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 10.7 "Lion"
- Version 10.8 "Mountain Lion"

Step 1: Check Version of Mac Operating System

- Check to see what operating system is being used. To do so, click on the Apple in the upper left hand corner and select "About This Mac." **Note**: If your operating system is 10.7 or newer, the Java application is supported by Oracle, but we will be reverting to version 6 which is supported by Apple.


Step 2: Download Java 6u45 from Apple.com

- Go to http://support.apple.com/kb/DL1572 to download the newest version of Java release by Apple for OS X 10.7 and newer.

Step 3: Installing Java 6u45

- Open your downloads folder and double click on your newest download, "JavaForOSX2013.dmg".
- A new window will open with an install icon you will need to double click on.
- Once this is done, walk through the Java installer. Please note you will need to have admin password in order to install.
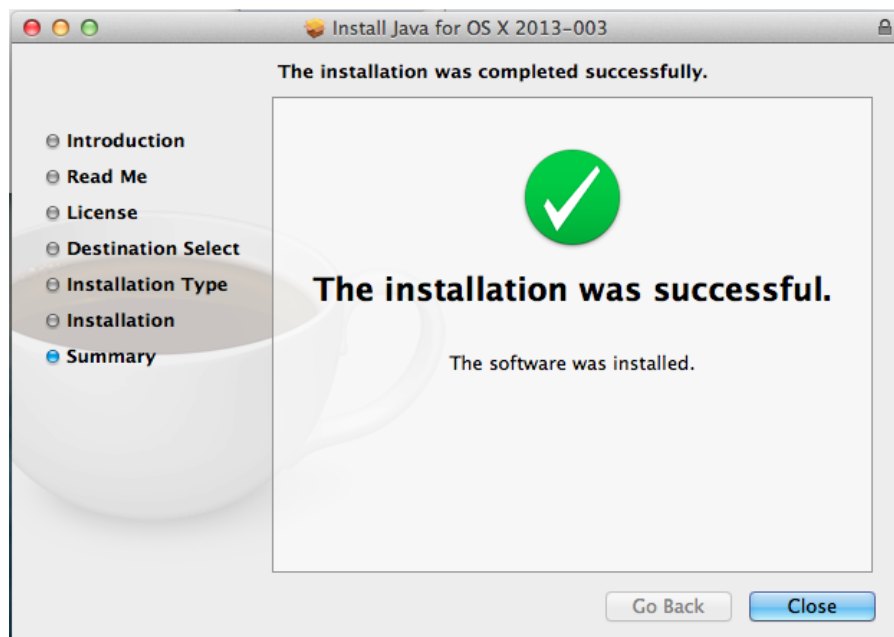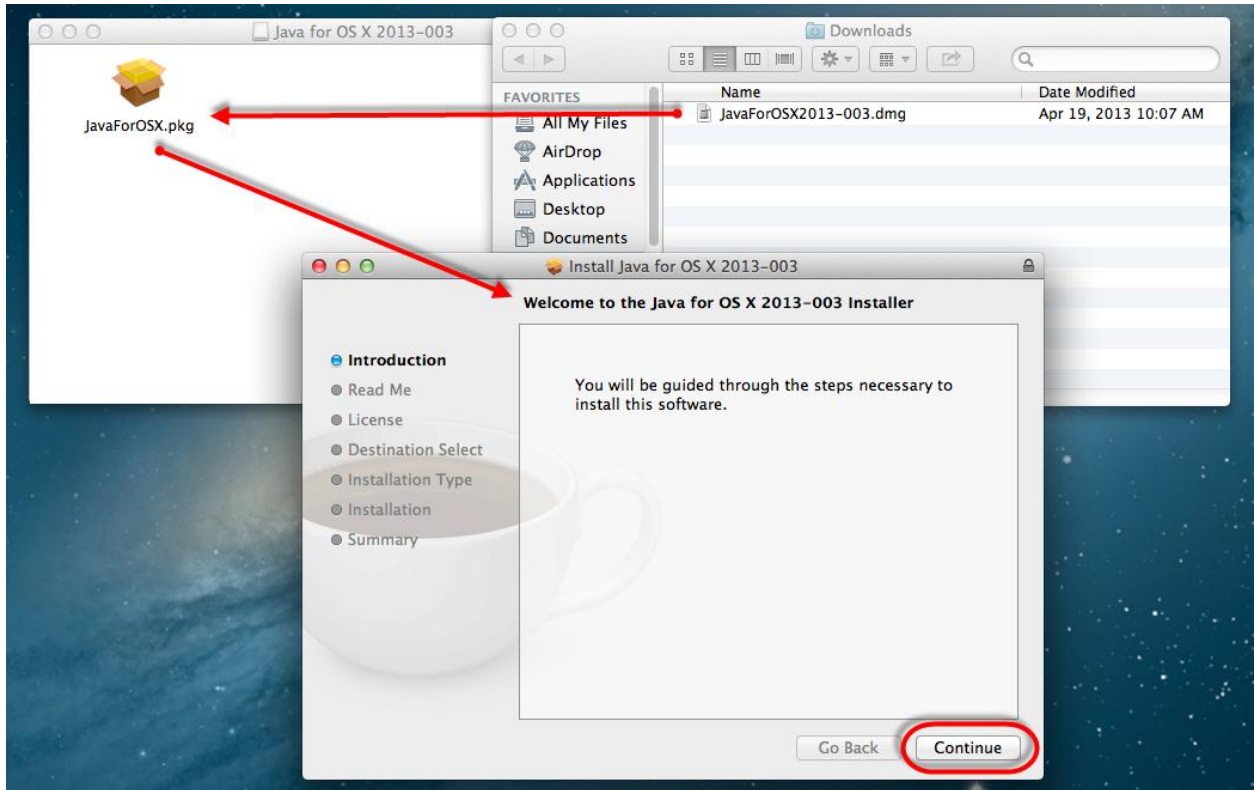
Step 4: Remove Java 7 Applet

