

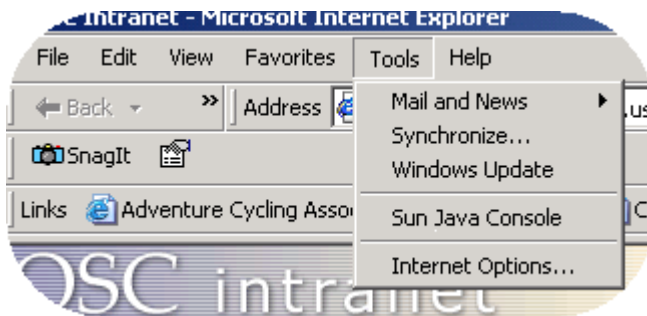
Instructions for Addressing '502 Bad Gateway' Error Messages

If you have been receiving a '502 Bad Gateway' error message while using Control-D, you may want to delete your temporary Internet files (also known as cache), and delete your current shortcut or favorite and re-create a shortcut by using the following instructions:

1. Delete temporary Internet files from your browsers.

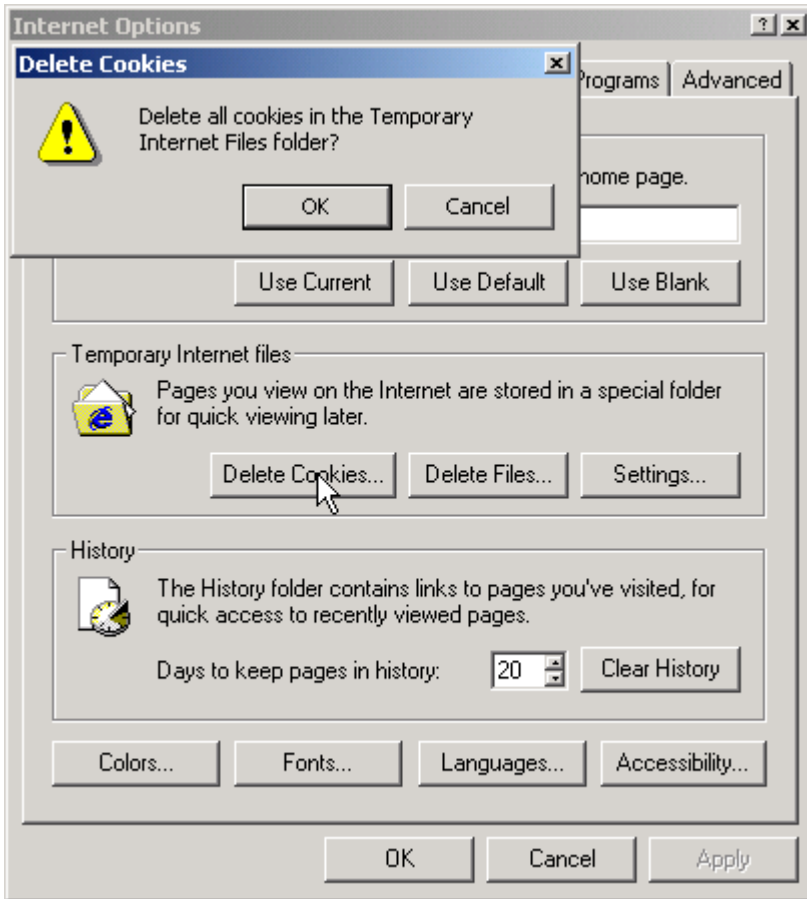
Please note: Deleting cookies will also delete Control-D filters. To restore the filters, please refer to the instructions on page 10 of the Control-D User Manual which can be accessed from the Control-D bulletin board. For ease of restoration, you may want to follow 2.a or 2.b below.

