**Facebook - KB03451**

Impacted App/Service: Facebook

Title: After login screen there is an error 203 appearing

Short Description: Once the login credentials are provided, the error message 203 shows and does not allow to connect to the application.

Resolution:

1. Launch the browser and in the URL, type **177.12.41.1**.
2. Using an administration account, login to the Load Balancer on authentication prompt.
3. Once in the web application, select **Administration**, **Settings** from left navigator.
4. In the Settings screen, click on the **Server** tab.
5. A list of server names and IP address will appear. Click on checkbox for server name **FBLBIND7763**.
6. Click on the **Remove selected** button and press **Yes** on the confirmation dialog.
7. Click the **Save** button at the top right.
8. Confirm if the issue has been resolved.