

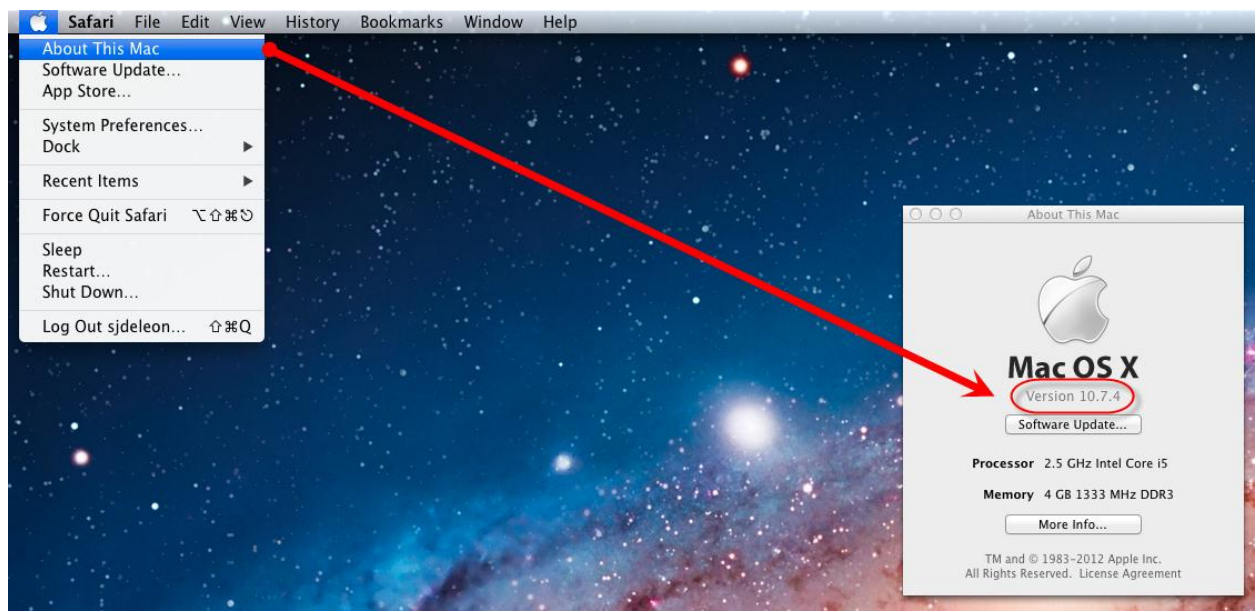
Troubleshooting Steps on a Mac Computer

This guide will outline troubleshooting steps needed to use WebForms on a Mac computer. In following these steps, WebForms will function on the following operating systems:

- Version 10.4: "Tiger"
- Version 10.5: "Leopard"
- Version 10.6: "Snow Leopard"

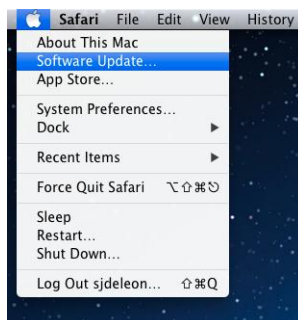
Step 1: Check Version of Mac Operating System

- Check to see what version OS you are using
- Select the Apple in the upper left hand corner
- Select "About This Mac"
- If your version 10.6.8 or older, your Java will still be supported by Apple



Step 2: Check For Updates

- Check to see if there are updates available to be downloaded for Java
- Go to the "Apple" in the top left corner and select "Software Update..."
- You are also able to update by going to <http://support.apple.com/downloads/>