For **Internet Explorer** users, go to the Main Menu → Tools → Internet Options



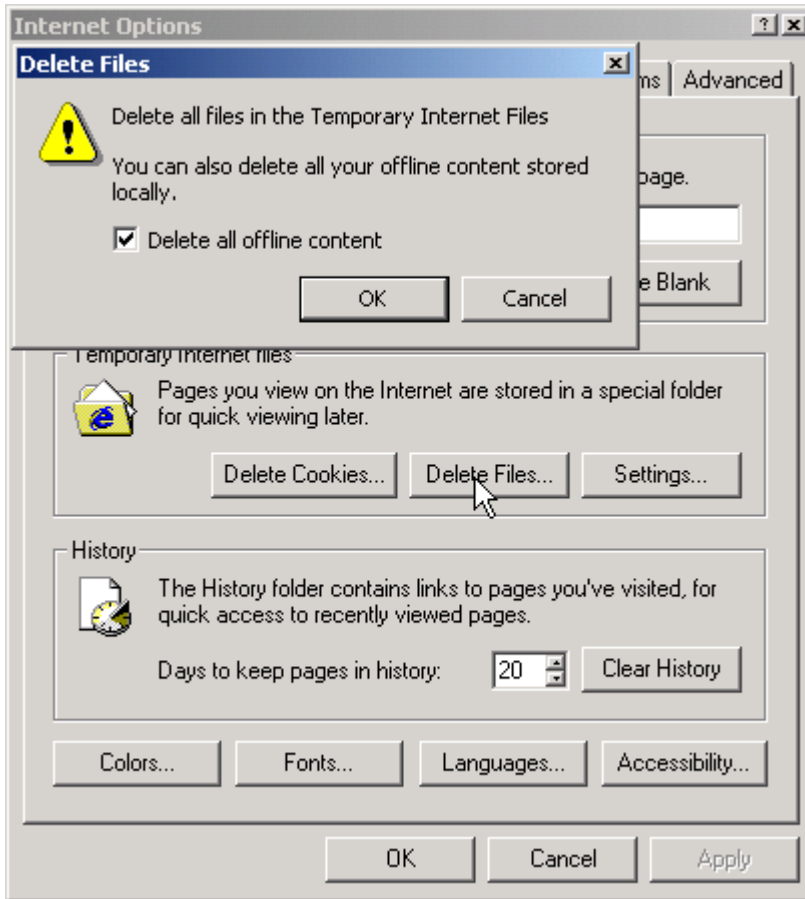
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a. On the General Tab, select “Delete Cookies” → OK

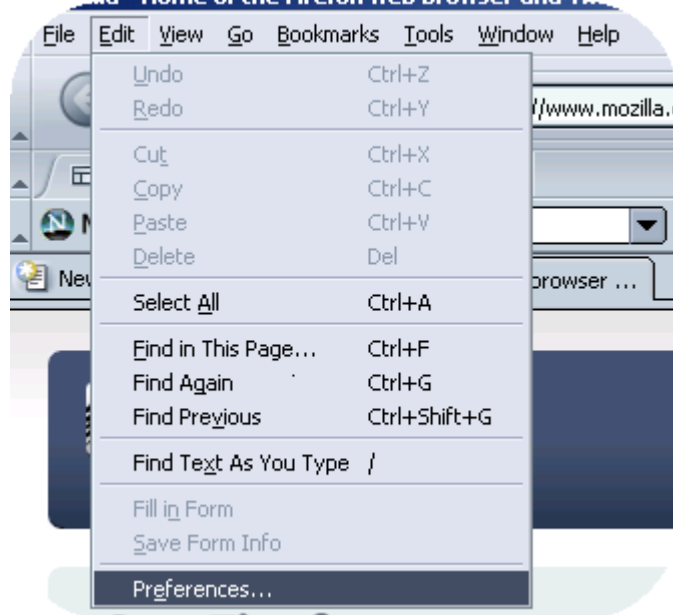


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b. Select “Delete Files” and check “Delete all offline content” → OK

