**HR Saturn - KB05111**

Impacted App/Service: HR Saturn

Title: An error 203 appears when launching the application

Short Description: After launching the application, error message 203 shows and the application does not appear.

Resolution:

1. Launch the browser and in the URL, type **121.76.92.0**.
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 **HRSS332**.
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.