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Use this article when the AIQ Options or Global Options page does not load in a browser. Start with browser/session checks, then validate AIQ services and logs.

When to use this guidance

- The AIQ application loads partially but Options does not.
- A browser shows a blank page, spinner, or server error.
- Administrators need a safe triage path before restarting services.

Recommended approach

1. Refresh the session and test in a supported browser profile without extensions.
2. Confirm the user has permission to access Options or Global Options.
3. Check browser developer tools for failed requests and HTTP status codes.
4. Review AIQ server logs for matching errors at the time of the failed load.
5. Restart affected AIQ services only after collecting evidence and confirming impact.

Note: The original title contained a spelling error; use “Appvance” or “AIQ” in future references.

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