

# GSDT Troubleshooting Guide

This Troubleshooting Guide aims to address some of the more common issues GSDT users experience related to initially accessing the GSDT, launching modules, submitting information, and accessing submitted content. While the GSDT Support Team is available to assist at [GSDDataTool@epa.gov](mailto:GSDDataTool@epa.gov), this guide may be used to help users address certain issues independently. Click on items in the table of contents below to jump to the relevant part of the document.

**NOTE: GSDT system upgrades have been completed as of August 18<sup>th</sup>, 2025. You will need a new password to login the first time following this date. If you have not already requested a new password, please contact [GSDTpasswords@epa.gov](mailto:GSDTpasswords@epa.gov) with your existing GSDT username(s) and business email address and your new temporary password(s) will be emailed to you.**

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# Accessing the GSDT

## 1. Navigating to the GSDT does not redirect me to Login.gov



Figure 1. Screenshot of the Oracle error that can be seen when the GSDT doesn't redirect correctly

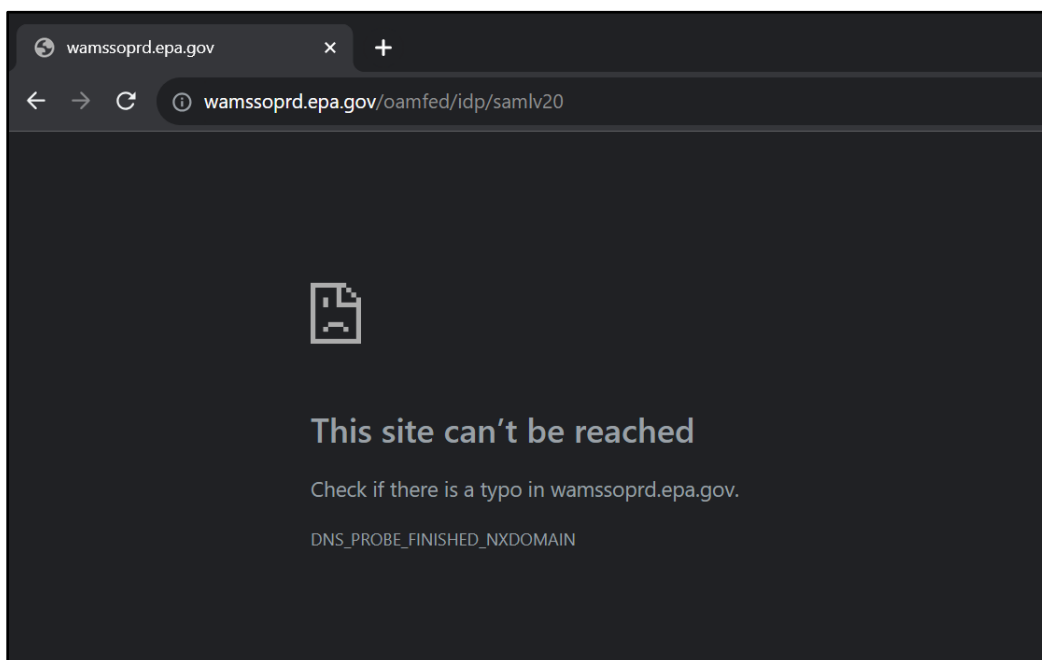


Figure 2. Screenshot of the browser error that can be seen when the GSDT doesn't redirect correctly

### **Solution A: Double check the URL**

The correct URL for the GSDT is <https://gsdt.pnnl.gov>

### **Solution B: Try again later**

At times, the redirect to Login.gov when you login to the GSDT on a given day may not succeed. If your internet connection is working normally otherwise, try accessing the GSDT later (sometimes just waiting a few minutes is all that is needed).

## 2. Authenticating in Login.gov does not take me to the GSDT

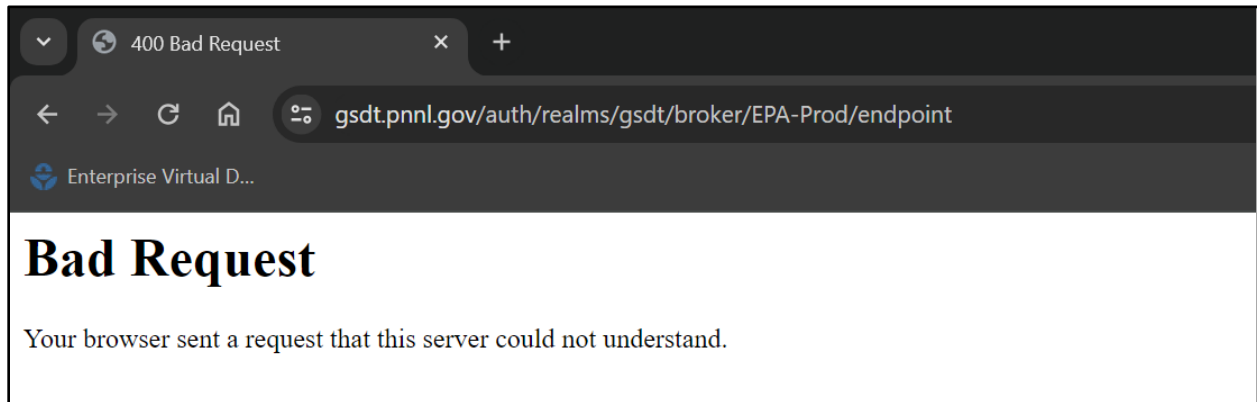


Figure 3. Screenshot of the bad request error after authenticating with Login.gov

### Solution: Refresh your browser to restart the login

Your connection to the GSDT may have failed or timed out. Refreshing the webpage will restart the Login.gov authentication and allow connection to the GSDT. CTRL + F5 on Windows or Cmd + Shift + R on Mac will perform a hard refresh of the web browser.

## 3. My GSDT credentials to login to the site aren't working (and I know they are correct/I have an account)

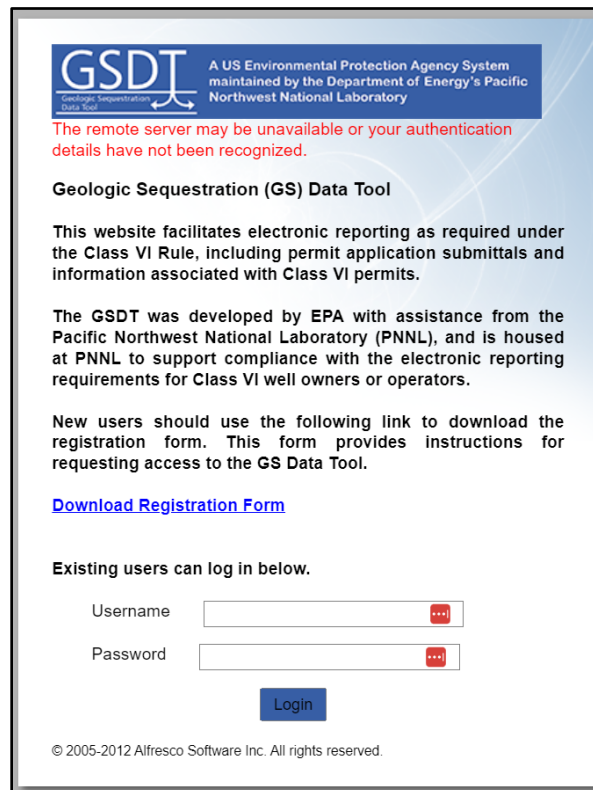
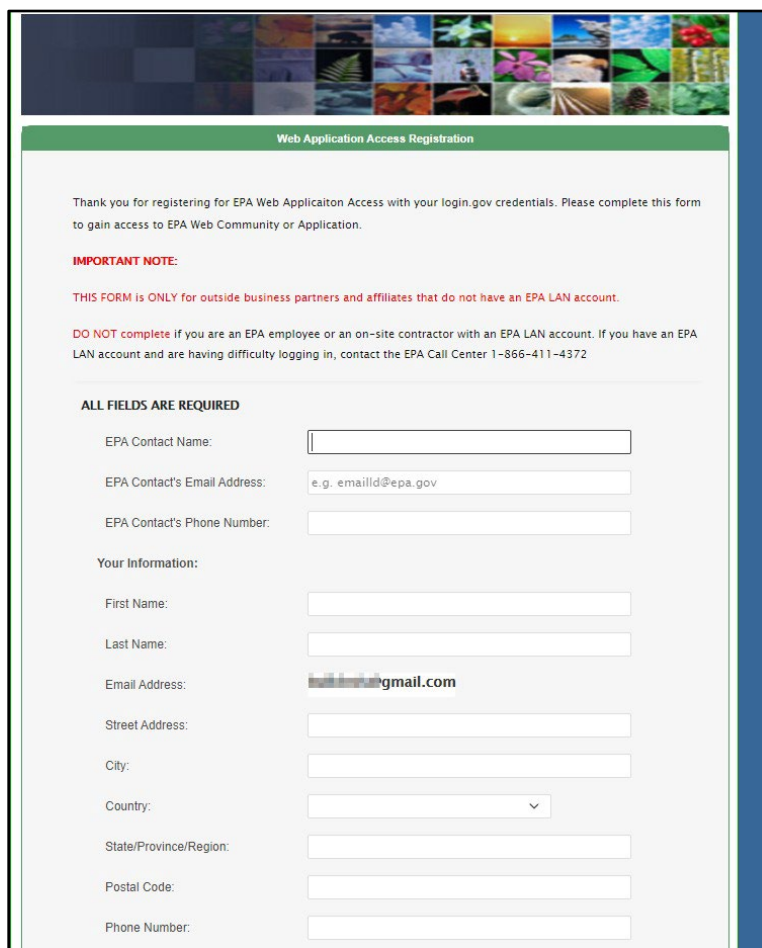


Figure 4. Screenshot of a login error after entering GSDT credentials

## Solution: Register your email address with EPA's Web Application Access (WAA) for the GSDT Community

All GSDT users must register the email address associated with their Login.gov account to the GSDT in EPA Web Application Access (WAA) portal. Follow the steps below to request access to the GSDT community.

