

500 Compass Error- For Agents

One of the common errors the regular compass user sees is "HTTP Error 500"



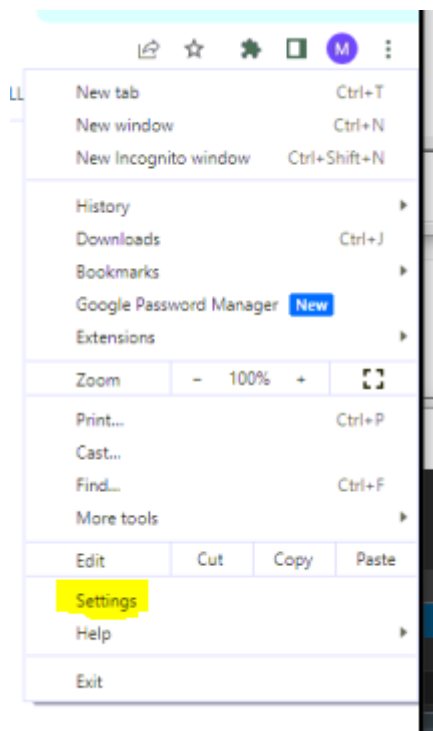
This page isn't working

compass-crm.cogeco.com is currently unable to handle this request.

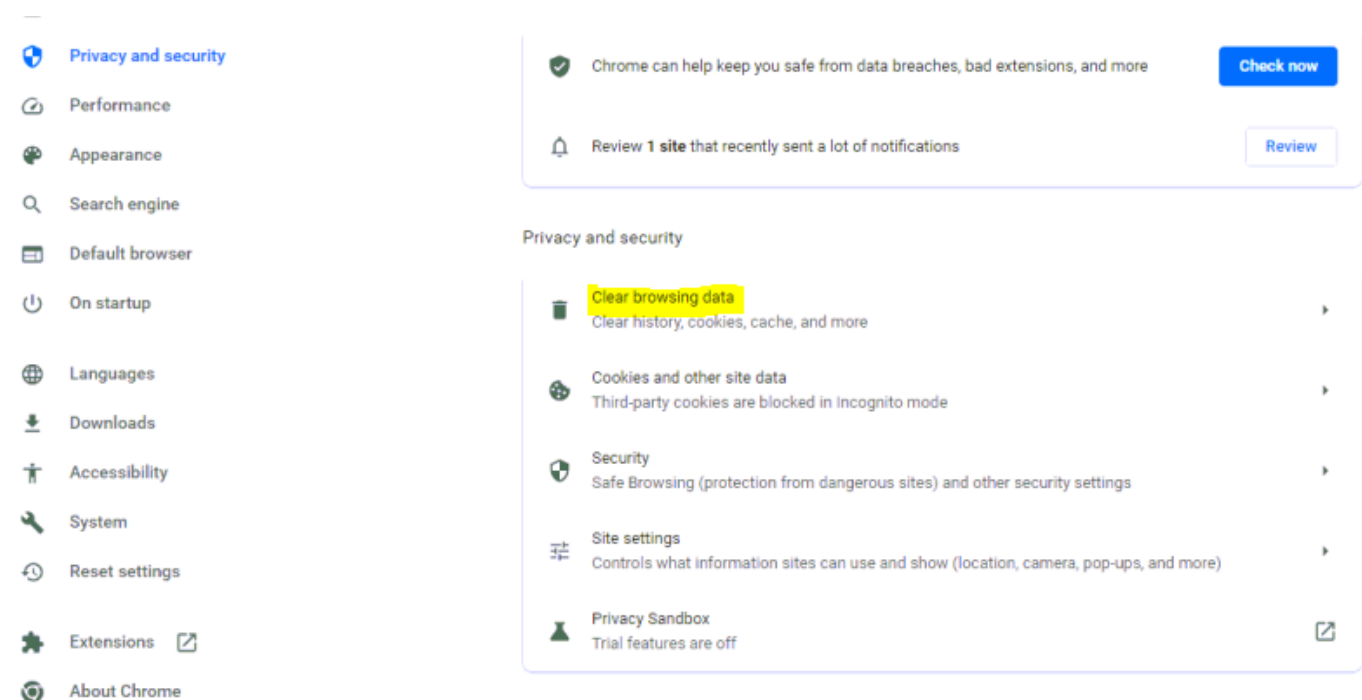
HTTP ERROR 500

Reload

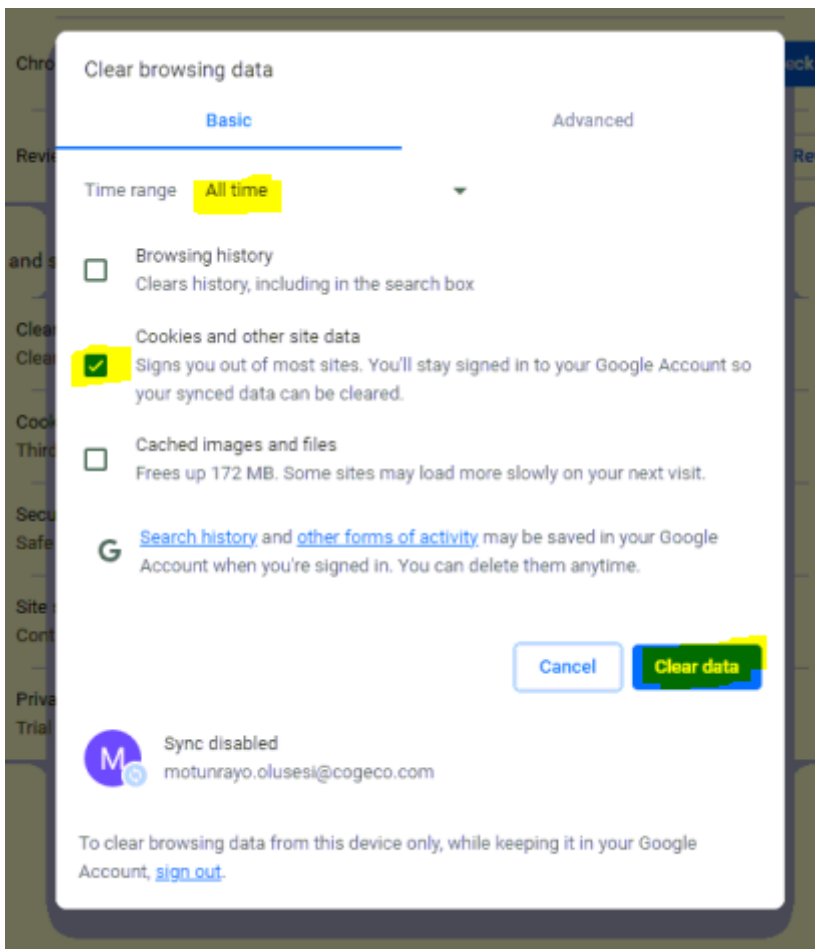
1. Here's how you fix this, Click on 3 dots top right of your chrome window. Then settings.



2. Look for Privacy and Security and then click "Clear Browsing data".



3. In the Basic tab you can need to check "Cookies and other size data" and Time range should be "All Time" other two options are options. Then hit Clear Data.



4. Once done the delete box will close itself. Close chrome completely and reopen it. Issue should be resolved, if not Call IT.

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