

Troubleshooting Server Errors



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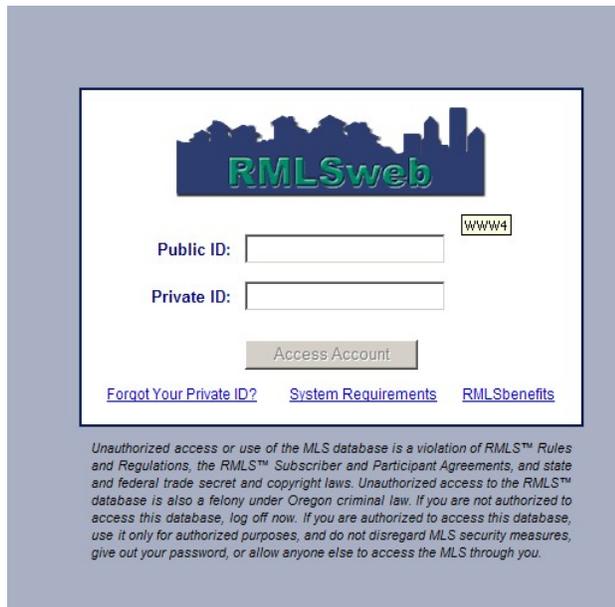
How to Identify the RMLWeb Server You're On and Switch to a Different Server

RMLWeb uses seven different web servers to better serve all of our subscribers simultaneously. To help distribute traffic between the servers RMLWeb 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.

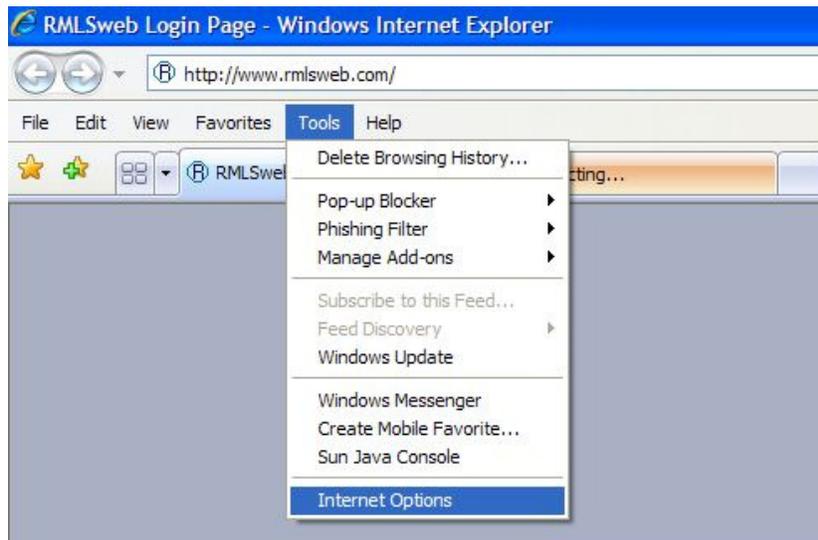
The first step in the process is to find out what server you are currently on. Each RMLWeb server has a number associated with it when you hover your mouse over the RMLWeb logo at the login screen. As you can see in the screenshot below, that is server 4, as it reads WWW4.