1. Complete the EPA Community registration information at <https://waa.epa.gov>. You will be asked to list an EPA contact. Enter the contact information for your regional Class VI point of contact. A list of contacts can be found at <https://www.epa.gov/uic/underground-injection-control-class-vi-geologic-sequestration-contact-information>



The screenshot shows the 'Web Application Access Registration' page. At the top, there is a header with a grid of nature-related images. Below the header, the page title is 'Web Application Access Registration'. The main content area contains a thank-you message, an important note, and a disclaimer. The registration form is titled 'ALL FIELDS ARE REQUIRED' and includes the following fields: EPA Contact Name, EPA Contact's Email Address (with a placeholder 'e.g. emaild@epa.gov'), EPA Contact's Phone Number, Your Information (First Name, Last Name, Email Address (with a placeholder ending in 'gmail.com'), Street Address, City, Country (dropdown menu), State/Province/Region, Postal Code, and Phone Number.

Figure 5. Screenshot of the EPA WAA Registration page

- At the bottom of the form, **select “Geologic Sequestration Data Tool”** as the application for which you are requesting access. Accept EPA security terms, then click “Submit Registration.”

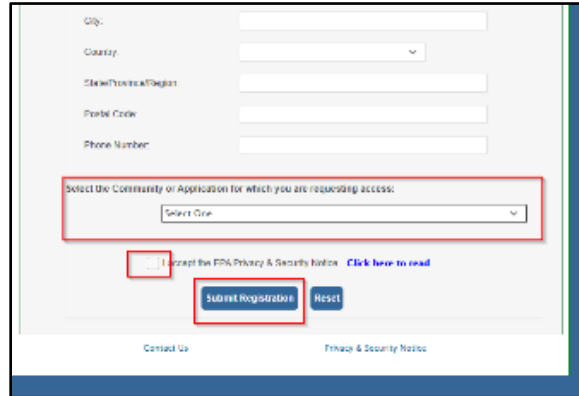


Figure 6. Screenshot of the EPA WAA form steps

**NOTE:** Access to the GSDT requires application owner approval. You will not be able to access the GSDT until your registration has been approved. You will receive an email notification once your registration request has been approved.

Once your registration request has been approved, use your browser to go to <https://gsdt.pnnl.gov>. You will be redirected back to the EPA Gateway login page. Enter your Login.gov account credentials and sign in. You will now be redirected to the GSDT login page.

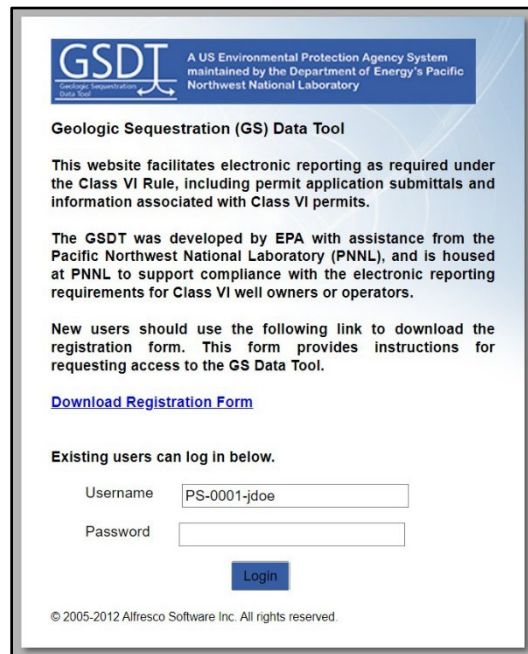


Figure 7. Screenshot of the GSDT login page

#### 4. My GSDT credentials to login to the site aren't working (and I am not sure whether they are correct/I have an account)

**Solution: Ask for a password reset**

Email [GSDTpasswords@epa.gov](mailto:GSDTpasswords@epa.gov) to request your password be reset. A GSDT administrator will reset your password and send you the new one. This will come via an encrypted email from [GSDTpasswords@epa.gov](mailto:GSDTpasswords@epa.gov) with the subject "Sequestration Information". If you cannot find it, check your spam or junk folder. If you do not already have an account, you will be assisted in creating one.

## Launching GSDT Modules

#### 5. The GSDT .jnlp module file downloads, but I can't open it

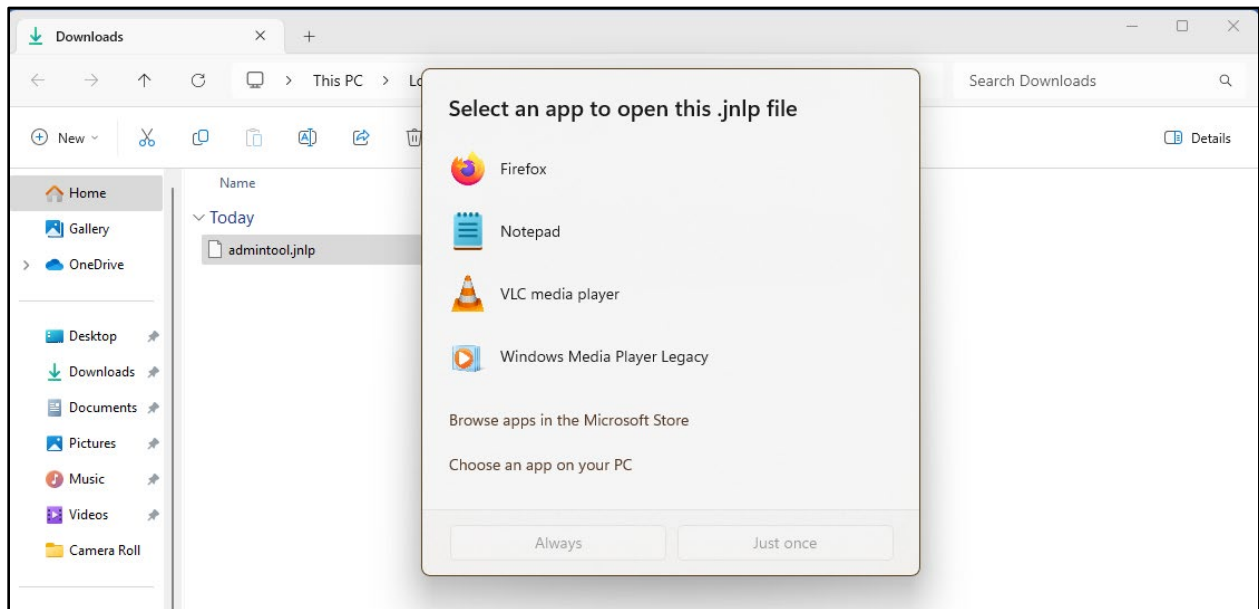


Figure 8. Screenshot of Windows asking which program to use to open the .jnlp file

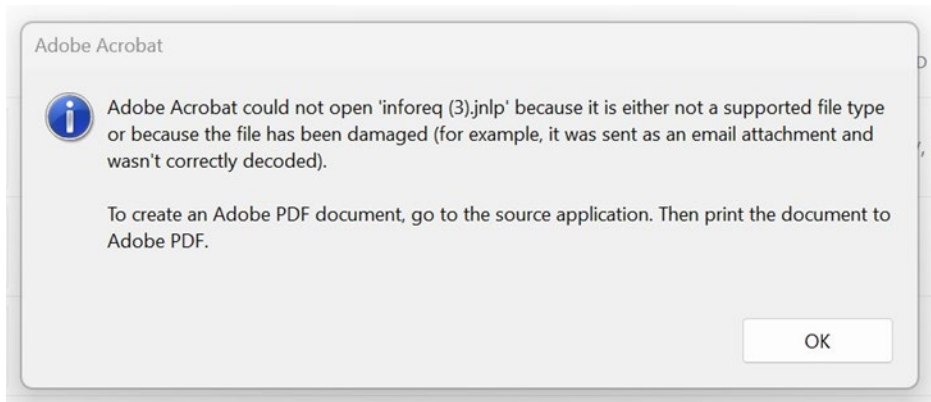


Figure 9. Screenshot of a .jnlp file attempting to be opened with the wrong program

### **Solution: Confirm that Java is installed correctly**

Follow the [Java Installation Instructions](#) under Appendix A for each computer that will access the GSDT.

## **6. Due to my company's IT policy or other restrictions/impediments, I can't use Java 8**

### **Solution: Try a Java Web Start alternative**

If you can't use Java 8, you will need to install a newer version of Java combined with the use of a 3<sup>rd</sup> party web start alternative such as IcedTea-Web or OpenWebStart.

## **7. Java is installed, but I am not able to launch the .jnlp module file**

### **Solution: Confirm that Java is assigned as the default application to open .jnlp files**

Follow our [Java setup guide](#) under Appendix A to confirm that Java is set as the default application to open .jnlp files on your computer. Depending on your set-up, the default program may be listed as Java(TM) Web Start Launcher, Java(TM) Web Launcher, or Javaws.

