

# MARIS

## Troubleshooting Steps for Outage: 202502-641922

*If you are receiving the following notification, use the troubleshooting steps below:*

**504 Gateway Time-out**

### Troubleshooting Steps

This issue is resolved by simply clearing your cache. See below for instructions for both Chrome and Safari.

#### **In the Chrome Browser:**

1. Press CTRL +Shift + Delete on a windows-based computer or Command + Shift + Delete on a mac.
2. Make sure that you are on the advance screen.
3. Make sure the first 4 boxes are checked (browsing history, download history, cookies and other site data, cached images, and files) you will also want the time range to be All time
4. Click clear data / clear now.
5. Close all MARIS or Matrix tabs you may have open

#### **In the Safari browser:**

6. Click on the Safari menu in the top left-hand corner next to the Apple symbol
7. Click on Settings
8. A new dialogue box will open
9. Click Privacy
10. Click on the Manage Website Data button
11. To remove any cached data and cookies from your computer, click Remove all
12. Click Remove Now
13. Click Done
14. Close the dialogue box
15. Press Command +Q to quit Safari

#### **What do I do if I have more questions?**

Feel free to give MARIS tech support a call! We are always more than happy to help

Tech Support: (314) 984-9111 x 1