

JKB00201

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A Single User Cannot Access the CockpIT Logon Page User Receives “The page cannot be displayed” Error Message

Symptoms:

The following text appears when a user tries to navigate to the CockpIT user page:

The page cannot be displayed

Possible Causes:

- Network communication failure
- No resolving to the CockpIT Server host name
- Proxy setting prevents users from accessing LAN servers
- IIS service is closed, stopped or not configured properly

Resolution:

- Try pinging CockpIT Server using the CockpIT IP address and hostname
- Check DNS settings in the client
- Check proxy settings
 - If there is a proxy server, add CockpIT to the exception list or check the bypass proxy server for local addresses. This is located in Internet Explorer:
Tools – Internet Options - Connections - LAN Settings
- Check IIS status:
 - Try to restart IIS or the Internet Services Manager:
Start – Programs – Administrative Tools - Services
- Try to enter the default home page of the server by entering only the server name in the Internet Explorer.
- Check CockpIT virtual directory settings
 1. Start the Internet Services Manger.
 2. Double click on the default site. A sub-directory called "cockpit" should appear on the list.
 3. If this sub-folder does not appear or the folder is empty, uninstall CockpIT and reinstall again.
Note: Don't forget to backup your data!