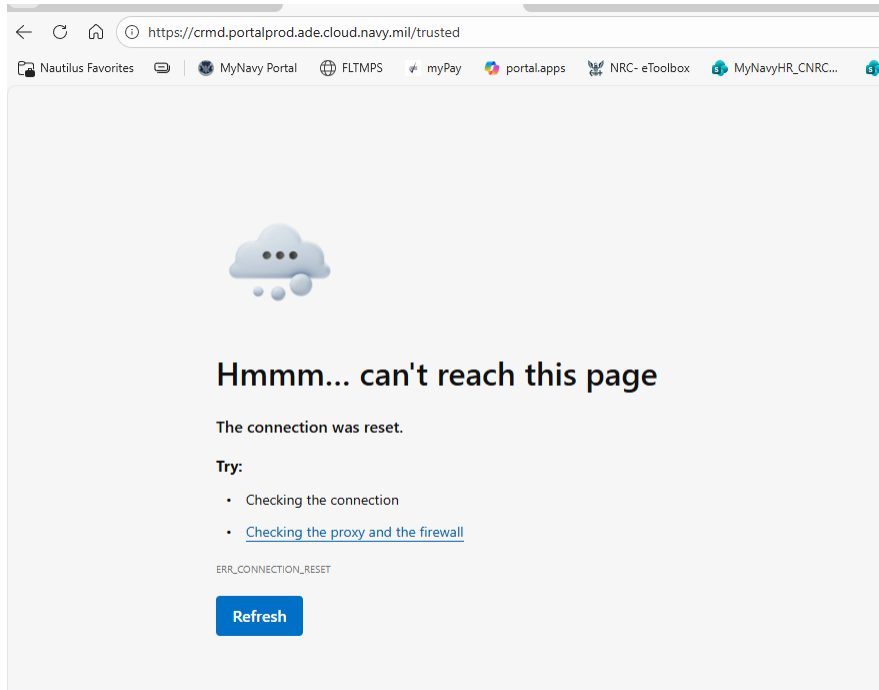
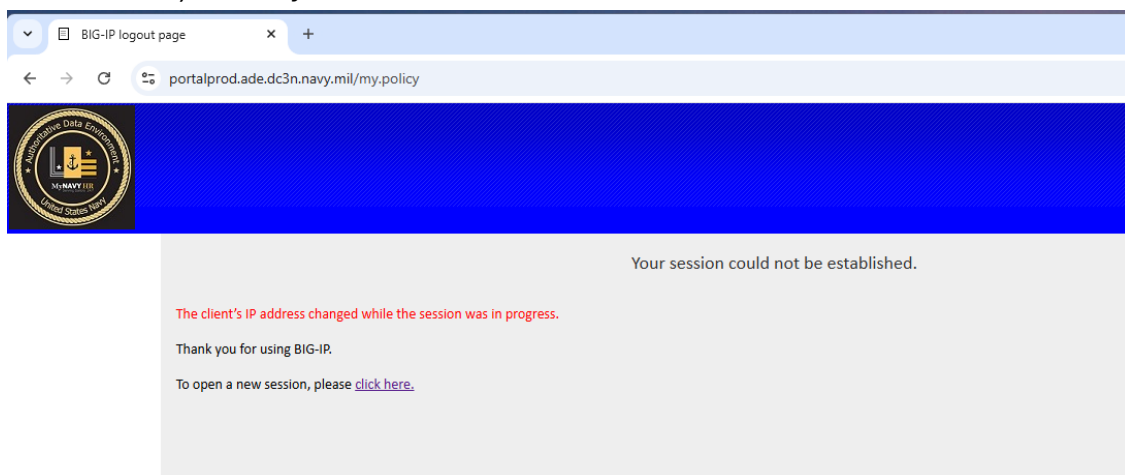


