Page Not Found Error

8/4/11

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Introduction

A few IronOaks Website users have gotten a page not found error sometimes with a 404, 505 or similar error code. This problem appears both when directly accessing the website or accessing the website from IronOaks Website links in the current SITL E-mail.

Note: This document is not intended for users that encounter a single broken link that results in a Page Not Found error. Instead follow the directions given when the Page Not Found error was displayed on the website.

Note: Older SITL E-mails can be expected to contain invalid links due to the website being updated.

The IronOaks Website is being blocked **(the entire website**) due to the user's browser and the solution to this problem may be to clear the browser "cookies".

A cookie can be defined as: "A **cookie**, also known as a **web cookie**, **browser cookie**, and **HTTP cookie**, is a piece of text stored on a user's computer by their web browser. A cookie can be used for authentication, storing site preferences, etc."

Note: A cookie is set by your browser as instructed by a server or by a virus program. The IronOaks Website does not contain any viruses nor does it set any cookies.

After consulting with your computer advisor (or your grandkids ☺) the cookies can be cleared using the following. Proceed with caution. This method has cleared up the problem for several users but there are other ways that websites can be blocked.

It may also be desirable to block some or all of the cookies from being set. Browsers have options to accomplish this and clicking on the browser help tab or searching the internet should provide additional information.

Note: The IronOaks Website does not set nor does it have any code that would cause a browser to set cookies.

Occasionally an individual link will fail because the target file has been deleted. This is especially noticeable when using a link in an older SITL E-mail that links to a file that has been deleted. This is expected as obsolete files are deleted from the website.

