

AT&T Website SolutionsSM

Custom Error Pages



AT&T Business



With this tool, you can define Custom Error Pages for popular web server errors. Your customized error page will be displayed when the particular error occurs. You can also use this tool to manage an already activated Custom Error Page through the "Modify existing Error Page" section.



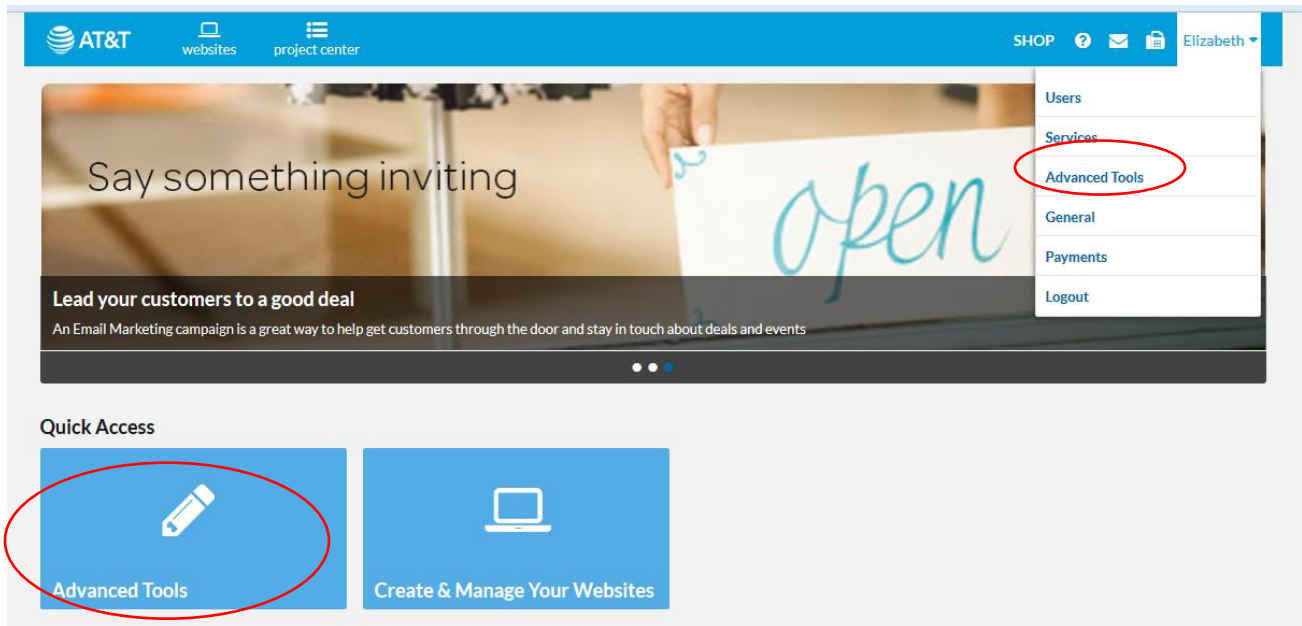
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Locate your Advanced Tools and Applications

Once you log into your Online Presence Portal you will find your name in the upper right corner of the blue task bar. When you place your mouse on the blue down arrow, a menu will open; select the Advanced Tools to open a new window with the list of all Advanced Tools that are available with your specific plan. You can also use the Quick Access menu to find Advanced Tools.



When the new window opens, you can choose from various Apps/Tools by choosing to view ALL or a specific category. Tiles for the tools are color coded based on their category. Note that only available tools based on product plan and purchases will be shown.



Introduction to Custom Error Pages

With this tool, you can define Custom Error Pages for popular web server errors. Your customized error page will be displayed when the particular error occurs. You can also use this tool to manage an already activated Custom Error Page through the "Modify existing Error Page" section.

To Launch Custom Error Pages:

Click on the **Custom Error Pages icon**.

The application opens in a new window:

The screenshot displays the 'CustomErrorPages' application window. The main heading is 'Manage Custom Error Pages'. Below the heading is a brief description: 'With this tool, you can define Custom Error Pages for popular web server errors. Your customized error page will be displayed when the particular error occurs. You can also use this tool to manage an already activated Custom Error Page through the "Modify existing Error Page" section.'

The interface is divided into two main sections:

- Create Error Page:**
 - Step 1: Select the Server Error:** A dropdown menu for 'Errors list' is set to '406 => Not Acceptable'.
 - Step 2: Choose the website section you'd like to use the Custom Error Page for:** Two radio buttons are present: 'The Entire Website' (selected) and 'Specific Website Section'.
 - Choose error location:** A list box shows several paths, with '/public' selected.
 - Step 3: Select your Custom Error Page:** A 'Directories:' dropdown is set to '/public' and a 'Files:' dropdown is set to 'EasyLiveChat.JPG'.
- Modify existing Error Page:** A separate section with a 'Create custom error page' button above it. It has a 'Directories:' dropdown set to '/public' and a 'Files:' dropdown set to '401 /EasyLiveChat.JPG'. 'Change' and 'Delete' buttons are at the bottom right.



Navigation

The main menu is located on the top right corner:

- **Manage:** links you to the page where you can manage and use this application
- **Support:** opens online help files for Custom Error Pages in a new window
- **Feedback:** allows you to send feedback concerning Custom Error Pages

Custom Error Pages

Manage

Allows you to create, edit and delete your custom error pages.

To Create Custom Error Pages:

1. Click **Manage**.
2. Complete the following:



CustomErrorPages Support Feedback

[Manage](#)

Manage Custom Error Pages

With this tool, you can define Custom Error Pages for popular web server errors. Your customized error page will be displayed when the particular error occurs. You can also use this tool to manage an already activated Custom Error Page through the "Modify existing Error Page" section.

Create Error Page

Step 1: Select the Server Error

Errors list:

Step 2: Choose the website section you'd like to use the Custom Error Page for

The Entire Website
 Specific Website Section

Choose error location:

Step 3: Select your Custom Error Page

Directories:

Files:

[Create custom error page](#)

Modify existing Error Page

Directories:

Files:

[Change](#) [Delete](#)

- **Select the Server Error type** – select the error type you would like to use
 - **Choose the website section you would like to use the Custom Error Page for** – select the section of you website where this error will be displayed.
 - **Select your Custom Error Page section** – select the location of your custom error page to be displayed.
3. Click **Create Custom error page**.



To Modify Custom Error Pages:

1. Select a directory from the drop down menu.
2. Select the file you wish to modify.
3. Click **Change**.

To Delete Custom Error Page:

1. Select a directory from the drop down menu.
2. Select the file you wish to delete.
3. Click **Delete**.