

I Have A Plan Iowa Troubleshooting Guide

This troubleshooting guide provides steps that can be used to identify and address potential issues with page slowness or pages not loading on the I Have A Plan Iowa (IHAPI) site (<https://www.ihaveaplaniowa.gov>).

Please follow the steps listed below.

1. Note what page(s) is slow on the site or is producing an error. Are all pages not loading, taking an excessive amount of time to load, or is it limited to a certain page/part of the website?
2. Make sure that the issue is not specific to only one individual's account or one computer. If possible, use a second computer to try to access the same page(s) on the IHAPI site to see if you experience the same issues with the page(s) loading slowly or errors occurring.
3. If only one computer is experiencing slowness, try clearing the Internet browser's cache. The exact steps to clear the Internet cache can vary depending on which browser you utilize (Internet Explorer, Firefox, Chrome, Safari, etc.). Browser-specific instructions can be found at: <http://www.wikihow.com/Clear-Your-Browser's-Cache>. **Note:** This step is still recommended even if slowness is occurring on multiple computers. After clearing the browser's cache, see if you notice a difference in the speed of the site.
4. If the student site (www.ihaveaplaniowa.gov) is still slow, try accessing the Professional Center (<https://procenter.ihaveaplaniowa.gov>) to see if there is a speed difference between the two.
5. If both sites are slow, try accessing another site you commonly visit with a similar amount of graphics and content to compare the page load times. Some good examples include www.yahoo.com, www.msn.com, or www.disney.com. If all sites are slow, it may indicate that there is an overall issue with the speed of the Internet connection. If this is the case, please contact your district's IT support staff.
6. If the slowness appears limited to the I Have A Plan Iowa site, ping www.ihaveaplaniowa.gov to measure response times.
 - a. From an Apple computer, go to Macintosh Hard Drive > Applications > Utilities > Network Utility > Ping. The following site provides a useful reference and visuals: <http://www.wikihow.com/Ping-on-Mac-OS>. When prompted to enter a network address enter "www.ihaveaplaniowa.gov". Then follow the rest of the instructions to measure the average response time.
 - b. From a Windows computer, open the Command Prompt by going to All Programs > Accessories > Command Prompt from the Windows/Start icon (typically in the bottom left corner). For a Windows 8 computer, please visit: <http://pcsupport.about.com/od/windows-8/a/command-prompt-windows-8.htm> for specific instructions on how to access the Command Prompt.

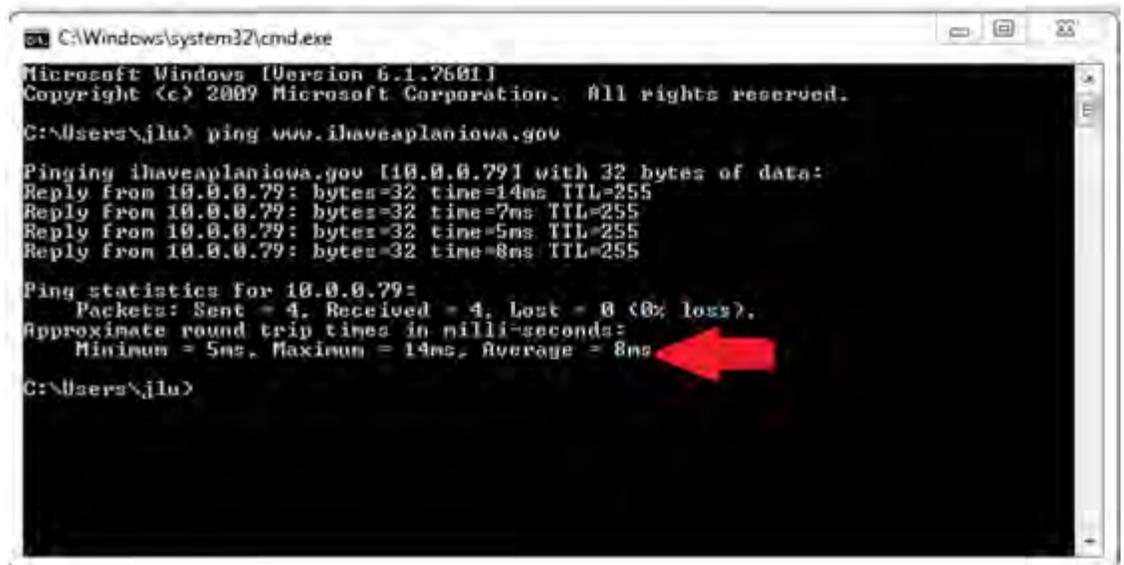
- c. On a Windows computer, once the command box is open, type in “ping www.ihaveaplaniowa.gov” as pictured below and press Enter.



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\jlu> ping www.ihaveaplaniowa.gov
```

- d. On an Apple or Windows computer, note the time in milliseconds (ms). If the average time is anything more than 150 ms, please note that information. In the screenshot below, the average time is 8 ms.



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\jlu> ping www.ihaveaplaniowa.gov

Pinging ihaveaplaniowa.gov [10.0.0.79] with 32 bytes of data:
Reply from 10.0.0.79: bytes=32 time=14ms TTL=255
Reply from 10.0.0.79: bytes=32 time=7ms TTL=255
Reply from 10.0.0.79: bytes=32 time=5ms TTL=255
Reply from 10.0.0.79: bytes=32 time=8ms TTL=255

Ping statistics for 10.0.0.79:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 5ms, Maximum = 14ms, Average = 8ms
C:\Users\jlu>
```

- e. If you are unable to ping www.ihaveaplaniowa.gov, try pinging another website (ex. Google, Yahoo!, etc.). If you are unable to ping any website, check with your school’s IT administrator to see if you have access to ping websites on your school server.
7. If the slowness appears limited to I Have A Plan Iowa and you are registering response times in the ping process of greater than 150 ms (or you are unable to ping), please contact the IHAPI vendor, XAP Corporation, at 800-281-1168 for further assistance in troubleshooting the issue.