Common Dataverse issues and Troubleshooting Guide

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1. Server 4XX errors

a. 400: Bad Request

- **Problem:** Either the server couldn't process your request or the website you're looking for is down
- **Solution:** Check the URL is correct or use another browser. Alternatively, the site might be temporarily down – wait and try again later.

b. 401: Unauthorised

- **Problem:** Webpage requires authentication
- **Solution:** Log into the website and try again

c. 403: Forbidden

- **Problem:** You do not have permission to access the webpage
- **Solution:** Try logging in to see if that works

d. 404 error

- **Problem:** Page not found, indicating a problem with the server due to broken or dead links
- **Solution:** Reload the page and check you typed in the correct URL, try to access the homepage, try using a different browser, clear your browser's cache memory and cookies

e. 408: Request Timeout

- **Problem:** If the website is taking too long to respond, the server will stop trying and display a 408 error
- **Solution:** Check your internet connection as it may be lagging temporarily. Wait and try again in a few minutes

2. Server 5XX-Errors

9/30/2020   500 Internal Server Error - ICRISAT Dataverse

👤 Dataverse

> **Internal Server Error** - An unexpected error was encountered, no more information is available.

a. 500 - Internal Server Error

- **Problem**: Perhaps the most common message encountered, this indicates a generic server error that's displayed when the server cannot determine the exact problem.

- **Solution**: Reload the page and check you typed in the correct URL, try to access the homepage, try using a different browser, clear your browser's cache memory and cookies

b. 501 - Not Implemented

- **Problem:** The server cannot distinguish the request made, or is unable to perform the request for whatever reason. This typically suggests future accessibility.

- **Solution:** A 501 error is not something you can fix, but rather requires a fix by the web server admin who manages the website and server you are trying to access.

c. 502 - Bad Gateway

- **Problem:** This occurs when the server is operating as a gateway or proxy server and the upstream server returns an invalid response. Two servers are unable to communicate effectively

- **Solution**: Try using a different web browser, clear your browser's cache or cookies to remove any corrupt files
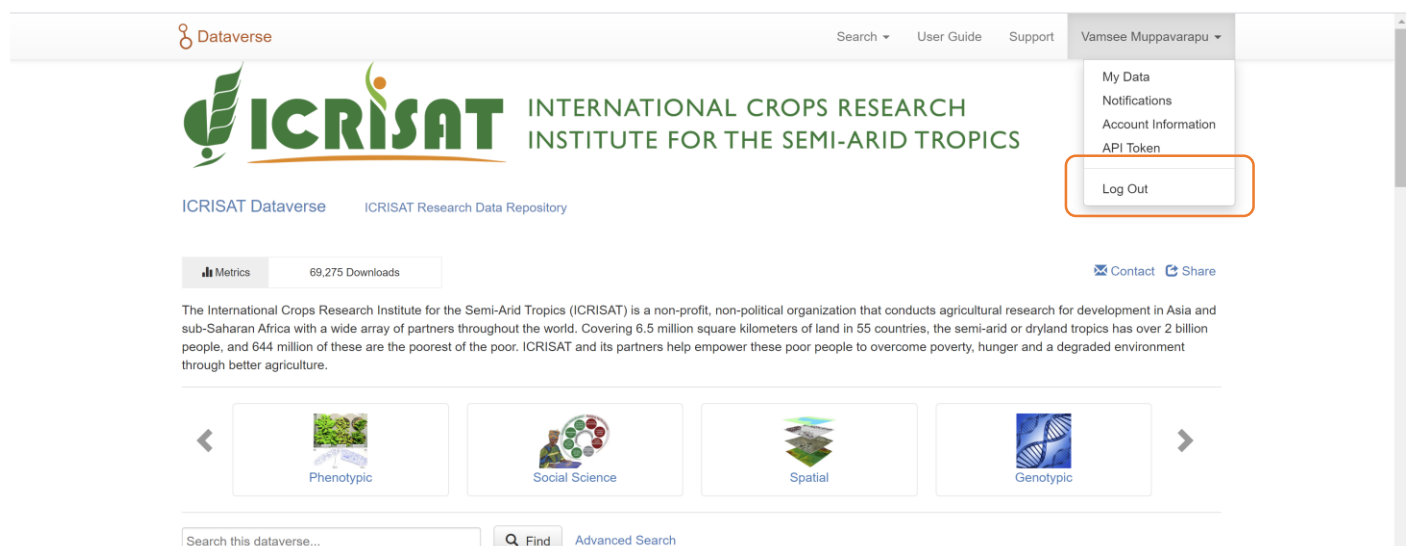
d. 503 - Service Unavailable

