

# GUI Error: The Remote IP is not matching to the session saved IP

## Applies To

Zend Server Admin UI

## Summary

When your client IP changes while your Zend Server Admin UI session is still active (did not expire yet or set to never expires), you may get a fatal error about invalid Remote IP and cannot use the UI. This can happen when moving between networks and using VPN from multiple public networks.

[blocked URL](#)

## Solution

To resume UI access and launch a new session, you need to manually delete the browser cookie '**ZS6SESSID**', then reload the page. You will then be redirected to the Login page.

Read More: [Delete a Cookie / All Cookies on Google Chrome](#)

The elaborated guide page above has links at the bottom to address additional browsers supported by Zend Server, e.g **Firefox**, **Internet Explorer**, and **Safari**.