

Issues logging on to Callista / CAPS / Precedents

Callista is due to be upgraded over the weekend and will be unavailable from 5pm on 29th May 2015 until 9am on 1st May 2015. After the upgrade you may experience difficulties when logging into the different applications for the first time. Available possible fixes for the different applications are listed below.

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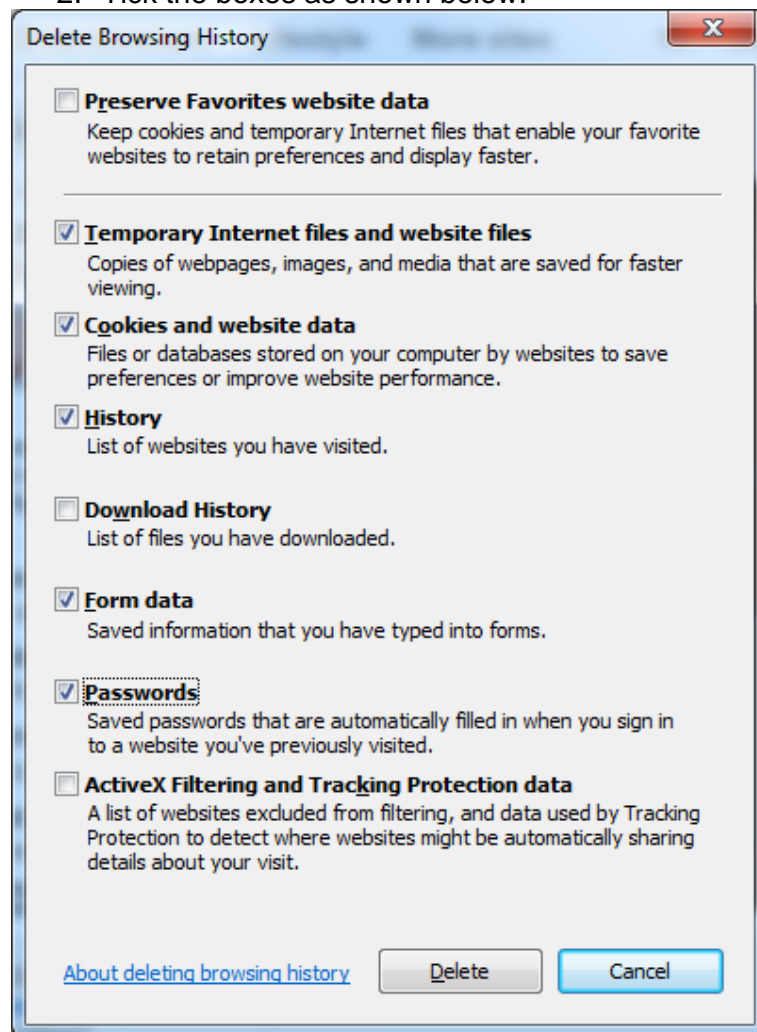
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CAPS / Precedents

If you are experiencing usability issues when accessing CAPS / Precedents, this may be due to cached data that is stored in your web browser. Clearing your browser's cache, then restarting your browser, may resolve this issue. Follow the steps below for the browser that you are using.

Internet Explorer browser:

