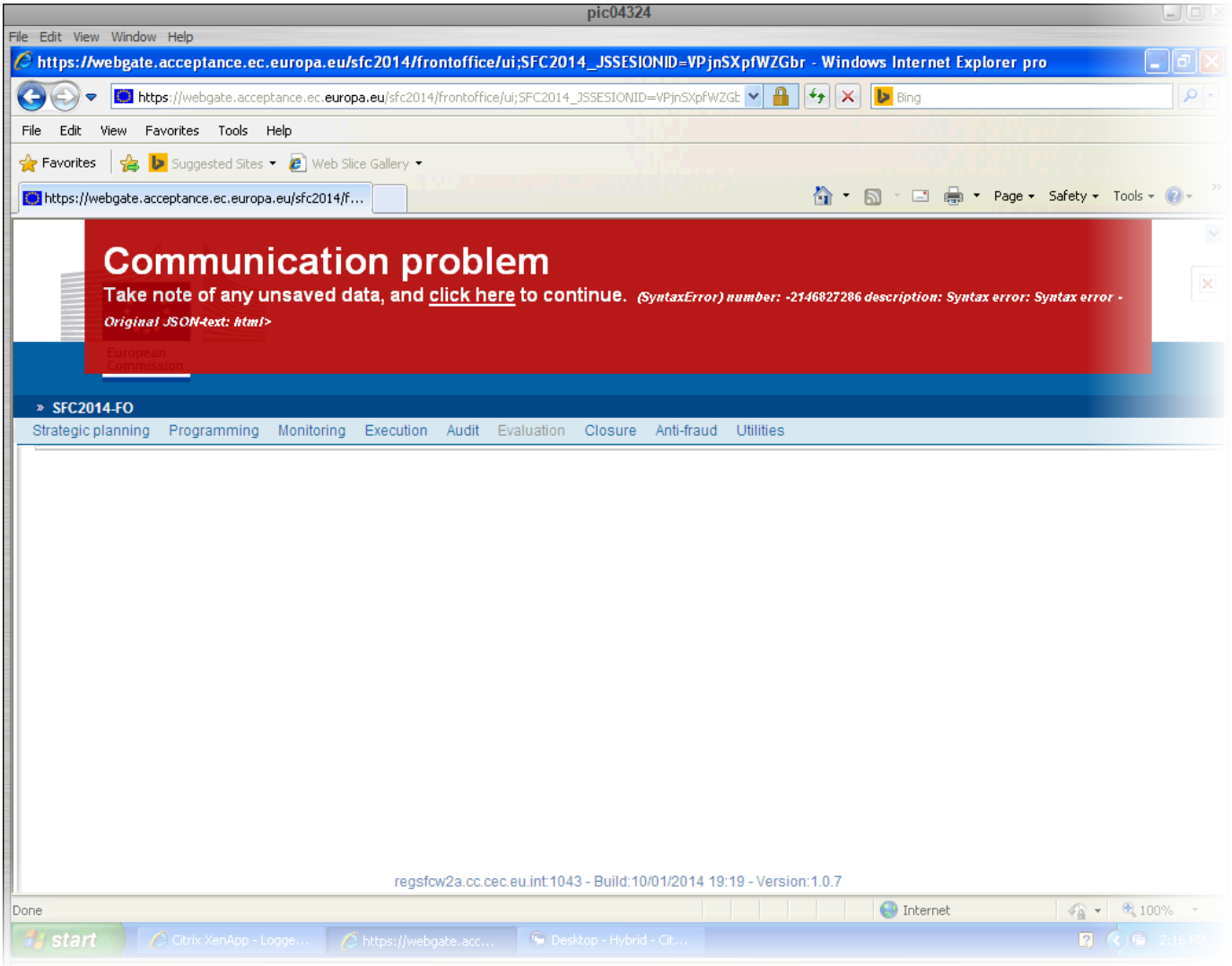
Issue - I always get a Communication problem error and cannot access SFC2014. What should I do?

