

## How to . . .

### Correct 502 Errors

Any client (e.g. your Web browser) goes through the following cycle when it communicates with the Web server:

- \* Obtain an IP address from the IP name of the site (the site URL without the leading 'http://'). This lookup (conversion of IP name to IP address) is provided by domain name servers (DNSs).
- \* Open an IP socket connection to that IP address.
- \* Write an HTTP data stream through that socket.
- \* Receive an HTTP data stream back from the Web server in response. This data stream contains status codes whose values are determined by the HTTP protocol. Parse this data stream for status codes and other useful information.

This error occurs in the final step above when the client receives an HTTP status code that it recognizes as '502'.

### Fixing 502 errors in general

This problem is due to poor IP communication between back-end computers, possibly including the Web server.

You might consider doing the following:

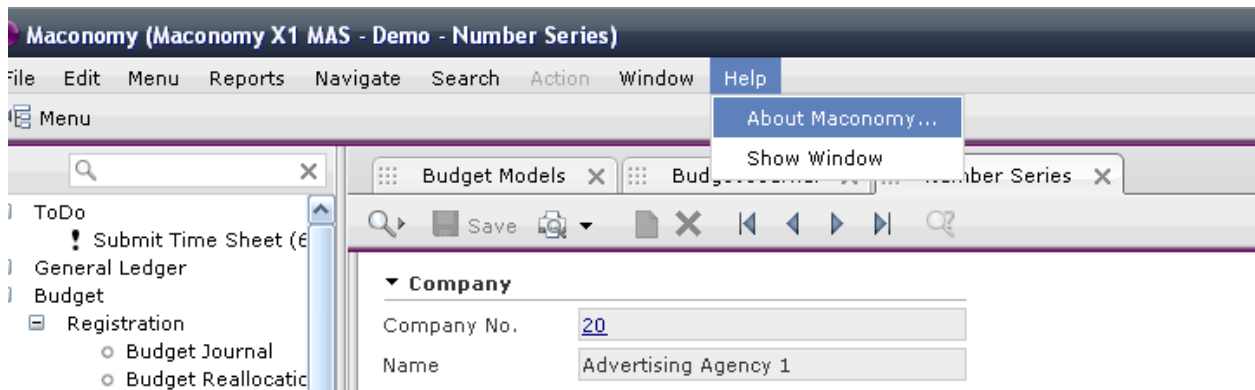
- you should clear your browser cache completely.
- there might be something wrong with your internal Internet connection e.g. your firewall is not functioning correctly.

## To Correct:

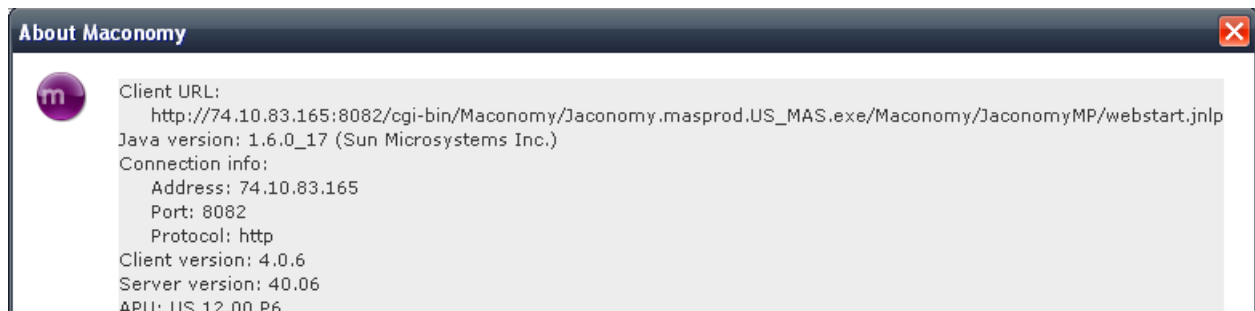
1) Have the user try and log in from another Machine that is not experiencing the issue and see if it still occurs? This will help determine if the issue is related to the user or the user's machine.

2) Log onto the Java client as the user in question.

- Open Help > About Maconomy...



- Click into the window that appears and press Ctrl + D



- In the Debug options window that opens, check "Clear user settings after next login".

The debug output is written to the Java (or webstart) console and to the file:  
'C:\Documents and Settings\Ryan MacNeil\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\...  
To open the file, click the button below.