1. Go to Tools > Delete Browsing History
2. Tick the boxes as shown below:



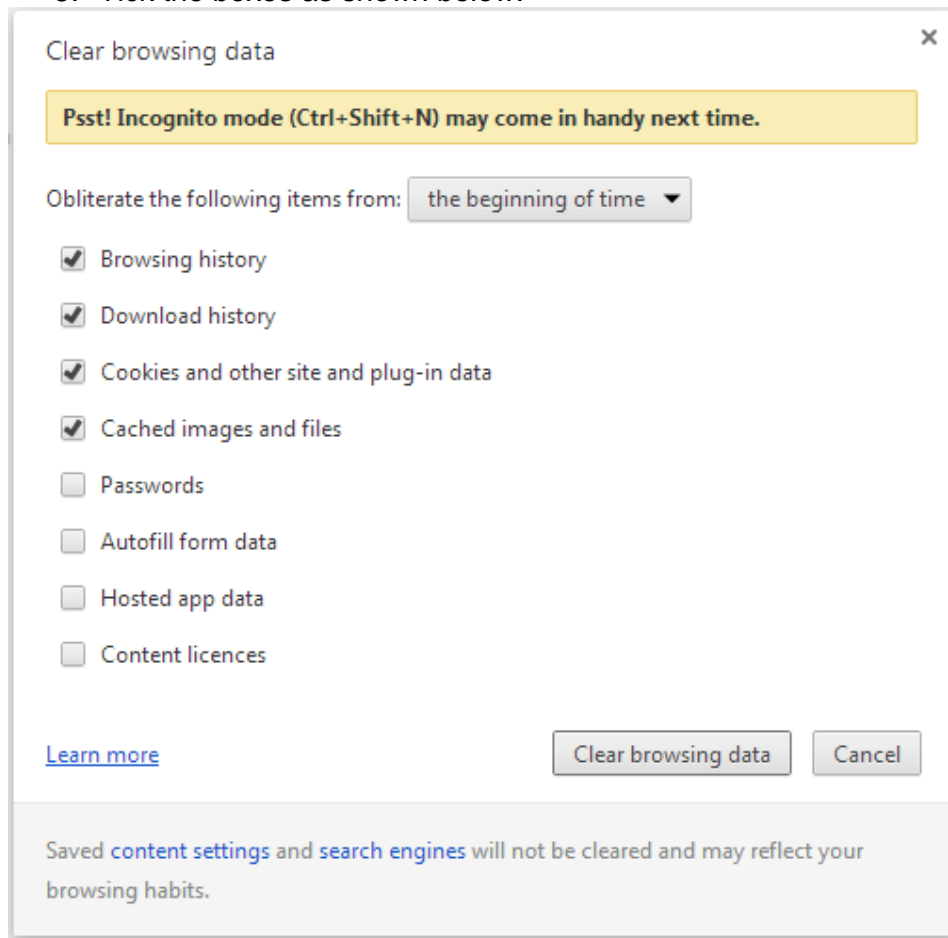
3. Click Delete
4. Exit Internet Explorer
5. Open Task Manager and terminate any open iexplore.exe processes
6. Open Internet Explorer
7. Test Callista JSF

Chrome browser:

1. Click on the Options button:



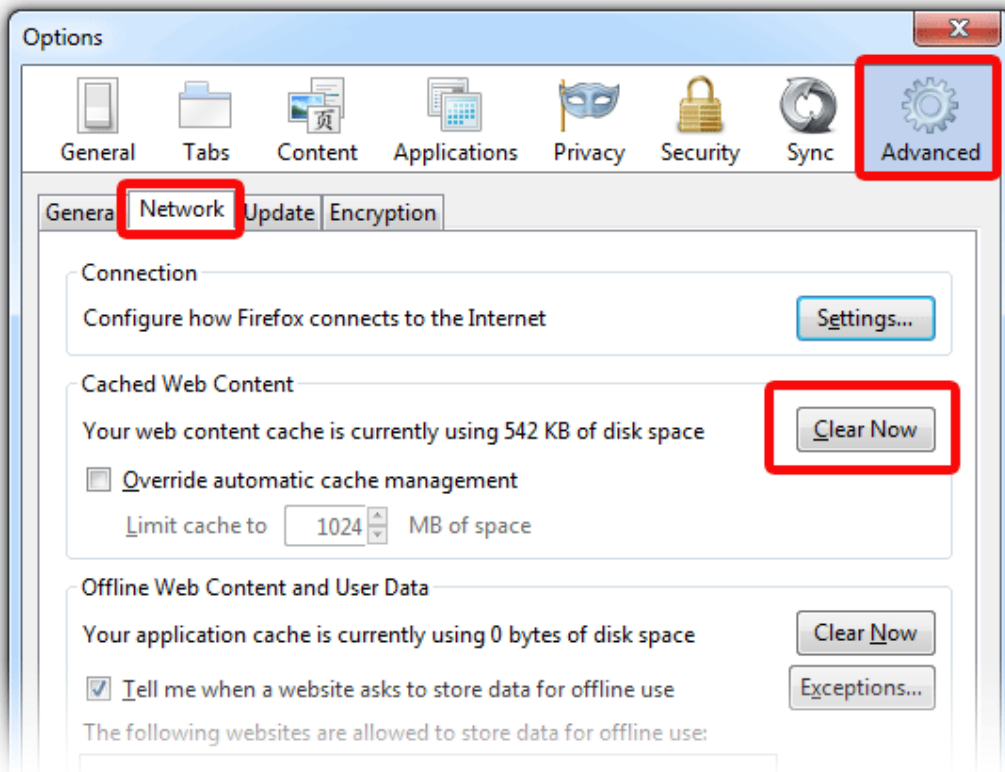
2. Click on Settings
3. On the left hand menu, click on History
4. Click on Clear Browsing Data
5. Tick the boxes as shown below:



6. Then click on Clear browsing data
7. Close Chrome
8. Open Task Manager and terminate any open chrome.exe processes
9. Reopen it, test again.

FireFox browser:

1. Click the menu button ☰ in the top right hand corner, and choose Options
2. Select the Advanced panel.
3. Click on the Network tab.
4. In the Cached Web Content section, click Clear Now.



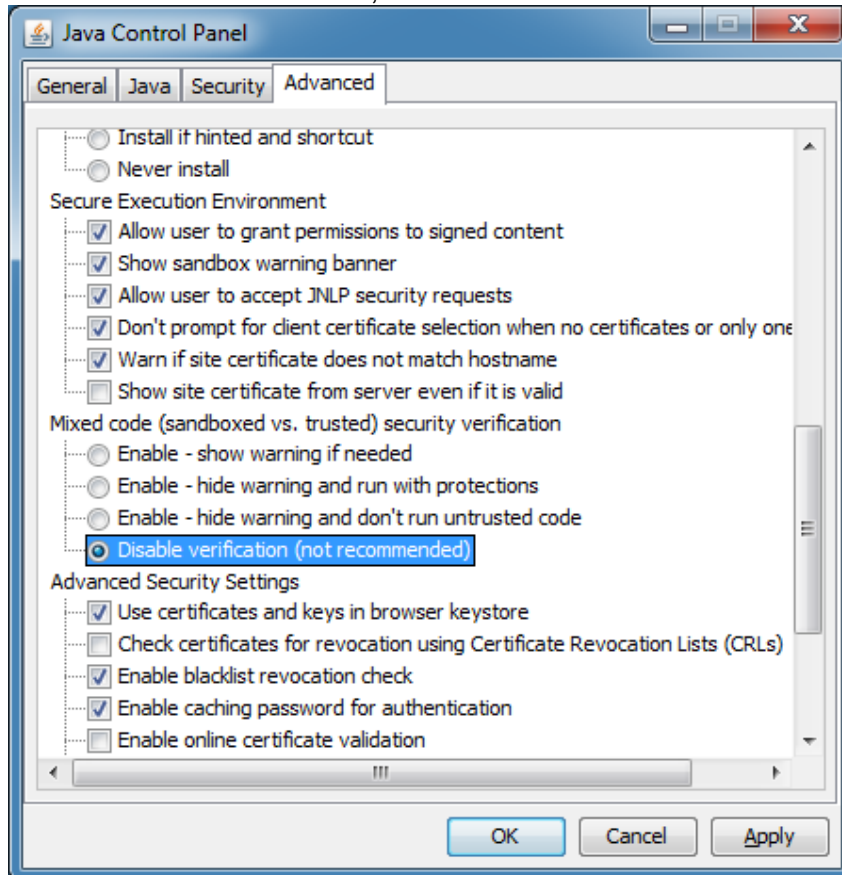
5. Click OK to close the Options window
6. Exit FireFox
7. Close all open sessions of firefox.exe
8. Reopen FireFox, then test

This should fix most if not all reported issues with CAPS / Precedents. If you are still having issues, then please log an incident with the IT Service Desk on 6304 6000.

