

Troubleshoot Web Page Problems on Condor

Here are some of the more common problems – and their solutions – that occur with condor web pages. If you encounter a problem you cannot resolve, please contact your ITD Consultant at www.itd.depaul.edu/website/AboutITD/staff.asp.

I get an error message or the wrong web page.

Check to see if you entered the correct URL for the location. On Condor, it will be something like <http://condor.depaul.edu/~username>.

I get a 'The requested URL/~user was not found on this server' error.

Either your directory is incorrectly named (your home page needs to be in a directory called ~/public_html) or you don't have a default index file in your ~/public_html directory.

I get a '403 Forbidden. Your client does not have permission to get URL/~user from this server' error.

Set up the permissions for your directories and/or your files correctly; refer to ITD's *Manage Your Condor and/or Streaming Media Account Using SSH* instructions.

I don't see a home page, all I get is a directory listing.

Your home page file should be called index.html and it should be located in your ~/public_html directory. A Web browser looks for the index.html file; if one isn't found the Web browser will create one by listing all of the files and sub-directories in the ~/public_html directory (folder).

I get an empty space where my image/photo should be.

1. Check that the image and the webpage are both located in the same directory on condor (did you forget to move the image file into your Condor ~/public_html folder?).
2. Another possibility: Check the link's filename on the web page and the name of the actual image file. Are they exactly the same (Condor's UNIX operating system is Case Sensitive – a capital 'P' is not the same as a lowercase 'p')?
3. Does the image have a file name with a space in it? If so, eliminate any spaces and correct the link's filename on the web page.

I need to change my password.

Follow the instructions available in the quickguide *Manage Your Condor and/or Streaming Media Account Using SSH*.

I forgot my condor password.

Go to the nearest *ID Services Office*. Bring your ID card with you. The staff there will help you reset your password.