- **Problem:** This signifies that the server is unavailable at the present moment, usually due to maintenance or overloading. It is generally a temporary issue and the user should try again later.

- **Solution**: The site might be temporarily down – wait and try again later.

e. 504 - Gateway Timeout

- **Problem:** Like the 502 status, the server was functioning as a gateway or proxy server. This error occurs when the upstream server fails to respond in a timely manner.

- **Solution**: Reload the page, try to access the homepage, try using a different browser, clear your browser's cache memory and cookies

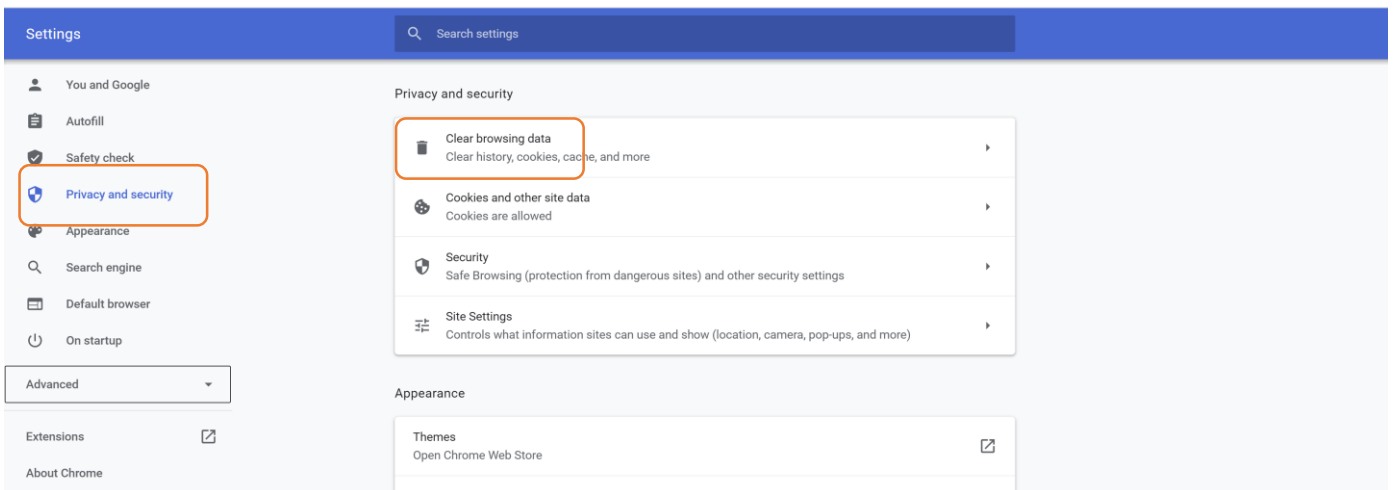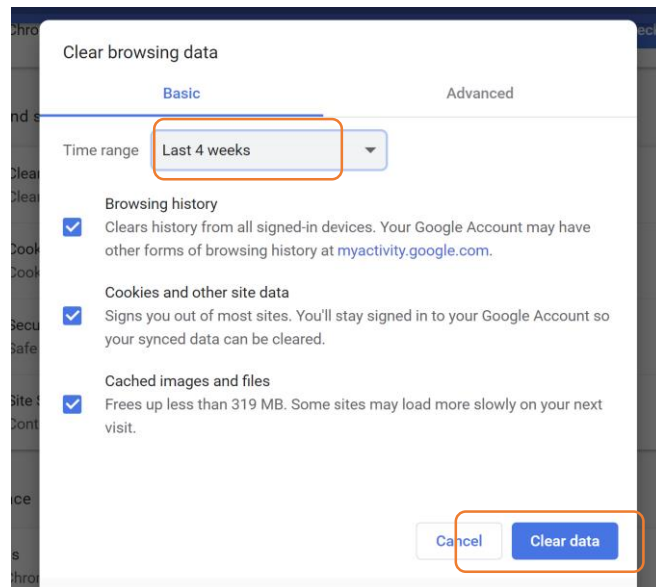## Steps to follow for clearing cache and cookies in Google Chrome

