

Docutek VRL*plus* 2.9.x Workstation Troubleshooting Guide

Internet Explorer 5.5x – 6.x (PC)

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The best way to use this guide is to first go through the steps outlined in pages 1-4 as those will help rule out server problems. Assuming you get to the end of the flowchart, but you are still having intermittent problems or problems accessing specific websites please continue on to the suggestions beginning on page 5.

If you need assistance please visit <http://www.docutek.com/support> for the latest contact information for the Docutek Support team.

INSTRUCTIONS FOR USING THE TROUBLESHOOTING FLOWCHART

START:

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/vrlplus>. 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. If you see the configuration check window skip ahead to "CONFIG CHECKER"; if not go on to "POPUP BLOCKER".

POPUP BLOCKER:

If you do not see the configuration check window you may have a popup blocker installed (Google Toolbar, Norton Personal Firewall, Ad/Subscribe, Zone Alarm, etc) in your browser. You should configure the blocker so that it allows popup windows from the Docutek VRL*plus* website, or disable the popup blocker completely. Once this change has been made return back to "START" and try again.

CONFIG CHECKER:

The configuration checker will look at your web browser and operating system to make sure that you can enter the system in full cobrowse mode. If you have all green checkmarks you can skip down to "ENTER CHAT"; if not please look at the following.

BROWSER PROBLEM:

If you have a red "X" next to your browser version then you are using an unsupported browser. You are welcome to enter the system in classic mode if you wish. If you would rather enter in full cobrowse mode please upgrade to a supported browser: IE 5.5x (PC), IE 6.x (PC), or Netscape 4.8 (PC, Mac). UPDATE OR STOP.

JAVA VM PROBLEM:

If you receive a red "X" next to your VM version you need to install or update a Java virtual machine. Docutek recommends that you use the Microsoft VM, but the software is also compatible with the Sun Java Plugin. Please see the Docutek VRL*plus* support page, accessible via the main support page at <http://www.docutek.com/support>. UPDATE OR STOP.

OS PROBLEM:

If you receive a red "X" next to your operating system version you will need to enter the system in classic mode. Docutek VRL*plus* can support Windows 98/2000/ME/XP as well as Mac OS 9/X in full cobrowse mode. All other operating systems can still use the system, but they will enter in classic mode instead. STOP.

ENTER CHAT:

If you didn't receive any red "X's" on the configuration check please click the link to enter the chat room. The configuration window should close and a new window will open that contains the chat interface. On the left side will be the chat window, as well as some admin tabs that allow you to interact with the patron. On the right side will be the cobrowse frame, which should contain a progress bar and a configuration message. If you see the window properly please skip ahead to "COBROWSE CONFIG".

SECURITY PROBLEM:

If instead of the chat interface you see a page that says "page cannot be displayed" or "server cannot be found" this means that you cannot load the system over a secure port (443). This is most likely related to a firewall that is protecting the server, but if you are using a personal firewall or router that could also be the problem. Please make sure that your personal firewalls and routers allow you to connect to secure websites. Once that has been verified please contact your local server admin, or Docutek Support, to make sure the server can be accessed over a secure channel. STOP.

COBROWSE CONFIG:

After the progress bar has been running for a few seconds you should receive a problem that says, "This page contains secure and non-secure items. Do you wish to continue?". Depending on your Internet connection speed this may take a minute or more to load. If you do not receive this prompt within 3 minutes please go to the next step, else jump ahead to "COBROWSE LOAD".

REFRESH:

At the top of the chat interface window there is a link that says "Reconfigure" and a link that says "Refresh". Please try the reconfigure link once and wait for the secure/non-secure prompt. If the prompt doesn't come within a few minutes please try the refresh link, and wait another few minutes. If neither link causes the secure/non-secure prompt to display please contact your server administrator or Docutek Support. STOP.

COBROWSE LOAD:

At this point you should be connected to the cobrowse server, and the little red square at the top of the chat interface should have turned green. Within the cobrowse window the system is trying to load your start page, which is configured during your installation process. If the start page loads move on to "SUCCESS", else jump ahead to "TRY ANOTHER SITE".

SUCCESS:

You have passed the configuration check, connected to the cobrowse server, and loaded a website within the window! If you are still having problems accessing certain sites at this point it isn't related to your workstation directly, but to some other problem. Please contact your server admin or Docutek Support for more information. STOP.

TRY ANOTHER SITE:

Its possible that the cobrowse server cannot access your start page for some reason: either because of a DNS problem or because the website cannot be found. Please try visiting another website within the cobrowse window by typing a URL into the cobrowse frame. Docutek recommends using a site outside your network (like www.google.com) to help avoid any internal networking problems. If you are not able to load any pages within the cobrowse window please skip ahead to "SERVER PROBLEM".

