One way to make sure nobody reports problems with your Web site

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I had ordered a service online, and the Web site said, "Do not close this window until you are done, because once you close the window, you won't be able to come back."

Okay, fine. I just need to make sure I get everything I need before I close the window.

I click a link to download some of the information I had ordered, and I get the error message:

> We're having trouble processing your request.
> If this problem persists please let us know.
> Email us at null

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