

# Osprey Approach: Troubleshoot Logout Issues

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The latest version is always online at  
<https://support.ospreyapproach.com/?p=17691>

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# If you find that you are being logged out of Osprey frequently, there are several reasons that this can happen. This guide will take you through the most common ones

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## **Another site you have logged out of in the same browser session has deleted your login cookie**

If you use other systems which require a login, logging out of these systems can sometimes clear your cookies, causing Osprey to log out. A good example of this is internet banking sites.

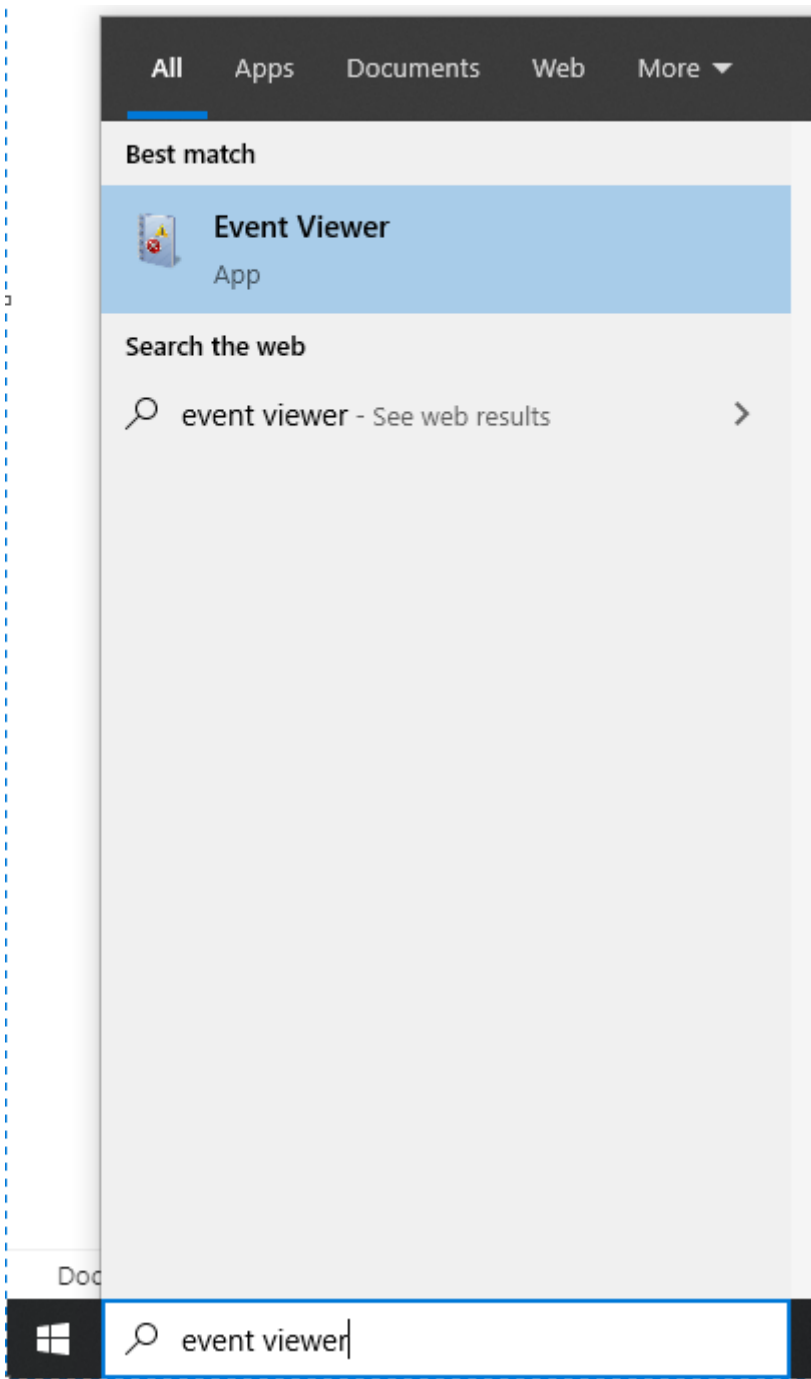
To avoid this happening, it is recommended to open these systems in a different browsing session to Osprey rather than a new tab.

