

System Requirements

Minimum Windows Requirements

512 MB RAM
750 Mhz Processor
1 GB free on C:\ drive
Windows 98, 2000 or XP
Internet Explorer 6.0 or Firefox 1.0.2

Recommended Windows Requirements

1 GB RAM
1.6 Mhz Processor
15 GB free on C:\ drive
Windows XP
1024x768 or higher screen resolution
DSL or Cable Internet connection
384 Kbs or greater upload speed (contact your ISP)

Minimum Macintosh Requirements

512 MB RAM
750 Mhz Processor
1 GB free on root
OS X 10.3 "Panther"
Safari browser

Recommended Macintosh Requirements

1 GB RAM
1.6 Mhz Processor
15 GB free on root
OS X 10.4 "Tiger" or above
1024x768 or higher screen resolution
DSL or Cable Internet connections
384 Kbs or greater upload speed (contact your ISP)

Java Settings

If you are experiencing problems loading thumbnails, or receiving Cache error messages, try the following to resolve the issue. To use the Online Ordering Systems, you should be using Java Runtime Environment 1.4.2_06 or above.

Java 1.4.2_06 for Windows 98/2000/XP

Go to fullcolor.com - Support - Downloads and download the Java Runtime Environment 1.4.2_06 file.

Close all Internet browser windows. Go to Control Panel, and double click the Java Plug-in. Click the Advanced Tab. Enter the value from the chart below in the Java Runtime Parameters field. (Characters are case sensitive.)

Amount of RAM in your computer	Value to enter in Java Runtime Parameters
128	-Xmx96m
256	-Xmx192m
512 or higher	-Xmx320m

Click Apply.

Clearing Java 1.4.2_06 Cache

Click the Cache tab. Press the Clear button. Say yes to the pop-up message box to delete all Cached files. Now close the Java Control Panel.

Java 1.5 for Windows 98/2000/XP

Close all Internet browser windows. Go to Control Panel, and double click the Java Plug-in. Go to the Java tab, then click the first View button. If you have multiple versions of Java Runtime Environment listed, you will need to select the latest version. Double click the text box of the Java Runtime Parameters, and enter the correct value from the chart below. (Characters are case sensitive.)

Amount of RAM in your computer	Value to enter in Java Runtime Parameters
128	-Xmx96m
256	-Xmx192m
512 or higher	-Xmx320m

Click OK. Then click Apply.

Troubleshooting & Technical Issues

Clearing Java 1.5 Cache

Click the General Tab - Delete Files . Make sure all boxes are checked, then click OK.

Clearing Java 1.5 Certificates

Click Security - Certificates. Highlight any Full Color certificates listed in the Issued To column and click Remove.

MAC OS X 10.3 or higher

Update for MAC OS X 10.3: Go to Software Updates in your System Preferences Panel and download the latest updates.

Close all Safari browser windows. Go to your hard drive and select the Applications folder. Choose Utilities, then JAVA. In this folder you will see an icon labeled Java 1.4.2 Plug-in Settings. Enter the value from the chart below in the Java Runtime Parameters field. (Characters are case sensitive.)

Amount of RAM in your computer	Value to enter in Java Runtime Parameters
128	-Xmx96m
256	-Xmx192m
512 or higher	-Xmx320m

Click Apply. Next click the Cache tab. Press the Clear button. Say yes to the pop-up message box to delete all Cached files. Now close the Java Control Panel.

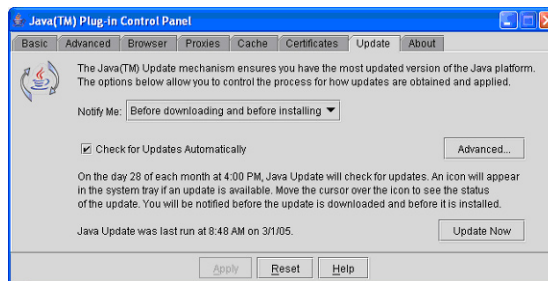
Next, log into Full Color CustomerNet and go to the Downloads page. Click on Java Advanced Imaging For MAC at the bottom of the page, and install the plug-in. Reboot your computer after installing Java Advanced Imaging. You should now be able to use the Online Ordering Systems.

Java Automatic Update

We do not recommend updating your Java Runtime by using the Automatic Update feature built into the Java Plug-In. This may cause problems with Java Programs you currently use, such as our Online Ordering Systems. Our Online Ordering Systems will automatically update Java when a new version is released that you need to download. This ensures that the updated version of Java has been tested with the Online Ordering Systems. If you have Automatic Update turned on, when an update for Java is released this message will appear when you login to Windows:



In order to disable this feature, go to Start -> Control Panel -> Java Plug-In and click on the Update tab.



Uncheck the “Check for Updates Automatically” box and click “Apply”. This will turn the feature off and you should not see the prompt anymore when you login to Windows.

Troubleshooting & Technical Issues

Changing Screen Resolution

Windows

To change screen resolution, right click on the desktop and go to Properties - Settings. Under Screen Area, move the arrow to at least 1024x768. Click OK.

Macintosh

To change screen resolution go to System Preferences - Displays. Click on 1024x768 or higher. When prompted, click Confirm.