

JSpell Support

Portal > Knowledgebase > JSpell HTML > Why do I get a Page Not Found error?

Why do I get a Page Not Found error?

Support Team - 2019-07-20 - in JSpell HTML

A Page Not Found error usually occurs when a developer has changed the default location of the JSpell HTML files but has not yet modified the file `jspell.js` to point to the new location. Also, the file `jspell.js` could be cached by your browser and it is recommended to empty your cache after modifying any JavaScript files. If you are using JSpell HTML and you are receiving a Page Not Found error in the JSpell popup dialog then please confirm that all URLs in the file `jspell.js` are pointing to the correct locations for your server. The variables concerning URL locations in `jspell.js` are as follows:

`spellCheckURL`

`styleSheetURL`

`imagePath`

`jspellpopupurl`

A common scenario is:

- 1) Developer installs JSpell and confirms that the test page is working on their local machine.
- 2) The developer tries to access the server or machine using a non "localhost" URL or changes the location of the JSpell files to a new folder or virtual directory.
- 3) JSpell stops working

The most common solution to the problem is to fix the URLs in `jspell.js`. To confirm that this is the problem simply follow these steps:

- 1) When the popup appears with the Page Not Found message, right-click on the popup window and select Properties.
- 2) You will see a dialog with information about the popup. The dialog will also contain the URL that is "Not Found". If the URL looks like "`http://localhost/jspellhtml/jspellpopup.html`" then you have not modified `jspell.js` to point to the correct location for `jspellpopup.html`.

Please modify this according to the documentation, else confirm that jspellpopup.html is located at the URL shown and that the file permissions are correct.

If you are still having difficulty after this step then please contact Support using the Ask a Question feature on our Help Desk. Please provide a screen snapshot of the previously mentioned Properties dialog and/or provide us with an external URL that we can test.