- To remove "JavaAppletPlugin.plugin", search for this plugin using Terminal
- Select "Show All in Finder"
- Drag the icon to your trash bin. Please note you will need an admin password for this step as well
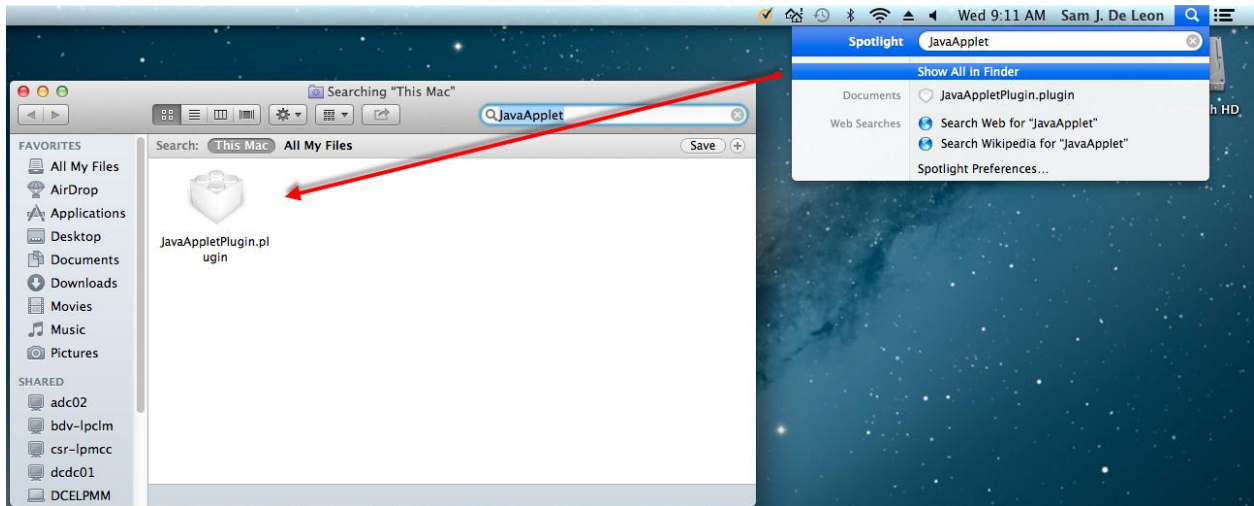
Step 5: Re-enable Java SE 6