1. Logout from Dataverse

2. Open Chrome settings

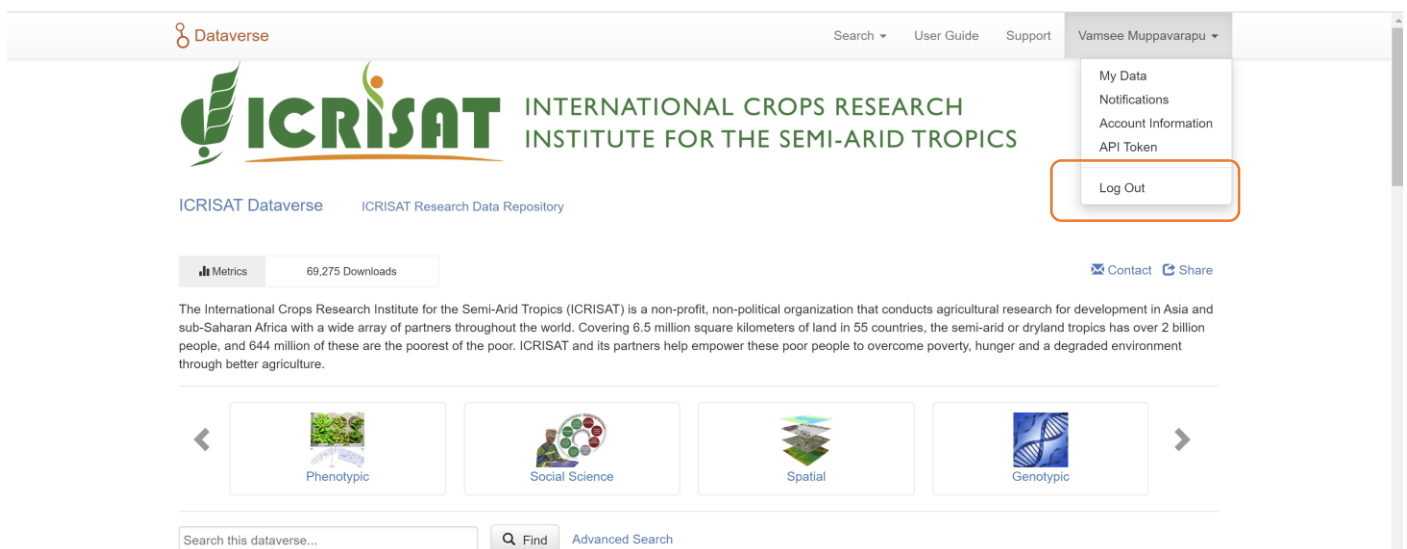3. Go to privacy and security and click on clear browsing data option

