W COMMUNICATIONS GROUP™

INSITE TROUBLESHOOTING GUIDE - MACINTOSH

Struggling with getting Insite working? Insite 5 relies heavily on Sun's Java software and sometimes cache files need to be cleaned out to get things moving. If you are having issue with Smart Review and uploading, both java heavy processes, then keep reading.

- What Macintosh OS and browser are you using?
    - InSite 5 supports Mac OS X 10.3.9 and higher
    - Safari 2 and 3 are both supported
    - Firefox 2 is supported

Did you try running System Diagnostics?
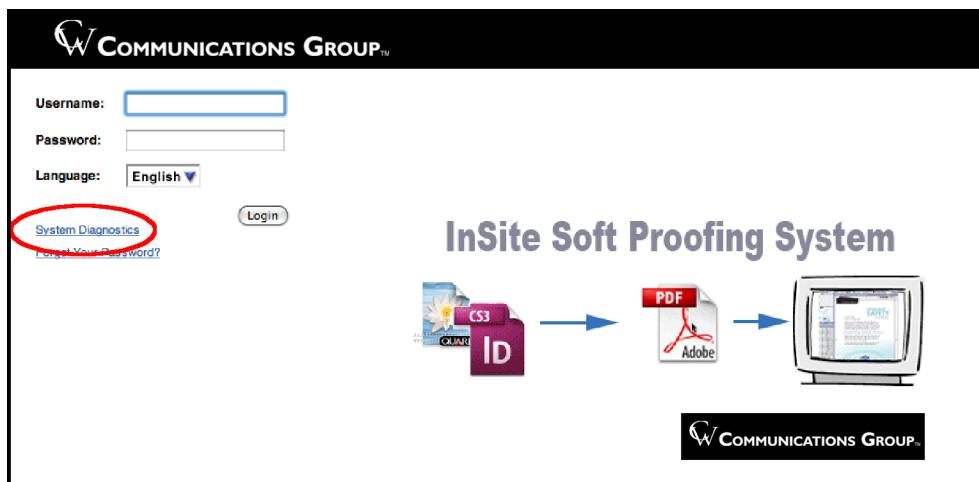
This will run a series of tests to make sure your operating system, browser and version of java are up-to-date. Pay close attention to the Java area of the report. Problem areas will be highlighted in **red**. This tool will also check your firewall for any connection issues. At the bottom of the analysis window there is a "click here to test your connection speed" link to check your upload and download speeds from our servers. This can also be helpful in diagnosing possible issues. If you find issues, you may need to get your IT staff involved to further troubleshoot your computer.

Cleaning Browser Cache Files

Cache files are stored and saved files that make your browsing experience faster as it stores frequently used info on the hard drive so it does not have to download them from the internet. Sometimes that information becomes corrupt and needs to be cleaned out. Try cleaning the browser cache, then try InSite to see if the problem is fixed. No need to do more cleaning than necessary

- To clean the browser caches in Safari select "Empty Cache" from the Safari menu. To clean the cache in Firefox, from the Tools menu, select "Clear Private Data" and make sure to select only "Cache". Adding other selections will clear cookies and other information you may want to save. If this doesn't resolve the issue, clean the java cache.
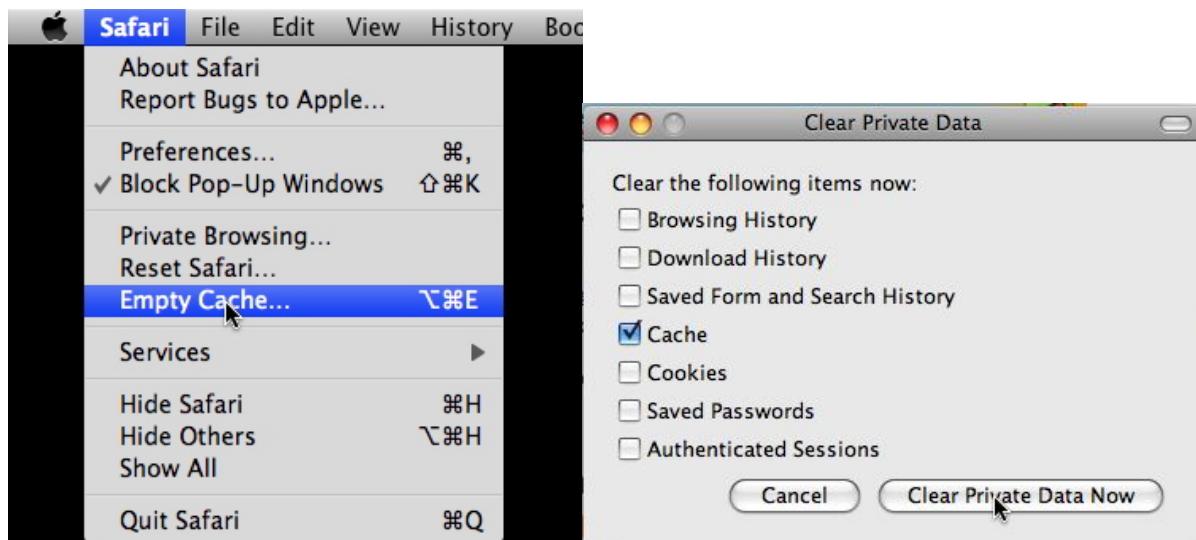
Cleaning Browser Cache Files

