

ThinkCentral

Web Site is Slow or Freezes

While navigating the ThinkCentral website, users may encounter extremely slow page loading or the site may completely freeze. This may be caused by a misconfigured or poorly performing proxy server. Configuring the proxy server to exclude ThinkCentral from the list of cached websites may improve overall performance. Consult the remainder of this technical note for additional details.

Many networks utilize proxy servers as a means to limit the total amount of data that is downloaded from the Internet to a local network. They do this by storing or caching copies of websites visited by other users or the same user in a previous session. When a user tries to load a web page, if a copy is stored locally in the proxy server, the user is shown that copy of the page instead of the page being downloaded from the public Internet.

Certain websites may not behave as intended when they are cached by a proxy server. If performance of ThinkCentral is extremely slow or it hangs completely, and a proxy server is in use, one of the first things to try is to configure the proxy server to exclude ThinkCentral from being cached. Please contact the Technical Support team who supports the local network in use, such as the network at a school or district, and ask for their assistance.

When configuring a proxy server to exclude ThinkCentral, a specific web address must be entered. Configure the proxy server to exclude:

<https://www-k6.thinkcentral.com>

Once this exception has been added try to use ThinkCentral again.