4. Select time range as "Last 4 weeks" or "Everything". Select the fields as shown below and clear data. Restart the browser by closing it completely and re-open.
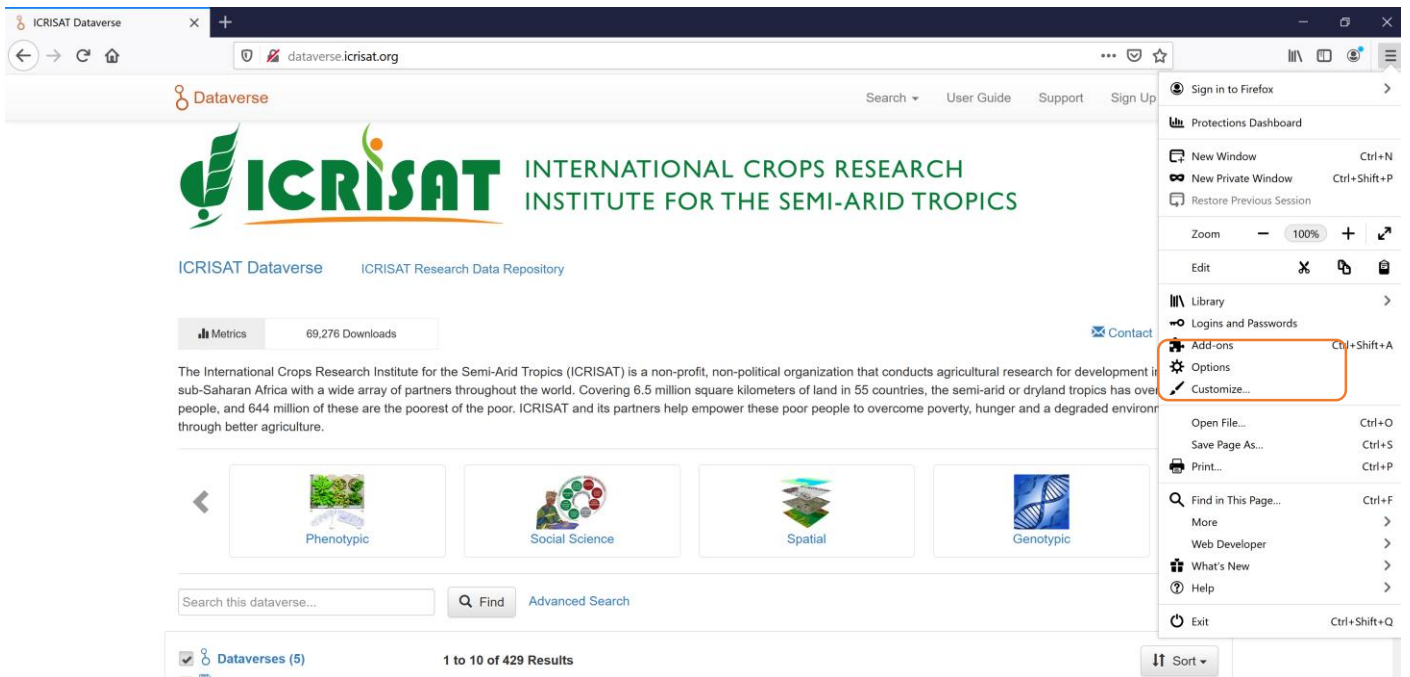
