

BROWSER REQUIREMENTS & TROUBLESHOOTING

Troubleshooting Web Browser and Acrobat Issues

An important part of maintaining your **eRecruiting** system is to understand the system requirements needed to use **eRecruiting** successfully.

Based on technical support review, many problems encountered by users are due to incorrect system settings, incorrect browser versions or not having Adobe Acrobat Reader installed on the computer.

This document is designed to help you make the correct system settings and browser choices for the optimal performance of your **eRecruiting** system.

System Requirements

Windows Users:

Internet Explorer 5.0 or higher
Netscape 6.0 or higher
Adobe Acrobat Reader 5.0 or higher
Cookies/JavaScript must be enabled

Mac Users (we highly recommend using Netscape)

Netscape 7.0 or higher
Adobe Acrobat Reader 5.0 or higher
Cookies/JavaScript must be enabled

NOTE: To determine what browser version is installed, click “Help” on the Internet tool bar. Next, scroll to the last option on the drop list and click on “About.....”. The browser version will display here.

To determine if Adobe Acrobat Reader is installed on your computer, go to the Start menu, select Programs then scroll to the top of the list of programs. If you do not see Adobe Acrobat listed, then you must install Adobe Acrobat Reader. It must be installed on your computer to be able to see PDF documents such as resumes and cover letters.

Free Download links:

Internet Explorer:

<http://www.microsoft.com/windows/ie/download/default.asp>

Netscape:

<http://home.netscape.com/download>

Adobe Acrobat:

<http://www.adobe.com/prodindex/acrobat/readstep.html#reader>

Browser Troubleshooting

Internet Explorer 5.0 and 5.5 for PCs

Configuring your Cache (Temporary Internet Files)

1. On the Toolbar, choose Tools
2. Select Internet options
3. Go under Temporary Internet Files, under the General Tab
4. Select settings in the Temporary Internet Files section.
5. Under Check for Newer Versions of Stored Pages, select “Every Visit to the Page.”
6. Click OK

Deleting Cookies and Cache

1. On the Toolbar, choose Tools
2. Select Internet options
3. Under Temporary Internet Files, click Delete Files (choose the check box option to remove off-line content)
4. Click OK

Note: if the problem still exists try steps 1 – 3 again. Then:

1. Click on Settings and then click on the View Files button.
2. Now use the Edit menu option to Select All the files displayed.
3. Now use Delete button on your toolbar. This action will physically remove all temporary Internet files from your computer.

Enabling Cookies

1. On the Toolbar, choose Tools
2. Select Internet Options
3. Select Custom Level
4. Scroll down to two items under the heading "cookies"
 - ? Enable ALL cookies
 - ? Allow cookies that are stored on your computer
 - ? Allow per-session cookies
5. Click OK

Internet Explorer 6.0 for PCs

Configuring your Cache (Temporary Internet Files)

1. On the Toolbar, choose Tools
2. Select Internet options
3. Go under Temporary Internet Files, under the General Tab
4. Select settings in the Temporary Internet Files section.
5. Under Check for Newer Versions of Stored Pages, select "Every Visit to the Page."
6. Click OK

Deleting your Cache

1. On the Toolbar, choose Tools
2. Select Internet options
3. Under Temporary Internet Files, click Delete Files

Enabling Cookies

1. On the Toolbar, choose Tools
2. Select Internet Options
3. Go to the Privacy Tab
4. Set the security setting to Medium or below
5. Click OK

Deleting Cookies

1. Make sure you have no other programs open when you do this
2. On the Toolbar, choose Tools
3. Select Internet options
4. Under Temporary Internet Files, click Delete Cookies.
5. Click OK to confirm before deleting

Netscape 6.2 and 7.0 for PCs

Configuring your Cache

1. On the Toolbar, choose Edit

2. Click on Preferences
3. Expand the Advanced section
4. Click on Cache
5. Below "Compare the page in the cache to the page on the Network", click on "Every time I view the Page."
6. Click OK

Deleting Cache

1. On the Toolbar, choose Edit
2. Click on Preferences
3. Expand the Advanced section
4. Click on Cache
5. Click the Clear Memory Cache button
6. Click OK

Enabling Cookies

1. On the Toolbar, choose Edit
2. Click on Preferences
3. Expand the Privacy & Security section
4. Click on the Cookies section
5. Choose Enable all Cookies
6. Click on OK

Deleting Cookies

1. On the Toolbar, choose Edit
2. Click on Preferences
3. Expand the Privacy & Security section
4. Click on the Cookies section
5. Click on View Stored (Managed) Cookies
6. Click on Remove All Cookies. Click OK
7. Click OK

Netscape 4.0 for Macs

Configuring your Cookies

1. On the Toolbar, choose Edit
2. Click on Preferences
3. Click on the Advanced section
4. Under the Cookies section, click on Accept All Cookies
5. Click OK

Configuring your Cache

1. On the Toolbar, choose Edit
2. Click on Preferences
3. Expand the Advanced section
4. Under "Page in Cache is compared to Page on Network", click on Every Time
5. Click OK

Deleting your Cache

1. On the Toolbar, choose Edit
2. Click on Preferences
3. Expand the Advanced section
4. Under the Cache section, click on Clear Disk Cache Now.
5. Click OK

Netscape 7.0 for Macs

Configuring your Cache

1. On the Toolbar, click on Netscape
2. Click on Preferences
3. Expand the Advanced section
4. Click on Cache
5. Below “Compare the page in the cache to the page on the Network”, click on “Every time I view the Page.”
6. Click OK

Deleting Cache

1. On the Toolbar, click on Netscape
2. Click on Preferences
3. Expand the Advanced section
4. Click on Cache
5. Click the Clear Memory Cache button
6. Click OK

Enabling Cookies

1. On the Toolbar, click on Netscape
2. Click on Preferences
3. Expand the Privacy & Security section
4. Click on the Cookies section
5. Choose Enable all Cookies
6. Click on OK

Deleting Cookies

1. On the Toolbar, click on Netscape
2. Click on Preferences
3. Expand the Privacy & Security section
4. Click on the Cookies section
5. Click on Manage Stored Cookies
6. Click on Remove All Cookies. Click OK
7. Click OK