

TROUBLESHOOTING

Below is a reference to the browser setting checklist that is the standard for all internal computer systems here at JMU - including eVA.

This checklist resides at the following address (in case of updates):

<http://isapps.jmu.edu/tutorials/browser/iebrowserchecklist.asp>

Below is information from the Dell Helpdesk:

One other thing to try for routine troubleshooting is the clearing of the DNS cache as well as the browser cache and cookies. To clear the DNS, go to START->RUN and type in the following: IPCONFIG /FLUSHDNS and hit enter. You should get a quick popup window that will then disappear. Then clear the browser cache and cookies.