

# Troubleshooting

Follow the steps on this page to verify that your software is up to date and configured correctly, and to collect console messages that support staff will ask for if you need to submit a help desk ticket.



If you click on any of the screenshots below, it will show you the screenshot in full size.



If you have used the Offline Circulation module and have transactions that you are unable to upload from the workstation they are on, make sure you [export the transactions](#) before clearing cookies/cache.

## Refresh Screen / Restart Browser

Some issues, such as slow page load times while checking in a large stack of items, may be resolved by simply refreshing the screen using the browser's refresh/reload button.

Other issues, such as a login screen appearing in an embedded frame, may be caused by timeouts and can most easily be resolved by closing and reopening the browser.

If neither of these actions correct the problem you are seeing, continue to the next section.

## Check Browser Configuration

### 1. Make sure your browser is up to date.

In Chrome:

1. Go to Menu (3 vertical dots in upper-right corner of browser window).
2. Select Help.
3. Select About Google Chrome.
4. You should see a message saying "Google Chrome is up to date."





## About Chrome

In Firefox:

1. Go to Menu (3 horizontal lines in upper-right corner of browser window.)
2. Select Help.
3. Select About Firefox.
4. You should see a messaging saying “Firefox is up to date.”



## About Firefox

### 2. Make sure pop-ups are enabled.

In Chrome:

1. Go to Menu.
2. Select Settings.
3. Scroll down to the bottom and click Advanced.
4. In the Privacy and Security section, click Content Settings.
5. Click Popups. (You can also get to this screen by entering `chrome://settings/content/popups` in your address bar.)
6. The main Popups setting should be Blocked.
7. Click the ADD link next to Allow.
8. Type in: `gapines.org`
9. Click Enter.