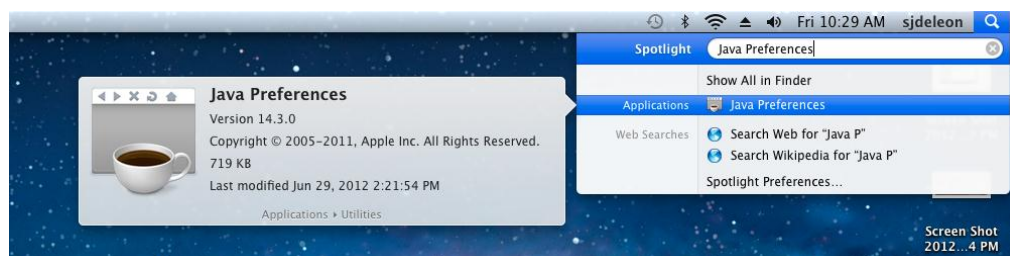
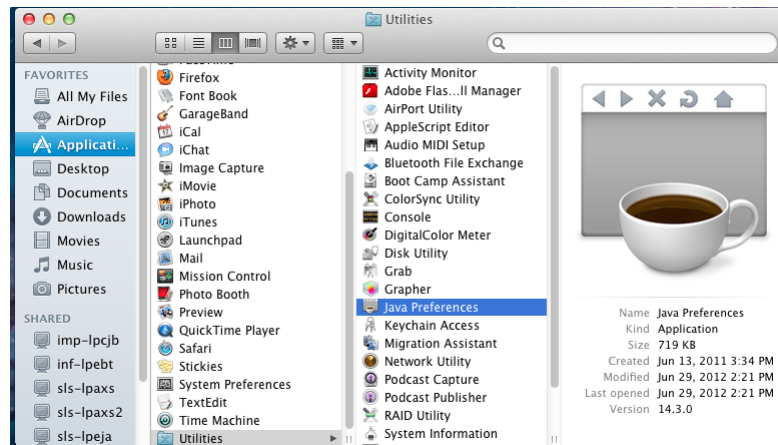
Step 3: Make Sure Browser is Compatible

- Check which browser you are using – make sure to use Firefox as this is a supported browser of SPS.



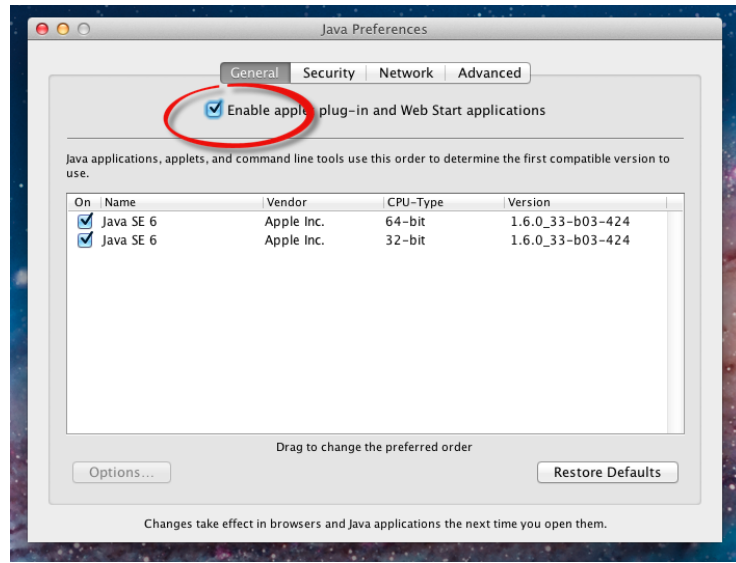
Step 4: Open Java Preferences

- Open up Java Preferences
- To get to Java Preferences, go to the “Finder”, select Applications>Utilities>Java Preferences
- Or go to the “Spotlight” in the top right corner of the desktop and type in “Java Preferences”. The spotlight icon looks like a magnifying glass, see image below.



