





 **Natalie:** Hi, my name is Natalie. How may I help you?


 **Garrett Socling:** Hiya

 **Garrett Socling:** I was trying to purchase an mp3 but was having problems with the process.


 **Garrett Socling:** Was wondering if your website was having issues

 **Garrett Socling:** or if it was a problem on my end

 **Natalie:** I'm sorry to hear that you are unable to purchase tracks. I'll be happy to help.

 **Natalie:** Are you getting any error message?


 **Garrett Socling:** kinda


 **Garrett Socling:** here, I'll copy one of ryou


 **Garrett Socling:** *for you


 **Garrett Socling:** Session expired

Your current session has expired. This could be the result of inactivity, or the use of the Refresh or Back button on your browser. We apologize for any inconvenience. If you continue to have technical difficulties, please click here for customer support

 **Garrett Socling:** So, I'll have an MP3 in my cart, be logging in, and go to check out.


 **Garrett Socling:** it asks for my password again, so I enter it and the page that comes up is that 'session expired' problem

 **Natalie:** First I'll need to gather some information.


 **Natalie:** What web browser including the version are you using?

 **Garrett Socling:** hmm


 **Garrett Socling:** Google Chrome 9.0.597.98

 **Natalie:** Do you have firefox?


 **Garrett Socling:** Sure


 **Garrett Socling:** same problem: Session expired

Your current session has expired. This could be the result of inactivity, or the use of the Refresh or Back button on your browser. We apologize for any inconvenience. If you continue to have technical difficulties, please click here for customer support.

 **Natalie:** I suggest you to use it and try purchase the tracks.


 **Garrett Socling:** tried IE too


 **Garrett Socling:** perhaps there is a problem with your website?

 **Natalie:** No, there is no issue with the website.

 **Garrett Socling:** Hmm

 **Garrett Socling:** well

 **Garrett Socling:** could there be a problem with my account then?

 **Natalie:** I suggest you to use it and try purchase the tracks.


 **Garrett Socling:** I did


 **Garrett Socling:** try to use it

 **Garrett Socling:** and I had the same problem


 **Natalie:** I mean use firefox.

 **Garrett Socling:** yes


 **Garrett Socling:** I tried IE as well


 **Garrett Socling:** and I had the same problem


















 **Natalie:** Okay, then reset the web browser settings and try again.

 **Garrett Socling:** what web browser settings?

 **Garrett Socling:** you mean delete any cookies and the cache?

 **Natalie:** Yes, Garrett.

 **Garrett Socling:** Oddly enough, I never use IE for anything

-  Garrett Socling: like, when I started it, it wanted me to run teh 'first time' wizard
-  Garrett Socling: It had no cache, and no cookies
-  Garrett Socling: This is a week old Windows 7 installation
-  Garrett Socling: And I had the same problem with IE
-  Garrett Socling: Thoughts?
-  Natalie: Its your web browser settings issue.
-  Garrett Socling: Ok
-  Garrett Socling: did you understand that I told you?
-  Garrett Socling: Because I used THREE DIFFERENT BROWSERS
-  Garrett Socling: including one that had NEVER BEEN USED BEFORE
-  Garrett Socling: I deleted the browser history, the cache, the cookies, everything from Internet Explorer
-  Garrett Socling: and tried again
-  Garrett Socling: and I still have the same problem.
-  Garrett Socling: Do you understand?
-  Garrett Socling: Perhaps there is someone else who could assist me?
-  Garrett Socling: Is anyone still there?
-  You have been disconnected from the chat due to inactivity.