Allow

ADD

 gapines.org

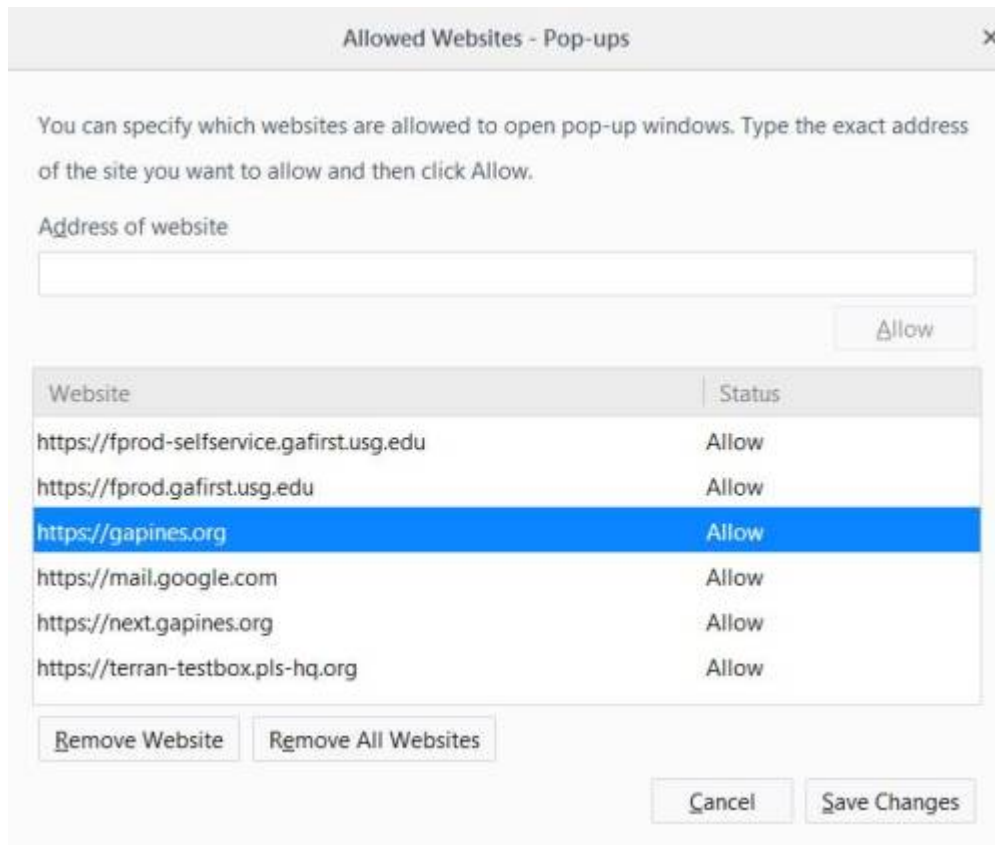


## Pop-ups in Chrome

In Firefox:

1. Go to Menu.
2. Select Options.
3. Click Privacy & Security. (You can also get to this screen by entering `about:preferences#privacy` in your address bar.)
4. Scroll down to the Permissions section.
5. “Block pop-up windows” should be checked.
6. Click the Exceptions button.
7. Type in: <https://gapines.org>

## 8. Click Save Changes.



Allowed Websites - Pop-ups

You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow.

Address of website

Allow

Website	Status
https://fprod-selfservice.gafirst.usg.edu	Allow
https://fprod.gafirst.usg.edu	Allow
https://gapines.org	Allow
https://mail.google.com	Allow
https://next.gapines.org	Allow
https://terran-testbox.pls-hq.org	Allow

Remove Website Remove All Websites

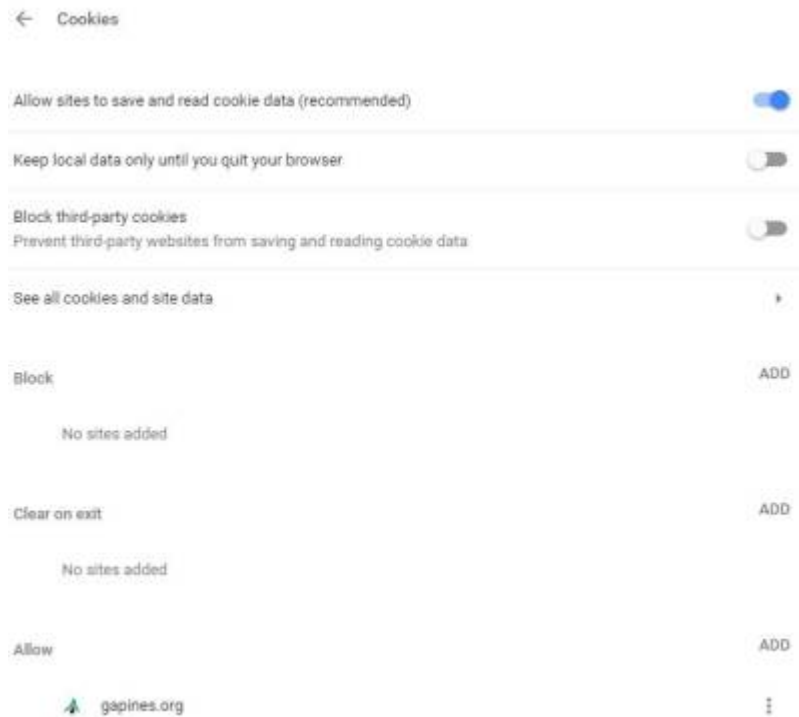
Cancel Save Changes

Pop-ups in Firefox

## 3. Make sure cookies are allowed.

In Chrome:

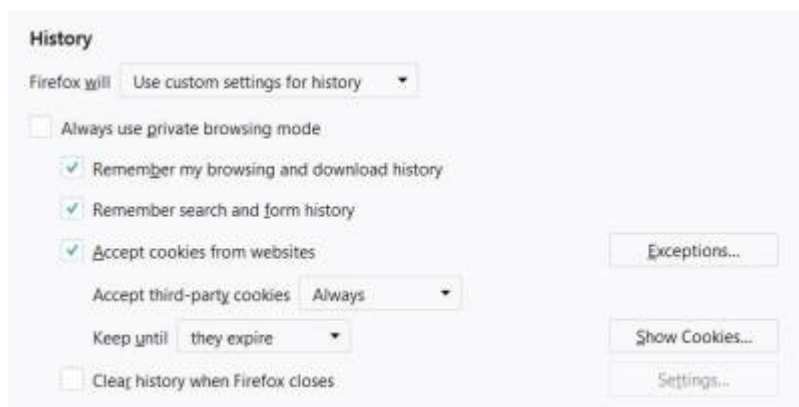
1. Go to Menu.
2. Select Settings.
3. Scroll down to the bottom and click Advanced.
4. In the Privacy and Security section, click Content Settings.
5. Click Cookies. (You can also get to this screen by entering `chrome://settings/content/cookies` in your address bar.)
6. "Allow sites to save and read cookie data" should be on.
7. "Keep local data only until you quit your browser" should be **off**.
8. Click ADD next to Allow.
9. Type in: gapines.org
10. Click Enter.



## Cookies in Chrome

In Firefox:

1. Go to Menu.
2. Select Options.
3. Click Privacy & Security. (You can also get to this screen by entering about:preferences#privacy in your address bar.)
4. In the History section, choose the option for "Firefox will... Use custom settings for history."
5. "Remember my browsing and download history" should be checked.
6. "Accept cookies from websites" should be checked.
  1. Alternatively: If you *uncheck* "Accept cookies from websites" then you must click Exceptions and add https://gapines.org



## Cookies in Firefox

### 3. Security Software and Cookies

If you have cookies enabled in your browser, but they are disappearing, check your computer's security / antivirus software to see if it may be deleting your cookies on a regular basis.

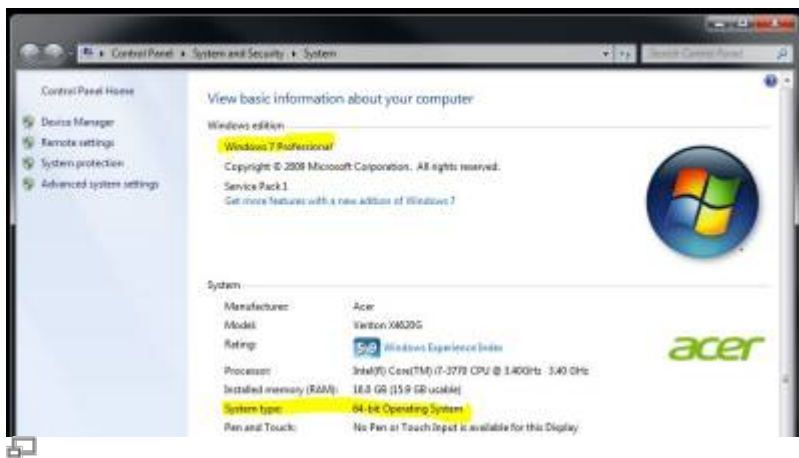
## Verify Software Versions

<fc #ff0000>This section is only relevant if you are using the Chrome Browser with Hatch.</fc>

### 1. Operating System

Hatch will only work with Windows 7, 8, and 10 at this time. If you are going to submit a Help Desk ticket, include the version in your ticket, as well as whether it is 32 or 64-bit. You can find this by:

1. Click on the Windows Start button.
2. Right-click on Computer.
3. Click on Properties.



### 2. Java

Verify that the Java Runtime Environment (JRE) is up to date (version 8 update 161 or higher). If you are unsure which version you have, view your computer's list of programs or simply download and install the latest version from:

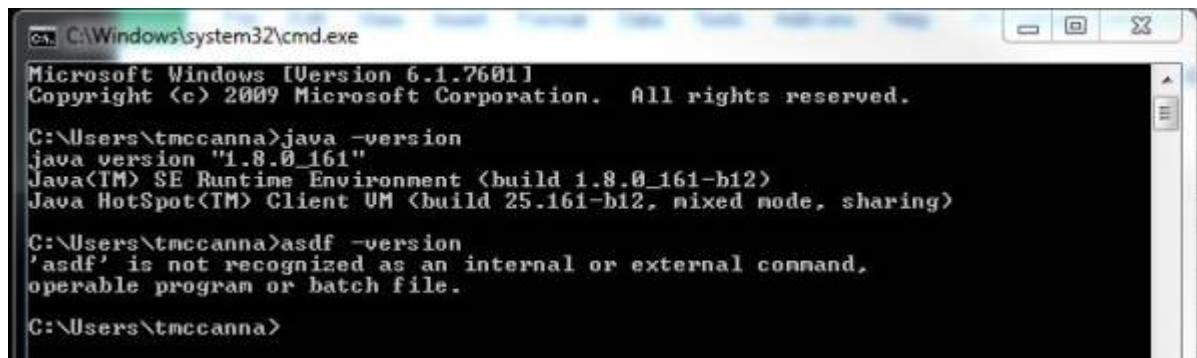
[https://www.java.com/en/download/help/windows\\_manual\\_download.xml](https://www.java.com/en/download/help/windows_manual_download.xml)

Intel® USB 3.0 eXtensible Host Controller Driver	Intel Corporation	3/22/2013	18.4 MB	1.0.3.214
Java 8 Update 161	Oracle Corporation	1/23/2018	32.3 MB	8.0.1610.12
Java SE Development Kit 8 Update 60 (64-bit)	Oracle Corporation	10/15/2015	310 MB	8.0.600.27
Java SE Development Kit 8 Update 92 (64-bit)	Oracle Corporation	7/12/2016	328 MB	8.0.920.14
Microsoft .NET Framework 4.7	Microsoft Corporation	8/8/2017	38.8 MB	4.7.02053

You can also check to be sure that your operating system is able to find the path to Java:

1. Open up a command window (Start Menu, type in cmd).
2. Type in: java -version
3. You should see the Java version number listed. If there is a problem, you will see an error message.

(The solution to this is usually to uninstall whatever version of Java you have, and then install the correct version.)



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\tmccanna>java -version
java version "1.8.0_161"
Java(TM) SE Runtime Environment (build 1.8.0_161-b12)
Java HotSpot(TM) Client VM (build 25.161-b12, mixed mode, sharing)

C:\Users\tmccanna>asdf -version
'asdf' is not recognized as an internal or external command,
operable program or batch file.