## **8. The GSDT .jnlp module file downloads and I have Java installed and configured correctly, but I still can't launch the .jnlp file**

### **Solution: Try running a test Java web start application, then email the support team**

Try running the test Java web start application at <https://docs.oracle.com/javase/tutorial/deployment/webstart/examplesIndex.html>. Follow the link, then click "Dynamic Tree Demo" in the table on the middle of the page under "Example". You may be prompted to save the file, if so, click save. Then try opening the file. If the test application opens, your Java is set up correctly and there is an issue with the GSDT. If the test application doesn't open, then your Java is not working correctly. When you are done trying to run the test application email [GSDataTool@epa.gov](mailto:GSDataTool@epa.gov) explaining your issue, including whether you were able to get the test application to launch, and they can help troubleshoot. These errors are typically related to IT/firewall settings.

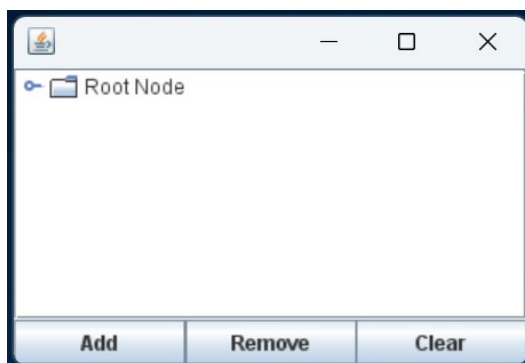


Figure 10. Screenshot of a successful test run

## 9. Java is installed, but Java Security blocks the application



Figure 11. Screenshot of the window that appears when the .jnlp file is blocked from running by Java

### **Solution: Confirm that Java is configured correctly**

The default Java security settings will generally not allow you to run .jnlp files. Follow the steps described in the [Java setup guide](#) in Appendix A for the Configure Java application to allow the .jnlp files from the GSDT to be run. Separate steps are described for users of [Windows](#) and [macOS](#).

## 10. The GSDT .jnlp module file begins to launch but fails before it asks me to enter my username and password

### **Solution: Confirm your Java installation is configured correctly and there are no IT firewalls set up**

Follow our [Java setup guide](#) in Appendix A to be sure Java is configured correctly. If it is configured correctly and is still not working, reach out to your IT team to be sure that there aren't any network requests being blocked by firewalls. Ensure that your network firewall allows access to <https://gsdt.pnnl.gov> over port 443.

**11. When launching a module, the GSDT .jnlp module file begins to launch but tells me my credentials are not correct after entering my username and password.**

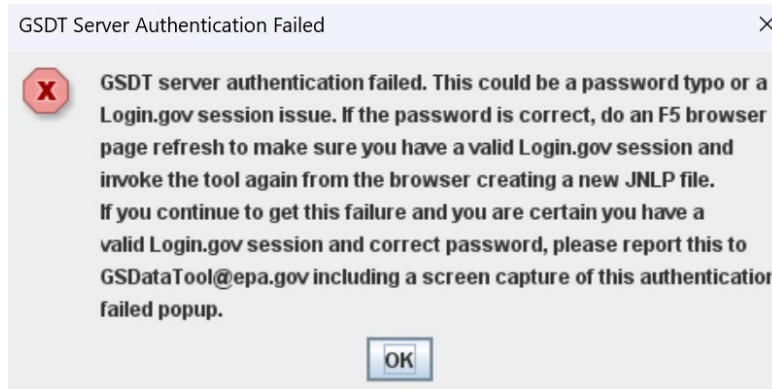


Figure 12. Screenshot of the error shown when the module doesn't accept the username and password entered

**Solution: Refresh your web browser and try again**

There is a known issue where a GSDT module may raise a false flag that the username or password entered is incorrect during the authentication step when launching a module. This may occur when the login.gov session or web browser OpenID token expire due to inactivity. Trying to enter the credentials multiple times and/or closing the Java window, refreshing your web browser with F5, and trying to launch the module again tend to resolve the issue.

**Solution: Check to see if your Java installation was updated recently**

Some users have had issues with the authentication step when launching a module after their Java installation was updated to a newer version. If this applies to you, reach out to your IT team and see if they can roll back the version of Java installed on your computer to the previously working version.

### **Solution: Confirm that temporary internet files are not being stored in the Configure Java settings**

Some users have reported issues launching GSDT modules after the authentication step. This has been resolved by doing the following:

1. Launch the “Configure Java” application
2. In the “General” tab, select the “Settings” button under the “Temporary Internet Files” section
3. Confirm that the “Keep temporary files on my computer” option is un-checked.
4. Select the “Delete Files” button

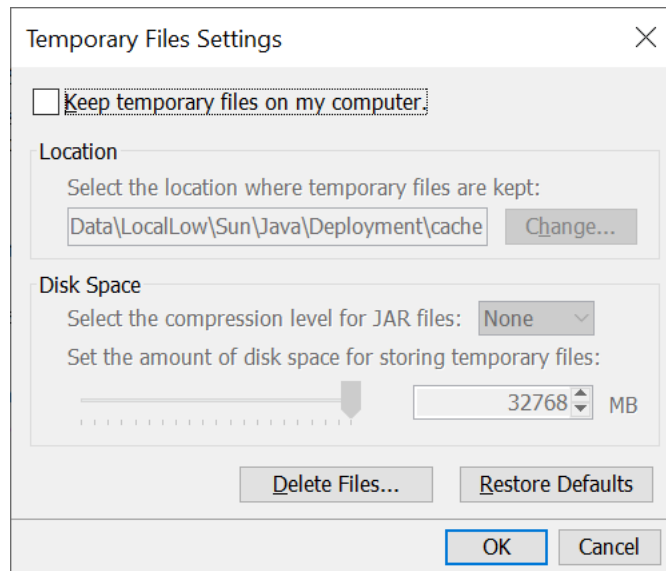


Figure 13. Screenshot of the Temporary Files Settings in the Java Control Panel

### **Solution: Confirm that there are no firewalls blocking the authentication request to the GSDT servers**

Some IT departments will have firewalls in place that block network requests like the authentication step when launching a module. Reach out to your IT team to confirm that there are no network requests to the GSDT servers being blocked and that the GSDT at <https://gsdt.pnnl.gov> is allowed through port 443.

### **12. I get an error that the “file name cannot be opened because it is from an unidentified developer. macOS cannot verify that this app is free from malware.”**

#### **Solution: Follow Step 5 of the Java setup steps for macOS**

macOS has security steps that must be performed each time a GSDT module is launched. See the [macOS Java setup steps](#) in Appendix A where **\*\* Step 5 must be performed every time a GSDT module is launched \*\***

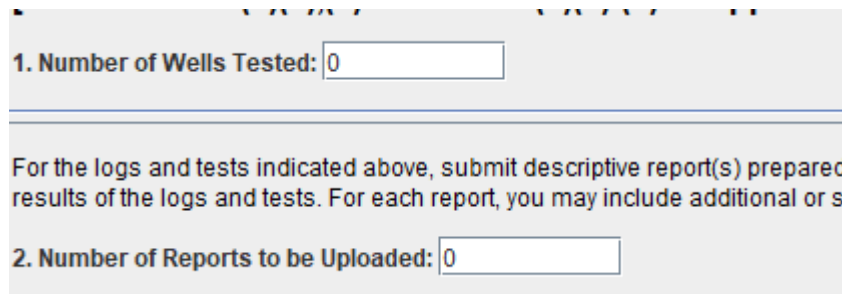
## Using GSDT Modules

### 13. Files are taking a long time to upload to GSDT fields

**Solution:** Put files for upload to GSDT fields into compressed .zip files

The GSDT can take a while to upload larger or several files. To avoid the GSDT module from timing out or having partial uploads, put large files or multiple files that are to be uploaded into compressed .zip files and then upload them. Also, rather than uploading files directly from a remote service, e.g., SharePoint, copy them to the local disk before attempting to attach them to file fields for upload to help increase internet speed.

### 14. I accidentally entered data into a field that should be left blank and cannot return the field to being blank.



1. Number of Wells Tested:

---

For the logs and tests indicated above, submit descriptive report(s) prepared results of the logs and tests. For each report, you may include additional or su

2. Number of Reports to be Uploaded:

Figure 14. Screenshot of data entry fields that a user wanted to indicate as blank, but couldn't

**Solution:** Enter “999” into a number field that should be blank or N/A in a text field that should be left blank.

Some users have had issues where a field was blank and then they mistakenly entered a value into the field and the GSDT module would not let them delete the value to make it a blank cell again. If this happens, you can enter “999” into a number field to indicate that the field should be blank. *Please note that this is different than the “-999” that was previously used to mark a field as PBI before PBI capabilities were enabled in the GSDT.* If this issue occurs in a text field, you can enter N/A.

### 15. I get an error that a file failed to upload

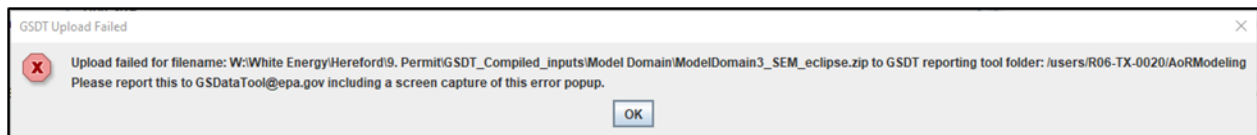


Figure 15. Screenshot of the GSDT upload failed error that can occur

### **Solution: Email the GSDT Support Team**

If you have already consolidated/compressed the file(s) you are trying to upload into a .zip file and you are still getting an error that the file is failing to upload, take a screenshot of the error and email the [GSDataTool@epa.gov](mailto:GSDataTool@epa.gov) email address. This error may be caused by a server bottleneck, and the developers can make adjustments to improve the performance.

