

General information for troubleshooting

This is a general help for the most common problems. These mainly affect the browser cache, pop-ups that do not show the reports, missing Adobe Reader installation or Flash installation. If you have a problem with ActiveX, visit this document:

http://xrnet.radiologie.at/content/helpdoc/XRWEB_help_HelpActiveX.pdf

Delete browser-cache

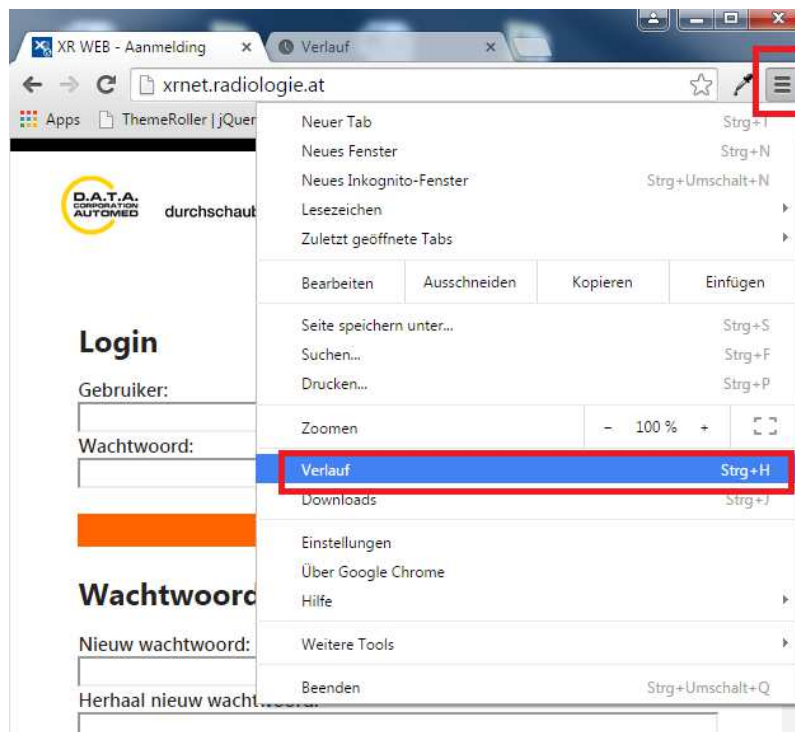
Please delete your browser cache from time to time whenever an update has been downloaded, but especially when something is no longer working. At first, try clearing your browser's cache, try retesting it, and only then report the issue.

