


Repairing/Upgrading your ROES installation

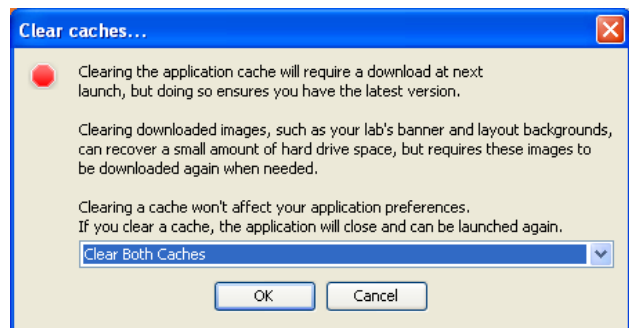
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A) Clearing the Cache

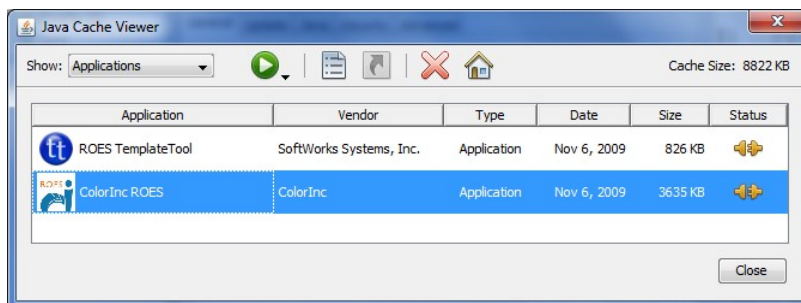
Most issues with ROES can be corrected simply by clearing your ROES cache. This can be done in several different ways. Options 1 and 2 will both work, but Option 1 is easier.

1) First of all, if you have your ROES software already running, click on the blue question mark  in the lower left hand corner of the ROES window. A short list of options will appear. Click on the “Clear Cache” option. This will bring up a window warning you that you will lose program information if you clear the cache. On the drop down list in that window, select the last option, “Clear Both Caches,” as seen at right.



This will close your ROES software and remove all traces of it from your system. After clearing the cache and restarting your computer you should be ready to proceed to our web site and download the most recent version of ROES from our “Downloads” page.

2) A second option to clear your cache is to actually go into the Java settings in your computer and manually remove ROES from the application cache. Listed below are the locations of these Java settings on both PCs and Macs.



PC Java Cache: Go to Start>Settings>Control Panel>Java>General tab, then "View."

Click on the ColorInc ROES item, then on the red X to remove the application, as shown at right.

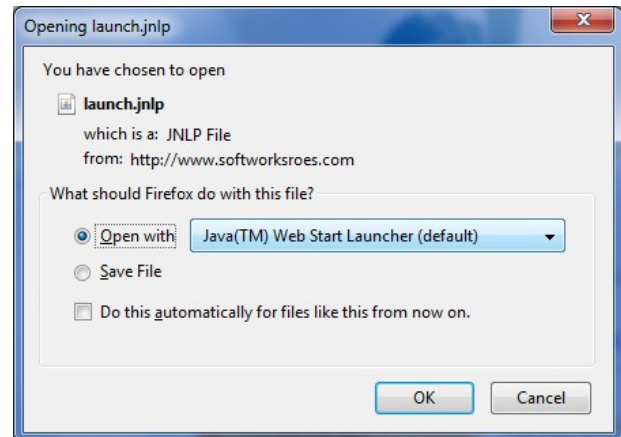
Mac Java Cache: Macintosh Hard Drive>Applications Folder>Utilities>Java>Java Plug-in Settings>Cache>Clear Cache

After clearing this cache, be sure to restart your computer. Then, proceed to the ColorInc web site, located at this link (www.colorincprolab.com). Now, proceed to the “Downloads” or “Launch ROES” page and download ROES again following the links on that page. This time, you should be able to launch correctly!

B) Common Windows Issues

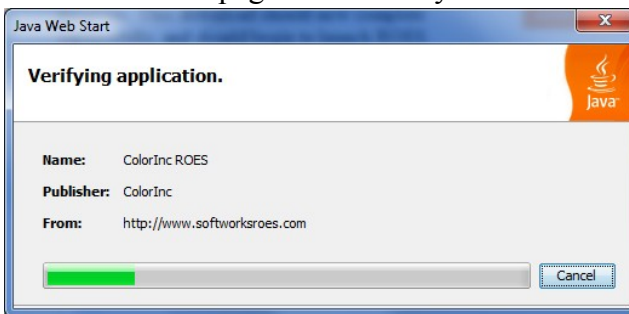
Many of the common problems that are associated with ROES not launching on a Windows PC are due to an outdated installation of Java. Because of that, the first step to take whenever ROES is unable to launch on your PC is to update your Java to the latest version.

1. To update, navigate to the Java homepage, located at the following URL: <http://www.java.com/en/> Once you have arrived, click on the “Downloads” tab, and select the appropriate version of Java for your computer. After downloading and running the installer package, you should now have Java installed on your computer.