### **16. I uploaded files to the GSDT, but I am seeing an error that the files cannot be found**

#### **Solution: Delete the files from the GSDT field and re-upload them with a revised file name**

The GSDT is known to have issues with files that have long file names (greater than 20 characters) or file names with special characters. You can delete the problematic file from the GSDT by selecting the “X” icon next to the file upload field, then rename the file before saving and re-uploading the file.

Save files with the shortest name possible that still adequately describes the file. Consider replacing spaces in file names with underscores, as spaces end up saving as 2 dashes. Do not use forward slashes, back slashes, or other punctuation marks in file names.

### **17. The “Submit” button is greyed out and I can’t click it**

#### **Solution: Confirm that you have submitted an ESA**

In order to submit GSDT modules, you must fill out, notarize, and deliver an Electronic Signature Agreement (ESA) to EPA. You can access a copy of the ESA document on the Operator Landing page at <https://gsdt.pnnl.gov/share/page/operators>, and deliver the finalized copy to EPA at the following address:

Attention: Molly McEvoy  
Office of Ground Water and Drinking Water  
U.S. EPA William Jefferson Clinton (WJC) East Building  
1201 Constitution Avenue N.W. Room 2118F  
Washington, DC 20460  
(202) 564-4765

### **18. I get an error when attempting to make a submission**



Figure 16. Screenshot of the GSDT submission failed error that can occur

### **Solution: Email the GSDT Support Team**

If you are attempting to make a submission and you get an error that the submission to permitting authority failed, email the [GSDataTool@epa.gov](mailto:GSDataTool@epa.gov) email address and notify them of the issue.

## Accessing Content From GSDT Submissions (Primarily for Permitting Authority Users)

### **19. I can't see files submitted to a project that I need access to**

#### **Solution: Email the GSDT Support Team**

If you can't find a project in your list of projects or if you have access to a project, but don't see any files in the submission folders when you know content was submitted, send an email to [GSDataTool@epa.gov](mailto:GSDataTool@epa.gov). Specify the project that you need access to and they can grant you the access you need.

### **20. I am not getting emails about GSDT project submissions when I should be getting them**

#### **Solution: Email the GSDT Support Team**

Send an email to [GSDataTool@epa.gov](mailto:GSDataTool@epa.gov) and specify the project that you need to receive submission notifications for and they can add your email address to the CC list for the project's submissions.

### **21. I get an error message when attempting to download files from the GSDT project folders**

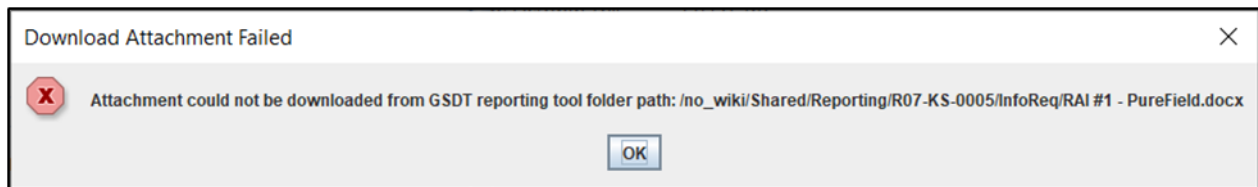


Figure 17. Screenshot of the download attachment failed error that can occur

#### **Solution: Try using the Download Tool**

Some users have reported errors when attempting to download files from the GSDT project folders. Permitting authority users can use the Download Tool from the dashboard of the specific project they are interested in. Below are the steps on how to use the Download Tool:

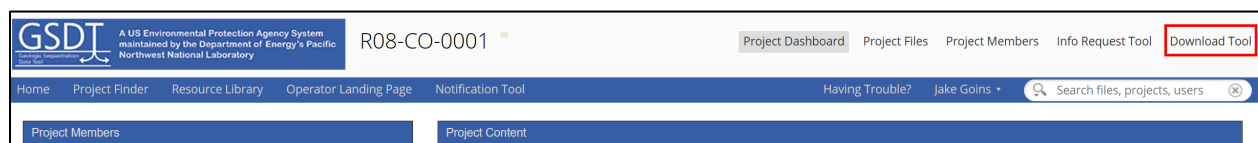


Figure 18. Screenshot of where to access the Download Tool from the header of a project landing page

Select the project you would like to access files for from your list of projects and select “Download Tool.”



Figure 19. Screenshot of the Download Tool module with a field to enter the folder path to download the files from and a button to confirm the folder has downloadable files

Enter the GSDT project folder path that you would like to download contents from. There is an example file path provided that can be copy/pasted to save typing the highest level folders of the project submission files (i.e., Phase1-PreConstruction/Administrative Record/Submissions).

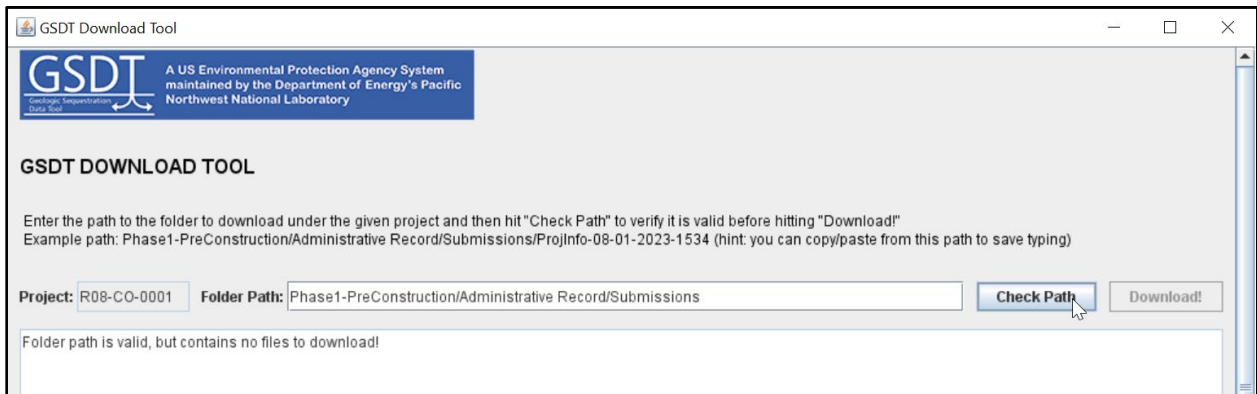


Figure 20. Screenshot of the Download Tool with a warning message that there are no files in the folder path entered

Select the Check Path button to confirm there are downloadable files in the folder path. The Download button will not be clickable until the Check Path button confirms that there are downloadable files in the folder. It can be helpful to have the Project Files view in the GSDT open to determine the name of the submission folder you would like to download.

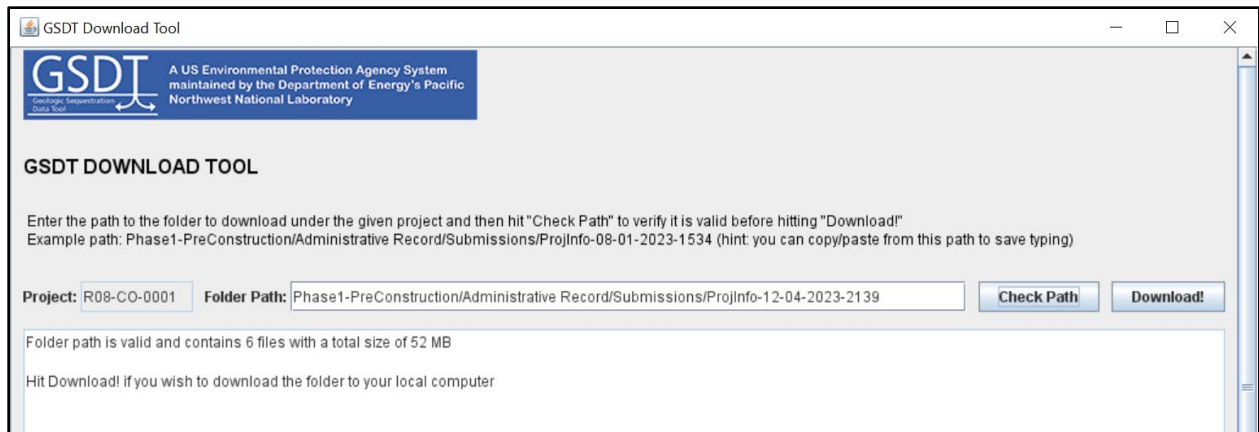


Figure 21. Screenshot of the Download Tool with a message reporting the number of files in the folder path entered

Once the Check Path buttons confirms that there are downloadable files in the folder, select the Download button.

