

- Browser = Mozilla v69.0.1
- Win10 PRO
- OI v9.4.2
- ISP = COMCAST

I am having issues accessing the OIWORKS section of RTI's website.

I have a short description of the issue below; but mostly a storybook of screenshots.

I am unable to connect correctly to RTI's website, at first, I thought it was a broken link, MIA images or bandwidth issues or something connected with my ISP. We have had ISP issues the past couple of weeks due to a wildfire, the fire was about half a mile from my home, and so utility lines were burned. COMCAST is actually an AML signal where I live and it does produce its fair shares of challenges, but I had no issues with using the OIWORKS section on Monday this week, but they all of the sudden after Win10 and Firefox updates, I am experiencing issues.

Our ISP has returned and COMCAST says it is fixed, post-fire, but I have no way of really knowing that, as COMCAST does not have technical support. The way I determine if it works, is does the webpage load correctly, if it does, then all is well. On Monday this week, I was in the OIWORKS section of RTI's website and did not encounter any issues, on Tue/Wed, I have started encountering issues.

When this occurred, I tried a different browser, I tried MS's IE and EDGE, I received the same results. I have not tried Chrome, I do not want to install it on my workstations.

I also tried different workstations, I tried two other desktops, both using Win10 and Firefox (one with Firefox v69.0), I got the same results.

I then cleared browsing history and cache (for one day) as this did not happen yesterday (Tuesday 09.17.19). Still getting the same results.

I turned off ALL anti-tracking browser extensions, still got the same results. Again, yesterday (Monday) worked fine with my Firefox configurations. Change my "content blocking" from *strict* to *standard*, still getting the same results as below.

I do remember I had Win10 updates (MS Patch Tuesday) and a Firefox update yesterday.

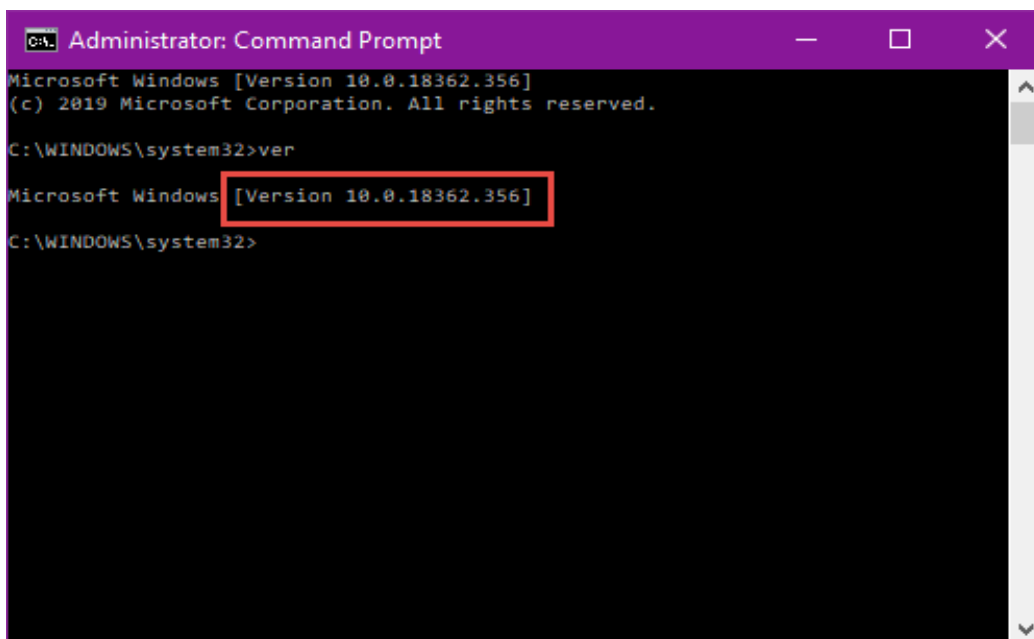
If anyone has any other suggestions I could try to debug, I would really appreciate it. It was suggested to do a trace route, so would appreciate help in testing that aspect.

