



TEXAS TECH UNIVERSITY
Office of the Provost
Student Success™

RAIDER SUCCESS HUB

HIGHLIGHTS



Discover the latest **RR360** Trails covering RSH Reporting and Analytics, learn more about instructor-led trainings and celebrate RSH users who submitted enhancement ideas.



HIT THE TRAILS

Dataheads rejoice! **RR360** Trails has added new content covering RSH Reporting and Analytics. Start trailin' now or sign-up for an instructor-led training through **Cornerstone!**

RSH REPORTING & ANALYTICS

TIPS & TRICKS

Don't forget to come see us at our virtual Hub Office Hours every Thursday in August from 12-1pm CST!

JOIN VIA ZOOM





ROAD TO SUCCESS

RSH instructor-led trainings are now as convenient as ever! Check out one of our four offerings - all under 90 minutes or less. You choose the topic and we provide the rest. Choose from RSH Appointments, RSH Communications, RSH Alerts and RSH Tasks & Success Plans.

[LEARN MORE](#)

Error Message

Are you experiencing difficulties accessing RSH due to the error message below? Learn how to fix the error.

HTTP Status 400 – Bad Request

Type Exception Report

Message Request header is too large

Description The server cannot or will not process the request due to something that is perceived to be a client error (e.g., malformed request syntax, invalid request message framing, or deceptive request routing).

Exception

```
java.lang.IllegalArgumentException: Request header is too large
org.apache.coyote.http11.Http11InputBuffer.parseHeaders(Http11InputBuffer.java:602)
org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:285)
org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:63)
org.apache.coyote.AbstractProtocol$ConnectionHandler.process(AbstractProtocol.java:926)
org.apache.tomcat.util.net.NioEndpoint$SocketProcessor.doRun(NioEndpoint.java:1791)
org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:52)
org.apache.tomcat.util.threads.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1191)
org.apache.tomcat.util.threads.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:659)
org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:61)
java.base/java.lang.Thread.run(Thread.java:833)
```

Note The full stack trace of the root cause is available in the server logs.

Apache Tomcat/9.0.74

How to Fix It: Clear your browser's cache and cookies by adjusting the time range to "All Time". If you're not sure how to do this, refer to the document below for step-by-step instructions.

[CLEAR CACHE](#)

SPOTLIGHT

Bravo to our RSH Community! These folks suggested an idea to enhance RSH, which was successfully rolled out into the live portal. [Log into RSH](#) and take a look at their idea in action.

Display Student Opt-in Status to SMS on the My Students Case List View

Karen Preiss, Academic Advisor, Ag Education & Communications

Add Last Accessed Dates to Show the Last Time a Student Access Blackboard

Stephanie Legako, Associate Dean of Students - Students of Concern

QUESTIONS OR SUGGESTIONS?

Got an idea? Have questions? Submit all requests here help.success@ttu.edu.

FROM HERE, IT'S POSSIBLE.



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