Troubleshooting Server Errors

How to Identify the RMLSweb Server You're On and Switch to a Different Server

RMLS*web* uses seven different web servers to better serve all of our subscribers simultaneously. To help distribute traffic between the servers RMLS*web* uses a "load balancer" program. Every time you go to the login page this load balancer places a cookie on your computer which directs you to the least busy server.

Occasionally, a particular web server may act slowly, give a 'Page cannot be displayed' error or an error that you are confident doesn't apply [e.g. a jpg file type error yet you know the file is jpg].

If you are having trouble with the server you are currently using, the instructions in this document will help you clear your browser's cookie files and get you onto a different server.

The first step in the process is to find out what server you are currently on. Each RMLS*web* server has a number associated with it when you hover your mouse over the RMLS*web* logo at the login screen. As you can see in the screenshot below, that is server 4, as it reads WWW4.

R	VILSweb	
Public ID:		WWW4
Private ID:		
Forgot Your Private ID?	Access Account	<u>RMLSbenefits</u>
Unauthorized access or use and Regulations, the RMLS [™]	of the MLS database is a violat Subscriber and Participant A	ion of RMLS™ Rul greements, and sta

Now that you know what server is causing problems you need to clear your cookies. Then, when you go back to the RMLS*web* login screen, the load balancer will place a new cookie on your machine and hopefully route you to a different server.



Document #: 1753

Revision Date: 7/1/2009

Pages in file: **4 pages**

Here are the steps to clear your cookies:

First, go up to the Tools pull down menu on your toolbar in Internet Explorer. If you do not see the pull down menus, press the ALT T key on your keyboard, and it will appear. Click on Internet Options at the bottom of the tools menu.

🌈 RMLSweb Login Page - W	/indows Internet Explorer	
() • B http://www.r	mlsweb.com/	
File Edit View Favorites	Tools Help	
🚖 🏘 😣 🖣 🛞 RMLSwel	Delete Browsing History	cting
	Pop-up Blocker Phishing Filter Manage Add-ons	
	Subscribe to this Feed Feed Discovery Windows Update	
	Windows Messenger Create Mobile Favorite Sun Java Console	
	Internet Options	

Once you have clicked on Internet Options, a screen will come up with all sorts of tabs and options. You want to stay on the General tab. Next, click the delete button.

General Se	ecurity Privacy Content Connections	Programs Advan
Home page		
	To create home page tabs, type each addre	ess on its own line.
	http://www.rmlsweb.com/ http://intranet.rmls.com/	0
		<u>×</u>
	Use current Use default	Use blank
Browsing I	nistory	
Ð	Delete temporary files, history, cookies, sa and web form information.	ved passwords,
	Delete	Settings
Search _		-
Search -	Change search defaults.	Settings
Search	Change search defaults.	Settings

Note: If you do not see the screen in the image above this means you are using Internet Explorer version 6. We advise you to upgrade your browser for optimum performance and security. This will bring up a screen with all the files that you can delete via Internet Explorer. Notice that Cookies is the second button down. Click on the Delete cookies button. When Internet Explorer asks you if you are sure say "Yes".

Note: If you are using IE 8 then you will see a different 'Delete Browsing History' window. Go to next paragraph for screen shot and instructions for IE 8.

elete	Browsing	History						
Tam	nourse Int	awaat Files				_		
Copie are s	aved for fas	ges, images, ter viewing.	and media	that	Delet	e files		
Cool Files save	kies stored on yo preferences	our computer such as logi	by websit n informati	es to ion.	Delete	cookies		
Histo List o	o ry f websites y	ou have visit	ed.		Delete	history		
Forn Save forms	n <mark>data</mark> d informatio s.	n that you ha	ive typ	elete (Cookies Are you :	sure you wa	nt to delete	all cookies
Pass Passy you le	words words that a og on to a w	re automatic ebsite you've	ally fille e previo		in the Te	mporary Inte	ernet Files f	No
Abou	t deleting br	owsing histor		elete all.		Close		irements

In IE 8, the window below comes up and several boxes will be checked by default. Remove check marks from all boxes except Cookies. Once that is done, click on the Delete button below.

Keep cookies and websites to retain	temporary Internet files that enable your favorite preferences and display faster.
Temporary Inte	rnet files
Copies of webpage viewing.	es, images, and media that are saved for faster
Cookies	
Files stored on you such as login inform	ur computer by websites to save preferences mation.
History	
List of websites yo	ou have visited.
Form data	
Saved information	that you have typed into forms.
7	
Saved passwords	that are automatically filled in when you sign in
to a website you'v	e previously visited.
InPrivate Filteri	ng data
Saved data used to be automatically sl	by InPrivate Filtering to detect where websites may baring details about your visit
be accontactedity of	nanng actais about your visit.

Now you have deleted your cookies. Click ok to leave this delete screen, and ok again to leave Internet Options. Next, you will need to close your browser, re-open it and navigate back to <u>www.RMLSweb.com</u>.

Once again, hover over the RMLS*web* logo to see if you are now on a different server. If not, repeat the steps above until you see a different server number.