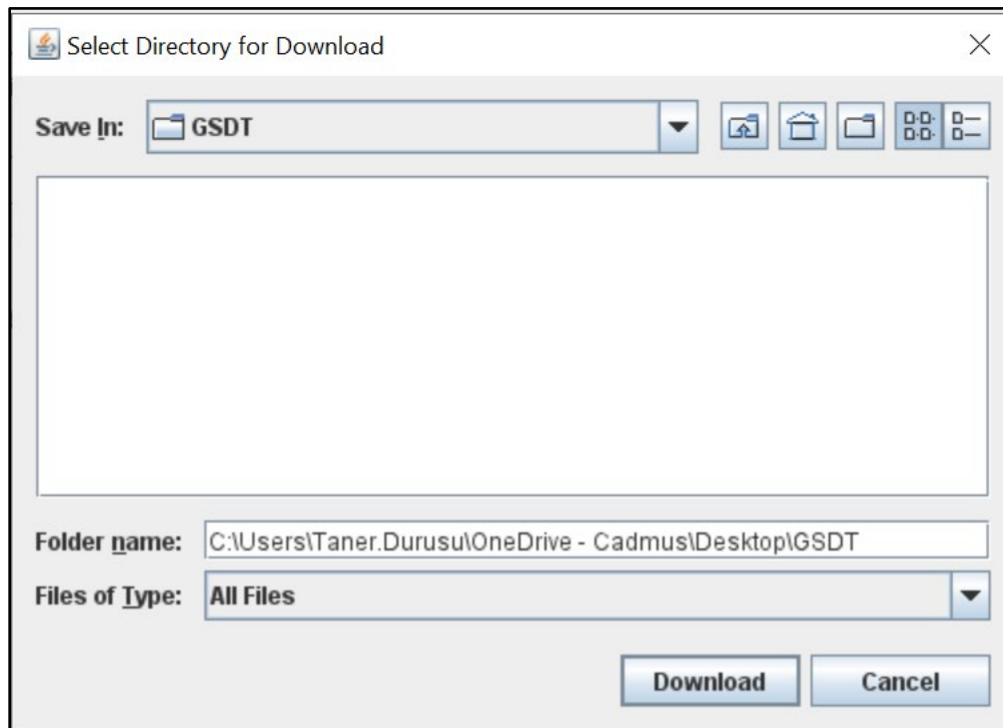


Figure 22. Screenshot of the popup window asking the user to select a location to save the downloaded files on the user's computer

A window will appear allowing you to select the file folder on your computer to save the files.



Figure 23. Screenshot of the Download Tool confirming the names of the successfully downloaded files

You will then see a text print out of the download progress for each file in the folder. Once you see the text “Folder download has completed,” the download is complete and a new folder with the same name as the submission folder will be in the specified location with the downloaded files.

## 22. I get an error message that zipped files cannot be extracted

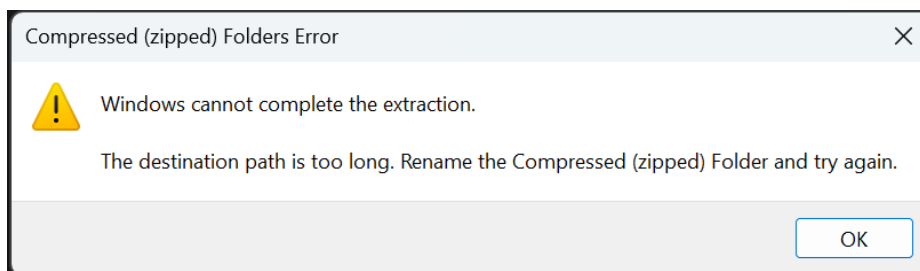
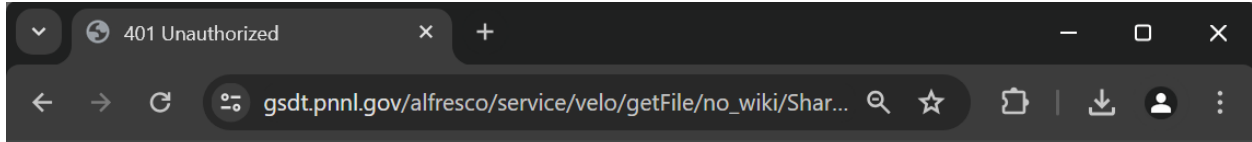


Figure 24. Screenshot of zipped file extraction error

### **Solution: Move the files to your desktop or rename the zip folder or file names**

There are multiple reasons why Windows may not be able to complete the zip extraction. If the error message specifies that the destination path is too long, this indicates that the zip folder’s name is too long. Rename the zip folder with a shorter name and retry the extraction. If the error message simply says that the destination file could not be created, first try to move the zip folder to your desktop or your Documents folder, then retry the extraction. If the error persists, redownload the zip folder and ensure the entire folder downloaded without interruption, then retry the extraction. If the extraction fails again, contact [GSDDataTool@epa.gov](mailto:GSDDataTool@epa.gov) and include information about the zip file.

### **23. I am not able to access the document links from submission notification emails**



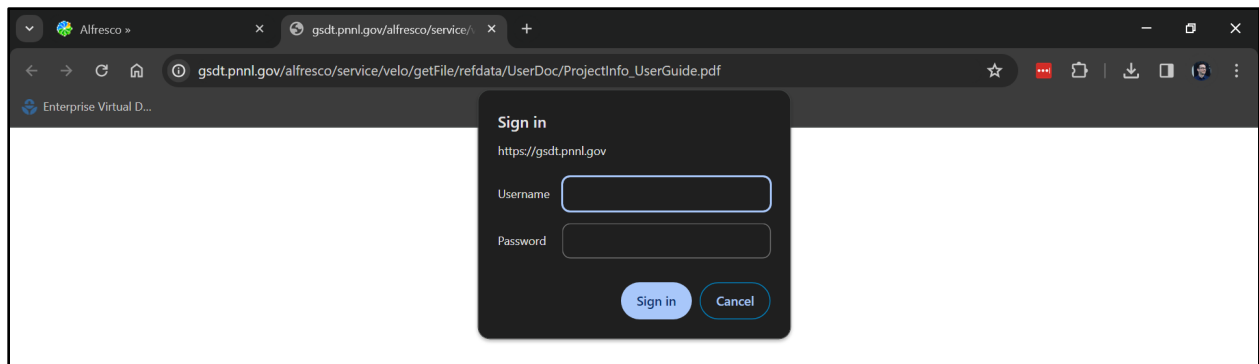
#### **Unauthorized**

This server could not verify that you are authorized to access the document requested. Either you supplied the wrong credentials (e.g., bad password), or your browser doesn't understand how to supply the credentials required.

*Figure 25. Screenshot of failed authorization when attempting to open link from submission summary.*

#### **Solution: Try right clicking the document link and select “open in new tab” or “open weblink in browser”**

When accessing a document link from the summary PDFs that are emailed upon submissions, there is an authentication step where you will need to re-enter your GSDT username and password to download the file. If you are viewing the PDF in a web browser, there are some browsers, like Google Chrome, where this authentication step will not appear unless you right click the link and tell the browser to open it in a new tab. If you are viewing the summary PDF in Adobe, right click the link and select open weblink in browser.



*Figure 26. Screenshot of the username and password fields that appear when attempting to access a file on the GSDT site*

If you are not currently logged in to the GSDT, you will be prompted to authenticate through the EPA Gateway for MFA, then the new tab should request your username and password. Once you enter your username and password once, all other file links on the submission summary will open without asking for your credentials for the duration of your browsing session. It is recommended that you try using an alternate browser to open these links if the document links still fail.

### **24. I am a permitting authority and my information request in the Information Requests and Communications module will not pass the validation check**

**Solution: Email the GSDT Support Team**

The InfoReq Tool may fail to validate if an old information request is not closed before an applicant begins responding to a new request. When an applicant/owner or operator has responded to a request and no additional information is needed, permitting authorities should close the tab associated with the request number. Closing a tab prevents an applicant from submitting anything else associated with the particular request (although it doesn't communicate to applicant that the submittal/new information is approved). If the request is not closed, and an applicant begins to enter additional information to respond to a request, this can prevent requests from passing the validation check. This can also happen if a permitting authority inadvertently creates a new tab before the applicant responds. If this happens, email [GSDataTool@epa.gov](mailto:GSDataTool@epa.gov) to request that the administrator clear the pending tab and allow future new requests.

The InfoReq Tool may also fail to validate if a file is missing from the server or is uploaded in a corrupted state. Email [GSDataTool@epa.gov](mailto:GSDataTool@epa.gov) to request that the administrator investigate and clear the files that fail to validate.

# Appendix A

## Java Installation Instructions

The GSDT modules use Java Web Start (provided in Java 8) to run the .jnlp files from the user's computer. You can download and install Java 8 at this link ([Download Java for Windows](https://www.java.com/en/download)). Many IT departments will limit what applications can be installed on corporate devices. Coordinate with your IT team to get Java 8 (or a Java 8 alternative) installed on your computer. Once Java is installed, follow the instructions to configure Java to run the GSDT modules. Separate steps are described for users of [Windows](#) and [macOS](#).

### Windows

1. Install the latest version of Java 8 from the Oracle Java vendor at <https://www.java.com/en/download>. If you can't use Java 8, you will need to install a newer version of Java combined with the use of a 3<sup>rd</sup> party web start alternative such as IcedTea-Web or OpenWebStart. When downloading Java in the Google Chrome browser, there will be a message explaining that "Java plug-ins will not work with a 64-bit version of Google Chrome." This warning message does not apply to the way the GSDT uses Java. Exit the web browser. Go to the Downloads folder, click on the downloaded ".exe" file to run it.
2. From the "Windows Start" menu, navigate to the "Java" folder and select "Configure Java." Or search for "Configure Java" in the universal search of the start menu.

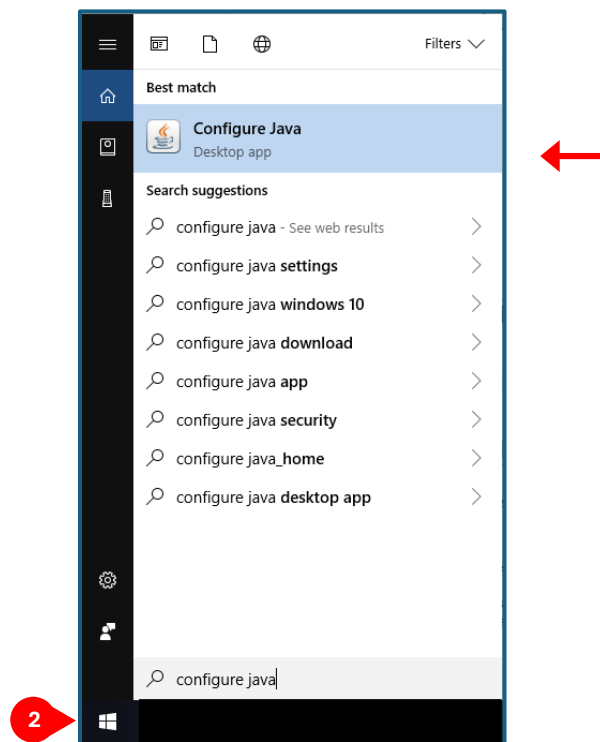


Figure A-1. Search for "Configure Java" in the Windows Start Menu

3. Select the “Security” tab, click the [Edit Site List...] button, and add *https://gsdt.pnnl.gov* to the Exception Site List. The security level can be set to “Very High” or “High.”

