

Support Advisory: Controller screens not loading due to AdBlock

Summary

When AdBlock is enabled on Chrome or other browsers, several screens in the Controller do not load data and appear as blank screens. Specifically, the screens with lists are affected: Business Transaction list, Applications list, License list, Agents list, Transaction Snapshots.

Affected Software

All Controller versions when viewed in a browser that has AdBlock or AdBlock Plus extensions enabled.

Workaround

The workaround is to disable Adblock or Adblock extensions from the browser. If disabling the extensions at the browser-level is not feasible, then exclude the AppDynamics Controller site from these extensions/add-ons.

See [How do I disable AdBlock in Chrome?](#) for more information on how to enable the workaround.

Resolution

The hotfix 4.5.2.x is not released yet.

Revision History

- 10/11/2018, v1 (initial publication)
- 11/6/2018, v2 (added link to Knowledge Base)