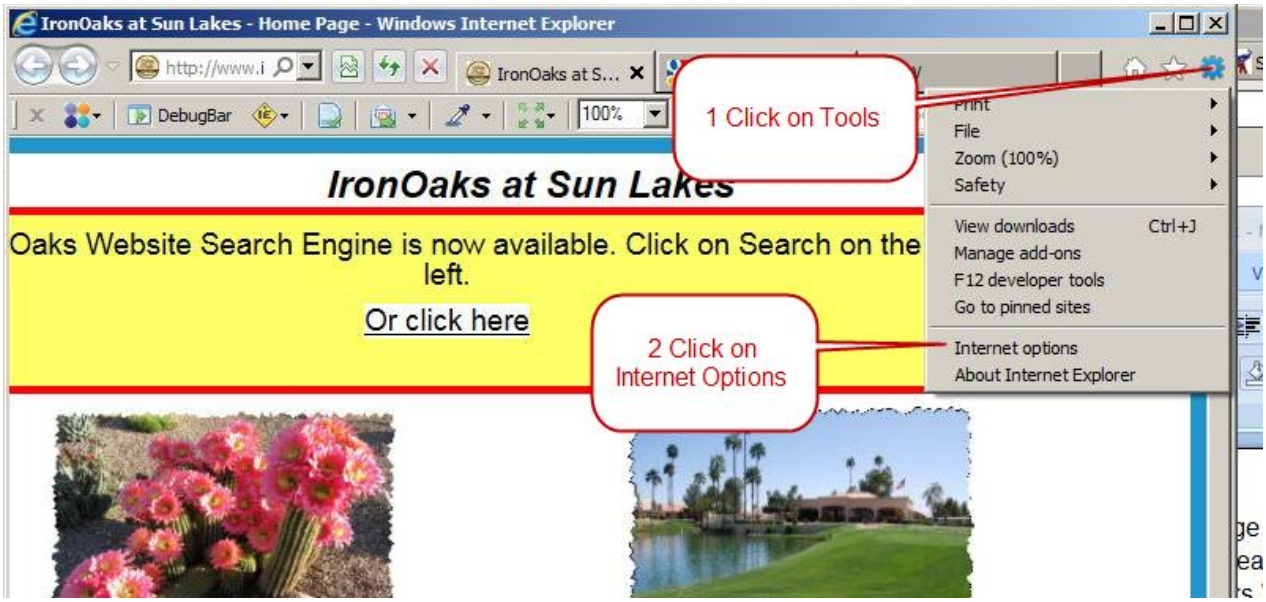
Backup Caution

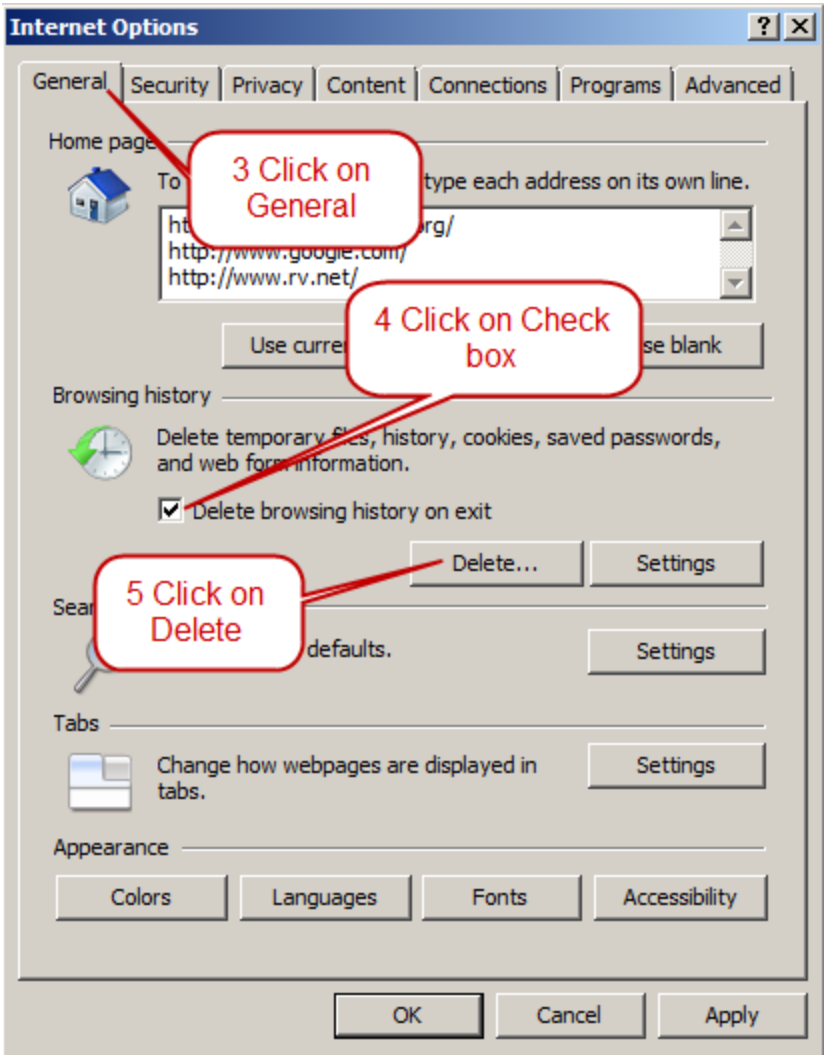
Before proceeding with any changes to your computer we strongly recommend that you complete a full backup of all data including an image backup of the hard drive so that if necessary you can recover from any problems.