Callista Forms

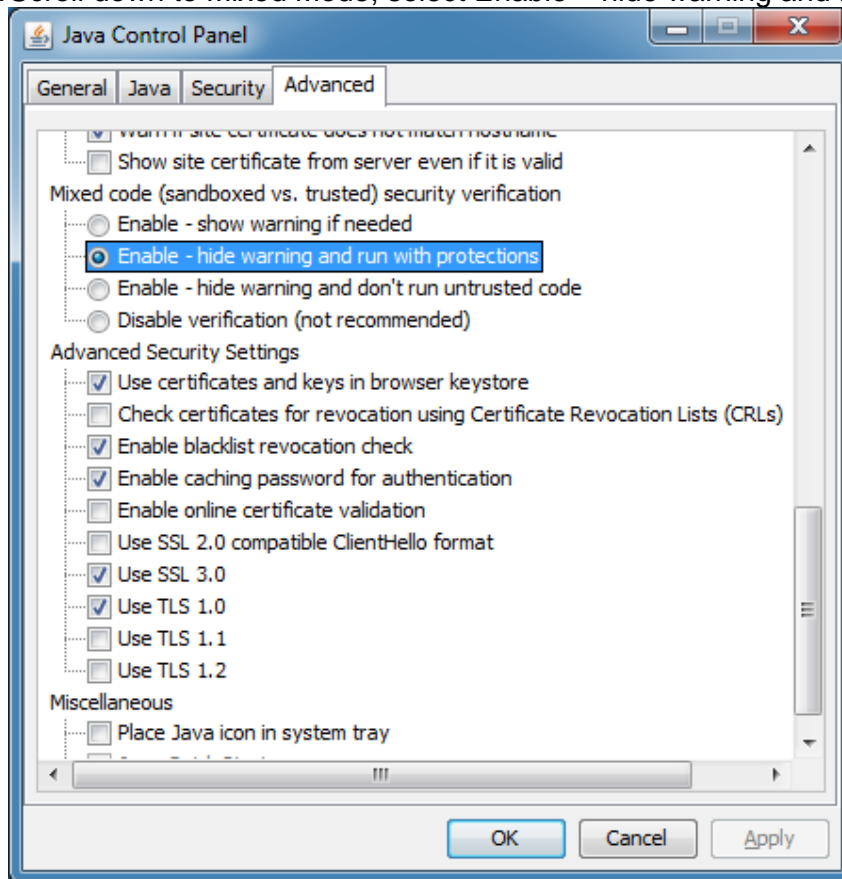
If you have issues accessing Callista, for example the application freezes on start up, then this may be due to your computer's Java settings and security certificates. These steps may help to resolve this issue:

1. Close all open versions of Java / Internet Browsers
2. Go to Control Panel > Java
3. Click on the Advanced Tab
4. Scroll down to Mixed Mode, select Disable Verification:



5. Click Apply, OK
6. Open a browser, log onto Portal and click on Callista
7. User will be logged onto Callista
8. Close all open versions of Java / Internet Browsers
9. Go to Control Panel > Java
10. Click on the Advanced Tab

11. Scroll down to Mixed Mode, select Enable – hide warning and run with protections:



12. Click Apply, OK

This should fix most if not all reported issues with Callista. If you are still having issues, then please log an incident with the IT Service Desk on 6304 6000.