

PCs – Compatibility :

Internet Explorer 7.x, 8.x, Firefox 3.x, and Sun Java 1.5 or 1.6 is supported on these Windows Operating Systems:

- Windows Servers 2003R2 SP2,
- Windows Vista (32 bit only)
- Windows XP (32 bit only)
- Windows 7

PCs - Current known error :

Symptoms When the user tries to upload files to a Microsoft Windows-based computer that is running the Internet Explorer 6, 7, or 8 software, the Upload Files window displays the message, `Error. Click...`

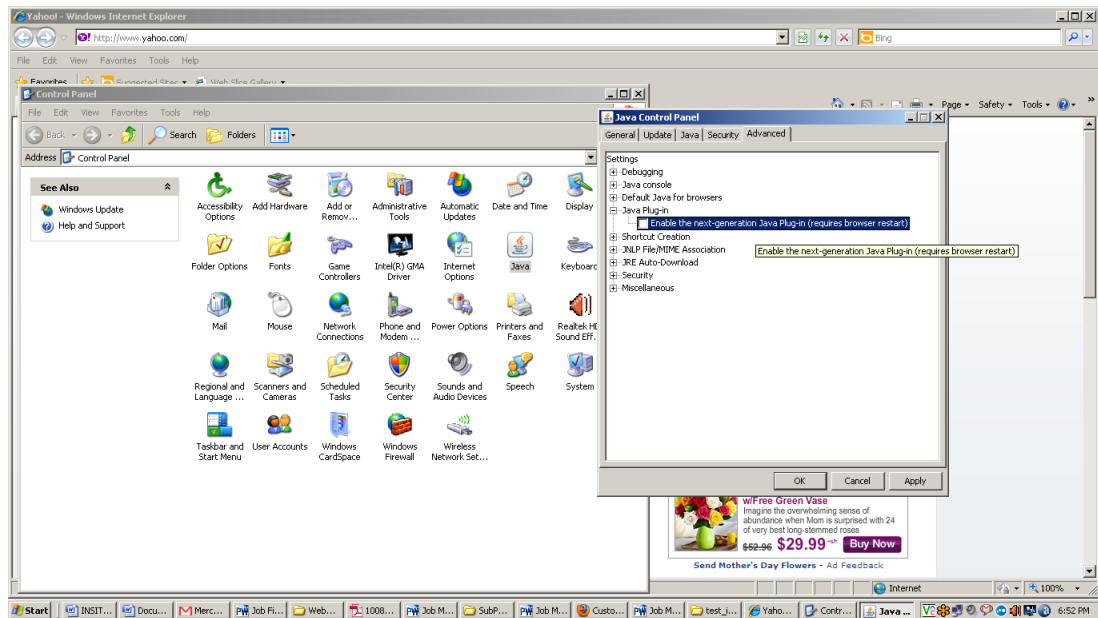
When the user clicks the message, the Application Error window appears. When the user clicks the **Details** button, the following message appears—

```
Exception: java.lang.SecurityException: attempted to open sandboxed  
jar https://...com/Site/classes/checkjre/InSite-CheckJRE\(7485\).jar  
Trusted-Only.
```

Cause In the Java 1.6.0-21 software, the **Enable the next-generation Java Plug-in** option is selected by default.

Solution On a client Windows-based computer, perform the following actions. On the **Start** menu, select **Settings > Control Panel > Java**.

1. In the Java Control Panel window that appears, click the **Advanced** tab and expand **Java Plug-in**.
2. Clear the **Enable the next-generation Java Plug-in (requires browser restart)** option, and click **Apply**.
3. Restart the Internet Explorer software.



Macs - Compatibility :

Safari 3.x, 4.x, 5.0 and Mozilla Firefox 3.x is supported. Chrome is untested.

Macs – Known issues :

1. If files fail uploading, customer needs to enable 32 bit mode.
 - Go to Applications -> Safari -> Get Info on the App (Apple+i) -> select “enable 32 bit mode”.
 - Restart Safari.
2. On Macs running the Safari Software, you must allow files to open after downloading.
 - In the Safari software, select PREFERENCES.
 - On the General Tab, select “OPEN “SAFE” files after downloading.
3. Parental controls must be disabled on mac computers.

KNOWN UNSUPPORTED OS, JAVA, BROWSERS :

PCs

- Microsoft Java or IBM Java software (you must upgrade to the Sun Java software)
- Sun Java 1.4.2
- Windows 2000 Professional
- Windows 2000 Server
- Windows ME, 98, or 95 OS

Macs

- Mac OSX 10.5.3 or earlier; Mac OSX 10.4.10 or earlier; Mac OSX 10.3x; Mac OS9
- Netscape Navigator
- Internet Explorer browser on a mac computer
- Virtualization technology on a Mac computer (ie., Parallels Dsktop or VMware Fusion)
- Safari software on a windows OS.