

## “Invalid System Identifier” Error Message (WEBAPP)

Please consult the instructions below to resolve the following error message when accessing <https://topswabapps.com>.

**Note that the instructions are different depending on your web-browser.**

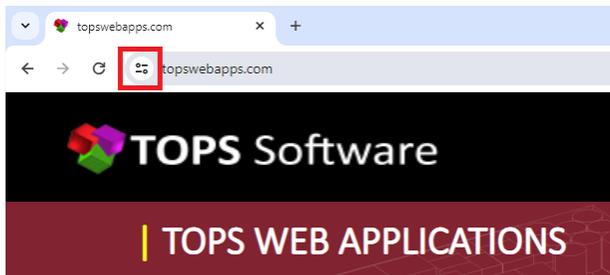
If your web-browser is not included below, or if you need further assistance, please contact [tech@topseng.com](mailto:tech@topseng.com).



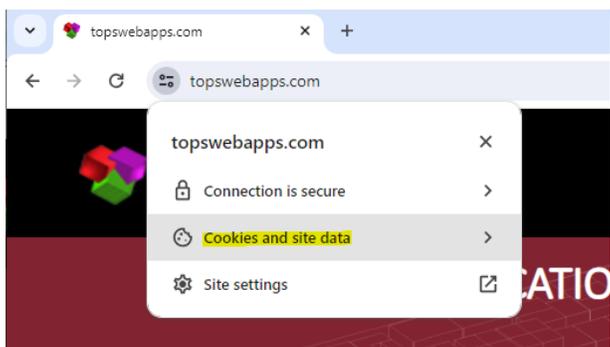
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### For CHROME Web-Browser:

1. Click the “Tune” icon to the left of the URL:



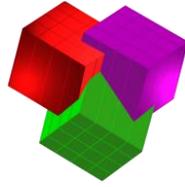
2. Click “Cookies and site data”



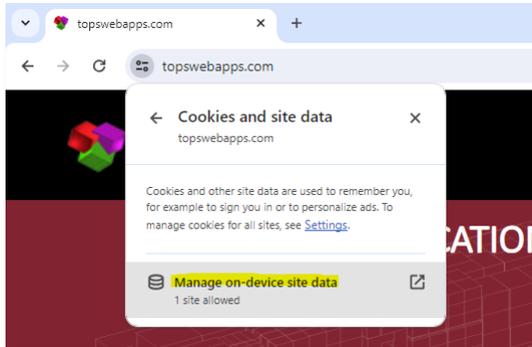
**TOPS® Software CORPORATION**  
**Total Optimization Packaging Systems**

[www.topseng.com](http://www.topseng.com)

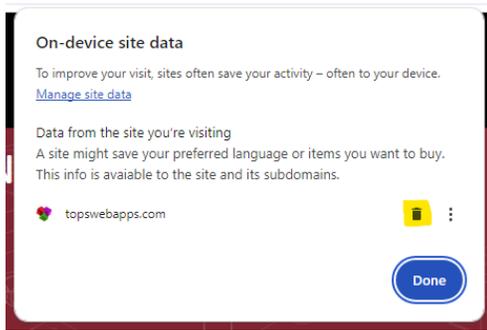
Updated Jan. 2024



3. Click “Manage on-device site data”



4. Click the “Trash Can” icon to the right of “[topswebapps.com](https://topswebapps.com)” to remove the old cookie (which is causing this issue)

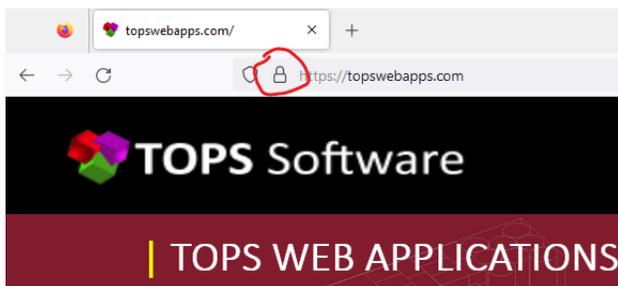


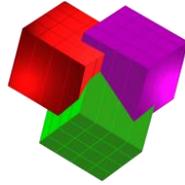
5. Close & re-open the Chrome web-browser. Return to <https://topswebapps.com> – it should work now.