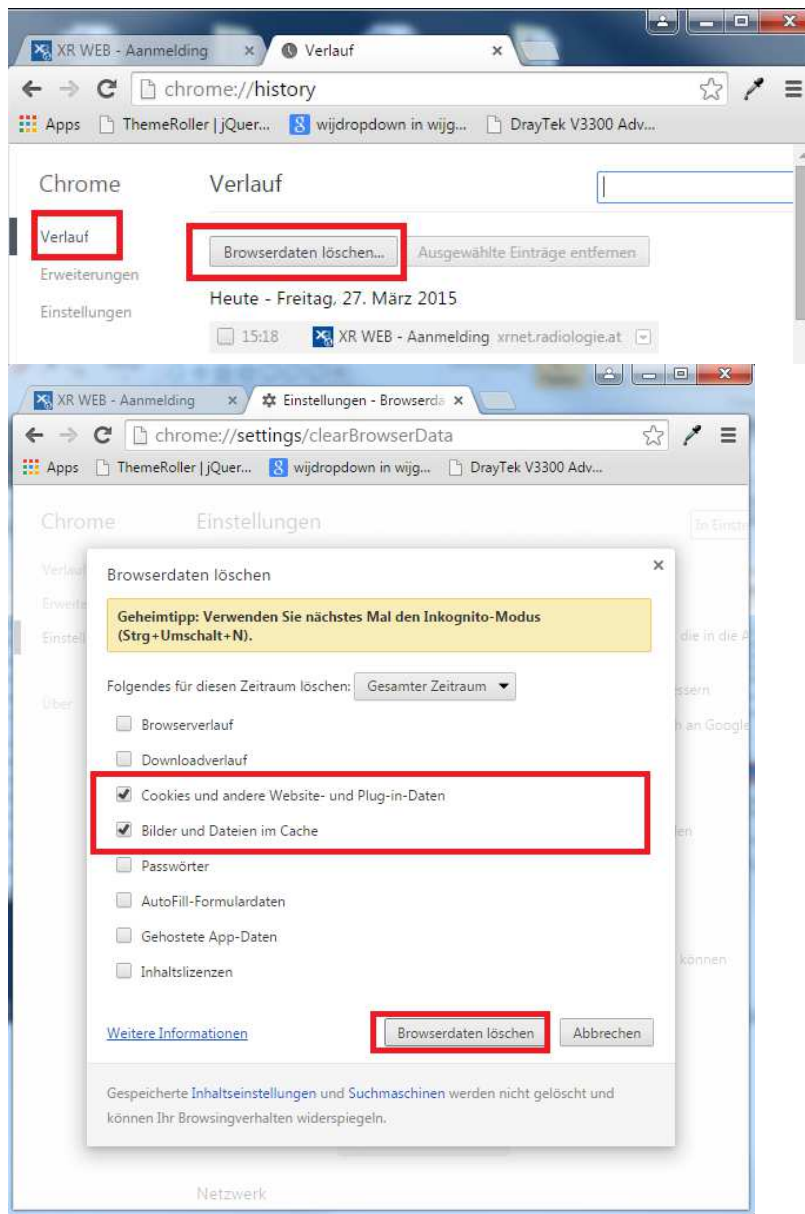
Since images and JavaScript files are stored in the browser cache, it is possible that program parts that use JavaScript no longer work properly because their browser still uses the old version.

Below, this process is described for the most common browsers, in case you do not find yours, then Google will help you with the text "Clear cache xxx" where xxx stands for your browser.

Chrome

In Chrome, go to the top right icon with the 3 bars → history → clear browser data → set a check mark at the *cookies and other website and plug-in data* and *cache images and files*, and then click on "Clear Browser Data".