SITE PROBLEM:

It's possible that your start page is inaccessible; please contact Docutek Support so that we can verify that the URL is correct within the system setup. STOP.

SERVER PROBLEM:

It appears that the cobrowse server cannot get out to the Internet properly, which could be related to firewall or DNS problems. Please contact Docutek Support for assistance. STOP.

Docutek VRL*plus* - Workstation Troubleshooting Document Internet Explorer (PC) - Friday, September 24, 2004

INTRODUCTION:

This document will help you troubleshoot configuration problems on a PC running Internet Explorer 5.5x or Internet Explorer 6.x. For assistance with any other configuration please contact Docutek Support directly. Before you begin please make sure that you have administrative rights to the workstation, as you may need to install system patches during the process. Also, before you begin it's a good idea to check other workstations in the same office or computer lab to see if your problem is unique.

HOW TO USE THIS DOCUMENT:

After each step its recommended that you completely logout of Docutek VRL*plus* and close your web browser. Once all browser windows are closed you can open a new window, log back into Docutek VRL*plus*, and attempt to configure again. In the event that you need to reboot your computer, that will be noted in the instructions.

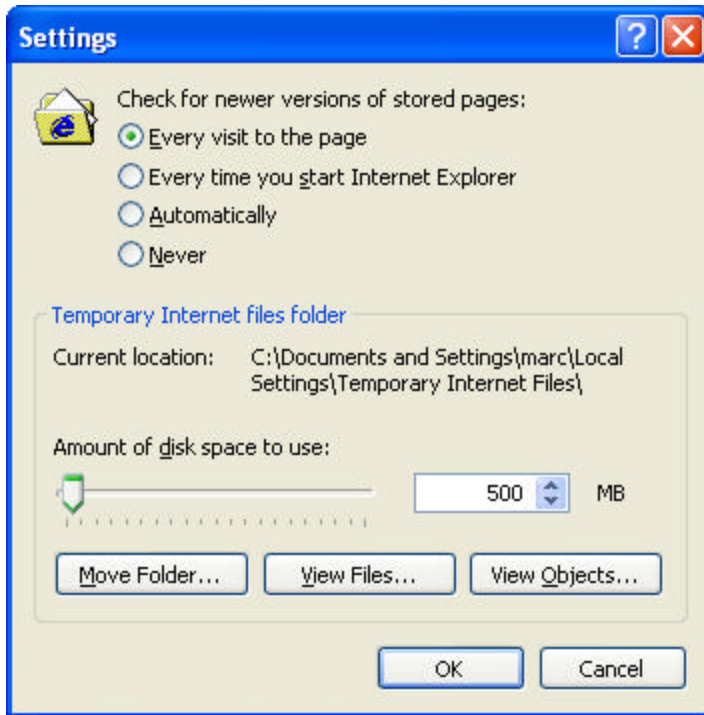
Taking notes during the testing process will help Docutek Support assist you if you are still unable to cobrowse by the end of your testing. For each section please note your original settings, or any changes that were made. If by the end of the instructions you still cannot cobrowse please send an email to support@docutek.com detailing a) the problem that is occurring and b) a description of any changes you made while using this document. For the latest Docutek Support contact information and hours please visit the support homepage at <http://www.docutek.com/support>.

SYSTEM UPDATES:

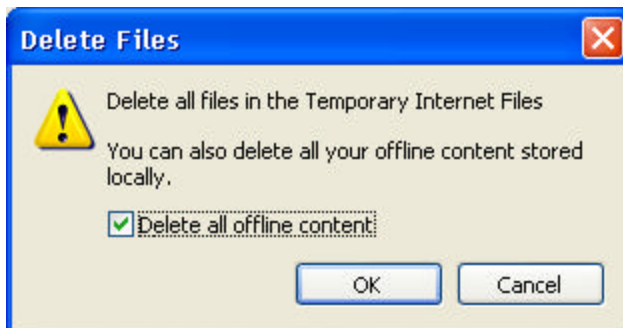
1) The first step in troubleshooting any Docutek VRL*plus* cobrowse configuration is to make sure that your computer is updated properly. To do this open a web browser and go to <http://www.windowsupdate.com>. If prompted, accept the installation prompt so that the update software can be installed in your browser. On the right side of the window you will see a link that says "Scan", click that to see a list of updates for your computer. Docutek recommends installing all critical updates that are displayed; if you would rather limit the installs please check those that deal with service packs, Internet Explorer or the Java VM. Once the updates are installed, reboot your computer, and then come back to the Windows Update site to do another scan. It's possible that there are more updates to look at after the first set was installed. Continue to install and reboot until no more critical updates are available.

