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## Error Messages FAQ

### 401 Authorisation Required

The creators of a Web page may want only certain people have access to that page. There are several ways to limit access to a Web page, including password protection. You may get the "401 - Authorisation Required" error message when you try to view a Web page with limited access. (A Web site may have a customised version of this error message, such as a screen saying "Access Denied" or "Unavailable.") If you don't think you should be getting this error: Make sure that the Web address (or URL) that you typed in exactly matches the address you were given. Check that the capitalisation matches, that all words are spelled properly, and that all the punctuation, like dots (.) and slashes (/), are correctly placed. Remember, there are no spaces allowed in Web addresses. (A proper Web address will look like <http://www.guernsey.net>). If you believe you should have access to the site, try sending e-mail to whoever maintains the Web site. Their e-mail address is often on the main page of the Web site, or you can try sending e-mail to the "Webmaster" of the site. If the Web address is something like <http://www.abc.com/>, then the Webmaster's address will probably be [webmaster@abc.com](mailto:webmaster@abc.com).

### 403 Forbidden

This standard error message is generated by Web servers when you try to access a file that has not been correctly configured by whoever maintains it. (The file needs to be set with "read permissions" for all users.) All that probably means is that you can't view the page because whoever maintains the site set it up incorrectly. This is a configuration issue that is beyond the control of Guernsey.Net. Make sure the Web address you typed exactly matches the Web address you were given. Spelling, punctuation, or capitalisation errors can prevent the browser from finding the page you're looking for. (Remember, there are no spaces allowed in Web addresses, and a proper Web address will look like <http://www.guernsey.net>). If you believe the Web address is correct, the problem may be with the Web server where the Web page "lives." The server may be down for maintenance or too many people may be trying to access the server at once. Wait a moment and click the Reload button (also called the Refresh button) to try again. If you still can't reach the site, send e-mail to the Webmaster at that site with the exact error message you are receiving.

### 404 Not Found

A 404 - Not Found error means that there was no Web page with the name you specified at the Web site. This could happen for a variety of reasons:

Make sure that the Web address (URL) that you typed in exactly matches the address you were given. Check that the capitalisation matches, that all words are spelled properly, and that all the punctuation, like dots (.) and slashes (/), are correctly placed. Be sure you are using the forward slash (/) and not the backward slash (\). (Remember, there are no spaces allowed in Web addresses, and a proper Web address will look like <http://www.guernsey.net>).

The page may have been renamed, moved, or deleted.

The person maintaining the Web page may no longer have an account at that location. While not great news, the 404 - Not Found error tells you that that there is a Web site at that address, just not the particular page you were looking for. You can usually poke around on the Web site to see if the page may have been moved or renamed.

### 407 Proxy Authorisation Required

407 Proxy Authorisation Required means that the address you entered is to a server that cannot respond. This location may require a password or authorisation. In the event you've entered a password it hasn't been understood. Or, if you've entered an address manually, double-check it, and try sending it again.

**500 Server Error**

Web pages are stored on servers, machines that contain files and allow other servers (computers) to download files from them. If the server has been incorrectly set up or is experiencing mechanical problems, it will return this error.

If you entered the URL manually, make sure it matches the URL exactly. Spelling, punctuation, and capitalisation errors can prevent you from seeing the page you're seeking.

If you continually receive this error message, you should wait and try again later until the problem has been resolved by the server's administrators.

**501 Not Implemented**

This error is a direct result of problems in the Web page's HTML (hypertext Mark-up Language). It usually occurs with Web pages that contain forms in which you type information and send it to a third party.

Try contacting the Webmaster at the site. If the Web address is something like <http://www.abc.com/> then the Webmaster's address would be "webmaster@abc.com."

**502 Service Temporarily Overloaded**

If you get "Service temporarily overloaded 502" when you try to open a page, it means that Internet server cannot send the page to the Web browser because too many people are trying to access the Internet server at once. Try to access the page again later.

**503 Gateway Timed Out**

If you get "Gateway timed out 503" when you try to open a page, it means that the Internet server cannot send the page to the Web browser because network traffic has caused the connection to the Internet server to close. Try to access the page again later.

**691 Authentication Failure**

This error indicates that either the Username or Password have been entered incorrectly.

Make sure you are using the following format for Username when dialling into Guernsey.Net.

Also remember that passwords are CASE-SENSITIVE! So 'ThIsPaSS' is different to 'thispass'.