

Tech Note 53: Insite 64 bit Fix

Created: March 2010

File uploads and Smart Review don't work when using Mac OS 10.6 (Snow Leopard) [ID: 82377]

Product: Kodak® InSite™ Prepress Portal system, all versions;
Kodak InSite Storefront software, all versions; Kodak
InSite Creative Workflow system, all versions; Kodak
InSite Asset Library software, all versions

Platform: Mac OS® X 10.6

Operating

System:

Reviewed:

► **Symptom**

Users cannot upload files, or review and approve pages in Smart Review.

► **Cause**

The Mac OS X 10.6 operating system does not support InSite in 64-bit mode. InSite features that use the Sun Java™ software, such as the Upload Files applet and Smart Review, do not work.

► **Solution**

Change the Apple® Safari™ browser to work in 32-bit mode.

Limitations: If you are running InSite Creative Workflow or InSite Asset Library 3.1.2, you can upload files after applying this workaround, but Smart Review still will not start. If you are running InSite Creative Workflow or InSite Asset Library 4.0.1, you can start Smart Review after applying the workaround, but only using Desktop for the Mac.

1. On the Mac computer, open the Finder, and select **Applications**.
2. In the right pane, click Safari.
3. Select **File > Get Info**.
4. In the **General** area, select the **Open in 32-bit mode** check box.
5. Close the Safari Info dialog box.