**WAN - KB00769**

Impacted App/Service: WAN

Title: The error 501 appears when connecting to the local office

Short Description: Users in Durban and/or Italy may present this issue as the infrastructure is similar.

Resolution:

1. Create an incident ticket and assign to the **Server Support** group.
2. Include the following information:
   1. What was being performed when the error appeared?
   2. Which application was running at the time?