

## **INSTRUCTIONS FOR USING THE TROUBLESHOOTING FLOWCHART**

#01: The first step is to have the user close all their browser windows, that way we are ensured a fresh session. Its important to make sure that the user is accessing the website directly; the system shouldn't be loaded via a proxy server, or within a frame; the URL at the top should look something like <http://myschool.cb.docutek.com/vrplus>. If it does not, please type the address directly into your web browser and then click Go Online so you can see the configuration screen.

#02: You received one or more red X's on the configuration screen so...

#03: You are using an unsupported operating system, so you cannot access cobrowse at this time. Supported operating systems include Windows 98, NT (SP6a only), 2000, ME and XP.

#04: You are using an unsupported web browser, so you should reload the website using IE 6.x (recommended), IE 5.x, or Netscape 4.x. Return back to the configuration screen to make sure that the red X next to browser is gone.

#05: You are using an unsupported Java VM, or you don't have a VM installed. First, check in the Control Panels for a program called "Java Plugin" and if you have it make sure that is disabled on both the primary and the "browser" tab. If you don't have the "Java Plugin" on your computer you need to download the Microsoft VM from <http://www.docutek.com/support/vrplus/javavm.html>.

#06: You are now receiving all Green checkmarks in the configuration checker, so you are ready to connect to cobrowse. At this point you should be prompted to accept a security request...

#7: If you are not seeing the security request you may have popup blocking software installed. Disable this, or configure it to allow popups on this site, close all your web browser windows, and then return back to the configuration screen to try again.

#8: The user may have told their web browser to always accept (IE), grant (Netscape) or deny (Netscape) the request. To check this in IE go to Tools: Internet Options, click on the Content tab and then click on the Publishers section. If Docutek is listed, remove them from the trusted publisher list. In Netscape go to Communicator: Tools: Security Info, click on the Java/JavaScript section and remove "Docutek" if they show up in the list. Return back to the configuration screen to try again.

#09: You should now be receiving the security prompt, so please accept the request to continue into cobrowse. You should have two windows now, the top one contains the chat section and the bottom one contains the cobrowse window. You should see "Stand by, configuring cobrowse..." in the bottom window, but this should refresh to your default cobrowse page within a few seconds.

#10: If your default page has loaded then you should be in cobrowse correctly, so if there is some other problem you need to contact Docutek Support for assistance.

#11: If your default page never loads there could be a problem with your Java VM. To rule this out you need to visit <http://www.windowsupdate.com> and look for critical updates.

#12: We recommend installing all critical updates from <http://www.windowsupdate.com>, but if you don't want to do that you should install any updates that deal with Internet Explorer or the Java VM. You should visit this site, reboot your computer, and go back to the site as many times as needed until you have all the necessary updates.

#13: If you have all critical updates the error is most likely network related. To check this you should open Internet Explorer, go to Tools: Internet Options and click the Advanced tab. Scroll down and make sure that "Enable Java Console" is checked. If it is not, check it, close all browser windows, and return back to the Docutek VRLplus website. Next, go to the View: Java Console to open the console. Up near the top of the console you should see a line that shows an attempted connection to the cobrowse server, as well as a success message...

#14: If you see the successful connection message then you are able to connect to the cobrowse server, but subsequent traffic is being blocked. This is a problem with firewall security, and you will need to call Docutek Support as well as your network admins to fix the problem...

#15: If you don't see the success message then you are not able to connect to the cobrowse server, which may be a DNS problem. In this case you need to call Docutek Support for assistance...

#16: The Docutek Support team can be reached M-F 7am - 6pm PST at 650.286.7300 x2 or via email at [support@docutek.com](mailto:support@docutek.com).

