



AOL and FireFox web browsers do not support Insite v4.5.

1) Try emptying web browser and / or Java caches

For Mac OS X users: You may either manually use the below methods or use the 'Trend Utility' application for automation which can be obtained at www.trendoffset.com.

For Mac OS X users: To empty web browser cache and cookies

Within Safari

- a) Choose 'Safari' > 'Preferences' > 'Security' tab > 'Show Cookies' > 'Remove All' > 'Done'
- b) Choose 'Safari' > 'Empty Cache' > Quit Safari

For Mac OS X users: To empty JAVA cache

Close web browser, then go to /Applications/Utilities/Java

For Tiger (10.4.X)

- a) Open 'Java 1.3.1 Plugin Settings' > 'Cache' tab > 'Clear JAR Cache' > Quit
- b) Open 'Java 1.4.2 Plugin Settings' > 'Cache' tab > 'Clear' > 'Yes' > Quit
- c) Go to /Applications/Utilities/Java/J2SE 5.0. Open 'Java Preferences' Within the 'General' tab under the 'Temporary Internet Files' section choose 'Delete Files'. Check all 3 and 'OK' then Quit.

For Leopard (10.5.X)

- a) Open 'Java Preferences'. Within the 'Security' tab, click 'Delete Files...', check 'Applications and Applets' and 'Trace and Log Files' then 'OK.'
- b) Click 'Show Cache Files...' A 'Java Cache Viewer' dialog appears. Within the 'Show Applications' drop down list, if there is anything listed, click on one, then 'Apple A' to select all, then click the 'X' icon above. Do the same to the 'Show Resources' list.
- c) Quit Java Preferences. Try Insite again and respond 'trust' or 'yes' on certificate.

For Snow Leopard (10.6.X)

- a) Open 'Java Preferences'. Within the 'Network' tab, click 'Delete Files...', check 'Applications and Applets' and 'Trace and Log Files' then 'OK.'
- b) See parts b) and c) of Leopard (10.5.X) above.

For Windows users: To empty web browser cache and cookies

Within Internet Explorer

'Tools' > 'Internet Options...' > 'General' tab. In the 'Temporary Internet Files' section, 'Delete Cookies' then 'Delete Files...' Select 'Delete all offline content' then 'OK.' Quit Internet Explorer.

For Windows users: To empty JAVA cache

- a) Close any web browsers, then:
 - If using Windows 2000: 'Start' > 'Settings' > 'Control Panel' > 'JAVA'
 - If using XP: 'Start' > 'Control Panel' > 'JAVA' (If not there, click 'Switch to classic view')
- b) Within the 'General' tab under 'Temporary Internet Files' section click 'Settings...'
- c) Then 'Delete Files...' Check 'Applications & Applets' and 'Trace and Log Files' then 'OK'
- d) Within the 'General' tab under the 'Temporary Internet Files' section, click 'View...' then within the 'Show Applications' drop down list, if there is anything listed, then click on one, then 'Ctrl A' to select all, then click the 'X' icon above. Do the same to the 'Show Resources' list.
- e) Close JAVA control panel. Try Insite again and respond 'trust' or 'yes' to certificate.



2) Gather other information within Insite

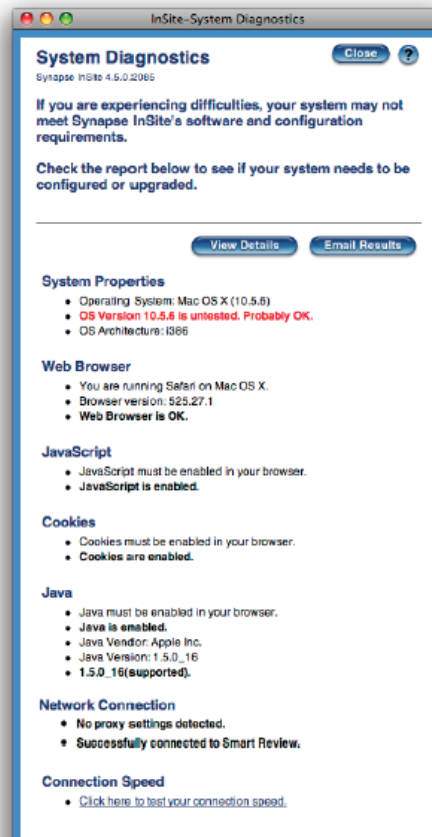
- a) You can do this by either clicking on the 'System Diagnostics' link just below the 'Login' button or after you've logged into Insite by clicking the wrench icon on the far top right as shown below.



If dialog 'This applet was signed by...Do you trust' appears, click 'Trust'



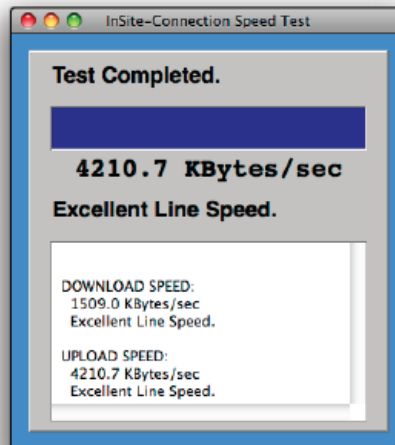
Within about 1 minute, the diagnostics will finish, resulting in a page similar to below.



If the diagnostics reads 'OK', 'Enabled', 'Successful' and 'Supported' then your setup is complete.



- b) You may then click 'Email Results' to email the details of the diagnostics to the system's administrator as it is helpful for the administrator have this information.
- c) Additionally, you may want to click 'Click here to test your connection speed' at the bottom of the page. Within a few seconds you will be presented with diagnosis like below.



3) Check / Confirm Java is loaded and sufficient Java Information

Verification: For Windows users only

This is a tool called 'Java Verifier' which checks to see if Java is properly loaded.

<http://java.com/en/download/installed.jsp?detect=jre&try=1>

(The Java Verifier is for PC users only – it is a web detection tool – no software installation is required.)

Installation: For Windows users only

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

Version 6 Update 16 (This is the latest version since this document's last revision.)

For Mac OS X users only

For Mac users with OS X: Panther, Tiger, Leopard, Snow Leopard
– i.e., 10.3.x or 10.4.x or 10.5.x or 10.6.x

Use the 'Apple / Software Update' from Finder on the Macintosh

If needed, the Software Update will list either 'Java etc.' or 'J2SE etc.' Click 'Install'.

NOTE: Snow Leopard's Safari program will require a modification to properly function with Trend's current version of Insite...

Quit Safari, open Applications folder, highlight Safari icon and 'Command i', choose the option to open in 32-bit mode, open Safari.