- Go to support.apple.com/kb/ht5559 where you will get directions on how to re-enable Java SE 6.
- Open the Terminal application and paste the commands into Terminal.
- The easiest way to find the Terminal application is to type "Terminal" into the Spotlight as displayed below.
  Note: You will need to type in your admin password after pasting the first command. As you type the password, it will appear as if nothing is being typed
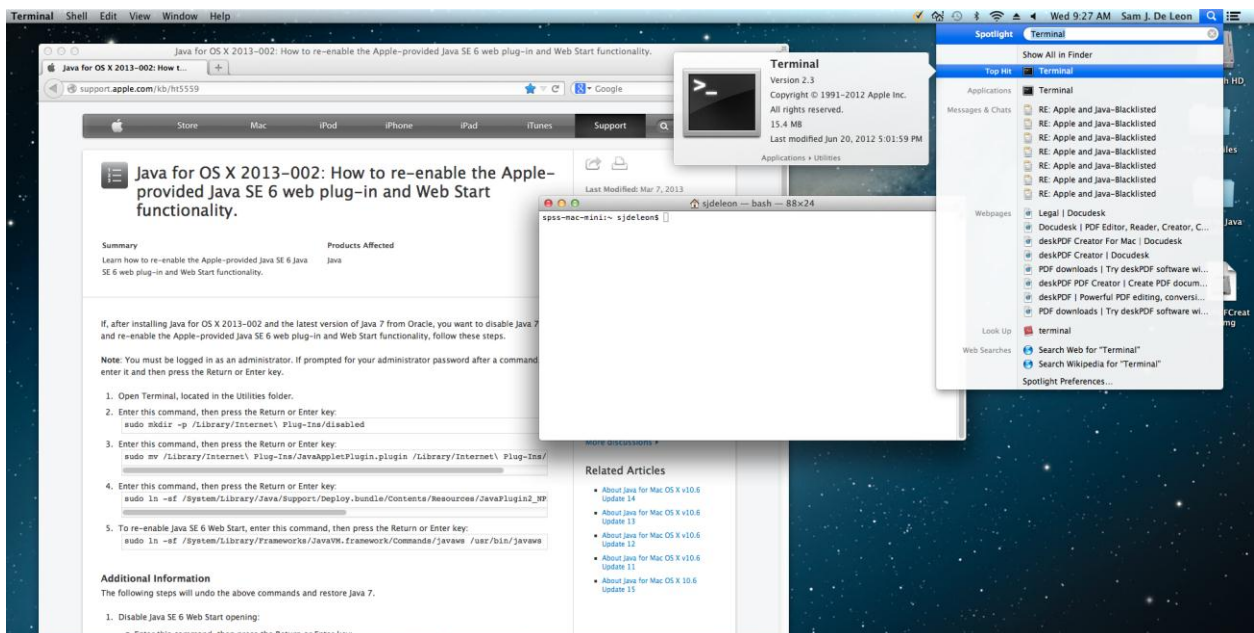
Step 6: Restarting Internet Browser

- 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."
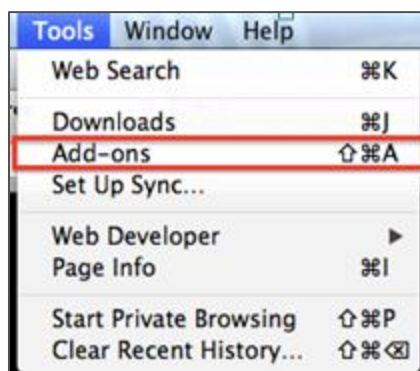

Note: Ensure that the blue light beneath your Internet browser icon turns off, as this indicates whether the program is running.