C:\Users\tmccanna>
```

### 3. Hatch Program

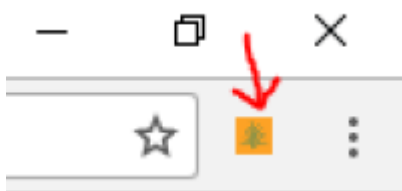
Verify that you are running the correct version of Hatch (0.1.5). You can see this from your computer's list of programs (Control Panel > Uninstall or change a program).

### 4. Hatch Extension

Verify that you are running the correct version of the Hatch Chrome Extension (0.1.5).

1. Go to the Menu.
2. Select More Tools.
3. Select Extensions.
4. Scroll down to Hatch Native Messenger.
5. Verify that it is version 0.1.5 and Enabled.

When the Hatch Extension is installed and enabled, a small yellow icon should appear in the top-right corner of the browser:



Hatch Icon

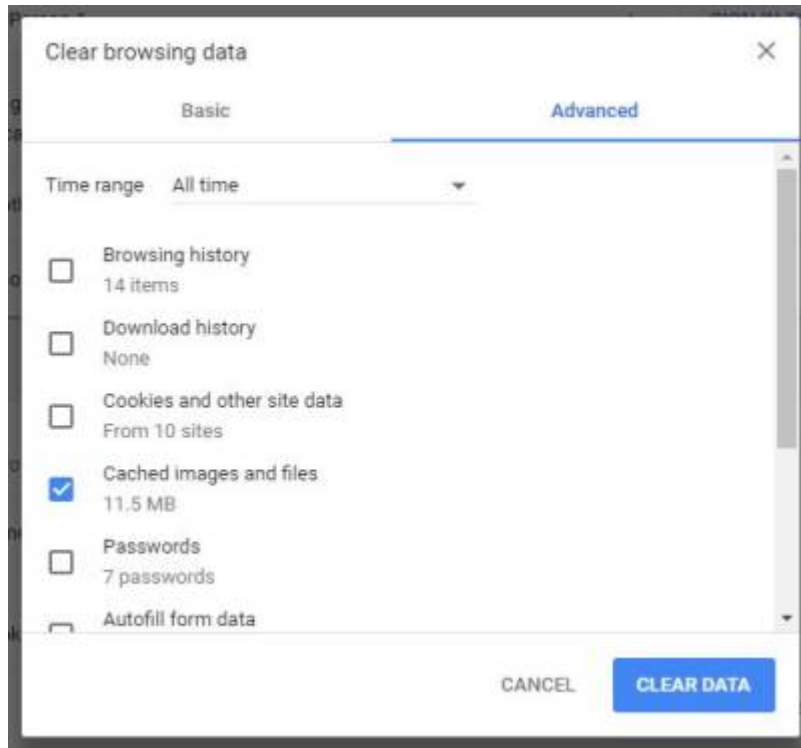
## Clear Cache

Follow these directions to clear your browser cache:

### In Chrome:

1. Go to Menu.
2. Select History (on main menu).
3. Select History (on flyout menu).

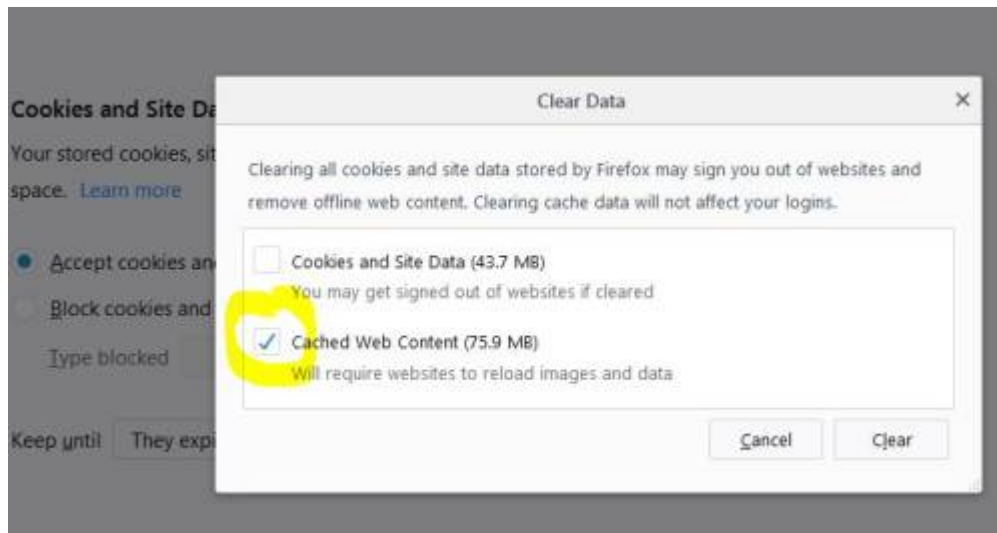
4. Click on Clear Browsing Data.
5. Set Time Range to All Time.
6. Check the box next to "Cached images and files" (other boxes can be left unchecked).
7. Click Clear Data.



Clearing Cache in Chrome

### In Firefox:

1. Go to Menu.
2. Select Options.
3. Click on Privacy & Security.
4. Scroll down to the section for Cookies and Site Data.
5. Click the Clear Data button.
6. UNCHECK the Cookies and Site Data option, and check the Cached Web Content option.
7. Click Clear.



Clearing Cache in Firefox

## Clear Cookies

If you log in and see a blank page with the green bar across the top (aka, the “white screen of death”), but nothing else will load, you may need to clear your browser's cache and cookies.



