IMPORTANT: AIX website accessibility issue

October 2, 2012

Dear AIX State Liaisons,

A few of you have reported a problem accessing the AIX survey website. That's likely due to recent system changes here at NCSU that forced us to add the '591' part to the survey website address. Below (in blue text) are brief instructions provided by my college's IT office. We hope that you can relay this information to your IT/technical staff who hopefully can get this issue resolved very quickly. We apologize for the inconvenience and appreciate your understanding.

Best,
Yu-Fai

Due to a webhosting conflict, the AIX Survey site uses port 591 to distribute the form. Some networks may have restricted access to this port, resulting in an error when a respondent tries to view the page.

The solution is to unblock port 591. If you are on a home network, this can be done locally on your computer. On Windows, open the Windows Firewall control panel and click on "Exceptions." Add port 591 to the list, and you shouldn't have any further trouble.

If you're connecting from an office, campus or base, the local IT support staff will likely need to unblock port 591 at the network level. If they are unfamiliar with how to do so, have them contact our main campus help desk at (919) 515-4357 for the steps they need to take.