A communication problem error (like the one below) is most likely because you're not using the correct URL to access the application.



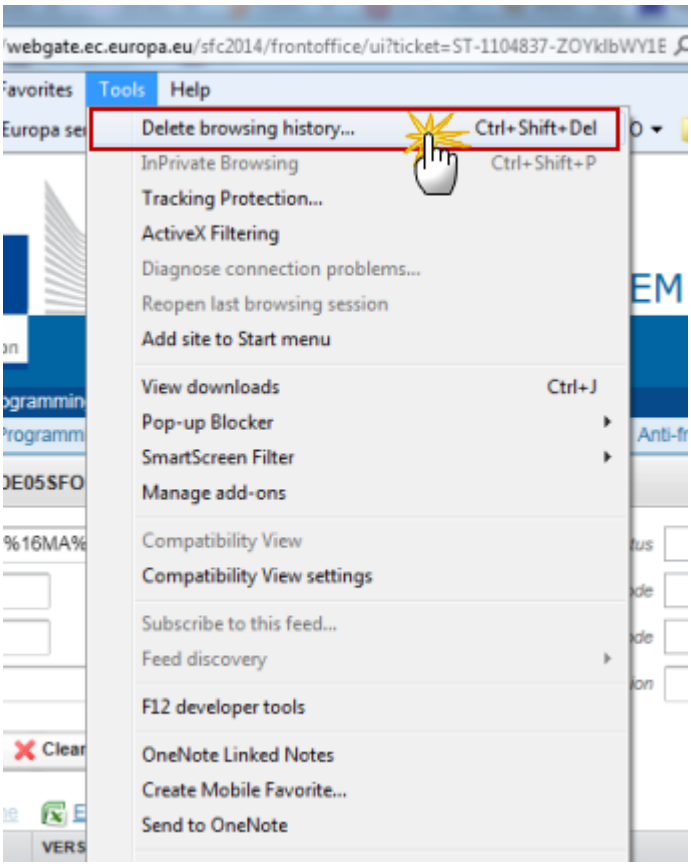
Please make sure you're logging in to https://webgate.ec.europa.eu/sfc2014/frontoffice/ui .

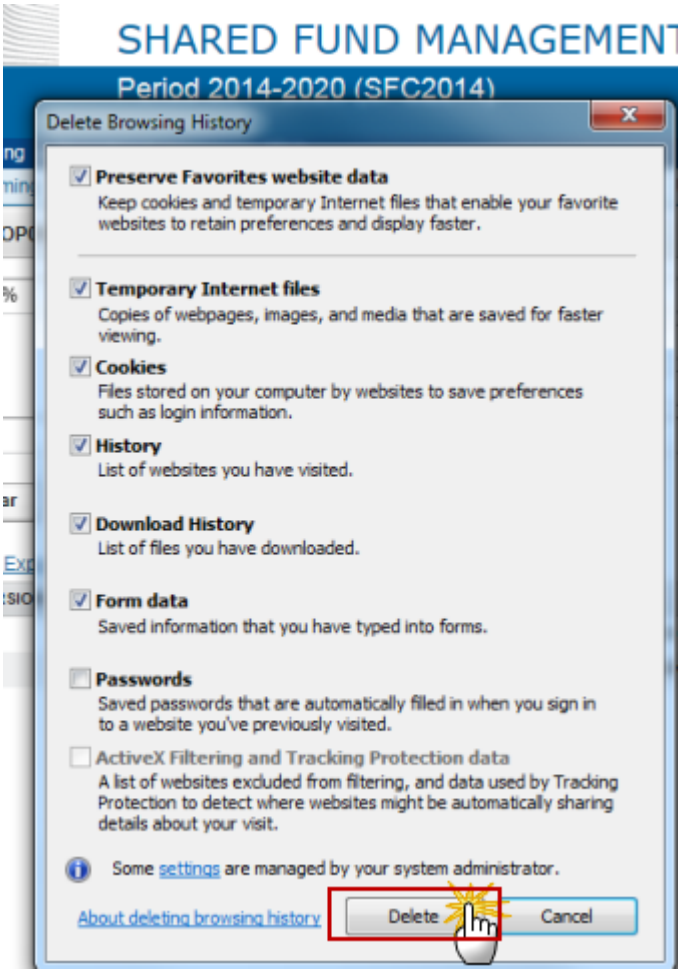
If SFC2014 is saved in your favourites, make sure it is saved correctly like this https://webgate.ec.europa.eu/sfc2014/frontoffice/ui and **not with a string at the end** (eg: https://webgate.ec.europa.eu/sfc2014/frontoffice/ui?ticket=ST-2586901-wsTm0beevLziHDdCx0EoXdiuRN83lza1DKnul2V02jKfTKHP22rIZJlnGyv3JyZ0OJyOgLJzoDkwOd4Jj71zxYb8yr8lROlzRp19F-L8uDtzZeFc3TzJn8s0bfsFvj6dzrpAzUF5gRmt9LKuJ5).