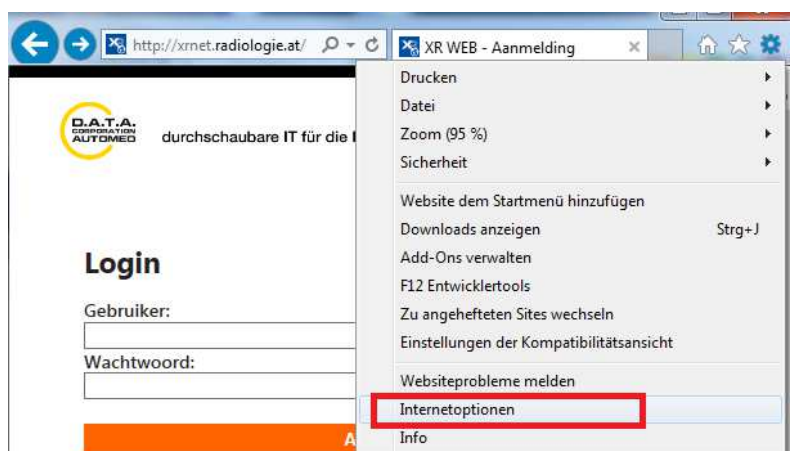


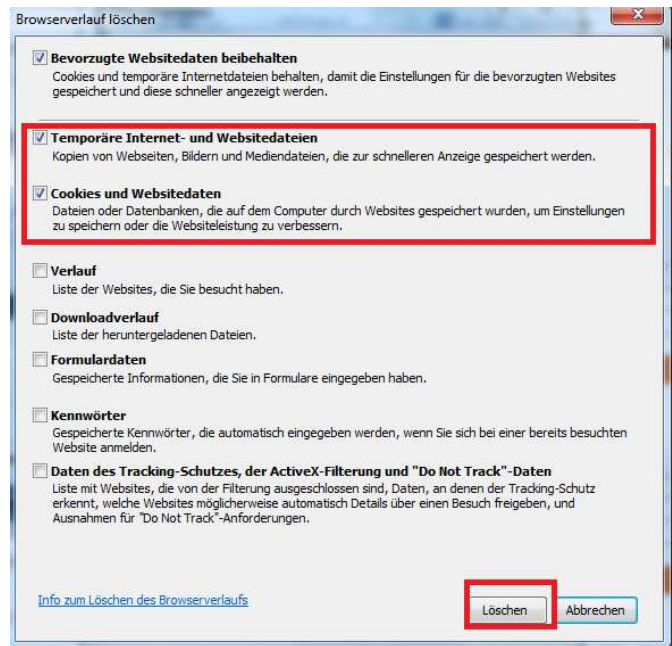
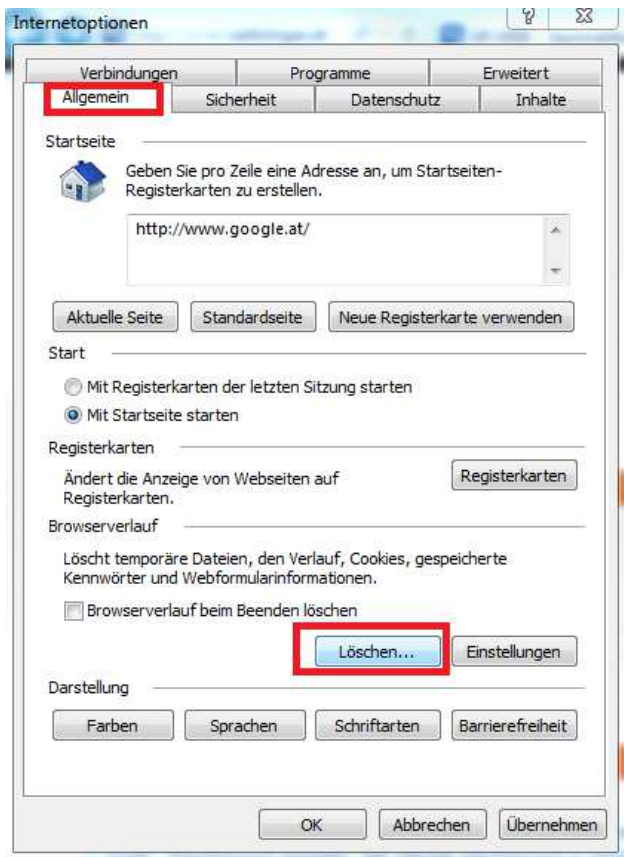


Internet Explorer

In Internet Explorer, go to the top right corner to the gear wheel or to the tools in the menu bar.

In the tab "general", click [Delete ...] in the browser history section and then check the boxes for "*Temporary Internet and website files*" and "*Cookies and website data*". Then click on [Delete] and then in the tab "general" on [Apply]. Then you can close the window with [OK].





Safari

You can open the cache clearing window on a Windows machine using the shortcut keys [CTRL] + [ALT] + [E]. Then click on [clear].

