

CapeCodOnline.com Web Cam Issues

Problem: Java version is not up-to-date

To install the latest version of the Java applet into your browser, follow this procedure:

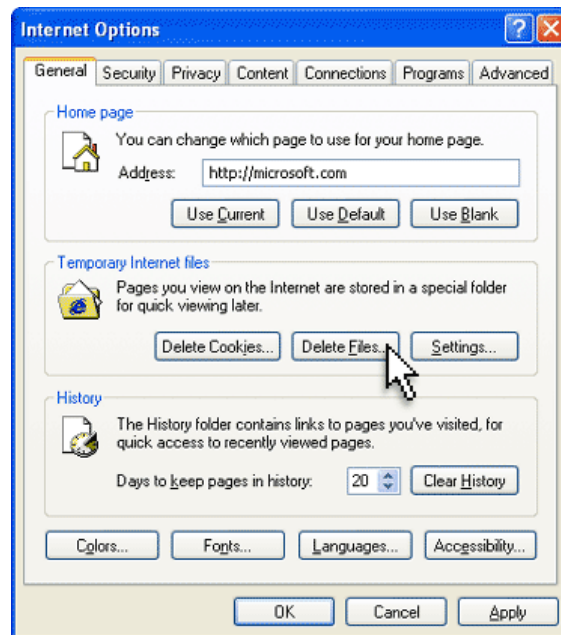
1. Go to the following URL: <http://www.java.com>
2. Click on the **Free Java Download** button
3. Follow the **instructions** on the screen to complete the installation
4. **Close** all browser windows and then **restart**.

Problem: Browser cache files needs to be cleared

If you need to clear the cache files from your browser, follow the procedure below. The procedure differs slightly depending on the type of browser that you use:

Windows: Internet Explorer 6.0 (or earlier)

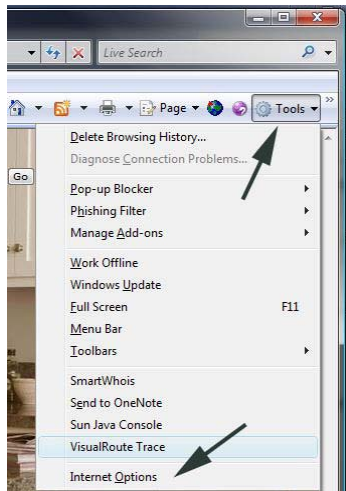
1. On the Internet Explorer 6 Tools menu, click Internet Options. The Internet Options box should open to the **General** tab.
2. On the **General** tab, in the **Temporary Internet Files** section, click the **Delete Files** button. This will delete all the files that are currently stored in your cache.