Before you clear cookies, be aware that clearing cookies in Firefox will cause you to lose your registered workstations, print settings, and local settings. This will also occur in Chrome unless you are using Hatch to store those settings.

### In Chrome:

1. Click on the menu icon (three vertical dots in upper-right corner) and then History (or, CTRL-H).
2. Click Clear Browsing Data.
3. Check the box next to “Cached images and files.”
4. Click the Clear Data button.
5. Enter this address in your address bar: `chrome://settings/siteData`
6. Use the trashcan icon to remove the cookies for [gapines.org](https://gapines.org)
7. Return to <https://gapines.org/eg/staff>

If you have Hatch installed, use these directions to reconnect your browser to Hatch:

1. Log in with a LibraryManager or LocalAdmin account.
2. Create a workstation and click Use Now to log in again.
3. Navigate to Administration > Workstation > Print/Storage Service (“Hatch”).
4. Check all three boxes.
5. Click on the Home icon.
6. You will be returned to the workstation registration screen again - click Use Now to log in again.
7. Your local settings should now be restored.



## In Firefox:

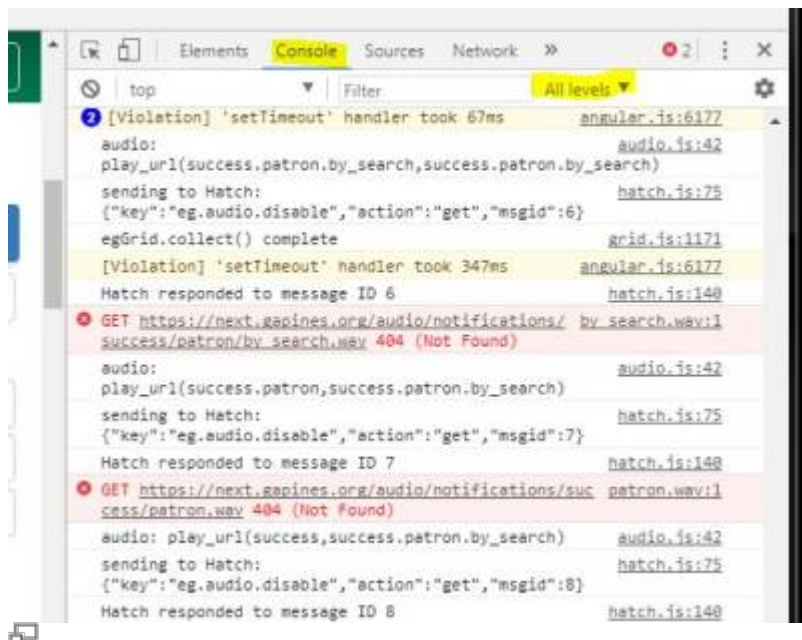
1. Click on the menu (three stacked lines in the upper-right corner).
2. Click Options.
3. Click Privacy & Security.
4. In the Cached Web Content section click the Clear Now button.
5. In the History section, click “remove individual cookies.”
6. Scroll down, select the gapines.org cookie folder, and click Remove Selected.
7. Return to <https://gapines.org/eg/staff> (you will need to set up a new workstation).

## Retrieve Console Messages

If you are having problems, please include screenshots and error messages from the console(s).

### Chrome Console Messages:

1. Go to Menu.