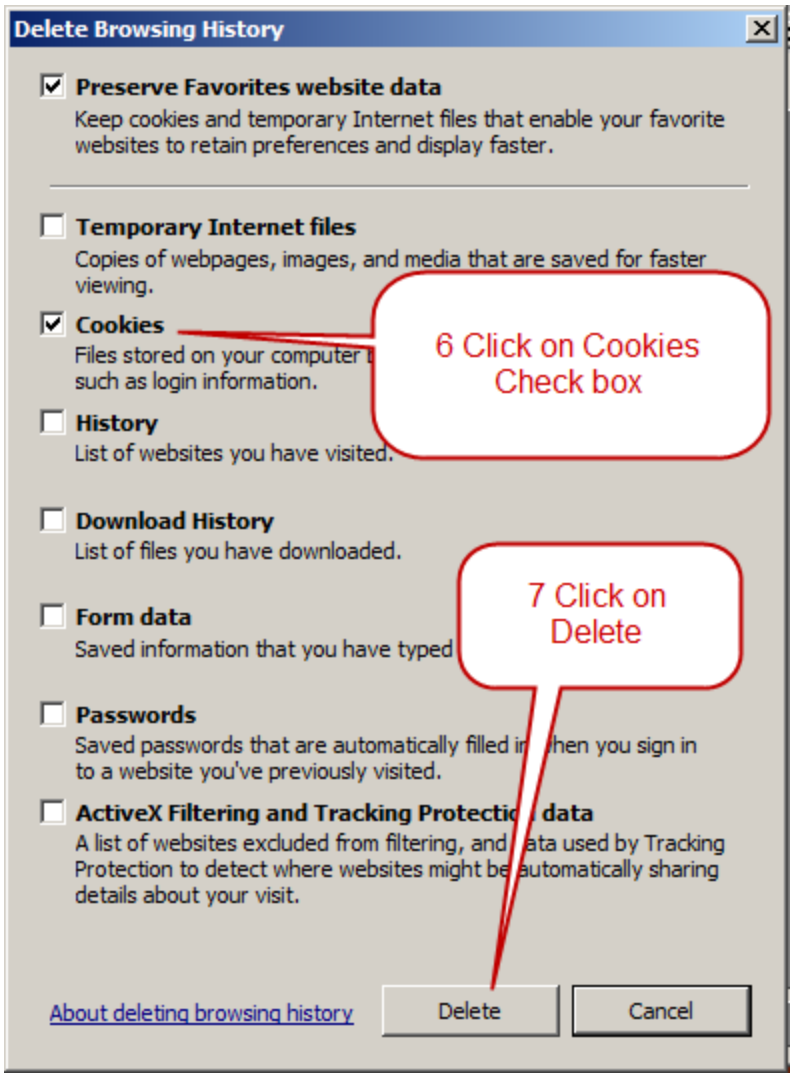
Internet Explorer 9 Instructions

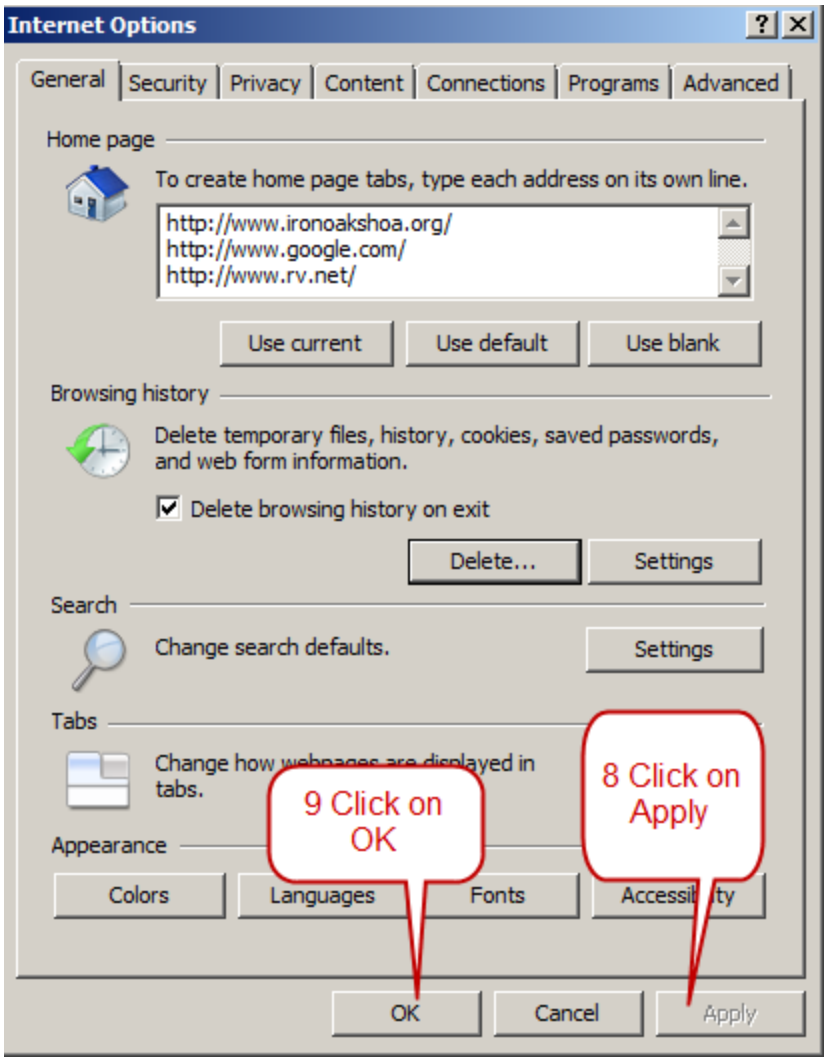
Please read the Backup Caution on page 3 above before proceeding.

