# 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.

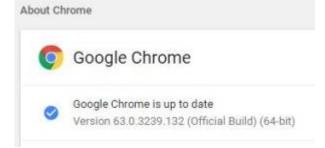
If neither of these actions correct the problem you are seeing, continue to the next section.

# **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."

# Firefox Quantum

58.0 (64-bit) What's new

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

A gapines.org

ADD

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 widows" should be checked.
- 6. Click the Exceptions button.
- 7. Type in: https://gapines.org

#### 8. Click Save Changes.

Allowed Websites - Pop-ups			1
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https://next.gapines.	org	Allow	
https://terran-testbox.pls-hq.org		Allow	
Remove Website	Remove All Websites		
		Cancel	Save Changes

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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

Allow sites to save and read cookie data (recommended)	
Keep Jocal data only until you quit your browser	
Block third-party cookies Prevent third-party websites from saving and reading cookie data	
See all cookies and site data	,
Block	ADD
No sites added	
Clear on exit	ADD
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Allow	ADD
A gapines.org	1
52	
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

irefox will Use custom settings for history	
Always use grivate browsing mode	
Remember my browsing and download history	
Remember search and form history	
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Accept cookies from websites	Exceptions
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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.

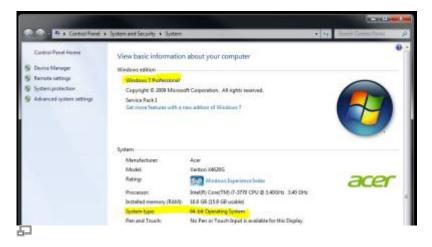
# **Verify Software Versions**

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

# 1. Operating System

<u>Hatch is only supported on 64-bit Windows 10 at this time</u>. Windows 7 is no longer being supported by Microsoft. You can find your version 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. 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

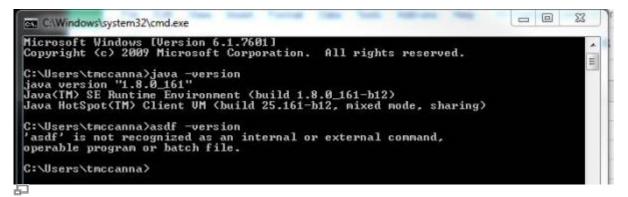
Intel® USB 3.0 eXtensible Host Controller Driver	Intel Corporation	3/22/2013	18.4 MB	1.0.3.214
Java 8 Update 161	Oracle Corporation	1/23/2018	32.3 MB	8.0.1610.12
Java SE Development Kit 8 Update 60 (64-bit)	Oracle Corporation	10/15/2015	310 MB	8.0.600.27
Java SE Development Kit 8 Update 92 (64-bit)	Oracle 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

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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.)



#### 3. Hatch Program

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

#### 4. Hatch Extension

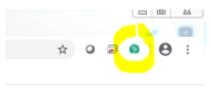
Verify that you are running the correct version of the Hatch Chrome Extension (in Chrome) or Add-On (in Firefox).

In Chrome:

- 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.

In Firefox:

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



🗗 Hatch Icon

#### 5. Verify that Hatch is communicating with Java

- Open up a command window (Start Menu, type in cmd).
- First, enter this (followed by pressing Enter):

```
cd %ProgramFiles(x86)%\Hatch
```

• Then, enter this (followed by pressing Enter):

#### hatch.bat test

The response will tell you if it tested successfully or if Hatch is having a problem communicating with Java on your system.

# **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.

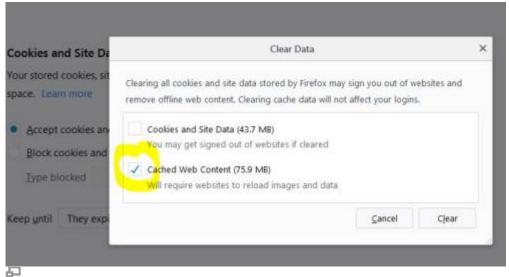
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	Download history None		
	Cookies and other site data From 10 sites		
2	Cached images and files 11.5 MB		
	Passwords 7 passwords		
-	Autofill form data		
		CANCEL	LEAR DATA

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
- 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:

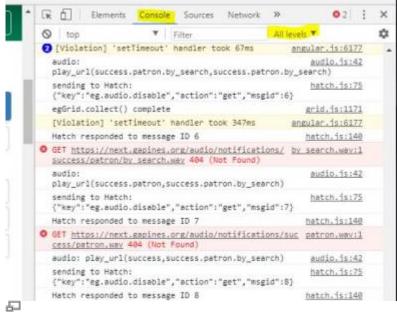
- 1. Click on the menu (three stacked lines in the upper-right corner).
- 2. Click Options.
- 3. Click Privacy & Security.
- 4. In the Cached Web Content section click the Clear Now button.
- 5. In the History section, click "remove individual cookies."
- 6. Scroll down, select the gapines.org cookie 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.

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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.

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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.

Elements Console	Sources Network Performance Memory Application Security Audits
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stline - https://gapines.org     Setting	
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I StatCat Web SQL	
🕨 🏠 Cookies	

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.

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Clearing database in Firefox

From:
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