2. Select More Tools.
3. Select Developer Tools. (This will open a pane on the right-side of your browser.)
4. Select the Console tab.
5. Change the “Default” dropdown to be sure that Verbose is checked.
6. Either take a screenshot or copy and paste the text that appears in the console when you see the errors occurring. Be sure to include any of the errors that display in red.

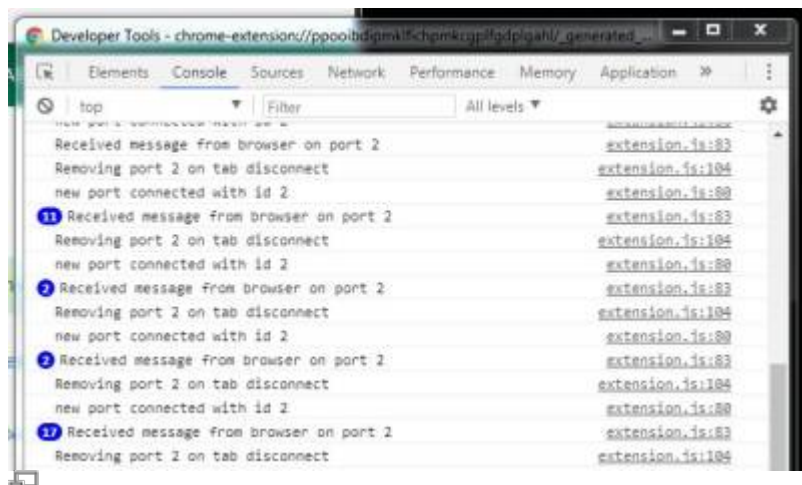


Console Messages in Chrome

### Hatch Extension Console Messages:

1. In Chrome, go to Menu.
2. Select More Tools.
3. Select Extensions.

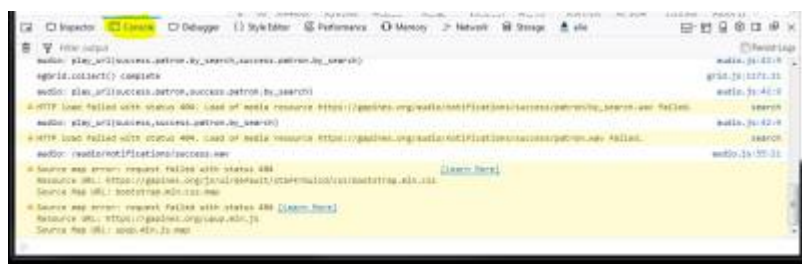
4. Check the box at the top of the screen that says Developer Mode.
5. Scroll down to Hatch Native Messenger.
6. Click on the link that says “background page.” (This will open a new window.)
7. Select the Console tab.
8. Change the “Default” dropdown to be sure that Verbose is checked.
9. Either take a screenshot or copy and paste the text that appears in the console when you see the errors occurring. Be sure to include any of the errors that display in red.



Hatch Console Messages

### Firefox Console Messages:

1. Go to Menu.
2. Select Web Developer.
3. Select Web Console. (This will open a pane across the bottom of your browser.)
4. Click on the Console tab.
5. Either take a screenshot or copy and paste the text that appears in the console when you see the errors occurring. Be sure to include any of the errors that display in red.



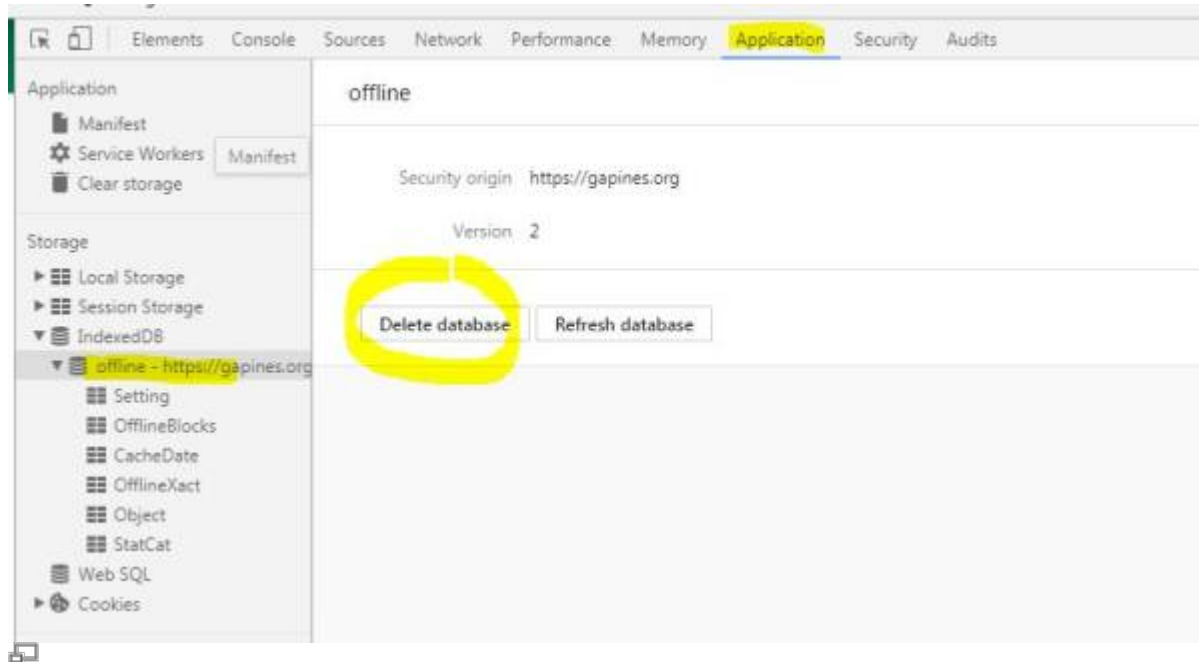
Firefox Console Messages

## Console Error: Database Connection

If you still have a white screen after clearing cookies and cache, and the browser console is giving an offline database connection error, it is possible that the local database has become corrupted. You can delete this database and the system will rebuild it the next time you log in.