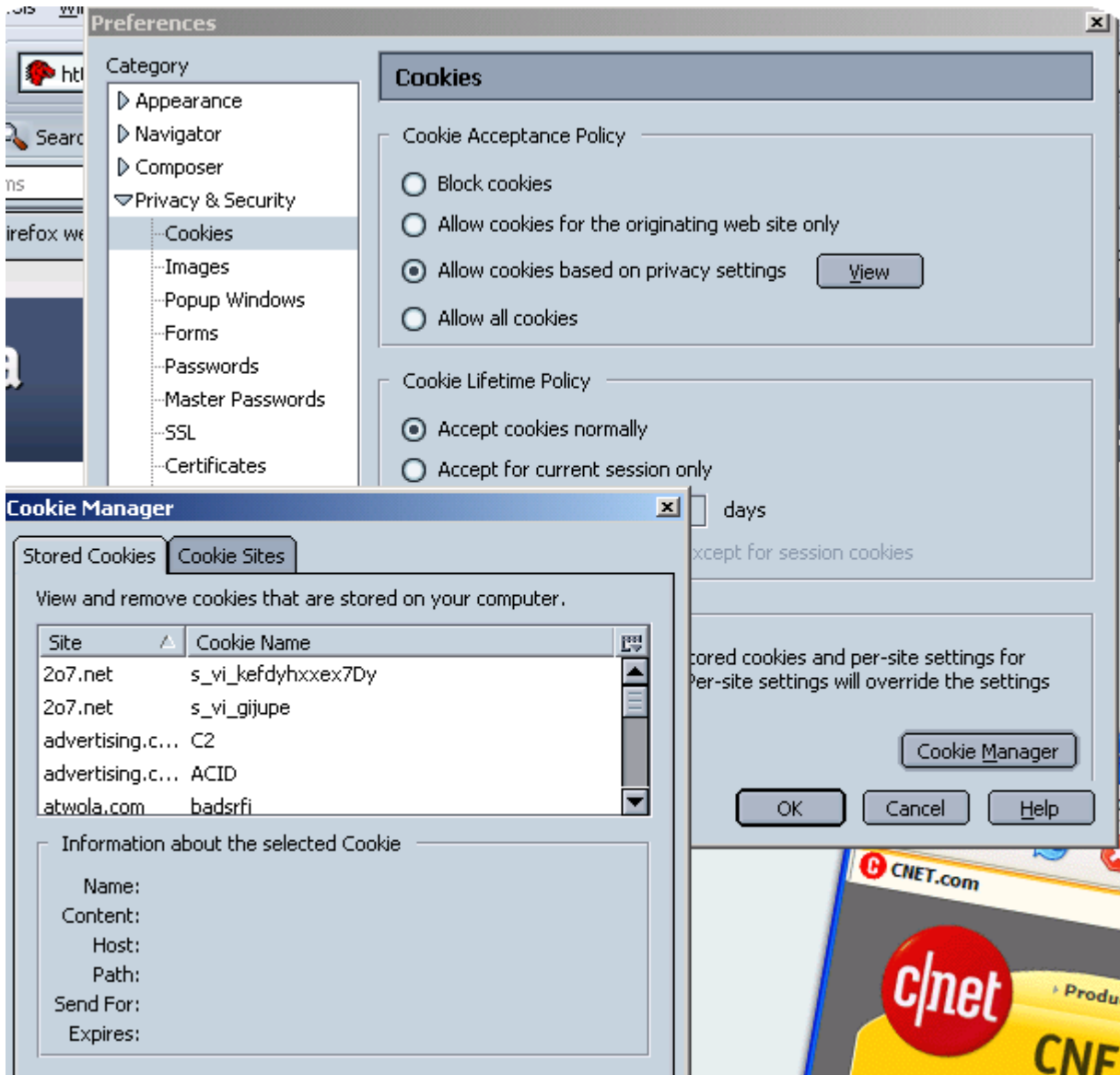


For Netscape 7.2 users, go to Main Menu → Edit → Preferences

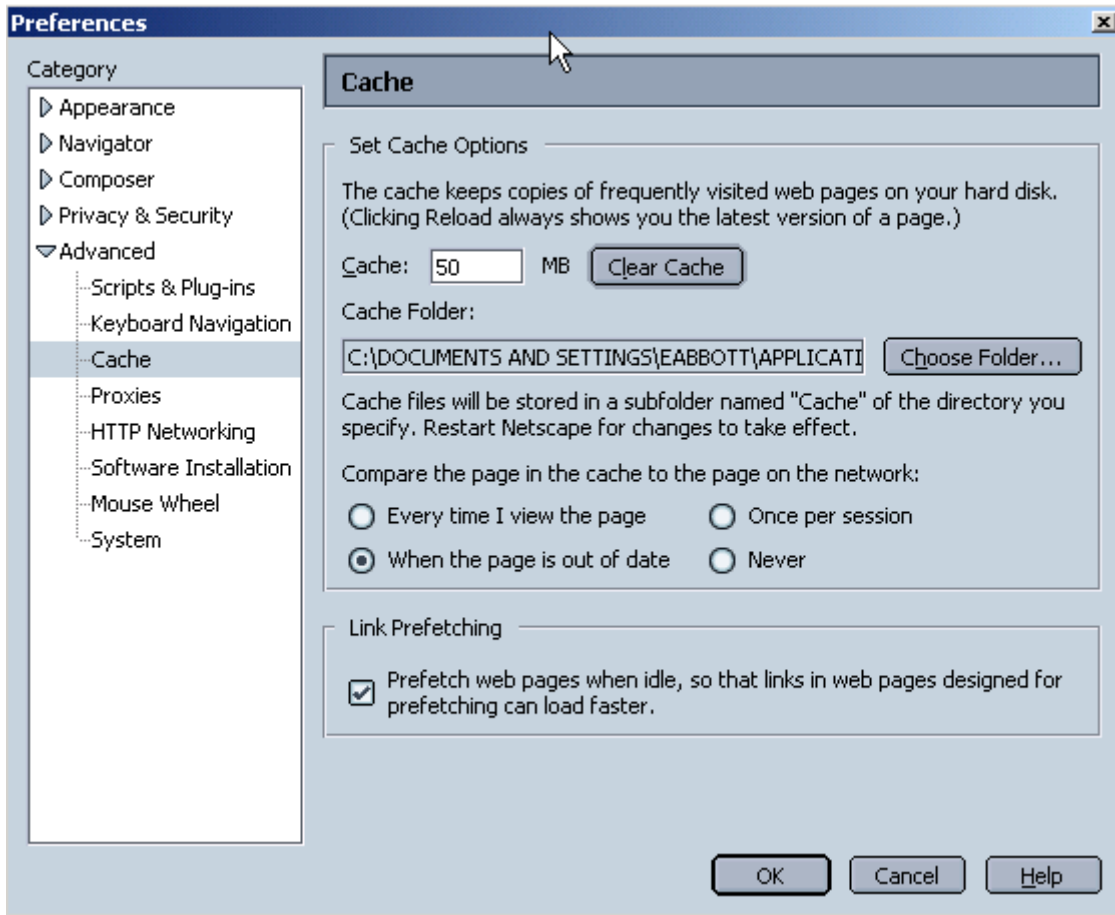


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a. Remove cookies: Select Privacy & Security → Cookies → Cookie Manager → Remove All Cookies