To solve the problem you will have to **clear the cache of your browser first and try to log on again using the correct URL:** https://webgate.ec.europa.eu/sfc2014/frontoffice/ui .

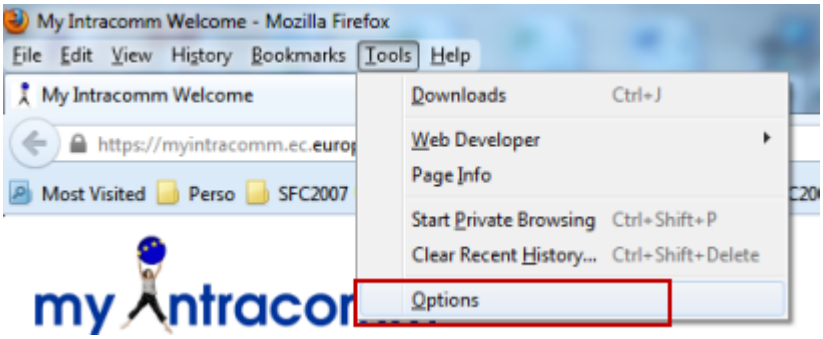
To clear the cache of your browser please proceed as follows:

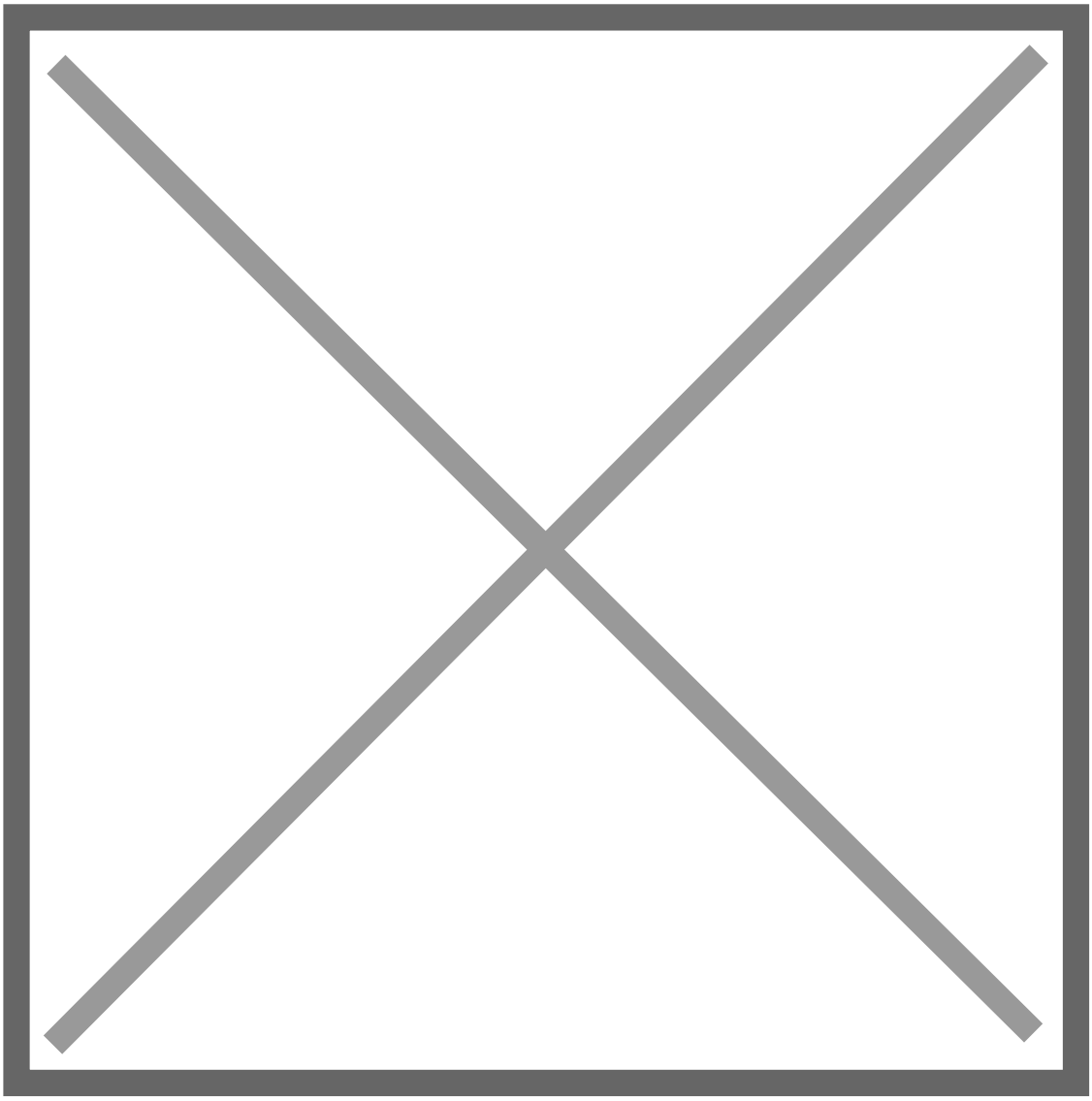
*In **Internet Explorer**:*



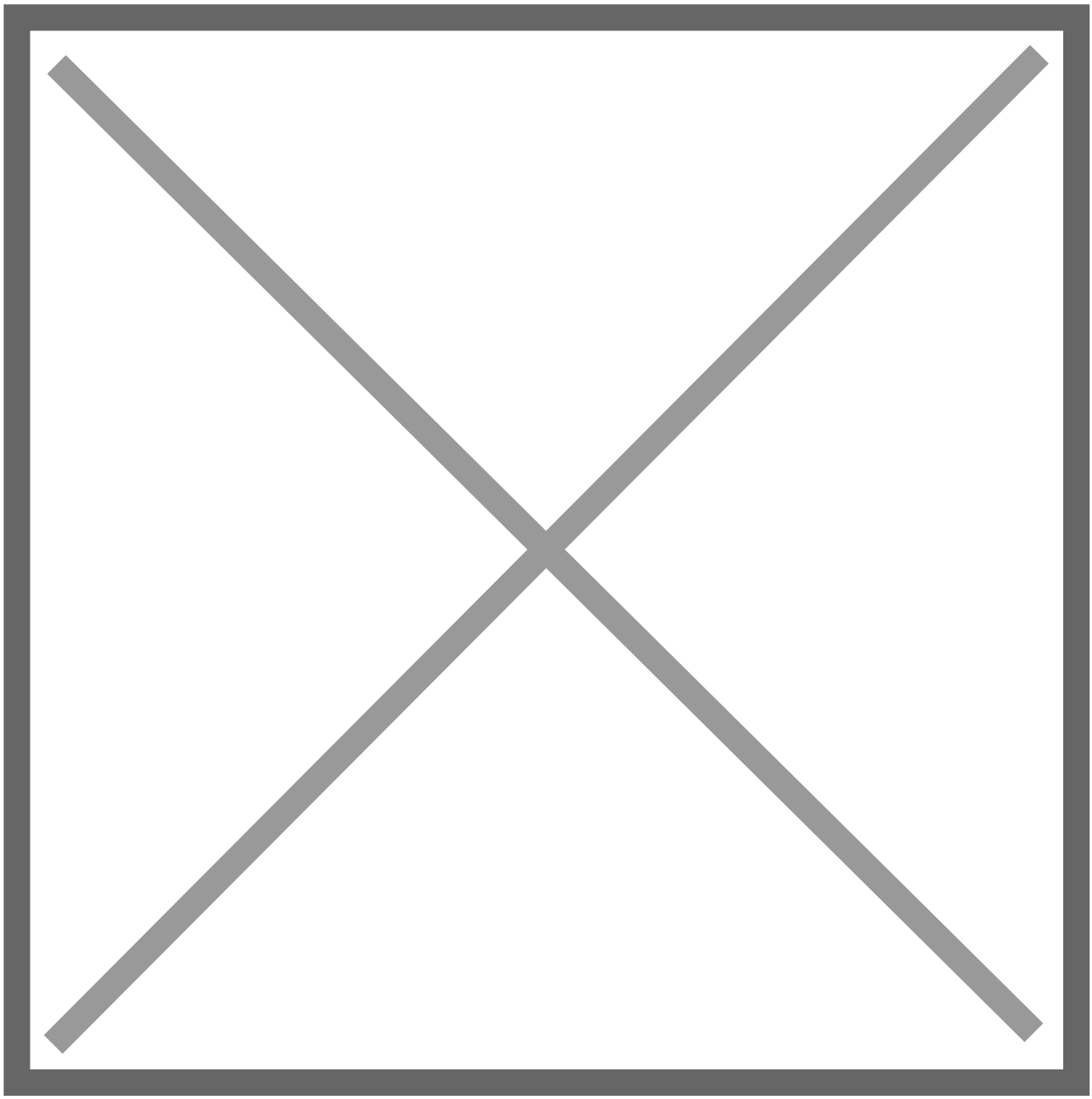

SHARED FUND MANAGEMENT
Period 2014-2020 (SFC2014)
Delete Browsing History
Preserve Favorites website data
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Temporary Internet files
Copies of webpages, images, and media that are saved for faster viewing.
Cookies
Files stored on your computer by websites to save preferences such as login information.
History
List of websites you have visited.
Download History
List of files you have downloaded.
Form data
Saved information that you have typed into forms.
Passwords
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
ActiveX Filtering and Tracking Protection data
A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.
Some settings are managed by your system administrator.
About deleting browsing history
Delete
Cancel