To launch a client with the menu "Test", use this URL:  
[http://74.10.83.165:8082/cgi-bin/Maconomy/Jaconomy.masprod.US\\_MAS.exe/Maconomy/JaconomyMP/webstartruntimetest.jnlp](http://74.10.83.165:8082/cgi-bin/Maconomy/Jaconomy.masprod.US_MAS.exe/Maconomy/JaconomyMP/webstartruntimetest.jnlp)

Open debug output file

Dialog Data   
Global   
Dialog Specification   
Search Data   
State Machine   
Preferences   
Ping   
Reporting   
Notifications

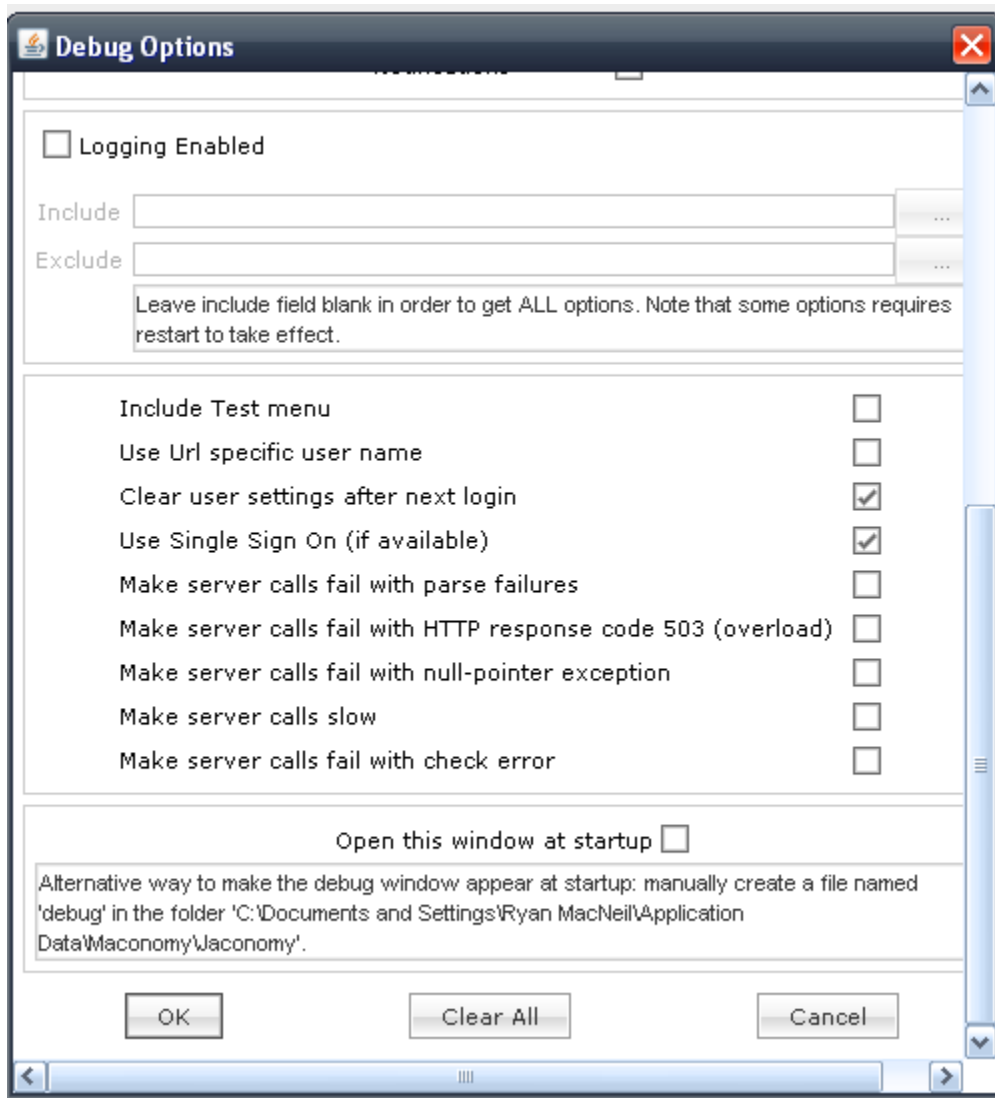
Logging Enabled

Include  ...  
Exclude  ...

Leave include field blank in order to get ALL options. Note that some options requires restart to take effect.

Include Test menu   
Use Url specific user name   
Clear user settings after next login   
Use Single Sign On (if available)   
Make server calls fail with parse failures   
Make server calls fail with HTTP response code 503 (overload)

- Scroll down in the Debug Options window and click OK for the settings to be saved (note that you may need to make the Debug Options window smaller in order to be able to scroll down in it)



- Shut down the Java client and re-launch it.