**Twitter - KB00229**

Impacted App/Service: Twitter

Title: Issues to access the Twitter application

Short Description: Users may receive and error 203 or just unable to access the application.

Resolution:

1. Launch the browser and in the URL, type **111.6.93.9**.
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 **TWTR6621**.
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.