



TEXAS TECH UNIVERSITY  
Office of the Provost  
Student Success™

## RAIDER SUCCESS HUB

### HIGHLIGHTS



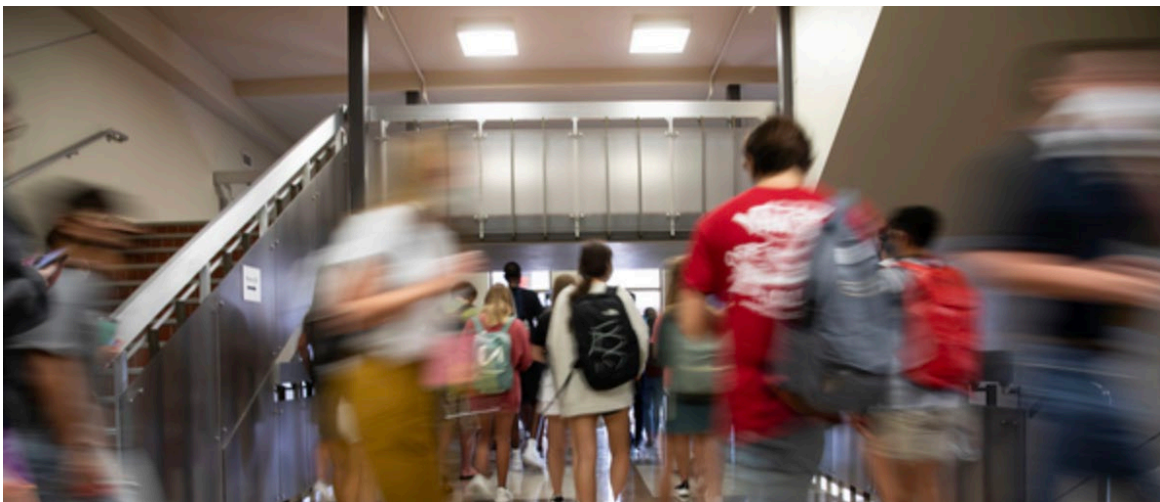
Discover the latest enhancements to the Advisee Case Record, get valuable information about weekly office hours, learn how to resolve a common error and don't miss the shout-outs to RSH users who submitted enhancements.



## HIT THE TRAILS

The Advisee Case Record has a new look! Explore the updated layout that highlights the features you use most.

[EXPLORE THE NEW LOOK](#)



## ROAD TO SUCCESS

### **Hub Office Hours**

Join us for Hub Office Hours throughout the month of August, where we will be available to provide you with the support you need.

**When:** Every Thursday in August, from 12 - 1 p.m. Please note that starting in September, office hours will be reduced to once a month.

**Where:** Zoom. Simply click the link below to join.

[JOIN ZOOM](#)

## 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:829)
```

**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](#)

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## 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.

### Add Course Section to the Course Connections Tab

*Adrienne Pedrech, Senior Lecturer, Department of Chemistry & Biochemistry*

### Add a Link to DegreeWorks in the Advisee Record

*Maeley Herring, Program Manager for Student Retention, Davis College of Agricultural Sciences & Natural Resources*

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# QUESTIONS OR SUGGESTIONS?

Got an idea? Have questions? Submit all requests here [help.success@ttu.edu](mailto:help.success@ttu.edu).

**FROM HERE, IT'S POSSIBLE.**



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