

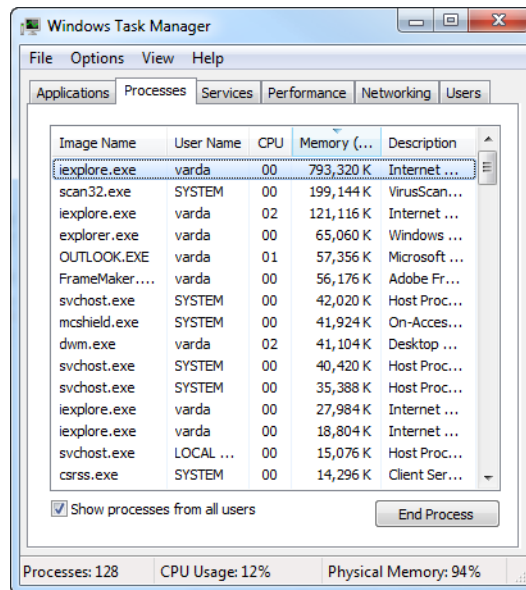
# RMX Web Client Installation - Troubleshooting Instructions

Close all the Internet Explorer sessions and perform the following step.

## Step 1: Ending all Internet Explorer Sessions

In some cases, although all the Internet Explorer sessions were closed, the system did not end one or several IE processes. These processes must be ended manually.

- 1 Start the **Task Manager** and click the **Processes** tab.
- 2 Select an **iexplore** process and click the **End Process** button.

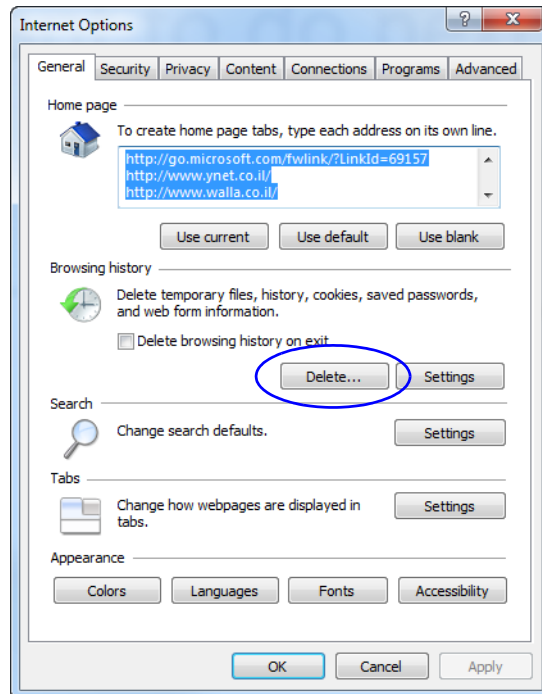


- 3 Repeat this process for all iexplore processes that are currently active.
  - 4 Close the *Windows Task Manager* dialog box.
  - 5 Open the Internet Explorer and connect to the RMX.
- If the problem persists, continue with the next step.

## Step 2: Deleting the Temporary Internet Files, RMX Cookie and RMX Object

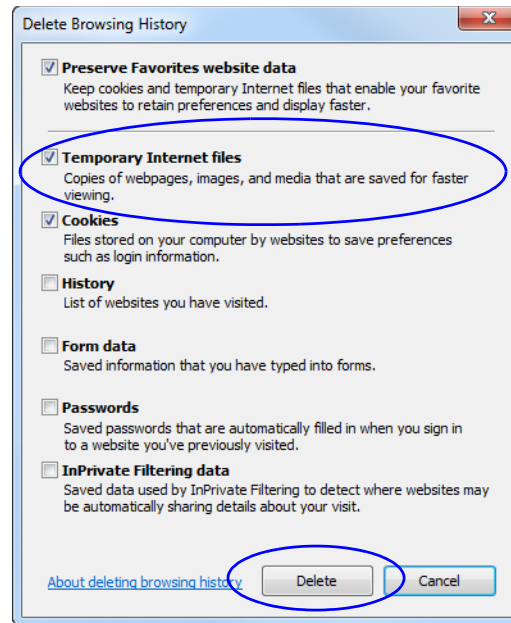
To delete the Temporary files:

- 1 In the *Internet Explorer*, click **Tools > Internet Options**.  
The *Internet Options* dialog box opens.
- 2 In the *Browsing History* pane, click the **Delete** button.