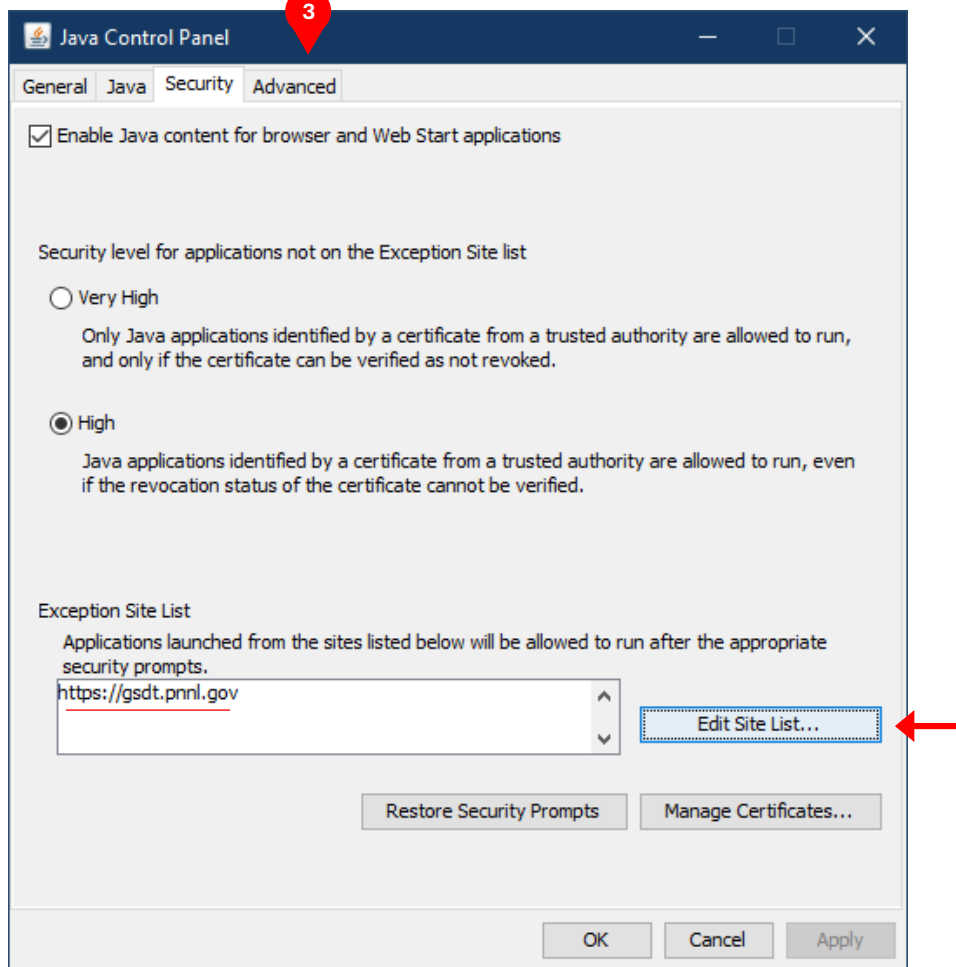


Figure A-2. Edit the exception site list in the Security tab

4. Select the “Advanced” tab, click the “Always allow” radio button under JNLP File/MIME Association, and click [OK].

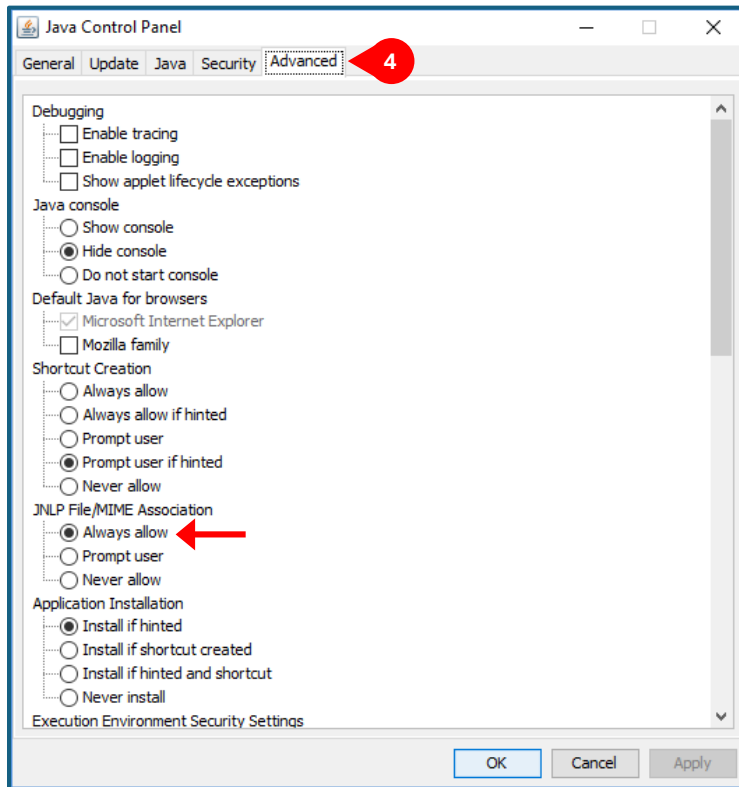


Figure A-3. Always allow "JNLP File/MIME Association" in the Advanced tab

5. Proceed to Windows default program setup.

## Default Program for .jnlp Files Setup

1. From the “Windows Start” menu, select “Settings.”

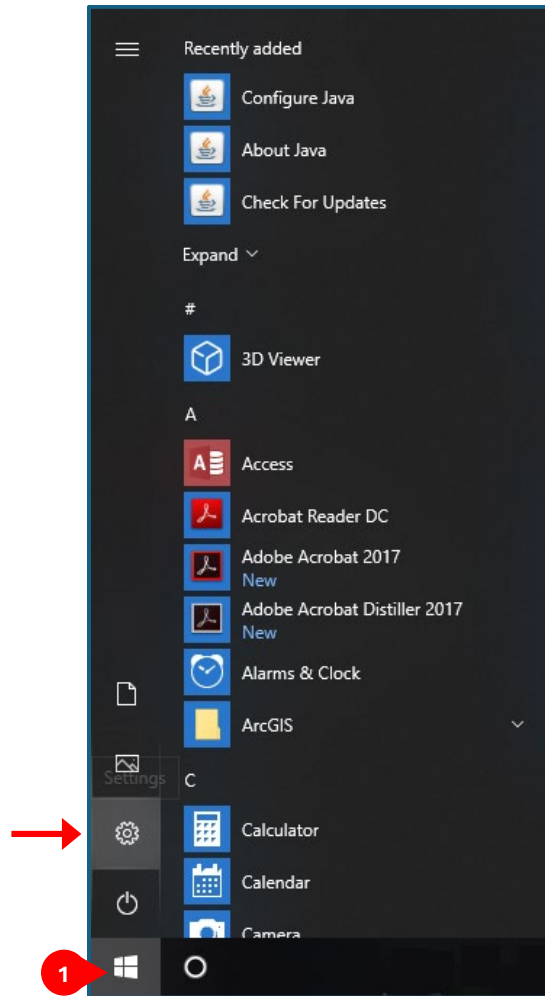


Figure A-4. Windows settings in the Windows Start Menu

2. Under Windows Settings, select “Apps.”

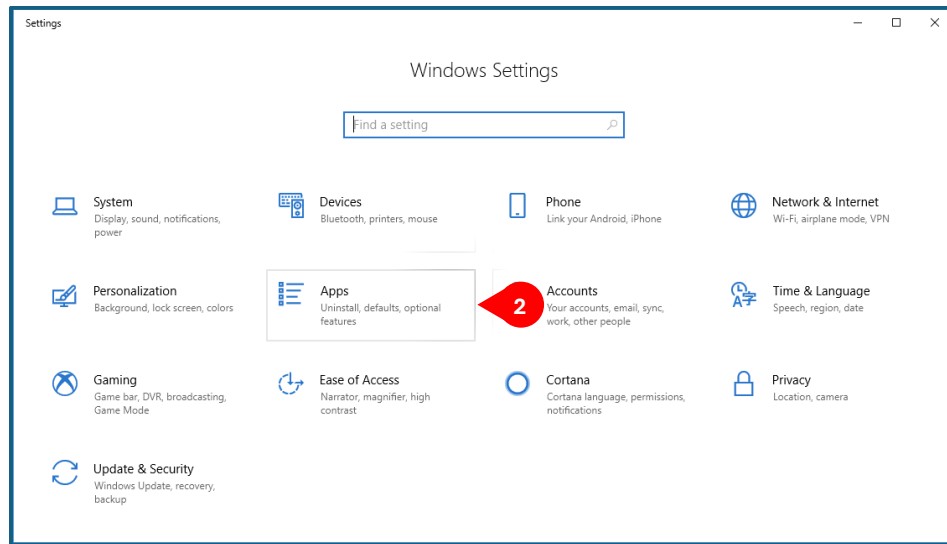


Figure A-5. Windows Apps Settings

3. Select the “Default apps” category, then select the “Choose default apps by file type” link.

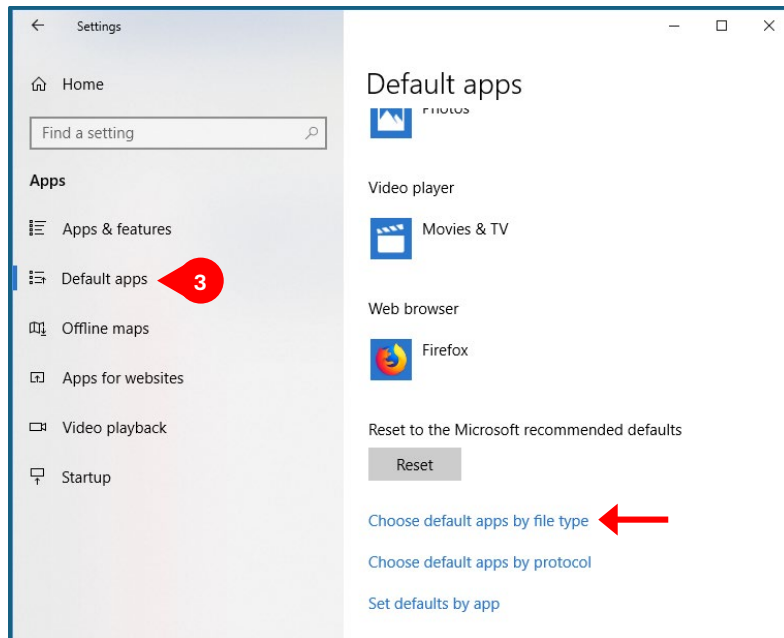


Figure A-6. Default apps settings

4. Scroll down to the “.jnlp” file type and select “Java(TM) Web Launcher” if it is not already set as the default app for the “.jnlp” file type.

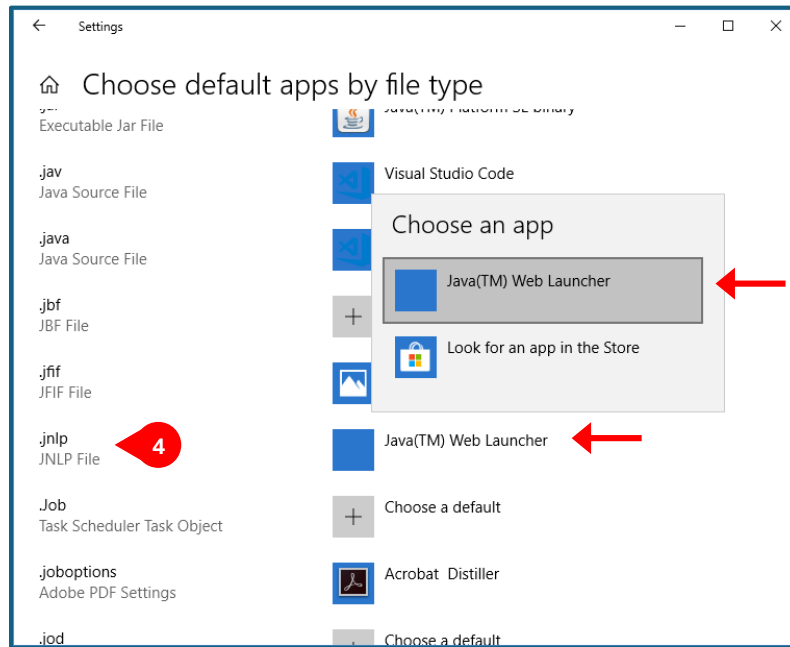


Figure A-7. Select "Java(TM) Web Launcher" as the default app for JNLP files

