<u>Reseller Portal:</u> 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)		1. Using Microsoft EDGE browser open the URL edge://flags.
2.	 Click on the 3 dots on the browser and navigate to 'Settings' as shown below: Settings Settings 		 2. In the search window type "same site" Q same site
3.	Click on 'Cookies and site on the 'Cookies and site d	k on 'Cookies and site permissions' on the left menu, and then click the 'Cookies and site data': 3. Change the Setting from "Default" to "Enable" for "SameSite by default cookies".	
	Seatch settings Profiles Privacy, search, and services Appearance On startup	Cookies and site permissions Cookies and site data Allowed Cockies Cookies and site data Allowed Cookies and site data Allowed Cookies and site data Allowed Cookies and site data Allowed Cookies and site data Allowed	SameSite by default cookies Treat cookies that don't specify a SameSite attribute as if they were SameSite=Lax. Sites must specify SameSite=None in order to enable third-party usage. – Mac, Windows Default ✓ #same-site_by-default-cookies Default Cookies without SameSite must be secure Enabled If enabled, cookies without SameSite restrictions must also be Secure. If a cookie without Disabled
	New tab page Share. coov. and paste Gookies and site permissions Default browser	Microphone Ask first Motion or light sensors Allow sites to use motion and light sensors	 Change the Setting from "Default" to "Enable" for "Cookies without SameSite must be secure".
4.	 4. On the Cookies and site permissions page, please verify you have the following settings: a. 'Allow sites to save and read cookie data (recommended) – Enabled (blue) b. Block third party cookies – Disabled (Greyed out) 		Cookies without SameSite must be secure If enabled, cookies without SameSite restrictions must also be Secure. If a cookie without SameSite restrictions is set without the Secure attribute, it will be rejected. This flag only has an effect if "SameSite by default cookies" is also enabled. – Mac, Windows #cookies-without-same-site-must-be-secure Default Enabled

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.