

## Help with website difficulties

12-Dec-08 Version 3

The Internet and browsers are evolving as extremely complex structures. One problem is different brands have different standards and methods which often are not compatible with all website and computer environments. This plus excessive Internet traffic which affect timing requirements make it impossible for us to guarantee error free sessions. We have identified the more common issues which are addressed with the following recommendations and fixes.

Keep checking this page as we are adding more stuff as knowledge comes to hand.

### Basic requirements:

- Cookies must be enabled in your browser to navigate this site.
- JavaScript must be enabled (there are some malicious scripts getting around that disable JavaScript without you knowing so check it's status).

### Browser recommendations:

This site is best with monitor set to 1024 X 768 and 1280 x 1024. The site is developed for and tested on IE 6 and IE 7 and Mozilla (Firefox) 3.

We like Mozilla (Firefox). It's faster and has less problems. It's free from [www.mozilla.com/firefox](http://www.mozilla.com/firefox) and as such we will always design/update for the most recent version.

Lots of people have ACCIDENTALLY installed **IE8 Beta** when updating. It has known bugs so check your version under >Help >About IE. IE 7 is OK.

### Known Issues:

If using a PC: from past experience we know problems arises because you might have a browser issue which is usually solved by using a different browser. The site works fine with IE 6 & 7, Firefox and Mozilla. Safari and Opera are doubtful at this stage but we are working on it and hope for better results soon.

IE and Safari often develop a bug which can also cause problems and can only be fixed by updating with most recent versions (not IE8 Beta) which repairs the bug -or- reinstalling the browser from scratch.

If you are experiencing any problems first delete Cookies, History and Temporary Internet files. This is done in the Tools menu on your browser. Then try again.

Images that don't display properly, click the browsers refresh button.

'Contact' us for other problems that you can't fix doing the above or send email detailing your problems to [webmaster@kinman.com](mailto:webmaster@kinman.com) You should also to tell us the resolution setting of your monitor, Browser type and complete version number and your operating system.