TallyGenicom TechNote GEN_T_020

Print Servers and HTTP Proxy Servers

Products:

TallyCom, EasyCom, TGNet

Issue / Symptom:

A Proxy Server caches a copy of the Print Server's active status pages, thereby defeating the print server's ability to dynamically refresh those pages when the information changes. This causes a problem with WebPanel, Virtual Control Panel, and the other TallyCom status pages.

Solution/Action:

You must setup your web browser to NOT use the Proxy Server for local IP addresses such as that assigned to the Print Server; this way it will go directly to the TallyCom for the status pages, rather than to the Proxy Server.

- o Under Internet Explorer, select Tools->Internet Options->Connections->LAN Settings to get to the Proxy Server settings. Then check the "Bypass Proxy Server for Local Addresses" box, or add the specific print server IP address to the "Exceptions" list.

- o In Netscape, select Edit->Preferences->Advanced->Proxies to get to the Proxy Server settings. Then add the local LAN domain, or the specific print server IP address, to the "Exceptions" list.

Need help? Call our knowledgeable sales staff at: *708-597-4222*