3. Click **OK**, and then click **OK** again.

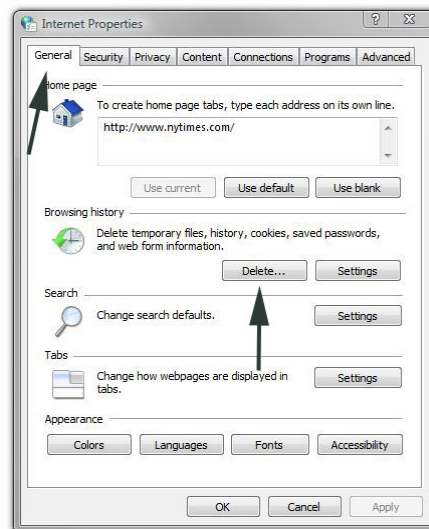
Windows: Internet Explorer 7.0

1. On the Internet Explorer Tools menu, click Internet Options.



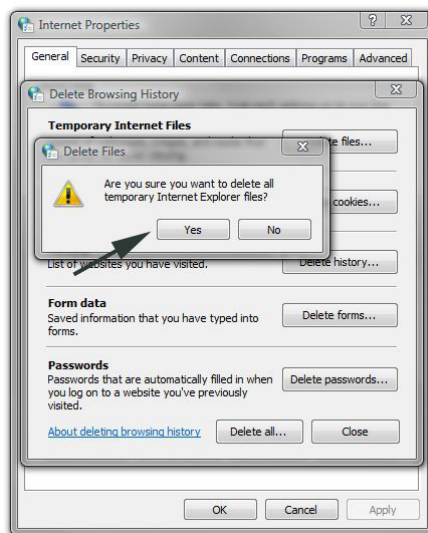
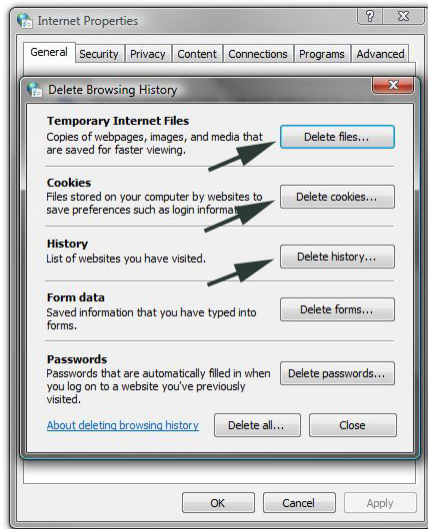
The Internet Options box should open to the **General** tab.

2. On the **General** tab, in the **Browsing history** section, click the **Delete...** button. This will bring up the Delete Browsing History Box.



Select the **Delete files...** button to delete Temporary Internet Files
Select the **Delete cookies...** button to delete Cookies
Select the **Delete history...** button to delete your browsing history

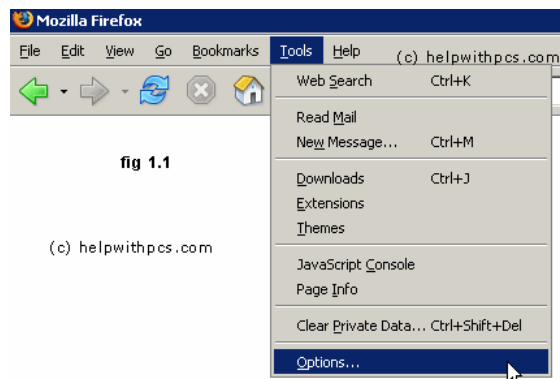
3. After you select delete a box will appear asking you to confirm you would like to delete the files. Select **Yes** for each one.



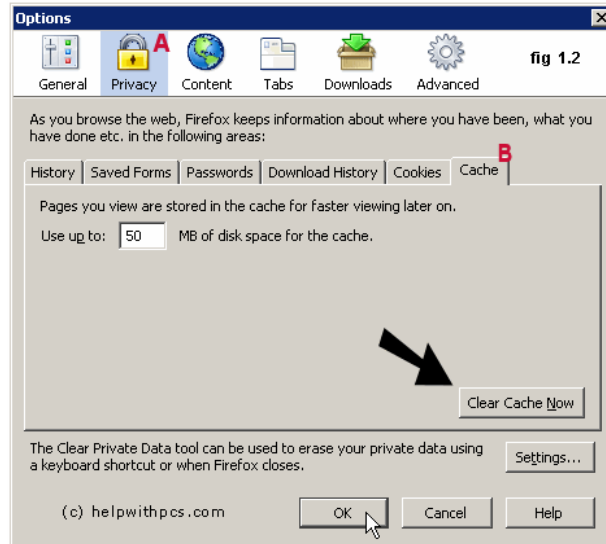
4. Click **Yes**, and then click **Close** and **OK** again.

Windows: Mozilla Firefox (all versions)

1. On the menu bar select **TOOLS**, click on **OPTIONS** from the pull down menu, see fig 1.1 below:



2. Click on the **PRIVACY** icon (labeled A in fig 1.2) and then click on the **CACHE** tab (labeled B in fig 1.2).



3. Click the **CLEAR CACHE NOW** button to delete any files that are in the cache.
4. Click the **OK** button (fig 1.2).

Macintosh: Safari (all versions)

1. Open up the **Safari** Web browser.
2. Click on the heading **Safari** and choose **Empty Cache** from the pull down menu. It will then ask you if you really want to delete the cache.
3. Click on **Empty** if you are ready to clear Safari's memory cache.
4. **Close** and **reopen** the Safari Web browser.