Open the browser and follow the instructions below.



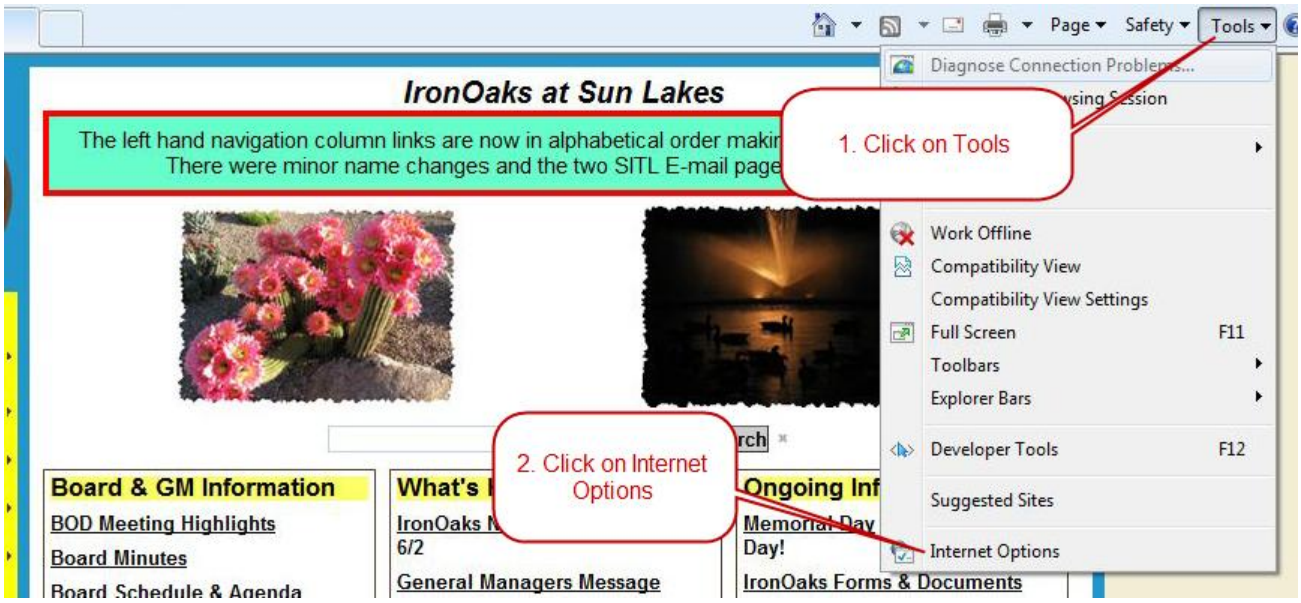

Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Home page
3 Click on General
type each address on its own line.
http://www.google.com/
http://www.rv.net/
4 Click on Check box
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete...
Settings
5 Click on Delete
defaults.
Settings
Tabs
Change how webpages are displayed in tabs.
Settings
Appearance
Colors
Languages
Fonts
Accessibility
OK
Cancel
Apply


Delete Browsing History
Preserve Favorites website data
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Temporary Internet files
Copies of webpages, images, and media that are saved for faster viewing.
Cookies
Files stored on your computer
such as login information.
History
List of websites you have visited.
6 Click on Cookies Check box
Download History
List of files you have downloaded.
Form data
Saved information that you have typed
7 Click on Delete
Passwords
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
ActiveX Filtering and Tracking Protection data
A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.
About deleting browsing history
Delete
Cancel


Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Home page
To create home page tabs, type each address on its own line.
http://www.ironoakshoa.org/
http://www.google.com/
http://www.rv.net/
Use current
Use default
Use blank
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete...
Settings
Search
Change search defaults.
Settings
Tabs
Change how webpages are displayed in tabs.
Appearance
Colors
Languages
Fonts
Accessibility
OK
Cancel
Apply
9 Click on OK
8 Click on Apply

Internet Explorer 8 Instructions

Please read the Backup Caution on page 3 above before proceeding.