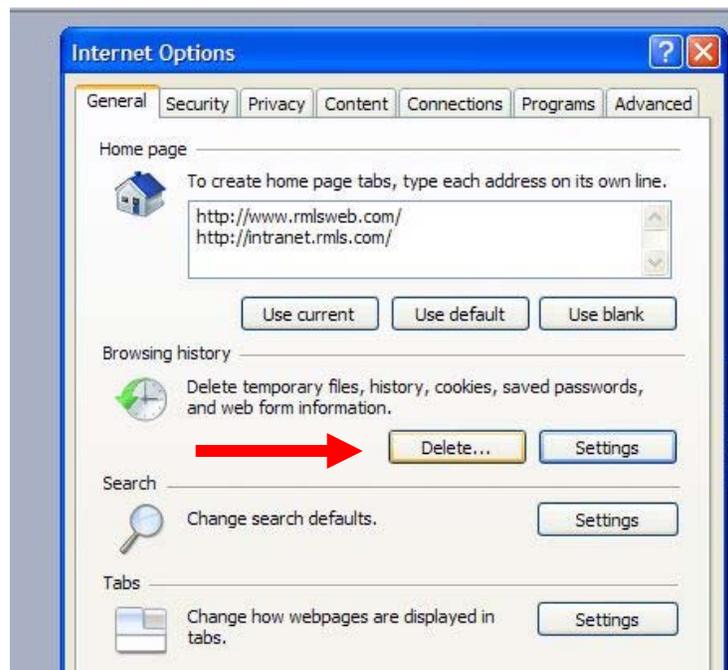
Now that you know what server is causing problems you need to clear your cookies. Then, when you go back to the RMLWeb login screen, the load balancer will place a new cookie on your machine and hopefully route you to a different server.

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.



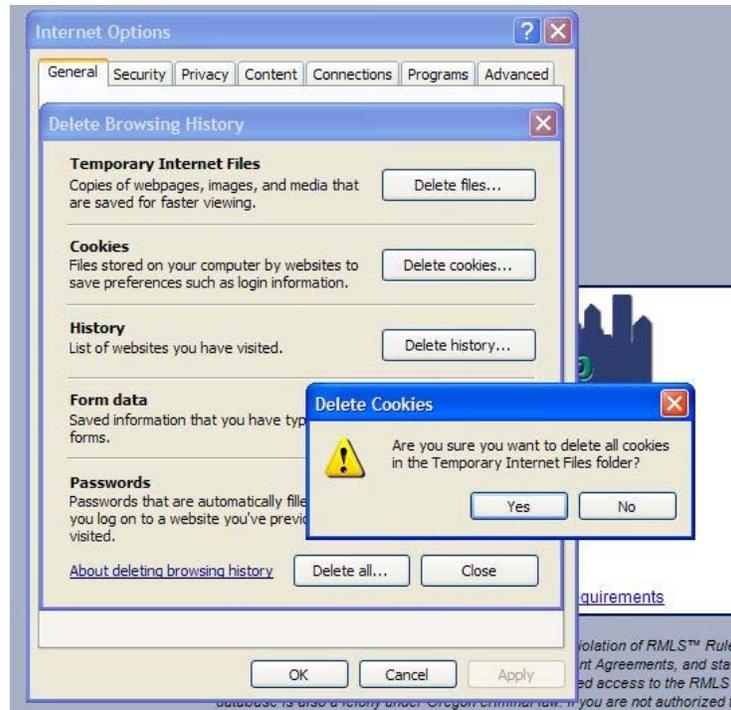
Once you have clicked on Internet Options, a screen will come up with all sorts of tabs and options. You want to stay on the General tab. Next, click the delete button.



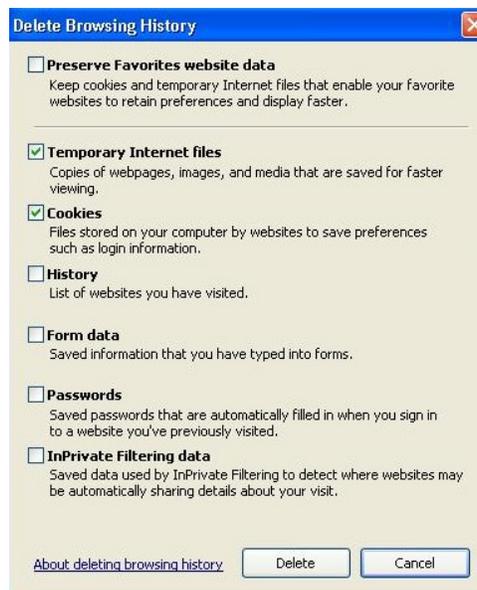
Note: If you do not see the screen in the image above this means you are using Internet Explorer version 6. We advise you to upgrade your browser for optimum performance and security.

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.



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.



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 www.RMLWeb.com.

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