



## Server Troubleshooting

### System Requirements

ThinkPatented encourages customers to upgrade to latest patches of all supported browser versions.

#### Windows Platform:

- Google Chrome™ (latest supported version by Google)
- Microsoft® Internet Explorer® 9.0, 10.0, 11.0
- Mozilla® Firefox® (latest supported version by Mozilla)

#### Macintosh Platform:

- Google Chrome™ (latest supported version by Google)
  - Mozilla® Firefox® (latest supported version by Mozilla)
  - Safari™ 9.x
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## Clearing Disk Cache - Enabling Cookies and JavaScript

Each browser requires a slightly different process to clear your disk cache and enable Cookies and JavaScript. We provide instructions for the following browsers.

- [Mozilla/Firefox \(Win\)»](#)
- [Mozilla/Firefox \(Mac\)»](#)

### Internet Explorer

To clear your Disk Cache, follow these steps:

- Select the Tools menu. Select Clear Private Data from the drop down.
- Click the check box for Cache
- Click the Clear Private Data Now button.

To enable Cookies and JavaScript, follow these steps:

- Select Options from the Tools menu. The Internet Options dialog opens.
- Locate the Content menu (Globe Icon) and check the enable Java script check box.
- Click on the Privacy (Pad Lock) icon.
- Locate the Cookies area and check the box Accept Cookie from Sites.
- Click OK
- Note: Windows XP Users, you will need to restart your computer for the changes to take place.

### **Mozilla/Firefox (Win)**

To clear your Disk Cache, follow these steps:

- Select Options from the Tools menu.
- Select the Privacy tab.
- Press the Settings button.
- Make sure the Cache check box is selected
- Press the OK button.
- Press the Clear Now button.

To enable cookies and JavaScript, follow these steps:

- From the Tools menu, select Preferences.
- From the Options dialog that opens, select the Content option (globe icon).
- Click the checkbox next to Enable Javascript.
- Select the Privacy option (padlock icon)
- Under the Cookies area, check the checkbox for Accept Cookies from Sites.
- Click OK.

### **Mozilla/Firefox (Mac)**

To clear your Disk Cache, follow these steps:

- Select tools menu.
- Select Clear Privacy Data.
- Make sure the Cache check box is selected
- Press the OK button.
- Press the Clear Private Data Now button

To enable cookies and JavaScript, follow these steps:

- From the Firefox menu, select Preferences.
- From the Options dialog that opens, select the Content option (globe icon).
- Click the checkbox next to Enable Javascript.
- Select the Privacy option (padlock icon)
- Under the Cookies area, check the checkbox for Accept Cookies From Sites.
- Close the dialog box window.

### **Safari users (Mac OS9 & OSX)**

To clear your Disk Cache, follow these steps:

- Select Empty Cache from the Safari menu.

To enable cookies and JavaScript in Safari browsers, use the following procedure:

- From the Safari file menu, select Preferences.
- From the Preferences dialog that opens, select the Security option (padlock icon).
- Under the Web Content options, click the checkbox next to Enable Javascript.
- Under the Accept Cookies option, check the radio button for Always.
- Close the Preferences dialog to apply changes.