TIA,

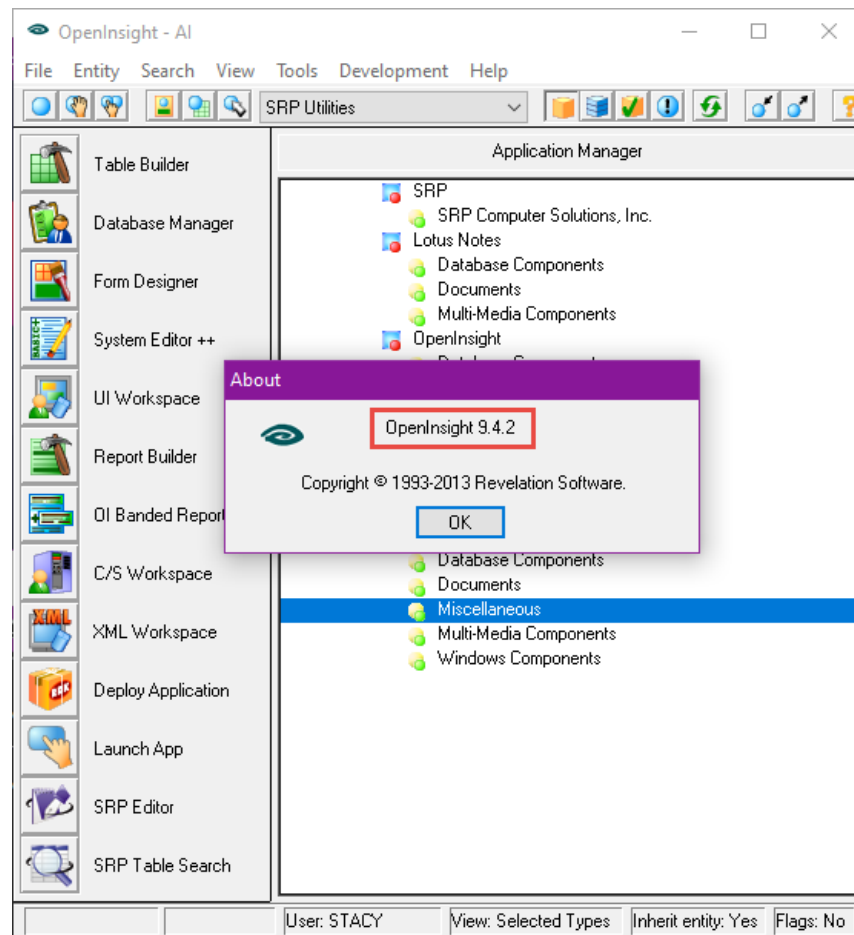
Browser:



Windows:



OI:



The screenshots below, are screenshots from RTI's website. I thought it just might be a broken link or image, but after trying to lookup something in the forums, something else is amiss, as the SSELECT does not return any hits.

HOME page:


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OpenInsight 10

 s/b an image here

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Who's Online

- Donald Bakke
- James Birnie
- John Bouley
- KDIV
- Martin Drenovac
- bshumsky

Login/Register

Username

Password

Remember Me

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READERS' CHOICE AWARDS 2018

WORKS Members >


Works Downloads

Edit Profile >


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Hi KDIV,


Log out



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TRENDS AND APPLICATIONS
READERS' CHOICE AWARDS 2018

Update released
2019-09-06 09:04:54

Knowledge Base

- **Enabling "Dynamic" Virtual Directories in OI 10.0.7 and above**
2019-09-05 14:00:27
- **Operating System BFS**
2019-08-27 09:16:51
- **Using the OpenInsight 10 Browser Control**
2019-05-28 15:42:14
- **Working with O4W Entities in the OpenInsight 10 IDE**
2019-04-18 13:33:28
- **Enhancing an OpenInsight report for use with O4W**
2019-03-11 11:06:29

missing image??

I click, 'WORKS Members' and then click 'all by date' and the data is MIA.

This is the URL:

https://www.revelation.com/o4wtrs/oecgi3.exe/O4W_RUN_REPORT?RPTTYPE=ALL&PROMPT1=&PROMPT2=&PROMPT3=&PROMPT4=&REPORTID=WORKS_BOARD_2

WORKS Members

https://www.revelation.com/index.php/works-members

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Works Gateway

Created: Thursday, 25 July 2013 14:11
Written by Robert Catalano

Forum

The Works Online Discussion offers you the opportunity to share ideas with other Works members, as well as with our Customer Service and Technical Support staff. This discussion is intended to provide our Works members with an interactive forum for asking questions and offering feedback. This forum is monitored by Revelation Software Customer Service and Technical Support departments. Please read the [discussion rules and regulations](#) prior to participating. Note: Your WORKS user name and password is also valid for the public Online Discussion.

Mobile users can access the Works forum from our mobile site at m.revelation.com.

Works Discussion

View By Last Year View By All View By Category View By Product
 Last Year By Date **All By Date** All By Date O4W By Date
 Last Year By Author All By Author All By Author OpenInsight By Date
 Last Year By Category All By Category Flat By Date Network Products By Date
 Other/Misc. By Date

User Preferences

OpenInsight Issue Tracking System & Suggestion Box

Works Beta Testing Gateway

if I hover, this says "email"

Revelation Software Works Forum

www.revelation.com/o4wtrcs/oecgj3.exe/O4W_RUN_REPORT?RPTTYPE=ALL&PROMPT1=&PROMPT2=&PRC

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Welcome

Enter search text: Search...

Search within this list Search ALL posts

Latest Post At	Description	Category	# Posts	Author	Latest Post By
First Page <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Last"/> Rows/Page: <input type="text" value="50"/>					

Create new main topic

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postings are MIA.

I enter a keyword in the search editline and click 'SEARCH' pb and the select returns NO hits and displays an ALERT dialogbox.

URL:

https://www.revelation.com/o4wtrs/oecgi3.exe/O4W_RUN_REPORT