BROWSER CACHE:

2) Next, its important to check your browser cache settings to make sure that you are always receiving the latest content. To do this open Internet Explorer, go to the Tools menu and select Internet Options. On the General (default) tab click the button that says Settings under the Temporary Internet Files section. In the window that loads make sure the radio button is set to the option that reads "every visit to the page". Once this setting has been changed close your web browser, there is no need to reboot your computer.

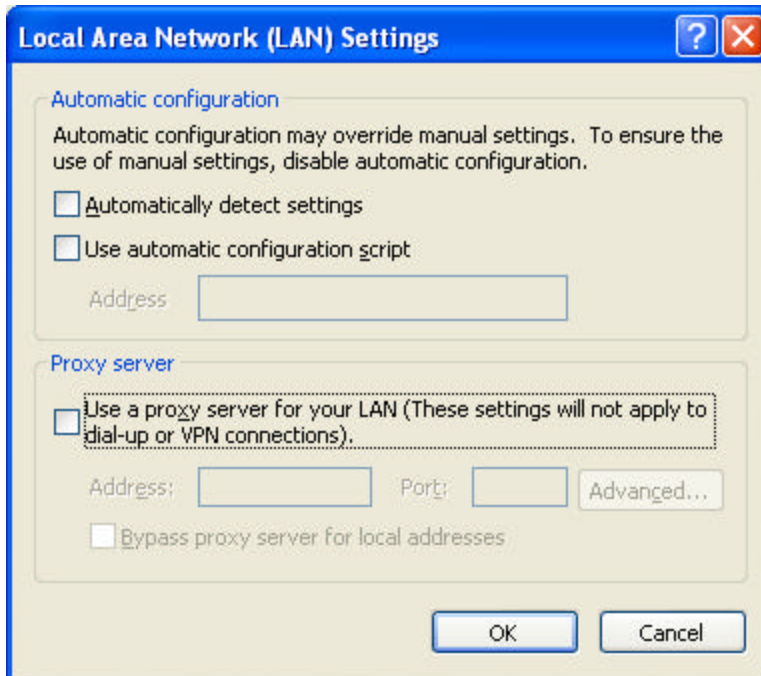


3) To make sure your browser is not accessing any outdated files we'll clear the browser cache. To do this open Internet Explorer, go to the Tools menu and select Internet Options. On the General (default) tab click the button that says Delete Files under the Temporary Internet Files section. Check the box to "Delete all offline content" and click OK. Once this setting has been changed close your web browser, there is no need to reboot your computer.



PROXY SERVERS:

4) We now want to check to see how your computer is connected to the Internet. Once again, open Internet Explorer, go to the Tools menu and select Internet Options. In the window that opens click the Connection tab and then click the LAN Settings button. If you have any checked boxes you may be accessing the Internet via a proxy. This configuration is most likely the source of your connection problems; please contact Docutek Support for more information.



JAVA APPLETS:

5) Docutek VRL*plus* uses a Java applet to control the shared cobrowse window. With the PC/Internet Explorer configuration we recommend that you use the Java Virtual Machine (VM) provided by Microsoft. The Microsoft VM is preinstalled on all Windows 2000 and Windows XP SP1 machines. If you are running Windows XP (original release) or Windows XP SP1a you should install the Microsoft VM for testing purposes. Please visit http://www.docutek.com/support/support_vrlplus.html for installation instructions.

Once you have installed the Microsoft VM you need to disable any other VM that may be installed. To do this go to Start Menu: Settings: Control Panels and look for an entry called Java or Java Plugin. If found, open the control panel and make sure that the plugin is disabled on both the general tab and the browser tab.

Docutek VRL*plus* is also compatible with the Sun Java Plugin when used with Internet Explorer on a Windows OS. In general the Sun plugin seems to be slower than the one provided by Microsoft, so in many cases the cobrowse window will appear to lock-up due to load delays. Docutek is currently looking at ways to optimize the cobrowse function when using the Sun Java Plugin.

POPUP BLOCKERS:

6) Docutek VRL*plus* will need to open one or more windows during your cobrowse session. In most cases these windows will not cause your popup blocking software to block the window since they are opened as a direct result of a click. In the event that you try to "Go Online" and you do not see the configuration window, a popup blocker is the likely problem. At this point you should either disable your blocker or configure it to allow popup windows for the Docutek VRL*plus* website. See your popup blocker help system for more information.

DEMO SITE:

7) To help rule out any problems with your local system it's often a good idea to login to another system. Please login to our demo site at <http://vrlplus.cb.docutek.com/demo>, using "testing" as a username and "testing" as a password. Please note any differences you see when using the demo site compared to your local system.

CONCLUSION:

If at this point you are still unable to cobrowse properly please send an email to support@docutek.com; be sure to include a detailed description of the problem that is occurring as well as any changes that you made while using this document.