Next follow steps 3-9 for Internet Explorer 9 above.

Internet Explorer 7 Instructions

Please read the Backup Caution on page 3 above before proceeding.

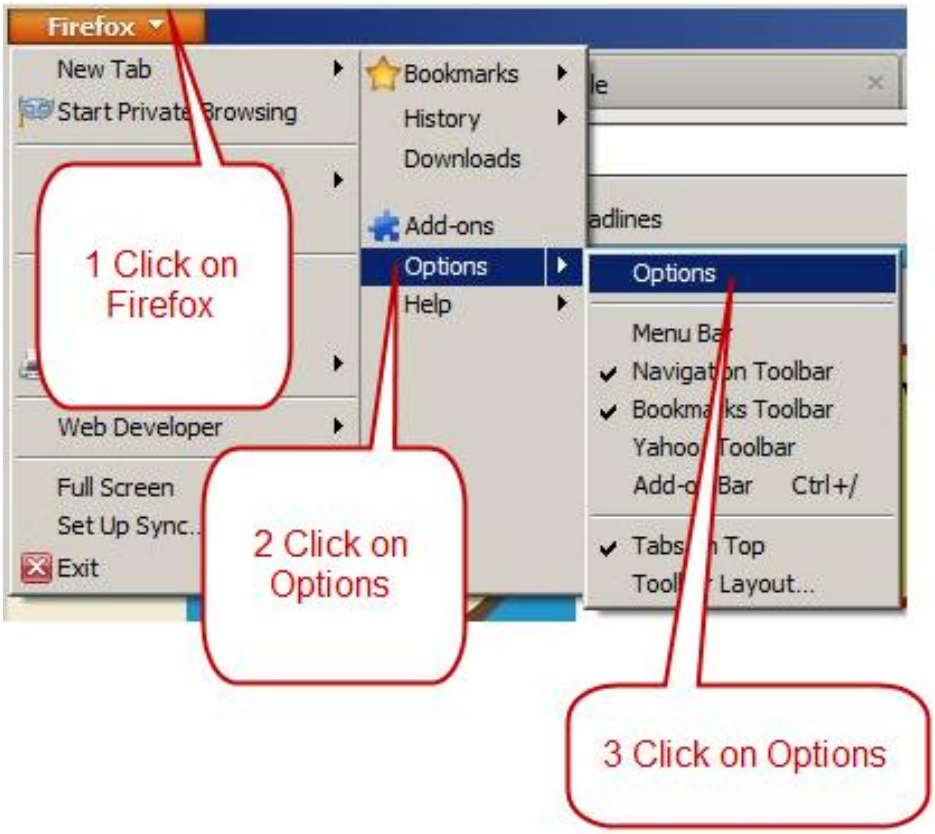
The procedure for deleting Cookies is similar to the procedure for Internet Explorer 8.

