



Technical Bulletin - Proxy issues with web-delivered products

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Most proxy server configurations work flawlessly with Bridges' web-delivered products; there have been issues where certain configurations can cause dynamic pages to be incorrectly cached. Do note that cacheable content (images, stylesheets, etc.) is explicitly marked as such with appropriate HTTP response headers.

Symptoms:

1. Users in a lab situation see cached dynamic pages, typically with other lab users' portfolio names. Often, other users see screens remaining from the first user's login.
2. Upon first accessing <http://access.bridges.com>, users may receive an 'Oops, we messed up' page.

Resolution:

1. Configure proxy server(s) to properly expire content based on the HTTP response "Expires" header, which is always set by Bridges' servers (for dynamic content) to the current time (indicating that an immediate expiry is desired);
2. Check the time settings on your proxy server to ensure it is accurate;
3. Configure your proxy server to not cache content with the following extensions:
 - .do, .jsp, .jspx, .py, .pl, .php, .asp, .aspx

Sample HTTP response for dynamic content:

```
HTTP/1.1 200 OK
Content-Type: text/html;charset=ISO-8859-1
Vary: Accept-Encoding
Content-Encoding: gzip
Expires: Fri, 17 Sep 2004 15:27:52 GMT
Date: Fri, 17 Sep 2004 15:27:52 GMT
Transfer-Encoding: chunked
Connection: keep-alive
Connection: Transfer-Encoding
Set-Cookie: BIGipServerapp.cluster.md.bridges.com=1325449482.20550.0000; path=/
```

Sample HTTP response for cacheable content:

```
HTTP/1.1 304 Not Modified
Content-Type: text/plain
Last-Modified: Wed, 01 Sep 2004 21:37:36 GMT
ETag: W/"14391-1094074656000"
Cache-Control: max-age=2574
Date: Fri, 17 Sep 2004 15:41:54 GMT
Connection: keep-alive
```