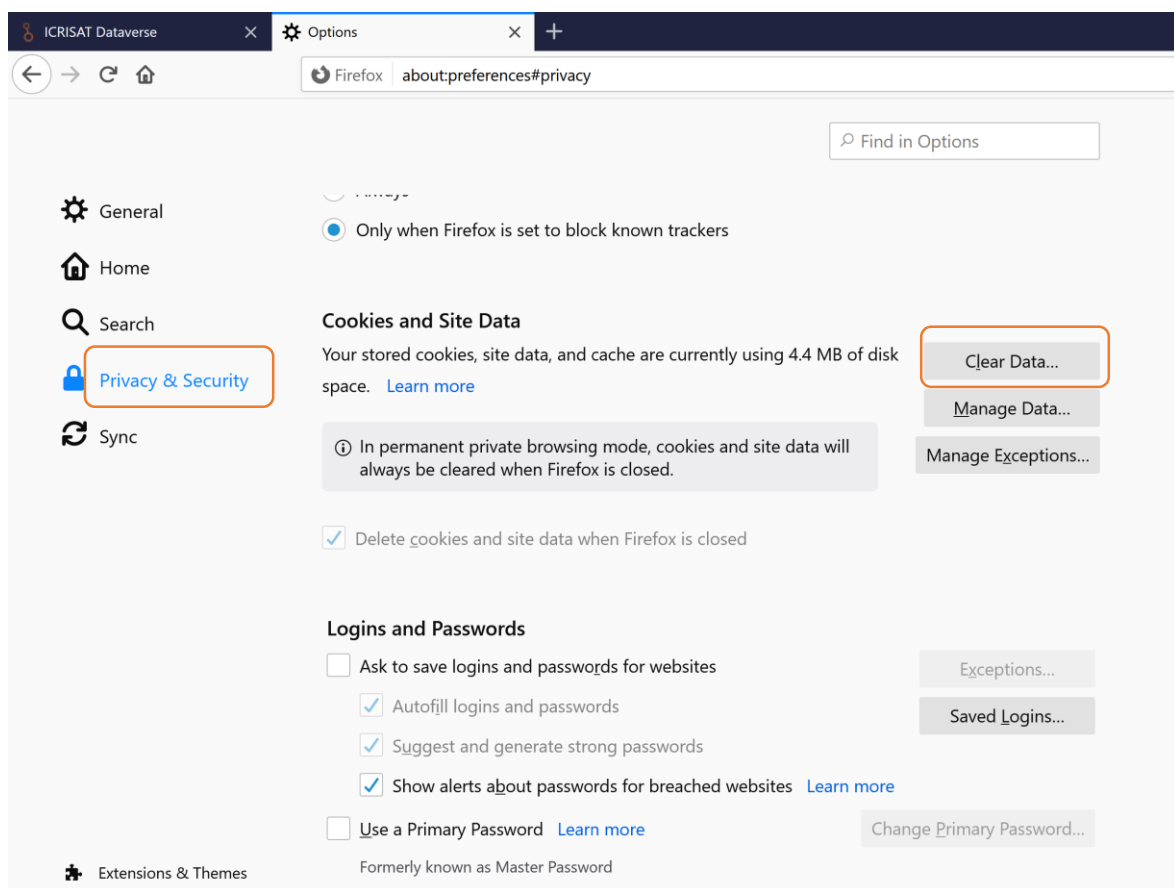# Steps to follow for clearing cache and cookies in Mozilla Firefox
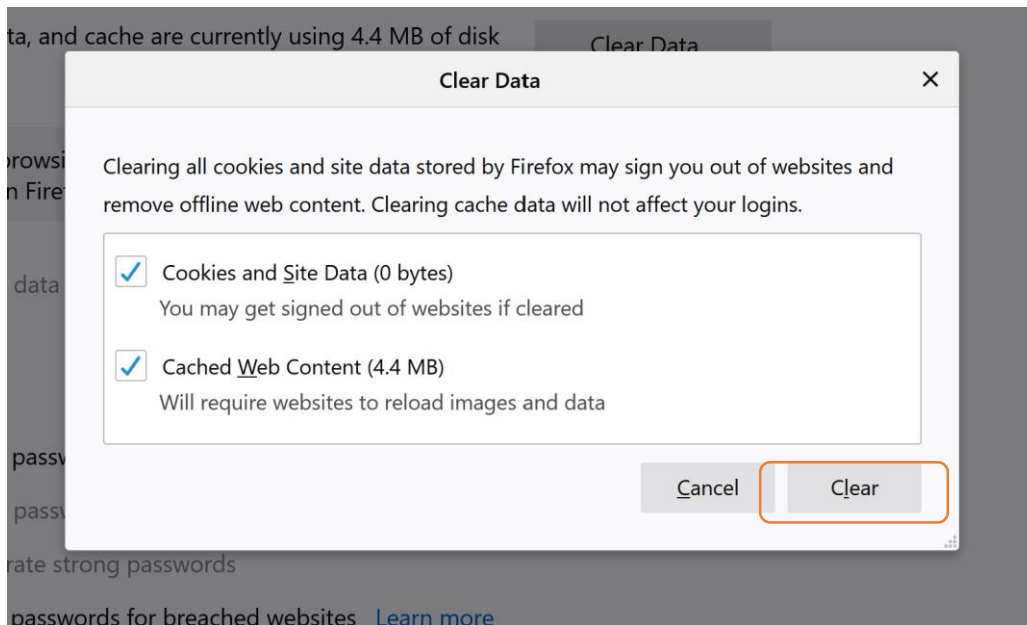
1. Logout from Dataverse