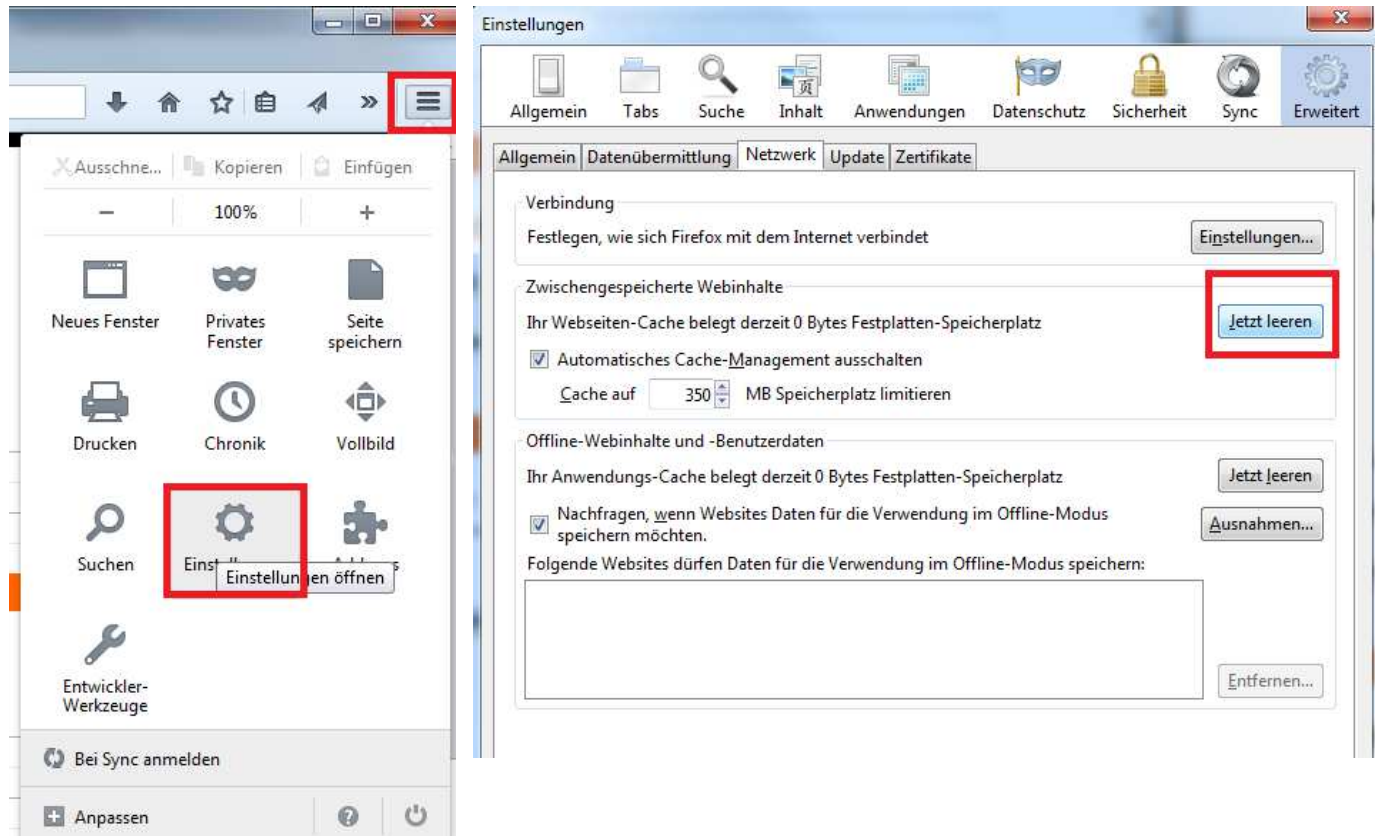
Login



On the Mac, use the key combination [CMD] + [ALT] + [E].