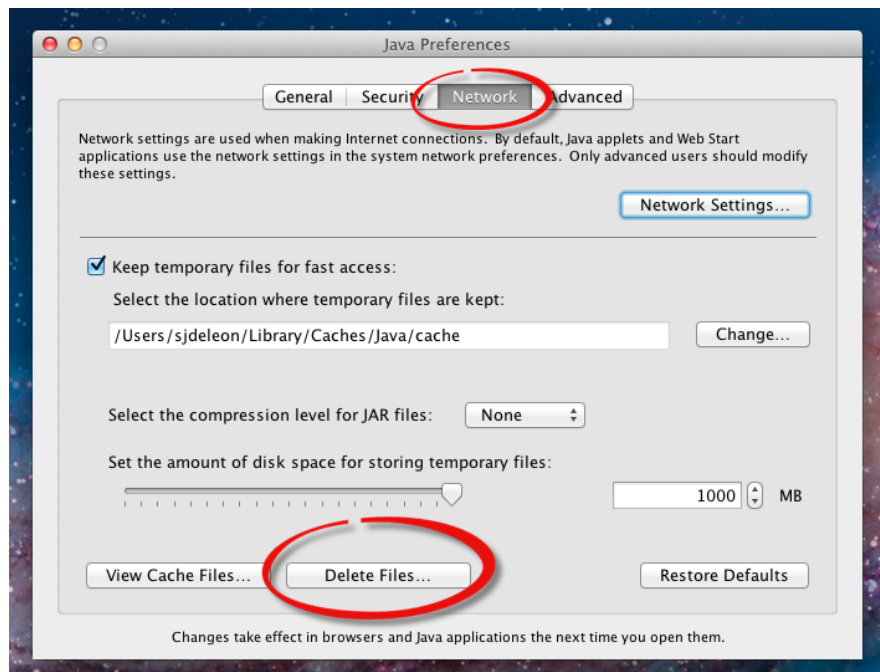
Step 5: Enable Java Applet

- Make sure that “**Enable Applet Plug-in**” is selected in Java preferences
- You can find this in the general tab.



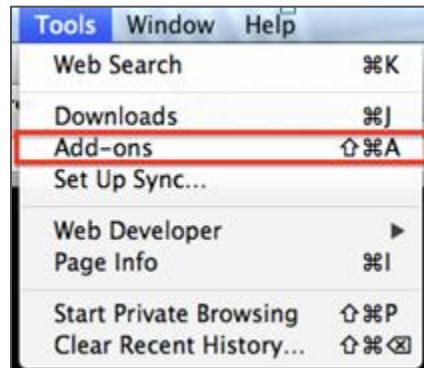
Step 6: Delete Java Tifs

- Delete Java Tifs
- Go to the “Network” tab within Java Preferences and select delete files
- A “Delete Files and Applications” window will appear. Ensure that **both** “Trace and Log Files” and “Cached Applications and Applets” are selected, and click OK.



Step 7: Using Java in Internet Browser

- When working in WebForms on a Mac computer, optimal success will be found using Mozilla Firefox as the Internet browser of choice. Please note that we do not recommend using Safari, and Java version 7 will not work using Google Chrome.
- When working within Mozilla Firefox, ensure that the appropriate Add-ons are enable. Select tools and choose Add-ons.

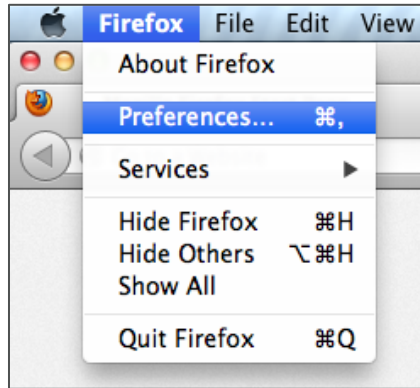


- Select Plugins from the left hand navigation pane, and locate Java from the list of available programs. Ensure that it reads "Disable." If it reads "Enable," click to enable the Plugin.

