# Reseller Portal: *Please follow the steps to resolve MPN count 0 issue OR Blank screen:*

**Solution**: The fix contains two steps, and both are needed to ensure the problem is fixed.

Step – 1: Allow the Cookies and Disable Block Third-party Cookies

Step – 2: Change the flag settings.

| Step:1: Allow the Cookies and Disable: Block Third Party Cookies" | Step – 2: Change the flag settings. |
|---|---|
| 1. Open an edge window (make sure there are no other Edge windows open)<br><br>2. Click on the 3 dots on the browser and navigate to 'Settings' as shown below:<br><br><br><br>3. Click on 'Cookies and site permissions' on the left menu, and then click on the 'Cookies and site data':<br><br><br><br>4. On the Cookies and site permissions page, please verify you have the following settings:<br>   a. 'Allow sites to save and read cookie data (recommended) – <u>Enabled</u> (blue)<br>   b. <u>Block third party cookies</u> – Disabled (Greyed out) | 1. Using Microsoft EDGE browser open the URL edge://flags.<br><br><br><br>2. In the search window type "same site"<br><br><br><br>3. Change the Setting from "Default" to "Enable" for "SameSite by default cookies".<br><br><br><br>4. Change the Setting from "Default" to "Enable" for "Cookies without SameSite must be secure".<br><br> |
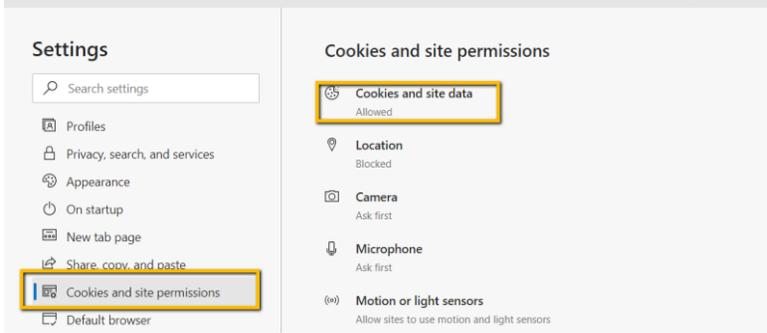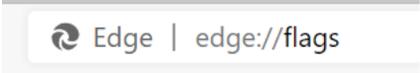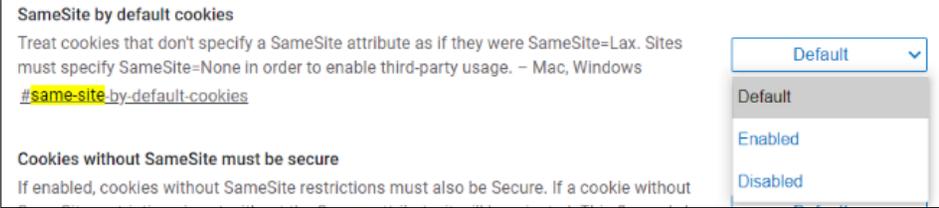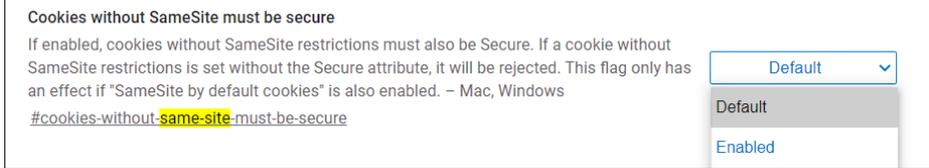
**Note**: Microsoft recommends using EDGE Browser. Not all users need to make this change, this is only required when you see the problem mentioned above.

Please open a support case if you are still unable to see the MPN count or blank screen.