Three of the major causes for InSite trouble is not having the latest Java, not using one of the compatible web browsers, and cache files may need to be cleared.

1) **Checking Your System Configuration**
Kodak® InSite™ uses Sun Java technology. Java supports a diverse amount of third-party applications and applets across different platforms. It is an integral part of internet applications and other e-business solutions.

InSite uses Java to run Smart Review and Uploading files. We highly recommend you click on the **Systems Diagnostics** link located on the Master Print’s login screen. It will alert you to any potential problems.

2) **Check Your Web Browser Compatibility**
(Continued on page 2)

![InSite Troubleshooting Guide](http://insite.master-print.com/)
### Supported Windows PC Operating Systems, Java, and Browsers

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Java VM</th>
<th>Browsers</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft® Windows Vista®</td>
<td>Sun™ Java™ software 1.5 or 1.6</td>
<td>Microsoft Internet Explorer® Internet browser 7.x, Mozilla® Firefox® browser 3.x or later</td>
<td>Downloaded files are saved in a folder chosen by Windows Vista, not the folder you select.</td>
</tr>
<tr>
<td>Windows® XP</td>
<td>Sun Java 1.4.2, 1.5, or 1.6</td>
<td>Internet Explorer 6.x or 7.x; Firefox 3.x or later</td>
<td>No limitations</td>
</tr>
<tr>
<td>Microsoft Windows Server® 2003 R2 SP2</td>
<td>Sun Java 1.5 or 1.6</td>
<td>Internet Explorer 6.x or 7.x; Firefox 3.x or later</td>
<td>No limitations</td>
</tr>
<tr>
<td>Windows Server 2000 SP4</td>
<td>Sun Java 1.4.2, 1.5, or 1.6</td>
<td>Internet Explorer 5.x or 6.x; Firefox 3.x or later</td>
<td>No limitations</td>
</tr>
</tbody>
</table>

### Supported Macintosh Operating Systems, Java, and Browsers

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Java VM</th>
<th>Browsers</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac® OS® X 10.5.2 or later</td>
<td>Java 1.5 (J2SE5.0) for Mac</td>
<td>Apple® Safari™ software 3.x, Firefox browser 3.x or later</td>
<td>No limitations</td>
</tr>
<tr>
<td>Mac OS X 10.4.11</td>
<td>Java 1.5 (J2SE5.0) for Mac</td>
<td>Safari software 3.x, Firefox browser 3.x or later</td>
<td>No limitations</td>
</tr>
<tr>
<td>Mac OS X 10.4.6 to 10.4.10</td>
<td>Java 1.4.2 or 1.5 (J2SE5.0) for Mac</td>
<td>Safari software 3.x; Firefox browser 3.x or later</td>
<td>No limitations</td>
</tr>
<tr>
<td>Mac OS X 10.3.9</td>
<td>Java 1.4.2 for Mac</td>
<td>Safari software 2.x</td>
<td>Does not support Matchprint Virtual technology.</td>
</tr>
</tbody>
</table>

**Important:** On a Mac computer with Safari software, you must allow files to open after downloading. In Safari, select Preferences. On the General tab, select Open “safe” files after downloading.

### Unsupported Platforms

When you log on to Prepress Portal, you are warned if you are using an unsupported operating system, version of Java, or browser. For a detailed report, on the login screen, click on System Diagnostics.

- Microsoft or IBM® Java software (You must upgrade to the Sun Java software.)
- Windows ME, 98, or 95 operating systems
- Mac OS 10.5.0, and 10.5.1
- Mac OS 10.4.5 or earlier
- Mac OS 10.3.8 or earlier
- Mac OS 9
- Netscape Navigator® software
- Internet Explorer browser on a Mac computer
- Virtualization technology on a Mac computer (for example, Parallels Desktop® or VMWare® Fusion)
- Safari software on a Windows operating system
3a) Cleaning Your Web 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 doesn’t have to download them from the internet. Sometimes that information becomes corrupt and needs to be cleaned out.

**Cleaning the Browser Cache from the PC**

- **Internet Explorer**
  From the tools menu, select Internet Options. Choose the General tab. Under Browsing History, click Delete.

- **Firefox**
  From the Tools menu, select Clear Private Data, and then choose Cache.
Cleaning the Browser Cache from the MAC

• Safari
From the Safari menu, select Empty Cache.

• Firefox
From the Tools menu, select Clear Private Data. Choose “Cache”, then click “Clear Private Data Now”.

After cleaning out the Web Cache, close out of the browser and try Logging back into InSite. If this doesn’t resolve the issue, let’s try clearing out the Java Cache.
3b) • Cleaning the Java Cache Files

There is still one more thing to try. If you are still having trouble viewing Smart Review or Uploading Files to InSite.

Cleaning the Java Cache from the PC

Go to the Start Menu, Choose Control Panel, then select Java Control Panel.

Under the General tab, Select the “Settings” button, below the Temporary Internet Files, then click “Delete Files”.

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Cleaning the Java Cache from the MAC

To Clean out the Java Cache Files, Go to the Utilities folder located on your hard drive, Choose the Java folder and select Java Preferences. The Shortcut is - click and hold down the keys Shift and Command then select U.

In Java Preferences, Select “Delete Files” under General - Temporary Internet Files section.
Certificate Security Settings

Let’s also check your Security Settings. When you enter Smart Review, you can avoid seeing these messages each time you use InSite software. In the message dialog box, select the option that allows you to “always trust” applets or certificates from the publisher.

On The PC

![Image of the application's digital signature verification dialog box]

On The MAC

![Image of the certificate selection dialog box]

![Image of the certificate settings dialog box]