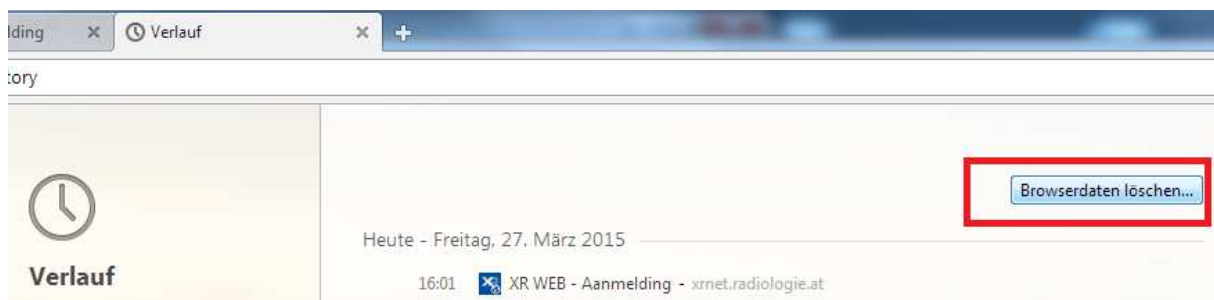
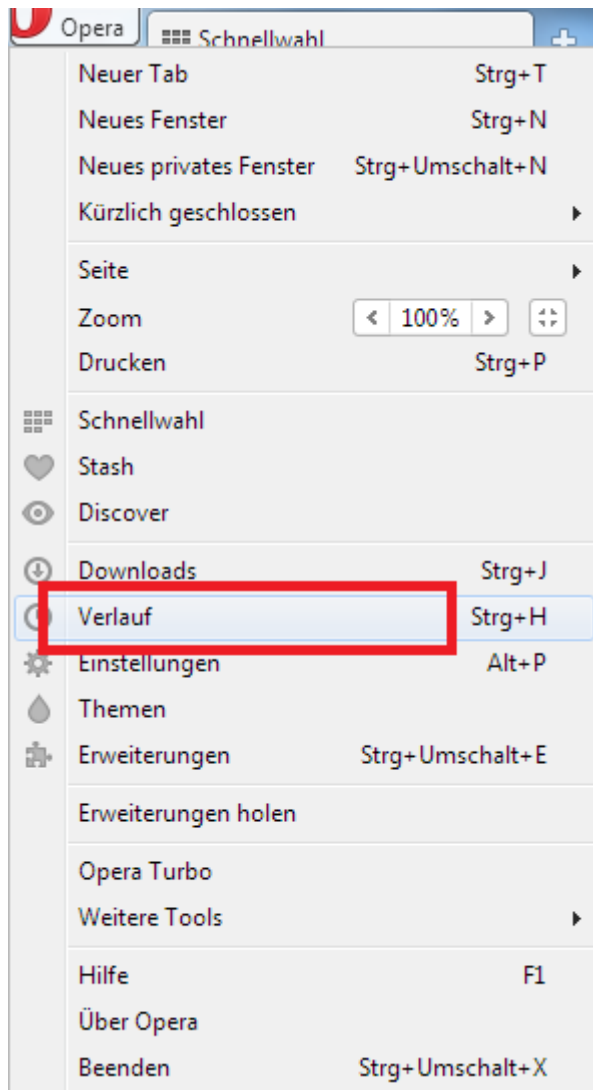
Mozilla Firefox

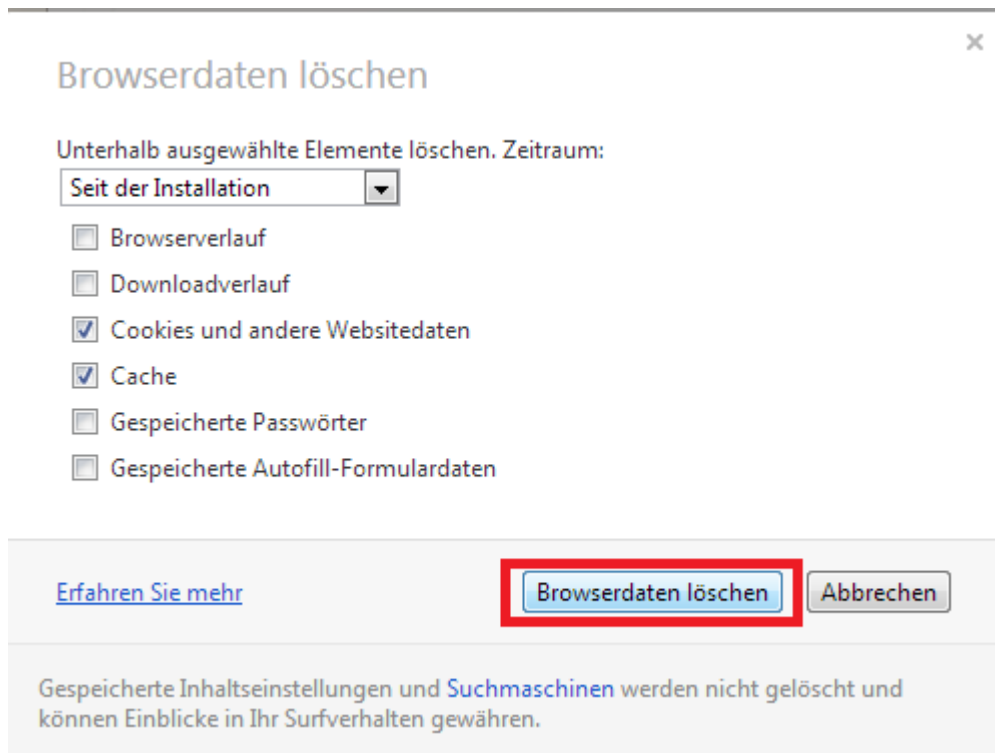
Click on the symbol with the three bars in the top right corner and go to [Settings]. Then click on the tab [Network] and in the area "Cached web content" on [clear now].



