


Troubleshooting Fetcher:

Requirements: Fetcher supports the use of these browsers.

Windows Microsoft's Internet Explorer version 6 or better.
 Mozilla's FireFox version 2 or better.


Please review the issues listed below and how to resolve them. Should you require additional assistance please do not hesitate to call 381-5278, 381-5291 for downtown orders or 852-0373 for north store orders.

1. "I get the following:"



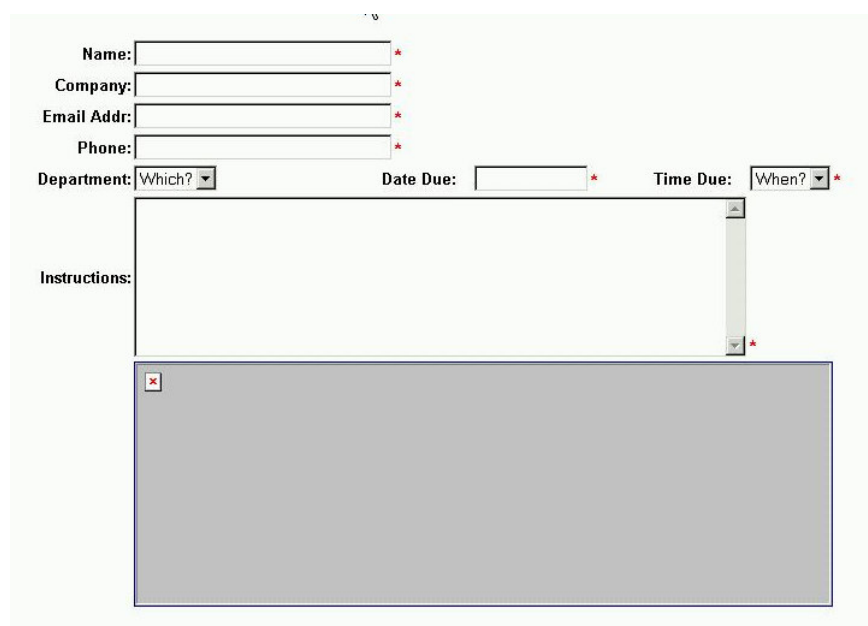
The page you were about to view requires software your computer doesn't have installed. The software is called "Java" and it is a staple of the Internet.

You can have Java installed by clicking on the button below.

When Java isn't installed, the message above will be displayed. Click on the "Java" button and follow the automatic install process.

2. "An order form displays with a big grey box in it."



Name: *

Company: *

Email Addr: *

Phone: *

Department: Which? * Date Due: * Time Due: When? *

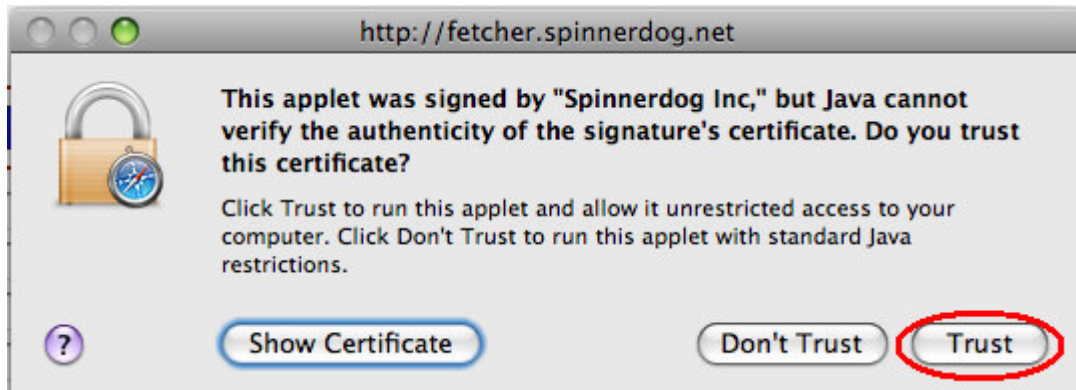
Instructions: *

Java is installed but disabled. Visit www.java.com and follow the download link which will install and re-enable Java.

If the grey box persists or the Java install fails, contact your network administrator and show them the problem. Some administrators disable Java.

