

# Website not Opening

OR DISPLAYING PROPERLY

TSB Date: April 21, 2012

## IN THIS DOCUMENT

- Scenario
- Resolution
- Summary

## SCENARIO

On a regular basis, Comsift Technical Support receives calls where the customer explains that they have a website that they have added to the Full Exception Domain List. After entering the exception, the website is still denied, or the page does not load properly. Recently, a large number of calls have been received concerning Khan Academy ([khanacademy.org](http://khanacademy.org)), a popular site used by teachers to assist in their curriculum. The site has been properly entered into the Full Exception Domain List, but after doing so, the site does not load or display properly.

When entering a site into the Full Exception Domain List, the ComSifter adds the domain properly. What the ComSifter does not do—and cannot do—is add any embedded third-party links that are referenced on the page. Typically, this does not cause a problem, but if the third-party link is an integral part of the site (containing formatting information, or tracked advertisements) the page may not load or may not display properly.

## RESOLUTION

Using Khan Academy ([khanacademy.org](http://khanacademy.org)) as an example, do the following:

1. Determine the IP address of the computer that is experiencing the problem (using command prompt with `ipconfig/all`).
2. Open ComSifter's Access Log (Admin > System Logs > Access log > View). In the text field preceded by the word "Last," enter 100. In the text field preceded by "with text," enter the IP address of the computer under test. Click "Refresh."
3. Open a new tab in the browser and navigate to the site that has problem (in this example, [khanacademy.org](http://khanacademy.org)). Go back to the tab showing the ComSifter's Access Log and click Refresh. Analyze the log entries, looking for any entries that have been denied. If you deem that the denied entry is safe, enter the domain in the Full Exception Domain List. Re-test. If the problem is cured, then you have found the issue and resolved it. If not, then you may need to repeat the process.

In the [khanacademy.org](http://khanacademy.org) example shown above, we discover a denied entry for [khan-academy.appspot.com](http://khan-academy.appspot.com). We then entered [appspot.com](http://appspot.com) in the Full Exception Domain List. Upon revisiting [khanacademy.org](http://khanacademy.org) we see that the page is now displaying properly.

**Note:** If there is concern regarding the [appspot.com](http://appspot.com) domain, the subdomain can be included ([khan-academy.appspot.com](http://khan-academy.appspot.com)) to narrow down what is excepted on the [appspot.com](http://appspot.com) domain.

## SUMMARY

A quick visit to the ComSifter's Access Log can help you identify problems related to web pages not being displayed, or being displayed improperly.