

Step 1a: Check Browser Cache Settings (IE6)

1. Open Internet Explorer.
2. Go to the "Tools" Menu and select "Internet Options".
3. Under the "General" tab, click the "Settings" button.
4. In the new window that opens make sure your cache setting is set to "Every visit to the page". Click "OK" to close the window.
5. Click the "Delete Files" button.
6. In the new window check the box that says "Delete all offline content" and then click the "OK" button.
7. Click "OK" to close the "Internet Options" window.

Step 1b: Check Browser Cache Settings (IE7)

1. Open Internet Explorer.
2. Go to the "Tools" Menu and select "Internet Options".
3. Under the "General" tab, click the "Settings" button.
4. In the new window that opens make sure your cache setting is set to "Every visit to the page". Click "OK" to close the window.
5. Click the "Delete" button.
6. In the new window click the "Delete files" button, and close the window.
7. Click "OK" to close the "Internet Options" window.

Step 2: Check Browser Proxy Settings

1. Open Internet Explorer.
2. Go to the "Tools" Menu and select "Internet Options".
3. Under the "Connections" tab, click the "LAN Settings" button.
4. In the new window that opens make sure none of the options have checked boxes. If you are configured to use a proxy server to connect to the internet please contact Docutek Support for further assistance.
5. Click "OK" to close the "Internet Options" window.

Step 3: Check Java Virtual Machine Settings

1. Open your control panel window by going to Start: Settings: Control Panels (Windows 2000) or Start: Control Panels (Windows XP).
2. Open the "Java" or "Java Plugin" control panel. If you do not see the control panel, and your system is setup to use the Microsoft VM you can skip the rest of these steps. If you don't have the control panel, and you are NOT using the Microsoft VM you should install the latest version of Java from <http://www.java.com>.
3. In the control panel click on the "Advanced" tab, and make sure that Internet Explorer is checked under the "<Applet> Tag Support" section. If you don't see the "Advanced" tab please visit <http://www.java.com> to install the latest version of Java.
4. Click on the "Update" tab and then the "Update Now" button to make sure you have the latest version of the Java Control Panel.
5. Close the control panel.

Step 4: Check for Critical Updates

1. Open Internet Explorer.
2. Go to the Windows Update website at <http://update.microsoft.com>.
3. In the right hand panel click on "Scan Computer" or "Express Install".
4. We recommend that you install all critical and recommended updates for your machine, especially service packs, and updates related to Java or Internet Explorer.
5. If prompted, reboot your machine.
6. Repeat steps 1-5 until all critical updates for the browser and VM have been applied.