

# Troubleshoot 500 Internal Server Errors in Web Browser

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## Introduction

This document describes how to troubleshoot Cisco Umbrella 500 Internal Server errors in a web browser.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Umbrella DNS.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Problem

You notice the one of these error messages appears in your web browser after browsing to a website or trying to access a specific URL:

- "500 Internal Server Error"
- "HTTP 500 - Internal Server Error"
- "Temporary Error (500)"
- "Internal Server Error"
- "HTTP 500 Internal Error"
- "500 Error"
- "HTTP Error 500"
- "500. That's an error"

All web browsers can be affected by this problem on any operating system, including Android and iOS devices.

## Solution

There can be an issue with the web page itself or the sites programming. Please try completing these steps to resolve the issue.

1. Reload the web page. You can do that by selecting the refresh/reload button, pressing F5, or trying the URL again from the address bar. Even if the 500 Internal Server Error is a problem on the web server, the issue can only be temporary. Trying the page again can often be successful.
2. Clear your browsers cache. If there is a problem with the cached version of the page you are viewing, it could be causing HTTP 500 issues.
3. Delete your browser cookies. Some 500 Internal Server Error issues can be corrected by deleting the cookies associated with the site you get the error on. After removing the cookie(s), restart the browser and try again.
4. Contact the website owners directly. Chances are good the site's administrators already know about the 500 error, but if you suspect they do not, letting them know helps both you and them.
5. Try accessing the site again later. Unfortunately, at this point, the 500 Internal Server Error is no doubt a problem outside of your control that can eventually get fixed by the owners of the website themselves.