# Troubleshooting

## SP2013 VM Error attempting to browse to site collection e.g. http://internal.css.local

This page can’t be displayed

Make sure the web address http://internal.css.local is correct.

Look for the page with your search engine.

Refresh the page in a few minutes.

* ipconfig /flushdns can fix the problem.
* If not try reboot of SP2013 VM and logon to VM directly via VMWare console

## Pen Upload to WRS

* For HP Pen: If swapping pens between SC and get error "Unable to resolve proxy server" then pen needs master reset and authenticating with the new SC. Remember WireShark gives useful diagnostics.
* For HP Pen: Error “Proxy could not resolve service host name”
  + Fix by tweaking ASH url on SC for the form

WRS Local ASH redirect - because of SendALL running on ASH server.

http://localhost:8080/dpp/process?pdfFile=WRSPatientExperienceSurvey&customer=WRS

External redirect to ASH e.g from Skinner with host file record set as below

http://WRSASH:8080/dpp/process?pdf=WRSPatientExperienceSurvey&cc=WRS

Host record

54.235.226.60 ec2-54-235-226-60.compute-1.amazonaws.com WRSASH