

WHAT TO DO/TRY IF YOUR COMPUTER WON'T CONNECT TO SAILONLINE

The reason this can occur is not, necessarily, that there is anything amiss with Sailonline's server (which is running at a German site) but perhaps a problem between your device and the server.

If Sailonline has not reported here on Facebook or word-of-mouth via email that there is a server outage or given advance warning of one, then here are some methods of refreshing your system.

Many times the reason you can't connect is because there has been a change at DNS level (Domain Name Server) and your system needs to be emptied of old cookies/refreshed to pick up the new connection.

First, however, try finding Sailonline via IP Address: <http://144.76.111.8>

Due to some ISPs not refreshing the DNS cache (ie not getting fresh copies of websites/pages that often) some of you may have problems finding Sailonline so this is often all you need to do until your ISP does refresh.

So try Flushing the DNS cache (Windows):

- (1) Start > All Programs > Accessories > Command Prompt,
- (2) right click on the command prompt and choose "Run as Administrator"
- (3) Type ipconfig /flushdns

THEN

If this doesn't work, you should empty your browser cache in the normal way AND empty your Flash cache (where cookies are stored). The CCleaner free software is excellent for all these processes.

Otherwise, if you don't wish to try CCleaner, then you can usually resolve Flash issues by:

(1) Checking for latest Flash Version

Right click on the race screen, then on About, and you can see from the Adobe page that loads whether or not you need to download a more recent version.

(2) Emptying the Flash Cache

Right click on race screen, click on Global Settings (above the About option) and then on the LH side of the page that opens, under Settings Manager, click on the 6th option (Website Storage Settings) and in the window that opens, click on Delete all Sites.

(3) Going to the Flash Help page - <https://helpx.adobe.com/flash-player/kb/flash-player-games-video-or.html> and following the information available there.

FINALLY you can always check the status of a website here
<https://cloudmonitor.ca.com/en/checkit.php>

and... even change your DNS to Google Public DNS here: <https://developers.google.com/speed/public-dns/>

Hope this helps.

RainbowChaser
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