

## **Operating System**

Pinnacle currently works with Windows XP and Vista

### **Delete the G2IP Folder**

Rt. Click on Start

Left Click on Explore

Navigate to the Local Disk (C:/) drive

Click on Documents and Settings

Open the folder that has your name on it

\*\*If you ever tried to access Pinnacle using a generic login, look for the G2IP there

You should see a G2IP folder

Delete the folder, it contains launching files.

### **Internet Explorer**

Clear web browser cache:

Click on Internet Explorer;

Select Tools,

Internet Options

then the General tab,

click Delete Files in the Temporary Internet Files section and

click OK.

### **Java**

Pinnacle currently works with any version of Java

### **Clear the JAVA cache:**

Click start,

click Control Panel,

double-click on the JAVA icon,

when the JAVA Control Panel appears click Settings under Temporary Internet Files,

when the dialog box appears click Delete files,

make sure Downloaded Applets, Downloaded Applications and Other Files are checked,

click OK in Delete Temporary Files window and

click OK in Temporary Files Settings window.

**Re-install JAVA 5**, download JAVA Runtime Environment (JRE) 5.0 Update 10 from

[http://java.sun.com/products/archive/j2se/5.0\\_10/index.html](http://java.sun.com/products/archive/j2se/5.0_10/index.html).

IE6 all you have to do is right-click to get the menu to activate it.

### **In IE7**

- Select to 'Run Active X'

- Restart IE7

- Select to 'Allow download file'

**From Home.** Call your Internet Service Provider. Ask for assistance with the following.

check the new phishing blocker settings

pop up blockers

## **DELETE COOKIES**

Open Internet Explorer

Select Tools, then Internet Options...

Click on Delete Cookies..., click OK

Click on Delete Files..., Click "Delete all offline content", Click OK

Click on Clear History, Click Yes

Then Click OK to close the Internet Options window

## **Losing grades**

Losing grades is classic of losing connection or shutting the E down on the toolbar thus not passing the grades back to the server to save. The internet may be down here and lose connection. Another thing, the desk top is dropping the connection.

Lower your security settings in IE. This option is not recommended.

## **Create a new user account**

If a user account has a toolbar that was downloaded (Yahoo, etc.), it may cause Pinnacle to be blocked. Sometimes the toolbar is hidden or the user cannot see that a filter is on.

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