## **Your internet connection has dropped**

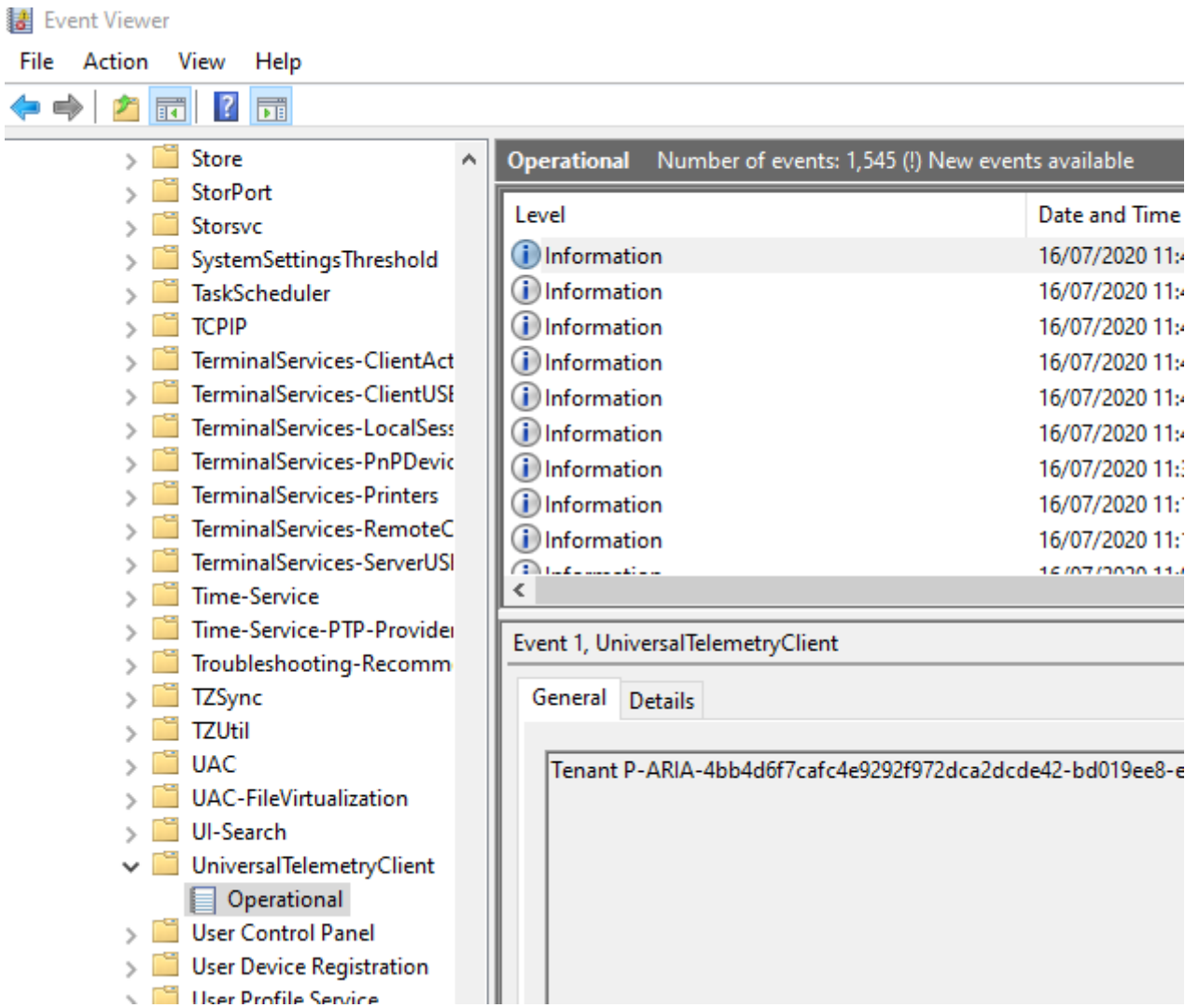
Even a minor and brief disconnection can cause Osprey to return to the login screen.

You can check whether the internet has become disconnected by viewing the Event Log.

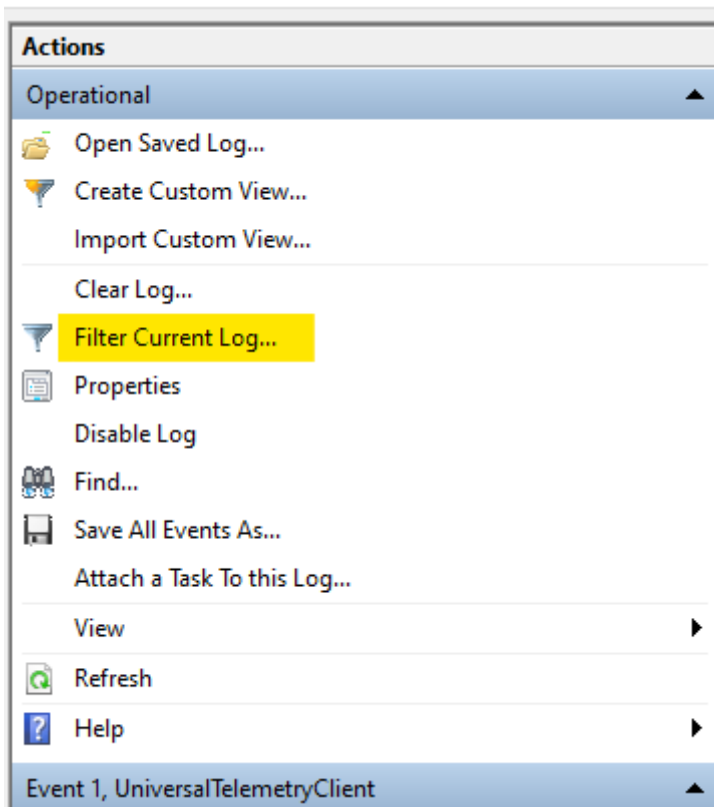
In the Type here to search box in the bottom left of Windows, type Event Viewer, then click the Event Viewer program. You will most likely require administrator privileges for this.