### In Chrome:

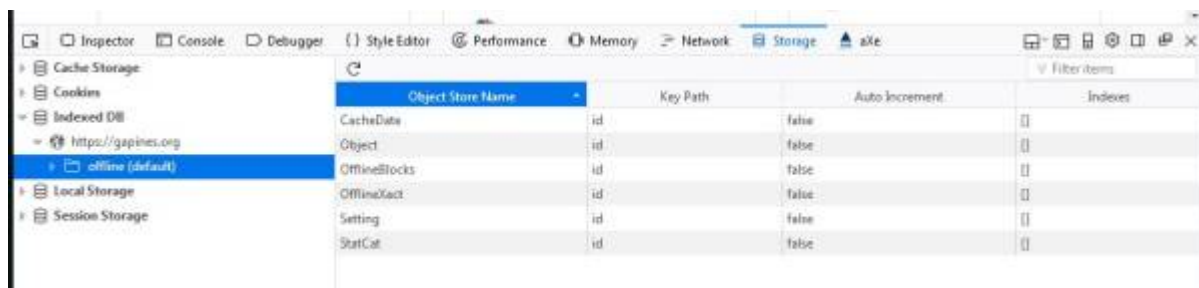
1. Navigate to <https://gapines.org/eg/staff>
2. Click Ctrl+Shift+I (alternatively, click on Menu > More Tools > Developer Tools).
3. Switch to the Application tab.
4. Expand the Indexed DB section.
5. Click on the “offline - <https://gapines.org>” section.
6. Click the Delete database button.
7. Click the X in the upper-right corner of the section to close the tool frame.



Clearing database in Chrome

### In Firefox:

1. Navigate to <https://gapines.org/eg/staff>
2. Click Shift+F9 (alternatively, click on Menu > Web Developer > Storage Inspector).
3. Expand the Indexed DB section.
4. Expand the <https://gapines.org> section.
5. Right-click on “offline (default)” and click the Delete option.
6. Click the X in the upper-right corner of the section to close the storage inspector frame.



Clearing database in Firefox

## Console Error: Unable to getItem from Hatch

If the browser console gives a message such as “Unable to getItem from Hatch: [field name]. Retrieving item from local storage instead,” it usually means that something Hatch-related has changed (settings, reinstallation, disabled/enabled, etc.) and the browser can no longer find the place where a local setting had been stored. Please try these steps:

1. Administration > Workstation > Print/Storage Service (“Hatch”)
2. Click the “Copy Local Storage Settings to Hatch” button.
3. Log out and log back in again to check if the problem has been resolved.

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