b. Remove Cache: Select Advanced → Cache → Clear Cache → OK



2. To restore or re-create filters, the following two possible solutions may be helpful to you:

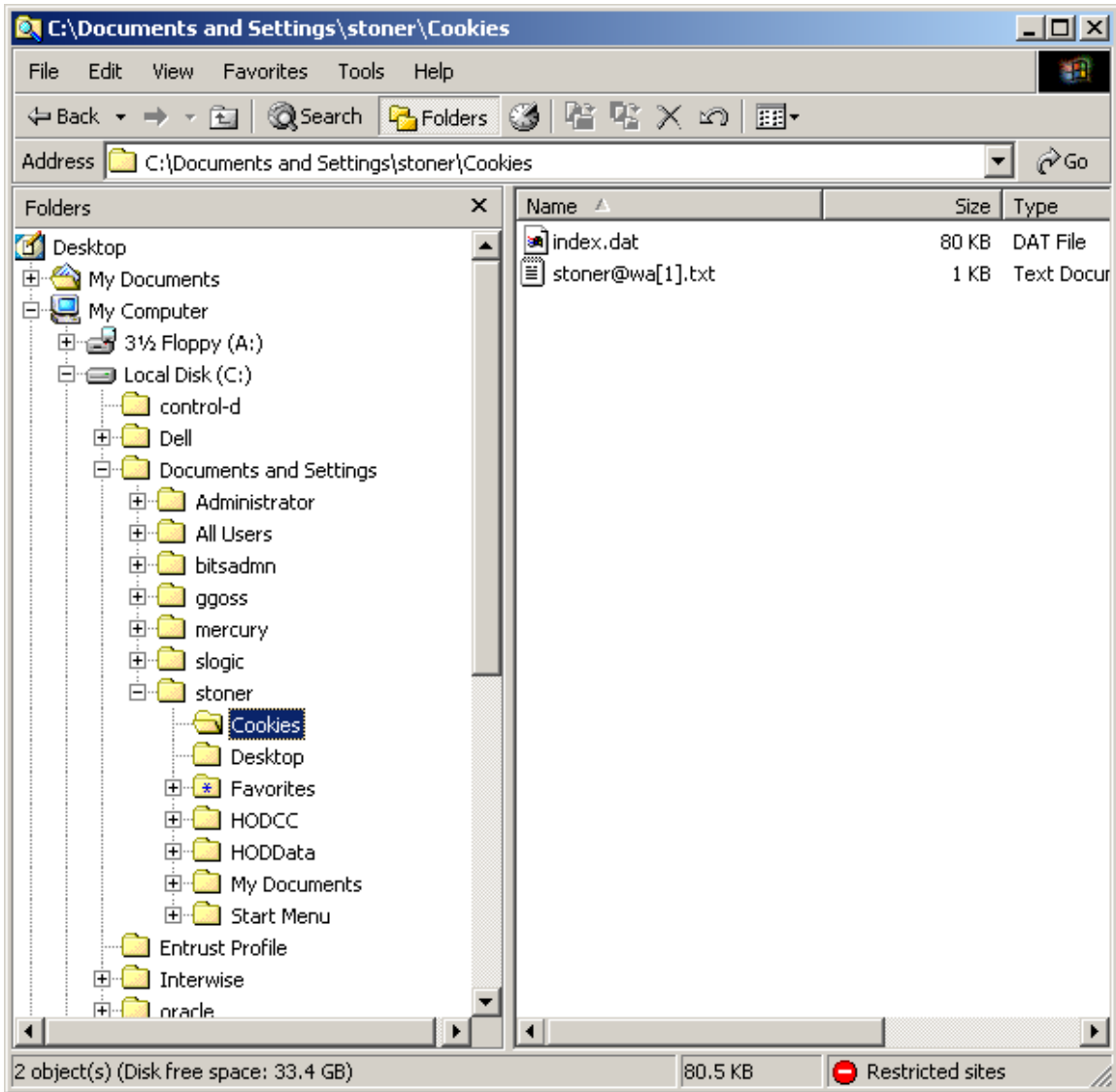
a. Re-create the filters each time you clear your cookies. This is not a very user-friendly solution. To do this, use the following steps:

- Transcribe all your filters.
- Clear cookies from your browser.
- Re-create each filter individually via Control-D.