General Troubleshooting Guide for CRMD Access

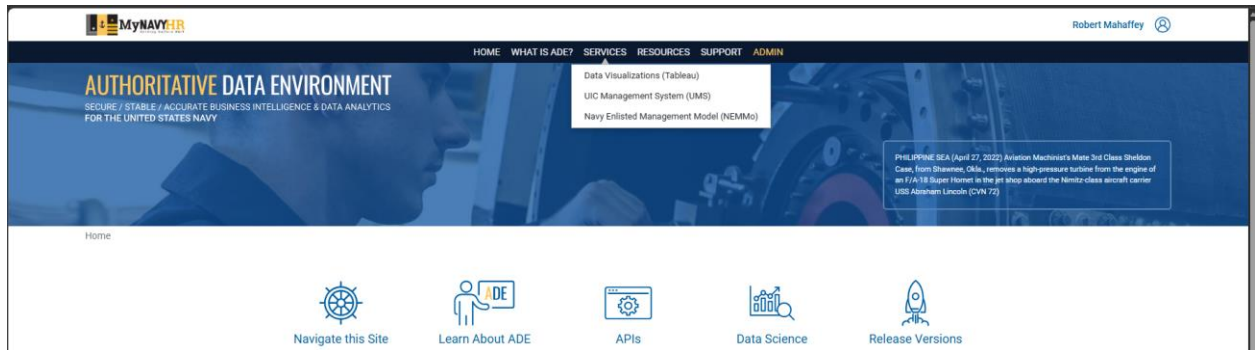
- 1.) If you are running into screens that say “This site can’t be reached” or “Hmmm... can’t reach this page” like the one in the image below, please try this different link to the CRMD in a new browser window: <https://crmd.portalprod.ade.dc3n.navy.mil/>



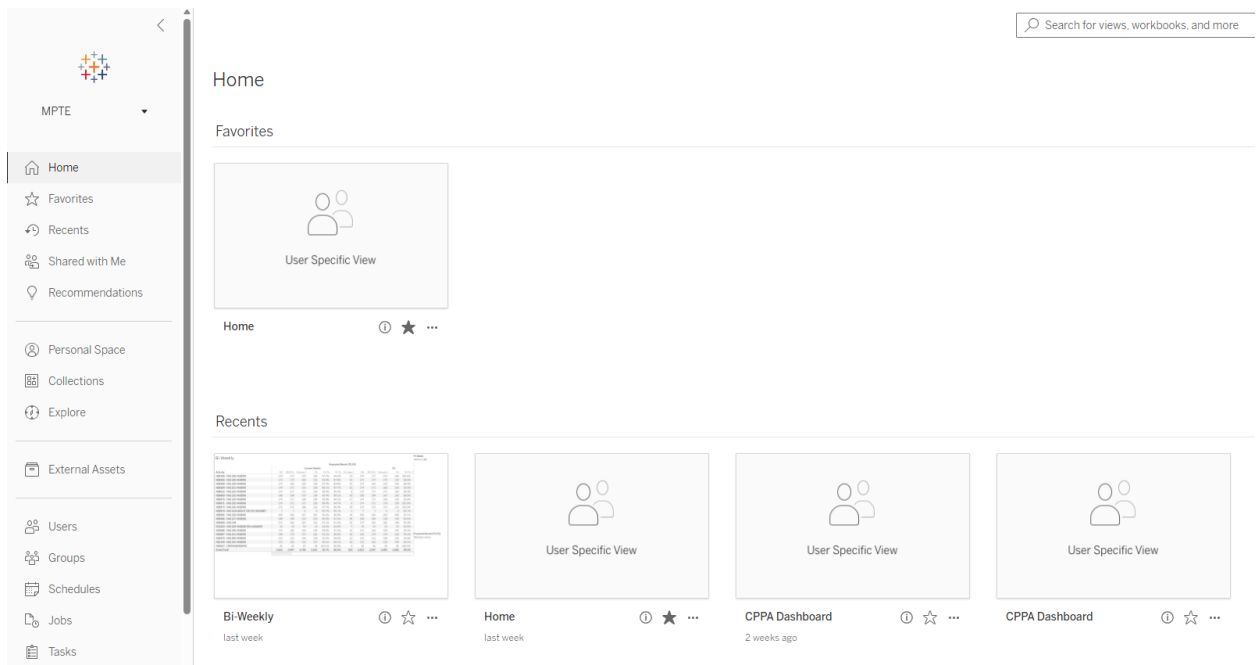
- 2.) If you run into an error that says, “The client’s IP address changed while the session was in progress” (example below), see if you can connect to the Azure VPN (either East or West) even if you are in office on the NMCI network.



3.) If you happen to end up on the ADE Webportal (image below), check to see if your name is up in the right-hand corner of the screen. If so, click on “Services” and then on “Data Visualizations (Tableau)” to be taken to the front page of the ADE Tableau where the CRMD is hosted.



From there, if you have already accessed the CRMD before, then when you get to the home screen you should see an option that says “Home” under either “Recents” or “Recommended”



(Side note: make sure that the drop down in the upper left hand corner says “MPTE”. If it says “NTMPS” or “Default”, click on the drop down and change it to “MPTE”)

4.) Any other issues that you can run into may require the assistance of someone on the ADE Helpdesk or Tableau team. If that is the case then please reach out to us by sending an email to: ADEhelpdesk@us.navy.mil. Please make sure to include any screenshots of the issues you are seeing.