

DSS Troubleshooting

If you face any issues on DSS environment that are not addressed here, please create a ticket to SBS Support Freshdesk.

Please refer [here](#) to ensure seamless access to DSS.

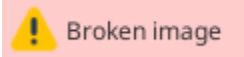
When accessing the Dataiku DSS URL I get the following message :

Could not connect to DSS server

Please ask your administrator to check if the DSS server backend is running.

Unknown error

HTTP code: 502, type: Gateway error



Solution : The DSS backend is down. Please contact the admin team (SBS-IS-Appli-Techno-BD-A-All@solvay.com) and check the "[Data Science / Analytics Praticionners](#)" Google+ community for updates.