2. Open Firefox Options

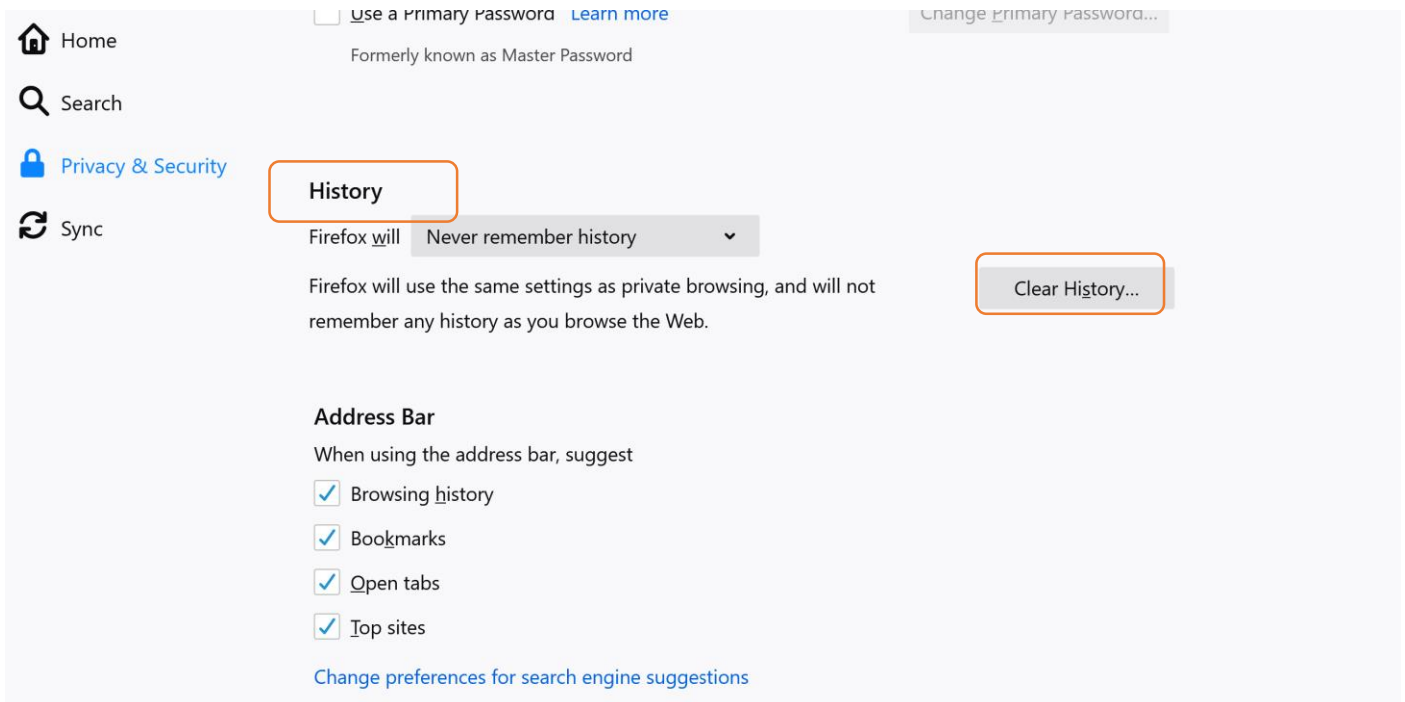3. Go to privacy and security and click on clear data option

4. Select the fields as shown below and click clear.

Clear Data

Clearing all cookies and site data stored by Firefox may sign you out of websites and remove offline web content. Clearing cache data will not affect your logins.

