

IWS TECH SPT TB# 00-0012	TECHNICAL BULLETIN	Page: 1 of 1
Originator/Phone #: Dan Hathaway / (800) 760-3205		Date: 12/28/00
TB Title: Incorrect Path to Required Netscape Files Results in Inoperable Client		
System (Subsystem): IWS 2.1 Client Components (Solaris)		
CRs: Yes	Media: N/A	Version: IWS 2.1
<p><u>Situation:</u></p> <p>When installing Solaris client components, and prompted to “Browse” to the location of specified Netscape executable and Netscape.ad files, users have the option of manually typing in the complete path. If the paths to the desired files are incorrectly entered, this will result in an inoperable client when attempting to launch the Netscape browser.</p> <p><u>Solution:</u></p> <p>The most efficient method to resolve this issue is to re-install either the Java 2 plugin or the InfoWorkSpace application. When prompted for the Netscape executable and Netscape.ad files, use the “Browse” function to locate and select the Netscape executable, and its related Netscape.ad file as documented in the Client Installation Manual.</p>		
Software Engineer:	Dan Hathaway	Date: 12-28-00
Support Engineer:	Dan Hathaway	Date: 12-28-00
Configuration Control:		Date:
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