## macOS

1. Install the latest version of Java 8 from the Oracle Java vendor at <https://www.java.com/en/download>. If you can't use Java 8, you will need to install a newer version of Java combined with the use of a 3<sup>rd</sup> party web start alternative such as IcedTea-Web or OpenWebStart. When downloading Java in the Google Chrome browser, there will be a message explaining that "Java plug-ins will not work with a 64-bit version of Google Chrome." This warning message does not apply to the way the GSDT uses Java. Exit the web browser. Go to the Downloads folder, click on the downloaded ".dmg" file to run it.
2. After installing Java, select the Apple icon on the upper left of the screen, go to System Preferences, and click on the Java icon at the bottom of the window to access the Java Control Panel

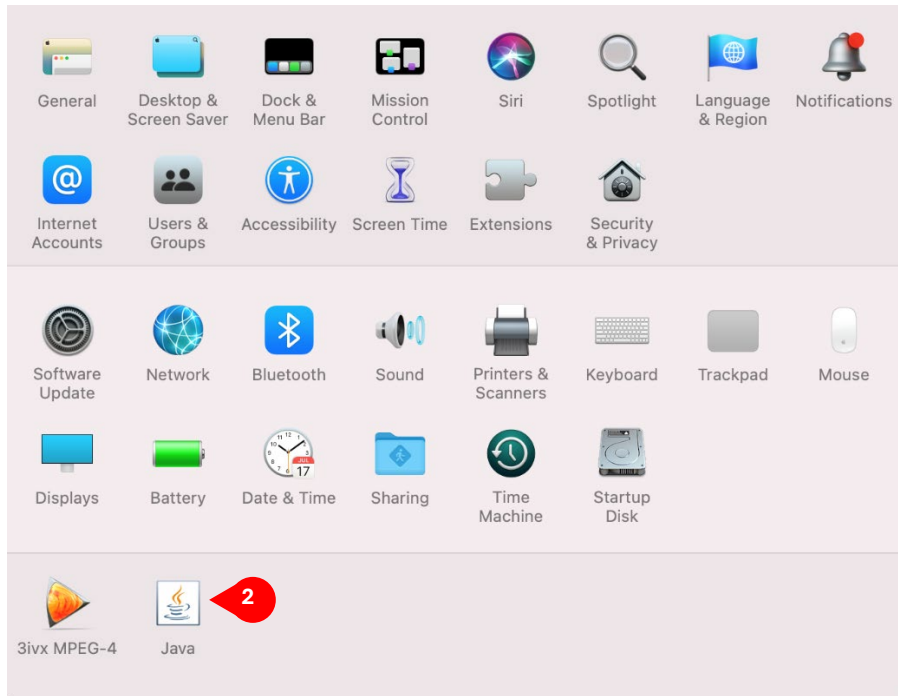


Figure A-8. Select “Java” from the System Preferences page to access the Java Control Panel

3. In the Java Control Panel, select the “Security” tab, click the [Edit Site List...] button, then click “add,” and enter `https://gsdt.pnnl.gov` to the Exception Site List. The security level can be set to “Very High” or “High.”

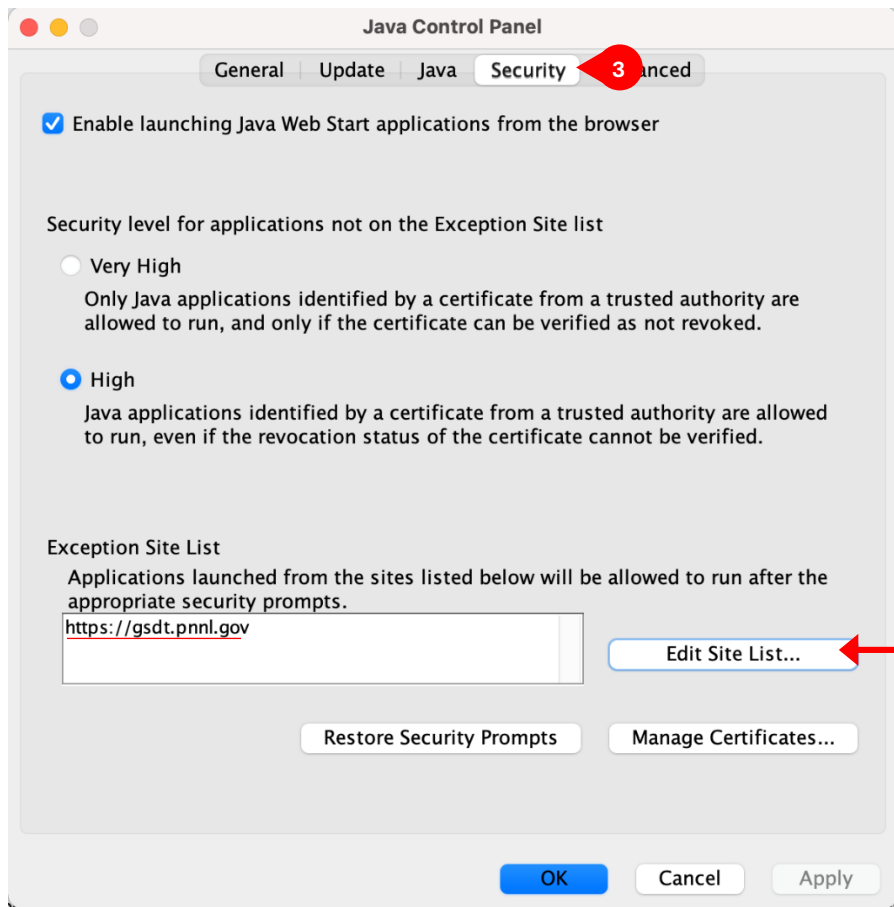


Figure A-9. Edit the Exception Site List to include the URL “`https://gsdt.pnnl.gov`”