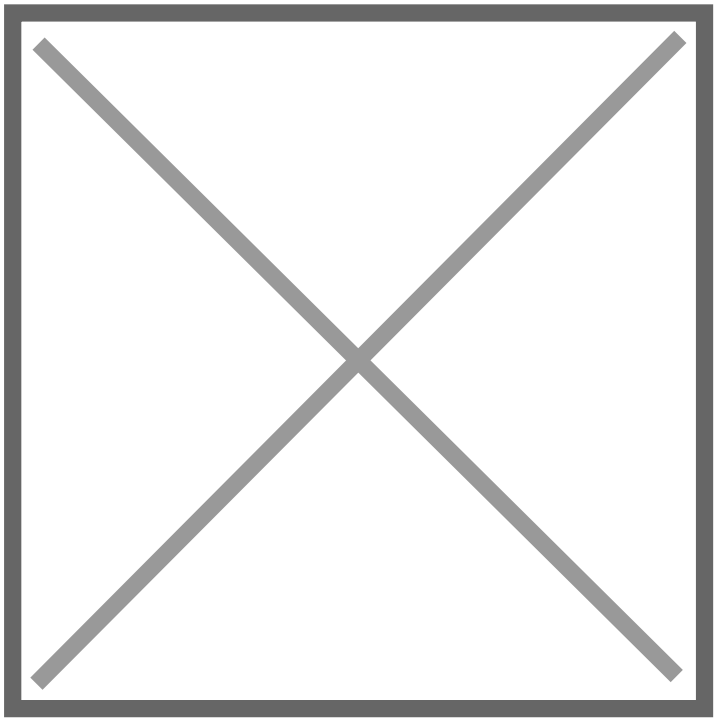
*In **Firefox**:*

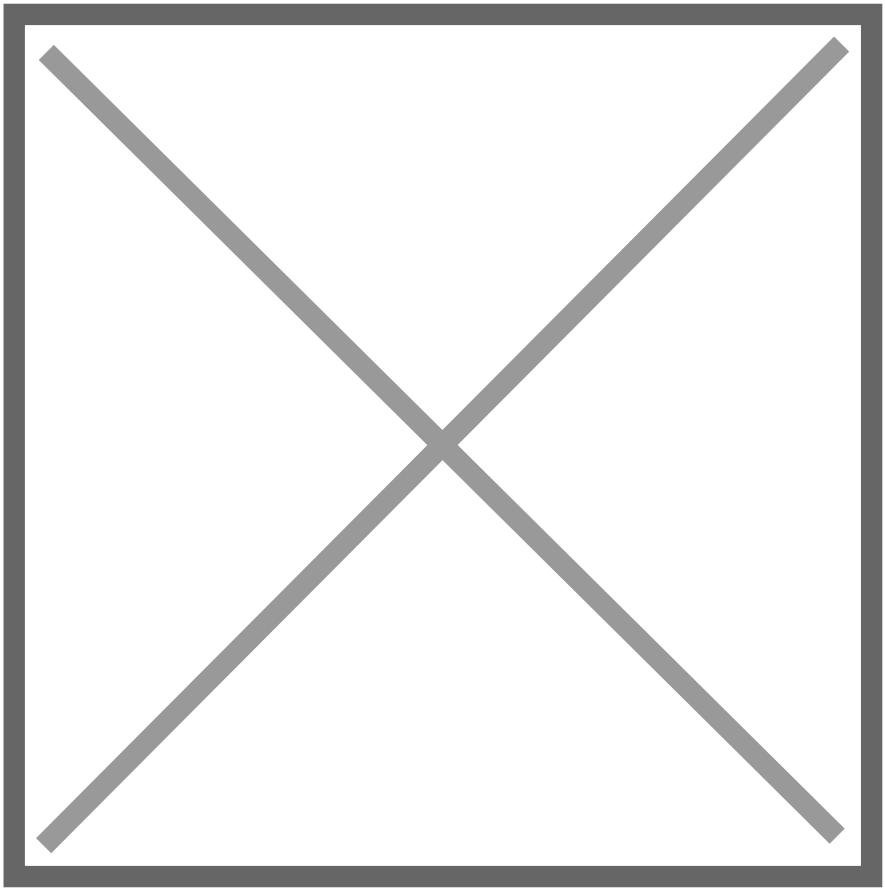

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SFC2007
Downloads Ctrl+J
Web Developer
Page Info
Start Private Browsing Ctrl+Shift+P
Clear Recent History... Ctrl+Shift+Delete
Options



*In **Google Chrome**:*







Tags

SFC2014

communication problem

clear cache

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