

# Download message coming intermittently...

---



[deepakdogus](#) 40 posts since

Sep 15, 2008

Hi,

We have created a clustered jive environment in which we have a number jive instances are running with the name of 'sb', 'rg', 'elt' etc. on the same machine.

The URLs are as follows:

<http://<hostname>/sb/>

<http://<hostname>/rg/>

<http://<hostname>/elt/>

Now, when we hit or access any of the above URLs, we get the download page intermittently.

To be more clear, sometimes we get the home page without any issues, but sometimes we get download page.

Screenshot for the same is attached.

Please help in resolving this issue.

Thanks in advance.

**Attachments:**

Download message coming intermittently...



[Jive\\_Issue.JPG](#) (98.2 K)

Tags: jive\_sb



[brad.heller](#) 3,517 posts since

*Jun 18, 2009* 1. **Re: Download message coming intermittently while accessing Jive instance** Oct 1, 2009 2:15 AM

Hello there,

Can you please clarify: You have a three-node cluster on one computer? This might cause some instability, but not like this.

Can you please capture some of the HTTP transactions with a tool like Wireshark and post the resultant .cap file here? Usually the issue you're describing is specific to IE6 and is the result of some HTTP headers it doesn't like. I would like one HTTP transaction that results in a successful page view and one that results in the download message, please.

Thanks,

Brad



[kristina](#) 3,489 posts since

*Mar 17, 2008* 2. **Re: Download message coming intermittently while accessing Jive instance** Oct 1, 2009 11:08 AM

From: Christian, Wilson [[Wilson.Christian@pearsoned.com](mailto:Wilson.Christian@pearsoned.com)]

Sent: 10/1/2009 8:11 AM To: [accountsupport@jivesoftware.com](mailto:accountsupport@jivesoftware.com) Cc: [John.Torres@pearson.com](mailto:John.Torres@pearson.com); [wcm.itg@pearsonet.net](mailto:wcm.itg@pearsonet.net) Subject: FW: Jive issue case

Hello Support, We need your help to resolve the following issue. Could you please open the case and contact us as early as possible?

Download message coming intermittently...

Thanks, Wilson 201-832-0811 (cell)



[todd.west](#) 15,926 posts since

Jul 14, 2008 3. **Re: Download message coming intermittently while accessing Jive instance** Oct 1, 2009 11:21 AM

Hi Deepak,

I believe that you are running into a known issue which has been discussed at length here:

<http://www.jivesoftware.com/jivespace/message/201554#201554>

The easiest way to fix this would be to upgrade to 3.0.4 or later which is where the bug (ID#: CS-12939) was fixed for the issue. However, as noted in the linked thread you should also be able to get around this by switching from AJP proxying to HTTP proxying. If you still need us to call you or anything is unclear please let me know. Thanks.

-Todd