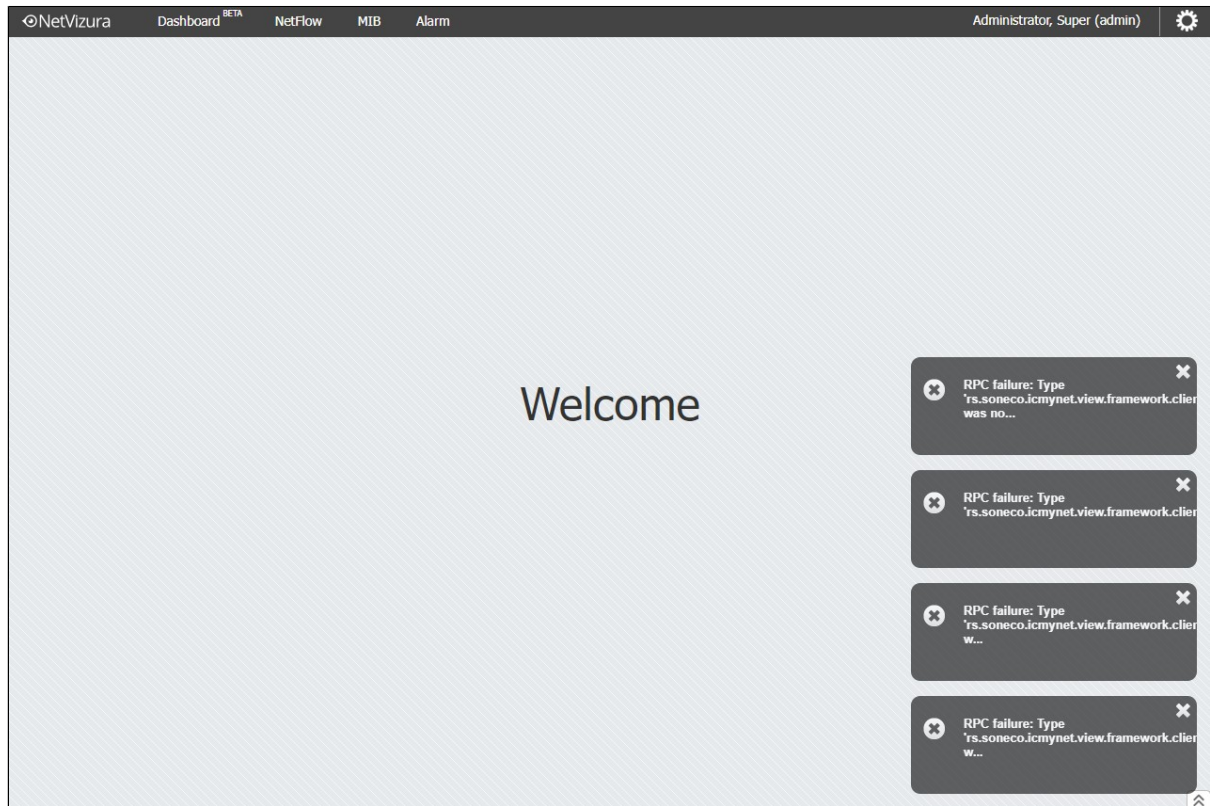


RPC failure error while upgrading to version 5.x

Problem

Once you upgrade your NetVizura to version 5.x, it is possible that you may encounter the RPC failure error messages as presented in the following example:



Cause

In version 5.x we have switched to the new JavaScript framework.

Solution

To solve the issue, you should follow through the instructions provided in our upgrade manual, particularly the step: Refresh your browser (Ctrl + F5). Alternatively, you may clear the cache. Any of the suggested solutions will lead to an error-free window.