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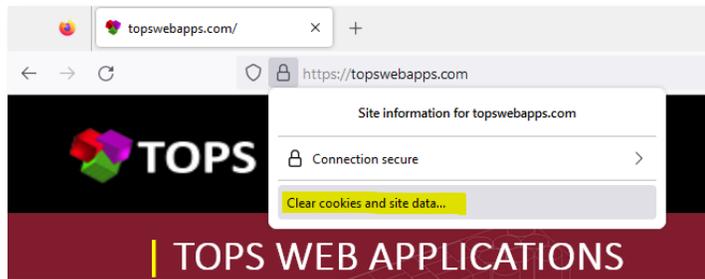
## **For FIREFOX Web-Browser:**

1. Click the “Lock” Icon to the left of the URL:

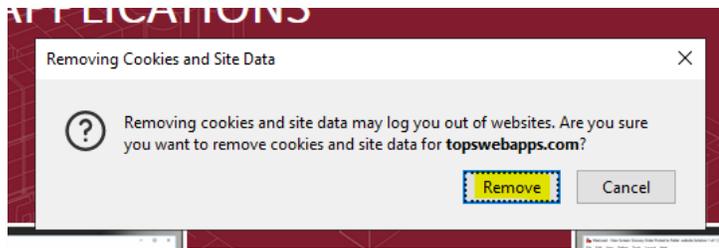




2. Click “Clear cookies and site data...”



3. You will see a warning message pop up—click “Remove”



4. Close & re-open the Firefox web-browser. Return to <https://topswebapps.com> – it should work now.

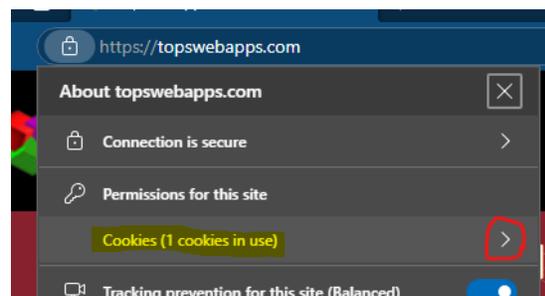
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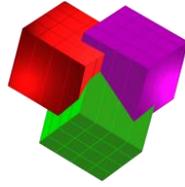
## For EDGE Web-Browser:

1. Click the “Lock” Icon to the left of the URL:

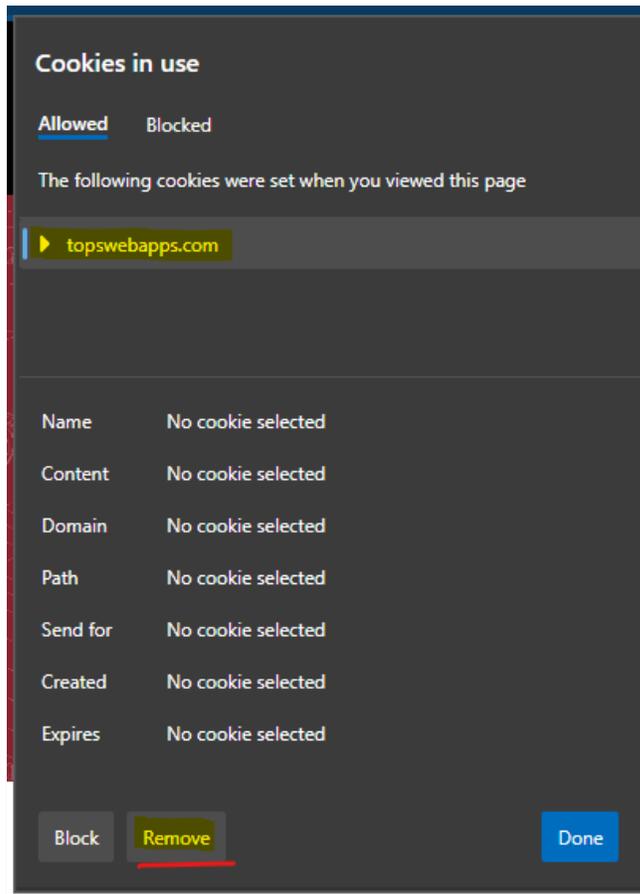


2. Click the “>” symbol next to “Cookies”:





3. Click “topswebapps.com” to select it; then click the “Remove” button. Click “Done” when finished.



4. Close and re-open the Edge web-browser. Return to <https://topswebapps.com> – it should work now.