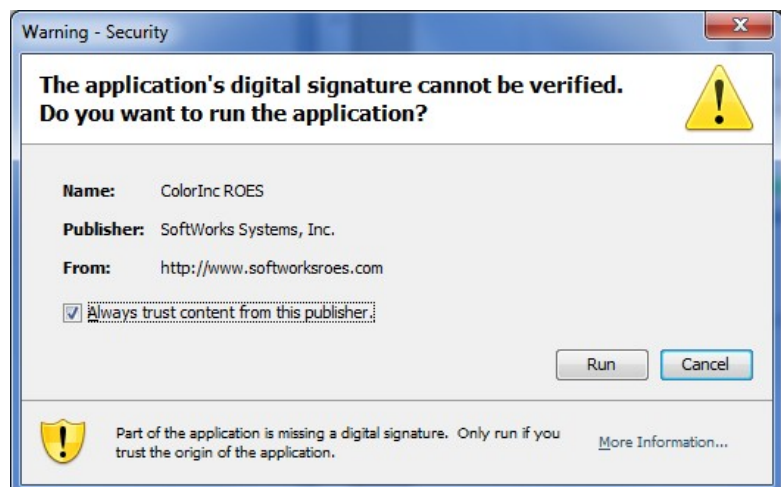
2. Once the latest version has been successfully installed, navigate to the Color Inc home page (www.colorincprolab.com).

3. Proceed to the page that allows you to download ROES, and click on the orange arrow to begin the actual launch of the ROES program. You will likely see a prompt much like the one above. Click the OK button to start the program. This download should now complete successfully, and should begin to launch ROES, as you can see on the left side of the page.



4. During the launch process you can expect to be asked if you will trust content from *Softworks*, the makers of ROES. You will have trust the content from *Softworks* and then clicking the “Run” option (see below).

Allowing this access will strictly give ROES access to your PC; no other programs or features will be let into your computer. Allowing access **only** gives ROES the ability to launch and send in your orders. ROES is absolutely free of spyware and viruses.



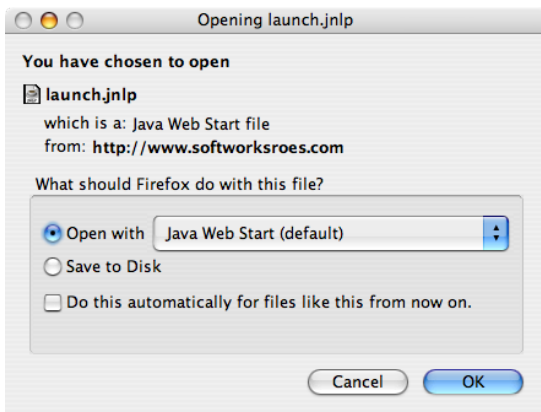
C) Common Mac Issues

Mac users who are working with **Mac OS 10.5.7 Leopard after installing the 10.5.7 Java update** often have issues with ROES. This update effectively stopped ROES from running by moving the launch path for Java Web Start, the core application used by ROES. Users who attempt to use their ROES shortcut will see it bounce several times in the dock and then nothing will happen.

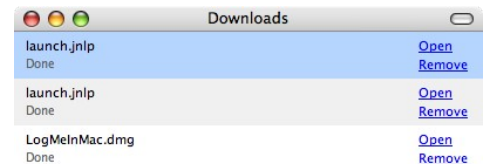
Install all available updates using Apple Software Updates and then attempt to launch ROES again from our web site. If installing this latest update does not allow you to run ROES, follow these steps to ensure that ROES will run:

1. Open your web browser and navigate to the ColorInc home page, located at (www.colorincprolab.com), and then navigate to the “Downloads” page.

2. When you click the link to download the application; this will likely bring up either your “Downloads” window or a text window with code in it. If you see that the default program used to open the file is listed as Java web start, click the OK button. If ROES launches, your previous steps have solved the issue. If ROES does not launch, continue with step 3.

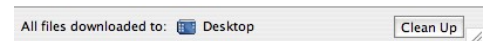


3. The file that was just downloaded contains the data needed to start ROES, but cannot open because it is looking in the wrong location to start. This file should be named “launch.jnlp”, “launch(1).jnlp,” etc.



4. Right click on the file as seen at right; click the option labeled “Show in Finder.”

5. In the new finder window that opens, right click on the file again, and then press the “Open With” option. Click on “Other.” This should bring up a window that lets you browse to choose a new application.



6. In this browser, check the box at the bottom that says “Always Open with this program.” Click on your hard drive name, and then point to this location: *Your Hard Drive Name/System/CoreServices/Java Web Start*. After you click “Open” you should see ROES begin to launch.

7. As ROES begins to launch, you will see a pop up box (see below) telling you that your computer cannot verify the authenticity of the certificate issued by “Softworks Systems, Inc,” (the makers of ROES).



You will be prompted to trust or not trust this certificate; click on the “Trust” option. You will see ROES begin to download, and then launch.