Step 7: Check for Firefox Addons

- After closing Firefox successfully, ensure that the appropriate Add-ons are enable. Select tools and choose Add-ons.
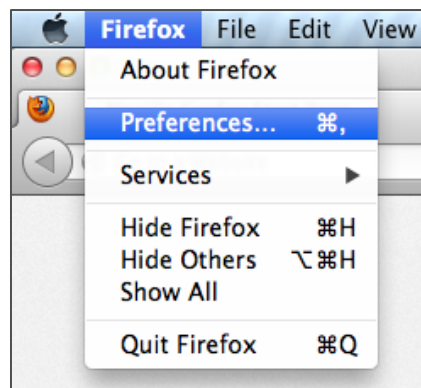

- Select Plugins from the left hand navigation pane, and locate Java from the list of available programs. Ensure that it reads "Disable." If it reads "Enable," click to enable the Plugin.
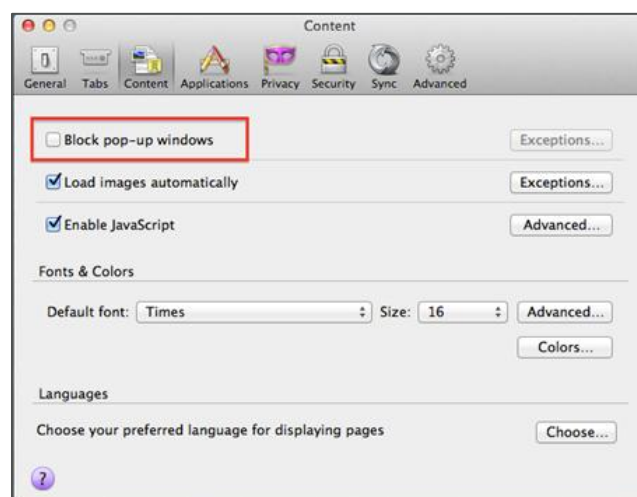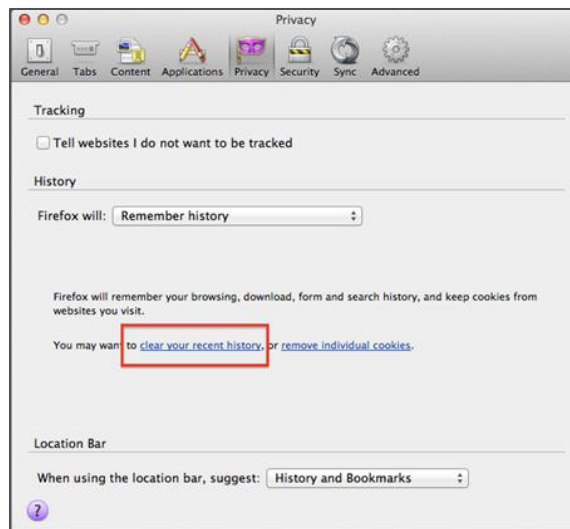
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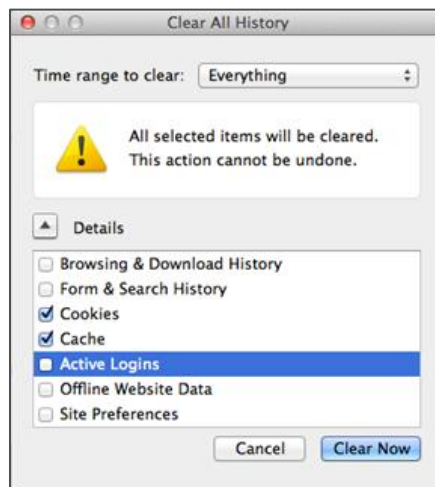- Next, ensure the pop-up blocker is turned off. Click on Firefox, and select "Preferences" and "Content."

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

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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: Log into SPS to Load Your Forms

- If you have any further questions please feel free to call Customer Operations at 888-739-3232 or email us at niservices@spscommerce.com.

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