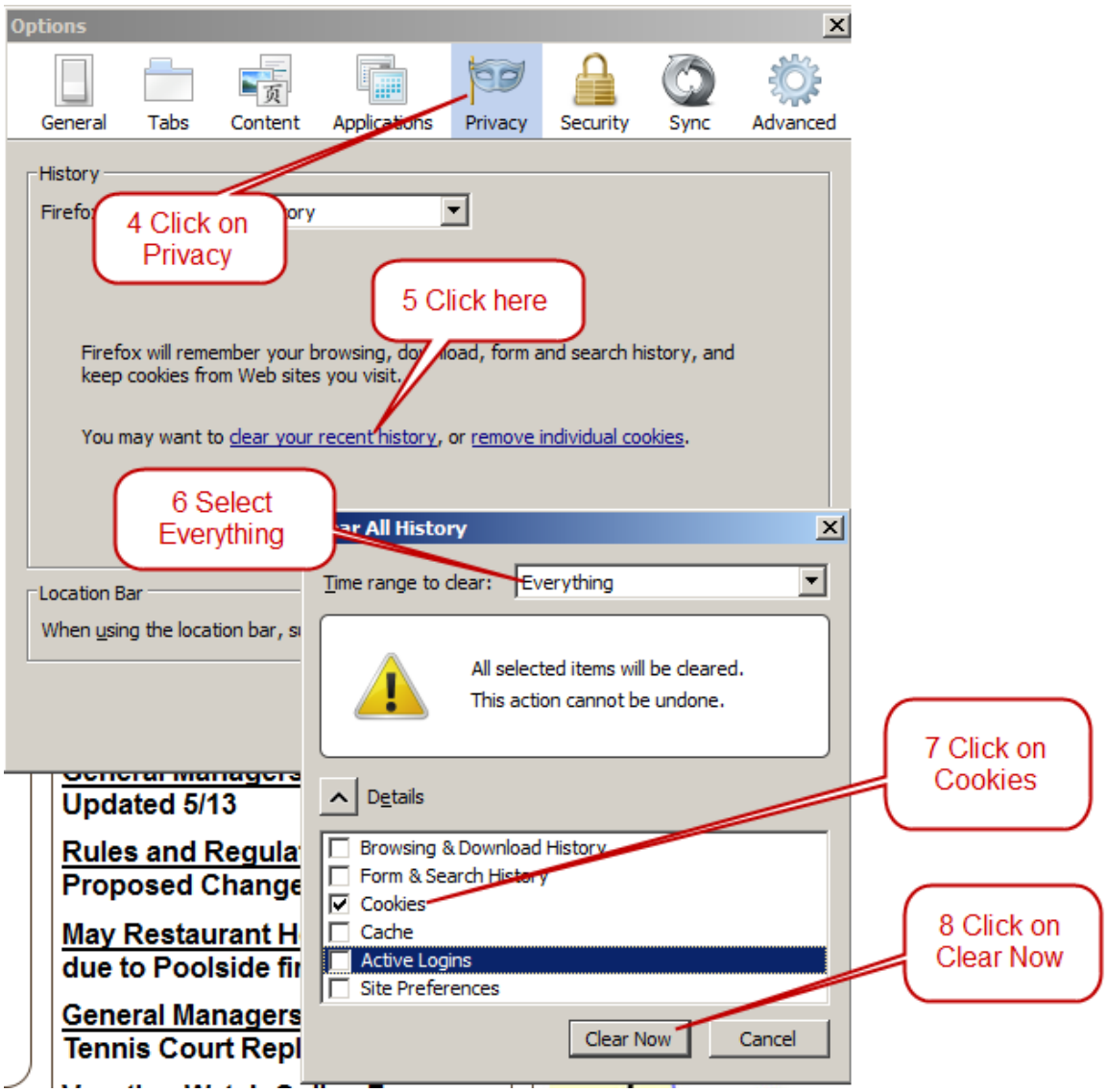
Firefox Instructions

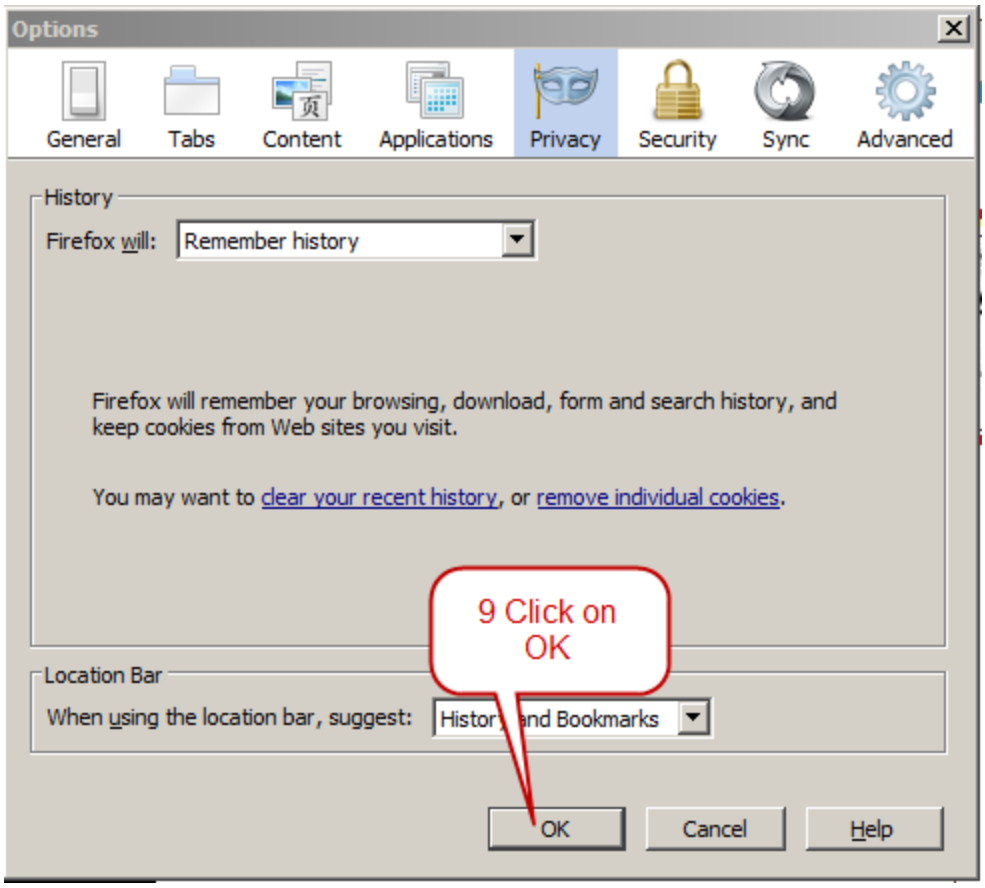
Please read the Backup Caution on page 3 above before proceeding.

These instructions are for the latest version. Earlier versions are similar.