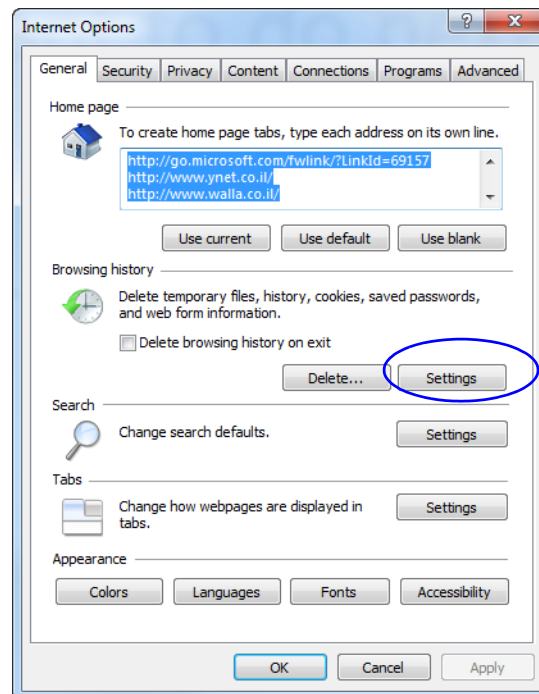


The *Delete Browsing History* dialog box opens.

- 3 It is recommended to delete only the **Temporary Internet Files**.  
By default, the **Cookies** option is also selected. Clear it if you do not want to clear the cookies from your computer.

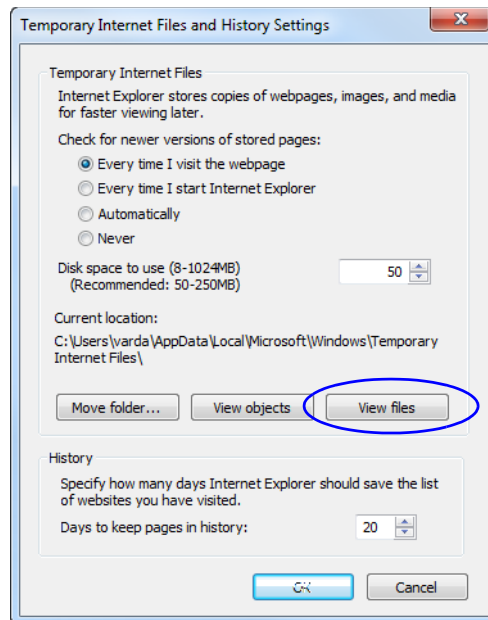


- 4 Click the **Delete** button.
- 5 When the process is complete, the system return to the *Internet Options* dialog box.
- To delete the RMX Cookie:
- 6 In the *Internet Options* dialog box - *Browsing History* pane, click the **Settings** button.



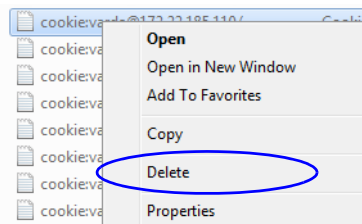
The *Temporary Internet Files and History Settings* dialog box opens.

- 7 Click the **View Files** button.



The Windows Explorer screen opens, listing Windows *Temporary Internet Files*.

- 8 Browse to the RMX cookie.  
The cookie is listed in the format: **cookie:user name@RMX IP address**. For example: **cookie:valerie@172.22.189.110**.
- 9 Right-click the RMX cookie and click **Delete**.

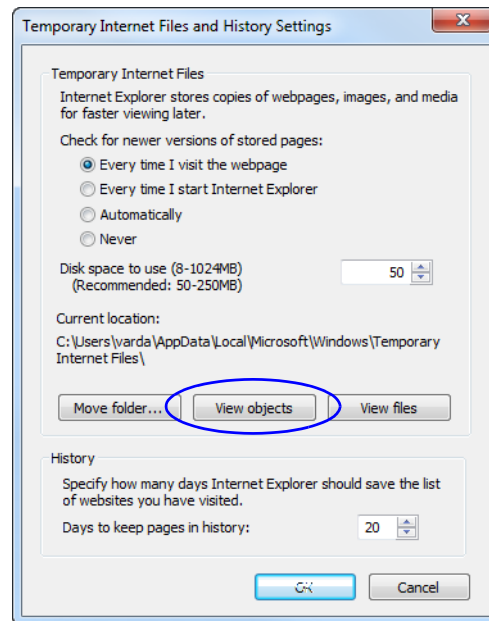


The system prompts for confirmation.

- 10 Click **Yes**.  
The cookie is deleted.
- 11 Close the Windows Explorer screen.

