

This KM explains what to do if you get a JSP Processing error when trying to access the ICBS-R system.

End User Solution

To resolve this error, try logging in using this web address;

https://fam.nwcg.gov/yantra/console/login.jsp?ErrorMsg=Login_Failed&ErrorMsgDetail=Login%20failed.

If the problem persists, contact the Interagency Helpdesk at 866-224-7677 for further assistance.

Helpdesk Solution

If a user calls in reporting this error, have them try to log in at the link above. If they are still unable to log in, escalate the ticket to the ICBS SME on duty.

Refer to: [32800: ICBS: SME schedule, contacts and support information](#).

Reviewed 1/15/2014 jbilliard