

# Troubleshooting Tips

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## Clear the Browser Cache

*Firefox (Windows):* In the Firefox menu bar, go to **Firefox > Options**. Select the **Privacy** tab. Under **History**, click the "clear recent history" link. In the next list, make sure **Cache** is selected, then click "Clear Now."

*Firefox (Mac):* In the Firefox menu bar, go to **Firefox > Preferences**. Select the **Advanced** panel, then click on the **Network** tab. In the **Cached Web Content** section, click "Clear Now."

*Google Chrome (Windows or Mac):* From the Google toolbar (three lined icon) on the upper right, choose **Tools > Clear browsing data**. OR control+shift+delete on a PC, or shift+command+delete on a Mac, to open the menu to clear browsing data.

*Safari (Mac):* In the Safari menu, go to **Safari > Empty cache**.

## Enable Shockwave Flash

*Firefox (Windows):* In the Firefox menu bar, go to **Add ons > Plugins** to check the Shockwave Flash version and make sure it is enabled.

*Firefox (Mac):* In the Firefox menu bar, go to **Tools > Add-ons**. Click the **Plugins** tab on the left side of the screen. Scroll through the available list on the right to find Shockwave Flash, then use the dropdown to select "Always Active." Use the link at the top of the list to make sure the plugin is up to date.

*Google Chrome (Windows or Mac):* In the Chrome browser, enter in the address bar **chrome://plugins/** to check that the Shockwave Flash plugin is activated and up to date.

*Safari (Mac):* In the Safari menu, go to **Help > Installed plug-ins**. Scroll through the list to check the Shockwave Flash version and make sure it is enabled.

## Enable QuickTime for Safari

For audio and video files played back on Firefox or Google Chrome, the system will use the browser's native A/V player. You'll want to check your browser settings to confirm what native player is used for audio and video playback. For Safari, however, audio or video playback may require updating the QuickTime plugin.

***Safari (Mac):* In your Safari browser, go to Help > Installed plug-ins. Scroll through the list to check the QuickTime version and make sure it is enabled.**

## Upload Issues

Shared Shelf supports a variety of file types, some of which can be extremely large in size. When a file is uploaded to the system, it goes through several servers before it appears in the Shared Shelf interface. The speed of the file's arrival in your Shared Shelf collection is determined by the slowest link in the data chain leading from your computer into the system. Some of the factors that can impact the upload speed are described below.

### Host Server

The most common cause of slow speed of upload is the host server. Shared Shelf's server may be in the midst of processing several other files at the same time. Just like a busy highway, the speed becomes slower.

### Host Server's connection

Another aspect affecting the speed is the host server's connection to the Internet. These servers connect using one or more T1 lines, which can deliver a guaranteed 1.5 Mbps (megabit per second). If a server only has a single T1 line and ten people are using it, that connection is divided amongst the ten requests, giving each request just 150 kbps (kilobit per second); a much slower rate of speed.

### Internet Routers

The data sent between your computer and a server typically bounces through a dozen or so routers. The router's purpose is to direct data from one point to another on the Internet. Routers, or the connections between them, can become poorly configured or overloaded by high demand.

### Your Computer Hardware

The speed of the processor, hard drive, network card, graphics accelerator, even the amount of RAM on your computer, all impact the speed your computer can process data.

### Your Operating System

With extensive use, any computer operating system can become corrupt, inefficient or badly configured, which will affect the speed.

### **Your Networking Device**

**A networking device, or router, routes traffic between your modem and your computer(s). Routers that don't use 100baseT Ethernet standards or that use outdated software, could slow your connection speed, which means the speed at which your file is sent is slowed.**