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
a. On the General Tab, select “Delete Cookies” → OK
b. Select “Delete Files” and check “Delete all offline content” → OK

For Netscape 7.2 users, go to Main Menu → Edit → Preferences
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:
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"
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”
2) Type in the address in the location → “Next”

![Wizard for creating shortcuts]

This wizard helps you to create shortcuts to local or network programs, files, folders, computers, or Internet addresses.

Type the location of the item:

https://login.osc.state.ny.us

Click Next to continue.

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

![Select a title for the program]

Type a name for this shortcut:

ControlID

Click Finish to create the shortcut.

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b. Open your browser. In the address window, type

https://login.osc.state.ny.us
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.