Opera

Click on the Opera icon, then on [History] → [Clear browser data ...] and check the box next to "Cookies and other website data" and "Cache". Then click [Clear browser data].





Install Adobe Reader

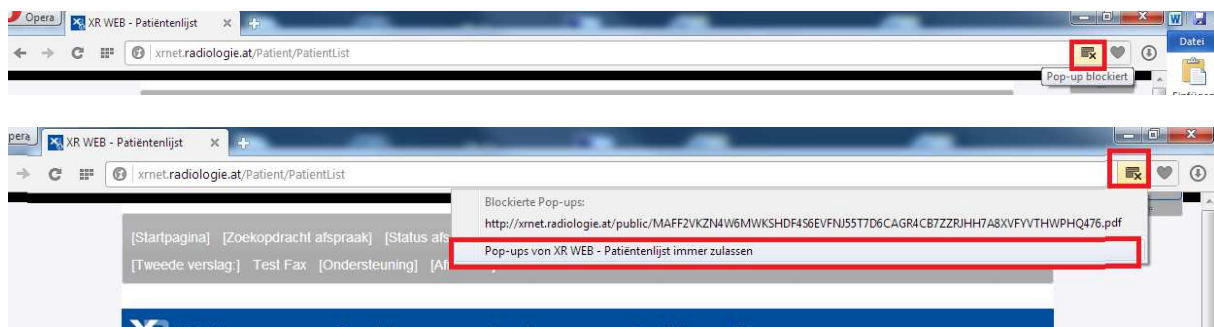
If no reports are found, check if you have installed an Adobe PDF reader. If not, please do that. Otherwise you will not be able to see the pdf's.

Allow popups

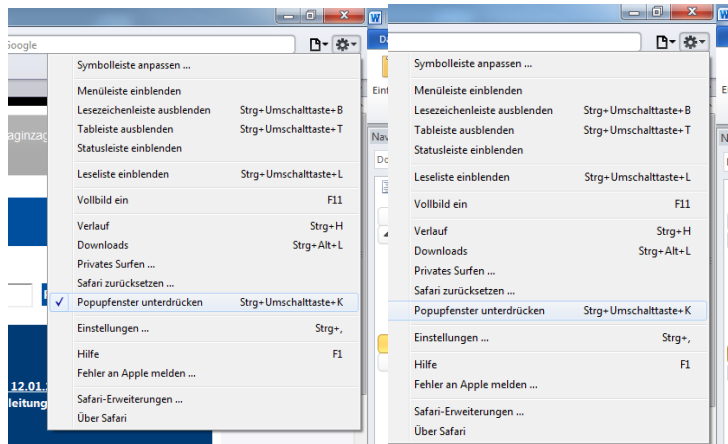
If you want to open reports, then please check if your browser does not block a popup somewhere. Your browser should always allow popups for this page.

These notification usually appear below your address bar (at the very top) or above your status bar (at the bottom).

Do not be fooled if you do not find your notification in this documentation, they are all similar. For example, "Popup is blocked", "Always allow pop-ups", "Allow popup for this page and remember settings", etc.



With Safari it may be that nothing appears, to solve that, go to the settings and remove the check mark at "suppress Popufenster".



Flash

If you are using the Flash Recorder, please check if your Flash version is up-to-date and that Flash is approved. If necessary, install flash or upgrade your flash. Flash must also be allowed. Click [Allow ...] and then [Allow and remember decision]. The screenshots are for Firefox only, but are similar to the other browsers. Sometimes they are displayed at the top of your browser window just below the address bar, sometimes at the bottom above the status bar. There is also a separate help on the report page for the Flash Recorder. Call it up via XR WEB.

