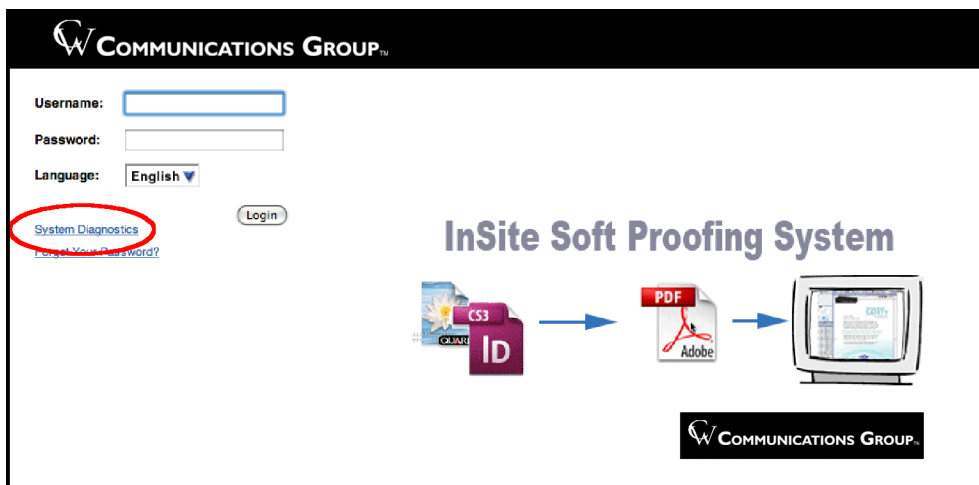

INSITE TROUBLESHOOTING GUIDE - PC

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 issues with Smart Review and uploading, both java heavy processes, then keep reading. If you do not have Java installed, then the System Diagnostics will tell you to install it.

<http://www.java.com/en/download/manual.jsp>

- What Windows Operating System and browser are you using?
 - InSite 5 supports Windows 2000, Windows XP & Windows Vista
 - Internet Explorer 5, 6 & 7 are all supported
 - Firefox 2 is supported

Did you try running System Diagnostics?

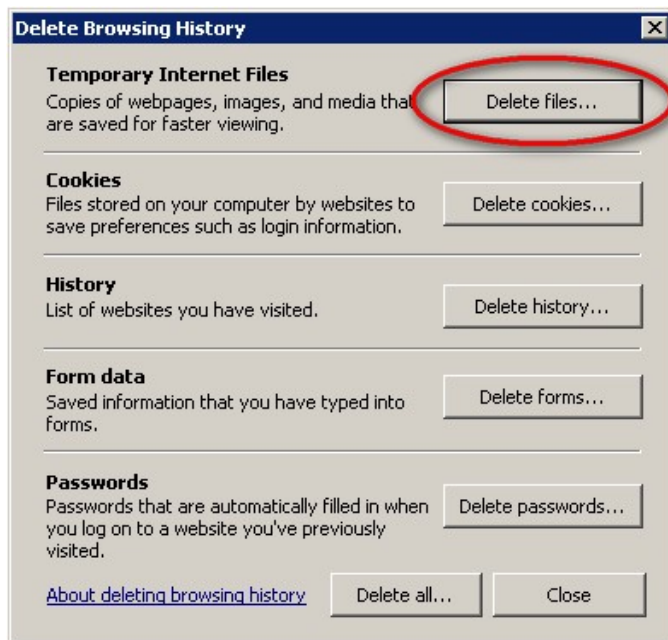


This will run a series of tests to make sure your operating system, browser and version of java are up-to-date. Pay close attention to the Java area of the report. Problem areas will be highlighted in **red**. This tool will also check your firewall for any connection issues. At the bottom of the analysis 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

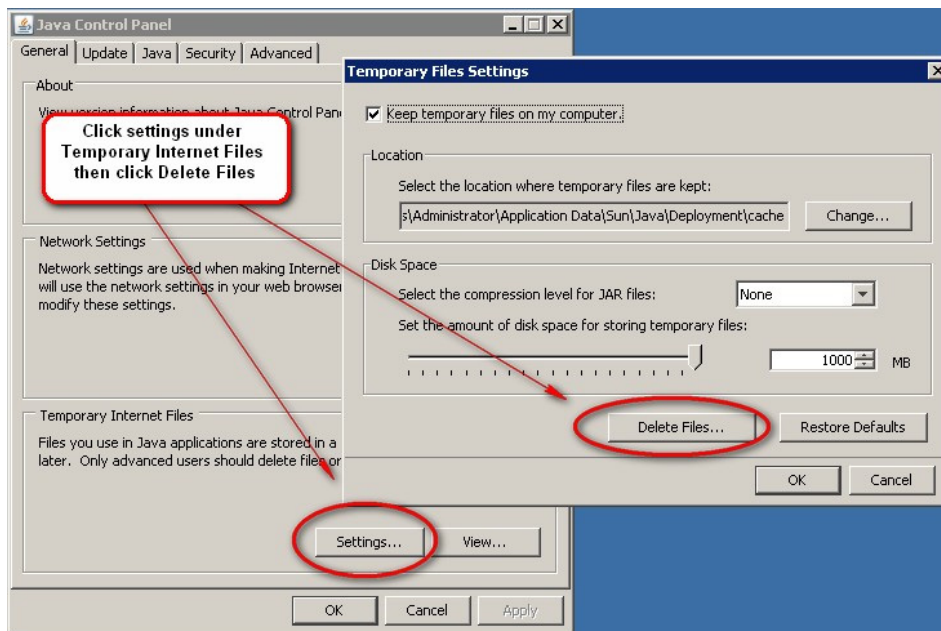
- Clean the cache in Internet Explorer 7. From the Tools menu, select Internet Options... Choose the General tab. Under Browsing history, click Delete... Next to "Temporary Internet Files", click Delete files... Click Close, and then click OK to exit. If this doesn't resolve the issue, clean the java cache.



- Clean the cache in Internet Explorer 5 & 6. From the Tools menu (for version 4.x, the View menu), select Internet Options... Choose the General tab. In the "Temporary Internet Files" section, click Delete Files... To confirm the deletion, click OK. Then click OK to exit the Internet Options dialog box.
- Clean the cache for Firefox 2.0. From the Tools menu, select Clear Private Data, and then choose Cache.

Cleaning Java Cache Files

Next you will want to clean your Java cache files. This can be done by going to your Start Menu - Settings - Control Panel and clicking on Java Control Panel



Click on the Settings button under Temporary Internet Files and then click "Delete Files" button click ok.

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.



Then click “Always trust content from this publisher”