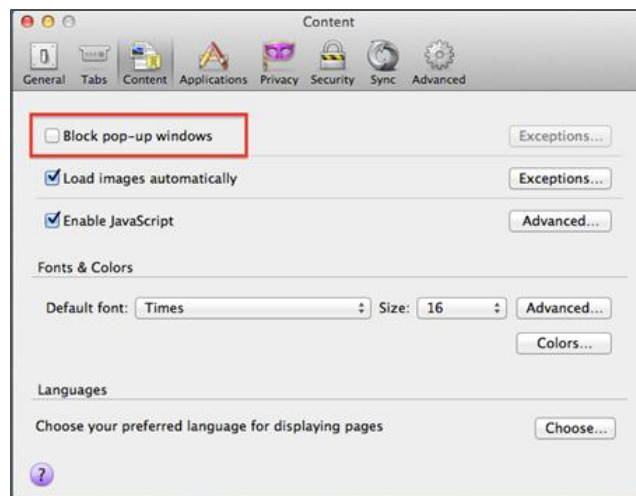


- Next, ensure the pop-up blocker is turned off. Click on Firefox, and select "Preferences" and "Content."

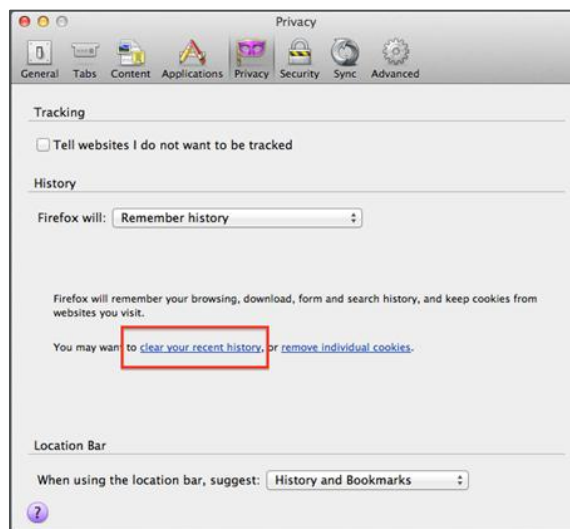




- Ensure that pop-up blocker is turned off by removing the checkbox.

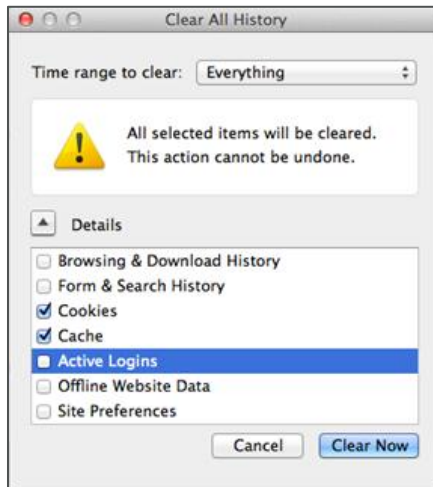


- **Note:** To clear Temporary Internet Files and Cookies, click on “Privacy” and select “Clear Your Recent History.”



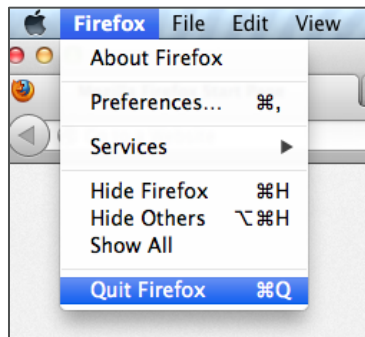
- Check only “Cookies” and “Cache”, and click on “Clear Now.”





Step 8: Restarting Internet Browser

- After making adjustments to your Java application or Internet browser as previously noted, be sure to close your browser completely for those adjustments to take full effect. Please note that closing the program by selecting the Red "X" does not completely close the session. Select Cmd+Q to quit the session, or click on Firefox and "Quit."



- **Note:** Ensure that the blue light beneath your Internet browser icon turns off, as this indicates whether the program is running.

