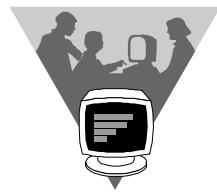




# University of Edinburgh



## Library Systems Department

### *Multiple Netscape Profiles*

Document Status	<i>Current / Awaiting Testing / No Longer Used</i>
Document Type	<i>Systems Training</i>
Document Filename	<i>netprofiles.doc</i>
Document Version	<i>1.0</i>
Latest Revision Date	<i>9/11/99</i>
Author	<i>Jed Bajai</i>
Tested by	<i>Keith Matheson</i>

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## **1 Document Control**

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### **1.1 Amendment History**

<b>Version</b>	<b>Date</b>	<b>Description</b>	<b>Initials</b>
1.0	9/11/99	Current and Initial Version (awaiting testing)	JB

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### **1.2 Filename Path**

Document can be found at the following path:

\lib-srv4\apps\systems\training\train0012.doc

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## **2      Introduction**

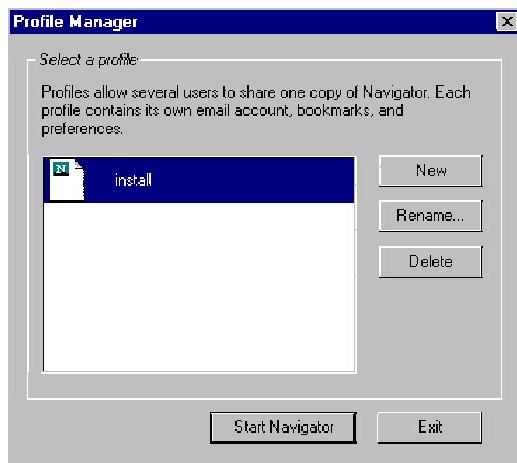
This document has been prepared to allow Systems Staff to fix the problem users are having with the Multiple Netscape Profiles error which arises on certain staff machines. This problem should be fixed from the Install login.

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### **3 Step by Step Instructions**

Solving the Multiple Netscape Profile error

- 1 Login to machine with MNP error as Install.
- 2 Choose Fix Netscape Profiles icon from Desktop.
- 3 The Profile Manager box should appear. (see diagram)
- 4 Machines with the problem will have Multiple Profiles to choose from e.g. as well as Install there will also be a Default Profile, there may be other profiles also.



- 5 Highlight all Profiles **other** than the Install Profile and proceed to delete them,  
**DO NOT DELETE THE INSTALL PROFILE.**
- 6 Then choose EXIT.
- 7 Then re-launch Netscape and the problem should be fixed.

#### **Brief description of how solution works**

The fix allows Systems Staff to delete the Multiple Profiles which should not be appearing, thus permanently preventing them showing every time the user logs on to Netscape in future.

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