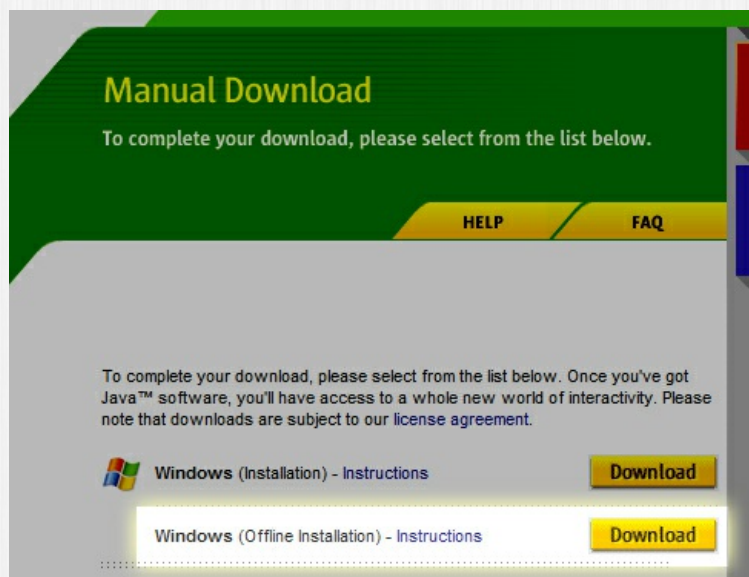


Troubleshooting

Launching

If the Java Installer fails to install Java on your machine and you're using Windows, try to use the **Windows (Offline Installation)** available at Java.Com.



This installer will allow you to save it to any location on your hard drive, so you can install Java as you would any Windows application. This method may succeed when the browser integrated installer fails due to browser security settings or if Windows can't find the integrated installer in the temporary directory.

The offline installer is always the best second attempt, since it doesn't conflict with browser security settings or browser nuances.

If you're using a Mac, you can reinstall Java via the Software Update application which is part of Mac OS X. If you encounter graphics problems such as controls not appearing, upside-down windows, or other anomalies, this typically means that the Java on your machine has been corrupted and needs to be reinstalled.

Once you've installed Java, try again to launch the application from the lab web page.

Running

If the application encounters a problem and you're asked to send the "roeslog" file, this can be found in your application preferences directory in your user home folder. In Windows, this is commonly:

C:\Documents and Settings\<account name>\.<lab name>

On Macs, the Finder by default doesn't show files or folders that begin with a period. But, the folder contents can still be reached by going to the "Go" menu in the Finder, then the "Go to Folder" menu item. Then, in the dialog that appears, type:

~/.<lab name>

Which will open a new Finder window to the preferences folder of the application.

In both of the above, <lab name> means the name of the photo processing lab.

Inside this folder is a file called "roeslog.log" that contains information about the last time the application was run, including errors. This is indispensable for the developers for tracking down errors, as verbal descriptions are infrequently precise or detailed enough to understand what caused a given problem.