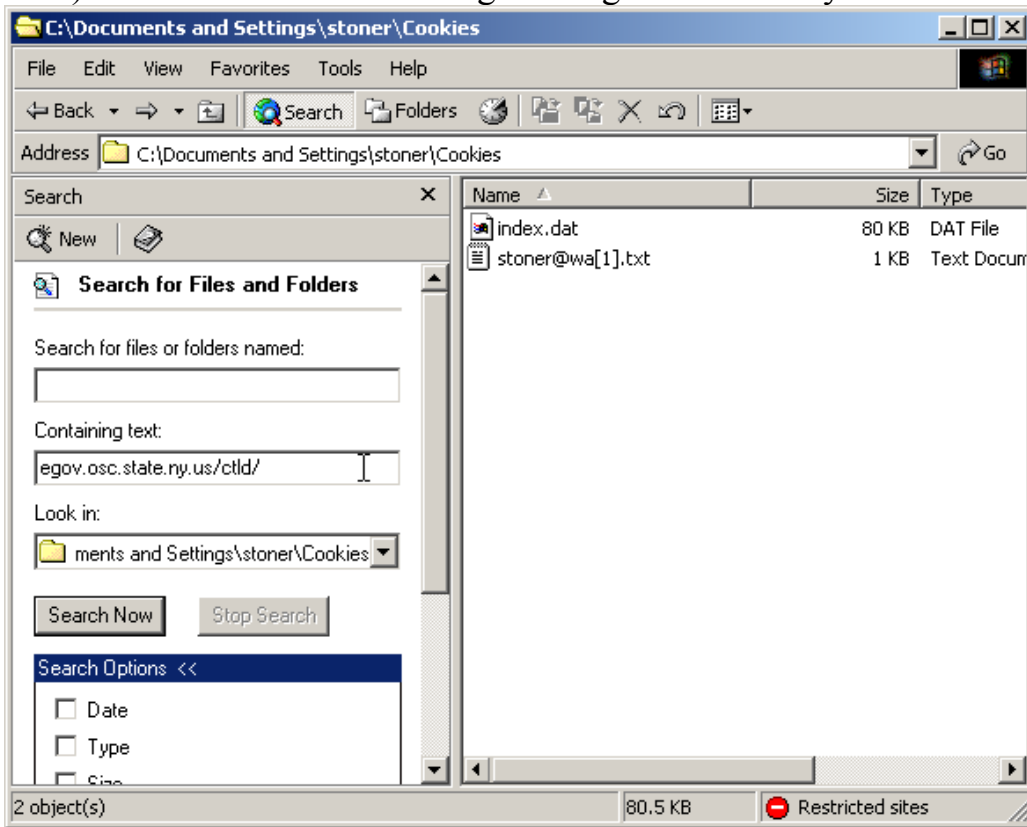
b. Copy the cookie for filters to a separate location (such as your desktop) and copy it back after your cookies have been deleted. Use the following steps to do this:

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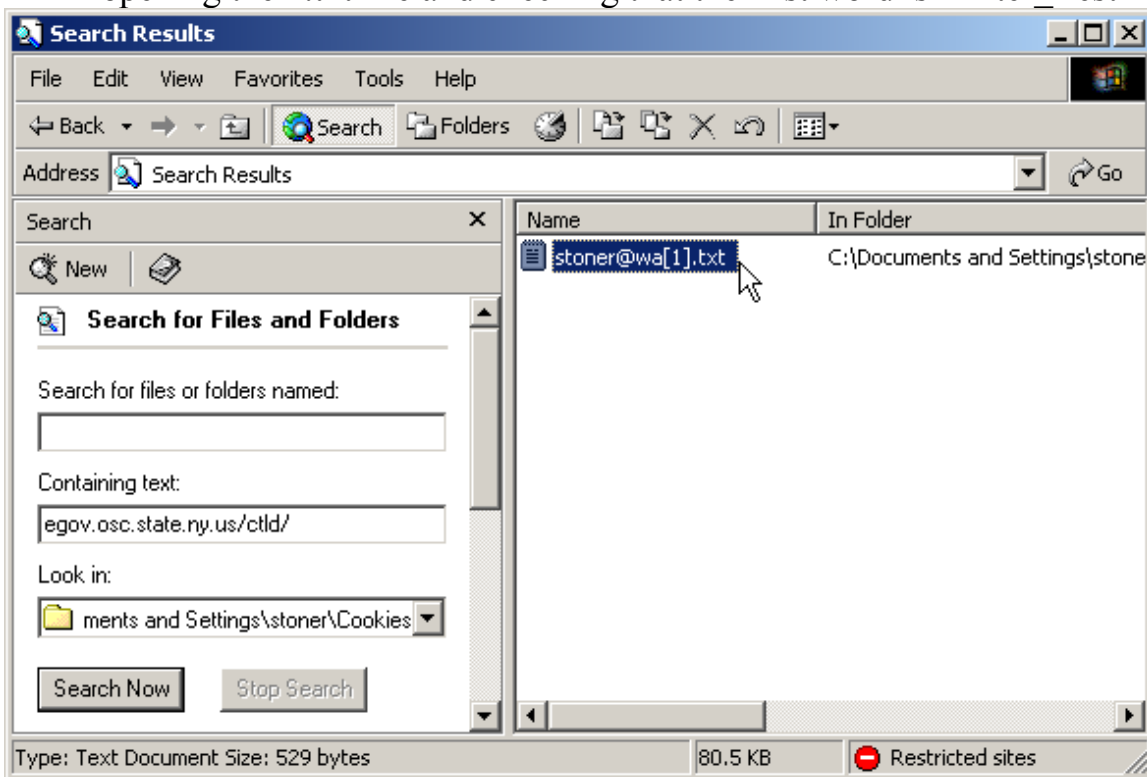
1) Browse to C:\Documents and Settings\[username]\Cookies