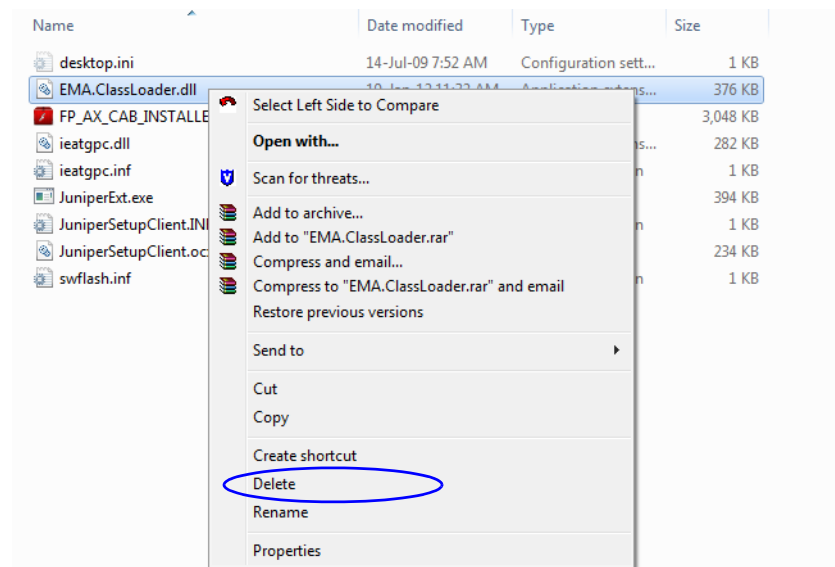
### To delete the RMX ActiveX Object:

- 12 In the *Temporary Internet Files and History Settings* dialog box, click the **View Objects** button.



The Windows Explorer screen opens, listing the Windows *Downloaded Program Files*.

- 13 Right-click the **EMA.ClassLoader.dll** and then click **Delete**.



The system prompts for confirmation.

- 14 Click **Yes**.  
The RMX object is deleted.
- 15 Close the Windows Explorer screen.
- 16 In the *Temporary Internet Files and History Settings* dialog box, click **OK**.
- 17 In the *Internet Options* dialog box, click **OK** to close it.

**18** Close the Internet Explorer session and reopen it.

**19** Connect to the RMX system.

If the problem persists, continue with the next step.

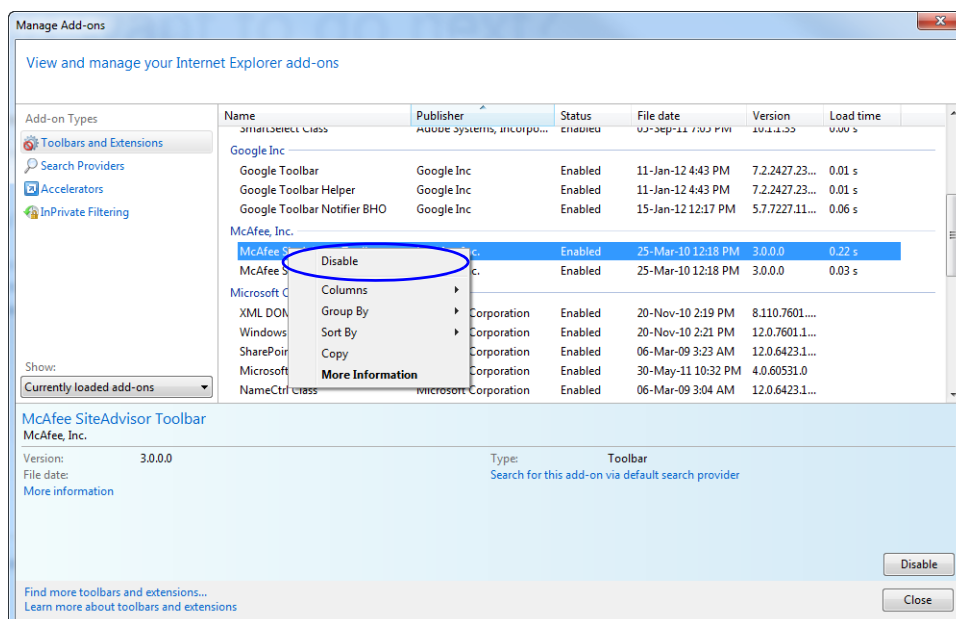
### Step 3: Managing Add-ons Collisions

In some cases, a previously installed add-ons, such as Anti Virus programs can prevent the installation of a new add on. In some cases, disabling these add-ons is required in order to install the RMX Web Client.

**To disable an add-on:**

- 1** In the *Internet Explorer*, click **Tools > Manage Add-ons**.  
The *Manage Add-ons - Toolbars and Extensions* dialog box opens.
- 2** Scroll to the add-on to disable (for example, the anti virus add-on), right-click it and then click **Disable**.

Alternatively, select the add-on and click the **Disable** button.



- 3** Click the **Close** button to close this dialog box.

- 4** Connect to the RMX system.