On the left hand panel, navigate to Applications and Services Logs > Microsoft > Windows > UniversalTelemetryClient > Operational.



On the right hand panel, select the Filter Current Log option



Enter 51 in the Includes/Excludes Event IDs box and click OK

Filter Current Log ✕

Filter XML

Logged: Any time ▼

Event level:  Critical  Warning  Verbose  
 Error  Information

By log Event logs: Microsoft-Windows-UniversalTelemetryClient/ ▼

By source Event sources: ▼

Includes/Excludes Event IDs: Enter ID numbers and/or ID ranges separated by commas. To exclude criteria, type a minus sign first. For example 1,3,5-99,-76

51

Task category: ▼

Keywords: ▼

User: <All Users>

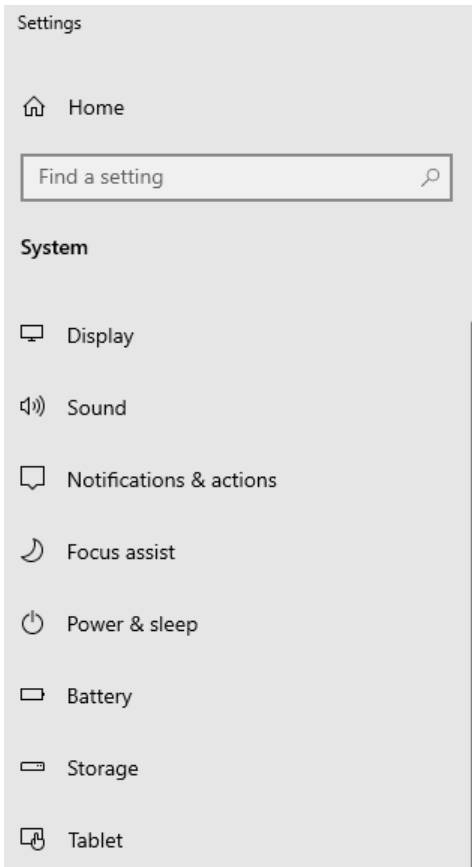
Computer(s): <All Computers>

Clear

OK Cancel

### Your PC has gone to sleep, interrupting your internet connection

If you use a laptop, power settings can affect whether you remain connected to the internet or not. If the PC goes to sleep, this will interrupt your internet connection.



## Power & sleep

### Sleep

On battery power, PC goes to sleep after

When plugged in, PC goes to sleep after

### Save energy and battery life


Make your battery last longer by choosing shorter times for screen and sleep settings.

### Related settings






[Additional power settings](#)

## Define power buttons and turn on password protection

Choose the power settings that you want for your computer. The changes that you make to the settings on this page apply to all of your power plans.

 [Change settings that are currently unavailable](#)

### Power and sleep buttons and lid settings

	 On battery	 Plugged in
 When I press the power button:	<input type="text" value="Sleep"/>	<input type="text" value="Sleep"/>
 When I press the sleep button:	<input type="text" value="Sleep"/>	<input type="text" value="Sleep"/>
 When I close the lid:	<input type="text" value="Sleep"/>	<input type="text" value="Sleep"/>

On resuming your session (opening the lid or pressing the power button to resume from sleep mode) you may find that on navigating to another page in Osprey you see the following:



## Your connection was interrupted

A network change was detected.

ERR\_NETWORK\_CHANGED

Reload

Upon clicking reload, the connection may resume, dependant on how long the machine has been asleep for.

### **Your wireless router may be too far away**

Try a speed test while connected to WiFi, then try plugging your machine into your router using an ethernet cable and rerun the same speed test. If there is a considerable difference in these speeds (remember that Osprey uses upload speed as much as download speed) try ensuring that your router is placed in a central location with nothing around it so that it can send out its best potential signal.

### **Someone else has logged in with your credentials**