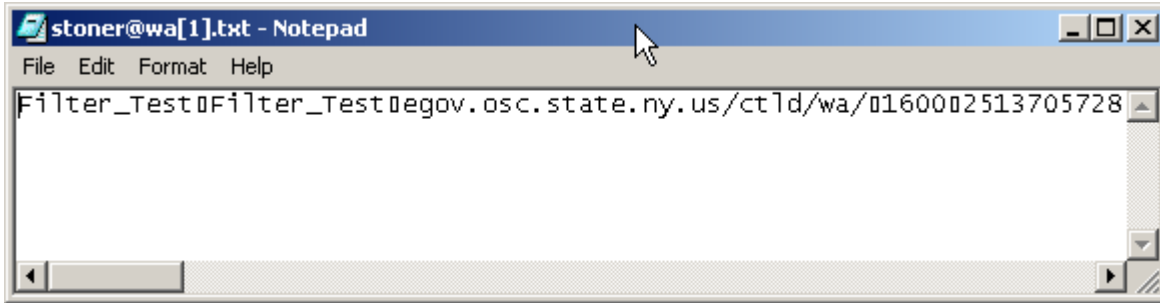
2) Search for files containing text "egov.osc.state.ny.us/ctld/"



3) The file found in the search should contain the filters. This can be verified by opening the *.txt file and checking that the first word is "Filter_Test"



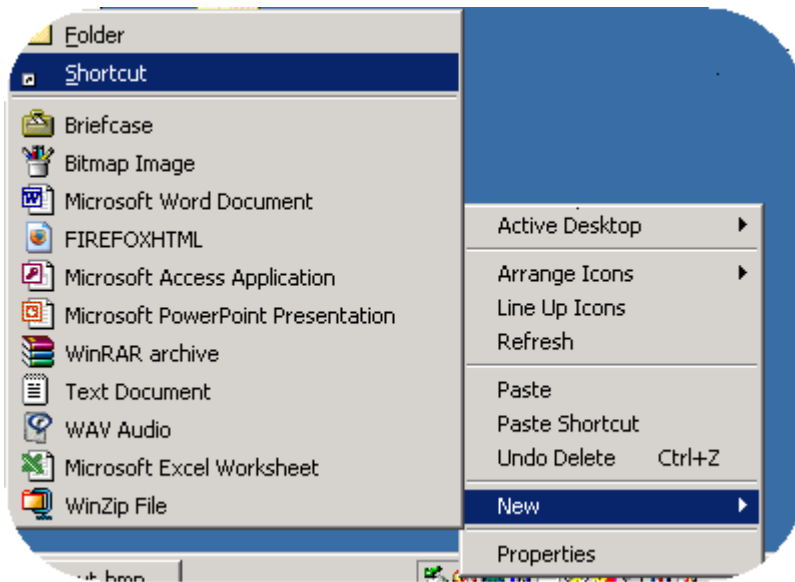
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This is an example of what the Control-D filter cookie file looks like.

