

Direct View Web Installation Instructions

Minimum specs to run Direct View Web:

PC: 750 MHz Pentium running Windows 95/98/2000/ NT
256 MB RAM
4 MB Graphics Card
Display Resolution 1024X768, configured to true color (24 bit)

MAC: 64 MB RAM
Display Resolution 800X600, configured to true color (color depth configured to millions of colors)

***** Virtual Memory must be a minimum of 300MB for both PC and Macintosh *****

Installation:

1. Double Click **Direct View Web** icon
2. Press Login (If this is a first-time install, this will load Java and take 2 or 3 minutes)
3. When the Login and Password box pops up – press cancel
4. Close Internet Explorer

5. Go to Start > Settings > Control Panel
6. Select Java Plug-in 1.4.0
7. Click on Browser tab
 - Uncheck Microsoft Internet Explorer boxes
 - Uncheck Netscape boxes
 - Click Apply

8. Click Cache Tab
 - Check Unlimited for size
 - Click Apply

9. Close Java
10. Double Click **Direct View Web** icon
11. Click Login (You should see **User ID** and **Password** box)
12. Exit Direct View (Close all browser windows)

Note: This 2nd login is needed to make sure java is working.

If you see the User ID and Password box popup, installation was successful.

If Browser closes when you click login, do the following:

1. Go to Start > Settings > Control Panel
2. Select "Add/Remove Programs"
3. Uninstall Java Plug-in 1.4.0
4. Double click on Direct View icon to do fresh install
5. After install is complete, close Internet Browser
6. Go to Start > Settings > Control Panel
7. Java Plug-in 1.4.0
8. Click on Browser tab
 - Uncheck Microsoft Internet Explorer and Netscape boxes
 - Click Apply
9. Click Cache Tab
 - Check Unlimited for size
 - Click Apply
10. Click ADVANCED Tab
 - under Java Runtime Parameters
 - **Change: -Xmx450 to -Xmx400** (leave the rest of the string alone)
 - Apply the changes
11. Close Java Console
12. Double Click on Direct View Icon
 - Click on Login. (You should now get User ID and Password box.)

- If you don't get the User ID and Password box after re-install, apply all Windows updates and IE 6 updates from www.windowsupdate.com