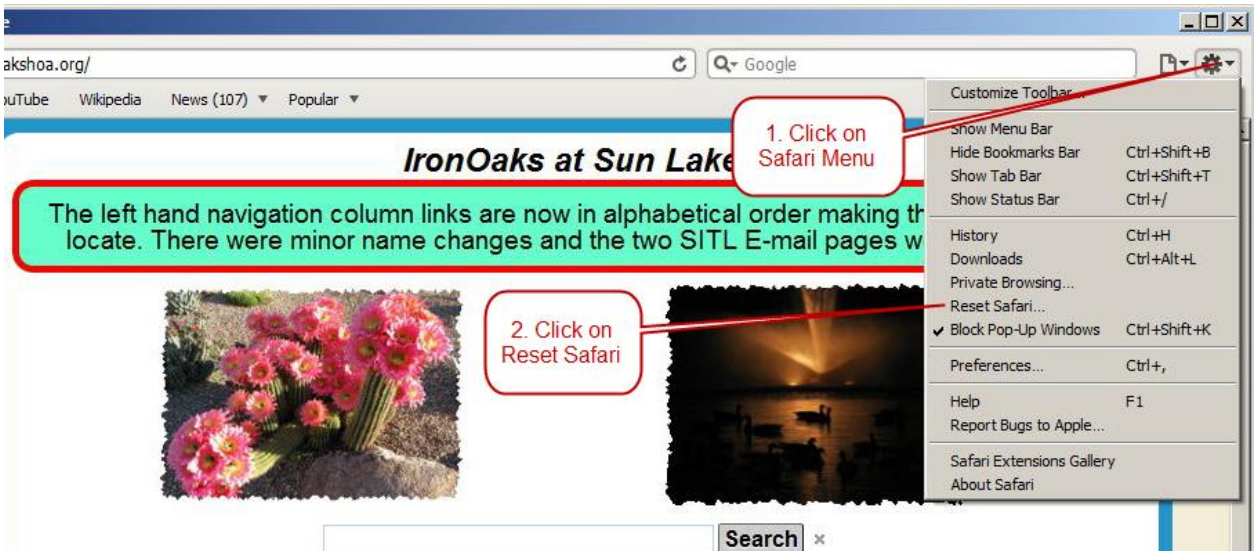
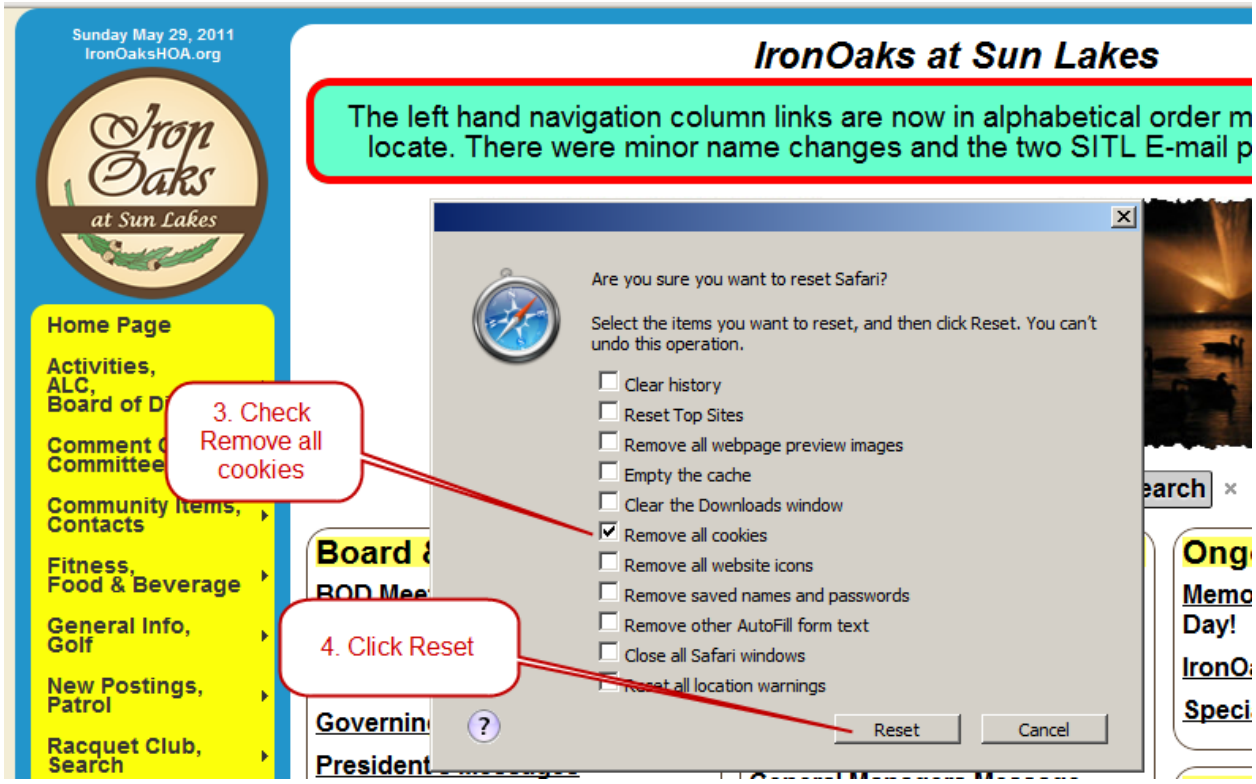
Open Firefox.




Options
General
Tabs
Content
Applications
Privacy
Security
Sync
Advanced
History
4 Click on Privacy
5 Click here
Firefox will remember your browsing, download, form and search history, and keep cookies from Web sites you visit.
You may want to clear your recent history, or remove individual cookies.
6 Select Everything
Location Bar
Time range to clear:
Everything
All selected items will be cleared.
This action cannot be undone.
Details
Browsing & Download History
Form & Search History
Cookies
Cache
Active Logins
Site Preferences
Clear Now
Cancel
7 Click on Cookies
8 Click on Clear Now
Updated 5/13
Rules and Regula
Proposed Change
May Restaurant H
due to Poolside fi
General Managers
Tennis Court Repl


Options
General
Tabs
Content
Applications
Privacy
Security
Sync
Advanced
History
Firefox will:
Remember history
Firefox will remember your browsing, download, form and search history, and keep cookies from Web sites you visit.
You may want to clear your recent history, or remove individual cookies.
9 Click on OK
Location Bar
When using the location bar, suggest:
History and Bookmarks
OK
Cancel
Help

Safari Instructions

Please read the Backup Caution on page 3 above before proceeding.

These instructions are for the latest version. Earlier versions are similar.