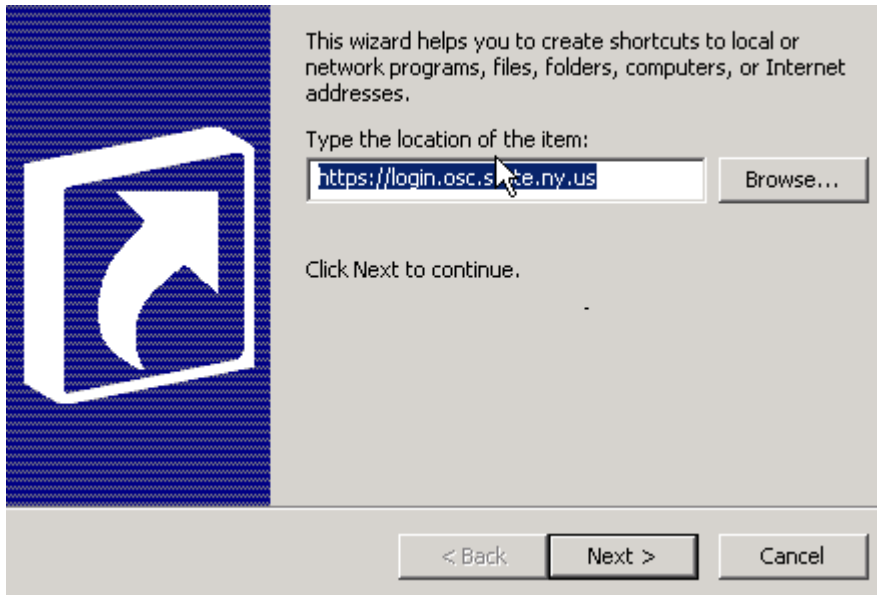
- 4) Copy or move this file to your desktop.
 - 5) Clear cookies from your browser.
 - 6) Move the file from your desktop back into
C:\Documents and Settings\[username]\Cookies
3. If you have created a "Shortcut" or "Favorite" to log into Control-D, remove that "Shortcut" or "Favorite" and choose either a. or b, below:
- a. Create a shortcut to <https://login.osc.state.ny.us>

1) Right click on your desktop: Shortcut → Select "New"

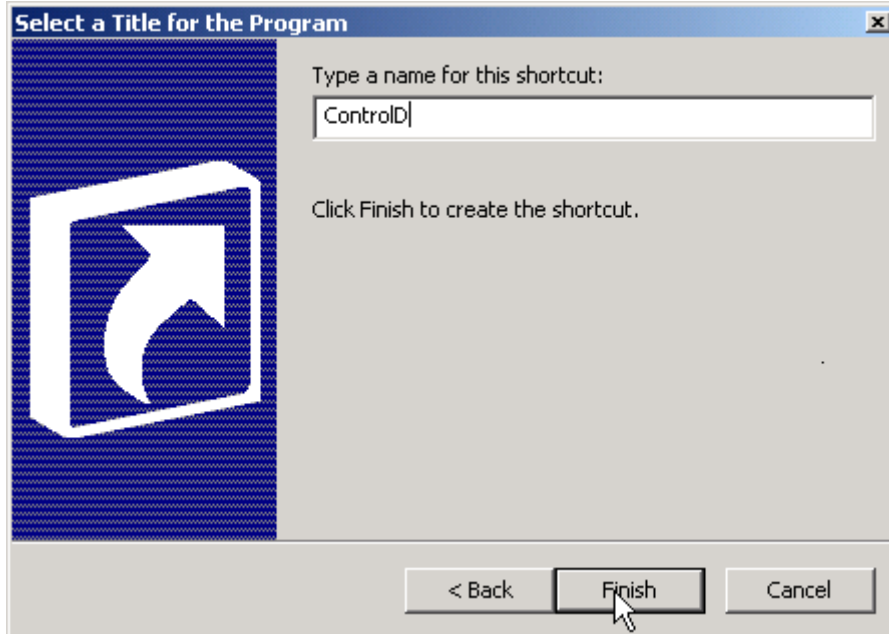


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2) Type in the address in the location → “Next”



3) Enter name you want for this shortcut → Select “Finish”



b. Open your browser. In the address window, type
<https://login.osc.state.ny.us>

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If you continue to receive '502 Bad Gateway' messages, please send a message to payroll@osc.state.ny.us outlining what you were doing (opening a report, naming a report, etc.), the date and time you got the message, and your User ID. This will enable additional analysis and problem-solving if necessary.