To clean the Java cache files. This can be done by going to your Java folder inside your Utilities folder and double-clicking the Java Preferences.

> **Quick Tip:** To quickly get to the Utilities folder, click on the desktop once, then HOLD both the SHIFT and COMMAND keys while pressing the "U" key and the Utilities folder will pop open.

If you are using Java version 1.5 this is what you will see. Click on the "Delete Files" button and make sure all the options are selected and click ok. This just deleted all your temporary Java cache files.
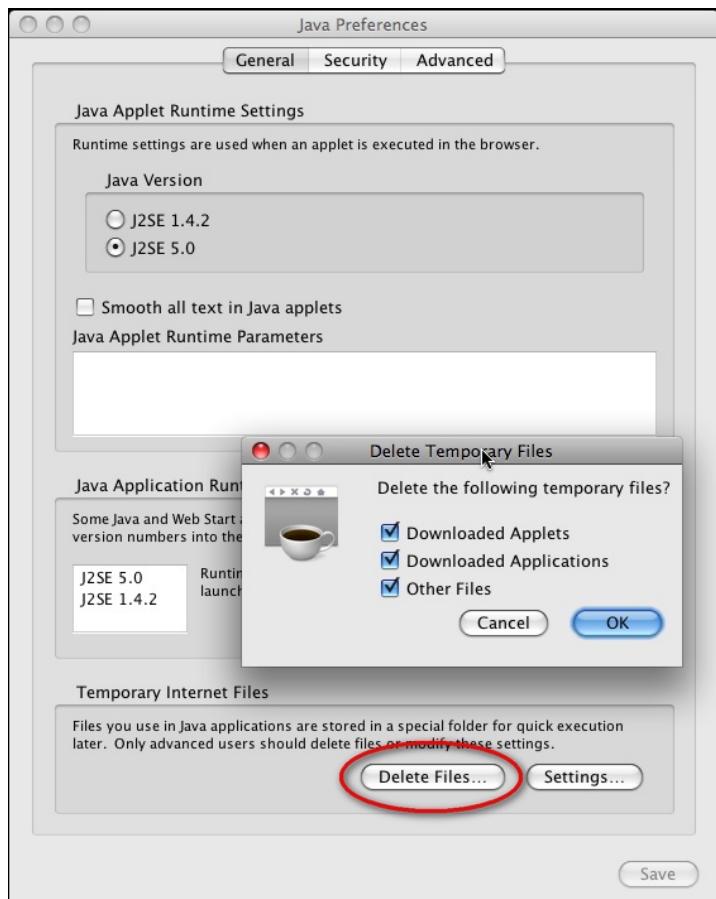
Certificate Security Settings

Last let's make sure we have our security settings set up properly. Every time you enter Smart Review from a freshly launched browser, you will get a message asking you to trust the Java applet from Kodak. You can end this once and for all, until you empty your caches again.

When the warning pops up, click Show Certificate.

Then click "Always Trust"