

Tech Support Notes

Contributed by Administrator
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- (1) You will need to have a relatively fast connection: preliminary testing has shown that Weblmage doesn't work with dial-up.
- (2) We recommend using Safari 2.x (Mac) and Internet Explorer 7.x (Windows). Weblmage does run with Internet Explorer 6.x and Mozilla Firefox 1.5.x and 2.x on PCs, but not as smoothly or as efficiently as with Internet Explorer 7.x.
- (3) The Weblmage applet may take 1-2 minutes to load the first time you use it. Once it's cached, it'll be faster.
- (4) If you see nothing but a gray square where Weblmage should be, Java may not be enabled on your computer. To enable it, follow the directions below: Internet Explorer 6.x and Up
 1. Click "Tools" --> "Internet Options".
 2. Select the Advanced Tab, and scroll down to "Java (Sun)".
 3. Check the box next to the "Use Java xxx" version.
 4. Next, select the Security Tab, and select the "Custom Level" button.
 5. Scroll down to "Scripting of Java applets".
 6. Make sure the "Enable" radio button is checked.
 7. Click OK to save your preference.Safari 2.x and Up
 1. Click "Safari" on the top menu bar.
 2. Click "Preferences...".
 3. Click the "Security" tab.
 4. Check the "Enable Java" box.

More detailed directions are at http://www.java.com/en/download/help/enable_browser.xml

- (5) If you need to install Java on a PC, go to <http://www.java.com/en/download/index.jsp> .
On Macintosh computers, Java is supplied with the Operating System and as part of the updates; for more details see <http://www.apple.com/macosx/features/java/>. You can check if you have the latest updates for your version of Mac OS X by going to <http://www.apple.com/support/osfamily/>.

For other questions, please go to the Help Desk .