4. In the “Advanced” tab, click the “Always allow” radio button under JNLP File/MIME Association, and click [OK].

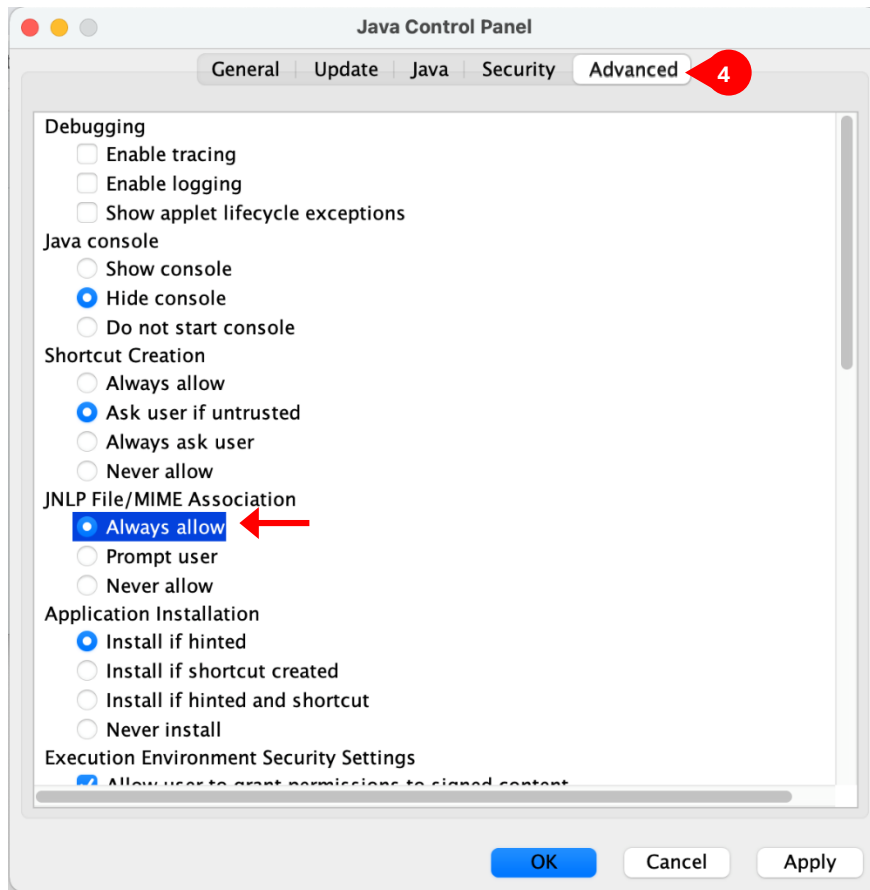


Figure A-10. Specify for Java to “Always allow” for the “JNLP File/MIME Association” setting.

**\*\* Step 5 must be performed every time a GSDT module is launched \*\***

5. Every time a GSDT module is launched, a .jnlp file is downloaded. This .jnlp file must be double clicked to run the module. When the .jnlp is attempted to be opened, MacOS will prevent the file from running and display the following message: “file name cannot be opened because it is from an unidentified developer. macOS cannot verify that this app is free from malware.” The only option will be to select [OK]. Select [OK] and click the Apple icon on the upper left of the screen, go to **System Preferences** and select **Security & Privacy**. At the bottom of the window select **Open Anyway** where it says “file name was blocked from use because it is not from an identified developer.” This will open a window alerting that “macOS cannot verify the developer of filename. Are you sure you want to open it?” Select [Open] (see **Figure A-11**, **Figure A-12**, and **Figure A-13** below).

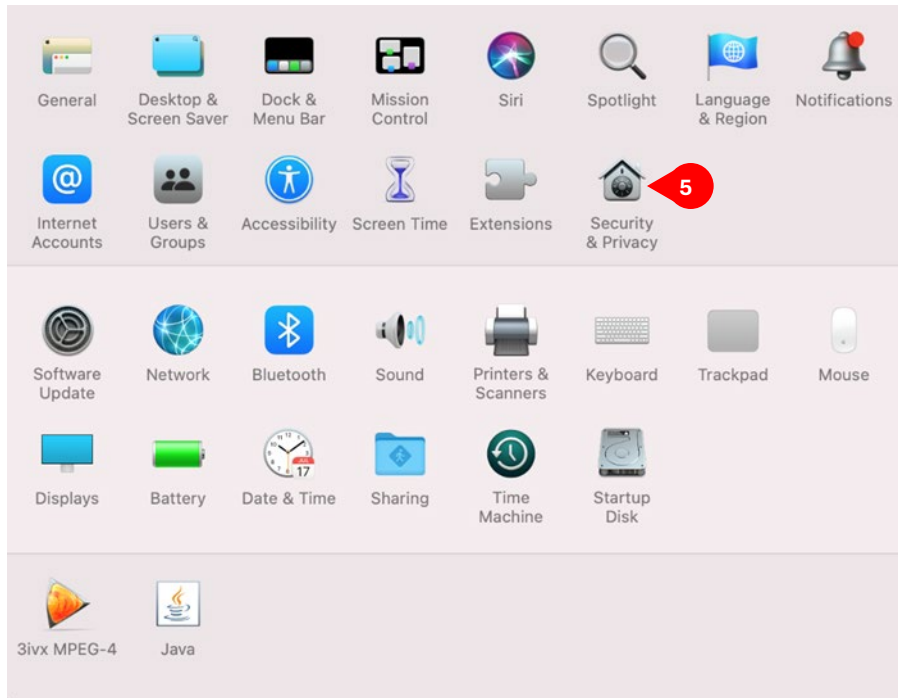


Figure A-11. Navigate to the "Security & Privacy" settings in the System & Preferences window.

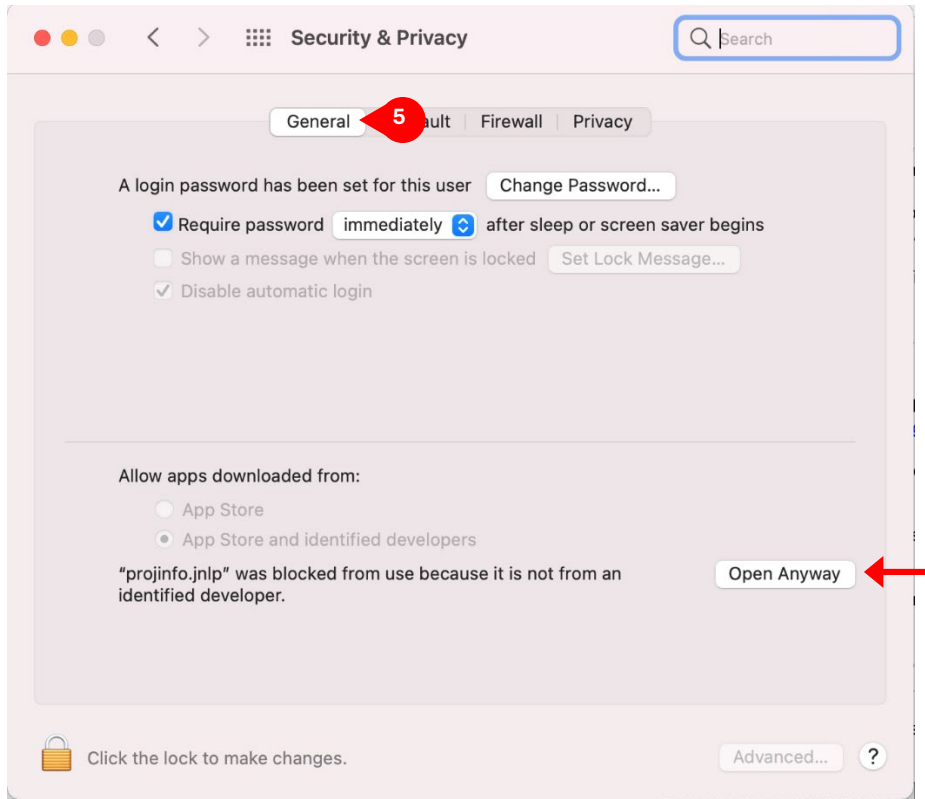


Figure A-12. Select "Open Anyway" in the "Security & Privacy" settings.

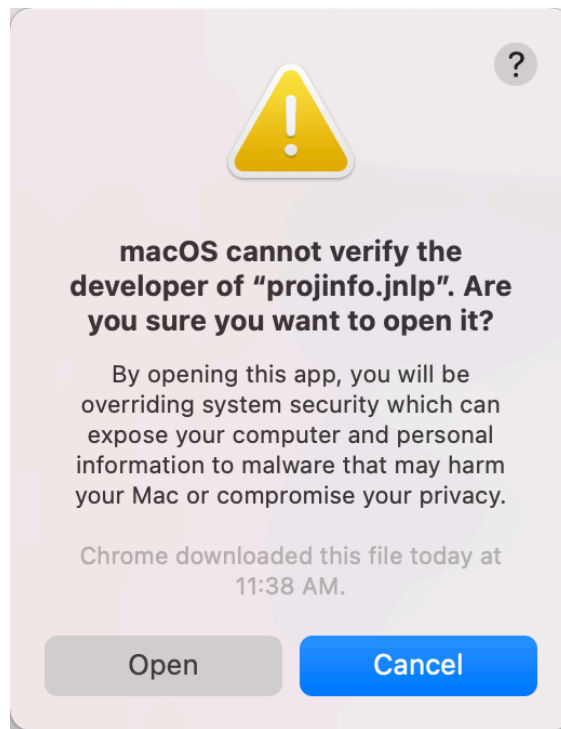


Figure A-13. Select "Open" to confirm that macOS should open the .JNLP file to launch the module.