Error connecting to the server. Please help!
Posted by sdford - 2018/04/01 21:07

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Hi, I created the quiz and published to my website, but I can only run it on my computer. For some reason all other computers are showing problems connecting to the server and the quiz doesn't open (please see attached screenshot of the message error). Please click HERE to see the quiz page. Can you please help? Thanks!
 http://www.ari-soft.com/images/fbfiles/images/issue_screenshot.jpg

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Re:Error connecting to the server. Please help!
Posted by admin - 2018/04/01 21:57

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Hello,

Could you specify in what browser(s) the problem occurs? Does it happen for guest or logged user or this doesn't matter?

PS: We checked it in Google Chrome and Safari and the quiz is working fine.

Regards,
ARI Soft

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Re:Error connecting to the server. Please help!
Posted by sdford - 2018/04/01 22:01

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The problem occurs on Chrome (in both laptop and phone) and in Firefox as well. I didn't try other browsers. But the strange thing is that it only occurs in some computers, even if I clean the browsers cache. Any idea why this is happening? Thanks!

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Re:Error connecting to the server. Please help!
Posted by admin - 2018/04/01 22:12

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We found the problem. It occurs when try to open the page with www. prefix (www.privateenglishportal.com). 301 redirect is not configured on your site, privateenglishportal.com and www.privateenglishportal.com look like two different sites, it is also true for search engines and negative affects on SEO.

PS: This link can be helpful.

Regards,
ARI Soft

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Re:Error connecting to the server. Please help!
Posted by sdford - 2018/04/01 22:56

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Thank you! I tried to apply the rule as mentioned on the link you sent me and my website went offline. Then I reversed the rule (from www to non-www) and the website came back. Also the quiz is working fine now on all computers and browsers. Thank you! :-)

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