

# Sorry Service

## About

The sorry service provides an error message when a site is down (i.e. OS patching). It does not provide error messages for any other types of error (i.e. page not found).

The new sorry service is based upon some conventions that have existed in the past and provides the opportunity for having more generic and custom sorry pages.

## What's Changed

In the past sorry pages have had the URL of [http://idstatic.cit.cornell.edu/\[hostname\].sorryservices/](http://idstatic.cit.cornell.edu/[hostname].sorryservices/). The replacement URL will be [http://sorry.hosting.cornell.edu/\[hostname\].sorryservices/](http://sorry.hosting.cornell.edu/[hostname].sorryservices/). The old URLs will continue to work, but users are encouraged to update configurations to use the new URLs.

## What's New

The new sorry service is built to better integrate with the [Hardware Load Balancer](#) (HWLB). In the past most hosting sites would be redirected to . This is not a very friendly looking URL. There is now a new option to create a "Redirect Sorry Page".

### Redirect Sorry Page

A "Redirect Sorry Page" behaves much like the existing sorry pages, except it can be customized. By default the HWLB can redirect traffic to [http://sorry.hosting.cornell.edu/\[hostname\].sorryservices/](http://sorry.hosting.cornell.edu/[hostname].sorryservices/). This will display the generic sorry page that looks like <http://sorry.hosting.cornell.edu/sorry.hosting.cornell.edu.sorryservices/> that displays the site name and a generic error. A customized template can also be created such as <http://sorry.hosting.cornell.edu/customsorry.hosting.cornell.edu.sorryservices/> that has site specific information.

### Creating Custom Sorry Pages

Custom sorry pages exist as pages that are stored on the static web hosting service. Updates to customized pages can be made by using webdav and pages are limited to either static HTML or a [Server-Side Include](#). It is not necessary to create a custom page for every unique URL. There is automatic aliasing for "www" names and it is possible to have wildcard names as well.

### Example of www alias

- <http://sorry.hosting.cornell.edu/www.customsorry.hosting.cornell.edu.sorryservices/>

### Example of arbitrary URL alias

- <http://sorry.hosting.cornell.edu/anothersorry.hosting.cornell.edu.sorryservices/>

Content URL: <http://sorry.hosting.cornell.edu/customsorry.hosting.cornell.edu.sorryservices/another.html>

### Example of wildcard URL aliases

- <http://sorry.hosting.cornell.edu/hosting2.cornell.edu.sorryservices/>
- <http://sorry.hosting.cornell.edu/www.hosting2.cornell.edu.sorryservices/>
- <http://sorry.hosting.cornell.edu/www2.hosting2.cornell.edu.sorryservices/>

Content URL: <http://sorry.hosting.cornell.edu/customsorry.hosting.cornell.edu.sorryservices/wildcard.html>