

# [IMPORTANT] Selection box issue and solution to fix.

## Symptom:

See screen shot below, system prompts “undefined” message when you select status code from the status entry page.

The screenshot shows a web application interface with a 'Shipment Status' form and an error message. The error message is a white box with a brown border, containing the text 'DEMO.SystemOnePro.com says undefined' and an 'OK' button. The 'Shipment Status' form is a white box with a blue header, containing the following fields:

- Status:
- Truck Driver:
- Date:
- Message:
- Broadcast:   
\* Broadcast message allows customer to view this status message in their portal page. Otherwise, choose private.
- Last Modified by:

At the bottom of the form are 'save' and 'close' buttons. Below the form is a table with the following data:

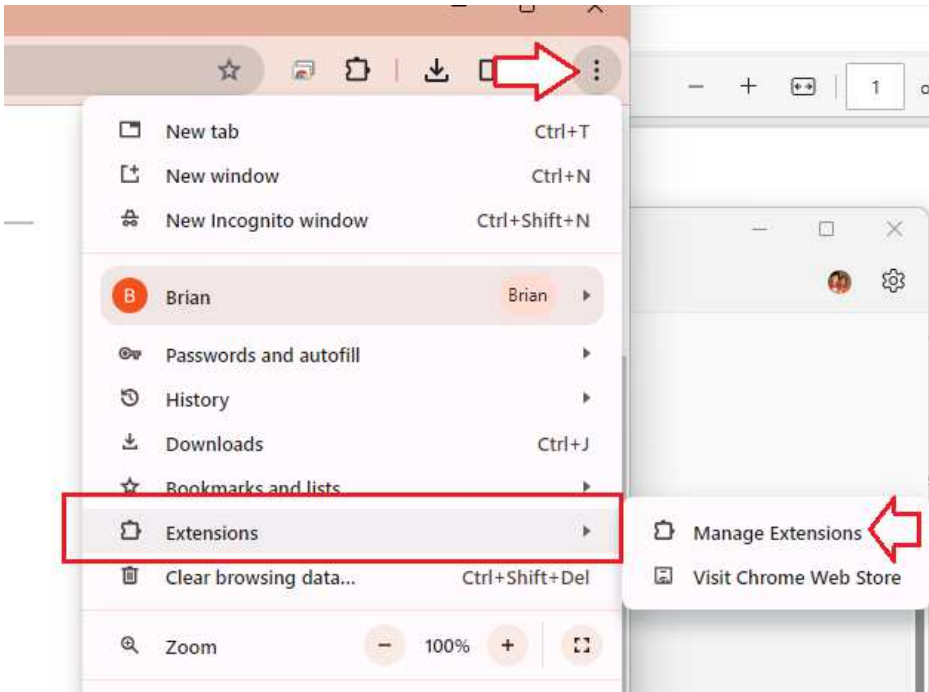
Time	Date	User	IP	Status
1:44AM	01/14/2024 5:45PM	admin	104.32.194.87	BO
1:44AM	01/11/2024 3:14PM	admin	75.23.191.0	n/a
12:27AM	12/28/2023 09:27AM	admin	n/a	n/a

At the bottom right of the table is the text 'SYSTEM GENERATED'.

## Solution:

This problem is probably caused by McAfee if it is installed in your Google Chrome browser. To fix this, please follow the instructions below to turn it off.

- 1/ Click the three dots in the top right of your browser
- 2/ Allocate "Extensions"
- 3/ Then select "Manage Extensions"



- 4/ Find McAfee and click the blue bar. It should turn grey. Head back to the system and it should fix the issue now.