3. "A security warning is displayed:"

Mac:



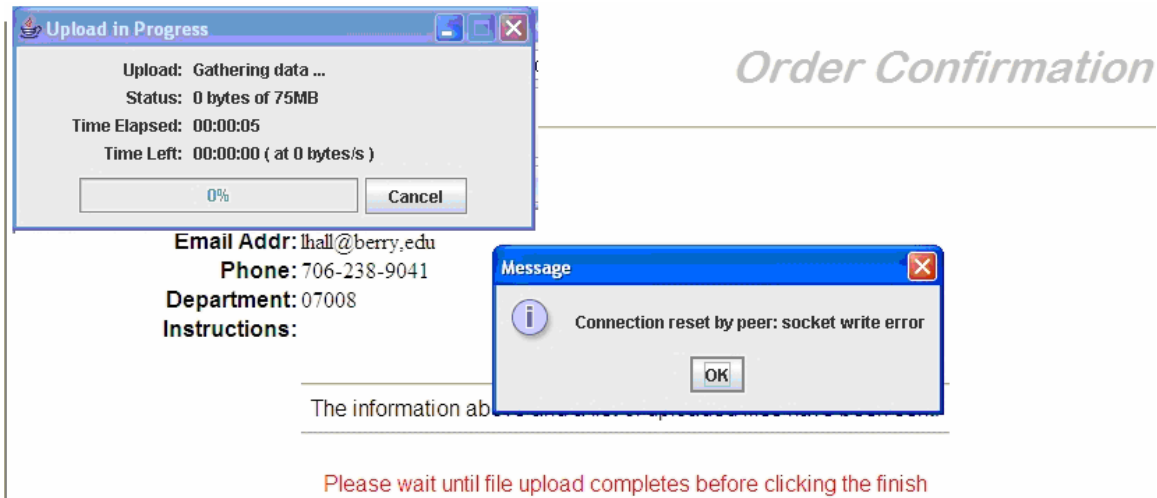
Click the "Trust" button to allow proper function.

PC:

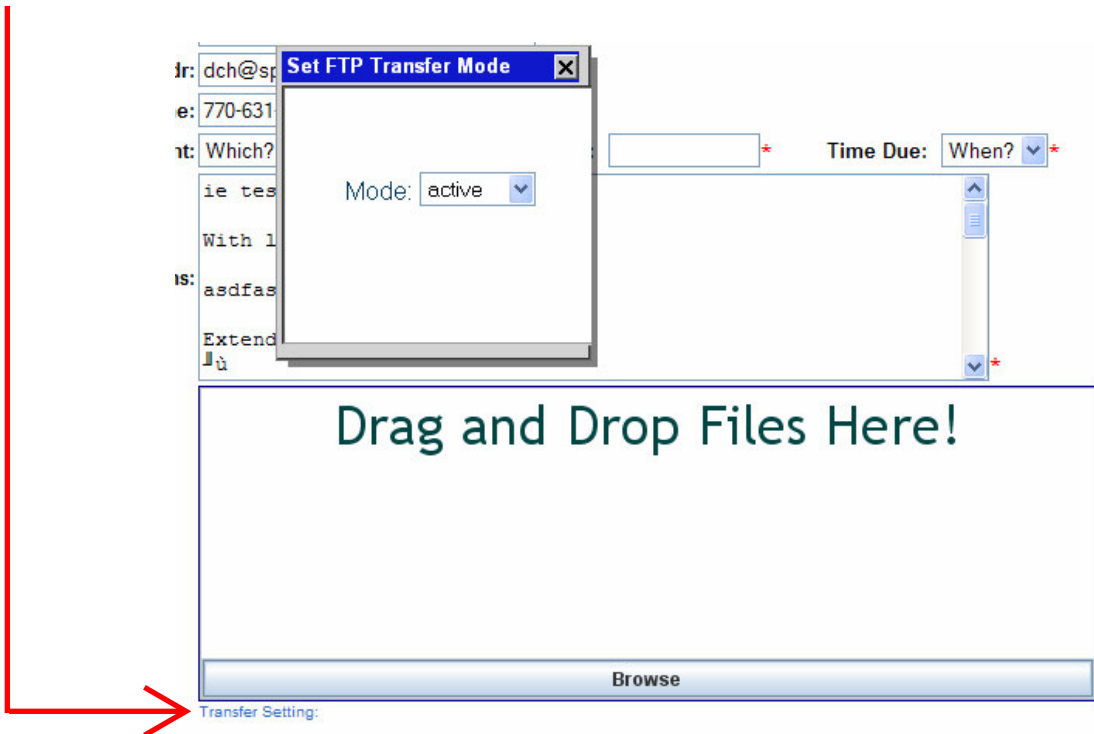


Click "Always trust content from this publisher" and then the "Run" button.

4. "After Clicking the Submit, or Place Order button I get "Connection reset by peer: socket write error":"



FTP uses one of two ways to send files. Files are transferred using either Active or Passive mode and some networks have one of the modes disabled. To change the FTP mode used when you place orders use the **hidden** "Transfer Options" button located directly below the browse bar. (Simply drag your mouse to activate).



The default is "passive". Simply select active and click on the "X" to close the dialog. Fetcher will remember you need active FTP from that point forward.

Thank you for choosing Miller Blueprint Co.