

TheSIS

Problem: You encounter this error



The maximum number of cookie values has been reached.

If other windows are currently open or were not closed using the 'CLOSE WINDOW' button, then you must close all current browser windows and re-login to avoid unpredictable behavior.

This window will now be closed.

Note: When working in TheSIS, there are times when **new browser pages/tabs are opened** (such as when you click a student's name to explore a profile). There are 2 ways to close those pages/tabs while using TheSIS.

- 1) **Creates the Error Above:** Using the X in a New Browser Tab - when opting to use the X for closing (and using that several times while working in TheSIS) will eventually cause this "cookie error".
- 2) **Solution:** Using the **Close Window** option at the bottom of this page or any page for closing - **always use the controls within the TheSIS application/page** to avoid errors. Additionally, **when using Firefox, a completely new browser instance (not a new tab) may open**. Again, always use the Close Window choice to avoid errors.

The screenshot shows a web browser window with three tabs: 'Birmingham-Sout...', 'Class Roster', and 'Student Profile'. A red arrow points to the 'Student Profile' tab with the annotation '1) Avoid'. A blue box labeled 'New Browser Tabs Opened' has arrows pointing to the 'Class Roster' and 'Student Profile' tabs. A red arrow points from a box labeled '2) Always use Close Window within the page' to the 'CLOSE WINDOW' button at the bottom of the page. The page content includes a header for 'BIRMINGHAM SOUTHERN COLLEGE TheSIS' with navigation links (LOG OUT, MAIN MENU, FACULTY MENU, HELP, CONTACT US) and a 'FACULTY' section with a 'Welcome Kimberly!' message. The main content is a 'Student Profile' form with fields for Student ID, Preferred Name, Address, E-mail Address, Phone Number, Academic Program, Advisor, Counselor, and Foreign Language Information. A 'CLOSE WINDOW' button is located at the bottom of the page.