**Billing B - KB00298**

Impacted App/Service:

Title: The Billing B application shows an error 501 when trying to access.

Short Description: For performance, access or error issues presented with the Billing B application, please create an incident ticket assigned to the **Billing B Application Support** group providing the following information:

Resolution:

1. User’s machine name
2. User’s authentication account
3. User’s Location
4. User’s static IP address

Recycle the stopped Service

Restart the application