



Users having trouble logging in

Posted by [Super G](#) on July 28, 2011 - 6:43am

Topic: [Site news](#)

Last night at around 9p EDT, I upgraded the TOD software. Since then, I have received reports from several users who say they can no longer log in to the site. As of today at 6:30a EDT, I made a change which I hope will fix the problem. If you are still having trouble, please delete all theoil Drum.com cookies in your browser and then try logging in again.

If you had the problem and it is now fixed, please leave a comment on this article telling me so. If the problem is still not fixed for you, send me an email at support at theoil Drum dot com with information about your web browser and operating system.

I apologize for the inconvenience. Hopefully the issue will be resolved soon if it is not already.

[UPDATES below the fold]

[UPDATE] In Firefox, it is possible to delete a cookies for specific site without deleting all of your cookies. Go to Tools > Options and click on the Privacy tab. Click the Show cookies and find theoil Drum.com in the list. Select theoil Drum.com and click the Remove Cookies button (*not* the Remove all cookies button). This is likely possible in other browsers as well.

[UPDATE 10:20a EDT] I just made another fix. It seems that the original fix was not getting propagated to all of the webserver, so whether the fix worked depended on which webserver you were randomly directed to. Hopefully things will work now. If there are any of you still having problems, try the following:

1. Log out of TOD.
2. Clear your theoil Drum.com cookies (again).
3. Log in to TOD.
4. Visit <http://www1.theoil Drum.com>. Are you logged in there?
5. Visit <http://www4.theoil Drum.com>. Are you logged in there as well?

I'm willing to bet that people who are still having problems are not getting logged in on both www1 and www4. Is my hypothesis correct?



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