☑ Cookies and Site Data (0 bytes)
  You may get signed out of websites if cleared

☑ Cached Web Content (4.4 MB)
  Will require websites to reload images and data

Cancel   Clear

5. In the same page, go to history and click on clear history option.

🏠 Home
🔍 Search
🔒 Privacy & Security
🔄 Sync

Use a Primary Password Learn more
Formerly known as Master Password

Change Primary Password...

History

Firefox will Never remember history ⌄

Firefox will use the same settings as private browsing, and will not remember any history as you browse the Web.

Clear History...

Address Bar

When using the address bar, suggest

☑ Browsing history
☑ Bookmarks
☑ Open tabs
☑ Top sites

Change preferences for search engine suggestions

6. Select time range as "Last 4 weeks" or "Everything". Select the fields as shown below and click OK. Restart the browser by closing it completely and re-open.

Clear All History

Time range to clear: Everything ▾

⚠️ All history will be cleared.
This action cannot be undone.

History

☑ Browsing & Download History   ☑ Cookies
☑ Active Logins   ☑ Cache
☑ Form & Search History

Data

☑ Site Preferences   ☑ Offline Website Data

OK   Cancel
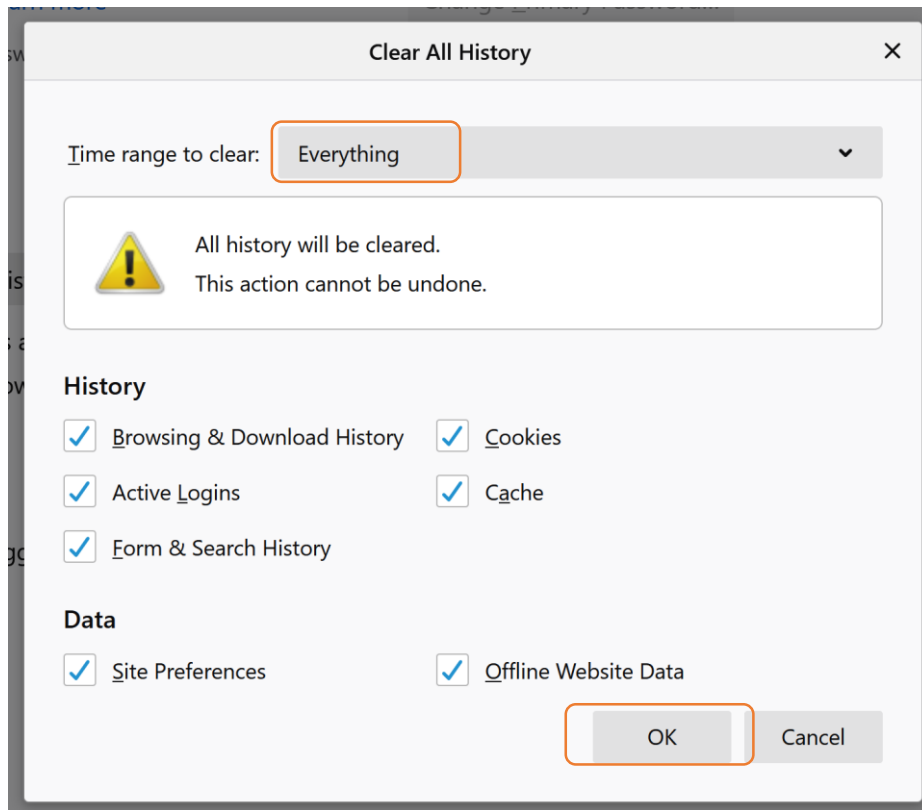
*For any further issues please contact SBDM-Team at sbdm@cgiar.org