

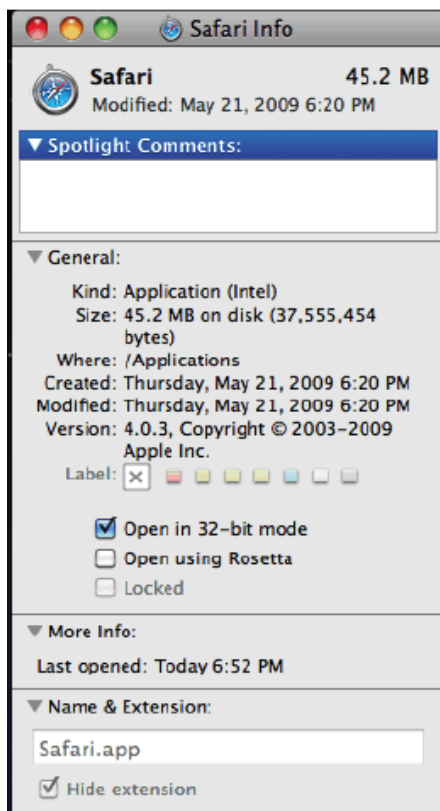
Platform Mac OS® X 10.6

Problem: When uploading your files to Insite using Mac OS 10.6 (Snow Leopard), your browser may quite or an error notice will appear stating that your file did not upload successfully.

Cause: The version of Sun Java™ software used in Mac OS 10.6 is not compatible with some of the features in Insite.

Solution: Change the Apple® Safari™ browser to work in 32-bit mode.

1. Quite Apple® Safari™
2. On the Mac computer, open the Finder, and select Applications.
3. In the right pane, click Safari.
4. Select File > Get Info.
5. In the General area, select the Open in 32-bit mode check box.
6. Close the Safari Info dialog box.



6. Restart Safari.